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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
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.

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The William N. Pennington Foundation
The Nell J. Redfield Foundation
Nevada Department of Health & Human Services
Silver State Health Insurance Exchange
U.S. Health Resources & Services Administration
USDHHS/Office of Population Affairs

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

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

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
- **110,730** Medical visits
- **4,580** Patients with hypertension
- **6,385** Patients with overweight or obese diagnosis
- **11,740** Medical homeless visits

#### Dental
- **28,111** Total dental visits
- **17,256** Pediatric dental patients
- **1,857** Total dental homeless visits

#### Dental Van
- **546** Dental screenings done in our Cavity Prevention Program
- **7,799** Sealants applied
- **9,092** Fluoride varnishes administered
- **2,067** Kids received sealants
- **4,054** Visits to dental restorative van

#### Behavioral Health
- **9,889** Therapy appointments
- **1,010** Psychiatry appointments
- **5,539** Warm hand-offs

#### In-House Pharmacy
- **84,236** Prescriptions filled
- **18,095** Vaccinations provided

#### Women, Infants, and Children (WIC)
- **4,807** WIC clients served for the year
- **19,228** WIC appointments
- **205** Lactation consultation clients
- **2,720** WIC patients seen at Renown Hospital Enrollment Program
- **450** New moms registered for WIC through Hospital Enrollment Program
- **697** Farmers market vouchers given to our pediatric patients through Farm Fresh for Kids

#### Insurance Assistance
- **621** People enrolled in a Qualified Health Plan
- **18,095** People enrolled in Medicaid

#### 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.
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.
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

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

Nell 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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www.chanevada.org

Written and produced by Community Health Alliance Marketing and Public Relations Department.