

COMMUNITY HEALTH ALLIANCE

Quality, Affordable, Comprehensive Health Services for All

Annual Report

2018-2019



Table of Contents



3

Vital Health Resource in Our Community

4

Letter from Oscar Delgado, CEO

5

Continuum of Care and Our Core Model



6

Our Foundation and Contributors

8

A Year in Review



9

Community Impact by the Numbers

10

Financial and Demographic Highlights

11

Expanding Providers and Locations

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 a large 'O' and 'D' followed by a horizontal line.

CEO of Community Health Alliance

Board of Directors

- Jonnie Pullman – Chair and President
- Melinda Mendoza – Vice President
- Shaun Griffin – At Large Member
- Liliana Lopez-Estrada – Secretary
- Dan Carter, CPA – Treasurer
- Alex C. Woodley
- Daniel Spogen, MD
- Edward Ableser, PhD
- Frank Perez
- Diaz Dixon
- Jennifer Hagen, MD
- Matthew Thornton
- Paul Parent
- Reginald Stearne
- Ricardo Lucio-Galvan

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
U.S. Health Resources & Services Administration
USDHHS/Office of Population Affairs

\$10,000 – \$99,999

The Deborah & TJ Day Foundation
Delta Dental Community Care Foundation
The E.L. Cord Foundation
The Heidemarie Rochlin Foundation
The O'Neal Family Foundation
Susan G. Komen Nevada

\$1,000 – \$9,999

Alliance with the Washoe County Medical Society
Amerigroup
Mr. and Dr. Adam Anderson
Assured Partners Consulting
AT&T
Mr. and Mrs. Richard Banis
Benna Family Foundation
Blanchard Krasner & French
Mr. and Mrs. Kelly Bland
Dr. and Mrs. Rich Bryan
Consolidated Document Management Services
Cork Navillus Family Foundation Fund
Dermody Properties Foundation
The Douglas and Gloria Rumberger Foundation
Drinkwater Eaton Law Offices
Mr. and Dr. Michael Dupont
Edward Jones
Eide Bailly
Eldorado Resort Casino
Estelle J. Kelsey Foundation
E W McKenzie Foundation
Mr. and Mrs. Robert Ferrari
GI Consultants
Greater Nevada Credit Union
Ms. Peggy Hlatky
The Human Bean
Infinity Hospice Care
Mr. Michael Johnson and Ms. Sandra Beckett
Dr. and Mrs. William Keenan
Dr. and Mrs. Paul Knoop
Lewis Roca Rothgerber Christie LLP
Liberty Dental Plan Corp
L/P Insurance Services, Inc
McAbery Family Trust
Nevada Cement Company
Northern Nevada HOPES
Northern Nevada Medical Center

Ms. Catherine O'Mara
Oral Health America
Peppermill Hotel Casino
PhRMA
Mrs. Sandra Raffealli
REMSA
Reno Behavioral Healthcare Hospital, LLC
Reno Rotary Foundation
Renown Health
Ronald McDonald House Charities
Saint Mary's Regional Medical Center
Savage and Son
SilverSummit Healthplan
Mr. and Mrs. Michael Smith
Spruce, LLC
Switch
Mr. and Mrs. Kevin Sullivan
Mr. David Sundstrom and Ms. Ryoko Koga
Mr. and Mrs. Rick Trachok
Vegas Golden Knights Foundation
Wells Fargo
Western Nevada Supply
Western Physician Alliance
Mr. and Ms. Vic Williams
Wood Rodgers
Dr. and Mrs. Dennis Yamamoto

Additional Donors

Mr. and Mrs. Randy Acosta
Mr. and Mrs. Greg Adams
Dr. and Mrs. Daniel Ahearn
Mr. and Mrs. Chris Amundson
Dr. and Mrs. Dennis Anastassatos
Mr. Jason Anderson
Mr. and Mrs. Brian Arnold
Ms. Michele Attaway
Mr. Wesley Ayres
Ms. Betty Jo Baker
Ms. Marian Baldovino
Ms. Alicia Barber
Ms. Jane K. Becker
Ms. Rosalind Bedell
Ms. Theresa Bell
Mr. Robert F. Bertschinger
Mr. and Mrs. Dave Bianchi
Mrs. Ana Biselli
Mr. Timothy Boorda
Mr. Lucas Broten
Ms. Jeanne Brower
Mr. and Mrs. Robert Buhlig
Mr. and Mrs. Bo Burgarello
Mrs. Patricia Cafferata
Mr. John Carothers
Ms. Jennifer Carr
Mr. and Mrs. E.M. Carter
Mr. and Mrs. Rick Casazza
Ms. Donna Clontz
Mr. and Mrs. Gilbert F. Cochran

