



# Report to our communities 2021



## Our Mission

Together we are dedicated to lead, with the courage to care, the determination to promote personal growth, and the compassion to champion the cause of those who have no voice.

## Our Vision

The health of one person is the health of humanity.



# Letter From Board President

2021 was another monumental year for our communities, our staff, and Yakima Valley Farm Workers Clinic patients.

Yakima Valley Farm Workers Clinic is proud to have supported our communities through this challenging year. We delivered over 185,000 vaccines to some of the most vulnerable populations in our regions, expanded our network of care, and continued leveraging the best in technology to reach more people in need.

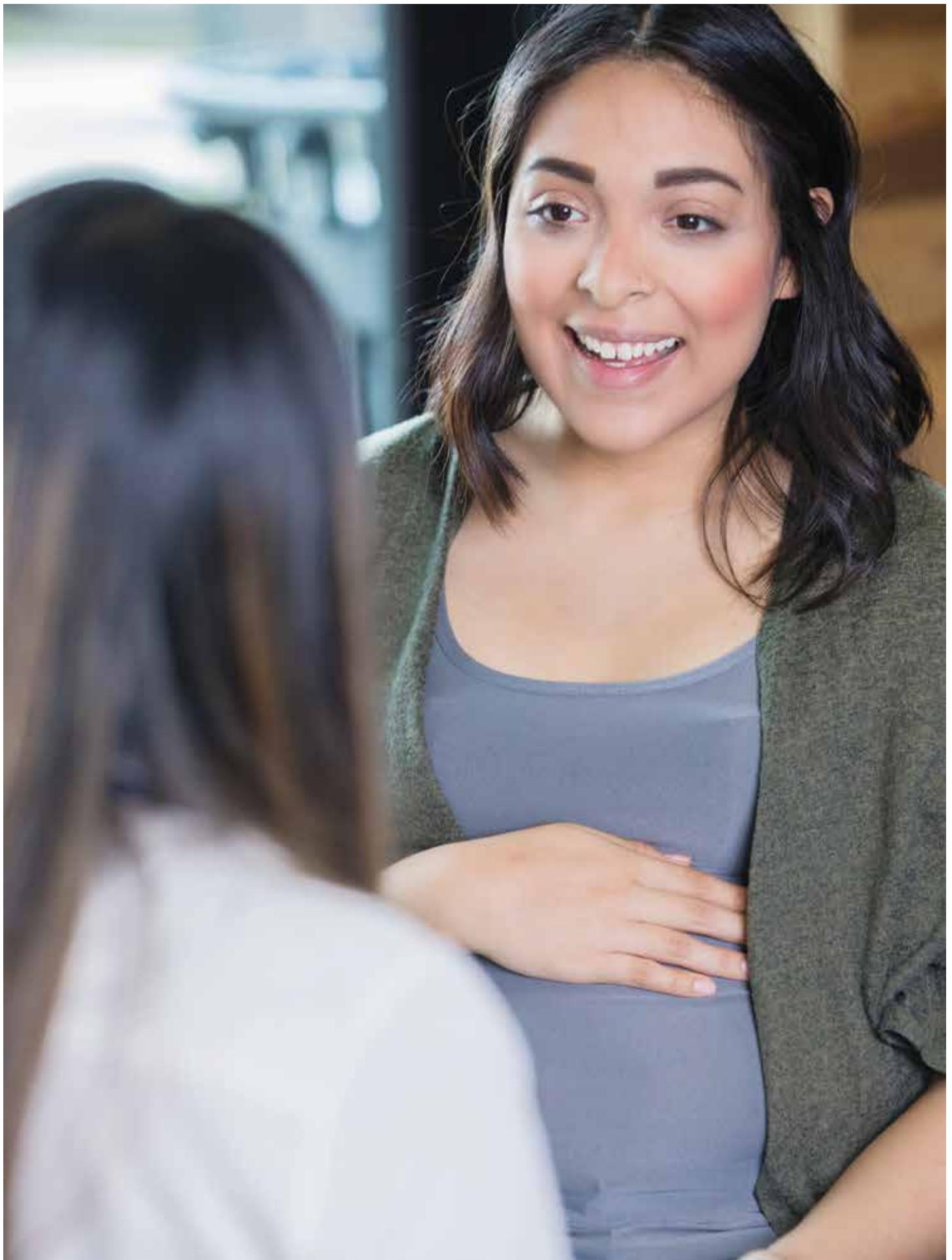
The support and partnerships of many communities and business leaders augmented the reach of our efforts. We better protected essential workers, the unemployed, and other at-risk groups when and where they needed it most.

