


# 2019 Annual Report

Bringing Communities into Healthcare



And Healthcare into Communities

NEW  Health

# OUR JOURNEY THROUGH 2019



# CEO MESSAGE



This year was our “Bringing Communities into Healthcare and Healthcare into Communities” year. As a long-standing Community Health Center, NEW Health brought healthcare into the communities it serves by continuing to fulfill the organizational mission, “to ensure that a comprehensive range of high-quality care is available to best meet the health care needs of the people residing in our service area.” This past year, NEW Health opened three internal pharmacies in Colville (February), Chewelah (April) and Nine Mile Falls (August). Our onsite pharmacies serve all NEW Health patients, regardless of location. These pharmacies offer onsite pickup, mail order, and clinical collaboration between our primary care providers and pharmacists. This integration aligns with NEW Health’s continued strategy for “whole person” care and Patient Centered Medical Home recognition.

As we continue to build electronic platforms for our clinical teams, NEW Health moved to Athena Health in March. This platform offers a streamlined medical record, integration with hospitals electronic health records and an online portal for patients to have easy access to their medical information. The portal allows patients a closer connection with their Primary Care Provider, access to lab values, follow up care plans and much more. Therefore, the portal has continued to enhance the patient experience and control of their healthcare needs. Our communities have better health outcomes when they are empowered with the tools to engage in their own healthcare.

Our newest capital project brought a new dental clinic into Springdale. In June, the clinic was opened to the public, and began working to meet the current dental needs of Springdale and the surrounding communities. This innovative and modern clinic offers our rural patients local care close to home, with the most up to date dental equipment, onsite x-ray, panoramic imaging and electronic dental charting. The new clinic also added a dental operatory, which expanded to a total of five to allow for future growth and rotation of dental students. NEW Health collaborates with U of W RIDE program to offer rural clinical rotations at all three dental sites.

NEW Health Programs Association continues to expand and develop programs and relationships that support clinical trainings. In 2019, NEW Health had 11 providers on National Health Service Corps and 3 providers on Washington State student loan programs. NEW Health is also one of the rural partners for CHAS Health’s Nurse Practitioner (NP) Residency. Three NP-residents completed rotations at various NEW Health clinical sites. NEW Health hosted 52 students for the year which included; Medical Assistants, Dental Hygienists, Nurse Practitioners, Physician Assistants, Medical Doctors and Dental students. This collaboration will assist NEW Health as we continue to enhance our recruitment efforts for quality provider care teams in future years.

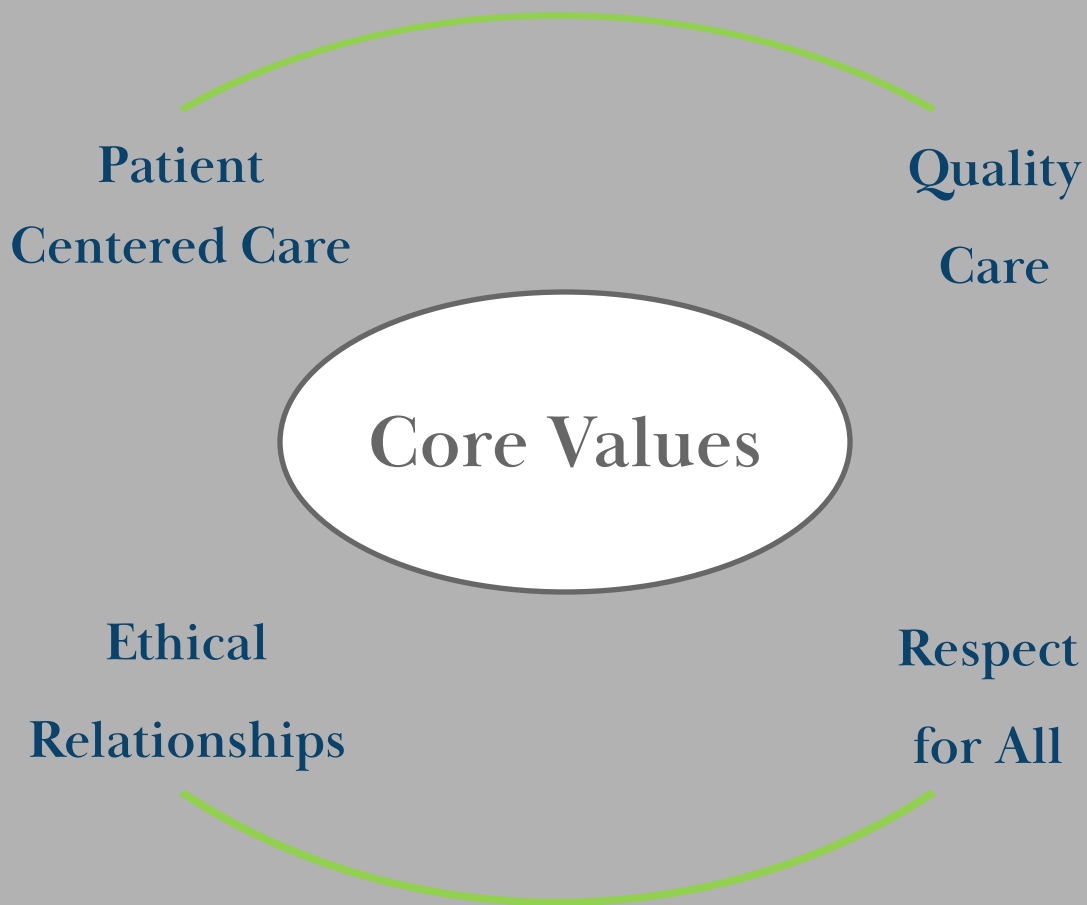
Our future is bright as we continue to be innovative in health care delivery for the communities we serve and expand into service lines that fit the unique needs of those communities. Together we can invest in the health of our families, friends and communities.