Ms. Judith Cole
Ms. Audrey Colley
Dr. Lisa Collier
Ms. Anne Cory
Dr. James Craner
Ms. Jennifer Crist
Mrs. Joy Crowley
Mr. and Mrs. Harold Curti
Mr. and Mrs. Anthony Czarnik
Mr. and Mrs. Kristopher Dahir
Mr. and Mrs. Michael Daines
Mr. and Mrs. James Davenport
Dr. and Mrs. Alvaro Devia
Mr. Kevin Dick
Mr. Diaz Dixon
Mr. Dean Dow
Mrs. J George Drews
Ms. Bernice Dribnis
Mr. and Mrs. Charles Duarte
Dr. and Mrs. David Dapra
Ms. Regina Dunbar
Mr. Gene V. Elliott
Ms. Laura Evasovic
Ms. Peg Farrar
Mr. and Mrs. Bob Felder
Dr. and Mrs. David Fiore
Mr. and Mrs. Daniel Fyfe
Mr. and Mrs. Mark Gaetke
Mr. Eric Gerken
Mr. and Mrs. Michael Gilbert
Mr. and Mrs. David Gonzales
Mr. Ray Gonzalez
Mr. Garrett Gordon
Ms. Lillian Gothberg
Mr. and Mrs. Jim Greenhalgh
Mr. Shaun Griffin
Ms. Dixie Grossman
Ms. Julie Gwin
Dr. Jennifer Hagen
Dr. and Mrs. Thomas Hall
Ms. Lynette Hamilton
Mr. Randy Harmatz
Ms. Marva Harris
Mr. John Helmreich and Ms. Nancy Ritchie
Mr. and Mrs. Roger L. Henderson
Dr. and Mrs. George H. Hess
Mr. Daniel Hight
Ms. Lacey Hour
Ms. Marimar Inurriaga
Ms. Angie Irizarry
Mr. Richard Jay
Ms. Lyn Karol Blumenthal
Mr. James Kelly
Mrs. Virginia Kersey
Mr. and Mrs. James Kidder
Mr. and Mrs. Christopher King
Klaich Animal Hospital
Mr. and Mrs. John Kleppe

Ms. Diane Klund
 Mr. and Mrs. Bill Kolton
 Mr. Don Kowitz and Ms. Tracy Figler
 Ms. Celia Kupersmith
 Ms. Arden Lee
 Ms. Valerie Leitko
 Mr. and Mrs. Matthew Leone
 Mr. and Mrs. Warren Lerude
 Mr. and Mrs. Michael Lewandowski
 Ms. Kristin Loebbecke and Mr. Al Stavitsky
 Ms. Lupe Lopez
 Ms. Bonnie Lowder
 Ms. Rita Malkin
 Ms. Raina Malone
 Ms. Denise Mandelbaum
 Dr. Francine Mannix
 Mr. Jacques Maye
 Mr. and Mrs. Scott McAbery
 Mr. Michael B. McDonald
 Ms. Maureen McElroy
 Mr. Royle Melton
 Ms. Steph Meyer
 Ms. Melinda Montoya
 Ms. Rita Marshall
 Ms. Anna Marton
 Ms. Marilyn Monroe
 Ms. Robin Monteith
 Dr. and Mrs. Jay Morgan
 Ms. Mary Lou Moser
 Mr. and Mrs. Rusty Nash
 Ms. Afton Neufeld
 Dr. Benita Ng
 Mr. and Mrs. Randy Niederberger
 Ms. Felicia O'Carroll
 Ms. Sandra Ocegueda
 Mr. and Mrs. Jonathon Olivas
 Ms. Nettie Olivario
 Ms. Donna Olsen Satterfield
 The O'Mara Law Firm PC
 Ms. Janice Ono and Mr. Tim Wiener
 Mr. and Mrs. Guy Packer
 Mr. and Mrs. Lawrence Paige
 Mr. Paul Parent
 Ms. Marilyn Parsons
 Mr. and Mrs. Craig Paulsen
 Ms. Rosa Pavia-Alvarez
 Ms. Cecelia Pearce
 Mr. Frank Perez
 Mr. and Mrs. Michael Petre
 Ms. Annette Piccirilli
 Ms. Jacqueline Pistorello
 Mr. Ernie Pomin
 Ms. Alise Port and Mr. Lucas Foletta
 Mr. George Postrozny and Ms. Donna Luch
 Mr. and Mrs. Chris Potts
 Premier Physical Therapy & Sports
 Performance
 Ms. Margaret Price
 Ms. Jonnie Pullman
 Ms. Donna Quante
 Ms. Beatyenne Rasmussen
 Ms. Julia Ratti and Mr. James Cavanaugh
 Mr. Trevor Rice
 Mr. Dave Ritch
 Mr. Keith Roberts
 Ms. Joan Rodican
 Dr. and Mrs. Michael Rodolico
 Ms. Emma Rodriguez

