



Yakima Valley
Farm Workers Clinic

Report to Our Communities 2023

Our Mission

Together we transform our communities through compassionate, individualized care, eliminating barriers to health and well-being.

Our Vision

The health of each person is the health of humanity.



Letter From CEO

Dear Friends, Colleagues, and Partners of Yakima Valley Farm Workers Clinic,

I am delighted to present the 2023 Report to Our Communities. This report is more than a summary of our achievements; it is a testament to the dedication, collaboration, and team-based care that define our clinic. Our patients are as unique as our staff, and I am immensely proud of the investments we have made to enhance the lives of both.

As you will see in the following pages, the spirit and strength of our staff and providers drive us ever closer to fulfilling our mission. Over the past year, they have shown unwavering commitment to improving health care delivery through technological innovation, process improvement, and collaboration.

Our team-based model ensures that our providers have the expertise and resources necessary to address the complex health care needs of our patients. We are continually working to expand the tools that enhance the care our patients receive. We deeply value the care our teams deliver and are committed to listening and acting on the improvements they identify.

I am filled with optimism and excitement for what we will achieve together in the coming year. Thank you for your unwavering support, dedication, and commitment to excellence.

Warm regards,

A handwritten signature in black ink that reads "Christy". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Christy Trotter, CEO, Yakima Valley Farm Workers Clinic

Award-Winning Health Care

The Washington Health Alliance continues to list us as one of Washington's top-performing commercial and Medicaid-insured medical groups by cost for 2023. Our Grandview Medical Dental Clinic was also identified as "Best In Class: Medicaid Insurance" for breast cancer screening. 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.



Quality Improvement Awards (Health Resources and Services Administration)

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.



Advancing HIT

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.



Addressing Social Risk Factors to Health

Recognizes health centers that are screening for social risk factors impacting patient health and are increasing access to enabling services.

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.

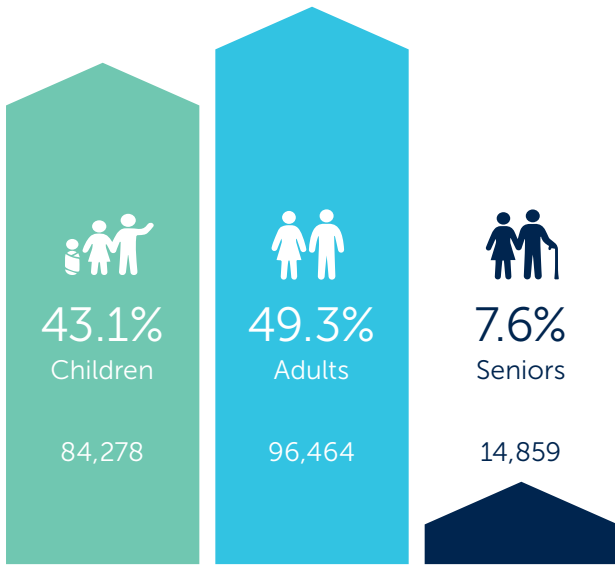


Patient-Centered Medical Home

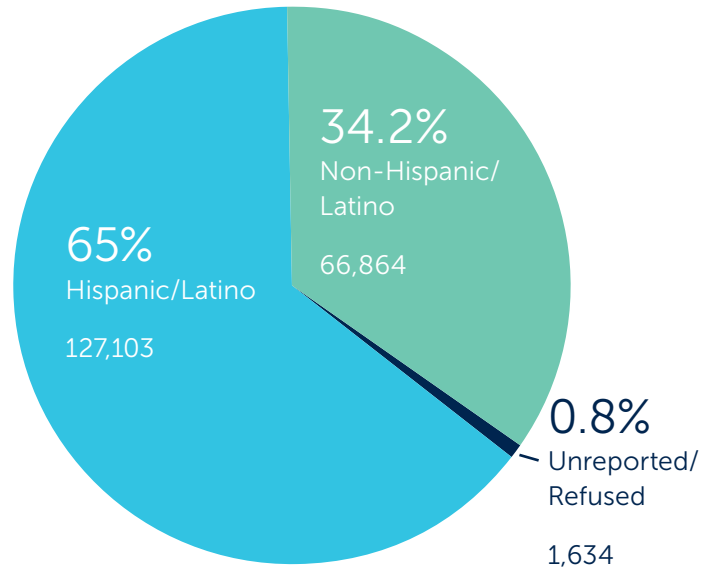
A patient-centered medical home is a model of care that puts patients at the forefront of care to build better relationships between patients and their clinical care teams.

