Our Mission

The mission of CHAS Health is to improve the overall health of the communities we serve by expanding access to quality health and wellness services.

Our Values

SOCIAL RESPONSIBILITY  FUN  PATIENT CENTERED  ENTREPRENEURSHIP  RESPECT FOR HUMAN DIGNITY  COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT

Letter from the CEO

CHAS Health continues our efforts to ensure that everyone in our community has access to quality health care services. In 2017, we experienced a growth rate of 15% and now serve over 73,000 patients throughout the Inland Northwest annually. Projected growth rates for 2018 are similar to the past year, and include a combination of expansion of services and new programs.

CHAS Health is living our mission to improve the overall health of the communities we serve by expanding access to quality health and wellness services. We expanded programs and services to support this growth in 2017, including the opening of an innovative Nurse Practitioner Residency Clinic. I am happy to report that we have been able to pursue the mission while maintaining our commitment to our organizational values and our employees. CHAS Health staff increased to over 700 employees this past year, and we continue our efforts on recruiting and retaining the best and brightest.

Patient Centered is a CHAS Health core value that is foundational to all of our efforts and endeavors. The majority of our Board Directors are CHAS Health patients and provide insight and stewardship with a patient’s perspective in mind. Additionally, we convene patient advisory panels to learn and engage directly with the individuals and communities we serve. Patient Centered also means addressing social determinants of health, which includes systemic issues like poverty, education, employment, housing, the environment and other complex social factors that impact health.

It is an honor to be able to serve this organization and our community. I would like to thank our Board of Directors, staff, the communities we serve, and of course our patients, for your ongoing support and trust. We look forward to another great year.

Onward!

Aaron Wilson
Chief Executive Officer
Building Our Workforce

Nurse Practitioner Residency Clinic

In August 2017, we opened the CHAS Health Nurse Practitioner Residency Clinic in Spokane Valley. This clinic is the first of its kind in Eastern Washington, designed to provide fully licensed and credentialed nurse practitioners with additional experience. The 13-month program allows them to further perfect their knowledge, skills, and abilities in primary care. The clinic has long-term CHAS Health providers onsite to give guidance to the residents, which improves access for patients and the skills of medical providers in our community.

Organizational Growth

There was a continued steady increase in organizational growth that has allowed us to offer more services, ensure patients receive high quality and compassionate care, and help more people in the communities we serve.

Number of Employees:

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Employees</th>
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<tbody>
<tr>
<td>2015</td>
<td>489</td>
</tr>
<tr>
<td>2016</td>
<td>571</td>
</tr>
<tr>
<td>2017</td>
<td>658</td>
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Apprenticeships

Our workforce is also growing through apprenticeship programs for medical assistants, dental assistants, and pharmacy technicians. These on-the-job training programs provide opportunities for hands on experience with support and guidance from skilled professionals, as well as formal coursework and evaluations. Best of all, we cover the cost of the program, including professional license upon successful completion of the program and graduation.
Clinical Focus

Team Model of Care

In 2017, we began to change the way patient care teams work together. We understand that every patient is different and has their own unique health goals and needs, so we approach care from a team perspective. In addition to their regular medical assistant and provider, patients also see nurses, dietitians, pharmacy team, dental team, behavioral health, or other specialties as needed.

Social Determinants of Health

There are many factors outside of the medical office that significantly impact the health of our patients. We have established a Social Determinants of Health Workgroup, whose goal is to identify key areas of need in CHAS Health’s patient populations and commit internal resources to help reduce those barriers to health. The initial areas of focus are food, transportation, housing, and legal services. This team will work collaboratively to allocate resources for small pilot projects and investigations, with the expectation that successful efforts will become part of standard care to support overall wellness.

Legislative Visits

We regularly meet with state representatives, members of congress, and local political leaders to fight for our patients and make sure they are well informed of issues affecting real people.
**Quit Happens**

In February 2017, CHAS Health successfully completed our two-year initiative focused on tobacco cessation, Quit Happens. The campaign included multi-disciplinary clinical support, “quit kits”, and events with local resources. Although the official campaign is over, this work is now a part of our standard practice. During each visit, our staff ask patients whether they smoke. If the answer is “yes”, we provide an intervention and support to help them quit. Since February 2016, patients identifying themselves as former smokers increased by 10%. That’s over 4,500 patients who quit.

