



CHAPA-DE
INDIAN HEALTH

2017 Annual Report



Passionate People. Compassionate Care.



*The mission of Chapa-De Indian Health
is to advance the health and well-being of
American Indians and low-income individuals
living in our communities by providing convenient
access to high-quality, compassionate care.*

AUBURN HEALTH CENTER

(530) 887-2800
11670 Atwood Road,
Auburn, CA 95603

GRASS VALLEY HEALTH CENTER

(530) 477-8545
1350 East Main Street
Grass Valley, CA 95945





Lisa Davies, CEO

Dear Friends,

It was an honor and privilege to continue our expansion and growth throughout 2017. We are the strongest we have ever been financially and continue to break our internal records for the amount of care we are able to provide. In 2017 we were thrilled to deliver care during 77,101 patient visits.

We now have the strength of 234 staff members all working together to provide effective and compassionate care to our local communities. We have added new providers in both our Medical and

Dental Departments and have expanded our Nursing and Diabetes Departments to ensure our patients have all the information and tools that they need to be successful in achieving their health goals. We also expanded our Telehealth Services and MAT/Substance Use Services in an effort to improve the critical specialized support services offered to our patients.

A significant milestone was achieved when Chapa-De began offering Prenatal Care Services at our Auburn Health Center last March. We are so proud of our highly trained and caring staff that works diligently to provide this essential service to women in the Auburn region.

One of our most notable achievements of 2017 was the transition to a new Electronic Health Record (EHR) System at both our Auburn and Grass Valley Health Centers. The newly implemented EHR system allows Chapa-De to access real time, patient centered records that make information available instantly and securely. Patients can also access their health information online by logging on to Chapa-De's Patient Portal.

This transition has allowed our team to improve all aspects of the exceptional patient care that we offer our patients. Our new EHR system is a considerable investment in our infrastructure and will allow us to better serve our patients now and in the future.

While we have achieved a great deal, we look forward to continuing to work to meet the growing needs of our communities in 2018 and beyond.

Sincerely,

Lisa Davies, MPH
Chief Executive Officer

2017 BOARD OF DIRECTORS

Brenda Adams
Chapa-De Board Chair
UAIC Tribal Member

Gene Whitehouse
Chapa-De Board Secretary
UAIC Tribal Council Chairman

David Keyser
Chapa-De Board Vice-Chair
UAIC Tribal Council Member

Calvin Moman
Chapa-De Board Member
UAIC Tribal Council Member

John L. Williams
Chapa-De Board Member
UAIC Tribal Council Member

2017 LEADERSHIP TEAM

Lisa Davies, MPH
Chief Executive Officer

Darla Clark, MPA
Chief Operations Officer

Sierk Haitsma, BSA
Chief Financial Officer

Eric Osborn
Chief Information Officer

Tracy Thompson, DO
Medical Director

Pauline Karunakaran, DDS
Dental Director

Michael Mulligan, MD, MBA
Strategic Project Director

Brandon Bettencourt, RN
Director of Quality Improvement

Melinda Carroll, RN
Director of Nursing

Debbie Arvay
Medical Practice Manager

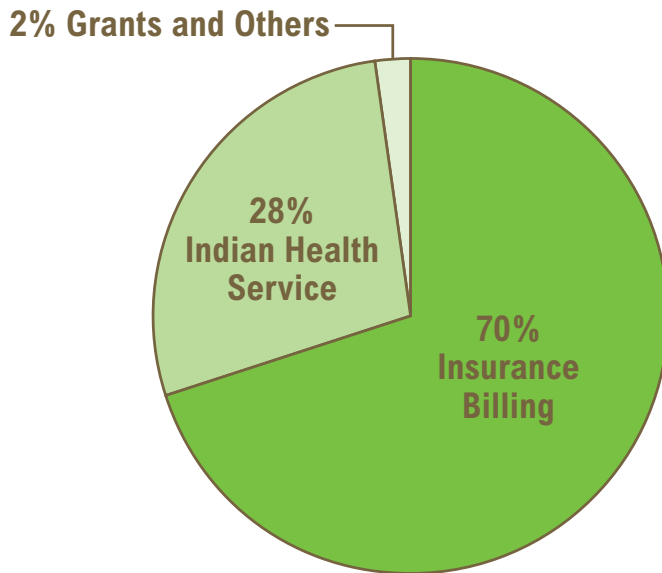
Cathy Murchison
Dental Administrative Manager

