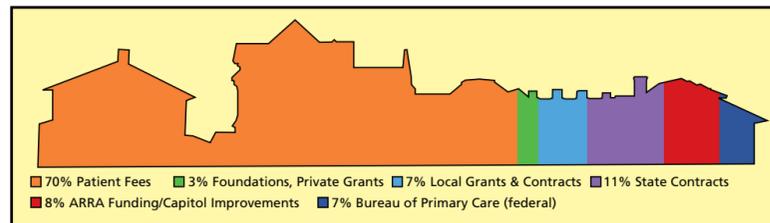


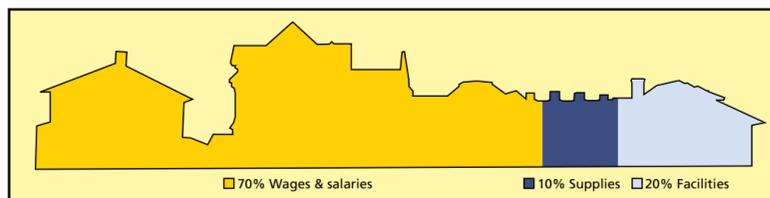
## 2011 Revenue And Expenses

The organization's ability to provide patient care and services is directly related to public funding provided through Medicaid, WIC, federal and local funds and grants and the generous support of foundations. Patient fees generate 70% of the revenue and employee costs for 140 full-time-equivalent employees represent 70% of the annual expenses.

### 2011 REVENUE: How It's Generated



### 2011 EXPENSES: Where It's Spent



### Housing Assistance & Homeless Prevention

**827** clients received case/care management services

**89** received help with housing placement & related services

**1,637** received assistance with health applications

**185** people were assisted with temporary housing and other financial aid

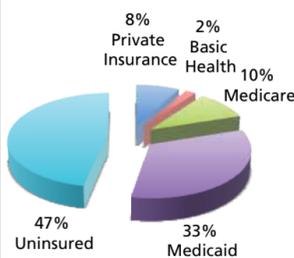
**95** were assisted with transportation needs

### Fy 2011 YNHS Patients & Visits By Selected Primary Diagnosis & Services

Condition	# of Visits
Asthma	688
Diabetes	2,074
Hypertension	2,797
Women's Health Care	1,892
Mental Health	2,474

Preventive Services	# of Visits
Well Child Visits	3,859
Immunizations	6,684
Dental Exams	7,420
Dental Cleanings	2,867
Sealants & Fluoride	3,611

### In 2011, 80% of YNHS Patients Were Uninsured or Had Medicaid Coverage



## Comprehensive Services Tailored to Yakima Valley Needs

**85,478**

YNHS PATIENT & CLIENT VISITS IN 2011 INCLUDED:

**49,566**

Medical

**16,516**

Dental

**12,337**

Maternity Support

**4,468**

Outreach

**1,589**

Behavioral Health

**306**

WIC client referral to health & social services

### 2011: Snapshot of the YNHS WIC (Women, Infant, Children) Nutrition Program

**6**

Average # of WIC Visits Per Client

**5,245**

Women, Infants and Children served in Yakima

**4,880**

Women, Infants and Children served in Sunnyside

**59,129**

Total WIC Visits (to determine eligibility, receive counseling & benefits)

**\$2.4 million**

In YNHS WIC client purchases in local grocery stores

### Yakima Neighborhood Health Services Leadership

Don Hinman, *Chairman, Board of Directors*  
 Anita Monoian, *Chief Executive Officer*  
 Rhonda Hauff, *Chief Operating Officer/Deputy CEO*  
 Jocelyn Pedrosa, MD, *Chief Medical Officer*  
 Phillip Dove, MD, *Chief Medical Officer*  
 Nancy Schwarzkopf, ARNP, *Deputy Medical Director*  
 Brett Miller, DDS, *Chief Dental Officer*

### Board Of Directors

Don Hinman – Chair  
 Mary Kohlstaedt-Huycke – Vice Chair, Homeless Focus Group Leader  
 Keith Case – Secretary  
 Gregory Nebeker – Homeless Community Advocate  
 Kathi Bonlender  
 Charles Egly  
 Edgar Hernandez  
 Carol Holden  
 Nancy Kokege  
 Mrs. Felisa Rios (Emeritus)  
 Julie Salazar