Finally, I want to thank all our employees. Your hard work protecting our communities during the pandemic was essential to the success of our mission.

Working together, we'll continue to bring better care to more people because the health of one person is the health of humanity.

With humble gratitude,

Virginia Santillanes



Welcome to our  
2021 report to  
our communities.

# Index

-  Awards  
8 - 9
-  Patient Data  
10 - 11
-  Access  
11
-  The Organization  
12 - 13
-  Our Network  
14 - 15
-  COVID-19 Response  
16 - 17
-  Technology  
18 - 19

# Award-Winning Health Care

## Washington Health Alliance

We continue to be recognized for our high standards of care among community health centers in Washington State. The Washington Health Alliance listed us among the top-performing Medicaid-insured medical groups

in 2021. Our continuous innovations in prevention and screening, care for chronic diseases, and cost-effective care keeps us at the forefront of community health.



## Target: BP Gold-Level Recognition

The American Medical Association Target: BP Recognition Program celebrates physician practices and health systems that treat patients with hypertension for achieving blood pressure control rates at or above 70 percent within the populations they serve. These achievements will ultimately reduce in the number of Americans who suffer heart attacks and strokes.





## Quality Improvement Awards (HRSA)

Yakima Valley Farm Workers Clinic is proud to be recognized by the national Health Resources and Services Administration for our quality of care. The Quality Improvement Awards recognize the highest performing health centers nationwide as well as those health centers that have made significant quality improvement gains from the previous year.



### Advancing HIT

Optimized health information technology services for advancing telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care



### Health Center Quality Leader – Silver

Achieved the best overall clinical performance among all health centers and was recognized in the top 20% for Clinical Quality Measures (CQMs)

## Higher Standards of Care

Yakima Valley Farm Workers Clinic has long been committed to continuous advancements in care for our communities. As Patient-Centered Medical Home, we surpass community health care standards to deliver improved patient experiences, increased staff satisfaction, and reduced health care costs.



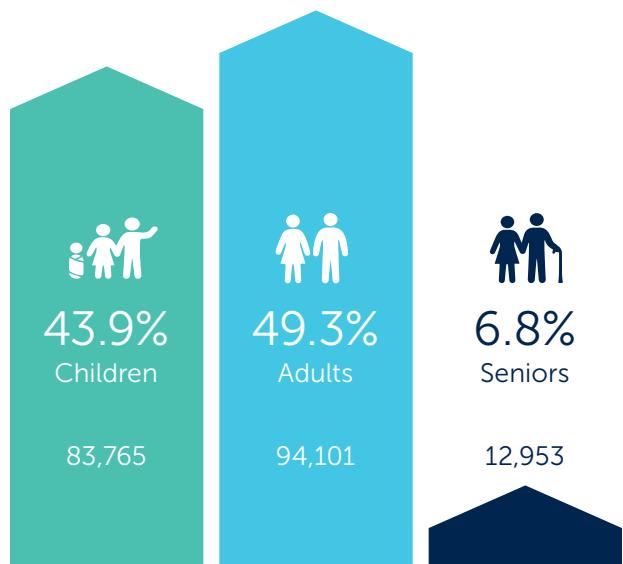
### Patient-Centered Medical Home

PCMHs emphasize the use of health information technology and after-hours access to improve overall access to care when and where patients need it.