Pamela Padilla
Administrative Services Director

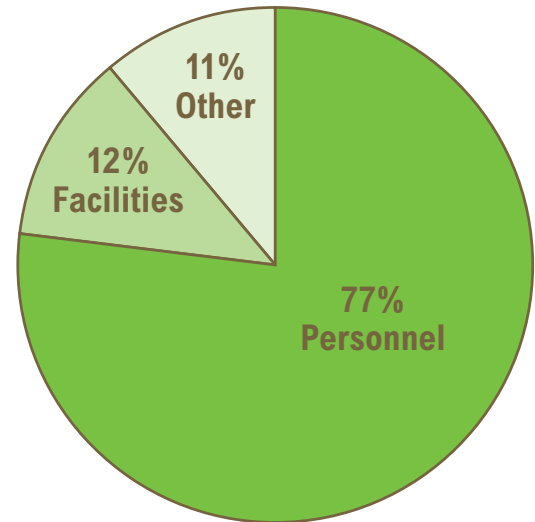
Shirley Atenta
Human Resources Manager

Budget

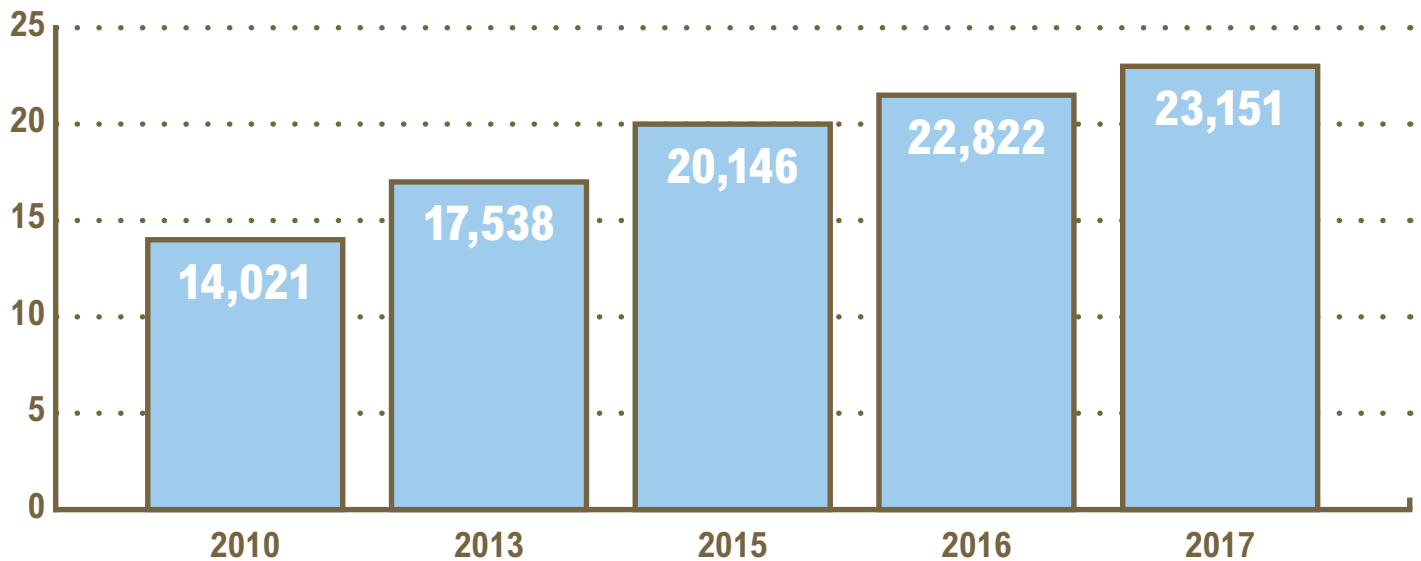
Revenue Mix



Expenditures



Our Patients



Active Patients:

23,151

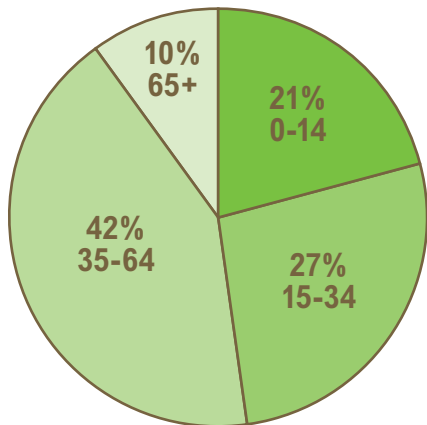
Patients Seen in 2017:

