



TERRY REILLY

Your Health. Our Mission.

2014 Annual Report

April 2014 - March 2015

Medical | Dental | Behavioral Health

Compassion
Accessability
Service Excellence
Affordability
Social Justice



Table Of Contents

A Patients Journey	1
Year in Review	2
Who we are	3
Board of Directors & Committee membership	3
2014 Highlights	4
2014 By the Numbers	4
Who Do We Serve	5
Bob LeBow Bike Tour	5
Patient Centered Medical Home - A Foundation for a Better Health Care System	6
Our Supporters	7-10
2014 Terry Reilly Gala	10
Lifelong Friendship - A Donor Story	11

A Patients Journey

This year, Don and his wife Elsie moved from Texas to be closer to their son and six grandchildren. Don recently started a job that provides health insurance, however, like most employer based insurance; the coverage takes effect after thirty days of employment. Unfortunately, Don suffered a cardiac event shortly after his date of hire, while uninsured. This frightening situation left Don without the financial resources to cover the medications needed to prevent further complications.

Don was referred to Terry Reilly Health Services and with the help of the medical care team, was afforded access to life-saving medications and the care he needed. Don and his family, now fully insured, continue to use Terry Reilly for their primary care.

“Terry Reilly saved my life and made it possible to maintain my financial independence” - Don

WHO WE ARE?

Our Mission:

Terry Reilly, in the tradition of our founders, is a community health center dedicated to providing affordable, comprehensive health care to everyone in our community to improve health and quality of life.

Our Vision:

We will assure equal access to affordable, quality, comprehensive health and wellness services to all in our community

What Makes Terry Reilly Special?

Terry Reilly is a private not-for-profit organization providing quality care to all, with discounted fees available, based on family size and income. Services are available in English and Spanish as well as other languages.

Terry Reilly is committed to serving all people but specially populations facing barriers elsewhere, such as the uninsured, migrant and seasonal farmworkers and the homeless. Terry Reilly is governed by the communities it serves through a representative board of directors.



BOARD OF DIRECTORS 2014

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Roger Aguilar - Vice Chairperson	Freddy Real
Virginia Reyna-Walling – Secretary-Treasurer	Chuck Knox
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Cindy Mueller	Michael Benedick, DDS
Luis Lagos	Jeffrey Shinn
Rosie Delgadillo Reilly	Lindy Maynard
Hugo Mota	

Committee Membership

Executive

Robyn Page
Roger Aguilar
Virginia Reyna-Walling
Diane Markus

Nominating

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Rosie Delgadillo Reilly
Diane Markus

Finance

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Rodie Delgadillo Reilly
Robyn Page
Virginia Reyna-Walling

Quality

Dr James Dzur
Mimi Cunningham
Becky Reed
Jack Swaim
Michael Benedick, DDS
Valerie Steffen

If you are interested in participating on one of the above committees, please contact CEO Heidi Traylor, hhart@trhs.org

YEAR IN REVIEW

Dear friends and supporters of Terry Reilly,

As a federally funded Community Health Center, Terry Reilly is one of approximately 1,300 non-profit entities across the country with a shared focus on providing access to primary medical, dental, behavioral health, pharmacy and enabling services in the communities we serve; regardless of ability to pay. For 50 years, Community Health Centers have been leaders in providing services and operating as a community based, consumer controlled, health care business. Community Health Centers have collectively championed efforts to improve access to high quality, cost effective, health care.

There are many changes occurring within the health care marketplace. Terry Reilly and health centers around the country are evolving with these changes, remaining responsive to needs within our respective communities. As we prepared this year's annual report, we chose to highlight Terry Reilly from three perspectives. First, we wanted to share our work through the eyes of our patients. Keeping our patients in the center of all we do is a reminder that the individual lives, stories, and needs shared with us each day are the reason we exist and the heart of all we do. Second, we wanted to share Terry Reilly through the lens of the broader health care environment in Idaho and highlight the impact we are having on health care in our community. Finally, we chose to highlight Terry Reilly from the perspective of our friends and supporters. We are excited to share some of the special programs we are able to provide as a result of local partnerships and support.

While the environment around us continues to evolve, one thing remains constant; the dedicated, talented team at Terry Reilly who provide care to over 29,000 patients each year. Together, we are improving health and quality of life within our community.

Thank you for your continued support of Terry Reilly and Community Health Centers!



