



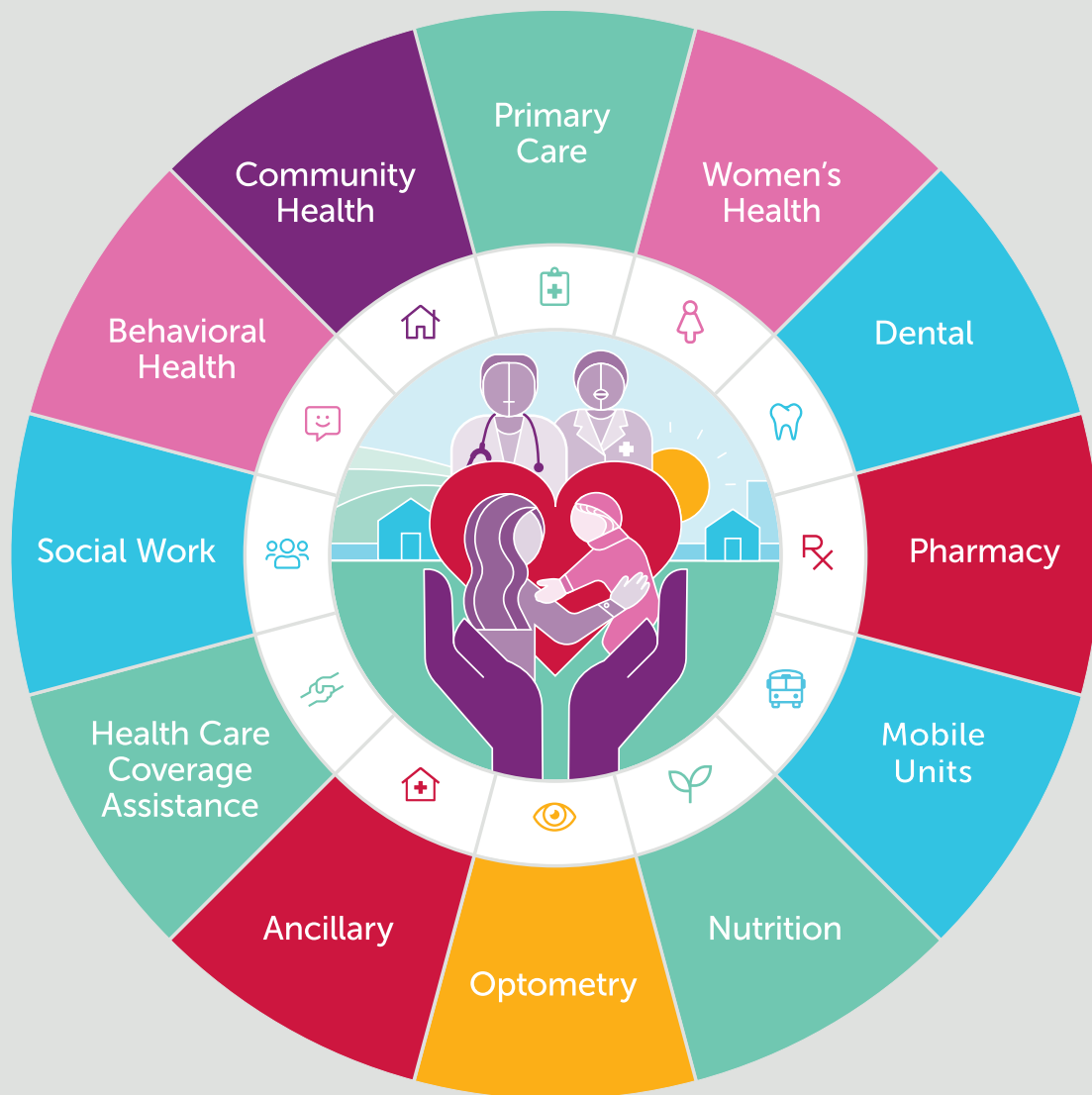
Report to Our Communities 2022

Our Mission

Together we are dedicated to lead, with the courage to care, the determination to promote personal growth, and the compassion to champion the cause of those who have no voice.