18,027

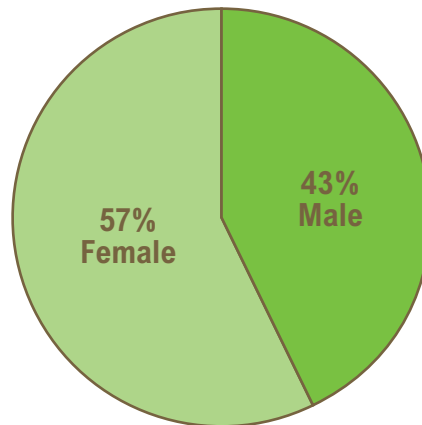
*Have had at least one visit in the last three years

Patient Demographics

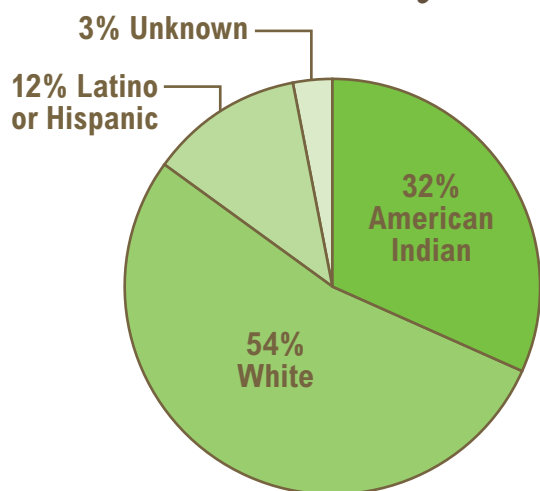
Age



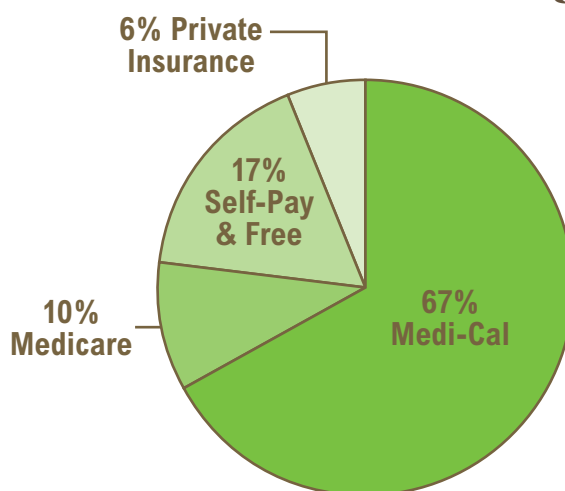
Gender



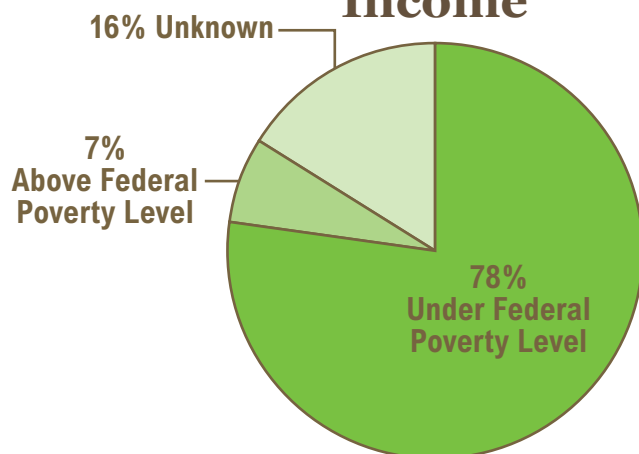
Ethnicity



Insurance Coverage



Income



HIGH QUALITY CARE

Chapa-De is committed to providing high value, effective care. This means that we closely monitor specific health indicators to confirm that our patients are receiving the care they need when they need it.

These metrics include a mixture of preventative health measures (such as tracking how many of our patients have received recommended cancer screenings) as well as chronic care management measures (for example, the percentage of diabetic patients with well-controlled blood sugar).

We compare our results to national averages and standards to help us see where we are excelling and where we need to improve.

