



**Washington
Association for
Community Health**
Community Health Centers
Advancing Quality Care for All

The Heart of Care

Treating the Whole Person & Serving Communities with Comprehensive Care



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From their inception in the mid-20th century, Community Health Centers (CHC) have taken whole-person, whole-community care as the center of their mission. As community-based and patient-directed organizations, health centers are situated to serve the unique needs of their patient populations with the provision of tailored, innovative services and programs.

 **Comprehensive Care describes the services offered which address the whole person - inclusive of aspects of their mental, physical, and social needs.**

Areas of care may include:



Primary Care



Behavioral Health



Dental Care



Vision Care



Social Needs

In 2019, CHCs in Washington served more than 1.2 million residents at over 350 clinic sites, offering primary and behavioral health services as well as vision and dental care. Washington's CHCs also provide supportive services that promote access to care such as translation, education, transportation, and connections to social services organizations.

Health centers reduce health disparities by improving the care management of patients with complex needs as they respond to the unique needs of their diverse communities, serving members at all stages of life. Washington's health centers act as trusted and integral partners in their communities by delivering high quality comprehensive care in areas with limited access to affordable health services.

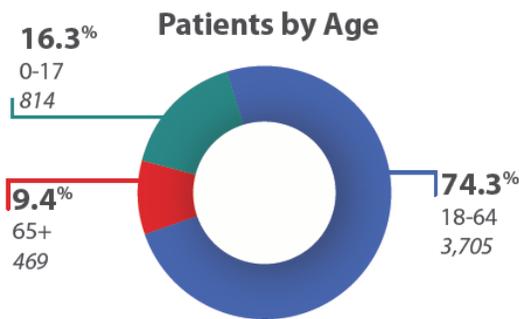
The following CHC profiles

highlight two Washington health centers' successes in delivering comprehensive care to the people they serve. The Seattle Indian Health Board provides community health care and services targeting the urban American Indian and Alaska Native population in the greater Seattle/King County area. Columbia Basin Health Association (CBHA) delivers a full range of services to the most vulnerable people throughout central Washington. We are grateful to these health centers for their time and willingness to share their experiences.

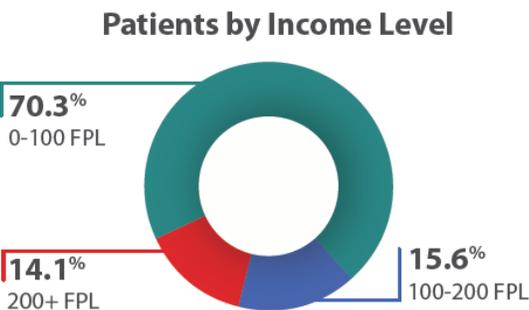
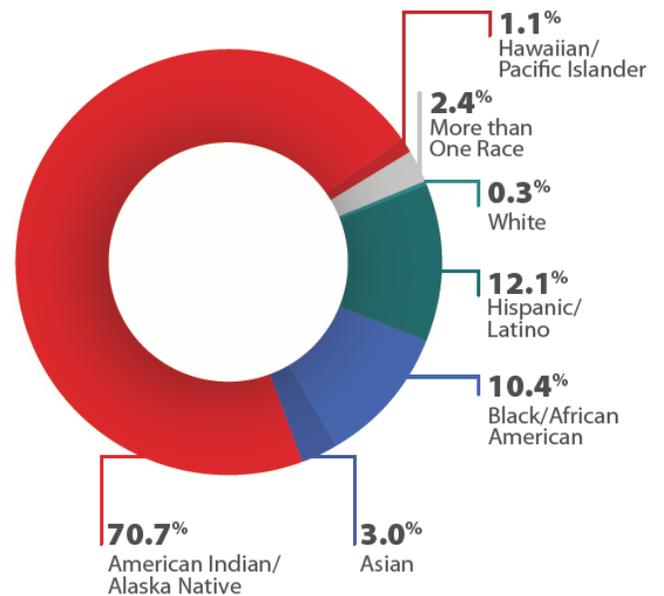


Seattle Indian Health Board
For the Love of Native People

4,988 Total Patients



Patients by Race/Ethnicity



SIHB Provides

Primary Care Services

- Primary medical care
- Traditional Indian medicine
- Dental care
- Behavioral health care
- Pharmacy
- Pediatric care
- Women’s health care
- Prenatal and obstetrics
- Substance use disorder treatment (inpatient and outpatient)

