



YAKIMA
*Neighborhood
Health*



**Building Healthy Neighborhoods.
One Life at a Time.**



Anita Monoian Campus, Yakima

Our Mission

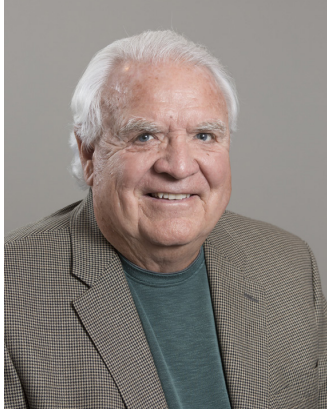
To provide affordable, accessible quality health care, promote learning opportunities for students of health professions, end homelessness and improve quality of life in our communities.

We have much to do in the coming year. Visit ynhs.org and click on **Donate Now!**



Sunnyside Campus and First Yakima Clinic on 8th Street, 1975





Message from our Founding Father

*Don Hinman is resigning as chairman, effective July 2022.
He will remain on the Executive Committee.*



We have accomplished a lot in the last forty-seven years. It wasn't always easy. We had to ask a lot of questions: What needs to be done? How best can we use our resources? Who can we partner with to better serve our clientele? What legislation should we support? How can we provide the very best medical care? Are we effective? Where do we go next?

We not only need to ask ourselves these questions, but we need to pay attention to what our staff and more importantly what our patients think, then build a plan. Yakima Neighborhood Health has done extremely well over the years. I am so proud of our accomplishments.

It is important we tell our story, especially how effective we have been. How healthy teeth enable people to find jobs or help students improve in school. Treating chronic diseases means people do better in their daily lives. Putting the homeless in houses puts them on a path to better health and to higher levels of self-sufficiency. Combining mental health with health insurance can make the difference in getting patients well. Babies starting on their journey with good nutrition do better not only in school but their entire lives.

I am proud of all the patients, staff, and board members who stood up and advocated for Obamacare—the landmark Affordable Care Act. Tens of thousands of people in Yakima County now have access to health insurance and thus quality medical care.

I have seen our clinic grow from one location with a single staff person seeing six patients a day to twelve locations and 330 staff members seeing hundreds of patients a day. Our homeless program has put hundreds back into homes over the years.

Every journey has an end. I'll say it again, I could not be prouder of YNHS and all it has accomplished. It could not have happened without the vision and skill of both the board and staff. Thank you for the opportunity and a job well done. Yakima Neighborhood Health is in good hands and will be onto even greater things in the future.

Don Hinman

Everyday Heroes



Staff members are often called upon to think and act quickly during the course of a day, whether someone is having a mental health crisis or needs urgent care.

Lt. Watts and Sgt. Fowler of the Yakima Police Department commend the staff at Neighborhood Connections for their teamwork and bravery in saving the life of a neighborhood resident on Naches Ave.

Said Dr. Jocelyn Pedrosa, Chief Medical Officer: *"I am blown away by these heroic actions and teamwork. Thank you!"*

This Is Our Best Shot

When patients say:
"I'm afraid the vaccine will affect my fertility."

Dr. Pedrosa tells them:
There is no evidence the vaccine affects male or female fertility. Leading obstetricians' groups recommend COVID-19 vaccination for all pregnant women, because it is safe and effective. COVID-19, on the other hand, increases risks for severe complications and pre-term birth.

Dr. Jocelyn Pedrosa
Chief Medical Officer
Yakima Neighborhood Health Services

Neighborhood Health | Yakima Valley Memorial

Learn more at yakimamemorial.org/vaccine

Dr. Jocelyn Pedrosa, Chief Medical Officer and trusted medical expert in the community, confronted COVID misinformation with a video reassuring the public that the vaccine would not affect fertility.