Chapa-De participates in the following quality measurement programs:

- **HEDIS**
(The Healthcare Effectiveness Data and Information Set)
- **GPRA**
(The Government Performance and Results Act)

Please visit our website for additional information about these programs and our results.

Chapa-De is accredited by:



Patients Visits:
77,101

DENTAL: 31,875

MEDICAL: 35,684

**BEHAVIORAL
HEALTH: 7,561**

OPTOMETRY: 1,981

Other Key Encounters

**Health Education /
Case Management:**
5,079

**Phlebotomy /
Lab Services:**
4,183

Pharmacy Transactions:

Prescriptions Dispensed

2017	AU	GV
January	6,551	2,747
February	6,449	2,616
March	7,276	3,071
April	6,490	3,019
May	7,602	3,239
June	6,984	3,421
July	6,244	3,047
August	6,977	3,342
September	6,147	3,328
October	6,665	3,643
November	6,755	3,649
December	6,933	3,378
	81,073	38,500

Top 10 Reasons Patients Seek Care at Chapa-De

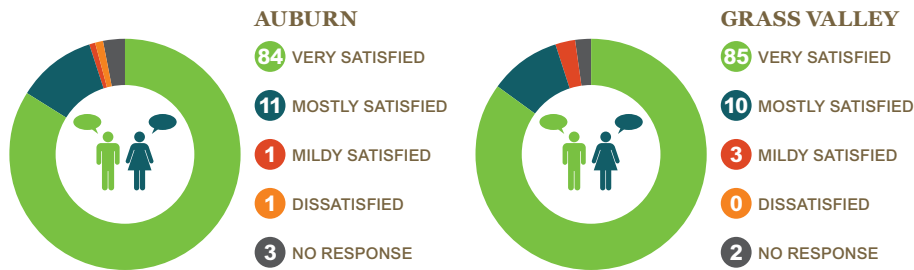
- 1 Dental Services
- 2 Depression
- 3 Cold / Allergy / Flu
- 4 Psychiatric Complaint
- 5 Panic / Anxiety
- 6 Hypertension
- 7 Diabetes Management
- 8 Medical Screenings
- 9 Vision Disorders
- 10 Neck/Back Pain

OVERALL PATIENT SATISFACTION

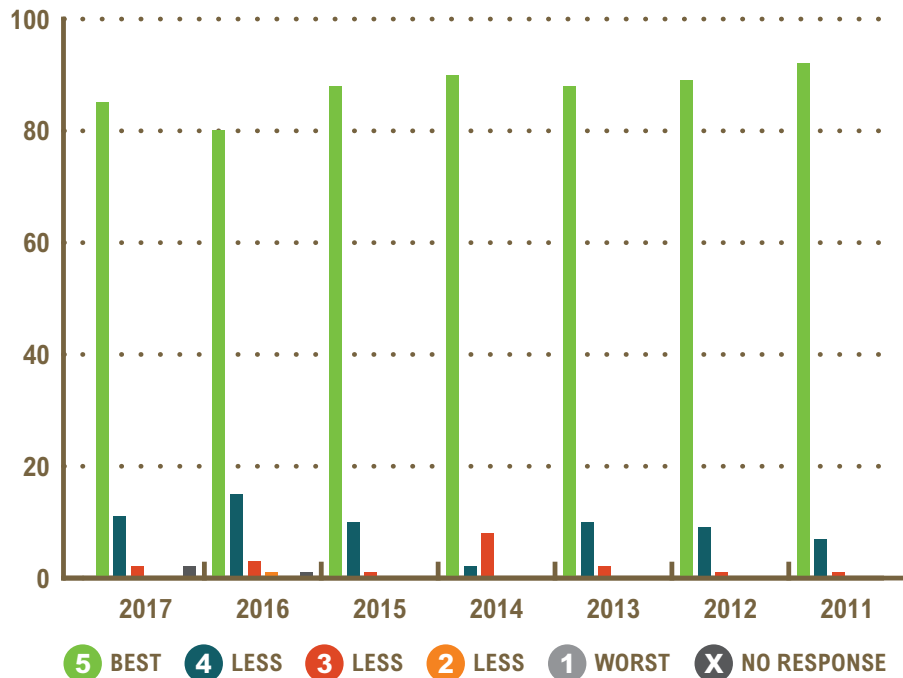
of SERVICES RECEIVED AT CHAPA-DE



MORE THAN 8 OF EVERY 10 PATIENTS ARE VERY SATISFIED



Overall Patient Satisfaction Trend



QUALITY IMPROVEMENT AT WORK

Through training and process improvement, we were able to improve how consistently we delivered the following screenings and assessments during the 2017 GPRA Year:

Diabetes Screening and Care

Chapa-De improved in every single category related to Diabetes Screening and Care and regularly exceeded the national targets in these areas.