A Total of 195,601 Patients Were Seen in 2023

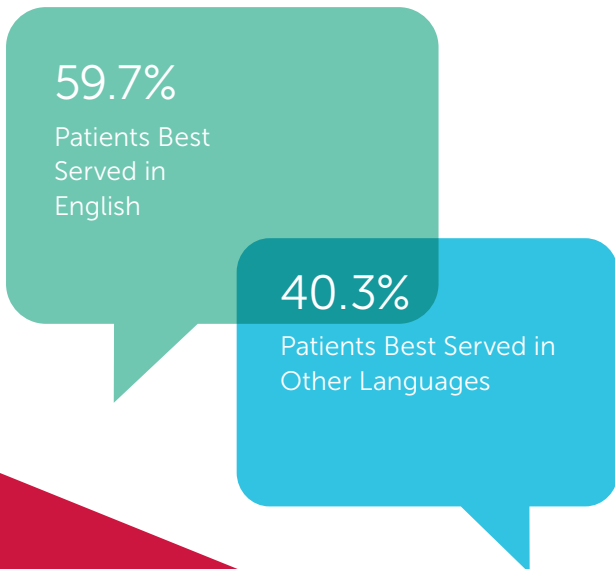
Patient Age



Patient Ethnicity



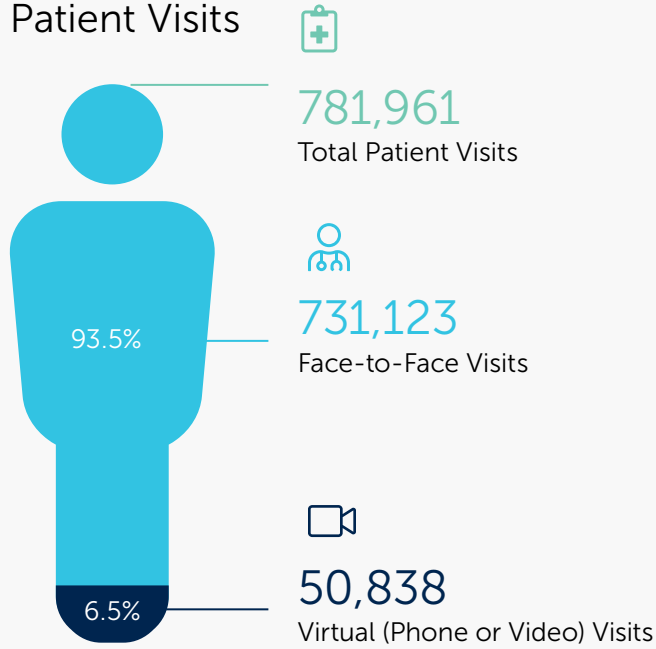
Preferred Language



Other Characteristics



Patient Visits



Improving Access to Health Care

Insurance Coverage

66.5%

Regular Medicaid (Title XIX)