A Little Luck...A Lot of Gratitude

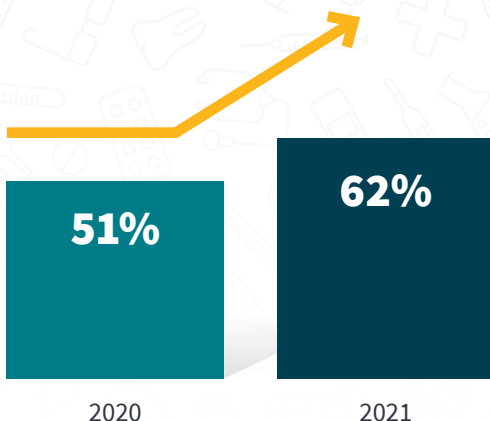
Darlene and her husband pose with Georgia Sandoval, Customer Service Director, as they pick up their check for winning the vaccine raffle. Georgia had to call Darlene back several times because she thought it was a scam and would hang up.

The couple was on their last dollar for groceries so the money arrived at the right time. Said Georgia: *"I loved doing this. It made my day."*



Quality

Always Raising the Bar



Percentage of patients, age 3-21, who completed an annual wellness exam.

An additional 300 members were assigned to YNHS between 2020 and 2021 with over 5,000 wellness visits.

Efforts to improve...

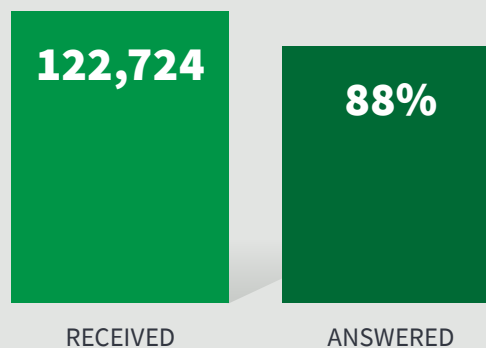
A list of patients in the designated age range who were due for a wellness exam was distributed to the Quality Team, who mailed reminder cards a week before a scheduled appointment. Patients due for an exam in the month of their birth received birthday cards.



Diabetes Education Works

Data submitted to CDC regarding our Diabetes Prevention Program over the last six months shows a 99 percent success rate. This is achieved by recorded target weight loss achievement and recorded physical activity.

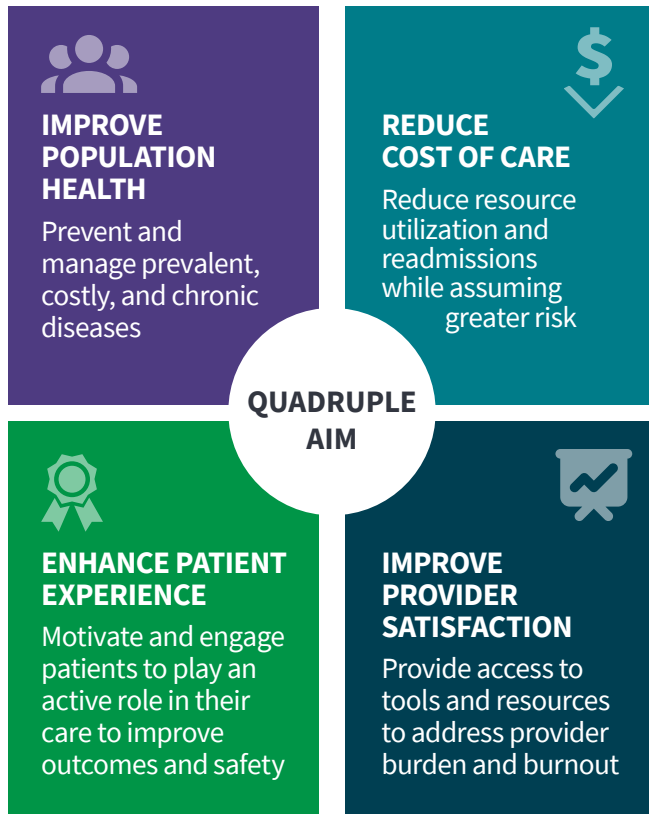
Customer Service Means Everyone Counts



**Calls received and answered
June to December 2021**

Housing *is* Health Care

How we measure it...