66% of diabetic patients were assessed for Retinopathy (46% in 2016)

Retinopathy assessments are a critical screening that helps to prevent a diabetic patient from losing their vision and is the area in which we had the *largest improvement* (20% improvement from 2016)!

78% of diabetic patients were assessed for Nephropathy (63% in 2016)

93% of diabetic patients had their A1c levels assessed (87% in 2016)

Prevention Screening

30% of patients were screened for HIV (14% in 2016)

52% of patients were screened for Colorectal cancer (36% in 2016)

2017 Highlights

Active Grants

Core Support • \$21,000
Blue Shield of California

Dental Supplies • \$25,000 in Materials
California Dental Association /
Henry Schein Cares

Dental Transformation Initiatives • \$130,253
California Rural Indian
Health Board (CRIHB)

Diabetes Playbook • \$9,000
Center For Care Innovations

Telehealth FTE • \$50,000
Center For Care Innovations /
California Healthcare Foundation

Information Technology Enhancement • \$50,000
Indian Health Service

Diabetes Treatment • \$329,591
Indian Health Service Special
Diabetes Program For Indians

Chronic Care Management • \$50,000
Kaiser Permanente

Baby Luv Program Supplies • \$1,000
Jim and Judy Ganulin Family Fund
at Placer Community Foundation

Collaboration with Auburn Renewal Center and Latino Leadership Council to Educate Hispanic Adults on Diabetes • \$7,799
Sutter Health Foundation



Staff Growth

We continue to expand and grow in response to the needs of the communities that we serve. We ended the year with 234 staff members working together to provide top quality care.

Tuition Assistance Program

Chapa-De is proud to offer our employees a very comprehensive benefits package, which now includes tuition reimbursement. We believe in nurturing the potential of our staff and applaud our employees who continue their education and training to advance their skills and ability to care for our patients.

LED Lighting Project

Chapa-De cares for our environment. We have successfully transitioned all of our light fixtures to new, energy efficient LED lighting. This will reduce our energy consumption and lower our energy costs.

Employee Carpool Program

As a public service and because we value responsible community citizenship, Chapa-De has developed a Carpool Program designed to provide incentives to employees who voluntarily rideshare in their local commute. Participants are eligible for monetary rewards and reserved parking.

New Electronic Health Record (EHR) System

A Positive Change for Chapa-De and Our Communities

One of our most notable achievements of 2017 was the transition to a new **Electronic Health Record (EHR) System** at both our Auburn and Grass Valley Health Centers. The newly implemented EHR system allows Chapa-De to access real time, patient centered records that make information available instantly and securely.

The EHR is a digital version of a patient's paper chart, which contains medical history, diagnoses, medications, treatment plans, immunization dates, allergies, radiology images, laboratory results and more. This transition has allowed our team to improve all aspects of the exceptional patient care that we offer our patients.

Patients can also access their health information online by logging on to Chapa-De's **Patient Portal**. Our Patient Portal provides a fast and convenient way to:

- Keep track of upcoming appointments
- Request new appointments
- Review health history and test results
- Review current medications
- Request medication refills
- Send secure email messages to care team(s)

The screenshot shows the Chapa-De Indian Health website. At the top, there is a navigation bar with links: Home, About Us, Services, Patient Resources, Employment, Contact, and Donate. Below the navigation bar is a large banner image of a healthcare provider examining a young girl's ear. Overlaid on the right side of the banner is the text "Welcome To Chapa-De!". Below the banner is a section titled "Passionate People. Compassionate Care." with a button that says "Already A Patient? Go To Patient Portal". Below this section are four columns: "Mission Statement", "Chapa-De Values", "Our Philosophy", and "Who We Serve", each with a small image and a brief description of the organization's mission and values.

Our new EHR system is a considerable investment in our infrastructure and will allow us to better serve our patients now and in the future.



New Services

Compassionate Care at Every Visit

Prenatal Care Services

In March of 2017, Chapa-De began offering Prenatal Care Services at our Auburn Health Center.