Our Vision

The health of one person is the health of humanity.



Letter From CEO



Last year, the Board of Directors of Yakima Valley Farm Workers Clinic entrusted me with fulfilling the mission and vision of our great organization. I am humbled by the opportunity to serve as the CEO of Yakima Valley Farm Workers Clinic alongside our dedicated providers and staff, who continue to improve the health and lives of our patients and clients.

Since taking the helm, I have had three main goals: optimize the health and well-being of our patients, tap into the knowledge of staff at all levels of the organization to achieve this goal, and continue to improve health care access for those in need. Federally Qualified Health Centers will face many challenges in the coming years, but we are determined to build sustainable solutions that address the rising costs of health care and evolving health concerns in our communities.

This report shares early examples of these goals in action through the efforts of the many teams and employees of Yakima Valley Farm Workers Clinic.

Our primary care nutrition services team is helping patients use food as a catalyst for improved health. Providers shared the challenges they were having with documentation of visits conducted in languages other than English. Now they have access to technological tools and resources that decrease the record keeping burden and allows their attention to be focused on the patient. Multidisciplinary teams worked together to leverage texting technology that improved no-show rates and created a texting-based method of two-way communication.

I want to thank all our communities for their support and for trusting Yakima Valley Farm Workers Clinic to serve their families.

A handwritten signature in black ink that reads "Christine". The signature is fluid and cursive, with a long, sweeping underline.

Christine Trotter



Welcome to our
2022 report to
our communities.

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Award-Winning Health Care



Washington Health Alliance

The Washington Health Alliance continues to list us among the top-performing Medicaid-insured medical groups in 2022.

Our commitment to innovation in prevention, screening, and care for chronic diseases continues to keep us at the forefront of community health.



Target:BP

The American Medical Association Target:BP Recognition Program celebrates physician practices

and health systems which treat patients with hypertension for achieving blood pressure control rates at or above 70-percent within the populations they serve. These achievements will reduce the number of Americans who suffer heart attacks and strokes.



Joint Commission Accreditation

Yakima Valley Farm Workers Clinic undergoes voluntary, unannounced evaluations by The Joint Commission to ensure our teams meet rigorous performance standards in delivering quality, safe care. By meeting these standards, we received The Joint Commission's Gold Seal of Approval – an internationally recognized symbol of quality.



Quality Improvement Awards (HRSA)

Yakima Valley Farm Workers Clinic is proud to be recognized by the national Health Resources and Services Administration for our quality of care. The Quality Improvement Awards recognize the highest performing health centers nationwide and those which have made significant quality improvement gains from the previous year.



Access Enhancer

Increasing the total number of patients, and the number of patients who receive at least one comprehensive service, by at least 5-percent during consecutive reporting periods.



Advancing HIT For Quality

Optimized health information technology services for advancing telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care.



Health Center Quality Leader – Bronze

Achieved the best overall clinical performance among all health centers and was recognized in the top 30-percent for Clinical Quality Measures (CQMs).



Health Disparities Reducer

Demonstrated a 10-percent point improvement in low birth weight, hypertension control, and/or uncontrolled diabetes (CQMs) during consecutive reporting years for at least one racial/ethnic group.

Higher Standards of Care

Yakima Valley Farm Workers Clinic has long been committed to continuous advancements in care for our communities. As a Patient-Centered Medical Home, we surpass community health care standards to deliver improved patient experiences, increased staff satisfaction, and reduced health care costs.



