



# "Celebrating 25 years"

## YAKIMA NEIGHBORHOOD HEALTH SERVICES

YAKIMA • SUNNYSIDE

### The Community's Neighborhood Clinic

# 25 Years and Growing!

#### ... Yesterday

In May 1975, Yakima Neighborhood Health Services (YNHS) opened its clinic, just steps from Yakima Avenue in the Central Business District. Developed to serve residents of southeast Yakima, the clinic originally focused on preventive health services, including weight loss clinics, smoking cessation programs and well-child care. During that first year, clinic staff saw an average of 12 patients each day.



Yakima Neighborhood Health Services opened at 12 S. 8th Street in Yakima 25 years ago.

Within a few years, the house next door was purchased. It was connected to the original building in 1982, making it possible to expand the medical clinic, and add the Women-Infant-Children (WIC) nutrition program. In 1994, a 13,000 square foot addition was completed to house the expanding medical and public health programs. The original houses were remodeled and equipped for a dental clinic and operatories.

#### ... Today

As the new century begins, the growing organization is known as "Neighborhood Health" or "the Clinic on 8th Street" to thousands of patients and dozens of community organizations and individuals who have generously supported the clinic over the years.

YNHS is unique in the valley. "It is not a federally funded clinic," explains Don Hinman, Board Chair and member of the board of directors for most of those past 25 years. "If a service is needed in the community – and if we can generate the income to pay for that service – we'll provide it."

Neighborhood Health operates from two Valley locations, the downtown Yakima location and the Lower Yakima Valley office, located on East Edison in downtown Sunnyside. Neighborhood Health provides medical and dental care to an average of 500 patients each day with nearly 50 of those daily visits taking place in patient's homes.

"YNHS has been the first port of entry for many people to find their way into the medical system," Chief Executive Officer Anita Monoian says. "We are seeing generations of families here. Many of the children we cared for in the 80s are now bringing their own children to YNHS for care. We have a committed and respected staff who recognize the special needs of our patients."

"We get a lot of walk-in traffic," Monoian says, "not only from our own patients but also from visitors to Yakima. With our proximity to the Convention Center and the downtown shopping area, we see a fair number of people from out of town who need care for acute illnesses or injuries. We try to accommodate them through our acute care clinic."

#### ... Into The Future

As the clinic passes the quarter century mark, the need for affordable, accessible, quality health care continues to grow. Another clinic expansion, adding exam rooms for new physicians, is under discussion. With the aging of the valley's population, board and administration are looking at ways to expand elder care. Child care needs are also growing. Again, Neighborhood is looking at a way for many people – their own employees and those of other area businesses – to have quality child care close-by during the business day.

"We would also like to work with some of our existing providers to develop a more extensive women's health care center," Monoian says. "And we're looking at establishing a full service pharmacy close to campus for patients and community."

Neighborhood Health is currently developing a satellite medical and dental clinic at EPIC Place, a new collaboration between EPIC, Central Washington Comprehensive Mental Health, Triumph Treatment Services, and the YMCA. "We are thrilled we'll be able to offer services in Castlevale neighborhood, and even more excited about integrating our services with these other local agencies," Monoian says.

"We are here to serve the total community," Hinman simply says. "And as long as there are community needs – be they medical, dental or public health services – Neighborhood Health Services will be here, stepping forward to respond to those needs."



Board Chair Don Hinman and CEO Anita Monoian have guided Yakima Neighborhood Health Services for most of its 25 year history.



Today, the Yakima campus of Neighborhood Health Services extends over much of a full city block in downtown Yakima. The collection of early Yakima homes has been connected, lovingly restored and thoroughly modernized – transformed into contemporary medical and dental offices, exam rooms, offices and meeting rooms. "We are committed to neighborhood improvement and retaining the character of the community," says Chief Executive Officer Anita Monoian. "These houses have become a symbol of our past and future. They capture the spirit of the place."

## Neighborhood In 2000

...providing affordable, accessible and quality medical and dental care to Valley Residents



Medical Care

Dental Care

Public Health  
Services

Evening & Weekend  
Hours Care

**Y**akima Neighborhood Health Services physicians, dentists, nurse practitioners, physician assistants, nurses, nutritionists and other health professionals provide medical treatment, physicals, prenatal care, immunizations, and hospital care. A majority of YNHS physicians are board-certified in their medical specialty; they have passed rigorous qualifying tests administered by a national panel of fellow physicians.

