



ANNUAL REPORT 2023



EXPANDING
TO MEET
COMMUNITY
NEEDS

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**

OUR BOARD OF DIRECTORS

- Chad Dashiell*
- Maria Ekkert
- Joe Gellatly
- Michelle King
- Janice Medlock*
- Rachel Moe
- Jennifer Morris
- Jenenne Newbre
- Deahna Olson
- Sharon Stadelman[^]
- Hollie Westly
- Frank Wilson

* Board term ended in 2023

[^] Board term began in 2024



MESSAGE FROM THE CEO

As the need for healthcare services continues to grow in our community, CHAS Health expands to meet that need. After a tumultuous few years due to the COVID-19 pandemic, 2023 was a year of stabilization as we evaluated the needs of our community and how we can best meet those needs. Most things are different now than they were pre-2020, and that is especially true in the healthcare space. The way of doing things will be forever changed by the pandemic and what we learned from that time. The ripple effect of lack of services for our community's most vulnerable continues to reverberate.

I am often asked about CHAS Health's decision-making process for expanding our services or opening new clinics. We are constantly looking at demographic trends in our communities, identifying areas without readily available access to services, and reviewing patient volumes at our existing clinic locations. We also work closely with government and community partners to identify new needs and areas of opportunity. Overall, it is a collaborative effort to balance the ever-growing needs of our patients with our capacity as an organization to make an effective impact.

Innovative ways of delivering care continues to be a focus area for CHAS Health. As you will see in this report, we are breaking the mold of traditional service delivery methods. From taking care directly to patients in need through mobile and street medicine teams, bringing healthcare into the education space, and looking at how we can address barriers to care for our patients, CHAS Health is thinking outside the box in how we provide care. We have also added resources for patients including online self-scheduling and enhanced tools to support population health.

This work will continue in 2024, with a very busy schedule of clinic openings. At the time of this message, we are projecting several new clinic locations opening this year as well as the much-anticipated CHAS Health Learning Institute. It is an exciting time at CHAS Health, but we are always grounded in ensuring our growth directly responds to increasing needs. We are honored to be able to meet that need and serve our community every day.

Sincerely,

Aaron Wilson

Chief Executive Officer

EXPANDING ACCESS TO CARE

A foundational pillar of the CHAS Health mission is expanding access to care, and we remain focused on our commitment to identifying and addressing emerging healthcare needs. In 2023, we enhanced existing programs to better serve our patients, introducing new locations and services to more effectively meet the healthcare requirements of our diverse communities.

PHARMACY CARE ENHANCEMENTS

A key part of helping ensure patients can live their healthiest lives is ensuring they have consistent access to the medications they need. CHAS Health strategically places in-clinic pharmacies within all medical locations, including urgent care locations, to eliminate barriers to access. Additionally, our pharmacy teams look for innovative ways to make medication adherence easier for patients. In 2023, we expanded two pharmacy programs, reinforcing our commitment to meeting this need.



CENTRALIZED PHARMACY EXPANSION

For patients with multiple medications to manage for themselves, their family, or both, having to remember when to refill prescriptions and making multiple trips to pick up refills is a challenge. This is true for all patients, but especially patients with transportation barriers. Recognizing these needs, we have expanded Centralized Pharmacy services. Patients of CHAS Health can sign up for MedSync, which allows them to refill their medications simultaneously, reducing trips to the pharmacy. They can also sign up for home delivery of their medications if getting to an in-clinic pharmacy is a barrier to medication adherence. All of this takes place seamlessly for patients, with CHAS Health pharmacists working directly with the patient and their provider to best meet their needs.

SPECIALTY PHARMACY ACCREDITATION

Patients with complicated medical conditions, such as cystic fibrosis and rheumatoid arthritis, often have difficulty accessing the pharmacy services they need. This is particularly true for CHAS Health patients facing additional barriers to care beyond their medical condition. In 2023, CHAS Health Specialty Pharmacy achieved dual accreditations with the Accreditation Commission for Health Care (ACHC) and the Utilization Review Accreditation Commission (URAC). This milestone signifies that CHAS Health is equipped to deliver advanced pharmacy services and disease management, including medication administration, counseling, and education. These services empower patients to understand their condition and appreciate the impact of specialty medications on their overall health.

