



Yakima Valley  
Farm Workers Clinic

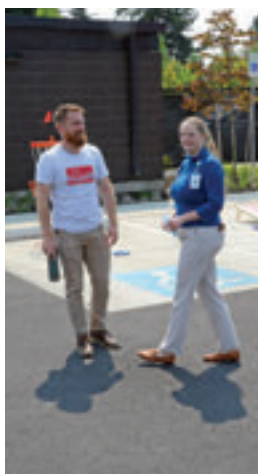
# Report to Our Communities 2024

## 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 Christy

Dear Friends and Partners,

Each year, as I reflect on our work at Yakima Valley Farm Workers Clinic, I am struck by the depth of our vision and the overwhelming strength of the people who carry it out. In 2024, we continued our evolution away from healthcare models that focus solely on visits to one that is centered on a connected, coordinated, and complete system of care.

Providing high-quality care in communities means supporting the people who deliver it. Our care team model ensures medical providers are surrounded by skilled professionals who share responsibility for patient outcomes, which allows each team member to work at the top of their license and focus on what they do best.

Our various recruitment and retention tools include federal loan repayment programs, internal workforce development initiatives like our Medical Assistant training programs, and employee scholarships. We also invest in partnerships and programs that build a stronger healthcare workforce in both our rural and urban communities. For example, by partnering with Pacific Northwest University, we help ensure that medical students who study here see a future for themselves serving our communities.

These efforts have had a real impact on our patients, with record-low provider job openings across our network. This stability means more consistent care for more patients and fewer delays in scheduling appointments. We know we still have access challenges as we face nationwide shortages of primary care providers. We will continue to push to do more to support and maintain the healthcare needs of all communities.

None of this work is easy, but it is necessary, and it is powered by our vision statement: **the health of each person is the health of humanity**. As we look to the year ahead, I'm proud to stand alongside our providers, staff, board of directors, patients, and community partners in pursuit of that vision.

Thank you for walking this path with us. Together, we are building something lasting.

With Gratitude,

A handwritten signature in black ink that reads "Christy". The signature is fluid and cursive, with a large loop at the end.

Christy Trotter, CEO, Yakima Valley Farm Workers Clinic

# Award-Winning Health Care

The Washington Health Alliance continues to list us among the top-performing Medicaid-insured medical groups in 2024. 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 (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 care. The Quality Improvement Awards recognize the highest performing health centers nation wide 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.

