

# COMMUNITY HEALTH ALLIANCE

*Quality, Affordable, Comprehensive Health Services for All*



## Annual Report

2018-2019

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# Vital Health Resource in Our Community

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

Community Health Alliance provides an extensive range of healthcare screening and prevention services, comprehensive primary care for all ages, in-house pharmacy, pediatric dental, management of chronic diseases, services for homeless individuals and families, behavioral health care and Women, Infants, and Children (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.

## Our History

Community Health Alliance is an organization that builds upon the reputation and history of two known northern Nevada healthcare providers with similar missions – HAWC Community Health Centers and Saint Mary's Mission Outreach. The merger combining these organizations took effect on July 1, 2012 when Saint Mary's Regional Medical Center was purchased by a for-profit entity, prompting the divestiture of its Mission Outreach programs.



# Letter From Our CEO

Dear Community Partners and Friends,

At Community Health Alliance, we are constantly asking what we can do to improve the lives of our patients. This fundamental question is at the heart of everything we do and is reflected in our commitment to providing quality, affordable, and comprehensive health services for all.

The purpose of our 2018-2019 annual report is to highlight the transformative and caring work of our providers and staff as well as the generosity of our donors. This past year was an exciting one for Community Health Alliance. Due to the combined efforts of our providers, staff and donors, we served 29,900 patients including 10,989 children. We received the Wellness Frontier Award for the success of our Healthy Living Program and the Making Health Happen Award because of our contributions to improving public health. We hosted a roundtable with Nevada Governor Steve Sisolak and our third Annual Healthcare for the Homeless Breakfast, in which we wanted to recognize those in need through humanity, kindness and compassion. We remodeled Nell J. Redfield Health Center, Neil Road and expanded our Title X program to increase access to reproductive health programs in our region. We also continued to market our services in underserved neighborhoods and built on our relationships with key community stakeholders.

We are proud of our successes for 2018-2019, but we know there is still much more to be done. These are challenging times, and it is our duty to further our mission regardless of whatever obstacles we might face. We thank you for your continued support of Community Health Alliance, and we look forward to continuing to partner with you in the year to come.



**Oscar Delgado**

A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

CEO of Community Health Alliance

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# Continuum of Care

## Women, Infants, and Children (WIC)

New Moms – Children 1-5 years

- Lactation Counseling
- Supplemental Nutrition
- Nutrition Counseling
- Peer Breastfeeding Support

## Healthy Living Program

Children 2-18 years

- Nutrition Counseling
- Wellness Classes

## Pediatrics

Children 0-21 years

- Child Wellness Exams
- Immunizations
- Nutrition Services

## Pediatric Dental

Children 0-20 years

- Cleanings
- Exams & X-rays
- Sealants
- Cavity Fillings



## Center for Complex Care

Adults 21-60+

- Care Coordination
- Personalized Health Plans
- Integrated Team Care

## Services for Everyone

- Wellness Exams
- Immunizations
- Nutrition Services
- Homeless Health Care
- Insurance Assistance
- Behavioral Health
- 340B Pharmacy
- Care Management
- Prescription Food Pantry
- Referrals
- Sliding Fee Scale

## Reproductive Health

Reproductive Years

- Birth Control
- Gynecology
- HPV Vaccine
- Pelvic Exam
- Sexually Transmitted Infection Testing

## Our Core Model: Patient Centered Medical Homes

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, a non-profit organization dedicated to improving healthcare quality, as a patient centered medical home (P.C.M.H.). Our Wells Ave., 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 healthcare plan that:



- Is created just for the patient
- Connects the patient with a healthcare team
- Is coordinated with other healthcare providers
- Supports the patient every step of the way

# Thank You to Our Contributors

Our 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 positively transforms lives, and we are grateful to those who contributed in fiscal year 2018-2019.

