



# Annual Report 2024

*Providing our community with access to  
high-quality, affordable, primary healthcare.*

## Mission

To provide our diverse community with access to high-quality, affordable, primary healthcare.

## Vision

A healthy community achieved through access to healthcare for everyone.

## Values

- **Appreciation** – We value the role each employee plays in fulfilling CHC's mission.
- **Compassion** – We care for our patients with empathy and understanding.
- **Creativity** – We meet opportunities and challenges with innovative solutions.
- **Excellence** – We strive to exceed expectations in everything we do.
- **Integrity** – We adhere to ethical principles in all of our actions.
- **Respect** – We treat all individuals with courtesy and dignity.
- **Teamwork** – We cooperate and collaborate to achieve CHC's mission.







## Message from the CEO

Reflecting on this past year, I am incredibly proud of our organization’s strides in advancing our mission: to provide our diverse community with access to high-quality, affordable, primary healthcare. Every initiative we undertook this year was driven by our commitment to expanding access, improving patient experience, and ensuring that care is delivered where and when it is needed most.

In March, we opened our second school-based health center (SBHC), knowing if we invest in the health of our younger generation, we will improve long-term health outcomes and contribute to a healthier population overall. This addition is part of our broader strategy to expand services and locations, reinforcing our commitment to breaking down barriers to essential healthcare.

We also secured funding for further expansion of SBHCs into the Everett School District. Our teams have been busy planning these new sites, and we are excited to see what comes in 2025 as statewide interest and funding continue to focus on improving healthcare access for youth.

July saw the opening of the Administration Annex, a milestone that concludes the final phase of the Everett-Central expansion. This development allowed us to relocate support teams and departments, enabling the organization to expand dental, pharmacy, and physical therapy services to the Everett-Central clinic. By optimizing our space, we are ensuring that more of our resources are dedicated to patient care and service expansion.

To cap off the year, our outreach service line grew with the addition of Madrona Highlands, serving residents of a 52-unit affordable housing community in south Snohomish County.

I also want to acknowledge the enormous efforts of our staff this past year to improve access for our patients. Nationally, and in our community, the healthcare delivery system was strained to meet the demand for healthcare services, often leading to longer wait times for primary care appointments. Our teams responded to this challenge, adapting operations to increase access and reduce appointment wait times. We focused on opening capacity through various tactics, again demonstrating our creativity, compassion, and teamwork – living our shared CHC values and fulfilling our mission and vision.

These achievements are a testament to our team’s dedication, our partners’ support, and our community’s trust. As we move forward, we remain committed to innovation and growth, always striving to meet the evolving needs of those we serve.

Thank you for being a part of our journey.

**Joe Vessey, MBA, CMPE**

### EXECUTIVE LEADERSHIP

**Joe Vessey, MBA, CMPE**  
Chief Executive Officer

**Jose Reynoso, MBA**  
Chief Information Officer

**Dion Kapetanov, PHR, CMPE**  
Chief Administrative Officer

**Sue Yoon, DMD**  
Chief Dental Officer

**Adam Heath, MHA**  
Chief Operating Officer

**Pam Sheffield, MD**  
Chief Medical Officer

**Joel Emery, MBA**  
Chief Financial Officer

### BOARD OF DIRECTORS

**Jessica Enick, MSIO**  
Board Chair

**Olivia Mathisen-Holloman, RDN**  
Board Secretary

**Tom Bull**  
Board Member

**Gregg Miller, MD**  
Board Member

**Kathy Solberg**  
Board Member

**Robert “Max” Maxwell**  
Board Vice Chair

**Ed Rogan**  
Board Treasurer

**Charles Mister**  
Board Member

**Mike Shaw**  
Board Member

# Edmonds Walk-In



“This is the most supportive and well-run clinic I’ve ever been to. The walk-in clinic is amazing. The staff clearly work well together and actually listen to patients. I cannot recommend it enough.”

## Madrona Highlands Outreach Clinic

Community Health Center of Snohomish County (CHC) continues to expand its clinical outreach sites, bringing care to those who need it most. In October 2024, we opened our latest clinical site in Edmonds in collaboration with Housing Hope, an Everett-based nonprofit that builds affordable housing across Snohomish County. It is the first project the company has built in south Snohomish County. They have previously built affordable housing in Everett, Monroe, Stanwood, and Marysville.