**Nutrition and Education**

There has been an increased focus on nutrition, with the goal of helping our patients lead healthier lives. In addition to traditional dietitian services, we started helping patients through new programs, such as cooking classes and grocery store tours. We also continue to offer healthy living classes to help with chronic conditions, diabetes, and pain management.

**Diabeat-it**

With the completion of Quit Happens, we turned our attention to helping patients manage their diabetes. Diabetes can affect the whole body, which is why keeping your diabetes in-check and regularly meeting health goals is essential. Through our new Diabeat-it campaign, we are working with patients to take control of their diabetes. This means having regular follow-up visits, annual eye exams and diabetic retinal screening, foot exams, dental check-ups and cleaning, and meeting with dietitians to improve nutrition.

Since the program started in July 2017, we have seen an increase in the completion of these health goals among patients with diabetes:

- Dental exams: 5% increase
- Foot exams: 12% increase
- Eye exams: 6% increase
- Controlled A1C: 12% increase
2017 Overview in Numbers

<table>
<thead>
<tr>
<th>Patient Growth</th>
<th>Patient Residence</th>
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<tbody>
<tr>
<td>56,781</td>
<td>Washington 65,634</td>
</tr>
<tr>
<td>65,278</td>
<td>Idaho 6,617</td>
</tr>
<tr>
<td>73,717</td>
<td>Other 1,466</td>
</tr>
</tbody>
</table>

In 2017:
- **Medical Patients:** 61,266
- **Medical Visits:** 169,308
- **Dental Patients:** 20,233
- **Dental Visits:** 58,735
- **Integrated Services Patients:** 6,973
- **Integrated Services Visits:** 25,194

**Prescriptions Processed:** 442,391
**Spokane Urgent Care**
- **Patients Treated:** 25,803
- **Encounters:** 41,401

**Community Events Attended:** 47
**Educational Classes Hosted:** 27

**What’s Ahead in 2018**

Here is a sneak peek at what we are working on in 2018.

- **More Access to Dental Services**
  We are expanding availability of dental services, by opening a new dental clinic in Spokane Valley, adding more dental chairs at Lewis & Clark Dental Clinic in Clarkston, starting a Dental Residency Program in partnership with Providence Health & Services, and adding a dental clinic at East Central Community Center.

- **Older Adult Clinic**
  We will open a new clinic, in partnership with Lutheran Community Services Northwest, to meet the special needs of patients age 60 and older.

- **Expansion of Spokane Urgent Care—Valley**
  The Valley location of Spokane Urgent Care is moving into a remodeled space, on the first floor of the current location. Services will expand to include x-ray and pharmacy.

**In 2017:**
- CHAS Health served 8,520 patients experiencing homelessness.
- CHAS Health delivered 167 babies.
- Over 94% of CHAS Health patients were low-income (at/or below 200% of the federal poverty level).
Our Locations

Administration Office
203 N. Washington St., Suite 300
Spokane, WA

Cheney Health Center
1720 2nd St., Cheney, WA

Denny Murphy Clinic
1001 W. 2nd Ave., Spokane, WA

Latah Community Health
803 S. Main St., Suite 120
Moscow, ID

Lewis & Clark Dental Clinic
844 6th St., Clarkston, WA

Lewis & Clark Health Center
338 6th St., Lewiston, ID

Maple Street Clinic
3919 N. Maple St., Spokane, WA

Market Street Clinic
5921 N. Market St., Spokane, WA

North County Clinic
401 S. Main St., Deer Park, WA

Nurse Practitioner Residency Clinic
15812 E. Indiana Ave., Suite 101
Spokane Valley, WA

Perry Street Clinic
817 S. Perry, Suite B, Spokane, WA

Spokane Urgent Care - North
5901 N. Lidgerwood St., Suite 126
Spokane, WA

Spokane Urgent Care - Valley
1502 N. Vercler Rd.
Spokane Valley, WA

Valley Clinic
15812 E. Indiana Ave.
Spokane Valley, WA