**Choosing quality health care services for yourself, a family member or a close friend is one of the most important decisions you will ever make.**

**Call us to learn more about Yakima Neighborhood Health Services.**

<b>YAKIMA</b> 12 South 8th Street, Yakima 509-454-4143	<b>SUNNYSIDE</b> 641 East Edison, Sunnyside 509-837-8200
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Visit our web site at [www.ynhs.org](http://www.ynhs.org)

# YAKIMA NEIGHB

## Maternity Care and Women's Health Care

*...Full care to pregnant women and their babies with services continuing through the woman's life.*



**Dr. Dianna Smigaj, MD**  
Board Certified OB/GYN



**Dr. Ted Rudd, MD**  
Board Certified OB/GYN



**Susan Dennis, ARNP, CNM**  
Certified Nurse Midwife &  
Certified Pediatric Nurse  
Practitioner



**Janice Heideman, CNM**  
Certified Nurse Midwife



**Jaheda Shirzad, PA**  
Physician Assistant

### Prenatal Care

Obstetricians and Certified Nurse Midwives team up with Maternity Support Services and WIC providers to offer comprehensive and convenient services for pregnant women, and, following birth, for new mothers and their babies.

The Obstetrical team provides delivery services in both Yakima hospitals. To assure that there is continuity of care to the family, staff can also arrange an appointment with a YNHS pediatrician, who provides care to newborns and other children through age 18. This gives parents an opportunity to meet and choose the baby's doctor before delivery.

### Maternity Support Services

A health care team of nurses, nutritionists, counselors, educators and case managers help clients prepare for the physical and family demands of pregnancy and caring for a new baby.

### Childbirth Education Classes

Small group sessions help new parents prepare for labor and delivery, and the newborn's needs. Hospital tours are included.

### Home Visits

Specially trained nurses provide newborn exams and public health services in patients' homes.

### WIC

The Women-Infant-Child, or WIC, program is a supplemental food and nutrition education program for pregnant and breastfeeding women, and young children. Clients who qualify for WIC receive free food, nutrition education, and referrals.

### Breastfeeding Education

Neighborhood Health has five internationally certified lactation consultants on staff to meet the needs of the breastfeeding woman and her infant. Women learn how to breastfeed and why it is important. Education and support are available both before and after the baby is born.





# YAKIMA NEIGHBORHOOD HEALTH SERVICES

## Pediatrics

... Yakima Neighborhood Health Services has one of the valley's largest groups of pediatric providers.

They include board-certified pediatricians, who service both Yakima hospitals and care for children from infancy through age 18. They work closely with YNHS's public health nurses who make home visits and identify special needs of children in their home environment.



### Well-Child Care

Regular and continuous health screenings are important. The following schedule, by ages, is recommended:

- 2 weeks
- 2-3 months
- 4-6 months
- 8-10 months
- 3 exams between ages 1-2
- 2 exams between ages 2-3
- Annually after age 3
- Annually for ALL AGES!

### Immunizations

Immunizations are available at YNHS for clients and their children, regardless of which primary health care provider they usually see. YNHS accepts Medicaid (medical coupons) and most insurance plans. For clients without coverage, charges are based on sliding scale depending on family size and income.



**Colyn Pedrosa, MD**  
Certified Pediatrician



**Dr. Stephen Pearson, MD**  
Board-Certified Pediatrician



**Ina Chiritescu, MD**  
Eligible Pediatrician



**Susan Dennis, ARNP, CNM**  
Certified Pediatric Nurse Practitioner & Certified Nurse Midwife

## Family Practice

... Family physicians provide continuing and comprehensive medical care, health maintenance and preventive services to the whole family.



**Dr. Shirley Mauch, DO**  
Family Practitioner



**Don Hill, MD**  
Board Certified Family Practitioner



**Todd Ostlie, PA**  
Physician Assistant

## Internal Medicine



**Dr. Gerardo Melgar, MD**  
Board Certified Internist

... As the adult population ages, YNHS is focusing on a more convenient setting and services available to the senior population and will add a second internal medicine physician specialist in 2001.

## Health Plans

... Neighborhood Health patients have options in their choice of quality health plans. They include:

- Regence Blue Shield
- Group Health
- Premera Blue Cross
- Washington's Medical Assistance Program
- Basic Health Plan
- Most major insurances also accepted

## Dental Care

... Dental care and restorative services, including fillings, crowns and dentures, are provided to patients of all ages -- infants, children and adults.

Screenings exams for prenatal clients, and counseling to prevent dental disease are also provided. Neighborhood Health is a leader in the community campaign to provide preventive dental care and improved access for patients of all ages. Discounts are available for patients without dental insurance, and Medicaid clients are welcomed.



**Chi Lap Ernest Li, DDS**  
Dentist



**Junn-Ming Huang, DDS**  
Dentist



# Points of Pride

## ...FOR YAKIMA NEIGHBORHOOD HEALTH SERVICES

### 1. Providing medical and dental training opportunities

Neighborhood provides internship training for the following schools:

WSU Intercollegiate Nursing Education	UW Nurse Midwifery Program
UW Pediatric Dentistry Program	YVCC Nursing Program
Gonzaga University Nurse Practitioner Program	CWU Dietetic Intern Program

### 2. Bringing needed health care professionals

In the early 1990s, Neighborhood Health led the effort for Yakima County designation as a Medically Underserved Area (MUA). Federal designation paved the way for loan repayment programs for medical and dental providers who were in short supply. The impact went far beyond Neighborhood Health; many recent medical and dental program graduates moved into the community to practice under the loan repayment program and have stayed to practice in the valley long-term.