Madrona Highlands is a 52-unit affordable housing complex for families experiencing homelessness. Tenants can stay in the units as long as they need. The property is located next to a grocery store and has transit options, and residents can take part in workforce training through Housing Hope’s programs based in Everett. CHC has a medical provider on-site weekly, offering residents primary healthcare, behavioral health services, and health education. Patients with complex needs will be seen at our Edmonds Clinic, less than half a mile away. Funding for the project came from the Federal Low Income Housing Tax Credit, the state’s Housing Trust Fund, and Snohomish County HOME Grants, along with community donations.

Visit [www.chcsno.org/services/clinical-outreach](http://www.chcsno.org/services/clinical-outreach) to learn more.

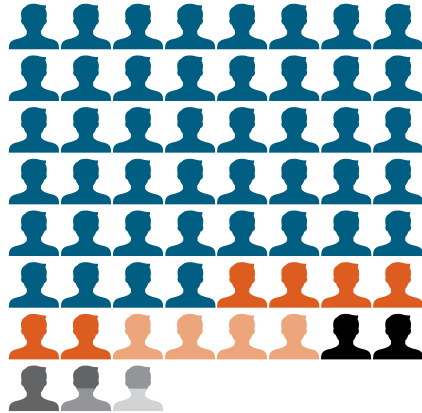


# Our Patient Population

January 1, 2024 – December 31, 2024

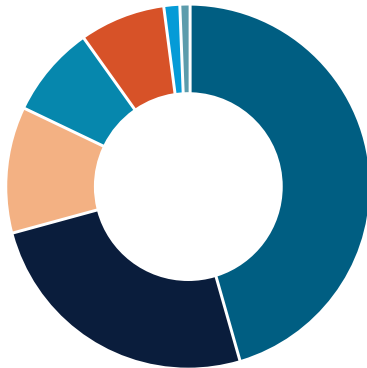
## Patient Encounters

Medical	142,631
Dental	92,513
Behavioral Health	8,886
<b>Total</b>	<b>244,030</b>



## Special Populations

Agricultural Workers	5,901
Lack Housing	3,017
School-Based Services	1,202
Veterans	332



## Race/Ethnicity

White	34,620	46%
Black / African American	6,168	8%
Asian	5,653	7%
Native Hawaiian / Other Pacific Islander	1,095	1%
American Indian / Alaska Native	727	1%
More than one race	8,369	11%
Undisclosed	19,396	26%

## Top Languages

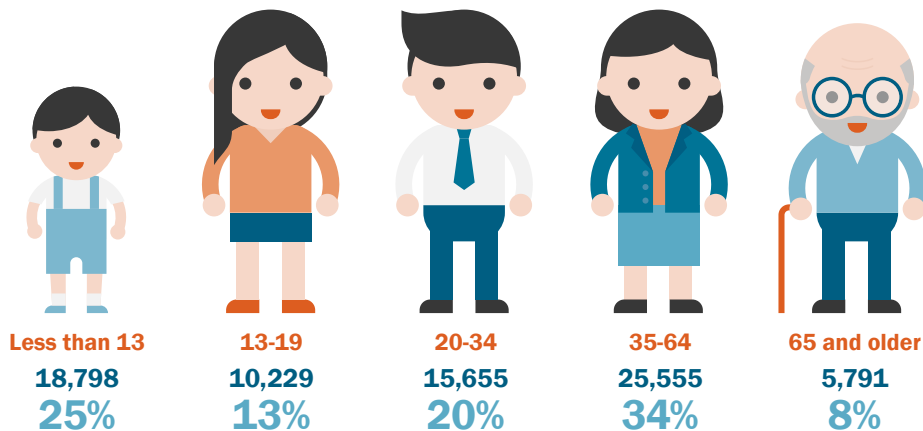
English	72%
Spanish	14%
Other	6%
Ukrainian	4%
Russian	2%
Arabic	1%
Vietnamese	1%

We provided interpretation for **89** languages in 2024

## Insurance Type

Medicaid	50,920	67%
Medicare	4,915	7%
Private Insurance	11,572	15%
Uninsured	8,621	11%

## Age Range



**Total Patients: 76,028**



## Everett-South Clinic



"I had a great appointment with my new doctor and specialist yesterday, even though I was late by ten minutes. They were ready for me, and it was quick and down to the point. I had to get blood work done, too, and the nurse who did it was awesome and didn't have to poke me a thousand times. After that, I went downstairs to the pharmacy and got my prescription. I then noticed the dental clinic next to the pharmacy. CHC has everything in one building. I love that."