GROWING SCHOOL-BASED HEALTH CENTERS

Healthy kids learn better and are more engaged in school. Having access to primary care and behavioral health services at school helps reduce absenteeism for students and eases the burden on parents. In 2023, CHAS Health was excited to open our second school-based health center (SBHC) at Shiloh Hills Elementary School. This SBHC joins our clinic at John R. Rogers High School to meet the needs of students right at school. Working collaboratively with parents and teachers, CHAS Health SBHC providers help keep kids healthy and ready to learn. We look forward to additional SBHCs coming online in the future to continue to meet this growing need.



MEETING COMPLEX MENTAL HEALTH NEEDS

Building on the success of our first certified community behavioral health center (CCBHC) located in north Spokane, CHAS Health opened our second CCBHC in Lewiston, Idaho in 2023 to support the needs of the Lewis Clark Valley. Focused on care for patients with significant mental health issues, CHAS Behavioral Health Center – Lewiston began serving patients through video visits early in the year. Group sessions are held at our Lewis & Clark Health Center as we've worked to identify a physical location. We found that many patients appreciate the flexibility, privacy, and convenience of video visits, and we will continue offering them while also adding a brick-and-mortar clinic dedicated to this work in 2025.



MEETING PATIENTS WHERE THEY ARE

Addressing barriers to healthcare can take many forms. Working directly with patients to understand their needs, CHAS Health has taken several innovative approaches to meeting patients where they are, overcoming barriers, and helping them access care.

RURAL OUTREACH

Access to care can be a significant challenge for people living in small, rural communities—especially if a provider relocates or retires, leaving a community underserved. CHAS Health operates its Mobile Clinic to bridge this gap, regularly bringing preventative care directly into communities. Working collaboratively with communities, our staff coordinate times to bring the CHAS Health Mobile Clinic to align with other resources, such as food bank delivery days or community library days. This ensures patients receive multiple resources at once. While the number of patients served on these days may be modest, the impact on those patients and their families is profound.

REFUGEE & IMMIGRANT OUTREACH

Newcomers to our community and country often face many challenges while rebuilding their lives, including language and cultural barriers. CHAS Health, committed to the health of every member of our community, has innovatively addressed the unique needs of immigrant and refugee patients. Our Community Health Workers maintain regular hours at a resource center where patients can receive support in their native language to access care. We have also worked collaboratively with community partners to bring essential care, testing, and immunizations onsite for refugee populations to ensure children can attend school and parents remain healthy. Working to meet patients' cultural and language barriers, we have created dedicated times with a provider and interpreter to get entire families established for care as a group—often up to 10 people at once. In these large and small ways, CHAS Health is working to ensure our newest neighbors feel welcome and are ready to succeed in their new home.



STREET MEDICINE & HOMELESS OUTREACH

Since our founding, CHAS Health has been committed to serving the unhoused in our community. Our outreach teams are dedicated to directly connecting our neighbors experiencing homelessness with food, water, warm clothing, and other survival items, building their trust in CHAS Health. When patients can't or won't access care in a clinic setting, our Street Medicine team brings care to them. Providers with supplies in backpacks trek under bridges, visit street corners, and walk into encampments to meet people's immediate healthcare needs. This model has successfully built trust, leading individuals to establish regular care with a CHAS Health clinic where we can provide comprehensive medical, dental, behavioral health, pharmacy, and wrap-around services to support their journey to becoming housed and taking steps toward living their healthiest lives.