## 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.

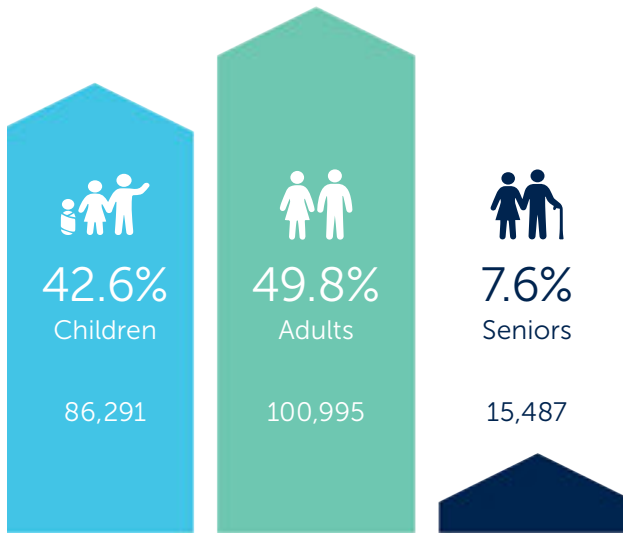


### **Patient-Centered Medical Home**

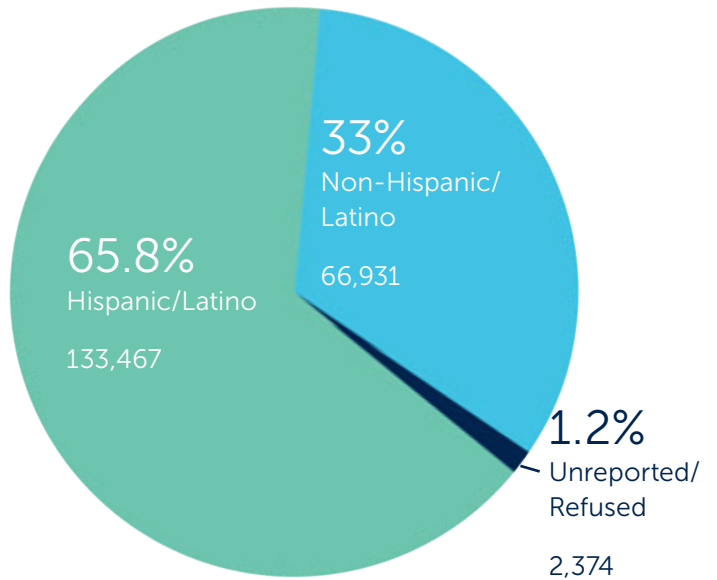
A Patient-Centered Medical Home is a model of care that puts patients at the forefront of care to build better relationships between patients and their clinical care teams.

