



# MAKING A DIFFERENCE

ANNUAL REPORT 2022





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## OUR BOARD OF DIRECTORS 2022

- Chad Dashiell
- Maria Ekkert
- Joe Gellatly
- Michelle King
- Janice Medlock
- Rachel Moe
- Jenenne Newbre
- Deahna Olson
- Hollie Westly
- Frank Wilson

## MESSAGE FROM THE CEO

CHAS Health is truly a special place. Our strong mission guides our work, and our employees show up daily embodying our core values in service to our community. CHAS Health would not be the success that it is without our fantastic staff.

While we are now more than 1,500 people strong, I remember when there were just 95 employees at CHAS Health. Over the years, many things have changed, but our commitment to our community and our amazing culture remains true.

We are committed to maintaining that culture as we continue to grow. When we hire, we often talk about looking for someone who is “Chazzy”—someone who is compassionate and innovative, serious about the important work that we do, but also fun and lighthearted. That doesn’t mean we are all the same. Connected by the common goal of better serving the community by creating a diverse and inclusive workforce that can provide inclusive and affirming care, we strive for employees and patients to feel safe, valued, and respected by fostering innovation, growth, strong teams, and belonging. I am proud to highlight this ongoing work and CHAS Health’s commitment as a community leader to how employers can be inclusive and intentional.



When we come together and share our unique view of the world, we often find better solutions than we ever could have done alone. This innovation, collaboration, and collective belief that we are better together is apparent throughout our service lines. Our medical teams work in collaborative care models to reduce chronic conditions, partnering with our pharmacy teams to ensure patients have the needed medications and understand why they were prescribed. Our urgent care teams meet the unexpected needs of patients and community members facing illness or injury while helping patients establish primary care if they don't already have a care home. Our dental teams are integrated with medical care to address systemic issues that lead to poor dental and physical health. Our behavioral health teams work collaboratively to help address the current mental health crisis that faces our community and nation.

This year was a year of growth and stability for CHAS Health. I am especially proud of the ways we are rethinking care delivery—taking care outside of the four walls of the clinic to where patients are, from street medicine caring for those who are homeless to mobile clinics that bring services to communities without access to healthcare. We are also rethinking care delivery within our clinics, using a team model of care that helps patients get the right support at the right time from the right provider. To us, it is all part of what we do—working together to improve the health of the communities we serve and expanding access to care.

**Aaron Wilson**

*Chief Executive Officer*



# COMPREHENSIVE PRIMARY CARE

## PREVENTING CHRONIC CONDITIONS AND ADDRESSING ROOT CAUSES

Chronic conditions such as hypertension and diabetes can have a lasting impact on health, quality of life, and life expectancy. For people who face unstable access to food, housing, and employment, the challenges to controlling their health can be even greater. That is why CHAS Health focuses on meeting patients where they are to help address their medical needs and the underlying root causes that impact health.

In 2022, CHAS Health medical teams built robust care pathways that help identify patients who may be struggling with a chronic condition and help them get on a path to wellness, with wrap-around services from a full care team that help patients with education, motivation, and support to make lasting improvements in their health. These care teams,

consisting of a medical provider, registered nurse, clinical pharmacist, dietitian, and other support services, help patients fully understand the impact that their chronic condition can have on their lives and how to address those challenges. Additionally, the care team looks at the social determinants that may be impacting the patient's ability to access healthy food or take medication as prescribed and works to help the patient address those challenges.

From education classes that are in line with cultural norms and regular reminders for checkups to helping ensure patients have the tools and support they need to live their healthiest lives, CHAS Health care teams offer a network of support to help patients succeed.

Medical Director Wilfred Madarang, MD, FAAFP has been a part of CHAS Health since 2011, serving patients in primary care, helping teach the next generation of providers as part of the Nurse Practitioner Residency Program, and providing clinical leadership over the years. In spring 2023, he will take on additional responsibilities as Chief Clinical Officer for CHAS Health.

*"Each of us in the organization makes a difference in the lives of our patients no matter what our roles are as we continue to stay true to our mission. The fact that we look after the health and wellness of our fellow person is the foundation of what makes us aspire to be better community members."*





## IDENTIFYING BARRIERS AND ENSURING PRESCRIPTION ACCESS

Medications can be expensive and following the recommended regimen can be complicated. CHAS Health pharmacy staff are key members of the healthcare team, supporting patients in many ways. CHAS Health pharmacies are helping patients take control of their health and manage their conditions.

