Community Health Alliance

Quality, affordable, comprehensive health services for all.

Annual Report
FY 2017-2018

Health Care for the whole family
You help us to be a vital community health resource

We are a patient-centered organization providing comprehensive, cost effective primary health care options for the community. We serve everyone regardless of ability to pay or insurance status.

CHA provides an extensive range of health care screening and prevention services, comprehensive primary care for all ages, pharmacy, dental, management of chronic diseases, services for homeless individuals and families, and behavioral health care. CHA also provides WIC Program services.

Mission
To provide quality, affordable and comprehensive health services for all.

Vision
Our vision is simple: to help our community be healthy and stay healthy.
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Dear Community Partners & Friends,

In 2018, Community Health Alliance focused on quality of service and enhancing our impact on the community. We expanded services for adults with chronic conditions and obesity prevention for children. We are proud to be able to provide comprehensive health services at six locations including medical, dental, behavioral health, and nutrition, to name a few.

CHA also had a significant impact on health care costs for our service area. A report by Capital Link estimated that CHA saved the local health care system almost $52 million including $24 million in savings for the Nevada Medicaid program. By providing access to quality primary care services, CHA helped patients avoid more costly care in hospitals and emergency rooms. CHA also provided an estimated $43 million in economic stimulus including more than $23 million of direct health care spending.

In addition, CHA won numerous awards for preventive care. We won eight awards for our immunization efforts. Our WIC program was also recognized as having the highest breast-feeding rates in Nevada— the fifth year in a row. Our 5210 Healthy Washoe program was adopted by the Washoe County Health District as a key component of their Community Health Improvement Plan to improve nutrition and physical activity for children in the county. We are thankful that we have had a lot of community support and are able to provide more services to the homeless population because of it.

All these things and more would not be possible without the support of our staff and our community, including you! In 2018, we served 29,000 patients in Washoe County with quality, innovative programs. We’re so thankful for what we were able to do in 2018, and look forward to how we can expand our services to be available to every individual in the community.

Joseph Mazzucotelli  
Interim CEO  
Community Health Alliance

Jonnie Pullman  
Board of Directors, President  
Community Health Alliance

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3 Community Health Alliance
OUR CORE MODEL: PATIENT-CENTERED MEDICAL HOME

As part of our ongoing effort to ensure we are providing the highest quality health care in the region, we received recognition from the National Committee for Quality Assurance (N.C.Q.A.), a non-profit organization dedicated to improving health care quality, as a Patient-centered Medical Home (P.C.M.H.). Our Wells, Sun Valley, Neil Road, and Sparks Health Centers have all been awarded this recognition.

In a P.C.M.H., the patient and professional team work together to create a health care plan that:

» Is created just for the patient.
» Connects the patient with the health care team.
» Is coordinated with other health care providers.
» Supports the patient every step of the way (even if that means getting help from specialty doctors).
The CHA Foundation is a separate 501 (c) 3 with its own Board of Directors that raises funds to support our mission and vision. All money raised by the Community Health Alliance Foundation positively transforms lives and we are deeply grateful to those who contributed in FY 2017-2018.

$100,000 and Above
William N Pennington Foundation, The
Nell J. Redfield Foundation, The
Renown Health
Silver State Health Insurance Exchange
US Health Resources & Services Administration

$10,000-$99,999
Deborah & TJ Day Foundation, The
Delta Dental Community Care Foundation
E.L. Cord Foundation, The
Nevada Division of Public & Behavioral Health
Susan G. Komen Nevada

$1,000 - $9,999
Anonymous, Anonymous
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AT&T
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Brett and Deborah Barker Foundation
CDM Services
Centene
Cork Navillius Foundation, The
Ms. Debbie Day
Deborah & TJ Day Foundation, The
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Reno Brew Bike
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Reno Little Theater
Reno Rodeo
Rounds Bakery
Swire Coca-Cola
Thunderbird Lodge
UNR Athletic Programs
UNR Knowledge Center
Whispering Vine Wine Co.
Dr. Kyle Yamamoto

Community Health Alliance
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<tr>
<th>Event</th>
<th>Description</th>
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<tr>
<td>2nd Annual Healthcare for the homeless breakfast</td>
<td>Provided by CHA’s WIC department.</td>
</tr>
<tr>
<td>WIC achieves highest breastfeeding rates in the state of Nevada for 5th year in a row.</td>
<td></td>
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<tr>
<td>Patients at the CHA Record St. Health Center for the Homeless welcomed the addition of dental services</td>
<td></td>
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<tr>
<td>Nutrition Fair put on by CHA’s WIC department</td>
<td></td>
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<tr>
<td>We celebrated the remodeling of our Wells Avenue Pharmacy</td>
<td></td>
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<tr>
<td>We joined forces with the Kiwanis Club of Downtown Sparks to host our first annual Kids’ Bike Safety Rodeo.</td>
<td></td>
</tr>
<tr>
<td>We won EIGHT different awards at the Immunize Nevada Silver Syringe Awards</td>
<td></td>
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<tr>
<td>Sock Drive for our homeless patients was a great success!</td>
<td></td>
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<tr>
<td>6th Annual Wine &amp; Ribs Fundraiser</td>
<td></td>
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<tr>
<td>Nevada InFLUencer award winner by Immunize Nevada</td>
<td></td>
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**key stats**

<table>
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<tr>
<th>Metric</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>Prescriptions filled</td>
<td>66,744</td>
</tr>
<tr>
<td>Vaccinations provided</td>
<td>20,966</td>
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“In my 42 years of life this is the first time I felt comfortable and that all my health concerns and problems were addressed and I didn’t feel like just a number.”

- CHA Patient
86% of every dollar goes straight to patient care

**Revenue**

- Patient Revenue: 68%
- Grants: 30%
- Donations: 2%

**Expenses**

- Patient Care: 86%
- General and Administrative: 10%
- Fundraising: 4%

**Patient Demographics**

- Hispanic/Latino: 53%
- Caucasian: 27%
- Asian: 5%
- African American: 4%
- Unspecified: 11%

**Our Patient Payer Mix**

- Medicaid: 51.5%
- Uninsured: 24%
- Medicare: 17.5%
- Private Insurance: 7%

98% of CHA patients live at or below 200% of the Federal Poverty Level (FPL)
Our team provides a personal approach to health care. To us, building a relationship with our patients is one of the most important parts of providing quality care. Together we build a partnership dedicated to the health of our patients.

While CHA has almost 260 dedicated staff members providing care, we have the following providers.

7 Doctors
9 Physician Assistants
5 Advanced Practice Registered Nurses
6 Licensed Practical Nurses
33 Medical Assistants
3 Behavioral Health Specialists
12 Dentists
9 Hygienists

More locations means, more convenient care

HEALTH CENTER LOCATIONS

1. Wells Avenue Medical and Dental Center
   1055 South Wells Avenue
   Reno, NV 89502

2. Record Street Health Center for the Homeless
   335 Record Street, Suite 254
   Reno, NV 89512

3. Nell J. Redfield Health Center, Neil Road
   3915 Neil Road
   Reno, NV 89502

4. Nell J. Redfield Health Center, Sun Valley
   5295 Sun Valley Boulevard
   Sun Valley, NV 89433

5. Center For Complex Care
   330 Crampton Street
   Reno, NV 89502

6. Sparks Health Center
   2244 Oddie Blvd
   Sparks, NV 89431

Dr. Stage leads Reach out and Read Program