### 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.



### LOCATIONS:

Yakima (8th Street) Campus:  
 12 South 8th Street, Yakima  
 509.454.4143

YNHS @ Central Washington Comprehensive Mental Health:  
 402 South 4th Avenue, Yakima  
 509.574.5553

Neighborhood Connections/Health Care for the Homeless:  
 (Alley entrance of Triumph Treatment Services)  
 102 South Naches Avenue, Yakima  
 509.834.2098

Yakima Neighborhood Health Services/Sunnyside:  
 617 Scoon Road, Sunnyside  
 509.837.8200



www.ynhs.org

### In Memoriam

The "personal touch" provided by so many employees and board members over almost four decades has always been a strength of Yakima Neighborhood Health. Two such board members were Washington State Senator Alex Deccio and community leader Virginia Gilbert, both of whom passed away in the last year. "Virginia and Alex helped shape the YNHS mission and direction over so many years," CEO Anita Monoian said. "We will be forever grateful for their unwavering support and their legacy – living today and into the future through our clinics, health services and support to people across the Yakima Valley."

### YNHS Partners to Reduce Valley Homelessness



As one of three dozen partners in Yakima County's Homeless Network, YNHS cared for 2,200 homeless patients in 2011, taking the lead on health care for homeless individuals and families (medical, dental, behavioral health, pharmacy and street outreach) and increasing the valley's availability of transitional and permanent supportive housing. YNHS works in partnership with the Homeless Network to provide recuperative respite care. It includes short term housing, meals and oversight for people who are ill or injured as well as those discharged from local hospitals and same-day surgeries but needing a safe place for recuperative care.

The YNHS Health & Homeless team also works with the Homeless Network in running 107 House, the local Homeless Resource Center, providing assistance and linkage to services around the valley.

The 2012 national "Point in Time" Homeless Count identified nearly 1,000 homeless persons in Yakima County; 300 of those counted were under age 18. While the numbers are distressing, the network's collaboration is showing impressive countywide results:

- In the past 8 years, homelessness has been cut in half.
- The number of homeless individuals has decreased by nearly one-third in the last year.
- With the help of federal Homeless Prevention and Rapid Rehousing dollars, YNHS and partners were able to help over 400 individuals and households in 2011.



Washington State Senator Alex Deccio with YNHS COO Rhonda Hauff, early 1980s.



Virginia Gilbert at an early YNHS fundraiser with long-time board member Bill Paddock.



## 2011 ANNUAL REPORT

### 36 Years as a Medical Home for the Yakima Valley



We invite you learn more about our work as Yakima Neighborhood Health Services helps pave the way for better health care – and better health – for the Yakima Valley.

While the Affordable Care Act was just recently upheld by the U.S. Supreme Court in June, its benefits are already making a difference to the health and well being of children and adults locally. Through this Annual Report, the board and our 140-strong staff are proud to share that the real work of health care reform is already taking shape at Yakima Neighborhood Health Services. The benefits include:

**Improved Access.** The Lower Yakima Valley will soon see the results of a \$4.7 million federal investment to bring primary care services to more people and communities in need. The federal grant awarded this spring will greatly expand our Sunnyside clinic. There, as in our Yakima locations, we are building on our commitment to address unmet health needs and improve the delivery of cost-effective primary care and preventive health services.

**More primary care, better quality.** YNHS is included in the new market insurance plans. This means that more people will have ready access to the services of Yakima Neighborhood Health Services. With a range of services available under one roof – including medical, dental, pharmacy and behavioral health services and, in Sunnyside, a vision center – more people will be able to receive regular care that is coordinated and targeted to their unique and diverse health care needs.

**Building the provider pipeline.** YNHS has long been in the business of working with higher education and private colleges to train and mentor students, ensuring the diverse, compassionate and culturally competent workforce needed to deliver quality care now and for the future. The new law recognizes the key role community health centers play in increasing the number of quality health care clinicians and support staff.

