



Report to our  
communities  
2020



# *Welcome*

to our 2020  
report to our  
communities.



## A message from our CEO.

2020 will be a year we tell our children and grandchildren about. I am deeply grateful for our staff, our communities, and our partners. My prayers are with the families that lost loved ones, experienced hardships, and otherwise suffered at the hands of this global pandemic. Despite COVID-19 and everything it brought, I am proud of the work we did.

Every three years, Health Resources & Services Administration visits our health centers to audit every aspect of our care delivery. While our staff administered tens of thousands of COVID-19 tests, fought for every piece of Personal Protective Equipment we could find, and treated countless numbers of sick patients, we successfully performed a flawless audit.

There is nothing more important to us than the health and wellbeing of our patients and our communities. In 2020 we received "Gold Level Recognition" by the American Heart Association and the American Medical Association for our work quality improvement in blood pressure control. The Washington Health Alliance also recognized us as the top-ranked Medicaid medical group in their 2020 Community Checkup Report.

In the coming pages, you will learn much more about how we weathered this tumultuous year. For my part, I am so honored to work alongside the men and women of Yakima Valley Farm Workers Clinic in this historic year that none of us will forget.



**Carlos Olivares**  
CEO, Yakima Valley Farm Workers Clinic

# Award-winning health care.

## Quality Improvement Awards

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 as well as those health centers that have made significant quality improvement gains from the previous year.



### Health Center Quality Leader (HCQL)

Achieved the best overall clinical performance among all health centers and was recognized in the top 20% for Clinical Quality Measures (CQMs).



### Health Disparities Reducer

Met or exceeded the Healthy People 2020 goals, or made at least a 10% improvement across different racial/ethnic groups.



### Access Enhancer

Increased number of patients served and number of patients with access to comprehensive services.



### Advancing Health Information Technology (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.



## Washington Health Alliance

We continue to be recognized for our high standards of care among community health centers in Washington State. The Washington Health Alliance listed us as the top performing medicaid-insured medical group in 2020. Our continuous innovations in prevention and screening, care for chronic diseases, and cost-effective care continue to keep us at the forefront of community health.



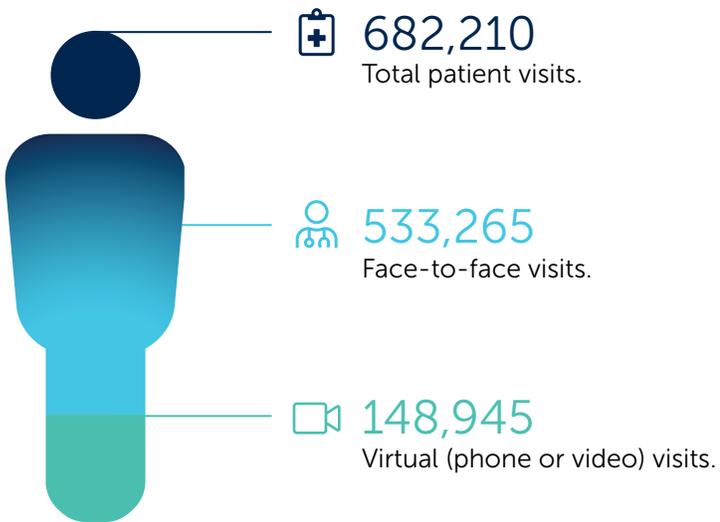
## Target: BP Gold-Level Recognition

The American Medical Association Target: BP Recognition Program celebrates physician practices and health systems, who treat patients with hypertension, for achieving blood pressure control rates at or above 70 percent within the populations they serve. These achievements will ultimately lead to a reduction in the number of Americans who suffer heart attacks and strokes.



# Improving access to health care.

## Patient Visits



### Launching Telehealth

Yakima Valley Farm Workers Clinic accelerated our rollout plan for telehealth technology by years to facilitate safe, effective access to health care to our communities during the COVID-19 pandemic.



We treated  
**171,861** patients  
in 2020, regardless of their ability to pay.