- ✓ Improving rate of successful connection to primary care:
Average 44 visits per year per participant
- ✓ Increasing rate of compliance with care plans:
Better diabetes control
- ✓ Improvement in chronic disease measures: (e.g. A1c scores, BP measure)
Better hypertension control
- ✓ Reduction in communicable disease: (e.g. Influenza, TB, STDs, Hep C)
Increase in flu vaccines
- ✓ Reduction in behavioral health crisis episodes:
Fewer behavioral health crises
- ✓ Medications are better managed:
Greater success in medication adherence
- ✓ More likely to obtain and maintain employment or education
- ✓ Greater success for recovering SUD patients in supportive housing:
200 people, 126 households

2021 Profile: Health Care & Housing

ALL YNHS PATIENTS & CLIENTS	
All Patients	35,872
All Visits (medical, dental, mental health, outreach, case management, care coordination)	163,236
Youth Served at "The Space" (LGBTQ Youth Resource Center)	77 clients 619 visits
Woman, Infants & Children Nutrition Program	4,400 clients/mo
Affordable Care Act Applications	16,282

PEOPLE EXPERIENCING HOMELESSNESS	
People Experiencing Homelessness	3,903
All Visits to PEH (medical, dental, mental health, outreach, case management, care coordination)	29,136
Permanent Supportive Housing	200 people 126 households
Medical Recuperative Respite (Average 12 days each)	96 people 1,114 nights
COVID Isolation/Quarantine (Average 9 days each)	199 people 1,799 nights
Basic Needs (rent, food, utility, assistance, education, legal, childcare, employment, etc.)	1,964 people 921 households
Unaccompanied Homeless Youth (Ages 13-24)	85 youth



Since opening two years ago, the “RDH” has improved the neighborhood and changed lives.

Making a Difference

RHONDA D. HAUFF RESOURCE CENTER



SERVICES:

- Health Care Access
- Behavioral Health Counseling and Referral (mental health and substance use)
- Employment Help (acquiring ID, application help, WorkSource referral)
- Basic Needs (food, clothing, household goods)
- Life Skills and Housing Stability (food prep, financial budgeting, social skills, stress management)
- Family Reunification

OUTCOMES:

- 69 clients discharged in 3 years
- 90% to other housing
- 5% to institutions
- 2% died
- 3% back to shelter/streets/lost

We Couldn't Have Done It Without You!

Thank you donors, sponsors, and all supporters for nearly \$4M to support our mission.



CHUCK AUSTIN PLACE (VETERANS HEALTH CARE):

- Sunderland Foundation
- Empire Health Rural Facilities
- Pacific Power

WELCOME HOME KITS FOR THE HOMELESS:

- Looking Out Foundation
- U.S. Bank

COMMUNITY HEALTH WORKERS:

- CHNW/CHPW
- Greater Columbia Accountable Community of Health

THE SPACE:

- Weyerhaeuser Family Foundation
- The Pride Foundation
- Anchor Community Initiative

COVID RELATED GRANTS FOR VACCINE CLINICS:

- All In Washington

FUNDING TO ASSIST PREGNANT WOMEN WITH STATE PAID FAMILY MEDICAL LEAVE:

- Perigee Fund

OPTOMETRY FUNDUS CAMERA:

- Washington Rural Facilities Grant

JOB MATCH PROGRAM:

- Yakima Valley Community Foundation



Special thanks to Rep. Jeremie Dufault for securing \$1 million for our new Nurse Practitioner Residency Program and scholarships for advanced education in the health professions.