**Lower Costs.** Together, the new health care reform law and our state's support for the safety net will lower health care costs and generate savings for consumers, taxpayers and government. YNHS is becoming a major provider of accessible and affordable primary care for many of the newly insured Medicaid patients, whose annual medical expenses are typically 24% lower at a community health center, compared to patients seen in other settings. Medicaid beneficiaries who receive regular care at YNHS experience a 35% reduction in visits to hospital ERs, where care is more expensive. By treating people before they become sick, YNHS helps reduce health care costs for everyone.

Sincerely,

Don Hinman, Chair  
 Board of Directors



# Highlights

**YNHS Expanding Lower Valley Capacity & Services**  
 A \$4.7 million federal grant awarded this spring will double the size of the YNHS Sunnyside Medical Clinic, allowing YNHS to significantly increase the number of Lower Valley patients seen and add critical new services.

The grant, funded by the Affordable Care Act and the Recovery Act and administered by the U.S. Department of Health and Human Services, is designated specifically for facility expansion. It adds 9,000 more square feet to the current clinic, providing space for nine new medical exam rooms and giving YNHS the room to:

- Bring on three additional medical providers and behavioral specialist
- Add additional dental operatories
- Add an in-house pharmacy for YNHS patients
- Open a YNHS vision center, which patient surveys indicate is a major need

**Health Plan Partnerships Broaden Services, Access for Uninsured & Underserved**

Thousands of Medicaid clients and Basic Health subscribers in the Yakima Valley now have access to the full range of health care services provided by YNHS through contracts with three health plans:

- Community Health Plan of Washington
- Coordinated Care Corporation
- Molina Healthcare of Washington

The new contracting, which went into effect July 1, consolidates the state's regular Medicaid managed care program, Healthy Options, with the state's Basic Health Plan, which provides coverage for the working poor. "Developing these partnerships was a crucial way of assuring that our patients continue to receive access to our programs, services and highly qualified health care professionals," Anita Monoian, YNHS CEO, said.

In addition to providing a range of primary health care services, YNHS clients served through the new contracting arrangements will be able to receive specialized services through the Yakima and Sunnyside clinics, including prenatal care, dental care, pharmacy, maternity support services and targeted partnerships with community partners and specialists.

**YNHS: An Economic Force For The Yakima Valley**

**Yakima And Sunnyside Clinics, Services And Programs Brought \$15.4 Million To The Local Economy In 2011**

**140 FTEs**  
 (full time equivalent)  
 YNHS employees

earned **\$8.9 million**  
 in total 2010 salary and benefits

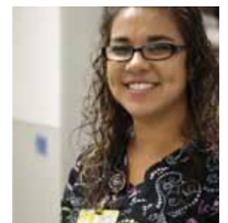
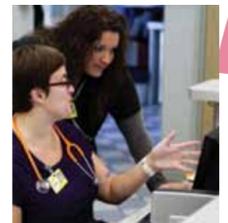
plus **\$2.3 million**  
 in goods and services purchased by YNHS from other Yakima Valley businesses

plus **\$1.8 million**  
 for facilities (mortgage, rent, utilities, and maintenance)

plus **\$2.4 million**  
 in YNHS WIC client purchases in valley grocery stores for nutritious foods

and **\$30,000**  
 spent by WIC clients on fresh vegetables and fruits at valley farmers' markets