Services for expecting mothers include education to better understand and manage pregnancy, regular pregnancy assessments and family planning assistance as well as classes and support for child birth, breast feeding and caring for their new baby. In addition to regular appointments, our Baby Luv Program helps women get the education and services needed for a healthy pregnancy and healthy baby.

As part of the Baby Luv Program, Chapa-De prenatal patients receive incentive points for completing regular pregnancy appointments and educational classes. These incentive points can then be redeemed in Chapa-De's Baby Luv store for baby clothing, blankets, monitors, boppy nursing pillows and much more.

“It [my experience at Chapa-De] has been pretty excellent. From the front desk, to the doctors, to the nurses taking vitals – even the Phlebotomist is great! They ask, ‘how’s it going?’ It is not like the bigger healthcare providers.”

—Talía, a Prenatal & Baby Luv Program Patient

MEET TALIA

Prenatal & Baby Luv Program Patient

Talia, a patient of Chapa-De since 2013, and her husband Luis are expecting their first baby, a little girl, due on May 25th.

After learning that she was pregnant, Talia was referred to one of Chapa-De's prenatal care providers, Dr. Garchow. Talia said, “Dr. Garchow is amazing! My husband and I have both bombarded her with so many questions. She has been wonderful about answering all of our questions and has really prepared us. Every appointment has been great!”

As a prenatal patient at Chapa-De, Talia also participates in Chapa-De's Baby Luv Program, which provides additional resources and education to expecting parents. “After our first visit with Dr. Garchow, we also met with Cynthia in the Baby Luv Program. She helped us with insurance issues and, really, all the issues that we had. She pretty much said, ‘I’ve got this!’ and told us not to worry,” said Talia.

When asked about her overall experience at Chapa-De, Talia said, “It has been pretty excellent. From the front desk, to the doctors, to the nurses taking vitals – even the Phlebotomist is great! They ask, ‘how’s it going?’ It is not like the bigger healthcare providers.”

As Talia approaches her due date, she will start seeing the doctors at Camelia Women's Health who will deliver her baby at Mercy San Juan. “I look forward to being back at Chapa-De for my 6-week appointment and will have our baby visits here too!” said Talia.



Expanded Telehealth Services

At Chapa-De, we are proud to have expanded our Telehealth program, which offers a wide range of specialty care services through a live two-way video feed. Our Telehealth program lets patients see doctors who specialize in services like Cardiology, Neurology, Gastroenterology, Nephrology, Endocrinology, Rheumatology, Psychiatry, Dermatology, and Infectious Disease – without leaving Chapa-De.

Our state-of-the-art telehealth equipment, which is available at both of our locations, connects patients with these specialists using a video screen and secure internet connection.

MEET MICHAEL How Chapa-De's Telehealth Services Saved His Life

Michael is a patient of Dr. Bobbi Tenwolde at our Auburn Health Center. During his visit, Dr. Tenwolde discovered that Michael was suffering from infarcted adrenal glands. Without timely treatment, this condition would prove fatal, as one cannot survive without adrenal glands.

In order to treat Michael, a complex series of testing had to be performed through consultation with an endocrinologist. A standard referral to an endocrinologist would have taken several months to schedule – which was not nearly quick enough for the severity of Michael's condition.

Through the help of Chapa-De's Telehealth Services, Dr. Tenwolde was able to initiate a telemedicine consultation with an endocrinologist who was able to quickly diagnose Michael. From there, Dr. Tenwolde was able to begin life-saving treatment for Michael.

In Michael's case, Telehealth Services were critical in providing quick access to specialized care and immediate treatment of a life-threatening medical condition

Expanded MAT/ Substance Use Services

We now offer Medication-Assisted Treatment (MAT) for opioid use disorders at both Chapa-De locations. We have a team of specially trained doctors, addiction nurses and behavioral health specialists dedicated to supporting our patients in their recovery from addiction to opioid pain medications and/or heroin.

The MAT program offers a comprehensive three-phased approach, which includes:

1. Medication to suppress cravings and alleviate the symptoms of withdrawal (we use buprenorphine/naloxone, also known as suboxone)
2. Behavioral Health Assessment and Care
3. Nurse Case Management and Weekly Stabilization Group Visits

“I got amazing support. I could call anytime and always felt that no matter what, the MAT Team, especially Dr. Stevens, were always there for me.”

