Innovation Report

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

COMMUNITY HEALTH Care
MEDICAL • DENTAL • PHARMACY

Puyallup Health Center Designed for Patient Experience

Community Health Center's (CHC) new Puyallup site was created in direct response to the growing need for accessible, affordable, and comprehensive healthcare in East Pierce County. Many residents in the region, particularly in the smaller towns and unincorporated areas, have long struggled to access consistent care close to home. This new site helps fill that gap.

The Puyallup clinic brings medical and mental health care together in one place. In addition to CHC's behavioral health services, the site shares a co-located office with Comprehensive Life Resources, a community partner offering care for more complex behavioral health needs. This partnership allows patients to receive coordinated support during the same visit, improving access and continuity of care.



The health center offers:

- Medical care for all ages
- Behavioral health and substance abuse treatment
- Dental care, including emergency services
- Maternity and prenatal support
- Foster and adoption health care
- On-site pharmacy services
- Walk-in prompt care
- Assistance with housing, food, and insurance enrollment

Care Designed Around the Patient

The clinic uses a provider pod layout that places care teams in shared central work areas surrounded by exam rooms. This design improves coordination among staff and expands capacity to serve 2,500 more patients annually.

To learn more about CHC's new site, read the full report.

Designed with Patients and Community in Mind

A dedicated space provides timely care for children in foster and adoption programs. By offering a setting that prioritizes comfort and emotional safety, this program helps children engage more fully in their care. It also gives foster families and caregivers access to providers who understand the unique needs of children who have experienced instability or significant change. Based on CHC's deep understanding of community needs, the clinic was designed to enhance comfort for patients and teamwork among staff. By expanding services in this location, CHC aims to improve access and strengthen health outcomes for the Puyallup area.

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