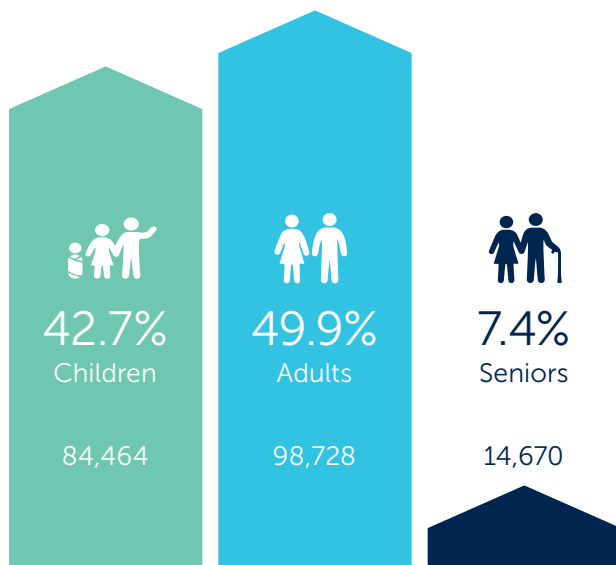
Patient-Centered Medical Home

A Patient-Centered Medical Home is a model of care that puts patients at the forefront of care to build better relationships between patients and their clinical care teams.