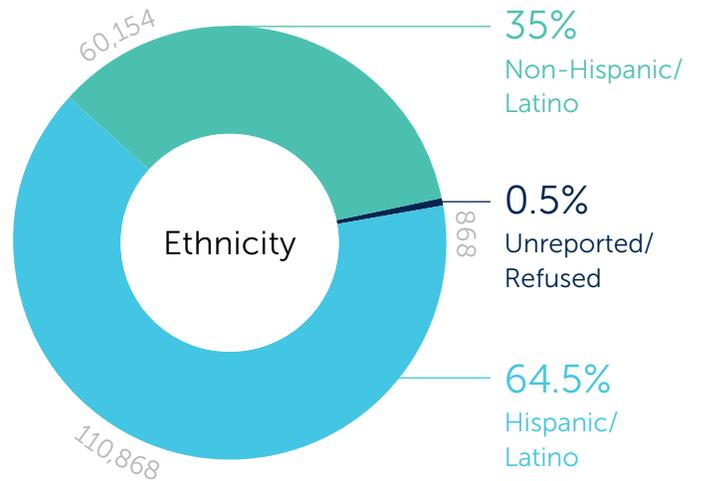
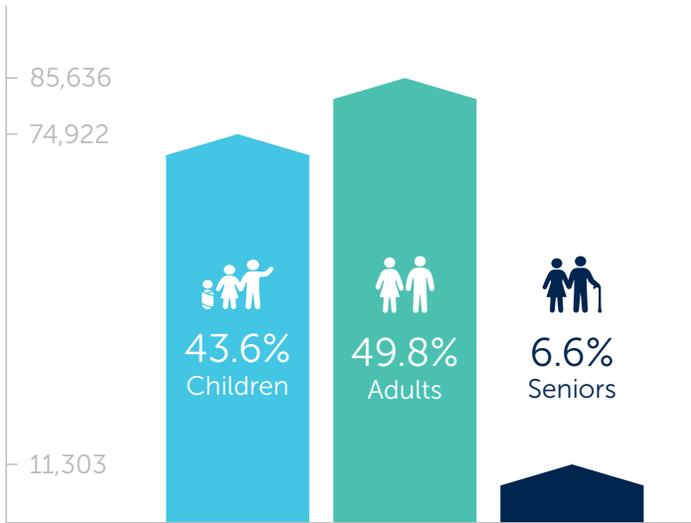