One example of meeting unique patient needs is our team of clinical pharmacists. Clinical pharmacists are on-site at every CHAS Health pharmacy location, working directly with patients to help them understand the medications they are taking, how the impact of diet and lifestyle can impact the dosage of certain medications, and supporting them to live their healthiest lives while managing their chronic conditions. These important care team members have collaborative agreements with CHAS Health providers, bringing their knowledge and training to work as part of a team to manage patients' medications for their most optimal health.

In some cases, patients need more than just education and support for medication management. Specialty packaging, used for patients with complex medication dosing requirements and those who may face challenges managing their medications, is one way that CHAS Health pharmacists help patients feel confident in managing their health. Additionally, in 2022 CHAS Health expanded access for patients to specialty pharmacy services for complicated medical conditions such as rheumatology, neurologic conditions, and other specialized conditions. Access to these services can be very limited and often difficult to obtain. CHAS Health specialty pharmacists help patients access the medications they need, administer these complex drugs, and provide dedicated counseling and education to help patients understand the nuances of these complicated specialty medications and their impact on the patient's condition.



# MEETING COMMUNITY NEEDS

## DENTAL ACCESS FOR EVERYONE

Dental care is an essential part of overall health and wellness, but often access to dental care can be difficult to find and afford especially for those with limited income or insurance access. People who don't have regular dental care can often have additional health issues due to poor diet or infection, impacting whole body health. That is why CHAS Health works diligently to provide dental access, including preventative cleanings, dental restorations, and more significant care for dental disease, to patients of all ages regardless of insurance status. It is part of a collaborative effort to care for patients.

With many CHAS Health dental providers housed in the same buildings as their medical, pharmacy, and behavioral health colleagues, staff can collaborate on the best way to meet the needs of patients, improving not only their dental health but also their physical health and confidence.

## CONTINUED GROWTH IN BEHAVIORAL HEALTH SERVICES

Access to behavioral health services remains a challenge across our community and nation. From providing short-term support for patients working through issues including stress, trauma, and substance abuse treatment to comprehensive support for those living with significant mental illness, CHAS Health has built teams to meet patients' needs. Integrated behavioral health services have been embedded into our primary care clinics since inception, working collaboratively with primary care providers to help address the unique needs of patients and support them through life's challenges. This often improves access to these services for patients, reducing stigma of behavioral health, and supporting healthy choices.

For patients who need more intensive, long-term care, CHAS Health's Behavioral Health Center was created with mental health as the center of care. The Center has been successful in helping meet the unique needs of patients living with serious mental illness, while incorporating medical care to address additional health needs for both adults and children. In fact, the Center has been so successful, and the needs so great, that CHAS Health plans to open a second Behavioral Health Center to serve the Lewis Clark Valley in 2023 and is looking at additional ways to work collaboratively with our community partners to meet the ever-growing needs for behavioral health support in the community.





Cassie Heimgartner, Senior Director of Operations, started her career at CHAS Health 11 years ago as a Call Center Representative. Over her career, she has held a variety of positions including Front Office, Patient Resource Coordinator, Quality Improvement Coach, and Clinic Administrator. She now leads the operational activities for CHAS Health clinics in Moscow, Lewiston, and Clarkston and outreach to surrounding areas.

*"When I began my journey at CHAS Health, I could have never imagined I would be where I am today. I have had the opportunity to work with talented supervisors, motivational mentors, and exceptional leadership at all levels who create an encouraging environment that supports and promotes growth. The opportunities I have had to build my career at an organization where I believe in the mission and am able to serve the communities we call home is more than I ever envisioned. It makes me proud every day."*



# BY THE NUMBERS

## PATIENT VISITS



### Medical

	2021	2022
Patients	76,314	78,336
Visits	214,384	229,354



### Dental

	2021	2022
Patients	36,952	38,229
Visits	107,073	112,739



### Behavioral Health

	2021	2022
Patients	6,625	6,959
Visits	26,462	38,902



### Urgent Care

	2021	2022
Patients	27,513	27,148
Visits	40,121	39,646



CHAS Health  
processed  
**714,858**  
prescriptions.



