Building Healthy Neighborhoods, One Life at a Time.
What a year it has been. The pandemic started us on a painful slog through challenge-after-challenge, requiring staff to adjust to new protocols and workflows almost daily. But we finally crested the peak with the arrival of the vaccine. Through it all, our staff performed with unmatched compassion and care. I know this because of the comments from people who are not our patients but received their vaccinations at one of our sites: They said our staff was courteous, professional, and caring.

While the economic disruption has been tough, it was the necessary price to pay to begin to get the virus under control. Unfortunately, many people lost their health insurance when they lost work. On the brighter side, many also became eligible for Medicaid, a safety net that more than pays society back in improved health outcomes and cost-effective care.

The enhancements to the Affordable Care Act under President Biden’s American Rescue Plan Act will bring peace of mind back to many knowing they have quality, affordable health care. The ACA has been a work-in-progress just like any landmark legislation that reaches for the sky. It has brought more than 200,000 to the insurance rolls in Yakima County since its inception.

We will continue to improve coverage until everyone in Yakima County who needs insurance has it at affordable rates. That is the same promise this country has made -- and kept -- to Veterans and senior citizens. Medicare and Veteran’s health care have a long, proud history worth emulating.

YNHS has always been about going where the need is greatest so it is with immense pride that we opened an Adult & Senior care facility in Terrace Heights and the soon-to-be clinic inside Chuck Austin Place, a housing development for homeless veterans.

And congratulations are in order for Rhonda Hauff, our CEO, honored with the Philip W, Bruckner National Leadership Award from the National Health Care for the Homeless Council. Bruckner was a doctor from the Bronx who made house calls, recasting an old-time medical practice as quality, cost effective care for the vulnerable.

We celebrate our successes as we look forward to the challenges ahead. As always, we couldn’t do it without some 300 professional staff members – they are the glue that holds YNHS together day-in and day-out. Thank you.

Don Hinman, Chairman of the Board
Our Mission

To provide affordable, accessible quality health care, promote learning opportunities for students of health professions, end homelessness and improve the quality of life in our communities.
Yakima County was uniquely challenged by COVID-19

Yakima county had five times the rate of covid positives as Washington state (August 2020)
Our pediatricians noticed that children were gaining weight because of school closures and limits on activity. They wanted to catch this disturbing trend early to avoid what could become poor habits lasting into adulthood. Under the supervision of Dr. Rebecca-Lyn Sokolove, a majority of the 134 enrolled youth either lost weight or gained it at a slower pace.

“The pandemic was especially hard on our teenage patients missing friends and activities. The focus of the project was to encourage patients to start making simple goals that would be sustainable leading to a healthier lifestyle and weight loss,” Dr. Sokolove said.

A raffle was held at the end of the first phase of the project and Hector, 13, of Sunnyside, was the proud winner of a bike and helmet for meeting his goals. The program is ongoing.

PEDIATRIC BODY MASS INDEX (BMI) PROJECT

- 41% lost or maintained weight
- 59% gained weight, but at a lower velocity
- Participants reported improved mood and energy levels
- Positive changes in diet and exercise
- Improved documentation of counseling for nutrition and physical activity (from 45.8% to 87.9%)

I have one teenage patient who has lost weight every follow up visit and has talked to me multiple times about how the project has improved his mental health, energy level and relationships with family members."

Dr. Sokolove
Pulse Oximetry Pilot Project with Washington State Dept. of Health

The Washington State Department of Health recognized the high rates of Covid-19 in Yakima County. In the fall of 2020, they asked YNHS to pilot a program to help patients understand their severity level, when to call their primary care provider and when their condition was urgent enough to go to the Emergency Room.

The state provided pulse oximeters to YNHS (small devices that are placed on the finger to measure oxygen levels in the blood). Our medical team developed educational materials in English and Spanish – including fact sheets, videos, and instructions for the care coordinators – to share with Covid positive patients. Patients were instructed to measure their oxygen levels regularly. Care coordinators called regularly to monitor the health of the Covid positive patient as well as family members. Surveys were developed to measure feedback.

Over 100 devices have been distributed, and the state Department of Health considers this project a success. They have submitted a request to the CDC to expand the program state-wide based on the YNHS pilot.
The pandemic altered the landscape for all Community Health Centers. 14% Decrease in Unduplicated Users from 2019 to 2020

The Pandemic was Most Restrictive on Our Ability to see Children

Services by Program Type

Poverty Level in 2020
$26,200 for a Family of Four
## 2020 Profile Health Care and Housing

### 2020 ALL YNHS Patients

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Primary Care Patients</td>
<td>25,634</td>
</tr>
<tr>
<td>Primary Care Visits (medical, dental, mental health, outreach, case management)</td>
<td>130,208</td>
</tr>
<tr>
<td>Youth Served at The Space (LGBTQ Youth Resource Center)</td>
<td>116</td>
</tr>
<tr>
<td>Visits at The Space</td>
<td>1,190</td>
</tr>
<tr>
<td>Women, Infants &amp; Children Nutrition Program</td>
<td>4,400</td>
</tr>
<tr>
<td>Clients / Month</td>
<td></td>
</tr>
<tr>
<td>Affordable Care Act Applications</td>
<td>8,268</td>
</tr>
</tbody>
</table>

