



## YAKIMA NEIGHBORHOOD HEALTH SERVICES MILESTONES

### **YNHS TODAY** **A COMPREHENSIVE PRIMARY** **CARE PROVIDER**

- YNHS 35th Anniversary Year Celebration!  
July 2010-June 2011
- 35th Anniversary Year Culminates with Gala Event -  
June 25, 2011

### **2010-ON**

- Federal Stimulus Funds Increase Jobs, Access - 2009
- ECHO Improves Hepatitis C Management - 2009
- Community Foundation Awards Homeless  
Respite Grant - 2009
- WithinReach Statewide Partnership Award - 2009
- Health Improvement Literacy Project Expands to  
Lower Valley - 2009
- YNHS CEO Elected Chair, National Assn. of  
Community Health Centers - 2009
- Joint Commission Reaccreditation - 2009
- Permanent Supportive Housing - 2009
- Health Improvement Literacy Project - 2008
- Homeless Respite Care - 2008
- Transitional Housing - 2007
- Sunnyside Dental Clinic - 2007
- First Satellite Clinic for Homeless Population - 2006
- Joint Commission Reaccreditation - 2006
- New Sunnyside Facility: Maternity Support  
Services & WIC - 2006

- Public Health Services - Health Care for  
the Homeless - 2005
- Pharmacy Opens, Yakima Clinic - 2004
- Partnership with Comprehensive Mental Health for  
On-Site Mental Health Services - 2003
- Joint Commission "Extreme Score" of 99 - 2003
- Richey House Donation & Clinic Expansion - 2002
- Models that Work National Nominee - 2001

### **2000-2010**

- Pediatric Dental Initiative, Yakima Dental  
Clinic Opens - 1996
- New 8th Street Clinic Completed -1994
- Medically Underserved Area Designation -1992

### **1990-2000**

- Maternity Access Legislation - 1989
- Immigration Reform/IRCA - 1986
- HUD Community Development Block Grant - 1981
- WIC - 1980
- Maternal Child Health - 1980

### **1980-1990**

- Primary Care - 1979
- Preventive Health Care Services - 1975

### **1975-1980**

### **YNHS IN 1975** **A SMALL PREVENTIVE HEALTH CARE** **ORGANIZATION**



**YAKIMA NEIGHBORHOOD HEALTH'S PROGRAMS, STAFF AND ADVOCACY HAVE BEEN ON THE NATIONAL STAGE THIS YEAR**

With the election of CEO Anita Monoian as board chair of the National Association of Community Health Centers, Yakima Neighborhood Health Services is on the national forefront.

At her election in Chicago, Monoian called on the nation's health centers to help "...build a higher quality health system that guarantees every American access to health care" through:

- Expansion of affordable health insurance coverage
- Comprehensive coverage – with emphasis on primary care and preventive health services
- Access to a quality community-based health care home for everyone

"Health care is a basic human right," Monoian said, calling for increased emphasis on prevention, chronic disease management and effective treatments, which will eliminate wasteful spending and build a healthier, more productive workforce.

That is what YNHS has been dedicated to since it was established in 1975, a commitment that has been continually demonstrated over the past year as YNHS has cared for the people and communities of the Yakima Valley.



*"I am so proud of my co-workers at Yakima Neighborhood Health Services and the progress we have made. Not only have we expanded our programs, we have built a new facility and established ourselves as a training center for students pursuing careers in health."* -Anita Monoian, addressing the National Association of Community Health Centers, Chicago, August 2009. As Chair of the NACHC board, Monoian leads 1200 community health centers serving 20 million people nationwide.



*U.S. Department of Health and Human Services Secretary Kathleen Sebelius (left) and YNHS CEO Anita Monoian celebrate Monoian's election as National Association of Community Health Centers Board Chair in Chicago, August 2009.*

**\$13.5 MILLION ANNUAL INVESTMENT IN THE YAKIMA VALLEY**

The contribution of Yakima Neighborhood Health Services to the valley's economy is significant. As one of the valley's major health care providers and a large employer, YNHS contributes:

- Salary and benefits to more than 160 staff and professionals at three

YNHS locations and housing program sites

- Local purchase of goods and services from other valley businesses

It all adds up to:

- \$13.5 million dollars coming from YNHS into the Yakima Valley economy annually.