CHAS Health  
delivered  
**257 babies.**



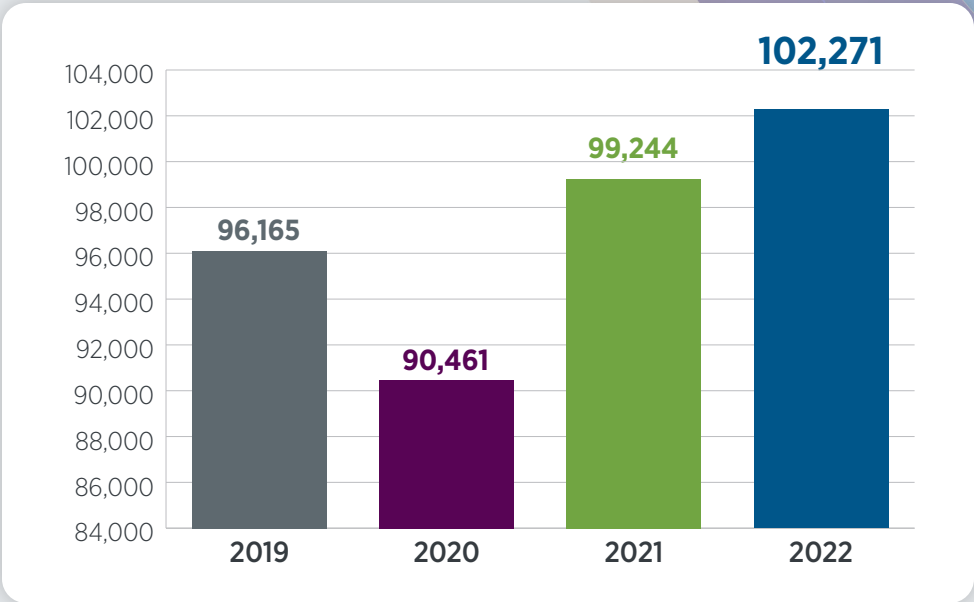
CHAS Health  
served  
**19,958** patients  
experiencing  
**homelessness.**



**79.5%** of patients served  
were **low-income**  
(at/or below 200% of the  
federal poverty level).



# PATIENTS SERVED



# PATIENT DEMOGRAPHICS

Patient Ages



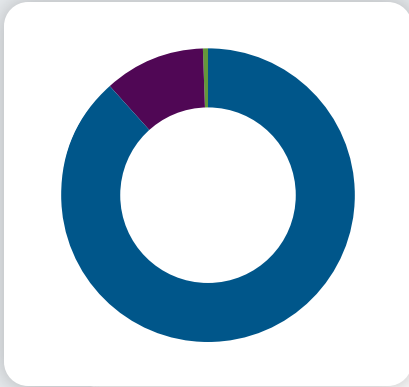
0-18 years	21%
19-30 years	21%
31-50 years	30%
51-64 years	17%
65+ years	11%

Patient Insurance Status



Medicaid	59%
Medicare	11%
Private Insurance	21%
Uninsured	9%

Patient Residence



Washington	90,452
Idaho	11,291
Other	528
	102,271

# INNOVATIVE CARE

CHAS Health has a long-standing commitment to meeting the needs of those most vulnerable in our community. For people with unstable access to housing, transportation, employment, or language barriers, managing health conditions is even more complex. That is why CHAS Health has an entire team focused on health equity. Throughout 2022, this team came together with community partners to better understand the root causes of barriers to care and address them one by one. It is ongoing work, and ever-changing based on the needs of the community, but this important work is key to the CHAS Health mission.



## BRINGING HEALTHCARE TO PATIENTS

For many patients, getting to their healthcare provider can be one of the biggest barriers to receiving care. Perhaps transportation is a barrier, or the cost of gas to and from appointments. Some patients are home-bound without a social network of support to help them access care. And many of our homeless neighbors don't feel comfortable in clinical settings. All of these reasons, and many others, are why CHAS Health has built out teams to bring care to patients, wherever they might be.