### 2020 Homeless Profile

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>People Experiencing Homelessness</td>
<td>3,105</td>
</tr>
<tr>
<td>Primary Care Visits (medical, dental, mental health, outreach, case management)</td>
<td>30,021</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td></td>
</tr>
<tr>
<td>120 households 184 people</td>
<td></td>
</tr>
<tr>
<td>Medical Recuperative Respite (Average 14 days each)</td>
<td></td>
</tr>
<tr>
<td>182 People 2,532 nights</td>
<td></td>
</tr>
<tr>
<td>Basic Needs / Emergency Assistance</td>
<td></td>
</tr>
<tr>
<td>719 People 513 Households</td>
<td></td>
</tr>
<tr>
<td>Unaccompanied Homeless Youth</td>
<td></td>
</tr>
<tr>
<td>94 Youth &amp; Young Adults</td>
<td></td>
</tr>
</tbody>
</table>
As a Patient Centered Medical Home, Integrated Care is Our Daily Mantra.

Clinic Staffing in a PCMH World

- Patient Services Coordinator
- BH Specialists – 1 per team
- Pharmacists –
  - Fill Rx’s
  - Consult with patients
  - Consult with providers
- One Nurse Per Team
- One “floater” MA Per Team
- 2-3 PCPs each have their own MA
- Care Coordinator for each Adult Med PCP (shared for Pediatricians)
“Getting tools to people who need them in ways that encourage people to use them – that is a delivery system. It is crucial, and it is often complex. It can require getting around barriers of poverty, distance, ignorance, doubt, stigma, and religious and gender bias. It means listening to people, learning what they want, what they’re doing, what they believe, and what barriers they face. It means paying attention to how people live their lives.” Melinda Gates from the Moment of Lift, How Empowering Women Changes the World.

The above excerpt was about work in third world countries to reduce maternal and newborn deaths, training trusted locals to be skilled attendants during childbirth, share the value of immunizations, and the importance of family planning so children are planned and wanted.

It’s also what we do in Community Health Centers – meeting people where they are, supporting them in finding their way to health. It’s about supporting physical, social, and emotional life choices that might be “foreign” to helpers on the outside. For one diabetic patient, it might be one less soda a day; for the patient with PTSD, maybe a fifteen-minute walk in nature a day; for the person living with a Substance Use Disorder, choosing to use one less substance each day. All of these are examples of Harm Reduction and Roads to Recovery -- the patient leads the journey and we as helpers support the decisions. After all, isn’t that what we all, as patients, want? And yes, we have seen successes and walking testimonials all over the Yakima Valley.

We are fortunate to share common ground with many partners. With 4,400 square miles to cover, no one agency could have reached all our residents during the pandemic – for testing, treatment, and now thankfully the vaccine. It’s great to live in a community where you can actually talk to each other to get the work done. We’re equally grateful for the federal, state, and local governmental support, without which so many people would have gone without health care, housing, and other essential needs.

More opportunities to improve the health of our communities are ahead. The City of Yakima recently adopted its Housing Action Plan, which creates a roadmap to more affordable housing in Yakima, which we all need to support business growth and healthy neighborhoods. Nearly 20 years ago, YNHS committed to improving housing stability for our most vulnerable patients when our providers said “… if you want us to improve the health of our patients, help them put roofs over their heads...” and so began our journey of full health-care integration. When we house our formerly unsheltered residents, we increase access to primary care, reduce communicable disease, reduce mental health crises, stabilize chronic conditions, increase medication management, increase access to substance use and mental health treatment, and increase self-sufficiency through supported employment. Housing is health care.

We thank our local, state, and federal partners and look forward to continued successes in the coming years.
The Value and Impact of 
Yakima Neighborhood Health Services

Health centers provide tremendous value and impact to the communities they serve, including JOBS and ECONOMIC STIMULUS, SAVINGS to Medicaid, and ACCESS to care for vulnerable populations.

This report highlights the Yakima Neighborhood Health Services 2020 contributions and savings.

**SAVINGS TO THE SYSTEM**

- $33 Million SAVINGS TO MEDICAID
- $45 Million SAVINGS TO THE OVERALL HEALTH SYSTEM
- 22% LOWER COSTS FOR HEALTH CENTER MEDICAID PATIENTS
- $7.1 Million ANNUAL TAX REVENUES
- $1.8 Million STATE & LOCAL TAX REVENUES
- $5.3 Million FEDERAL TAX REVENUES

**ECONOMIC STIMULUS**

- 382 TOTAL JOBS
- 253 HEALTH CENTER JOBS
- 129 OTHER JOBS in the community
- $50.5 Million TOTAL ECONOMIC IMPACT of current operations
- $26.8 Million DIRECT HEALTH CENTER SPENDING
- $23.7 Million COMMUNITY SPENDING

**CARE FOR VULNERABLE POPULATIONS**

- 92,775 PATIENT VISITS
- 93.2% of patients are LOW INCOME
- 73.6% of patients identify as an ETHNIC OR RACIAL MINORITY
- 25.5% of patients are AGRICULTURAL WORKERS
- 9,277 of patients are CHILDREN & ADOLESCENTS
- 1.2% of patients are VETERANS
- 13.3% of patients are HOMELESS

2020 ANNUAL REPORT

Capital Link prepared this Value & Impact report using 2019 health center audited financial statements and Uniform Data System information. Economic impact was measured using 2018 IMPLAN Online.

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We have much to do in the coming year. To help, please visit www.ynhs.org and click on