5.97% OF PATIENTS speak a language other than English, encompassing

72 DIFFERENT LANGUAGES



PATIENT RACE & ETHNICITY

1.39%	AMERICAN INDIAN/ALASKA NATIVE
1.57%	ASIAN
3.94%	BLACK/AFRICAN AMERICAN
1.86%	NATIVE HAWAIIAN/PACIFIC ISLANDER
72.42%	WHITE
18.82%	UNREPORTED
<hr/>	
6.6%	HISPANIC/LATINO
80.0%	NOT HISPANIC/LATINO
13.4%	UNREPORTED



BY THE NUMBERS

PATIENT VISITS



Medical

	2022	2023
Patients	78,336	85,391
Visits	229,354	262,342



Dental

	2022	2023
Patients	38,229	42,251
Visits	112,739	125,007



Behavioral Health

	2022	2023
Patients	6,959	7,978
Visits	38,902	46,718



Urgent Care

	2022	2023
Patients	27,148	29,801
Visits	39,646	44,467



CHAS Health processed
800,442
prescriptions



CHAS Health delivered
237 babies

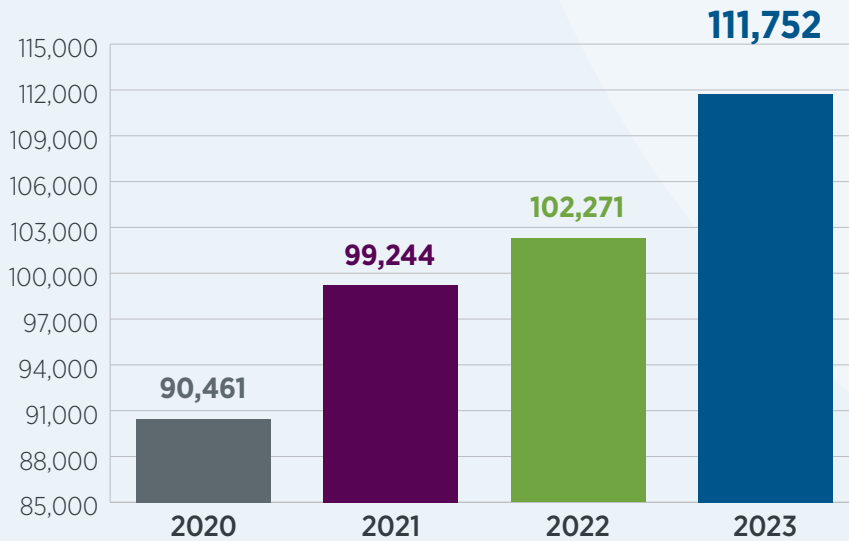


CHAS Health served
25,025 patients
experiencing
homelessness



78.7% of patients served
were **low-income**
(at or below 200% of the
federal poverty level)

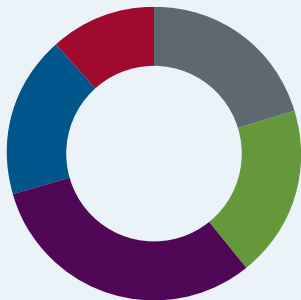
PATIENTS SERVED



9% increase
in the number of
patients served

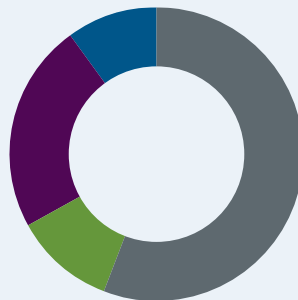
PATIENT DEMOGRAPHICS

Patient Ages



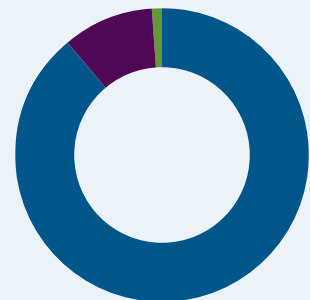
0-18 years	20%
19-30 years	19%
31-50 years	32%
51-64 years	18%
65+ years	11%

Patient Insurance Status



Medicaid	56%
Medicare	11%
Private Insurance	23%
Uninsured	10%

Patient Residence



Washington	99,522
Idaho	11,640
Other	590
Total	111,752

HELPING ADDRESS NEEDS

We know that meeting medical needs is only part of the picture for many patients. Social Drivers of Health (SDOH) are key to determining longterm health. CHAS Health has always focused on the complete picture of our patients' needs, including SDOH such as transportation, food security, housing, and support services. Our teams work daily with patients to meet their individual needs while working collectively with our community partners to find longterm solutions.