A statewide study (WACMHC 2008) found that for each job created at YNHS and other Washington community health centers, an additional 1.62 jobs are created in the state. Every \$1 in spending by YNHS and other Washington community health center brings the state:

- \$1.77 in total economic output
- \$1.44 in labor income
- \$3.54 in federally matched Medicaid dollars

The total economic impact of YNHS and other community health centers on the state of Washington? \$1.2 billion annually. Continued investment in YNHS and the community health center model enhances economic development for Yakima, the valley and the state.

**COMMITMENT TO COST-SAVINGS ALSO ADDS TO ECONOMIC BENEFIT**

Health issues like asthma, diabetes and hypertension drive up health care costs significantly. The YNHS clinic staff works to improve patient health while controlling unnecessary health care spending.

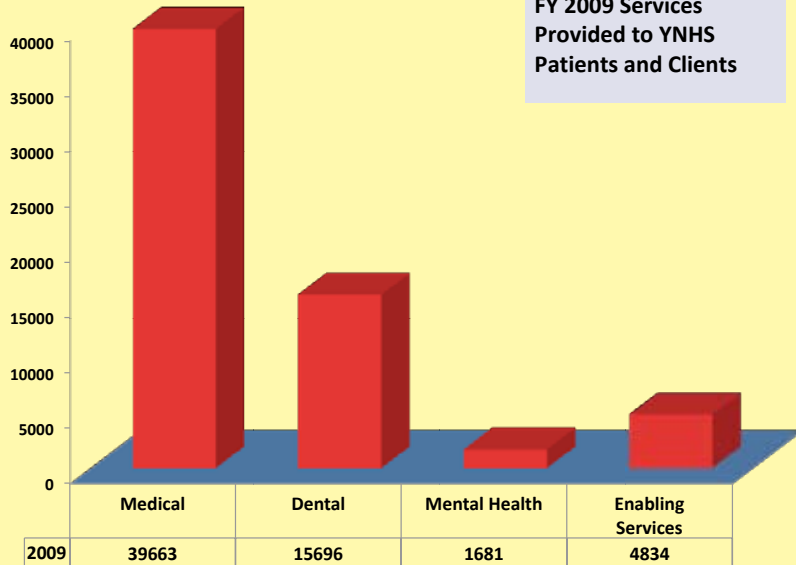
**IN 2009, YNHS WAS THE HEALTH CARE HOME FOR MORE THAN 17,000 INFANTS, CHILDREN, ADULTS & SENIORS**

YNHS provides medical, dental, mental health, pharmacy, home health care and public health services. We focus on primary and preventive care that lowers the overall potential cost of health care and reduces the risk of new health care problems. We provide housing programs that provide support to homeless individuals and families. More than 160 staff and professionals work at three Yakima Valley locations, serving more than 500 patients and clients each day.

Our education, prevention and early intervention services help patients lead full and productive lives. By investing in quality patient care on the front end and encouraging a regular doctor/patient relationship, YNHS works to prevent new health problems and minimize costs.



FY 2009 Services Provided to YNHS Patients and Clients



**STIMULUS PROJECTS BOOST WORKFORCE, CONSTRUCTION, TECHNOLOGY**

A growing number of people depend on Community Health Centers for their care. Federal stimulus funding awarded to YNHS in 2009 is helping YNHS patients and the local economy through:

- **Creation of 7.1 new or retained jobs** in both patient care and construction. YNHS expanded behavioral health, dental and pharmacy services in order to meet the growing needs of the low-income, farm worker and homeless populations.
- An **outreach van** for the Health Care for the Homeless Program.
- Further investment in **health information technology**. Developing a comprehensive electronic health record (computerized medical and dental records) fosters better coordination of care, avoids duplication in testing, improves communications and saves time in accessing patient information and test results.