Our street medicine team has been working with those living unhoused on a regular basis for over a year, addressing immediate health concerns while building trust and rapport to help reduce barriers to establishing care in a clinic setting. This team truly walks the mission of CHAS Health, taking care under bridges, to campsites, and shelters throughout our community to provide care.

CHAS Health's mobile team helps meet the needs of rural communities without adequate access to regular healthcare services. This work started with bringing COVID-19 vaccines to communities who didn't have access, and has expanded to include other immunizations, screenings, and primary care—truly taking the clinic to the community when the community can't access a CHAS Health clinic. This work continues to grow, with regular service in southern Spokane County and Whitman County in Washington as well as for rural communities surrounding our clinic locations in Idaho. We anticipate full schedules of care throughout the region, continuing to meet the needs of rural communities.



## CULTURALLY AWARE CARE & PROVIDING ACCESS

For immigrants and refugees, everything is new and different. Cultural and language differences make communicating and accessing needed resources difficult to obtain. They are learning every day and often starting life over again after significant struggle. At CHAS Health, we work hard to help meet people where they are, including our neighbors who are immigrants and refugees. We have dedicated community health workers who are native speakers, helping people navigate a new and different healthcare system, accessing necessary resources, and being their healthcare advocate. From helping expectant mothers to get established with care to providing culturally appropriate diabetes education courses that take into account the foods that are important to heritage, our teams are constantly working to build relationships and trust with our new neighbors. This allows us to engage with patients from

these populations more effectively, and allows us to learn from, gain trust and partnership with leaders in these communities, and engage staff across our system on best practices for providing culturally responsive care with various patient population groups.



David Castro joined CHAS Health in 2022, supervising our team of Community Health Workers, helping connect our community and patients. Working together, David and his team partner with community groups and organizations to meet the unique needs of patients, building trust, and strengthening the community.

*“Being connected to community is like being woven into the big tapestry with deep texture, unique patterns and beautiful colors. I am grateful, each and every day, for the opportunity to be a part of the work to mend the areas where there have been tears or historic disconnect with our neighbors.”*



# HEALTH EQUITY



**1,355**

**STREET MEDICINE  
ENCOUNTERS**



**3,581**

**MOBILE MEDICINE  
ENCOUNTERS**



**2,058**

**COMMUNITY  
HEALTH WORKER  
ENCOUNTERS**

## MOBILE FOOD MARKET

In partnership with 2nd Harvest



**22**

**FOOD  
DISTRIBUTION  
EVENTS**



**912**

**FAMILIES  
SERVED**



**2,319**

**INDIVIDUALS  
SERVED**



**27,021**

**POUNDS OF  
FOOD PROVIDED**

## PATIENTS HELPED WITH TRANSPORTATION



**10,127**

**BUS PASSES**



**8,800**

**UBER RIDES**



# FOUNDATION

**4.85% OF PATIENTS**  
speak a language  
other than English,  
encompassing  
**66 DIFFERENT**  
**LANGUAGES.**



## PATIENT RACE AND ETHNICITY

1.27%	AMERICAN INDIAN /ALASKA NATIVE
1.49%	ASIAN
3.69%	BLACK/AFRICAN AMERICAN
0.58%	NATIVE HAWAIIAN
0.92%	PACIFIC ISLANDER
72.89%	WHITE
19.16%	UNREPORTED
5.99%	HISPANIC/LATINO
80.06%	NOT HISPANIC/LATINO
13.95%	UNREPORTED



Since its founding in 2020, the CHAS Health Foundation has seen tremendous growth. With the support of donors and through the leadership of our board members, the Foundation is able to assist some of our more vulnerable patients, removing financial barriers and providing access to medical devices, treatments, and other health equity related necessities, like transportation assistance and essential hygiene items.

The Foundation had its first-ever endowment established in 2022 when Zach and Naomi Proett of Spokane established a fund to memorialize their son Andrew to support pediatric efforts at CHAS Health.

*“The level of care, quality of their clinics, and our belief in the mission is why we decided to establish this fund and also why we have chosen CHAS Health as our children’s primary care provider.”*

— Zach and Naomi Proett

Thank you to the Proett family and everyone who donated this past year. To learn more about how you can support the CHAS Health Foundation, visit [chas.org/give](https://chas.org/give) or email us at [foundation@chas.org](mailto:foundation@chas.org).