MOBILE FOOD MARKET

In partnership with 2nd Harvest



17

Food Distribution Events



1,116

Families Served



23,022

Meals Served



3,521

Street Medicine Encounters



2,520

Mobile Medicine Encounters



3,778

Community Health Worker Encounters

PATIENTS HELPED WITH TRANSPORTATION



20,925

Bus Passes



5,318

Uber Rides

CHAS HEALTH FOUNDATION

Established in 2020, the CHAS Health Foundation is instrumental in supporting the mission of CHAS Health and addressing health inequities across our community. The Foundation meets the needs of our patients, employees, and the community through generous donor support. From individual patient support beyond CHAS Health's scope to emergency assistance for staff members and supporting community partners who are addressing SDOH, the CHAS Health Foundation is vital in enhancing our community. To learn more about the CHAS Health Foundation and how you can support, visit chas.org/give.

In early 2023, we identified a concerning trend that too many CHAS Health dental patients were not seeking needed oral surgery due to financial barriers. Given that delays and avoidance of treatment can lead to greater health issues, it was evident that something needed to be done. With the help of the CHAS Health Foundation, a program was established to help these patients get the treatment and resources they need.

Since July of 2023, this program has helped more than 30 patients get access to quality care that is outside the scope of what CHAS Health can provide, covering 100% of the total out-of-pocket cost for this specialty care, and relieving them of financial burdens. In the first six months of the program, the Foundation covered more than \$84,000 in oral surgery care costs for patients.



Over 220

Individual Patients
Supported



Over \$125,000

Spent helping patients
access needed medical
care, dental treatment,
equipment, or programing



16

External Organizations
Supported

"I have been with CHAS Health for almost 16 years, and one of the consistent challenges that patients and providers face is patient access to specialty care. While that access has improved over the years, some patients still face months of waiting for care. Foundation funds have helped numerous patients with completion of a procedure that has been causing pain and infection. Patients are very grateful for the care they receive. It has been a privilege to be part of a process that is so impactful for our patients."

Elisabeth Warder, DDS
CHAS Health Dental Director



GROWING THE HEALTHCARE WORKFORCE

CHAS Health continues to expand our footprint and staffing to meet the evolving needs of our community. Our commitment extends to increasing the number of healthcare workers in our community through residency programs, apprenticeship programs, innovative job-shadow programs for high school students, internal education to develop our staff, and supporting other community educators shaping the next generation of healthcare providers.