**ELECTRONIC HEALTH RECORD IMPROVES PATIENT CONTINUITY, COMMUNICATION**

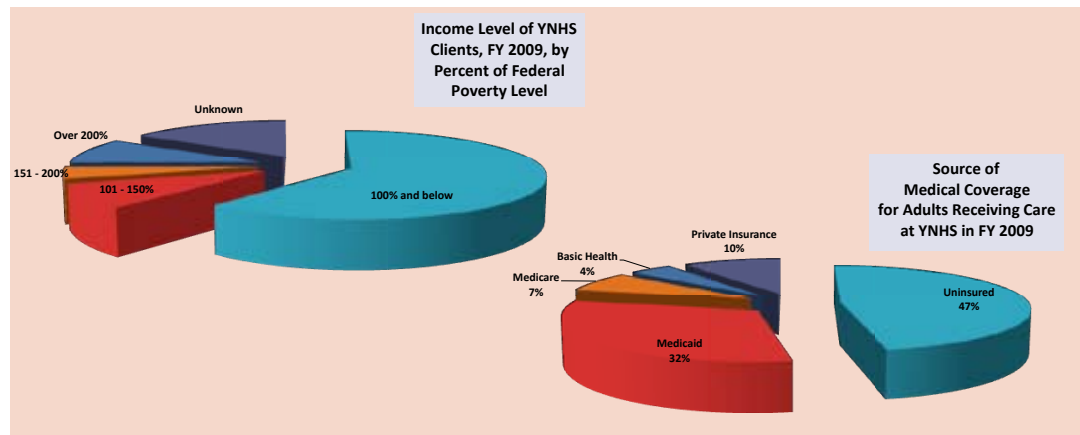
“As a Community Health Center, we have just brought together four critical disciplines to treat the whole person. We now have our medical, dental, behavioral health, and social service programs integrated into one Electronic Health Record,” said Gracie Gomez, YNHS Dental Services Coordinator.



The integrated health record makes it more efficient for medical and dental providers, case managers, nurses and nutritionists, counselors and outreach workers, to share information about their mutual patients. “This also makes it possible for our patients to go to different YNHS locations, as they move around the valley, and not have to repeat recent tests or x-rays,” Gomez says. “All in all, it improves patient safety and reduces unnecessary duplication.”

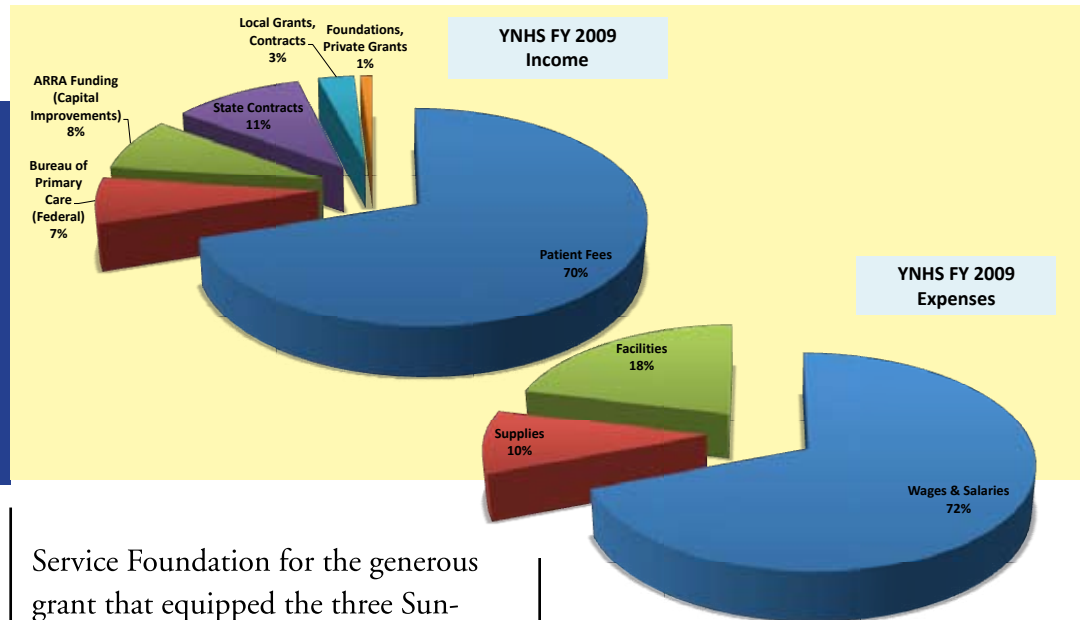
## QUALITY, ACCESSIBLE CARE TO ALL, REGARDLESS OF ABILITY TO PAY

We serve the rising number of uninsured in the Yakima Valley and work to reduce health care disparities. The majority of our patients live at or below the federal poverty level and two-thirds are people of color. YNHS is committed to removing geographic, language and cultural barriers for patients.