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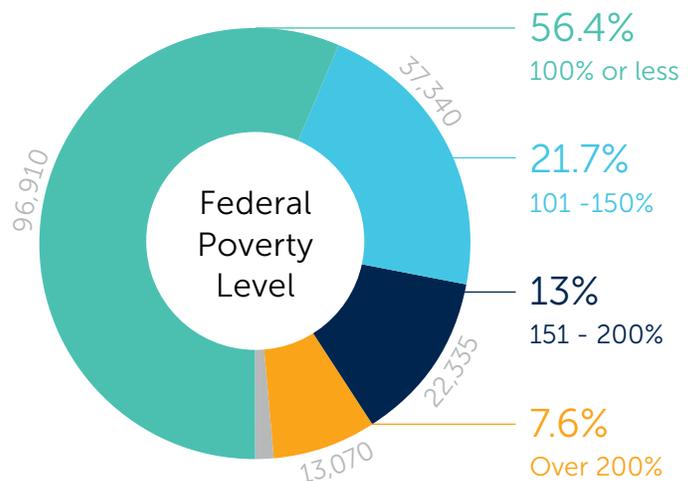
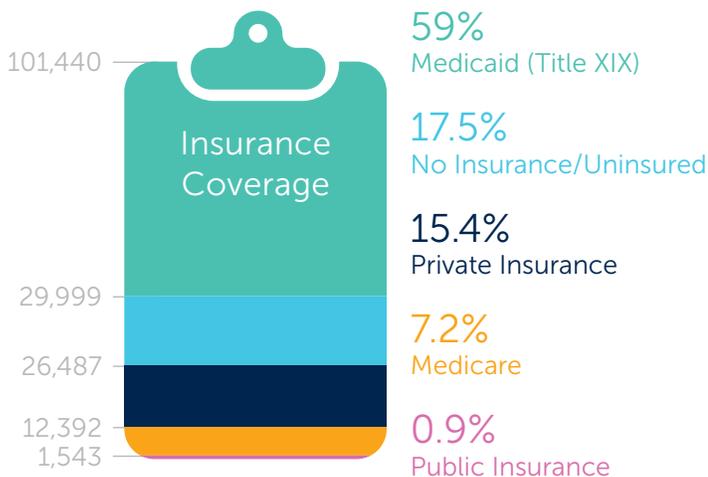
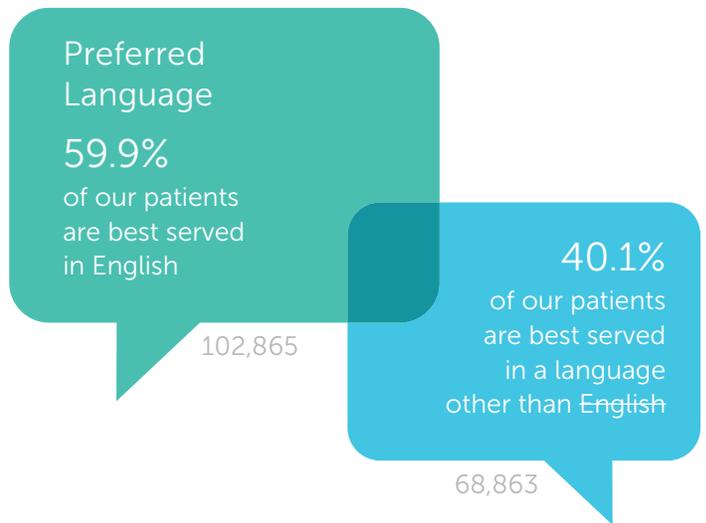
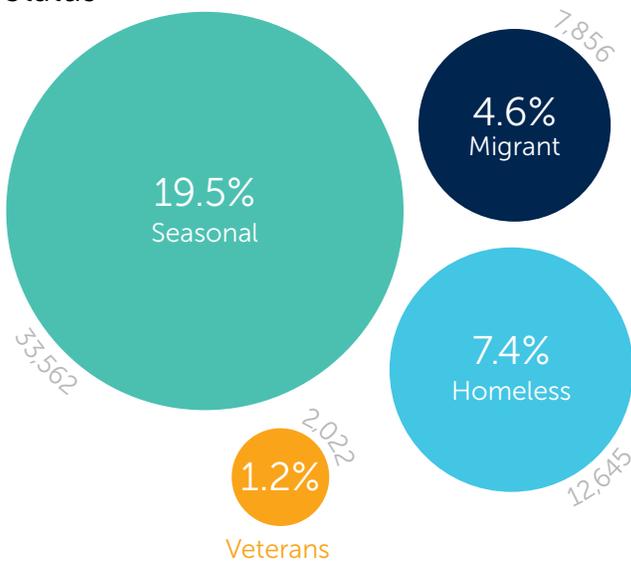
# *Patient*

data.





Status



# Yakima Valley Farm Workers Clinic in 2020, at a glance.

## 65 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 in need.

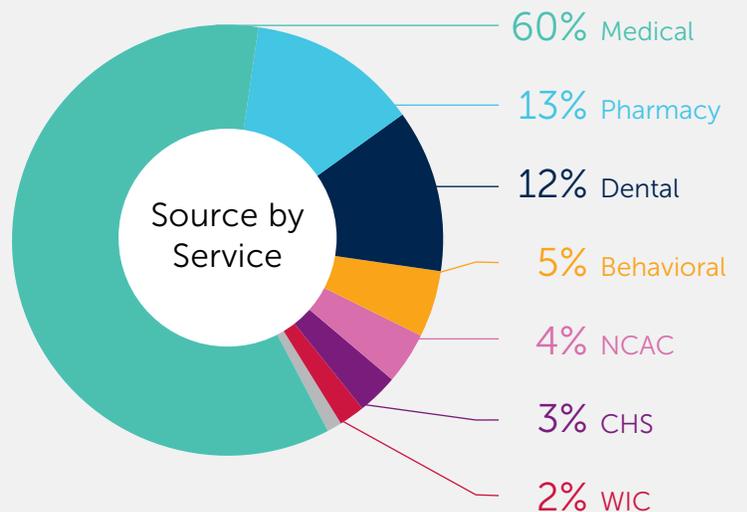
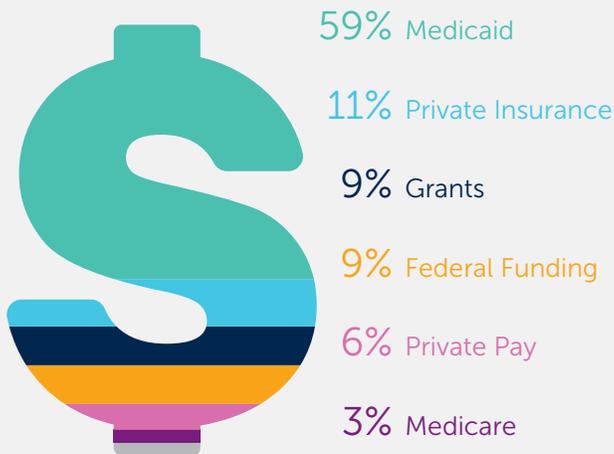
-  27 Locations Delivering Medical Care
-  15 Locations Delivering Dental Care
-  10 Pharmacy Locations
-  21 Locations Delivering Behavioral Health
-  22 Locations Delivering Nutritional Health
-  57 Program Locations
-  1 Community Action Center