Thank you to our community partners:

Yakima Housing
Authority

Rod's
House

Henry Beauchamp
Community Center

Yakima Police
Department

Comprehensive
Healthcare

Northwest
Justice

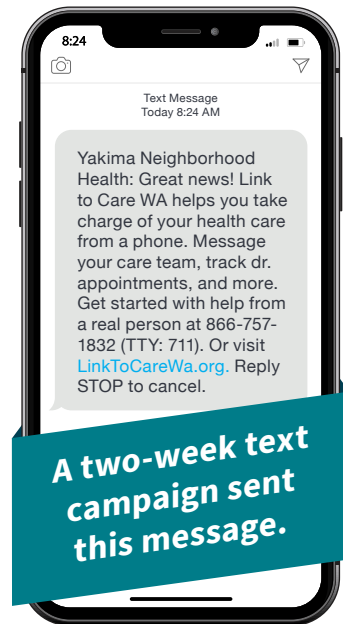
Triumph Treatment
Services

Yakima County -
Human Services

Partnering to Improve Access to Health Care

YNHS was fortunate to be chosen as the statewide pilot for a program to improve patients' access to care. Partnering with Community Health Plan of Washington, trained Digital Navigators teach patients the benefits of mastering digital technology for health care. Many received free cell phones.

This program, Link to Care WA, is expected to roll out statewide this year:



More than 16,000 messages were sent for a delivery rate of 85%.

In memory of Helen Hinman, a consummate teacher, counselor, and longtime friend. 12/8/1933–12/3/2021

Helen's "ABCs of Living"...

Achieve Happiness
Be Kind – See Good in Others
Choose to be Optimistic
Don't Trust Timeshare Salespersons
Every Day Eat Supper with Your Family
Find Love, Grab It
Give Curiosity a Chance
Have Patience
Inspire Others

Judge No One
Keep the Beds Made Up
Laugh Often
Memories are Sweet. Cherish Them
Never Go To Bed Mad
Offer Understanding
Pet Your Dog
Question Everything
Realize Your Dreams

Speak the Truth
Trust Yourself
Understand Differences
Visualize Peace
When on Vacation, Drink a Beer Every Day
X out Fear
Yearn to do Better
Zealously Live Life



We're an Economic Engine

The 2021 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.

SAVINGS TO THE SYSTEM



24% LOWER COSTS
for Health Center
Medicaid Patients



**\$41 MILLION
SAVINGS**
to the Overall
Health System



\$31 MILLION
Savings to Medicaid

ECONOMIC STIMULUS



477
Total Jobs

284 - Health
Center Jobs
193 - Other
Community Jobs



\$70.1 MILLION
Total Economic
Impact of
Current
Operations

\$34.5M - Direct Health
Center Spending
\$35.6M - Community
Spending



\$8.8 MILLION
Annual Tax
Revenues

\$1.6M - State &
Local Tax Revenues
\$7.2M - Federal
Tax Revenues

CARE FOR VULNERABLE POPULATIONS



-11%
4-Year Patient Growth



83,129
Total
Patient
Visits

74,687
Clinic Visits
8,442
Virtual Visits

21,033 - Patients Served

5,980 PATIENTS
are Children & Adolescents

93% OF PATIENTS
are Low Income

76% OF PATIENTS
Identify as an Ethnic
or Racial Minority

28% OF PATIENTS
are Agricultural Workers

1% OF PATIENTS
are Veterans

12% OF PATIENTS
Experience Homelessness



Capital Link prepared this Value & Impact report using 2021 health center audited financial statements and Uniform Data System information. Economic impact was measured using 2019 IMPLAN Online.



YNHS is honored to establish the Jeremy Gomez Food Pantry Fund,

with donations provided by Jeremy's family and friends to offer food and basic needs for people, especially youth, experiencing homelessness in the Yakima Valley.

Jeremy was a loving and happy high school teenager. He loved football. As a member of the Wapato Wolves, he suffered a sports injury that resulted in debilitating back pain, and his prescriptions developed into addiction. He experienced periods of homelessness. Even with the love and support of his family, the disease led him to dangerous places and ultimately took his life. Jeremy's family see youth in Yakima who remind them of Jeremy. Jeremy's Food Pantry will help provide food for our unhoused neighbors and help us engage them in services that lead to safer and healthier lives.