## \$100,000 and Above

The William N. Pennington Foundation  
The Nell J. Redfield Foundation  
Nevada Department of Health & Human Services  
Silver State Health Insurance Exchange  
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The Deborah & TJ Day Foundation  
Delta Dental Community Care Foundation  
The E.L. Cord Foundation  
The Heidemarie Rochlin Foundation  
The O'Neal Family Foundation  
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## \$1,000 – \$9,999

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 Terry Lee Wells Nevada Discovery Museum  
 The Back Doctors  
 The Benna Family Trust  
 The Row  
 Thunderbird Lodge  
 UNR Athletic Department  
 UNR Arts Department  
 UNR Special Collections Department  
 Wild Island

# A Year in Review



We received \$273,000 as a subrecipient from the Nevada Primary Care Association to increase access to reproductive health programs.



At our 4th annual Nutrition Fair, we assisted 142 Women, Infants, and Children (WIC) participants and 230 total households.



We held our 7th Annual Wine & Ribs Fundraiser at the California Building in Idlewild Park and raised \$96,973.



We received the Wellness Frontier Award thanks to the success of our Healthy Living Program.



Our Sock Drive for our homeless patients was a great success. We collected over 2,075 pairs of socks.



We hosted a healthcare roundtable at our Wells Ave. Health Center with Gov. Steve Sisolak.



Our Nell J. Redfield Health Center, Neil Road was remodeled and reopened in Sept. 2018.



We hosted our 3rd Annual Healthcare for the Homeless Breakfast.



We received the Making Health Happen Award due to our contribution to improving public health.



Our behavioral health department partnered with Reno Works to help individuals battling with homelessness.

# Community Impact by the Numbers

## Medical

<b>110,730</b>	Medical visits
<b>4,580</b>	Patients with hypertension
<b>6,385</b>	Patients with overweight or obese diagnosis
<b>11,740</b>	Medical homeless visits

## Dental

<b>28,111</b>	Total dental visits
<b>17,256</b>	Pediatric dental patients
<b>1,857</b>	Total dental homeless visits

## Dental Van

<b>546</b>	Dental screenings done in our Cavity Prevention Program
<b>7,799</b>	Sealants applied
<b>9,092</b>	Fluoride varnishes administered
<b>2,067</b>	Kids received sealants
<b>4,054</b>	Visits to dental restorative van

## Behavioral Health

<b>9,889</b>	Therapy appointments
<b>1,010</b>	Psychiatry appointments
<b>5,539</b>	Warm hand-offs

## Healthy Living Program

23 out of 45 total participants completed the Healthy Living Program. Fifty-six percent of the participants had severe obesity. For those who completed the program, they experienced a decrease in average blood pressure and total cholesterol, improvements in liver function, increased servings of fruits and vegetables, decreased servings of sugary drinks, and decreased screen time.

## In-House Pharmacy

<b>84,236</b>	Prescriptions filled
<b>18,095</b>	Vaccinations provided

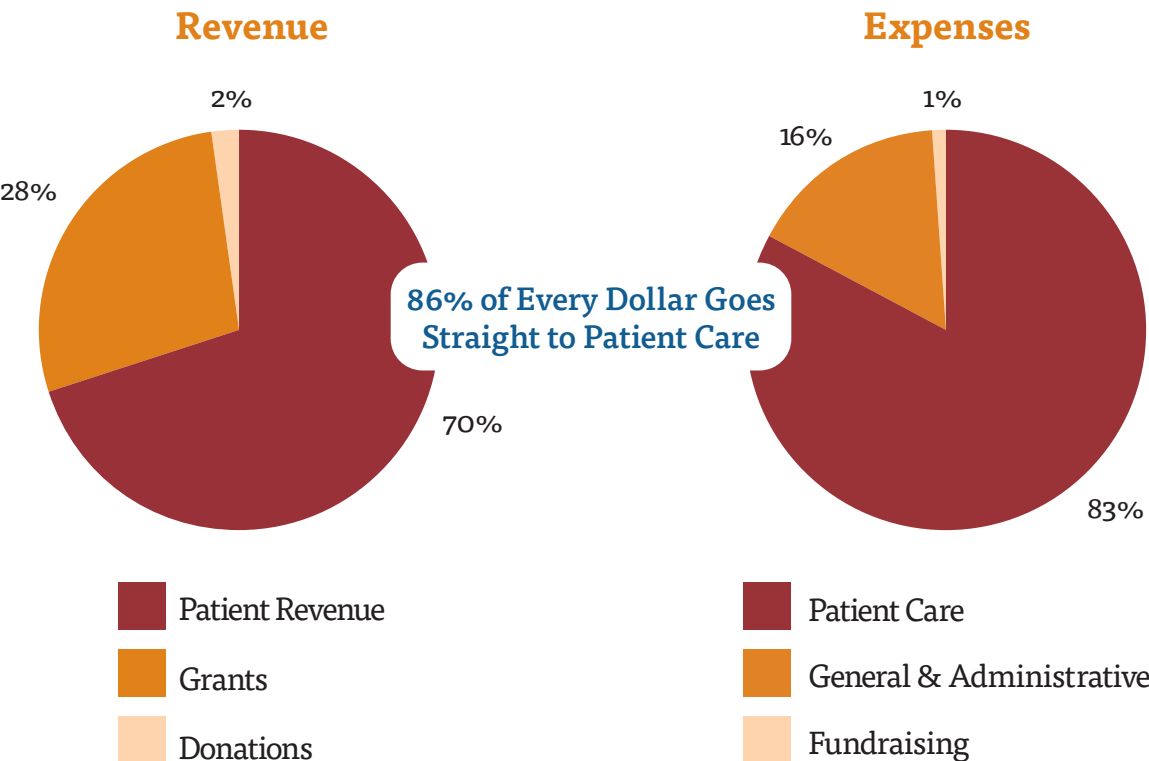
## Women, Infants, and Children (WIC)