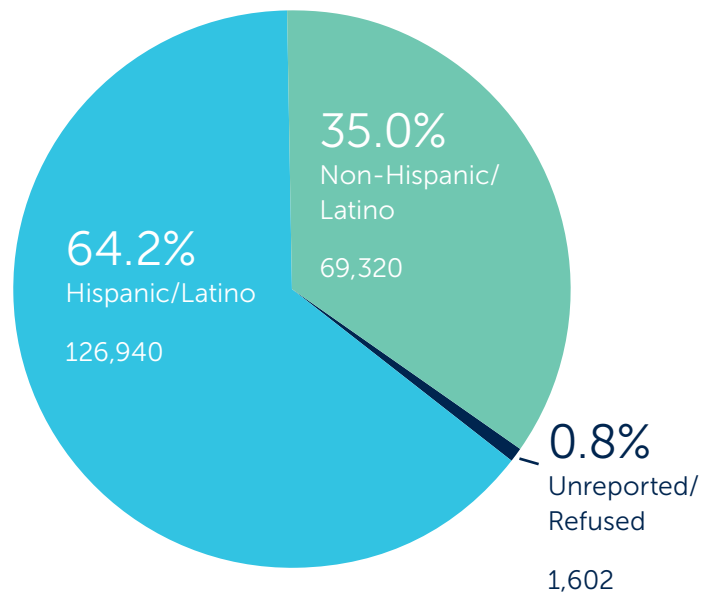


A Total of 197,862 Patients Were Seen in 2022

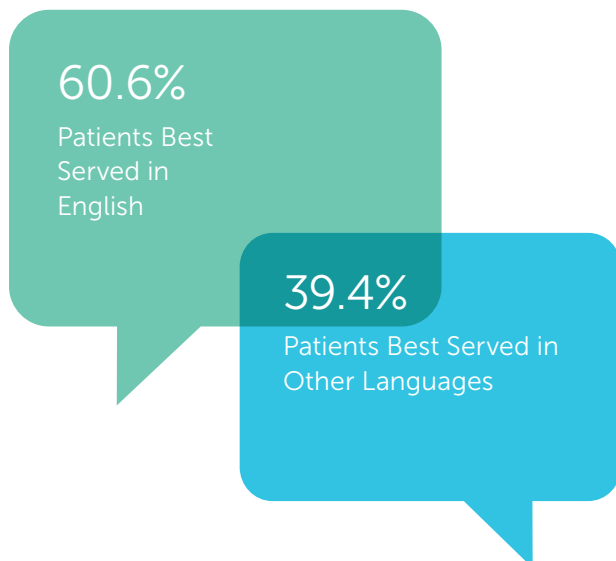
Patient Age



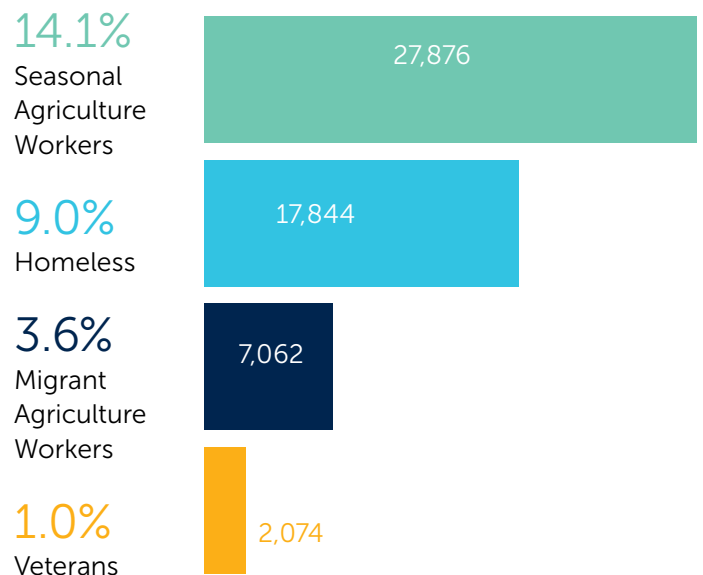
Patient Ethnicity



Preferred Language

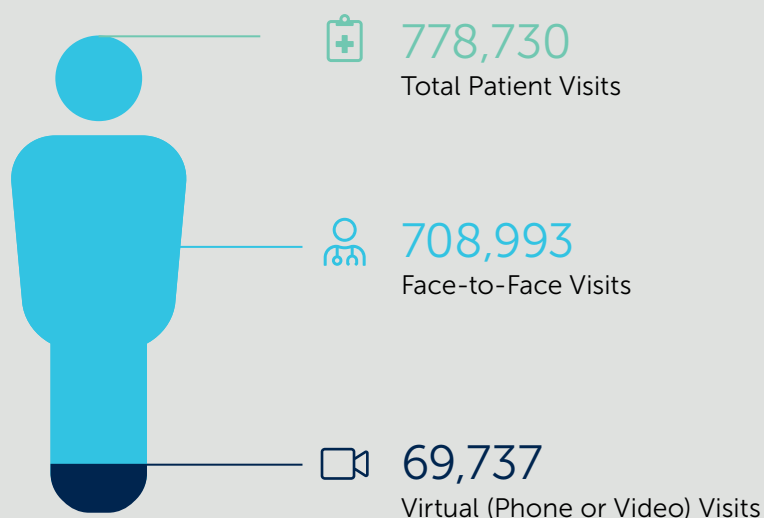


Other Characteristics



Improving Access to Health Care

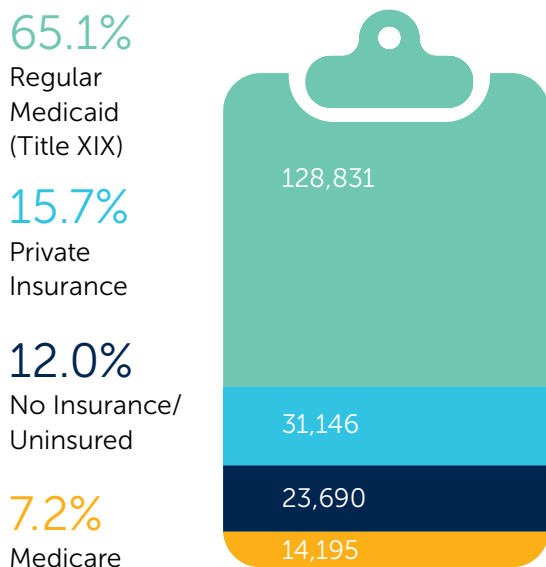
Patient Visits



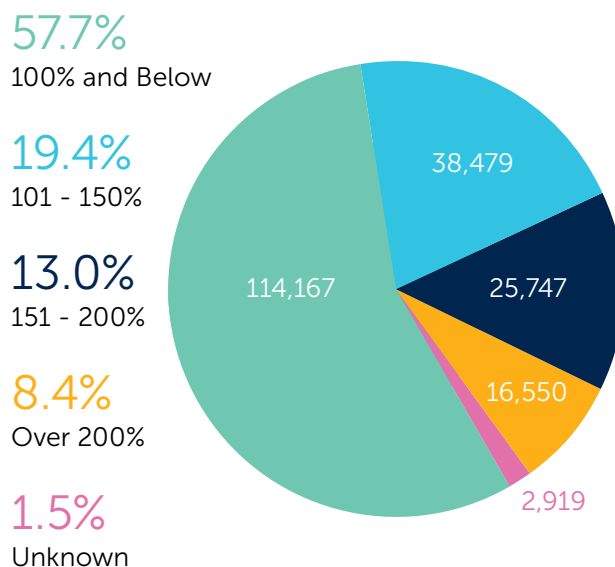
Evolving Patient Communications

In 2022, we partnered with Artera to deliver an innovative text communications system for our patients. This system has high adoption rates and significantly reduced no-shows, improving patient-experience and expanding access to care.

Insurance Coverage



Federal Poverty Level



Yakima Valley Farm Workers Clinic in 2022, at a Glance

57 Unique Service Locations

We are one of the largest community health centers in the Pacific Northwest, bringing medical, dental, pharmacy, behavioral health, nutritional services, and more to people with need.



28 Locations Delivering Medical Care