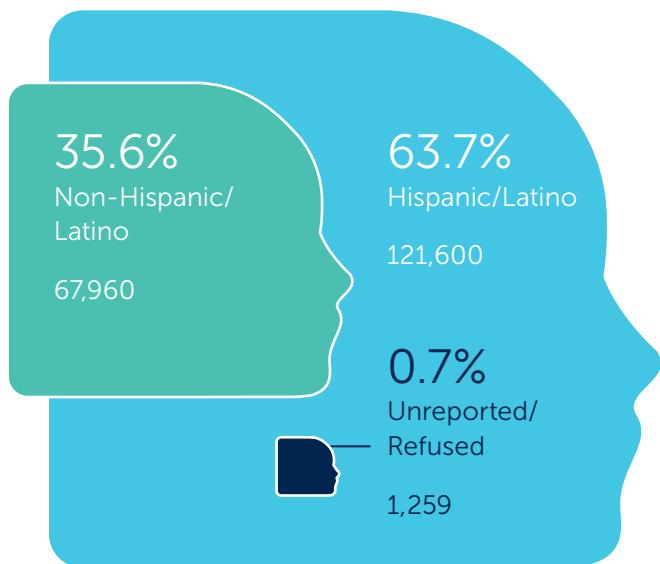


## A Total of 190,819 Patients Were Seen in 2021

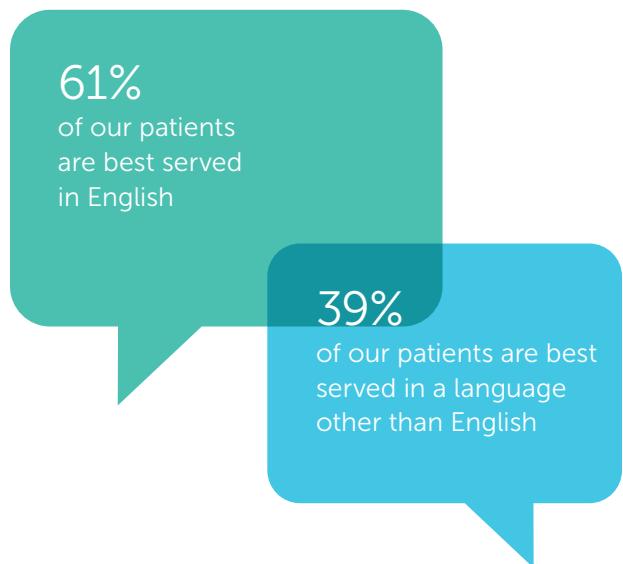
Patients Age



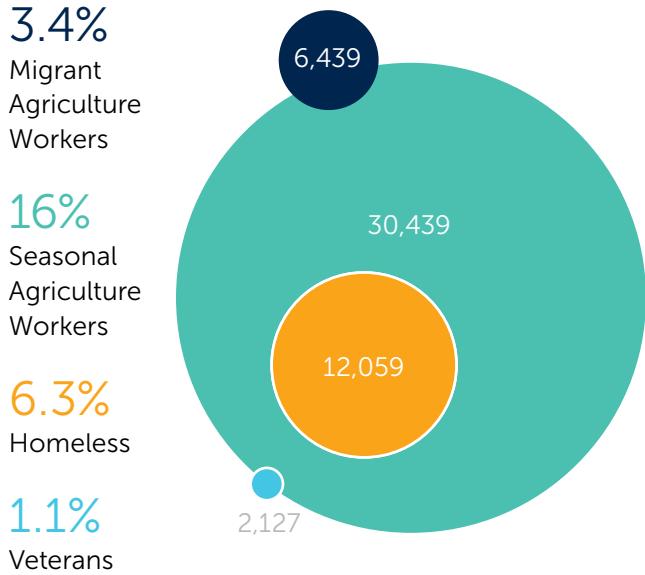
Patient Ethnicity



Preferred Language

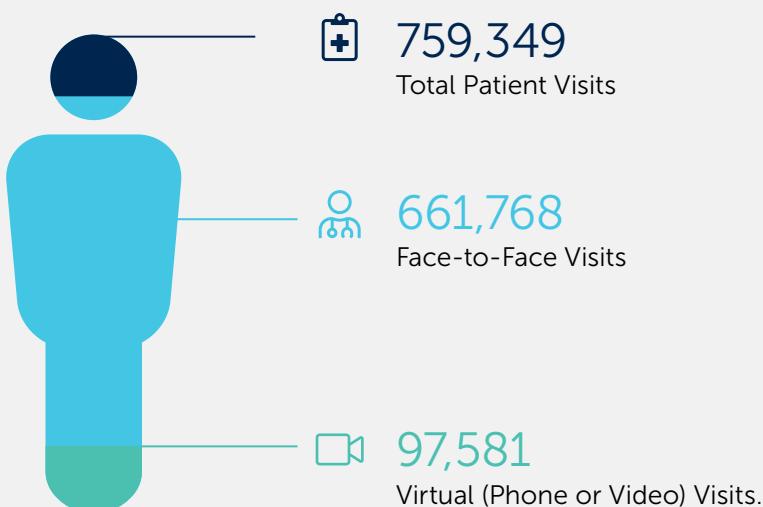


Other Characteristics



# Improving Access to Health Care

## Patient Visits



Many high-risk individuals could not leave work or easily access vaccines at our clinics. We used technology to create a "network-in-a-box" for events at workplaces, schools, convention centers, and agricultural sites. This gave our health care team access to critical data to remotely administer and record vaccinations.

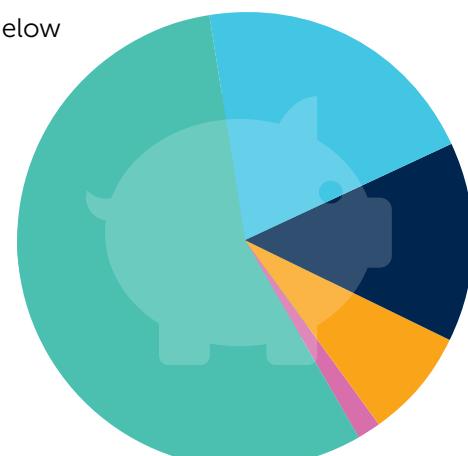
## Insurance Coverage

<b>63.6%</b>
Regular Medicaid (Title XIX)
<b>15.8%</b>
Private Insurance
<b>13.4%</b>
No Insurance/Uninsured
<b>7.2%</b>
Medicare



## Federal Poverty Level

<b>55.9%</b>
100% and Below
<b>20.8%</b>
101 - 150%
<b>14.0%</b>
151 - 200%
<b>8.0%</b>
Over 200%
<b>1.4%</b>
Unknown



# Yakima Valley Farm Workers Clinic in 2021, at a Glance

## 63 Unique Service Locations

We are one of the largest community health centers in the Pacific Northwest, bringing medical, dental, pharmacy, behavioral health, nutritional services, and more to people with need.

-  **27** Locations Delivering Medical Care
-  **15** Locations Delivering Dental Care
-  **10** Pharmacy Locations
-  **56** Program Locations

## 1,687 Regular Staff

Our dedicated staff delivered high-quality, culturally sensitive health care to all our communities throughout 2020, despite the challenges brought on during the pandemic.

- 147** Medical Providers
- 31** Dentists
- 24** Pharmacists
- 57** Mental Health Providers

## Our Care Goes Beyond the Exam Room

 **25,768**

### Individuals Impacted by Our Special Supplemental Nutrition Program, WIC

Our WIC Program aims to safeguard the health of low-income women, infants, and children up to age five who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

 **9,316**

### People Engaged with Our Northwest Community Action Center (NCAC)

NCAC is a program created to help individuals and families to achieve a greater level of self-sufficiency. It includes education services, citizenship classes, employment and training programs, homeless services, seniors programs, SNAP-Ed, and much more.