DESIREE SWEENEY, CEO

NEW HEALTH PROGRAMS ASSOCIATION

## OUR MISSION

It is the mission of NEW Health to ensure a comprehensive range of high-quality health care services is available to best meet the needs of the people residing in our service area.



## ABOUT US



**NEW Health**, incorporated in 1978, is a Federally Qualified Health Center (FQHC), private non-profit 501(c)(3) with a long-standing commitment to serving our patients locally and with a community voice. Governed by patient majority, local community members and community business leaders, ensures that the needs of the community are met. Our service area includes Stevens, Ferry and Pend Oreille counties.

**NEW Health** provides primary medical, dental, pharmacy and behavioral health services to the Tri-County region. NEW Health is NCQA, Patient Centered Medical Home recognized. This designation is patient-centered with a focus on quality care and patient satisfaction.

**NEW Health** continues to ensure access to all, with convenient locations and sliding discount program. All residents in our service area deserve affordable healthcare that is provided ethically and with respect.

# EXPANDING HEALTHCARE TO OUR COMMUNITIES

## *Springdale Capital Dental Building*

*Opened June 2019*



June 14, 2019, the new 2400 sq. ft. dental clinic was opened in Springdale, which was a significant improvement from the previous modular 1400 sq. ft. building. The new building provides greater access, more effective communication and additional patient rooms.

Community Health Centers have been investing in local communities and economies since their inception. The Springdale Capital project was made possible from the state appropriation for Legislative District 7. The award was \$465,000 of the \$616,000 total project cost. These allocated dollars further invested in the local economy; 85 percent of all subcontractors were district 7 constituents.



# SPRINGDALE RIBBON CUTTING CEREMONY



Ribbon Cutting: (Pictured above & below) L-R, Senator Shelly Short, Legislator Jaquelin Maycumber & NEW Health CEO, Desiree Sweeney



Open House: L-R Adam Jones, NEW Health CFO, Barbara Middleton, NEW Health COO, Senator Shelly Short, Desiree Sweeney, NEW Health CEO, Cara Cares, NEW Health CCO, Aric Ross, NEW Health Pharmacy Director and Wes McCart, Stevens County Commissioner.



## INTEGRATED CARE



NEW Health continues to strive to provide services to our communities and patients. With this strategic goal in mind, NEW Health opened three pharmacies co-located in our Colville, Chewelah and Nine Mile Falls clinics. Integrating these pharmacies aligns with our core values for patient centered care and quality improvement. Our primary care providers and pharmacists work together to assist all NEW Health patients to improve overall health outcomes.