# A Total of 202,773 Patients Were Seen in 2024

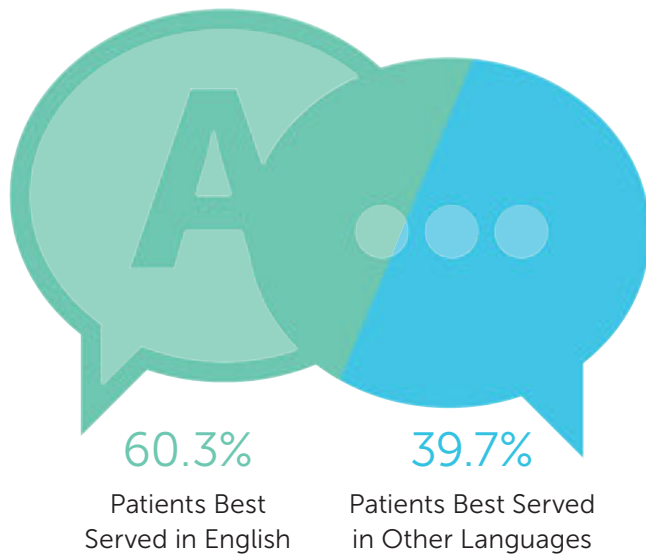
## Patient Age



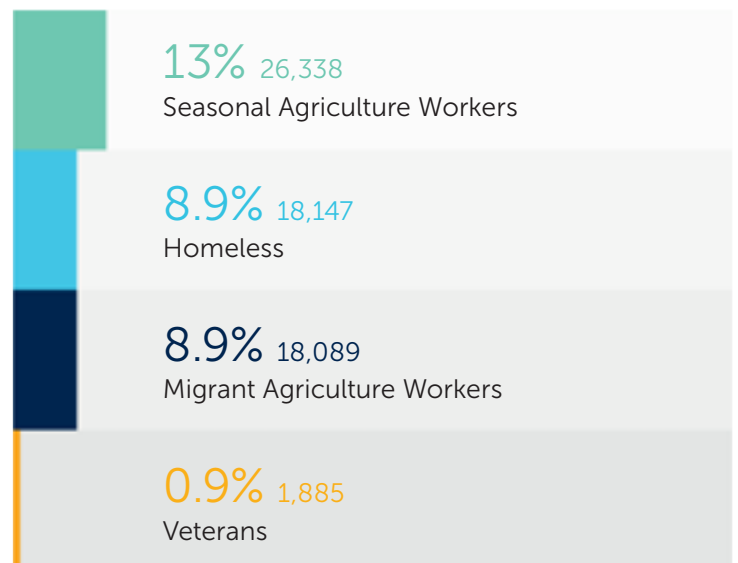
## Patient Ethnicity



## Preferred Language

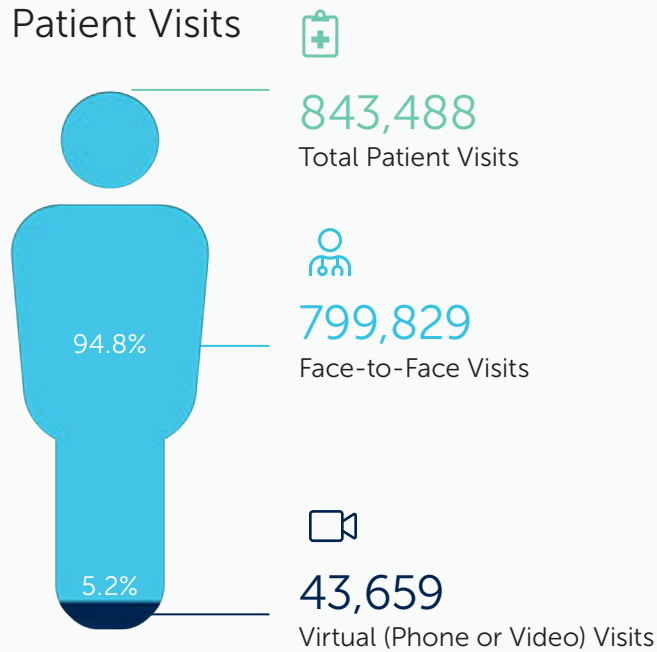


## Other Characteristics





## Patient Visits



## Improving Access to Health Care

## Insurance Coverage

66.8%

Regular  
Medicaid  
(Title XIX)

16.6%

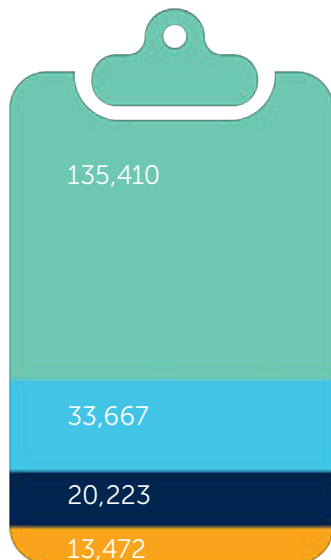
Private  
Insurance

10%

No Insurance/  
Uninsured

6.6%

Medicare



## Federal Poverty Level

55.6%

100% and Below

18.3%

101 - 150%

12.5%

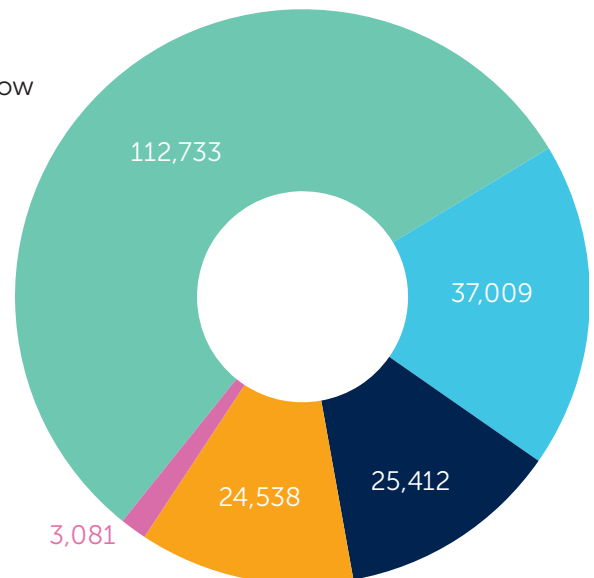
151 - 200%

12.1%

Over 200%

1.5%

Unknown



# Yakima Valley Farm Workers Clinic in 2024, at a Glance

## 49 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

 **41** Program Locations

## 2,062 Regular Staff

Our dedicated staff delivered high-quality, culturally sensitive health care to all our communities throughout 2024.