Preventive Care Services

- Nutrition
- Family planning
- Cancer screenings
- Blood pressure management
- Diabetes management
- Chronic disease management

Wraparound Care Services

- Community outreach and resources
- Insurance enrollment and eligibility
- Case management
- Specialty care referrals
- Interpretation/translation

Seattle Indian Health Board: Rooted in Indigenous Knowledge

Seattle Indian Health Board (SIHB) is where all people can go for a health check-up, teeth cleaning, pharmaceutical needs, and a COVID-19 vaccination, all in a single visit.

It is where urban Indians—Native people who live off federally defined tribal lands—find solace in being cared for by people who have a deep understanding of Native history, traditions, cultures, knowledges, and ways of being.

SIHB is a federally qualified health center and Urban Indian Health Program in Seattle's International District and has been serving King County since 1970. Born out of the activism movement of the 60s and 70s, the organization still carries social justice as a core value and commitment to its community and past leaders who fought for urban Indian rights and programs.

While it is known locally for its culturally attuned health and human services, SIHB has built a strong reputation nationally as a leader in healthcare advocacy. The organization also operates the Urban Indian Health Institute (UIHI)—a public health authority and one of 12 Tribal Epidemiology Centers in the country.

But one aspect that makes SIHB truly unique is its integration of Traditional Medicine throughout all components of its work.

“Every decision made, whether from a doctor to a patient or a staff member to an elected official, is done with intent and the health of Native people in mind. This is how we ensure a culture of wellness.”

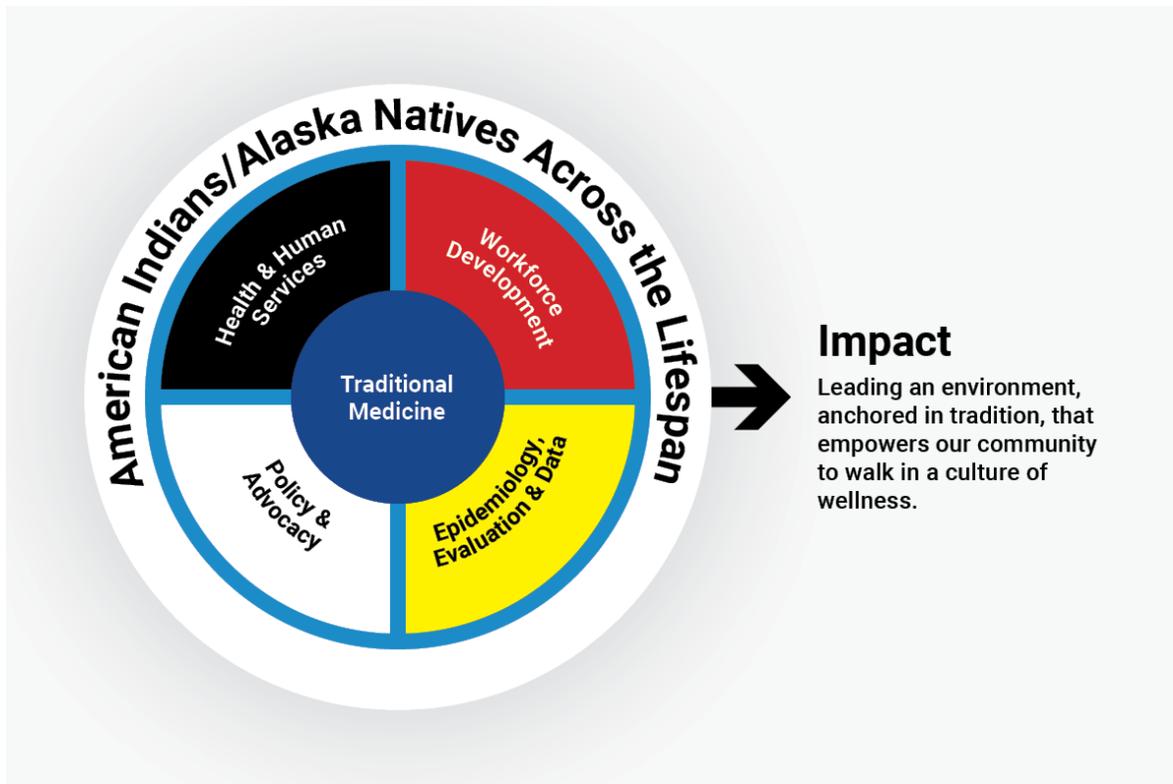
***Esther Lucero (Diné),
SIHB President & CEO***