# Pharmacy

The Pharmacy team launched a new online portal for our patients in February 2024. This new online ordering system gives patients one more way to access our services and monitor their refills without waiting in lines or on the phone!

## Our online pharmacy ordering system allows patients to:

- Request refills online 24/7
- Check the status of refills without waiting in person or the phone
- Request to pick up prescriptions from a different CHC pharmacy

## The benefits for CHC employees and patients include:

- Reduced call volumes to Call Center and Pharmacy
- Less handoffs and duplication of work
- Increased accuracy and safety due to automation
- Improved workflow, resulting in prescriptions being filled faster
- Improved medication adherence due to ease of ordering and reminders
- Improved customer experience by giving patients agency and saving them time

Visit [www.chcsno.org/resources/pharmacy-portal](http://www.chcsno.org/resources/pharmacy-portal) to learn more.

In calendar year 2024, **22,506** unique patients used CHC Pharmacies, and **189,636** total prescriptions filled.





## Everett-Central Walk-In



“This was the quickest urgent care experience I have ever had! Results from testing came back quick too. The nurse and doctor worked incredibly well together. They were quick and timely. They made me feel incredibly comfortable. The staff at the front desk and pharmacy were also super sweet and patient. Thank you so much for this positive experience!”





# 2024 Technology Advancement

In 2024, Community Health Center of Snohomish County (CHC) implemented several new technologies that have improved the patient experience and care delivery.

## Artificial Intelligence with the Dragon Ambient Experience – Advancing Clinical Care

In January 2024, CHC implemented the Dragon Ambient Experience (DAX), an innovative AI-powered solution designed to transform the healthcare experience. DAX leverages artificial intelligence to automatically generate clinical documentation from the natural conversation between providers and patients, seamlessly capturing key information without interrupting the flow of care.

Since its implementation, DAX has delivered several benefits to CHC by reducing the time providers spend on administrative and documentation tasks, allowing them to focus more on direct patient care. This shift has not only enhanced the patient-provider interaction but also improved overall clinical documentation and provider satisfaction.

## Integration with Providence – Improving Data Flow and Patient Safety

In March 2024, CHC successfully completed an integration with Providence, streamlining the transfer of critical patient information. This integration enables lab results and hospital records from Providence to flow automatically into CHC's electronic health records (EHR), eliminating the need for manual data entry.

By automating this process, CHC has significantly reduced the risk of errors and improved the accuracy and timeliness of clinical information. Providers now have real-time access to essential patient data, enhancing clinical decision-making, improving care coordination, and increasing overall operational efficiency. Ultimately, this integration supports CHC's commitment to delivering safer, more effective, and connected patient care.

## NextGen Mobile – Enhancing Provider Efficiency

In April 2024, CHC completed the implementation of NextGen Mobile, bringing significant advancements to CHC by improving the way providers access and interact with clinical information. This cloud-based solution seamlessly integrates with the NextGen EHR, giving providers the flexibility to securely access patient data anytime and anywhere, right from their mobile devices.

By enabling mobile access, NextGen Mobile has greatly enhanced the provider experience. Providers can now perform essential tasks on the go, which were previously only possible within the EHR system. These tasks include retrieving patient demographics, reviewing documents and images, viewing and renewing medications, checking lab results, updating allergies, viewing scheduled appointments, and securely sending and receiving messages.

## Online Scheduling – Empowering Patients and Enhancing Access

In October 2024, CHC launched online self-scheduling across all locations, offering medical patients greater control and convenience in managing their appointments. This feature allows patients to schedule or request appointments directly through CHC's website from any device, at any time.

Fully integrated with CHC's EHR system, this functionality ensures seamless coordination with clinic workflows, helping to streamline operations while expanding patient access to care. By removing the need for direct interaction with staff, online scheduling has improved the patient experience. Patients now benefit from a faster appointment process without waiting on hold, leading to greater satisfaction and engagement.