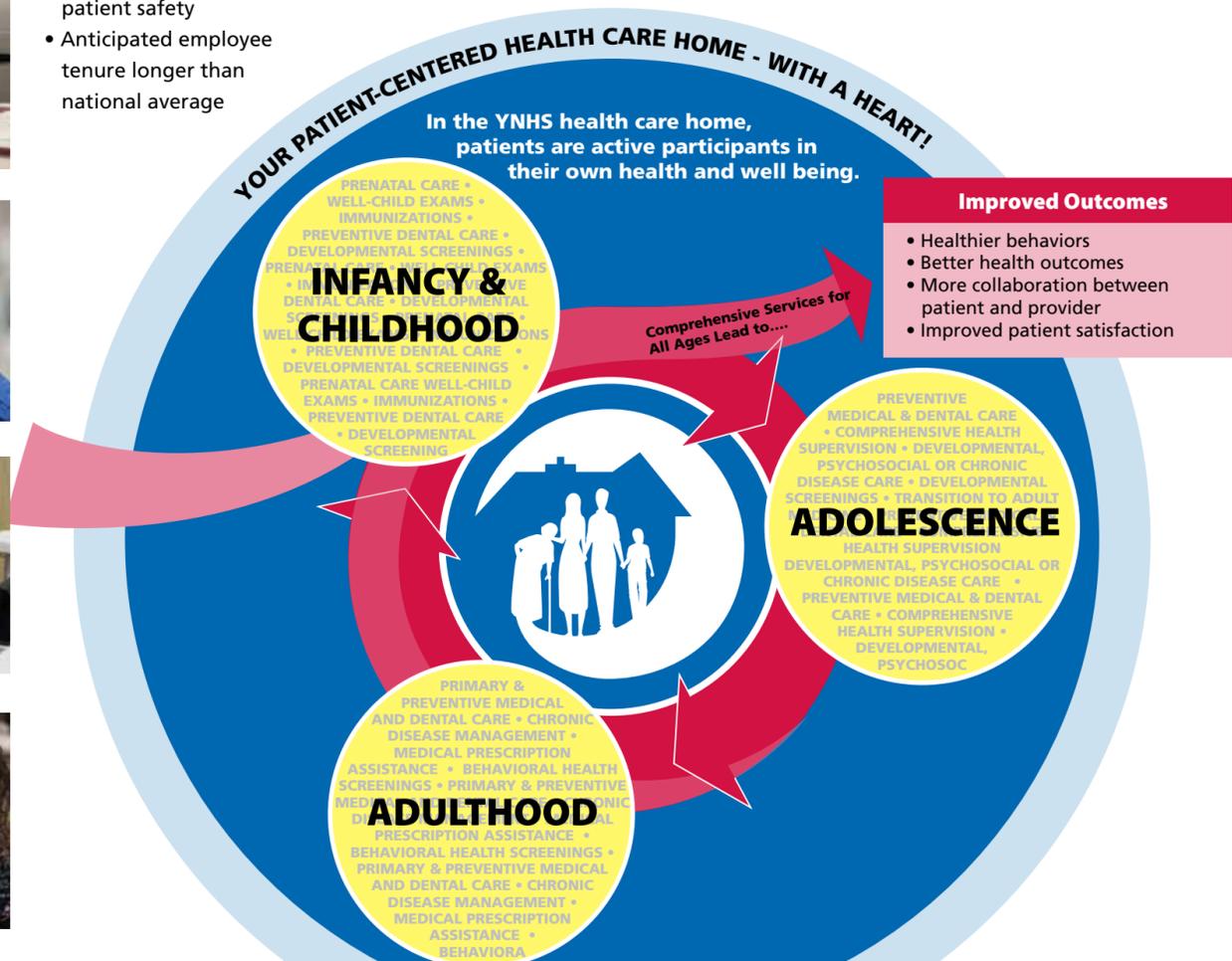
equals **\$15,430,000**  
 generated by YNHS in jobs and economic activity for the communities of the Yakima Valley!



**Strengths of YNHS**  
 Where do YNHS employees rate their organization higher than national trends? According to a recent employee survey, YNHS excels at:

- Making a difference – ability to fulfill the organization's mission
- Commitment to staff and patients
- Infection control and patient safety
- Anticipated employee tenure longer than national average

**YNHS Grows Lower Valley Partnerships**  
 Renovations to the Sunnyside Scoon Road have paved the way for YNHS to expand medical services in the Lower Valley, further enriching the area's primary care. YNHS is continuing to partner with Sunnyside Community Hospital to provide services including family practice and prenatal care and looks forward to collaborating with other community partners.