You can contribute to Jeremy's Pantry by sending your donation to YNHS in memory of Jeremy Gomez.



Message from the CEO, Rhonda Hauff

YNHS has always been a very personal organization—personal to the people who work here, the board members who oversee our mission, and to the generations of individuals and families who choose our clinics as their Patient Centered Medical Home year after year.

I've often heard staff say, "treat the patients like they're your family, and you'll do fine here..." and that has made all the difference. Indeed, it's all about relationships.

Reflecting on the last year, I couldn't be prouder of our team for stepping up to address local needs. For many of our staff, "other duties as assigned" reached new levels of challenge and achievement. Increased use of our mobile unit, telehealth, and serving home-bound and house-less patients were part of many daily routines.

And despite the ongoing pandemic, we managed to open two new sites— Neighborhood Health Terrace Heights, serving adults and seniors (complete with its own pharmacy!) and Chuck Austin Place, our special clinic for Veterans in partnership with the Yakima Housing Authority.

Of course, none of this would be possible without remarkable staff and tremendous support from our Board of Directors. YNHS was not immune from "The Big Resignation" and like others, we saw valuable people leave the workforce. I'm grateful to all the staff who found the will to take care of our patients, each other, and ultimately our community, and we will continue to strive toward being an Employer of Choice.

Finally, to our outgoing Board Chair Don Hinman, there are no words big enough, long enough, or heartfelt enough to describe the contributions and impact Don has had on this organization. As a volunteer since the day YNHS opened in 1975, his passion for health care as a human right has led the way to YNHS becoming a Welcoming Organization for everyone in our valley—and our desire and mission to serve everyone we meet.

We're grateful Don will be staying on the Executive Committee. Indeed, it's all about relationships. We've already started building more this year.

Leadership Team



Rhonda Hauff
Chief Executive
Officer



Jocelyn Pedrosa, MD
Chief Medical Officer



Brett Miller, DDS
Chief Dental Officer



Matt Kollman
Chief Operating
Officer



Laraine Rising
Chief Financial
Officer



Chantel Greene
Human Resources
Director



Michelle Sullivan
Chief Quality &
Compliance Officer



Chris Newman
Chief Integration
Officer



Manuel Pedrosa
Chief Information
Officer



Annette Rodriguez
Homeless
Services Officer



Frank Rowland
Chief Facilities &
Safety Officer



Ana Valdivia
Health Management
Information Systems
Officer



YAKIMA Neighborhood Health

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Yakima, WA 98907-2605
Phone: 509-545-4143
Fax: 509-454-4115

YAKIMA

Anita Monoian Campus
12 S 8th Street
509-454-4143



**Henry Beauchamp
Community Center**
1211 S 7th Street
509-853-2372



Neighborhood Connections
102 S Naches Avenue
509-834-2098



Comprehensive Healthcare
402 S 4th Avenue
509-574-5553



**Connections
Resource Center**
102 S Naches Avenue
509-249-6232



**Terrace Heights
Adult & Senior Care**
2501 Business Lane
509-853-2400



**Chuck Austin Place/
Veterans
Integrated Care**
1703 Tahoma Avenue
509-453-3106



GRANGER

Granger Medical
111 Main Street
509-317-2182



Granger Dental
112 Main Street
509-383-6172



**Granger Resource
Center**
112 Main Street
509-515-0565

**Lower Valley Mobile
Medical Unit**
509-454-4143



SUNNYSIDE

**Neighborhood
Health Sunnyside**
617 Scoon Road
509-837-8200



Nancy Kokenge
Chair of the Board
Effective July 1st

Board of Directors

Nancy Kokenge
Gregory Nebeker
Kathi Bonlender
Charles Egley
Yolanda Garza

Everardo Gonzalez
Carol Holden
Jason Kildall
Simon Verduzco