15 Locations Delivering Dental Care



11 Pharmacy Locations



50 Program Locations

1,814 Regular Staff

Our dedicated staff delivered high-quality, culturally sensitive health care to all our communities throughout 2022.

183 Medical Providers

35 Dentists

38 Pharmacists

65 Mental Health Providers

Our Care Goes Beyond the Exam Room

 **26,041**

Individuals Impacted by Our Special Supplemental Nutrition Program, WIC

Our WIC Program aims to safeguard the health of low-income women, infants, and children up to age five who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

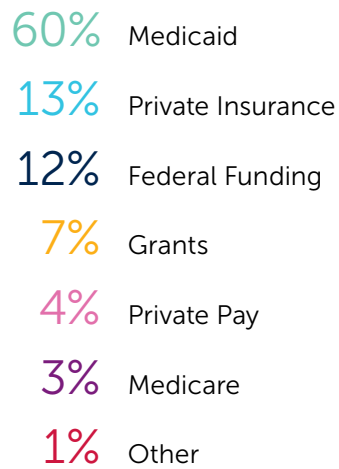
 **7,971**

People Engaged with Our Northwest Community Action Center (NCAC)

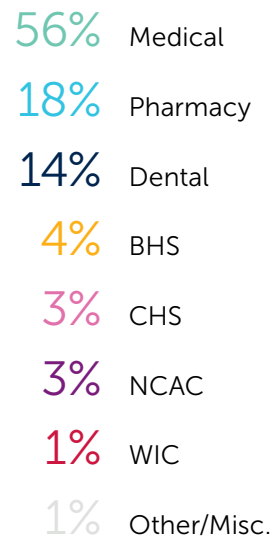
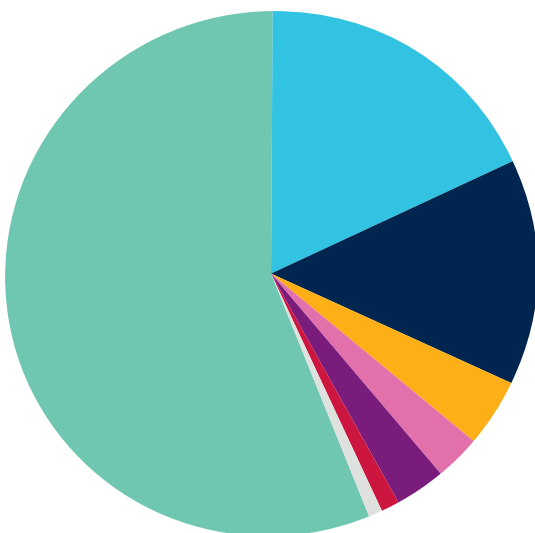
NCAC is a program created to help individuals and families to achieve a greater level of self-sufficiency. It includes education services, citizenship classes, employment and training programs, homeless services, senior programs, SNAP-Ed, and much more.