**Comprehensive Services & Expanded Access To Care & Information**

- Same day appointments and after-hours care
- Online patient services
- Electronic health record
- Health care for all ages
- Prenatal care & maternity support
- Preventive & restorative dental care
- Behavioral health
- Pharmacy
- Nutritional counseling
- Healthcare for homeless persons
  - o Homeless recuperative care
  - o Transitional & permanent supportive housing
- Women, Infant & Children's Nutrition Program - WIC
- Referral to hospitals, ER, mental health, etc.
- Care transition

YNHS plans to add more Sunnyside-based providers and services in the future in response to community growth and needs.

**Full Joint Commission Accreditation Granted**  
 A three-day voluntary survey by the Joint Commission this January has again resulted in full accreditation for Yakima Neighborhood Health Services.

Only a small percentage of community health centers nationally – about 25% -- have gone through this rigorous evaluation. The Joint Commission Gold Seal of Approval is an internationally recognized symbol of quality that indicates YNHS is committed to the highest level of patient safety and care and has met the highest and most rigorous performance standards.

**Health Care Technology Used to Monitor Conditions, Improve Health**

Dashboard software gives YNHS a vital tool both to promote quality improvement within the organization and monitor a variety of patient conditions and issues. For example, if undiagnosed and left untreated, chronic diseases can lead to long-term disability and early death, particularly for the vulnerable low income and minority populations. Examples of information dashboards used by YNHS include:



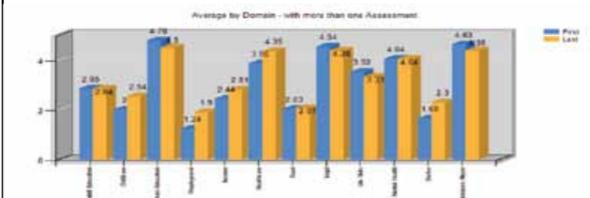
Diabetes. These are some of the key clinical benchmarks for diabetes management – including blood pressure, LDL cholesterol and HbA1c, a three-month measure of blood glucose control. YNHS medical providers receive semi-monthly reports for their patients, with improvement strategies developed to assist both patient and provider in achieving the goals.

Depression Screening. YNHS integrates behavioral health



services into its primary care services, allowing for more holistic care of the patient. The organization is making steady progress toward the goal of screening 80% of adult patients for depression; there has been a 61% increase in screening in the last year alone. More than 80% of patients screened have at least mild depression and 41% fall into the severe depression category.

Improving Self Sufficiency. The YNHS Homeless & Housing Outreach team works with high-risk families to increase



their abilities to provide for themselves and their families. Through supportive case management efforts, staff work with parents along 17 "domains" of self-improvement including education, employment, shelter and childcare. Progress is measured every 6 months.

**Learning Opportunities For Students In The Health Professions. YNHS Partners With:**

- Washington State University Intercollegiate Nursing Education
- Yakima Valley Community College Nursing Program
- Gonzaga University Nurse Practitioner Program
- University of Washington Family Practice Residency Program
- University of Washington Dentistry Program
- Central Washington University Dietetic Intern Program
- A.T. Still University
- Pacific Northwest University of Health Sciences



**1995**  
 Yakima County Medically Underserved Area Designation completed by YNHS, Pediatric Dental Initiative, New 8th Street Clinic, Yakima Dental Clinic

**2000**  
 Models that Work National Nominee, Yakima County Medically Underserved Area Designation completed by YNHS, On-Site Behavioral Health Services, Pharmacy, Richey House Move & Yakima Clinic Expansion

**2005**  
 New Sunnyside Facility: WIC & Maternity Support Services, Satellite Clinic for Homeless, Pharmacy, Transitional Housing, Homeless Respite Care

**2010**  
 Permanent Supportive Housing, Federal Stimulus Funds, 35th Anniversary Year Celebration!

**2011**  
 NCQA Achievement showcased at National Health Care for the Homeless Council, YNHS Implements Housing and Essential Needs Program, YNHS & Homeless Network partners named "Best Practice" by US Dept of Health and Human Services for Community Case Management Model of Homeless Families, \$4.7 M Federal Grant expands Sunnyside Clinic's medical, dental, behavioral health, adds pharmacy & vision center

**2012 AND ON!**  
 Three day survey again results in full Joint Commission Accreditation