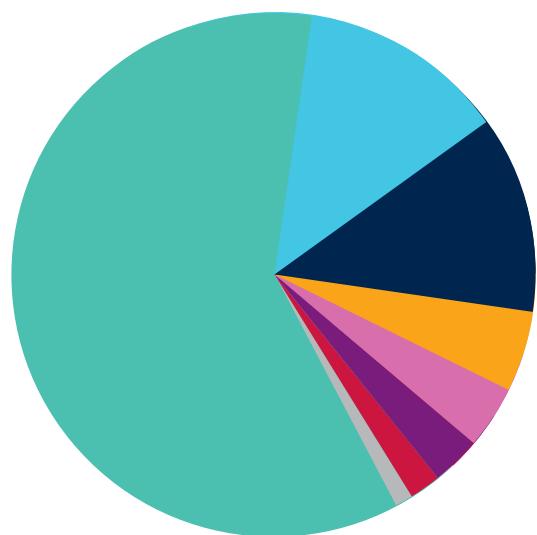
# 2021 Revenue Resources

Revenue Source by Financial Class



61%	Medicaid
12%	Federal Funding
11%	Private Insurance
7%	Grants
4%	Private Pay
3%	Other
2%	Medicare

Revenue Source by Service



56%	Medical
16%	Pharmacy
14%	Dental
5%	BHS
4%	CHS
2%	Other/Misc.
2%	NCAC
1%	WIC



# A Growing Network of Care

## Miramar Health Center, Kennewick

On May 10, 2021, Miramar Health Center in Kennewick opened and provided the Tri-Cities with much-needed medical and dental services. The 39,000 square-foot facility houses various integrated services, including nutritional health, behavioral health, an on-site lab, a pharmacy, and eight full-time family practice providers. Our integrated model helps patients meet all their health care needs under one roof. This is the second Miramar Health Center Location in the Tri-Cities and the fourth location under the Yakima Valley Farm Workers Clinic network of care.

While opening a clinic during a pandemic posed many challenges, the new location proved an essential resource for the community. We provided COVID-19 testing, delivered vaccinations to thousands, and partnered with Second Harvest's Mobile Market to distribute free, safe food at the height of the pandemic.

## Communities We Serve



A photograph of the Miramar Health Center building. The building is a modern two-story structure with a red and beige color scheme. It features large windows, a prominent red vertical column on the left side, and a red brick wall on the right side with a circular logo. A small parking lot with a few cars is visible in front, and a few people are walking near the entrance.

In 2021 Miramar Health Center Served:

**872** Agricultural Worker Patients

**67** Homeless Patients

**3,912** Latino Patients

**3,219** Were on Medicaid

*“Expanding our network of care in the Tri-Cities during the pandemic was tough. I’m proud of how the staff triumphed in the face of a multitude of challenges. While we achieved a lot in 2021, we’ve only just begun. When fully staffed, we anticipate providing 32,000 appointments a year, effectively doubling the impact we can have in the community.”*