OPENING DOORS TO HEALTHCARE

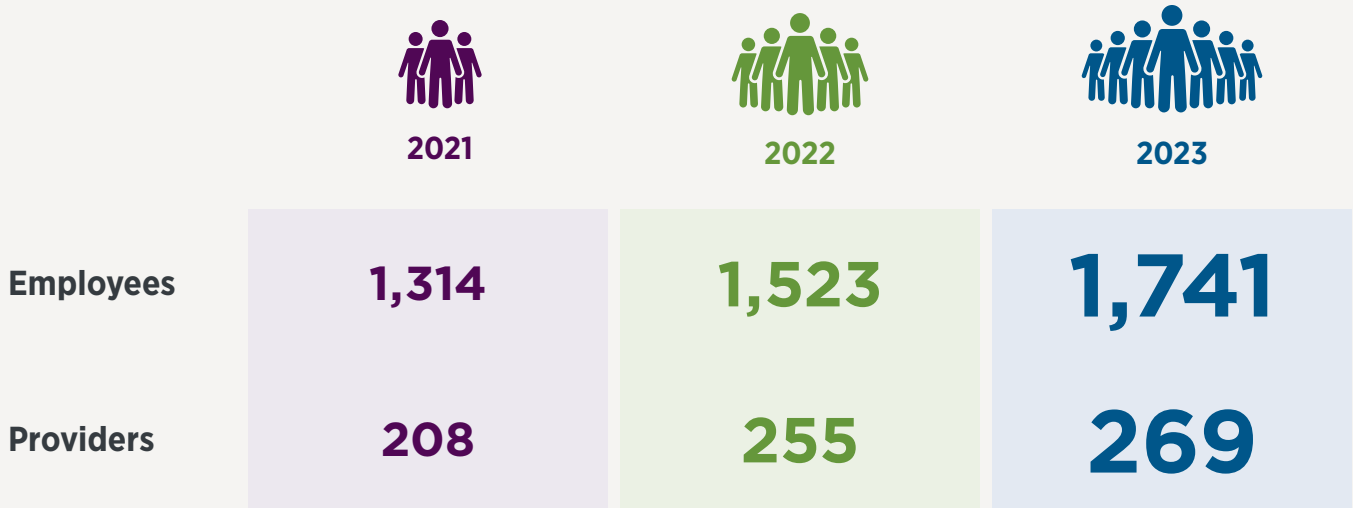
At CHAS Health, our Explore Program is more than just a high school job shadowing opportunity; it's a platform for fostering the next generation of healthcare professionals, embodying our core values of social responsibility, patient-centered care, and entrepreneurship. In 2023, we welcomed two cohorts of local high school students, offering them a glimpse into the world of community healthcare. Through immersive experiences and educational activities across various departments, these students gained invaluable insights into our patient-centric approach and the critical role each team plays in delivering quality care. From shadowing our Mobile Medicine

unit to on-site learning opportunities at multiple CHAS Health locations, these students received firsthand experience and a deeper understanding of our mission to improve community health.

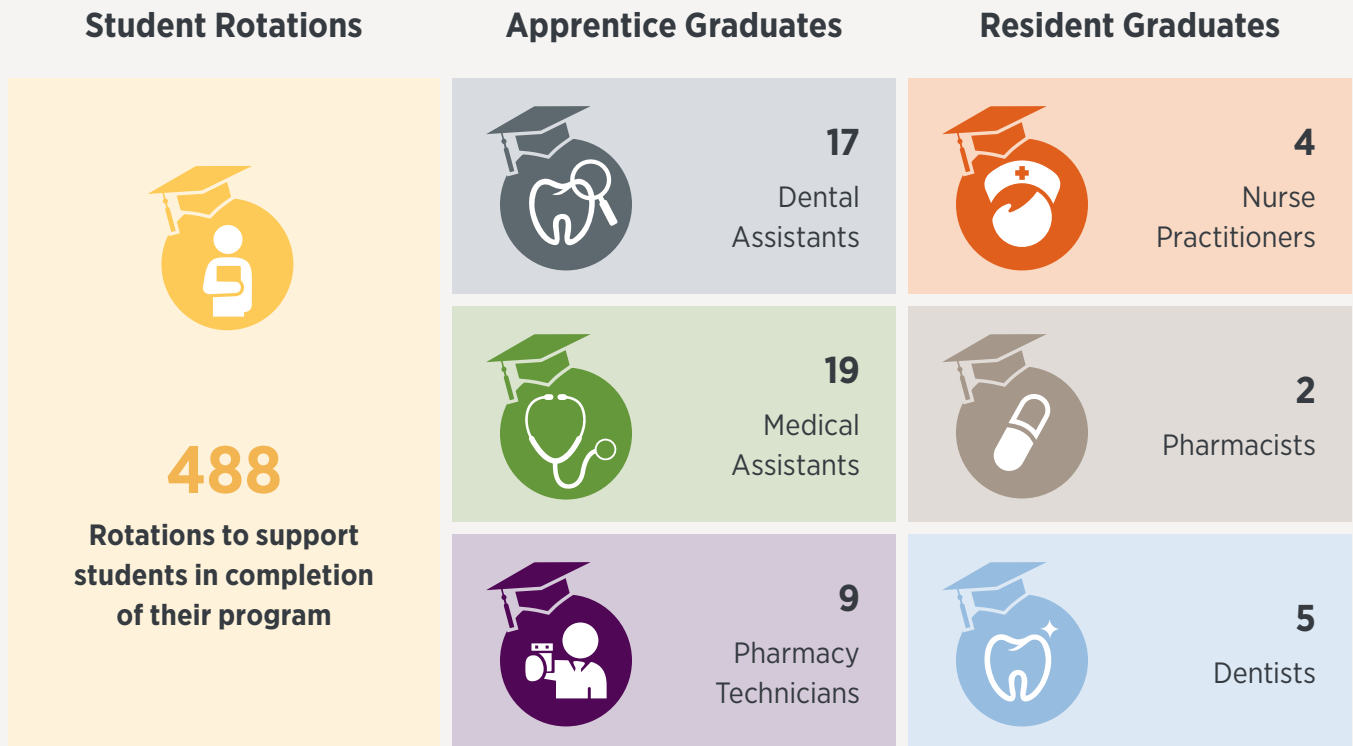
As we reflect on the success of our Explore Program, we are grateful to everyone involved. Together, we've laid the foundation for a future generation of healthcare leaders who value respect for human dignity, strive for continuous quality improvement, and understand the importance of having fun while making a difference.