Heidi Traylor,
Chief Executive Officer



2014 HIGHLIGHTS

- Provided **\$6,164,115** in sliding fee discounts.
- Provided comprehensive primary healthcare to **29,018** patients - **16,804** of which were uninsured.
- Served **2,450** homeless adults and children through our clinics in Boise and Nampa.
- Provided care to **2,540** migrant or seasonal farm workers.
- Delivered **16,749** dental visits to **7325** patients.
- Provided Prenatal Care to **737** women.
- Made quality mental healthcare affordable to **1,346** individuals.
- Provided **737** admissions for crisis mental health and detoxification services at Allumbaugh House.
- Provided **12,908** treatment visits to **1,144** victims of sexual and physical abuse and offenders through Terry Reilly SANE Solutions. Provided **4,224** group treatment visits to offenders in prison.
- **The Hindson Foundation** works with Terry Reilly to establish a new **Internal Medicine Clinic**.
- **HRSA** Awards Terry Reilly **\$250,000** in Affordable Care Act funding to **support mental health and substance abuse treatment**.
- Terry Reilly earns **NCQA** national recognition for **patient centered care**.
- **Hopes Plaza** in Caldwell Announces it will include a Terry Reilly Medical Clinic.
- **Completed Construction** of our new clinic at Nampa 1st Street.

2014 BY THE NUMBERS

Entire Corporation

Terry Reilly Revenues & Support - FYE 2015

Patient Services	\$10,817,308	48.1%
Federal	\$7,668,085	34.1%
Jt. Powers	\$1,880,022	8.4%
In-KIND	\$1,049,100	4.7%
Foundations & Donations	\$388,160	1.7%
United Way	\$70,322	0.3%
Other	\$625,219	2.8%
Total	\$22,498,216	100%



Terry Reilly Expenses by Category - FYE 2015

Medical Services	\$13,154,614	58.53%
Dental Services	\$3,072,564	13.7%
Mental Health (SANE)	\$2,592,735	11.56%
Allumbaugh House	\$1,760,030	7.84%
Administration	\$1,521,090	6.78%
Fundraising	\$122,847	.55%
Outreach/Enrollment	\$185,026	.82%
Other	\$26,233	0.12%
Total	\$22,435,139	100%

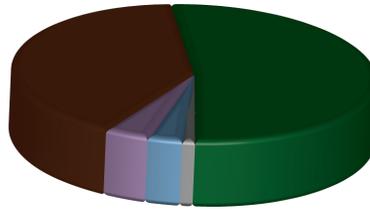


WHO DO WE SERVE?*

*Note: Patient demographic information excludes Allumbaugh House

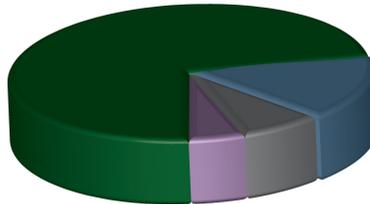
Patient Race/Ethnicity

White (Not Hispanic)	52%
Hispanic (All Races)	40%
Unknown	4%
1% Asian/Pacific Islander, 1% Black, & 1% American Indian/Alaska Native	3%
More Than One Race	1%



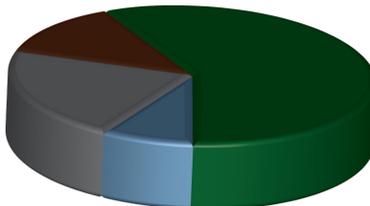
Age (Years of Age)

0-4	5%
5-19	15%
20-64	73%
65 +	7%



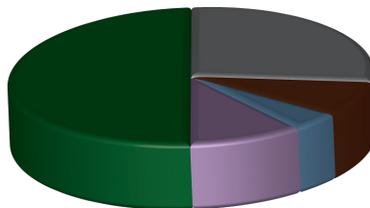
Insurance Coverage

Medicaid (title xlx)	21%
Medicare (title xviii)	8%
Private Ins/Other Public Ins	13%
Uninsured	58%



Income as % of Poverty Level

100 & below	50%
101-150	28%
151-200	8%
Over 200	4%
Unknown	10%



2014 BOB LEBOW BIKE TOUR

Once again the Bob Le Bow Blue Cruise was a success. The event included 6 routes, help from countless volunteers, 959 riders, and some of the most fantastic weather the Treasure Valley has ever seen.

Riders started the race between 6:30am and 11:30am and rightfully crossed the finish line to a BBQ party. With so many moving parts, it would be impossible to have an event like this without our excellent volunteers and supporters. Proceeds from the event benefit the Terry Reilly Zero Pay Fund, helping ensure primary care is accessible for our neediest patients.



2014 Bike Tour Sponsors

Blue Heron Institute
 Bonneville Collections
 Emergency Medicine of Idaho
 Idaho Central Credit Union
 Idaho Power
 Irish, Berhardt, LLC
 Jensen Eye Associates

Northwest Farm Credit Services
 Saint Alphonsus Health System
 Syringa Bank
 Thorne Printing and Copy Center
 White Peterson, Attorneys at Law

PATIENT CENTERED MEDICAL HOME - A FOUNDATION FOR A BETTER HEALTH CARE SYSTEM

Patient Centered Medical Homes (PCMH) are leading the way in the transformation of primary care practices. A Patient Centered Medical Home is focused on the healthcare needs of the whole person, and places the importance on quality rather than volume of service. This value is based on a “triple aim” of better quality, experience and affordable access.