Mr. Patrick J. Rogers
 Ms. Marguerite Ross
 Mr. and Mrs. Nicholas Rossi
 Mr. and Mrs. Craig Sande
 Ms. Paula Sargent
 Mr. Dean Schultz
 Mr. and Mrs. John Schuster
 Mr. Jerry Scolari
 Mr. Brian Segneri
 Ms. Karen Senger
 Ms. Darcy Shepard
 Ms. Danielle Serpa
 Dr. and Mrs. Steven A. Shane
 Ms. Neila Shumaker
 Mr. Paul Sieben
 Mr. and Mrs. Mike Slimak
 Smart & Final
 Mrs. Dianne Smith
 Mr. and Mrs. James Smith
 Ms. Brenda Staffan
 Dr. Danielle Stage
 Ms. Julie Stage-Rosenberg
 Ms. Birdie Starr
 Mr. Reginald Stearne
 Mr. and Mrs. Brad Steelman
 Ms. Lucy Stoy
 Swill Coffee and Wine
 Ms. Diane Thornhill
 Ms. Barbara Thornton
 Ms. Vickie Tippet
 Mr. Michel Tissier and Ms. Kerry Seymour
 Mr. and Mrs. Jim Toner
 Mr. and Mrs. Alan Van Guilder
 Mr. and Mrs. Eric Von Schimmelmann
 Mr. and Mrs. Marcus Waite
 Ms. Sharon Walbridge
 Mr. and Mrs. Brian Whalen
 Ms. Jenn Wheeler
 Ms. Mary Wherry
 Mr. Jerry Whitehead
 Mr. and Mrs. Carl Wilfrid
 Ms. Leslie Wittkopp
 Ms. Carol Wilson
 Mr. and Mrs. James Wilson-Jeppson
 Mr. Alex Woodley
 Mr. and Mrs. Bryan Young
 Ms. Marlene Young
 Ms. Monica Zepeda
 Mr. and Mrs. Ronald Zideck

In-Kind Donors

4th Street Bistro
 4th Ward School
 American Girl Dolls
 Andelin Family Farm
 Anne Cory
 Aramark Zephyr Cove Resort & Marina
 Artown
 Atlantis Casino Resort Spa
 Aura Salon
 Back Yard Farms
 Beaujolais Bistro
 Beautiful Bearded Man
 Big Horn Olive Oil Company
 Bonanza Casino
 Bruka Theatre
 Buenos Grill