OUR WORKFORCE



HANDS-ON LEARNING



LOOKING FORWARD IN 2024

As we embark on a busy 2024 and reflect on our 30 years of serving our community, CHAS Health anticipates additional growth in clinics and services. We are proud to continue meeting the needs of our patients through innovative approaches.

CHAS HEALTH LEARNING INSTITUTE

Opening in the spring of 2024, the CHAS Health Learning Institute is a 30,000 square-foot space dedicated to education. Featuring full-scale exam rooms, dental operatories, pharmacy space, procedure rooms, and sterilization areas, the Institute provides collaborative learning opportunities for apprenticeship programs and all CHAS Health staff. With flexible classroom space for small group instruction and large educational events, the Institute will be a valuable resource for not only our organization, but community partners as well.

SCHOOL-BASED HEALTH CENTERS

Adding to CHAS Health's current school-based health centers (SBHCs) at John R. Rogers High School and Shiloh Hills Elementary School, two additional SBHCs are scheduled to open in spring 2024. Located in Shadle Park High School and North Central High School, these clinics will operate in collaboration with Spokane Public Schools to cater to student healthcare needs. With ongoing interest from other schools and districts, we anticipate further expansion of this innovative care delivery model.





PARKSIDE CLINIC

Opened in February 2024, the Parkside Clinic is a primary care clinic offering medical, behavioral health, and an on-site pharmacy located in the heart of Spokane's Chief Garry Park neighborhood. Developed in collaboration with Volunteers of America, who will establish their new Crosswalk Shelter adjacent to the clinic, and just steps from Spokane Community College, this clinic addresses a unique need in the community, bringing primary care closer to the neighborhood.

SPOKANE PEDIATRICS JOINS CHAS HEALTH

In February 2024, Spokane Pediatrics, a well-regarded pediatrics practice on Spokane's lower South Hill, fully integrated its practice into the CHAS Health system. This acquisition allows CHAS Health to increase our pediatric footprint and is a continuation of our growing services. CHAS Health and Spokane Pediatrics will be able to learn from each other and collaborate on areas of innovation to best serve pediatric patients.





CHAS Health

2024 marks CHAS Health's 30th anniversary, evolving from a two-exam-room clinic in downtown Spokane to a major provider of primary care services for the region. Watch for celebrations throughout the year as we take time to reflect on our accomplishments since our founding in 1994.

Everyone Welcome

509.444.8200 • 208.848.8300

[chas.org](https://www.chas.org)