15.9%

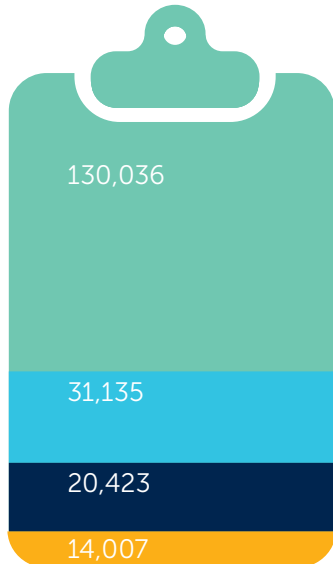
Private Insurance

10.4%

No Insurance/Uninsured

7.2%

Medicare



Federal Poverty Level

56.3%

100% and Below

19.3%

101 - 150%

12.4%

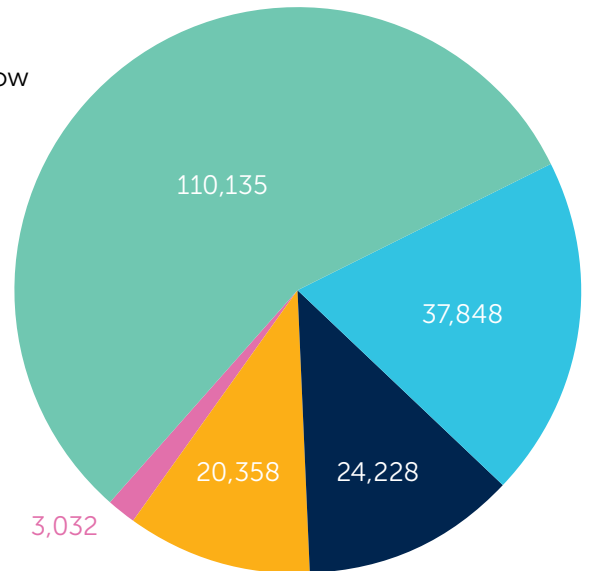
151 - 200%

10.4%

Over 200%

1.6%

Unknown



Yakima Valley Farm Workers Clinic in 2023, at a Glance

52 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.

 **26** Locations Delivering Medical Care

 **15** Locations Delivering Dental Care

 **12** Pharmacy Locations

 **43** Program Locations

1,957 Regular Staff

Our dedicated staff delivered high-quality, culturally sensitive health care to all our communities throughout 2023.

240 Medical Providers

48 Dentists

43 Pharmacists

69 Mental Health Providers

Our Care Goes Beyond the Exam Room

 **27,436**

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.

 **8,337**

People Engaged with Our Northwest Community Action Center (NCAC)

NCAC is a community action agency created to help individuals and families achieve a greater level of self-sufficiency. Services include community education, such as citizenship and afterschool programs, housing support for those who are homeless or at-risk of becoming homeless, weatherization and utility assistance, and much more

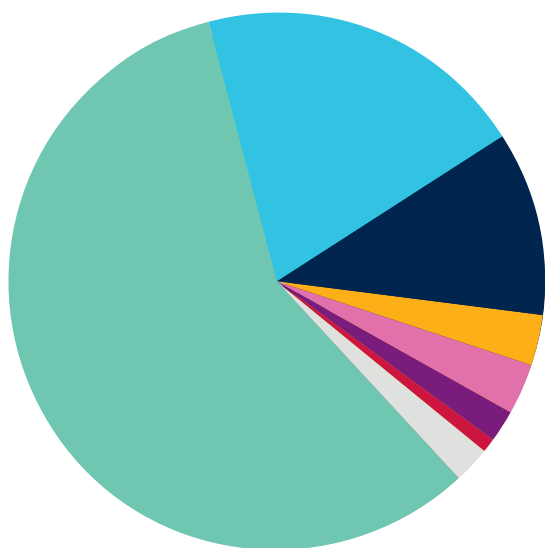
2023 Revenue Resources

Revenue Source by Financial Class



- 61% Medicaid
- 13% Private Insurance
- 14% Federal Funding
- 3% Grants
- 4% Private Pay
- 3% Medicare
- 2% Other

Revenue Source by Service



- 58% Medical
- 20% Pharmacy
- 11% Dental
- 3% BHS
- 3% CHS
- 2% NCAC
- 1% WIC
- 2% Other/Misc.