Micheal Young, VP of Operations



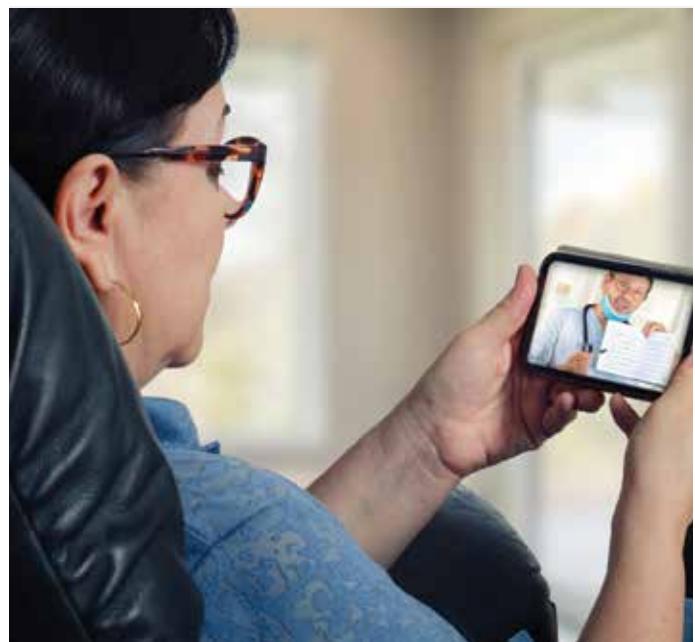
## Covid-19 in 2021

Early in 2021, when vaccines were scarce, and eligibility was reserved for the most medically vulnerable, plans for mass dispersal were being built. Yakima Valley Farm Workers Clinic mobilized our network of care to meet this need. We transformed our clinics to accommodate mass testing and vaccinations and leveraged our relationships to support our communities.

*“We had excellent community partnerships that supported our work, but the pandemic forced us to look around and ask what we could do differently to help our neighbors,”*

Lori Kelley, Vice President of Quality.

Our partnerships across industries allowed us to conduct large-scale public and private events. Agricultural partners invited us to their fields and packing plants to test and vaccinate their essential workers. Police, firefighters, school districts, and colleges collaborated with us as well. The Hispanic Chamber of Commerce incentivized hesitant residents with gift cards for attending our vaccine events. FEMA partnered with our clinics to deliver remote pop-up vaccination events that reached vulnerable communities in rural Oregon.



We forged new relationships by working with the Catholic Diocese of Yakima to show their congregations that the vaccine was safe. FEMA partnered with our clinics to deliver remote pop-up vaccination events that reached vulnerable communities in rural Oregon. Our close relationships with other governmental bodies allowed us to tap into extra vaccine reserves, access public spaces and events, and increase operational funding through grants.

These collaborations resulted in over 185,000 vaccines being administered in our clinics, at community events, and on-site with our industry partners in 2021.



# Using Technology in the Fight Against COVID-19

The pandemic necessitated creative solutions to ensure we could reach everyone in our communities. Yakima Valley Farm Workers Clinic's Information Services team was instrumental in our efforts to take health care outside our clinics. By reimagining our existing assets and empowering our providers with enhanced technological tools, we began bringing care to our communities rather than waiting for them to come to us.

While 2020 ushered in virtual patient visits, Yakima Valley Farm Workers Clinic levered technology to deliver care outside of our clinic locations.

Two school districts reached out to us to create a method of delivering a student-focused virtual visit program. In addition to addressing the technological challenges, the collaboration provided training for school nursing staff on the diagnostic tools we provide, allowing our virtual clinicians to identify critical health issues in students early.

As COVID-19 vaccines rolled out, equitable vaccine dispersal quickly became everyone's mission. Many high-risk individuals could not leave work or easily access vaccines at our clinic locations. We leveraged technology to create a "network-in-a-box" for events at workplaces, schools, convention centers, and agricultural sites. This enabled our health care team to access critical data to administer and record vaccinations remotely. Because this tool allowed us to move vaccines at an advanced rate, our allotments were among the first in the Pacific Northwest to be supplemented by governmental agencies to improve vaccine access in high-risk communities.



*“Tearing down barriers between patients and their care has been a cornerstone of our organization from its inception. We hope to continue that trend by ensuring their health information is always at our patients’ fingertips.”*

Dave Perkins, Chief of Information Services



Congratulations to Diane Tschauner for her 2021 Corporate SeattleCIO of the Year ORBIE Award, recognizing Chief Information Officers from across Washington who've demonstrated excellent leadership.



**Yakima Valley  
Farm Workers Clinic**

[YVFWC.com](http://YVFWC.com)