<b>4,807</b>	WIC clients served for the year
<b>19,228</b>	WIC appointments
<b>205</b>	Lactation consultation clients
<b>2,720</b>	WIC patients seen at Renown Hospital Enrollment Program
<b>450</b>	New moms registered for WIC through Hospital Enrollment Program
<b>697</b>	Farmers market vouchers given to our pediatric patients through Farm Fresh for Kids

## Insurance Assistance

<b>621</b>	People enrolled in a Qualified Health Plan
<b>18,095</b>	People enrolled in Medicaid

# Financial and Demographic Highlights



## Patient Demographics



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

## Our Patient Payer Mix



Medicaid	49%
Uninsured	25%
Medicare	14%
Private Insurance	12%

Ninety percent of Community Health Alliance’s patients live at or below 200 percent of the federal poverty level.

# Expanding Providers and Locations

Community Health Alliance has almost 260 dedicated healthcare providers and staff members offering quality, comprehensive health services at seven different locations across Reno and Sparks. Having more providers and locations mean more convenient care. We are the largest primary healthcare provider to low-income individuals and families in northern Nevada.

## Meet Our Team of Healthcare Providers:



Our Medical Team



Our Dental Team



Our Pharmacy Team

## Our Healthcare Providers by the Numbers:

14	Doctors	8	Licensed Practical Nurses	15	Dentists
7	Physician Assistants	33	Medical Assistants	10	Hygienists
15	Advanced Practice Registered Nurses	9	Behavioral Health Specialists	12	Pharmacists

“

I lost my job after being in a bad car accident, and as a result I had no way of providing food for my family. When I came to CHA to see a doctor, I had no idea that I would be leaving with a box of healthy food in my hands. The CHA Food Pantry gave me and my family some security at a time when we desperately needed it. At that point, I realized that through these hard times, I now had something I could provide for my family.

Jack, patient of Community Health Alliance



# COMMUNITY HEALTH ALLIANCE

## Our Locations

**Wells Ave. Health Center**

1055 South Wells Ave.  
Reno, NV 89502

**Sparks Health Center**

2244 Oddie Blvd.  
Sparks, NV 89431

**Neil J. Redfield Health Center,****Neil Road**

3915 Neil Rd.  
Reno, NV 89502

**Neil J. Redfield Health Center,****Sun Valley**

5295 Sun Valley Blvd.  
Sun Valley, NV 89433

**North Valleys Health Center**

280 Vista Knoll Pkwy.  
Suite 107  
Reno, NV 89506

**Center For Complex Care**

330 Crampton St.  
Reno, NV 89502

**Record Street Health Center  
for the Homeless**

335 Record St.  
Suite 254  
Reno, NV 89512

**Administrative Office**

680 South Rock Blvd.  
Reno, NV 89502

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