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“Together we transform our communities through compassionate, individualized care, eliminating barriers to health and well-being.”



Transforming Communities

The mission of Yakima Valley Farm Workers Clinic is more than words on a page; it is a living, breathing commitment to the people we serve. As we evolve to better meet community needs, navigate shifts in regulations, and expand our commitment to excellence in healthcare, we discovered that we needed a mission that better reflected that commitment.

Through a collaborative 12-month process that involved all staff and our Board of Directors, we drafted a mission that is both clear and profound:

“Together we transform our communities through compassionate, individualized care, eliminating barriers to health and well-being.”

This statement of purpose is not just a guiding principle; it is the very essence of our work.

For the people we serve, Yakima Valley Farm Workers Clinic is a symbol of health and hope. Our mission, deeply ingrained in empathy and care, propels us to uplift every life.



Together, Community & Patient Partnerships

We're not just fostering individual health but cultivating communal wellness. Our unwavering commitment is to promote health equity and envision a future where everyone flourishes. In collaboration with our community partners, we are building a legacy of health for future generations. Furthermore, we work hand-in-hand with our patients to help them along their health journey with encouragement, guidance, and careful consideration of their wants and needs. Our collective commitment to the community's well-being is reflected in every service we provide, creating a health tapestry that covers all our communities.

Compassionate, Individualized Care

At the core of the clinic's mission is our commitment to compassionate care. This means that every patient is treated with kindness and understanding, regardless of their background or circumstances. The healthcare professionals at Yakima Valley Farm Workers Clinic recognize that each individual's health journey is unique, and we tailor our services to meet these diverse needs.

An Individualized Approach to Care Overcomes Health Barriers

Our wellness strategy extends beyond mere illness treatment; it adopts a holistic perspective on health that acknowledges the social factors influencing overall well-being. Through educational initiatives, dietary guidance, mental health support – and more – we proactively tackle these barriers. Our policies and procedures, like sliding fee scale for services, providing language interpretation, assisting with enrollment in Medicaid or Medicare, and other solutions, support patients through their health journey.

Community Transformation Through Health

The vision of Yakima Valley Farm Workers Clinic is, “The health of each person is the health of humanity.” This vision is connected to our commitment to community transformation. By providing high-quality healthcare, we support our patients through their health journey which, in turn, creates a ripple effect throughout the community. Healthier individuals mean stronger families and a more vibrant and thriving community.



“Something special happened with this building. When my patients enter this beautiful space, they feel genuinely cared for and valued. It elevated their interest in their health journey and has resulted in actual positive changes.”

-Brent Fivecoat,
Clinic Medical Director at
Rosewood Family Health Center

Improving Our Patient Experience

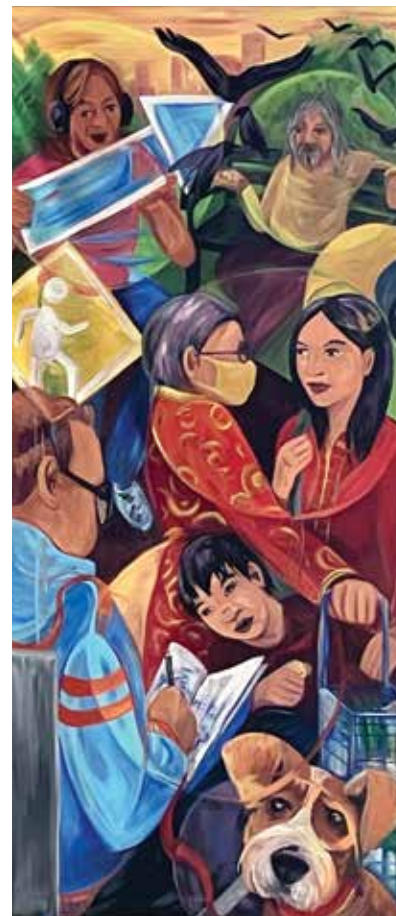
The new Rosewood Family Health Center in Portland, Oregon, opened in July 2023, and the 32,000 square foot facility is now three times its previous size. The new clinic provides increased access to integrated medical, nutritional, and behavioral health services, while adding dental, WIC services, a teaching kitchen, and an on-site pharmacy for our patients and clients. Early patient reviews of our new Portland location are glowing with enthusiasm for our expanded staff and modern facilities:

“We loved the new building and overall had a great experience with the doctor, the dietitian, and the Behavioral Therapist. We felt listened to and that my son’s overall health and wellbeing matters.”