NEW Health's innovative approach to pharmacy delivery ensures patient safety. Using technology such as: EYESCAN machines that digitally photograph pill counts prior to filling and use a locked medication bagging system. Medications are placed in the bagging system after filling and prior to pickup. The computer locked bags release when staff fulfill the checklist to ensure the medication and patient are accurate.





# PATIENT CENTERED CARE AND QUALITY



NEW Health strives to continue to improve patient experience and enhance the quality of the care we provide. In March, we converted to ATHENA Health, an Electronic Health Platform.

This improved the delivery of care with streamlined documentation, online portal and coordination with hospitals, specialists and others. The portal allows patients to engage with their care team and access their patient chart. This access improves the patient experience.

NEW Health achieved an overall average of **91%** on patient satisfaction.



“I am very happy with the service and referrals through this office for the last 10+ years. The staff is wonderful! All are friendly and caring, like family. I always smile when I walk out as they wish me a nice day. It's a very clean, professional, friendly, and warm place to go. They go out of their way to do what they can to help you in any way they are able. I **HIGHLY RECOMMEND** this place for your health needs! Tell your friends!”

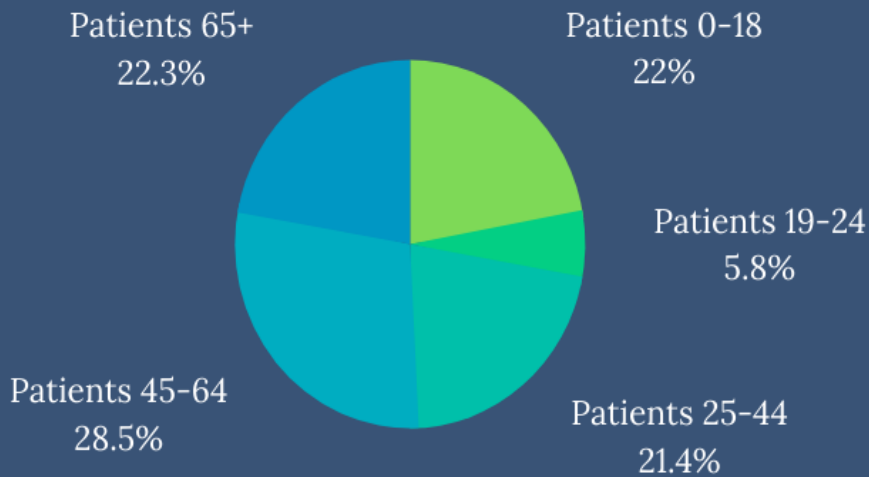
Sheila R. (5 star Google Review)

# OUR PATIENTS

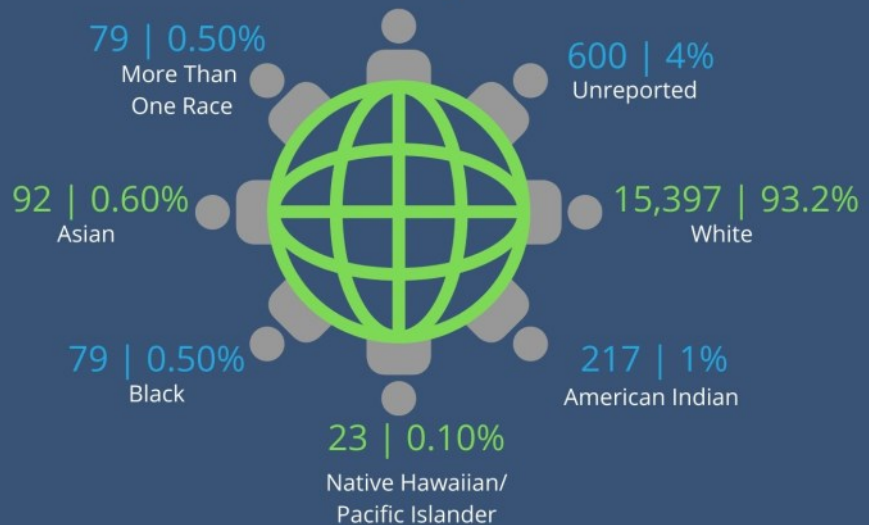
16,525 Patients | 64,160 Visits

(\*2019 UDS)