—24-year-old Chapa-De MAT Patient

A Medication Assisted Treatment Success Story

In 2017, a 24-year-old woman arrived at Chapa-De for an appointment with her primary care medical provider. She had been a patient of Chapa-De for a little over a year and came in to ask for help. She shared that she had been clean and sober from IV heroin use for 8 months but had relapsed. She went on to explain that her boyfriend had been in a serious motor vehicle accident and had been prescribed pain medication. Unfortunately, this led them both to abusing his medication and getting opioid pain pills on the street. She heard about the new Medication Assisted Treatment (MAT) Program at Chapa-De and was ready to get clean.

Her medical team immediately referred her to Annie Mascorro, one of Chapa-De’s Nurse Case Managers for Substance Use Disorders. Annie met with the patient, assessed her readiness and discussed the details and requirements of the MAT program. It was also discovered during this visit that the young woman was 5 weeks pregnant. This news came as a shock but provided even more motivation for this young mother to get clean and sober.

The patient was reassured knowing her doctor, Alinea Stevens, was skilled in both Prenatal Care and MAT and would stay with her throughout her pregnancy and sobriety journey. When asked about her experience, the young woman said, “I got amazing support. I could call anytime and always felt that no matter what, the MAT Team, especially Dr. Stevens, were always there for me.”

The baby’s father also joined Chapa-De’s MAT Program because he also wanted to be a sober parent.

Today, they have a happy and healthy 5-month old son and are a stable, clean and sober family because of the treatment and support they receive through Chapa-De’s MAT Program.



Partnering for Community Health and Well Being

Caring for Community

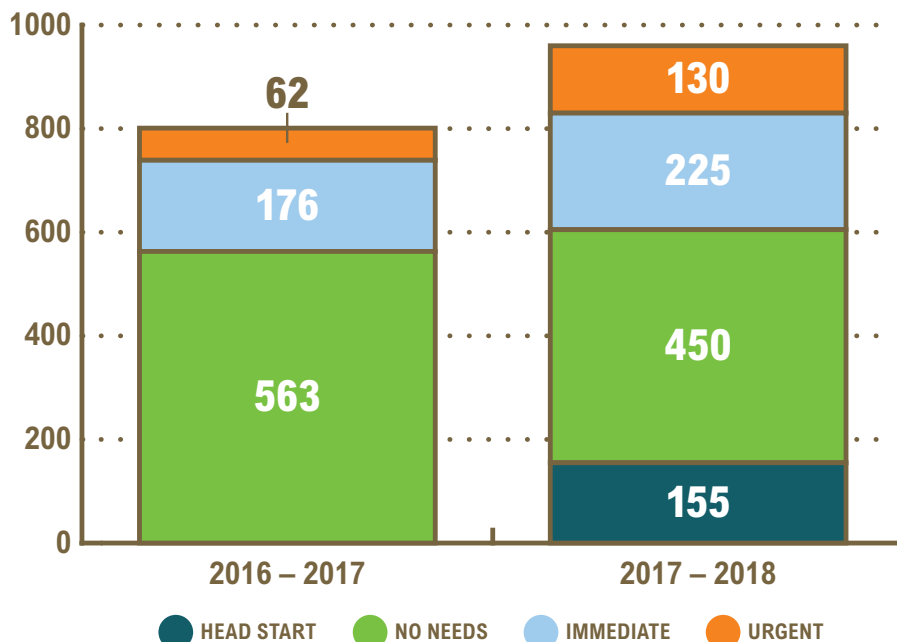
Community Dental Screenings

During the 2016-17 school year, our Dental and Diabetes Departments partnered with four local schools, local Head Start Programs and WIC to provide free dental screenings and to educate the community about proper oral healthcare and healthy lifestyle choices.

Schools Served:

- United Auburn Indian Community Tribal School
- Auburn Elementary School
- Rock Creek Elementary School
- Alta Vista Community Charter School
- Head Start Programs in Placer and Nevada County

Through these events, we were able to **deliver free services to 960 children!** Of those children, 834 were at the elementary schools and 126 were preschool aged children at the Head Start Programs.



We encourage you to contact Chapa-De if you would like our team to visit your school!

Through our partnership with WIC, Chapa-De staff also participated in 6 Dental Day events in the Auburn office and 1 day at the Kings Beach WIC, which provided dental assessments to over 40 children and pregnant mothers. In addition to providing dental screenings and fluoride applications, we were also able to schedule follow-up appointments at Chapa-De for interested families.