2022 Revenue Resources

Revenue Source by Financial Class



Revenue Source by Service



A Growing Network of Care

West Valley Family Health & OB/GYN, Yakima, Washington

On October 10, 2023, we opened our fifth medical clinic in Yakima, Washington. This new 30,500 square-foot facility houses a diverse array of services, including an in-house pharmacy, health education, behavioral health, primary care nutrition, and more to meet the demand for family health care in the area.

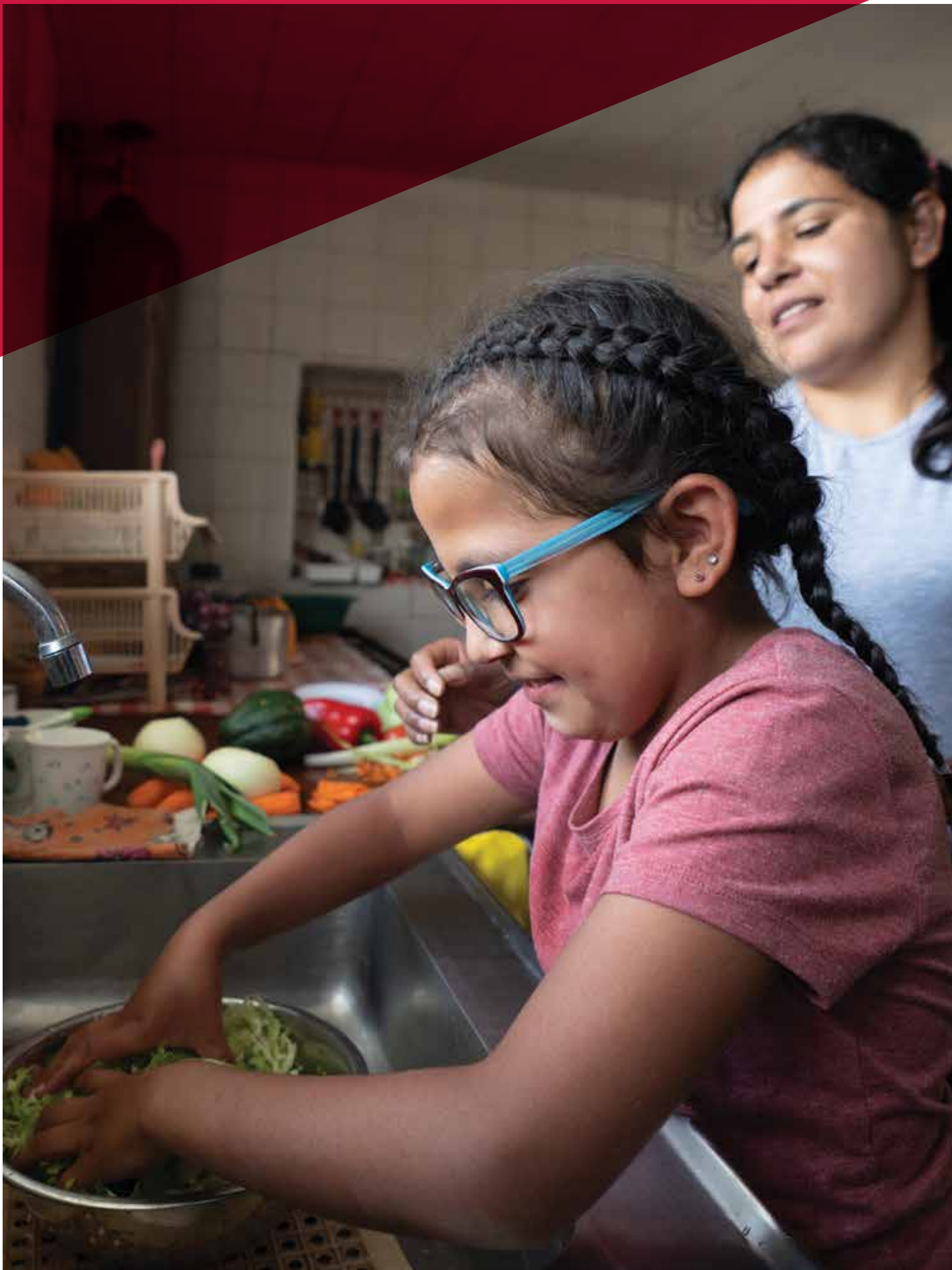
Our board of directors looked to address the needs of growing families by expanding our network of care and improving patient access to key services. Our integrated model helps these families meet all their health care needs under one roof.