Healthcare Informed by Indigenous Knowledge

In 2015, SIHB took steps to expand its rich history in advocacy, data research, workforce development, and health and human services. By harnessing the Indigenous knowledge that already existed within the organization and identifying the areas that needed growth, SIHB developed Indigenous Knowledge Informed Systems of Care—the integration of the organization's skills, services, and cultures.

The model placed Traditional Medicine at its center and allowed SIHB to fully integrate its health and human services to ensure balance between relatives' (patients') physical, emotional, mental, and spiritual health.

More specifically, the model would allow for the establishment of care teams, with each team consisting of primary care doctors, nurses, dentists, behavioral health specialists, pharmacists, case workers, and Traditional Indian Medicine practitioners who would all be available to a relative during a visit.



It would also allow for traditional health experts and practitioners to work with clinic staff and relatives (patients) who are interested in Traditional Indian Medicine healing methods. The model would even change the way SIHB referred to patients, which they now refer to as “relatives”—a term used in Native communities as a sign of respect.

In just a few short years, the organization was able to achieve the goals it set out to accomplish, allowing SIHB to implement Indigenous Knowledge Informed Systems of Care in 2017. Today, because of this model, SIHB can provide a multitude of culturally attuned services that not only centers Traditional Medicine, but also relatives during every visit.

“Traditional Medicine embodies the voices and memories of all tribal nations and is essential to the healing of our people.”

***Dr. Annette Squetimkin-Anquoe (Colville),
SIHB Chief Traditional Health Officer***

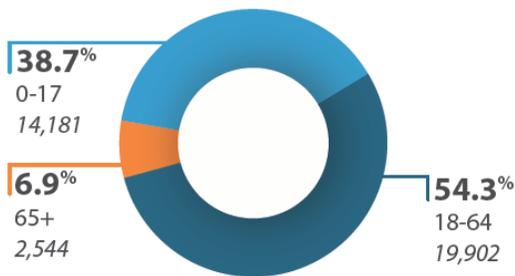
SIHB has seen an increase in staff, revenue, and patients every year from 2015-2020. And, despite the COVID-19 pandemic in 2020, SIHB was able to maintain all its staff and would eventually become the first health facility in the state of Washington to receive and administer the Moderna COVID-19 vaccine.

Visit www.sihb.org to learn more.