Spanish Speaking Diabetes Classes

Chapa-De was proud to collaborate with Sutter Health, the Auburn Renewal Center and Latino Leadership Council to present a series of diabetes classes, called Vivir Saludable con Diabetes, to Spanish speaking members of the Auburn community and surrounding areas. The classes educated patients about the importance of controlling diabetes and offered methods to prevent complications and to improve wellbeing.

The four classes covered:

1. **En El Camino Hacia Un Mejor Control De Su Diabetes**
(Better Control of your Diabetes)
2. **La Diabetes y La Alimentación Saludable**
(Diabetes and Healthy Eating)
3. **Revisar Su Glucosa en la Sangre (A1C)**
(Checking your Blood Glucose)
4. **Como Continuar Su Recorrido Con La Diabetes**
(Continuing your journey with Diabetes)

Staff within Chapa-De's Diabetes Department developed the curriculum for these classes by adapting key content from the Living Well with Diabetes Classes that are offered at Chapa-De Health Centers. Latino Leadership Council committed one of their Spanish Speaking Promotoras to translate the curriculum and to lead the Classes after completing training with Chapa-De. The Auburn Renewal Center hosts the classes at their location and refers patients that present at their free clinic into the classes. Sutter Health provides critical program funding.

This has been a very positive project that has worked to benefit our larger community. We look forward to continuing and expanding on this type of collaboration.

Community Health Days

In partnership with River City Medical Group and California Health & Wellness, Chapa-De hosted two Community Health Days at our Auburn (Saturday, May 6) and Grass Valley (Saturday, May 20) Health Centers last year.

The events were able to provide free health screenings and services for over 150 children and adults. Nearly 40 local community partners also participated and share information about their local programs and resources.

Holiday Food Drives

During the 2017 Holiday Season, Chapa-De teamed up with the Placer Food Bank and the Nevada County Food Bank to host holiday food drives at our Auburn and Grass Valley Health Centers. We encouraged team members to collect non-perishable food items from November 13 through December 11. To make this a fun competition, a pizza lunch was awarded to the team that filled their barrel first.

In total, we were able to collect over 1,000 pounds of food for those in need!



Partnership with Placer Food Bank

Placer Food Bank Referral Program

According to Feeding America's Map the Meal Gap Report, there are over 45,000 residents in Placer County and over 14,000 residents in Nevada County who experience food insecurity. To help combat this, Chapa-De partnered with the Placer Food Bank to connect individuals and families struggling with food insecurity with local resources.



Placer Food Bank is helping Chapa-De better serve our patients in three important ways:

1. Placer Food Bank provides **"Food Prescription Pads"** to healthcare teams in our Medical, Dental, Optometry and Behavioral Health Departments. Providers give food prescriptions to patients who express concern about the cost of healthy food or who share that they do not have enough to eat. Our care teams encourage these patients to call the number on the prescription to get immediate food assistance and/or for help signing-up for CalFresh, which can provide money each month to buy healthy food.
2. Placer Food Bank also developed a **co-branded Referral Form** that we hand out to every patient when they check-in for their appointments. If the patient chooses to complete the form, we send it via secure email to the food bank who then follows-up directly with the patient to discuss food resources including CalFresh.
3. Placer Food Bank's CalFresh Team also sets up **outreach tables at our health centers** each month to help patients complete CalFresh applications. They also maintain a comprehensive list of local food distribution sites that they share with our patients, so they know where they can go for help.

We thank Placer Food Bank for helping to make these important resources available to our patients!

Placer Food Bank Free Farmers Market Diabetes Risk Assessments

In September, Chapa-De's Diabetes Department provided free diabetes risk assessments and helpful nutrition information at one of the Placer Food Bank's Farmer's Market events. In total, over 250 individuals were able to receive evaluations from Chapa-De's team. We look forward to continuing this partnership in 2018.

Community Outreach Events

Throughout 2017, Chapa-De attended several community events where we were able to provide free health screenings and educate individuals about our affordable healthcare services.

These events included:

- Placer Empowering People Event – October 2016
- Chana High School Family Night – March 2017
- Placer Collaborative Network Resource Fair – April 2017
- Grass Valley Aging & Disability Conference – July 2017
- Sierra Nevada Children's Services Family Appreciation Event – August 2017
- Placer Food Bank Free Farmers Market – September 2017
- Auburn Seniors Health Fair – October 2017



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