# OUR WORKFORCE



2020



2021



2022

EMPLOYEES

1,117

1,314

1,523

FULL TIME  
EQUIVALENTS

1,035

1,111

1,224

PROVIDERS

177

208

255

## 2022 ON-THE-JOB STAFF TRAINING

### Student Rotations

Number of Students **392**

*(We have supported in completion  
of the student's program)*

### Apprentice Graduates

Dental Assistant 10

Medical Assistant 20

Pharmacy Technician 5

### Resident & Fellowship Graduates

Nurse Practitioner 4

Pharmacist 2

Dentist 6

Behavioral Health 2



# BENEFITS THAT MEET EMPLOYEES' NEEDS

CHAS Health employees take amazing care of our patients every day. That is why we are focused on taking amazing care of our employees by offering benefits that meet their unique needs. Over the years, we have added new benefits based on employee feedback that really make a difference.

In addition to traditional medical, vision, dental, and 401(k) benefits, CHAS Health thinks outside of the box. What are the things that would truly make a difference in the lives of our employees? When the COVID-19 pandemic created extra hardship

in accessing and affording childcare, CHAS Health launched a new benefit to contribute pre-tax funds into a Dependent Care Flexible Spending Account. These funds can be used to support daycare expenses, before and after school care, day camps, and other resources that help employees feel confident that their child is being well cared for while caring for patients. This is just one way CHAS Health continues to grow and enhance our benefits to truly meet our employees' needs.

Meesha Albrecht, Expanded Function Dental Assistant (EFDA), works at CHAS Health's North County Clinic, providing dental care to patients of all ages. She has worked at CHAS Health for more than nine years, starting as a Dental Assistant (DA) and growing in her career over the years with the help of our tuition assistance program. She attributes the work culture at CHAS Health as a key part of why she is happily part of our organization.

*"CHAS Health is a great place for working parents. I balance my work and home life through a flexible work arrangement, and they also offer a no-cost childcare stipend which is a huge benefit to my family. I have a great work-life balance thanks to the culture CHAS Health has created."*



# HELPING EMPLOYEES SUCCEED

Every employee at CHAS Health has a career path that is unique to them. That is why we are always looking for ways to provide educational opportunities, learning, and trainings that help employees meet their individual goals. From opportunities for high school student workers and apprenticeship programs to internships and professional fellowships, CHAS Health is invested in the long-term success of our employees and in-turn our community.

## ON-THE-JOB LEARNING OPPORTUNITIES

In addition to robust residency and fellowship programs for nurse practitioners, pharmacists, dentists, and behavioral health providers, CHAS Health hosts resident and student rotations that help meet licensure standards while providing hands-on learning outside the classroom setting for a variety of fields. These individuals work alongside more senior professionals in a collaborative care environment, creating learning experiences they would not otherwise have received. For students studying in non-clinical roles, we offer opportunities for high school and college students to job shadow, intern, and learn about careers in healthcare. In 2022, more than 25 college interns and high school clerks learned at CHAS Health. It is our way of helping grow the next generation of healthcare professionals in our community.

For some learners, school is the right fit. For others, on-the-job training is a better fit. At CHAS Health, we support employees with both types of learning to achieve their career goals. We currently offer three apprenticeship programs—medical assistant, dental assistant, and pharmacy technician. These earn-while-you-learn programs are all-encompassing, including classroom instruction, supplies, hands-on training, and uniforms. All apprentices are full-time benefited employees at CHAS Health while they are program students. Once they are successfully licensed, they transition to regular positions within our clinics. In 2022, more than 35 students started a new career at CHAS Health through an apprenticeship.





## EDUCATION ASSISTANCE

Ongoing learning is essential to continued growth. At CHAS Health, we not only have dedicated time (and funds) for every employee to improve their knowledge throughout the year, but we also have programs to support employees' formal education goals. For employees who want to continue their education while working at CHAS Health, our tuition reimbursement program allows employees to receive funds that offset the tuition, fees, books, and supplies for their coursework. We know that this not only helps the employee but also helps our patients and community through increasing knowledge and employee satisfaction.