## SELECTED FY 2009 QUALITY OF PATIENT CARE INDICATORS

- 11% increase in children fully immunized at age two from 2008 to 2009
- 3% increase in women having pap smears during past two years



## SUNNYSIDE DENTAL PROGRAM GROWING RAPIDLY

“Many of our Lower Yakima Valley WIC clients had not seen a dentist in years,” said Brett Miller, DDS, YNHS Dental Director. “These are the people who first requested dental appointments at our Sunnyside Clinic. Some of the children-- especially young children -- had never received dental care before. We are thrilled to be offering these ‘one stop’ services for families, where we can promote the relationship between oral health and nutrition in a friendly setting.”

“Our dental staff are able to help change people’s lives,” Dr. Miller said. “We are seeing more homeless people in our Sunnyside dental office now, just as our services have grown in Yakima. Dental care can make the difference in a person being employed or not. It is such a confidence builder.” Special thanks go to Washington Dental

Service Foundation for the generous grant that equipped the three Sunnyside dental operatories.

## 2009: SUMMARY OF INCOME AND EXPENSES

Most of the revenue and expenses at YNHS are related to people – our patients and our employees. A major source of income in 2009 came via the federal stimulus award for improvements to help patients, create jobs and assist the economy.

Patient fees generate 70% of the revenue and employee costs (for 160-plus full and part time staff and professionals) represent 72% of the annual expenses. Our ability to provide patient services is directly tied to the funding provided by Medicaid, the Department of Agriculture (WIC program), Basic Health, federal grants and other public programs dependent on support from our elected officials.





## ONE OF WASHINGTON'S TOP TEN WIC PROGRAMS BASED ON CLIENTS SERVED

Four out of five babies born in Yakima County (81%) are served by WIC, compared to only 51% statewide. Even though 68% of the WIC families are working, the majority (74%) are living in poverty.

In 2009, through the WIC sites in Yakima and Sunnyside, YNHS provided 111,734 encounters with pregnant, breastfeeding and postpartum women, infants and children under age 5. WIC can be a lifeline for women, infants and children. The benefits include:

- Checks to buy healthy foods each month
- Help getting medical, dental & other services
- Breastfeeding support & nutrition information

“This program can make such a difference for moms and children – good, healthful food on the table, breastfeeding help, and so much more,” said Mary Jo Mengarelli, RD, CD,

YNHS Public Health Administrator. “So many people aren’t yet aware that they may be eligible for this benefit.” She encouraged families to contact Yakima Neighborhood Health’s WIC program to determine if they qualify.

In FY 2009, the YNHS WIC program provided a substantial increase in the number of nutrition education sessions – up to 42,525 – and made almost 64,000 referrals to preventive health services.

## YNHS WIC BRINGS \$5 MILLION TO LOCAL ECONOMY

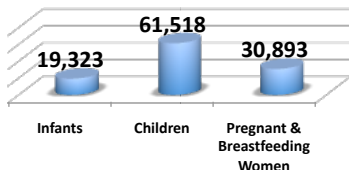
Each client is able to purchase more than \$50 each month in healthy foods with their WIC check. In 2009, that was a significant boost to grocers and farmers.

Local WIC Grocery Store Purchases = \$4,753,252.

Local WIC Farmers Market Purchases = \$32,422.



### Number of Encounters YNHS WIC Program, 2009



## DEPUTY DIRECTOR GUIDING HEALTH CARE DECISION-MAKING



YNHS COO/ Deputy Director Rhonda Hauff is helping guide health care reform on two fronts. Washington’s Insurance Commis-

sioner has appointed Hauff to a health care reform “Realization Committee” which is streamlining implementation of federal health reforms in the state. Hauff is one of 30 community leaders, business people, local public officials, health care providers and others from across Washington – and the only Yakima Valley representative – gathering input and suggestions from stakeholders to help implement federal health care reform.

Hauff has also been appointed by Washington State Legislature’s Joint Select Committee on Health Care Reform Implementation to serve on the Low Income Populations Advisory Group. Her committee will assist the legislature by gathering data, researching other states’ experience and developing policy options for legislative consideration.