## Everett-North Clinic



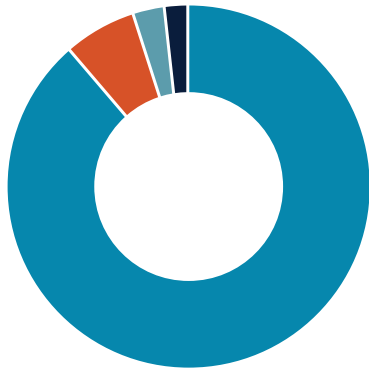
“Without a doubt, the consideration and efforts to help by everyone at CHC were beyond mere assistance given to accommodate. When it was needed, even the receptionist went to unexpected lengths to ensure that a provider was found to set up the earliest possible appointment date. It wasn’t about just getting to the next person in line. When informed of the problem... everyone made sure a solution was found.”





# Financial Performance

July 1, 2023 – June 30, 2024



## Operating Revenue

● Patient-Related Revenue	\$66,859,759	88%
● Government Grants	\$5,008,302	7%
● In-kind Contributions	\$2,111,029	3%
● Other	\$1,513,536	2%
<b>Total</b>	<b>\$75,492,626</b>	

## Clinics

**Arlington**  
326 S Stillaguamish Ave  
Arlington, WA 98223

**Everett-College**  
930 North Broadway  
Everett, WA 98201

**Everett-North**  
1424 Broadway  
Everett, WA 98201

**Everett-Central**  
4201 Rucker Ave  
Everett, WA 98203

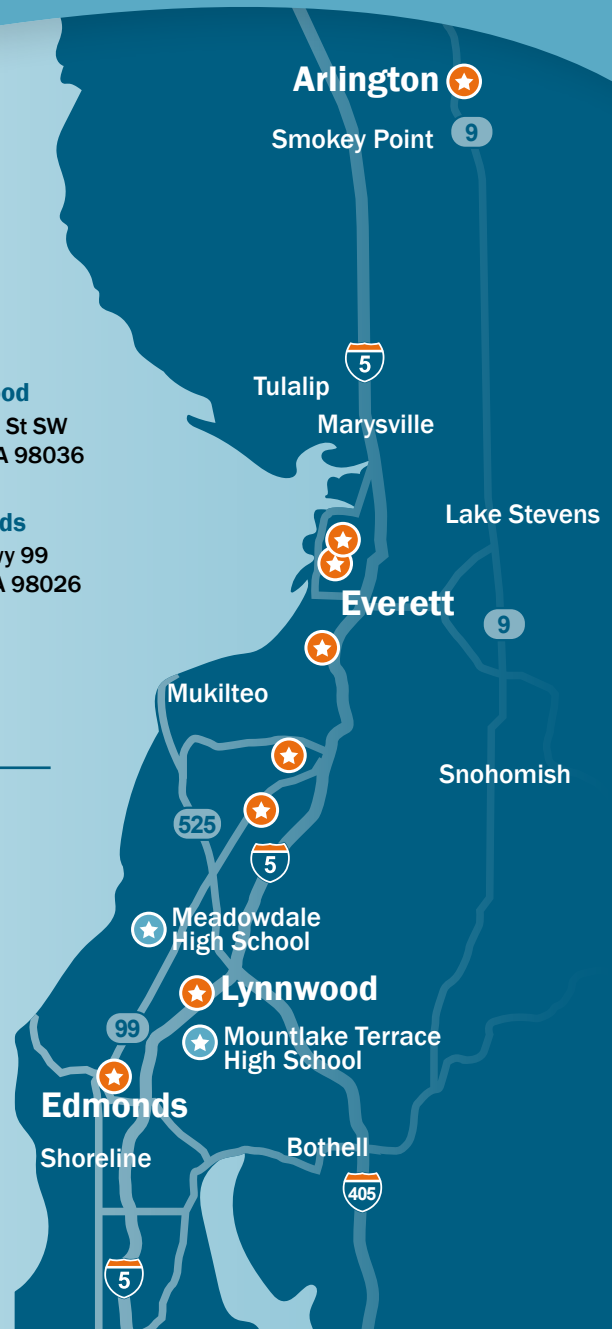
**Everett-South**  
1019 112th St SW  
Everett, WA 98204

**Lynnwood**  
4111 194th St SW  
Lynnwood, WA 98036

**Edmonds**  
23320 Hwy 99  
Edmonds, WA 98026

**School-Based Health Center  
at Meadowdale High School**  
6002 168th St SW  
Lynnwood, WA 98037

**School-Based Health Center  
at Mountlake Terrace High School**  
21801 44th Ave W  
Mountlake Terrace, WA 98043





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[chcsno.org](http://chcsno.org)