A Long History of Muralism

Yakima Valley Farm Workers Clinic has a long history of muralism and supporting muralists. This practice honors our origins in Toppenish, Washington - The City of Murals - and the many patients we serve from Mexico, where muralism is an important and familiar cultural practice. In 2022, we commissioned Christie Tirado for a mural that depicts symbols of growth, renewal, and healing. This piece is permanently installed inside the West Valley Family Practice & OB/GYN clinic. For more information about the artist, visit christietiradoarte.com



Nutrition: A Cornerstone of Health and Community Care

Chronic illness detection, prevention, and treatment are instrumental in keeping our communities healthy. While the details surrounding each patient's health vary, one common factor is nutrition. Access to nutritious food is a critical social determinant of health and leveraging diet to achieve the health goals of our patients takes more than access.

“Dietitians spend time with the patient to help them understand their illness and show them how to modify their lifestyle, particularly around food and activity levels, to address their condition. They provide a comfort and insight that is empowering, and we see patients coming back regularly to continue making progress on their health goals.”

Dr. Edward Lane, MD

Many challenges including time and resources can impact a family's ability to create healthy meals. Patients living with stress will sometimes overeat comfort foods. A limited understanding of nutrition can have a cascading effect on an individual's health. Too often patients think that eating healthy meals means sacrificing favorite meals for bland, boring food and spending a considerable amount of time making it.

Our Primary Care Nutrition Services team works with patients' primary care providers to help address a variety of nutrition-related conditions. Warm hand-offs to our registered dietitians can be particularly useful for patients with a new diabetes or hypertension diagnosis when emotions run high, and the future feels uncertain.

Our teaching kitchens are another tool in helping our communities discover the power of healthy eating. Regular classes, in both English and Spanish, explore general health and wellness cooking, diabetes-friendly meals, cooking with the family, and foods for young families. Participants learn that marked improvements in health are possible with simple substitutions and minor portion adjustments. These courses, taught in our Toppenish, Washington and Salem, Oregon clinics, have empowered our patients to embrace healthy eating and cooking.

The success of teaching kitchens has prompted us to explore new ways we might make this resource accessible to all our communities. Traveling kitchens and virtual cooking courses are being evaluated as tools to bring impactful change to our patients across our network of care.

“We’ve framed our classes as an exploration. We ask a lot of questions and experiment together to discover what’s possible with foods our patients may be unfamiliar with. And they’re quick to take what they learned in class and apply it to their normal cooking routines.”

Rocio Petersen, MS, RDN, IBCLC

Nutrition and Fitness

Safe Haven Community Center in Toppenish, Washington, offers many programs to promote exercise, including Walk with Ease, Stay Active and Independent for Life (SAIL), and ZUMBA classes that encourage all ages to keep fit. Northwest Community Action Center (NCAC), also in Toppenish, Washington, offers Supplemental Nutrition Assistance Program Education (SNAP-Ed), to help SNAP participants make healthy food and lifestyle choices and maximize their benefits. SNAP-Ed includes a youth-led, hands-on garden education program exploring the importance of fruits and veggies, kitchen herbs, and native plants. The garden produce is then given back to the community through Safe Haven Community Center and a local food bank. NCAC also offers the No Child Left Inside Outdoor Adventure Program (NCLI) in the afterschool programs. The NCLI program helps to provide access to outdoor spaces where youth can learn, play, and grow.





Looking Forward to 2023

Introducing an Updated Clinic

Yakima Valley Farm Workers Clinic is excited to bring expanded access to care to our communities in Portland with the opening of our new Rosewood Family Health Center clinic in April of 2023.



Communities We Serve





YVFWC.com