As the PCMH philosophy is rising in popularity, Terry Reilly has been a pioneer in this model and currently operates as a nationally qualified patient centered medical home. Everyone – from clinicians to front desk staff - works as a team to coordinate care. The coordination between medical, dental, and behavioral health ensures that the continuum of care is met for each patient at Terry Reilly.

We are proud to be “front-runners” in Idaho for the implementation for this new model of health care. Every Terry Reilly clinic keeps the PCMH philosophy as its framework from its workplace layout, team based care, electronic records and open dialogue between disciplines; all allowing for a greater patient experience.

We realize that having a healthy community means care must be accessible. Expanding services and locations for patient centered medical homes will reduce health disparities and will lower the cost to the communities by reducing emergency room visits and costly hospital use.



This year we are excited to offer our patients new medical homes in communities where access is needed but scarce. As we continue to grow and expand our commitment remains the same - provide affordable quality care to the communities we serve. We look forward to continuing our work to transform healthcare by keeping our patients at the center of our mission.

INDIVIDUAL AND CORPORATE SUPPORTERS APRIL 2014 - MARCH 2015

We thank each and everyone of you for your commitment to make affordable, comprehensive health care available to everyone in the Treasure Valley.

*Note: Grants or gifts to Allumbaugh House are not included. Please see page *for Federal funding and other public revenue*

Benefactor (\$5000+)

American Cancer Society
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Friends of Terry Reilly

The Friends of Terry Reilly recognizes those individuals who donate \$500 or more to support our healing mission during the year. Members of Friends of Terry Reilly receive invitations to special events throughout the year.

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Friends and supporters gear up for a exclusive sneak-peek at the construction site for the our new Nampa 1st Clinic

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 William Miller
 Winston & Cara Brown

For more information on different ways to support us, including our **Endowment**, how to include Terry Reilly Health Services in your will or other planned gift and becoming a **Legacy Society Member**, or information about making a monthly giving pledge and becoming **Terry Reilly Sustainer** visit our donor center website www.trhs.org/donate

2014 TERRY REILLY GALA - EAT, DRINK & BE HEALTHY

Last year's annual gala had a record turnout with over 150 of our donors and Friends of Terry Reilly in attendance as well as numerous staff members who helped tell our story throughout the evening. The gala saw record proceeds from the event; net proceeds w benefiting the Zero Pay Fund.

A warm thank you to **Susie Reed, Kayla Kleffner, Marianne Ware, Fritz Dickey, Helen Carter, Charles Knox and our volunteer photographer Jared Haskett**; much of our success depends on the work of tireless volunteers like you.

2014 Gala Sponsors

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 Wells Fargo
 Koenig Vineyards
 Payette Brewing Company
 Diagnostic Pathology Services Inc.
 J.R. Simplot Company
 Kissler Family foundation
 Stevens-Henager College
 Saint Lukes Health System
 Sage Health Care
 The Family of Annette Tierney



LIFELONG FRIENDSHIP - A DONOR STORY



When we moved to Boise in the 70's we quickly learned of the work that Terry Reilly was doing in South-west Idaho. The mission of providing affordable, quality healthcare to the medically disenfranchised has always resonated with my husband and I. Instantly we knew that this life saving work was a mission we wanted to support.

For five years, I have had the privilege to volunteer my time on Terry Reilly's Foundation Committee. It was an honor to work alongside other passionate healthcare advocates, who shared their time and expertise, to improve the health of Idaho. It was through the efforts of this committee that we launched Terry Reilly's very first fundraising gala. This celebration was created in an effort to raise awareness for the mission and the vision of the organization. It was amazing to see friends and longtime supporters celebrate the impact Terry Reilly was making in the community. Over the years, the Terry Reilly Gala has raised thousands of dollars for the Zero Pay Fund - a fund dedicated to serving those who need it the most.

Countless lives have been affected by the generosity of Terry Reilly's supporters. Not only does Terry Reilly provide medical, dental, and behavioral health services, it provides piece of mind to families who would have no other option if it wasn't for these clinics. Terry Reilly is addressing community challenges to expand the reach of its mission and collaborate with other community organizations who share the same vision.

Terry Reilly Health Services is working to improve the community's access to care each day and currently offers locations where services are needed but scarce. I support the mission of Terry Reilly because I know my contribution makes a tangible, lifesaving impact for the health of my neighbors.

Fritz Dickey
Longtime friend and supporter of Terry Reilly Health Services



Fritz Dickey entertains guests at Terry Reilly's Gala



Terry Reilly Health Services does not discriminate in its services, treatment, program, activities or employment regardless of race, color, religion, national origin, age, physical or mental disability, veteran status, or sex, including gender identify and sexual orientation.

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