### 3. Demonstrating that employees are at the heart of the organization

"Our board has always been firm in its belief," says board chair Don Hinman, "that having the best quality of employee is key to the success of Yakima Neighborhood Health Services. We are committed to paying competitive wages, to training and giving whatever support is needed to be successful. We have top-notch people at this clinic."

The supportive environment brings important by-products. "Many of our staff came to work at YNHS years ago in entry positions, and are now supervisors and managers. It means a great deal to have staff that lived the history of the organization when we make decisions about the future. The longevity within YNHS makes us unique in community health centers across the nation and we know this is a prime factor in maintaining our commitments to our patients. Our employees care about the patients, each other, and the organization," Monoian notes. "It's also gratifying to see many of our staff's children choosing health careers."

### 4. Setting high standards

In June 2000, YNHS participated in a voluntary accreditation process through the national Joint Commission on Accreditation of Healthcare Organizations. "We sought accreditation because we are committed to providing top quality, customer-friendly service for our patients," says Monoian. "And our staff members were ready to demonstrate their commitment to excellence."

"We have some of the best doctors," Hinman adds emphatically. "So many are certified in one or more medical specialties." Neighborhood Health shatters many notions about community clinics, Hinman and Monoian agree. "People have a preconceived notion of what a community health center is like and what it looks like," Monoian explains. "But we have state-of-the-art equipment, a clean and modern facility, and some of the finest providers around."

### 5. Forging partnerships to benefit children

In 1991, Yakima Neighborhood Health was one of the original collaborators in development of KidScreen. Today, Neighborhood continues supporting the program, which has now provided medical, dental and developmental screening for more than 10,000 Yakima Valley

children, birth to 6. KidScreen connects youngsters and families with resources and service providers to meet ongoing needs.

Through the "Reach Out and Read" Program, Yakima Neighborhood Health and the Northwest Jesuit Volunteer Program are focusing on pediatric literacy. The goal: to send a book home with every child who has a "well child exam" with a Neighborhood pediatrician.

Yakima Neighborhood Health is providing free eye exams and glasses to many valley youth through "Sight for Students". Neighborhood and the national Vision Service Plan have provided some 50 low-income children and teens with exams and glasses.



### 6. Enjoying strong and dedicated support

Neighborhood's Board of Directors took some bold and unusual steps in the clinic's early years to assure the clinic's survival and growth. Four board members made personal loans to help "bridge the gap" as programs were established in the growing primary care clinic. Hinman credits the Yakima City Council for its advocacy in the early 1980s; council members helped facilitate a \$75,000 HUD block development grant which connected the two original houses, transforming them into one large clinic.

Hundreds of individuals and many organizations have made generous donations of time, talent and advocacy over the past 25 years. Among the organizations are:

Bank of America	Sunkings
Cooper-Levy Trust	Terrace Heights Lutheran Church
Glaser Foundation	U.S. Bank
Jesuit Volunteers	United Way
Junior League of Yakima	Washington Dental Service Foundation
Kamiakin Kiwanis	Wesley United Methodist Church
LeMaster & Daniels	West Valley Kiwanis
Lorene M. Petrie Trust	Wishing Star Foundation
Louis Ulrich Charitable Trust	Wyeth Labs
Merck Vaccine Company	Yakima Federal Savings and Loan
Mervyns	Yakima Herald Republic
Reach Out & Read Foundation	Yakima POM Club
Robert Wood Johnson Foundation	Yakima Literacy Coalition
Rotary of Yakima	Yakima Valley Memorial Hospital
Safeco	& Women's Health Center
Starbucks Foundation	

### Administration



Anita Monoian  
Chief Executive Officer



Dr. Jocelyn Pedrosa, MD  
Co-Medical Director,  
Pediatrics



Dr. Gerardo Melgar, MD  
Co-Medical Director,  
Adult Care



Dr. Juan-Ming Hoang, DDS  
Dental Director



Mary Jo Mengaroli, RD, CD  
Public Health  
Administrator



Rhonda Hauff  
Primary Care  
Administrator

### Board of Directors

Don Hinman, *Chairman*  
Keith Case, *Secretary*  
Barbara McKenna, *Treasurer*  
Emmett Beaulaurier  
Estela Castro  
Alex Deccio  
Virginia Gilbert  
Nancy Kokenge  
Ruth Krause  
C. James Lust  
Lorna Millen  
William Paddock  
Carol Tate

### A Special Thank You

...to Linda Seaman, M.D., who served as clinic medical director for the past six years. With Dr. Seaman's help and leadership, the clinic formalized and developed a quality improvement program, completed the clinic's first national Joint Commission accreditation review, developed an in-house peer review program for physicians, and recruited and brought many board-certified physicians to the clinic staff.



Linda Seaman, MD

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Yakima Neighborhood Health Services provides services without regard to age, race, handicap, religion, sexual orientation, national origin or ancestry.