Charlie's Place
 Churchill Arts Council
 Churchill Vineyards
 Club Pilates
 Costco
 Crystal Parrish
 Decorating Den
 Eclipse Pizza
 Eclipse Running
 Fisher Family First Chiropractic
 Fitness Connection
 Golf Tips Magazine
 Grand Sierra Resort
 Grizzly Ranch Golf Course
 Grocery Outlet
 Harrah's/Harvey's
 JJ's Suspenders
 Kaia Fit
 KNPB Channel 5
 Lake Tahoe Shakespeare Company
 Lokal Salon
 Marjorie Williams Photography
 Mrs. Rollan Melton
 Moana Nursery
 Morrey Distributing
 National Championship Air Races
 Need 2 Speed
 Nevada State Museum
 Nicole Davis Massage
 Northern Sierra Dutch Oven Group
 Nothing Bundt Cakes
 Nugget Casino Resort
 Office of Senator Dean Heller
 Quick Space
 Race 178
 Reno 1868 FC
 Reno Aces
 Reno Chamber Orchestra
 Reno Little Theater
 Reno Philharmonic
 Reno Rodeo
 Reno Brew Bike
 Scott Harvey Winery
 Sierra Meat & Seafood
 Sierra Nevada Cosmetic + Laser Surgery
 Silver & Blue Outfitters
 Silver State 98
 Tahoe Pyramid Bikeway
 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

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

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

84,236	Prescriptions filled
18,095	Vaccinations provided

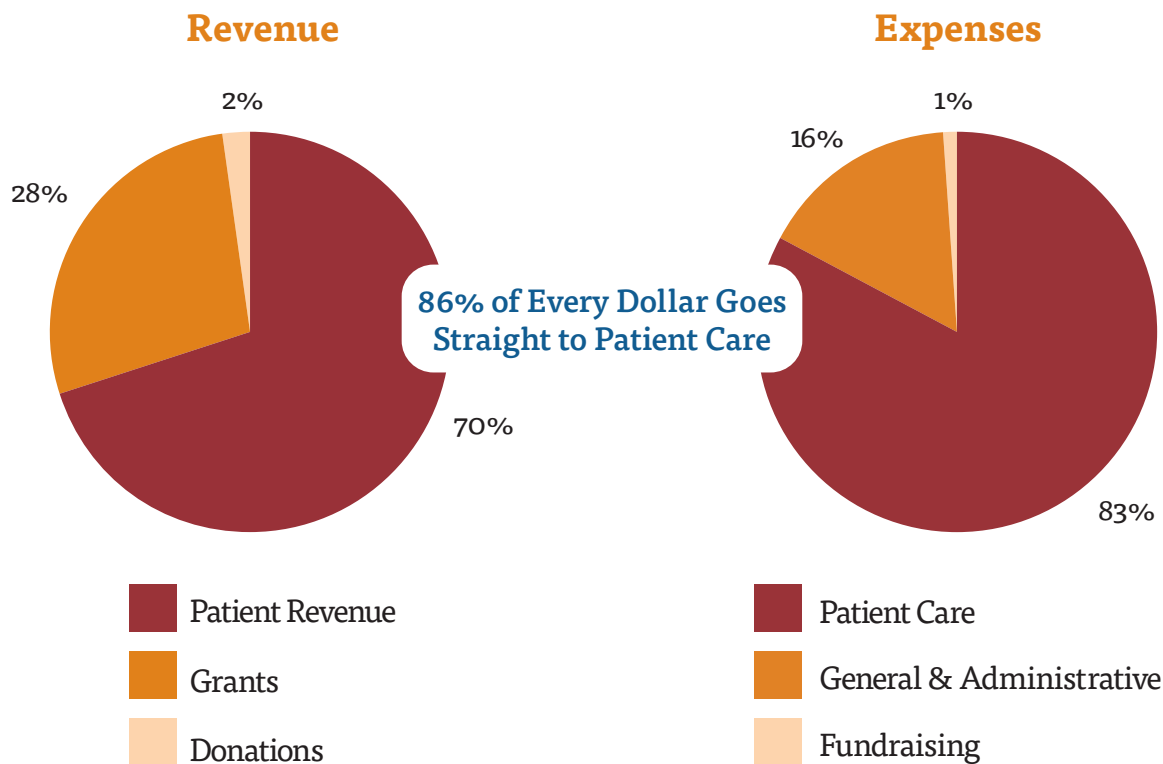
Women, Infants, and Children (WIC)

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

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

7 Physician Assistants

15 Advanced Practice
Registered Nurses

8 Licensed Practical
Nurses

33 Medical Assistants

9 Behavioral Health
Specialists

15 Dentists

10 Hygienists

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

**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

(775) 329-6300
www.chanevada.org