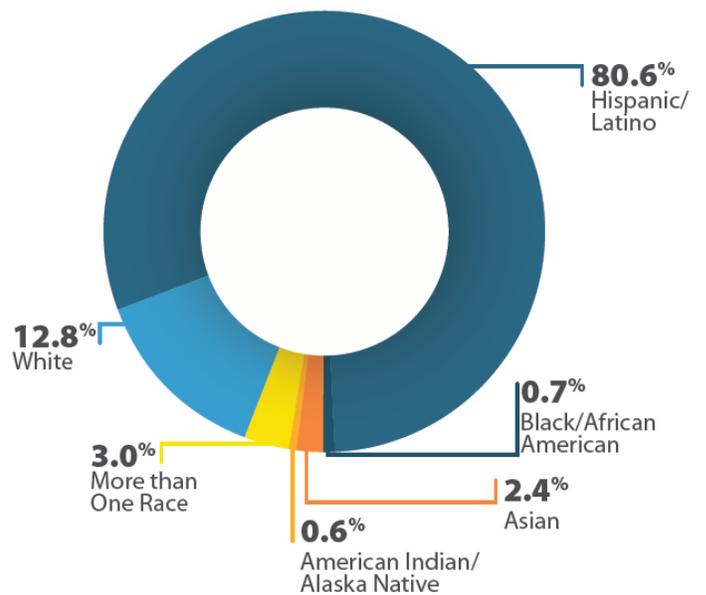


36,627 Total Patients

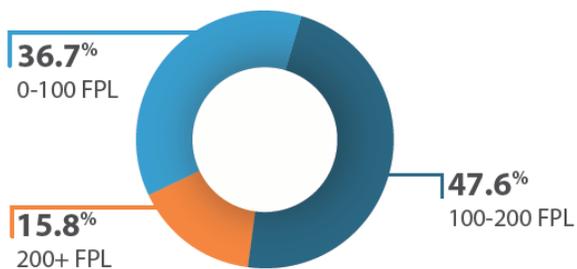
Patients by Age



Patients by Race/Ethnicity



Patients by Income Level



CBHA Provides

Primary Care Services

- Primary medical care
- Dental care
- Behavioral health care
- Pharmacy
- Pediatric care
- Women's health care
- Prenatal and obstetrics
- Substance use disorder treatment

Preventive Care Services

- Nutrition
- Family planning
- Vision and hearing screenings
- Diabetes management
- Chronic disease management
- Health education and promotion

Wraparound Care Services

- Interpretation/translation
- Community outreach and resources
- Insurance enrollment and eligibility
- Transportation
- Case management
- Specialty care referrals

Columbia Basin Health Association: A Model in Community Care

Columbia Basin Health Association (CBHA) was founded to serve as a bridge for the rural areas in Othello, WA and the surrounding areas. To address the needs of their low income and farmworker communities, CBHA enacted their vision - to bring as many services as possible to their area in a “one stop shop”.

In this rural area, sending a patient to a larger town for specialty care often meant that patients did without these services altogether. They often didn't get there due to transportation, time, financial, or language barriers. The expansion of services provided by CBHA has always been closely informed by the needs of the community. Vice President of Programs, Leo Gaeta, described this process, “If there is a need we can't meet, let's find out if there is a community partner who can. If there is nothing, we look at the possibilities of bringing that service line into the community.”

As examples of this approach, CBHA contracts with an out-of-town podiatrist to come to the clinic on certain days, providing podiatry appointments in the location that the patients need them. They hold agreements with regional hospitals to bring specialty care to the area, and host transportation services to ensure access to care. CBHA seeks to provide the services needed to compliment their medical care in order to treat the individual in the holistic approach.

Providing comprehensive, community-centered care in a rural setting has been an essential component to making this CHC survive and thrive. CBHA acknowledges that medical or behavioral healthcare won't succeed unless there is equitable access. CBHA aims to make all services and programs truly accessible to all of their patients, with interdisciplinary provider teams (including behavioral health clinicians, substance use providers, and health educators) acting at each of their sites.

“We will be a model of excellence in patient satisfaction in community and migrant health care and a community leader in initiating and developing collaborative relationships.”

CBHA Vision Statement

Engaging Patients & Community in Care

CBHA's Prenatal Passport program exemplifies their approach to providing whole-person care in an engaging, convenient manner. The Prenatal Passport creates a comprehensive pathway for patients to have a healthy pregnancy and baby by participating in 22 different appointments over 9 months. These appointments are coordinated to reduce the number of times a patient needs to come into the clinic. For example, CBHA might schedule a medical appointment on the same day as a patient signs up for WIC benefits and meets with a social worker. Other appointment types include eye care, dental checkups, ultrasound appointments, and meeting with a nutritionist. Every time the patient comes to the clinic, health educators teach a prenatal education topic that aligns with their stage in

pregnancy. When a patient completes their Passport, they receive an incentive of their choice – a play pen, high chair, or car seat.

Because of the Prenatal Passports success, CBHA has mirrored this program in Early Intervention Services for families with children experiencing motor or speech delays. If families attend all of the necessary therapy appointments for a year, they are rewarded with an interactive activity for parents and children, such as admission to a local children's center.

“Our work is a community effort. Working together, we’ll continue to make our CBHA communities among the safest and healthiest places to live.”

***Nieves Gomez,
CBHA CEO***

CBHA’s annual Mother’s Day Celebration provides another example of bringing culture, family, and community together around health. As an obesity prevention program for children, CBHA provides twice weekly lessons in traditional dance. The children then put on a performance to show their new skills to their families in an event taking place in May – Women’s Heart Month. Heart health education and resources are provided at the event alongside the celebration of culture and family.



Visit www.cbha.org to learn more.



Our Mission: To strengthen and advocate for Washington's Community Health Centers as they build healthcare access, innovation, and value.
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