We have dedicated programs for employees who come to CHAS Health with existing student loans to help support paying down those debts. In some cases, state and federal programs exist to help providers and other clinical roles reduce their debt through working at a federally qualified health center. But those programs aren't available for every employee. At CHAS Health, we believe that all employees are important, and every role is essential to providing care and support to patients. That is why we have additional student loan reimbursement programs, helping support employees repay their student loans regardless of their field of study.

Nati Ochoa, Senior Graphic Designer, has been on the Communications team for five years. Nati has a heart for our patients and employees; her design work helps shape how we educate and inform the community about our services, mission, and core values.

*"CHAS Health has greatly supported my personal goals and professional development. Student loans can be hard, and the support CHAS Health provides for tuition and student loans helps the financial health of staff. With the help of the Education Assistance Program, I have been able to build on my skills as a designer to pursue additional education. CHAS Health is also supportive with flexible work hours so I can meet my class schedule requirements while maintaining my work schedule. My goal is to leave the world a better place than I found it; with CHAS Health's support I am working toward that goal."*



# LOOKING FORWARD IN 2023

## CHAS HEALTH AT SHILOH HILLS ELEMENTARY SCHOOL

School-based health centers (SBHC) deliver care to young people in our community who may not have access to care elsewhere. Building on our successful clinic located in John R. Rogers High School, we are excited to open a second location in the Spokane community.

With support from the Health Resources & Services Administration and the Washington State Department of Health, and in partnership with

Mead School District, CHAS Health at Shiloh Hills Elementary School will assist the school community in providing high quality, safe, age-appropriate healthcare to students where they already spend much of their day—at school. This clinic will provide primary care including physicals, immunizations, care for minor illness, and behavioral health services. Parents with students at Shiloh Hills can work with the school nurse to access this resource.

## CHAS BEHAVIORAL HEALTH CENTER – LEWISTON

CHAS Behavioral Health Center – Lewiston is the first Certified Community Behavioral Health Clinic (CCBHC) in the Lewis-Clark Valley. Similar to the CHAS Behavioral Health Center in north Spokane, this new location provides specialized care for behavioral health conditions as well as care coordination, peer support services, targeted case management, and other collaborative care while including patients in the design and delivery of services, regardless of ability to pay.

Funded through a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA), this new location will help meet the behavioral health needs of community members with significant mental health and substance use diagnoses. CHAS Behavioral Health Center – Lewiston will be the fourth CHAS Health clinic located in the Quad Cities area, joining a medical clinic in Lewiston, ID, a dental clinic in Clarkston, WA, and a combined medical and dental clinic in Moscow, ID.





## CLINIC IN COLLABORATION WITH VOLUNTEERS OF AMERICA

When Volunteers of America (VOA) announced its plans to move its Crosswalk Teen Shelter to a new location outside of downtown Spokane, it created an opportunity to collaborate on services in their new space. Co-located on the same piece of property as the shelter, and walking distance from Spokane Community College, the latest

CHAS Health clinic will meet the needs of the Chief Gary Park neighborhood while supporting the work of VOA to help homeless teens in our community. Breaking ground in the spring of 2023, this new 8,400-square-foot clinic will house 11 exam rooms and provide medical, pharmacy, and behavioral health services.

## CHAS HEALTH LEARNING INSTITUTE TAKES SHAPE

The walls are up and interior work is beginning on the new CHAS Health Learning Institute located on the Iron Bridge campus of Spokane, just across from CHAS Health's administrative offices. This 91,700-square-foot building will include medical training exam rooms, dental training operatories, a full sterilization area, laboratory, and flexible classroom space. Once completed, CHAS Health's apprenticeship programs, clinical training areas, and both medical and telehealth

support teams will utilize the clinical spaces while patient support and administrative staff will work from office space on the upper levels. This innovative space increase efficiencies for training, helping alleviate the local healthcare industry's skilled workforce shortage and providing career pathways for every level at CHAS Health.





## 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 CORE VALUES

Social Responsibility • **Patient Centered**  
Entrepreneurship • *Respect for Human Dignity*  
Commitment to Continuous Quality Improvement • **FUN**



**Everyone Welcome**

509.444.8200 • 208.848.8300

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