## 1,651 Regular Staff

Our dedicated staff delivered high quality, culturally sensitive health care to all our communities throughout 2020, despite the challenges brought on during the pandemic.

- 199 Medical Providers
- 34 Dentists
- 26 Pharmacists
- 56 Mental Health Providers
- 242 Part-Time, Per Diem, and Others
- 222 Students, Trainees, and Volunteers

## 2020 Revenue Sources





## Our care goes beyond the exam room.

 26,600

**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 5 who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

 9,635

**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, seniors programs, SNAP-Ed, and much more.

## A growing network of care.

New clinic completed to support the needs of the Tri-Cities.

With integrated services including medical, dental, and pharmacy, Miramar Health Center, Kennewick will meet many needs, all under one roof, offering approximately 32,000 appointments per year.

As part of the community, Miramar Health Center, Kennewick will add as many as 70 new jobs.



## New clinic opened at Gateway to better serve our Portland Community.

Our third location in Portland, Oregon opened amid the pandemic to provide dependable, compassionate health care to those in need. Our Gateway team bolstered our primary health care, immunizations, lab services, virtual visits, and interpreter services during one of the most trying times for the area.



Yakima Valley Farm Workers Clinic believes the health of one person is the health of humanity. We felt this deeply when the COVID-19 pandemic wound its way around the globe in 2020. It was a year of sacrifice, dedication, and responsiveness in the face of confusion, fear, and loss. But it was also a year that showed we could come together and rise to the challenges of COVID-19.

Our unique partnerships with the agricultural industry were key in the protection of essential workers. We want to thank them for collaborating with us to bring testing, education, and treatment to their teams.

- Yakima Valley Orchards - Allen Bros.
- Chiawana Orchards
- Columbia Reach
- Tributary Hops Farm
- Loftus Ranches
- Green Acre Farms



Yakima Valley Farm Workers Clinic built and accelerated programs to support our vulnerable communities across the Pacific Northwest.

- Incident Command Center structure acquired timely protective equipment, updated infection control protocols, and improved employee health policies to our staff
- Video & telehealth visits accounted for nearly 22% of all encounters
- Mail delivery pharmacy retools to deliver temperature-sensitive medications
- Partnership with 2nd Harvest safely provided food to needy families
- +35,000 COVID-19 tests administered
- Over half a million COVID-19 screenings performed in 2020
- 340 COVID-19 vaccines administered in the final days of 2020 (over 100,000 vaccines were administered through the Spring 2021)

These advancements, investments, and partnerships will serve our communities well beyond the pandemic. We thank our many heroes who worked tirelessly to bring these efforts to life and protected the most vulnerable among us.



We'd also like to recognize the generous donation from AgroFresh. They provided us with ultra-cold freezers, allowing us to receive and administer the Pfizer vaccine.



## Looking Forward

As we look to 2021, we are filled with hope that vaccines will return us to normalcy. We continue to learn more about what our communities need from their health care providers and work to address those needs.

We will break ground on a new family practice and OB/GYN clinic in Yakima, and start construction on our new family practice clinic in Portland.

Finally, we are looking forward to re-opening our Toppenish community center, Safe Haven.

