The attached document was submitted to the Washoe County Board of Commissioners during the meeting held on September 26, 2017, by Charles Duarte for Agenda Item No. 7 and included here pursuant to NRS 241.020(8).
About CHA

• Non-profit tax-exempt organization in Northern Nevada

• Community Health Center

• Provides medical, dental and behavioral health care services—many additional services
Mission

➢ To provide quality, affordable, comprehensive health services to all.
We’re not who we once were

- Formerly known as HAWC (Healthy Access Washoe County), formed in 1995 to serve the working uninsured
- Merged with St. Mary’s Mission Outreach in July of 2012 to create who we are today, Community Health Alliance
- Improved services, new management, expanded programs, and more health center openings
6 Health Centers

- Wells Medical/Dental Health Center
- Record Street Health Center
- Neil Road Health Center
- Sun Valley Health Center
- Center for Complex Care
- Sparks Medical/Dental Health Center

***Not including all WIC locations and mobile dental services***
Team Care Medicine Approach

Team Care Medicine Approach at all CHA centers

Quadruple aim:
- Better health care for the population
- Better care for individuals
- Lower cost through improvement
- Improved provider satisfaction
About Our Patients

- 30,000+ patients
- 90,000+ annual patient visits
- 60% Hispanic
- Majority Medicare/Medicaid, with uninsured as well

<table>
<thead>
<tr>
<th>Payor Source</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Insurance</td>
<td>20%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>53%</td>
</tr>
<tr>
<td>CHIP</td>
<td>4%</td>
</tr>
<tr>
<td>Medicare</td>
<td>5%</td>
</tr>
<tr>
<td>Private Insurance</td>
<td>18%</td>
</tr>
</tbody>
</table>
Our Staff

- 270+ staff
- 70%+ of staff are bilingual
- 50+ licensed clinical professionals, including:
  - Medical Providers (Physician, APRNs, RNs and PAs)
  - Behavioral Health Providers (LCSW, PhD, Psych APRN)
  - Dentists, Hygienists
  - Pharmacists
  - Dieticians
Our Main Services

- Primary Medical
- WIC
- Behavioral Health
- Pharmacy
- Primary Dental
Medical Services

- Primary Medical Care
- Pediatric Care
- Integrated Behavioral Health Care
- WIC
- Laboratory Services
- Pharmacy
- Immunizations
- Women’s Health Care
- Breast Health Program
- Healthcare for the Homeless
- Cancer screenings
Women, Infants and Children Nutrition (WIC) Program

- Ten locations in Reno, Sparks and the North Valleys
- Ronald McDonald Care Mobile
- Healthy food
- Nutrition counseling
- Fluoride varnish
- Breastfeeding support
- Low-cost car seats
- Help finding a physician or dentist
Behavioral Health Services

- Integrating behavioral health into primary care—caring for the whole patient
- Address unhealthy lifestyle habits including:
  - Smoking, overeating, anxiety, substance abuse issues, etc.
In-House Pharmacy

- **Locations:**
  - Wells Ave Health Center
  - Record Street Health Center
  - Sparks Health Center

- **Part of the 340 B Program**
- **Able to get pharmaceuticals at heavily discounted prices**
Health Care for the Homeless

- We serve homeless patients at all 6 of our health centers.

- Homeless patients are eligible for free services including:
  - Primary medical care
  - Immunizations
  - Lab services
  - Family planning services
  - Prescriptions
  - Dental services
  - Behavioral health services
    - Partnership with Children’s Cabinet for services
    - Additional addiction support groups hosted at VOA and Reno Works specific classes
Health Care for the Homeless

- Partnering with Reno Works Program
- Attending VOA Staff Meetings
- Substance Abuse group counseling at VOA on a weekly basis
- New Dental Services Available
- Welfare eligibility worker will be on site to provide additional services
Our expert dental team provides:

- Preventative Care
- Routine Cleanings
- Restorative Dentistry
- Extractions
- Root canals
- Sealants
- Varnishes
- Dentures/Partials

Three permanent locations:
- Wells Family Dental
- Sparks Family Dental
- Record Street Dental Care for the Homeless
Mobile Dental Outreach

- Mobile dental programs
- Crossroads Partnership
- Cavity Prevention Program
- Children’s Restorative Program
- Adult Mobile Outreach
  - Senior Mobile Dental Program
  - Pregnancy Mobile Dental Program
  - Mobile Dental Program-Renown Healthcare Center
Additional Services, Programs, and Partnerships
Health & Wellness Classes

CHA has recently started teaching classes to our Senior community at the Neil Road Community Center, right across from our Neil Road Health Center.

Classes taught include:

- Oral Care
- Monitor your medications
- Nutrition Education
Transportation Services

➢ Transportation is a huge barrier in access to care for patients

➢ We help facilitate transportation for our patients via partnerships with local taxi companies, RTC, MTM, and AHN

Transportation Services
Healthy Weight Program

- CHA offers free nutrition counseling services to patients.

- Serves children ages 5-18; children under 5 years can be seen by the WIC Registered Dieticians, CHA Pediatrician and Clinical Psychologist

- Food provided at meetings from FBNN

- Geared towards:
  - Pre-diabetic patients
  - >95th percentile BMI for age
Food Bank of Northern Nevada

Bridging Gaps in Food Security:

- Survey given at visit to screen patients for food insecurity
- Permanent food pantry location at our Wells Health Center
- Mobile Pantry site for entire community every 3rd Wednesday of the month
Exchange Enrollment Facilitators (EEF) Program

Exchange Enrollment Facilitators:
- Connects patients with available resources
- Provides patients with case management services
- Helps patients apply and enroll for insurance and Medicaid
Additional Community Partnerships

- Washoe County Social Services
  - Kids Kottage
  - Crossroads

- Renown
  - Pediatric and dental emergency diversion
  - WIC

- Northern NV HOPES
  - HIV and Hepatitis C treatment
  - Dental referrals to CHA

- UNSOM
  - Project ECHO

- UNR Department of Psychology
  - Clinical doctoral externships

- UNR School of Community Health Sciences
  - Public Health internships

- State of Nevada Division of Public and Behavioral Health

- Health Plan of Nevada
  - Scheduling access for new patients

- Access to Health Care Network

- Care Chest of the Sierra Nevada

- Northern Nevada Adult Mental Health Services

- Children’s Cabinet
  - Behavioral health services

- Walgreens 340B program

- Susan G. Komen

- Reno Diagnostic Centers

- Northern Nevada Dental Society

- Northern Nevada Adult Mental Health Services

- Washoe County School District
Payment Options

- CHA health centers are not free clinics; with the exception of homeless services.
- All Medicare and Medicaid accepted
- Payment plan options
- Sliding fee discount based on income and household size.

Sliding Fee Scale
For More Information:

➢ Visit our website:
  • www.chanevada.org

➢ Like/follow us on Facebook/Twitter:
  • Community Health Alliance

➢ Call for an appointment:
  • 775-329-6300
Questions?

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