Nationally, Hauff represents YNHS on the Health Care for the Homeless Committee, helping monitor policies and resources related to the Health Care for the Homeless program and advising the National Association of Community Health Centers. This year marks a quarter century of federal funding for Health Care for the Homeless. This has allowed a long-term national and Yakima Valley focus on how to best serve people who are homeless, particularly their health care and housing needs.

## LEADING IN COMPREHENSIVE CARE, ACCESS FOR VALLEY'S HOMELESS

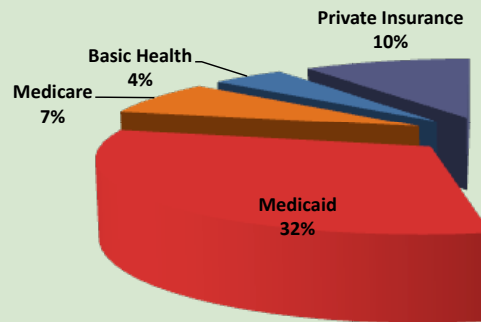


*Respite Apartments*

Homelessness is pervasive in Central Washington. The January 2010 “Point in Time Count” found that some 507 people in Yakima County are homeless on a given night – living in shelters or are unsheltered – including 252 who were in families with children.

A founding member of the Homeless Network of Yakima County, YNHS has long provided health care and supportive services to homeless children and adults. YNHS established the Health Care for the Homeless Program in 2005. Today, services include:

- Neighborhood Connections: satellite medical and dental care clinic in partnership with Triumph Treatment Services and Central Washington Comprehensive Mental Health
- Respite Care: post-hospitalization shelter and services in partnership with the Homeless Network
- Transitional or Permanent Supportive Housing once respite care is completed



Source of Medical Coverage for Adults Receiving Care at YNHS in FY 2009

Programs provided by YNHS and partners are making a difference for Yakima County residents. Since 2006, the number of unsheltered homeless individuals in the county has decreased by 69 percent and the number of chronically homeless has decreased by 73 percent.

### GROWING SERVICES TO HOMELESS PATIENTS

In the past year, YNHS has expanded Respite Care services to homeless persons who have been hospitalized or ill. “Respite Care has a very different meaning for homeless people,” explained Annette Rodriquez,



*Respite Laundry*

YNHS Outreach Coordinator. “It encompasses recuperative services for homeless people with medical problems. We provide a bed and a roof when they are sick or recovering from a serious illness or injury. We provide a respite from the hardships of living in public and shared housing or a break from the hardships of living outdoors in the heat or cold.”

YNHS works with hospital discharge planners and others to reduce the hospital length of stay, avoid repeat hospitalization and substantially trim the cost of care. “Respite has been a wonderful resource for our patients who need housing,” said Stacy Foster, Yakima Regional Hospital Discharge Planner. Theo, a patient discharged to Respite Care after a six-week hospital stay, agreed. “Respite saved me,” Theo said. He was able to return there after subsequent hospitalizations and has since moved into permanent supportive housing.

Like Theo, clients referred to the program receive:

- Emergency shelter for up to four weeks, meals and laundry

- Nursing assessments and daily health education
- Mental health or chemical dependency assessments if needed
- Help in connecting with a primary care provider for follow-up care and other services
- Assistance to transitional or permanent supportive housing once respite care is complete

**COMMUNITY FOUNDATION  
GIFT ENHANCING PATIENT  
CARE, QUALITY OF LIFE**

With the generous support of the Yakima Valley Community Foundation, YNHS was able to purchase a washer-dryer and furnish six apartments for respite care patients in 2009 with vinyl couches and chairs, all essential to these patients, says Rodriquez. “We are able to clean and disinfect furnishings and linens as recovering patients move in and out of the housing units.”

- Respite Units average length of stay: 24 days
- Number of respite patients requiring hospital readmission for same condition within 90 days: 0
- Average cost per day for respite care: \$109
- Average cost per day for in-patient hospitalization: \$2,417 (2008 CHARS data)
- Number of days respite care provided in first 16 months of operation: 1,243

Thank you, Yakima Valley Community Foundation.

**WE PROVIDE SOLUTIONS  
FOR SOME OF THE VALLEY’S  
GREATEST NEEDS**

- Neighborhood Connections provides medical and dental care for the homeless.
- Respite Care offers a safety net of

shelter and services after discharge from the hospital for people who are ill or injured and without homes.