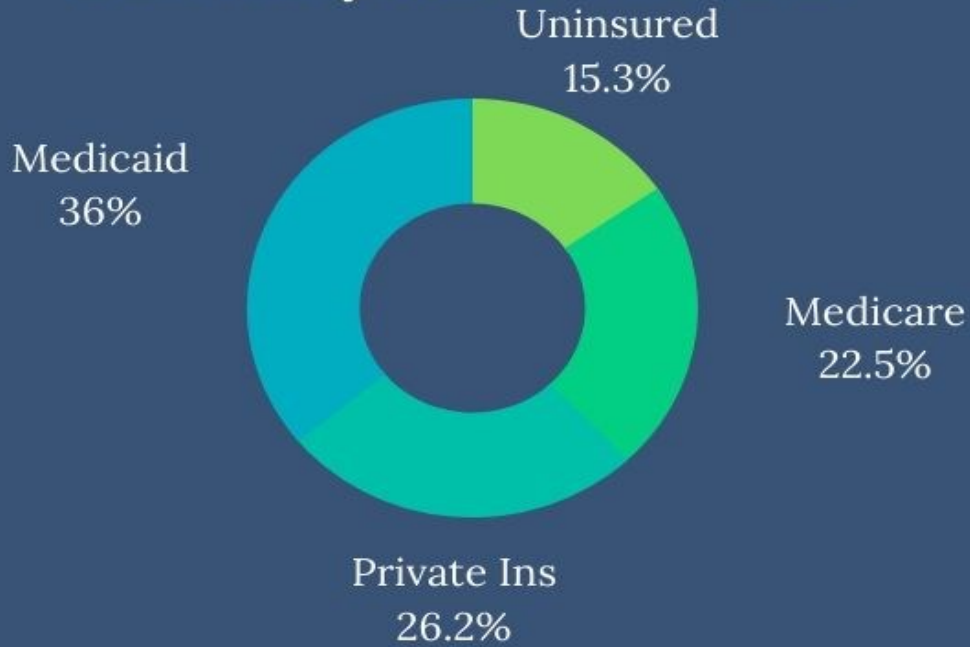
## Patients by Age



## Patients by Race



## Patients by Insurance Status



Veterans Served 932



Homeless Served 76

# OUR HEALTHCARE COMMUNITY



# 183

## Employees

NEW Health employees enrolled in:

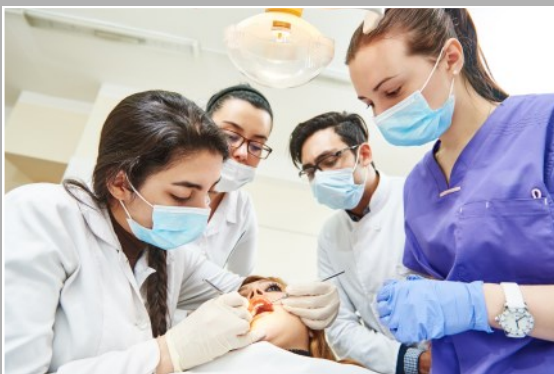
**11** National Health Services Corps Loan Forgiveness Program

**3** Washington State Student Loan Forgiveness Program

Learning at NEW Health:

**3** Rural Residency rotations at  
NEW Health clinics

**52** Clinical student rotations including;  
MD/DO, NP, PA, MA, and hygienists



# COMMUNITY ENGAGEMENT



Health Center Week August 4th –10th  
WA-District 05 Representative Cathy McMorris-Rodgers and NEW Health Executive Leadership team –  
L-R Vickie Nussbaum, Maja Zucec, Aaric Ross, Cathy McMorris-Rodgers, Desiree Sweeney, Cara Cares, Adam Jones & Barbara Middleton.

Community advocacy meeting for local issues. This meeting: “Working Together to Improve Broadband for Rural Washington” addressed broadband limitations in rural communities and the impact to the education, health and vitality of the residents.



NEW Health staff have a little bit of fun at a local parade to bring awareness to whole person healthcare.

*Proudly serving our communities since 1978*



Northport Medical Clinic – 1978

Our first NEW Health Clinic.

A community that is engaged and working together can be a powerful force.

- Idowu Koyenikan

# NEW HEALTH LOCATIONS

Medical | Dental | Pharmacy



Chewelah

Colville

Ione

Loon Lake

Nine Mile Falls

Northport

Springdale



Colville

Nine Mile Falls

Springdale



Chewelah

Colville

Nine Mile Falls



EOE & PROVIDER