**252** Medical Providers

**51** Dentists

**47** Pharmacists

**70** Mental Health Providers

## Our Care Goes Beyond the Exam Room

 **27,918**

### 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.

 **7,514**

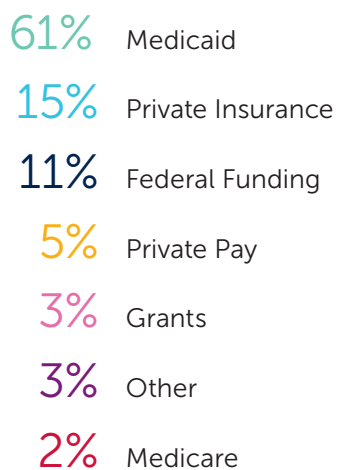
### People Engaged with Our Northwest Community Action Center (NCAC)

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, utility assistance, and much more

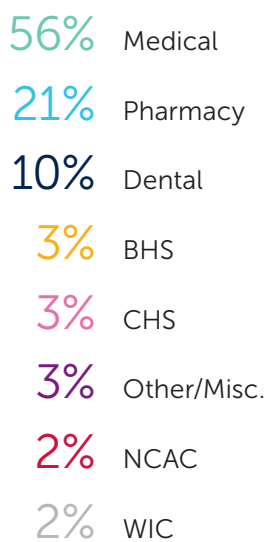
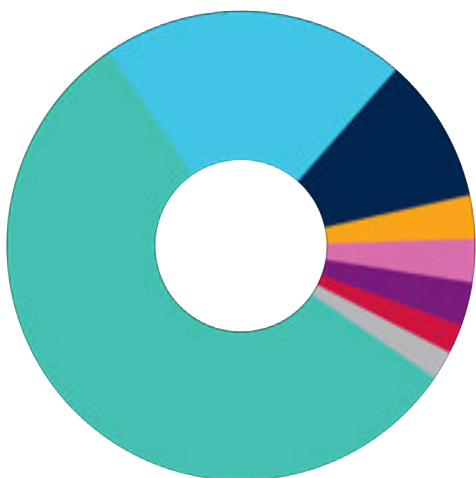


# 2024 Revenue Resources

Revenue Source by Financial Class



Revenue Source by Service





*Vision  
Statement:  
The health of  
each person  
is the health  
of humanity.*

## Enhanced Integrated Care:

### Building a Healthier Community Through Team-Based Healthcare

At Yakima Valley Farm Workers Clinic, we are transforming how we care for our patients. We are building a system where every patient benefits from a fundamental evolution from basic healthcare to enhanced, integrated care.

In 2024, we launched new tools, strengthened our care teams, and saw real outcomes in the lives of the people we serve. Patients with chronic conditions like diabetes are experiencing better control, fewer complications, and more connected care. That's not just good for them, but good for the health of our entire community.

#### **The Power of a Team**

Dr. Veronica Hooper put it simply: "I could hire 100 providers, but without the right team, we're just running a factory. What's changed here is that every member of the care team is empowered and trusted to play a meaningful role."

When a patient with diabetes walks into one of our clinics, they're met not just by a provider, but by a coordinated team: medical assistants trained to perform retinal screenings, clinical pharmacists offering medication counseling, registered dietitians, behavioral health specialists addressing stigma or depression, and outreach teams making sure no one falls through the cracks. It's a system designed around the patient.

With care more efficiently and effectively distributed, patients are getting what they need without always needing to see a physician. That shift creates more capacity in the system: more visits, and more impact.

### Lives Changed, and Futures Protected.

Nothing illustrates this more clearly than our efforts on diabetes. In 2024, we performed more than 2,200 retinal screenings for patients with diabetes. Thanks to this effort, we caught early signs of sight-threatening disease in 28% of those screened. This represents people who might have lost their vision had we not intervened.

We also saw measurable improvements in medication adherence and blood sugar control across our highest-risk populations. This was not the result of a single initiative, but of a whole system working in concert.

And the impact of Enhanced Integrated Care extends to our employees. Providers and staff want to work where they can make a difference. As we've embraced integrated care, we've seen increased interest from medical professionals who recognize that Yakima Valley Farm Workers Clinic is building something special. It's not just about seeing more patients, it's about doing better work, more efficiently and with meaningful outcomes.

### Moving Forward with Purpose

As we look to the future, we remain committed to optimizing what we call "the five rights": the right care, by the right person, at the right time, in the right place, at the right cost. That's more than a tagline, it's our roadmap for system-wide transformation.