- Respite Care also initiates a process for housing stabilization, connecting the patient to YNHS’s Transitional or Permanent Supportive Housing placement once respite care is complete.
- We are a founding member of the Homeless Network of Yakima County.

We provide special assistance for people affected by HIV/AIDS. YNHS provides help with various chores, and assistance with housing, spiritual support and advocacy for services.

**STRENGTHENING FAMILIES**

YNHS is a founding stakeholder in Ready by Five, which prepares East Yakima children from birth to age 5 for school and provides direct services to Ready by Five families. YNHS collaborates with the UCLA / Johnson & Johnson Health Care Institute to offer training to build family health care literacy. The goal is to help parents gain knowledge, skills and confidence in managing common childhood illnesses at home and reduce time away from work and school. The program is also supported by Yakima County Kids

Connect and the Washington State Legislature.

**COLLABORATING TO CONNECT  
KIDS WITH HEALTH CARE**

YNHS is one of the original partners in Kids Connect, which links children with health care coverage and a medical home and is designed to reduce unnecessary ER utilization. Collaborators include Community Health of Central Washington, ESD 105, Sunnyside Community Hospital, Yakima County Department of Human Services and Yakima Valley Memorial Hospital.

**LEARNING OPPORTUNITIES  
FOR STUDENTS IN THE HEALTH  
PROFESSIONS IN PARTNERSHIP  
WITH:**

WSU Intercollegiate Nursing Education, YVCC Nursing Program, Gonzaga Nurse Practitioner Program, UW Family Practice Residency & Dentistry programs, EWU Social Work Program, CWU Dietetic Intern Program, A.T. Still University and Pacific Northwest University of Health Sciences.



## THE WIDE ARRAY OF SERVICES PROVIDED BY YNHS

### General Primary Medical Care

Mental Health Treatment &

Counseling

Prenatal Care

Preventive & Restorative Dental Care

Pharmacy

Housing, Transitional & Permanent

Supportive

Respite Care

WIC

### Preventive Services

Blood Pressure Monitoring

Blood Cholesterol Screening

Glycosylated Hemoglobin

Measurement—Diabetes

HIV Testing /Counseling

Hearing & Vision Screening

### Wraparound Services

Case Management

Eligibility Assistance

Health Education

Interpretation & Translation Services

Outreach

Outstationed Eligibility Workers

Transportation



## FY 2009 YNHS PATIENTS & VISITS BY SELECTED PRIMARY DIAGNOSES & SERVICES

Condition	Patients	Visits
Asthma	251	436
Diabetes	686	2021
Hypertension	1077	2044
Heart Disease	114	191
Mental Health	1163	2583
Preventive Services		
Services	Patients	Visits
Well Child		
Visits 0-11	3564	6026
Immunizations	6789	8457
Dental Exams	5531	6783
Sealants & Fluoride	2648	3144

## FY 2009 TOP DIAGNOSES/ PROCEDURES AT YNHS

### ...for Infants and Children

1. Well Child Check infant/child
2. Childhood vaccinations
3. Upper respiratory infections
4. Newborn Care
5. Ear Infections

### ...for Adults

1. Hypertension
2. Lumbago (lower back pain)
3. Hyperlipidemia (high cholesterol & high triglycerides)
4. Diabetes
5. Gynecological care



Y · A · K · I · M · A  
**Neighborhood**  
HEALTH

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YAKIMA, WA. 98907-2605

8TH STREET CLINIC,

LA CLINICA EN LA CALLE OCHO

**509.454.4143**

[www.ynhs.org](http://www.ynhs.org)



## YAKIMA NEIGHBORHOOD HEALTH SERVICES LEADERSHIP

**Don Hinman, Chairman,** *Board of Directors*

**Anita Monoian,** *Chief Executive Officer*

**James Jabile, MD,** *Chief Medical Officer*

**Brett Miller, DDS,** *Chief Dental Officer*

**Rhonda Hauff,** *Chief Operating Officer/Deputy CEO*

**Mary Jo Mengarelli, RD, CD,** *Public Health Administrator*

### MISSION

The mission of Yakima Neighborhood Health Services is to provide affordable, accessible, quality health care, and to promote learning opportunities for students of health professions.