Commemorating Our Portland Community

Yakima Valley Farm Workers Clinic has a long history of muralism and supporting muralists in the cities where our clinics are located. 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.

The mural at Rosewood Family Health Center is a glimpse at the many small interactions that happen during an ordinary day in our neighborhood. It was created by Addie Boswell, of the Portland Street Art Alliance, who wanted to depict daily life in the busy, culturally diverse, neighborhood. From a girl holding a birthday pinata to a woman dressed in red for the Lunar New Year, visitors will find lots to discover in this colorful depiction of the local community. For more information about the artist, visit addieboswell.com





At Yakima Valley Farm Workers Clinic, we are dedicated to continually enhancing our care team model by developing innovative tools for our providers and establishing a comprehensive system of expertise. Here, a provider shares insights into a day at the clinic.

Investments and Collaboration Provide Flexibility and Improved Care

In the fast-paced world of healthcare, every day brings challenges. Below is an account of one workday for a Yakima Valley Farm Workers Clinic provider. Their description highlights the value of our ongoing improvements and investments in clinical collaboration, telemedicine, and the streamlining of various processes. These changes have both improved medical outcomes for patients as well as the quality of life for our providers:

I've encountered my fair share of complex cases, but this day was different. It was one of those days that would typically leave me charting late into the evening, drained and exhausted. Yet, amidst the chaos, I found hope and inspiration.

Patient 1.

ER Follow-Up: Battling Cellulitis and Kidney Decline

One patient, battling ongoing cellulitis in their foot, faced kidney decline and had a history of recent hospitalizations. Collaborating with our clinical pharmacist, we devised a new antibiotic regimen tailored to their kidney disease. The goal? Keep them out of the hospital. Next week, they'll see our podiatrist right here in our clinic, sparing their family a trip out of town.

Patient 2.

Supporting Recovery: Alcohol Abuse and ADHD Concerns

Another patient, recently discharged from rehab, struggled with alcohol abuse and ADHD. Thanks to our Behavioral Health Consultant, they received timely attention even before I stepped into the room. We connected them to vital substance abuse resources through YVFWC and offered medication used to treat alcohol abuse. For ADHD management, I referred them to our Psychiatric ARNP.



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Our progress is worth acknowledging, and it fuels our commitment to better healthcare for all.

Patient 3.

Double Vision and Stroke History

A patient with a history of stroke presented with new double vision. We arranged an urgent evaluation onsite and coordinated with a Neuro-Ophthalmology consultation at Harborview Hospital to address these symptoms. Swift action is essential in these circumstances.

Patient 4.

Thyroiditis: Avoiding Unnecessary Trips

Our patient with thyroiditis didn't need to trek to the Endocrine clinic. Instead, I received clear recommendations from an outside Endocrinologist via our electronic consultation platform. Efficiency saved them time and spared unnecessary travel.

My role allowed me to tackle in-baskets in the morning, not only for myself but also for my Internal Medicine colleagues. I covered for another doctor during their vacation and ensured seamless patient care. And yes, I still made time to personally call a patient, newly diagnosed with esophageal cancer, to ensure referrals were in place and pain medication prescribed—all before bedtime.

Yakima Valley Farm Workers Clinic has much work ahead, but let's celebrate the good days—the days when teamwork, innovation, and compassion intersect. Progress is worth acknowledging, and it fuels our commitment to better healthcare for all.



YVFWC.com