Enhanced integrated care isn't a luxury. It's a necessity to improve the lives of the people we are mission-driven to serve. It's how we meet the growing demand for primary care despite a national shortage. And most importantly, it's how we create healthier communities one team, one patient, one transformation at a time.



## The “Anatomy” of Enhanced Integrated Care

- **Clinical care team:** medical providers, dental providers, nurses, medical assistants, dental assistants, behavioral health consultants, registered dietitian nutritionist
- **Pharmacy Teams:** in house pharmacists, clinical pharmacy, specialty pharmacy
- **Specialized Care:** RetinaVue, Maternal Fetal Medicine, dermatology, osteopathy, ophthalmology, asthma
- **Specialty Behavioral Health**







## Expanding Access and Enhancing Care at Yakima Medical-Dental Clinic

Since its opening in 1986, our Yakima Medical-Dental Clinic has grown into one of the highest-volume clinics in our network. Over the past four decades, both the range of services we offer, and the needs of the Yakima community have expanded significantly. To accommodate this growth, we made use of outbuildings and a complex layout to house the many dedicated teams serving local families. With the completion of our latest remodel, we've taken a major step forward by modernizing our space and enhancing our ability to deliver care that truly meets the evolving needs of our community.

This two-year project required meticulous planning to ensure patient care remained a top priority throughout the renovation. By temporarily relocating some services to nearby clinics and extending hours, we were able to maintain uninterrupted care for the patients that rely on Yakima Medical-Dental Clinic. Staged construction further minimized disruptions, allowing us to continue serving patients effectively.

We also added six new exam rooms and an additional dental operatory. Our pharmacy was also enlarged and now includes a convenient drive-thru window. For our staff, redesigned medical pods and the introduction of a new care team model have strengthened communication and collaboration around patient care.

These enhancements have streamlined operations and contributed to a more comfortable, efficient experience for patients and staff alike.

Despite the challenges, the remodel has already significantly improved patient and staff satisfaction scores. The updated layout improved workflows, shortened wait times, and created a more welcoming and efficient environment for everyone who walks through our doors.





## Coming Soon:

### Coastal Family Health Center Breaks New Ground for Expanded Access

In July of 2024, we hosted a groundbreaking ceremony for the new Coastal Family Health Center in Astoria, Oregon. When completed in late 2025, the new 26,350 square foot building will be approximately four times larger than the current location and provide expanded services, including dental care and an on-site pharmacy with a drive-up window. The new building will also provide improved ADA accessibility, better street access, and covered parking.







## Our Values

- ☆☆ Service
- 🔥 Passion
- ☀️ Innovation
- 🌀 Commitment
- 💗 Empathy

Safe Haven Fire Safety Event – Toppenish, WA



Mobile Unit – Yakima, WA



Sunfair Parade – Yakima, WA



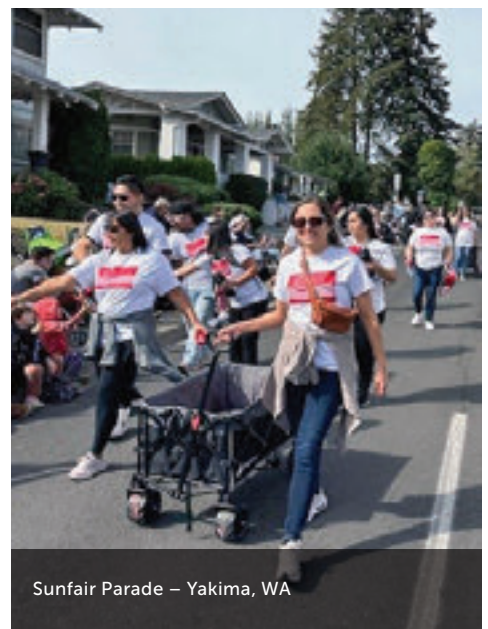
Safe Haven Fire Safety Event – Toppenish, WA



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Sunfair Parade – Yakima, WA



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[YVFWC.com](http://YVFWC.com)