



**One
Community
Health**



2022

ANNUAL REPORT

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Welcome from the CEO

When we conducted our annual employee survey, we asked team members to describe One Community Health's (OCH) culture. The word that rose to the top was **inclusive**.

Inclusion is core to our identity and mission. It reflects the feeling of being welcomed and valued, regardless of differences, and being treated with respect and fairness. At OCH we strive to create an environment of inclusion for everyone we engage with - coworkers, patients, partners, and our community.

As you review our annual report, I encourage you to look at it through the lens of inclusion and how the progress we have made this year has moved the needle for all those we serve.

I am very proud of our teams' efforts this year to launch La Clínica and expand Wy-Kan-Ush-Pum's services, providing mobile health care to medically underserved communities; host Fiesta Cultural del Gorge to celebrate and honor Hispanic Heritage Month; grow our school-based services; and partner with the Oregon Health Authority to offer COVID "Test to Treat" access.

At the same time we were busy launching new outreach efforts, our teams stayed focused on delivering excellent patient care, achieving a 94% overall patient satisfaction rating while serving 1 in 4 residents of the Gorge. These achievements would not have been possible without the inclusive spirit that makes it a joy to serve at OCH. I hope you have that feeling every time you visit us.

Max Janasik
Chief Executive Office
One Community Health

Our Mission:

To advance health and social justice for all members of our community

For 36 years One Community Health (OCH) has worked to advance health and social justice for everyone working and living in the Columbia River Gorge. Through the years, OCH has sought ways to bring care to populations facing geographic, economic, and other barriers that create health disparities. In 2022, OCH debuted La Clínica, a new mobile clinic that could help overcome some of these very issues.

"We serve four counties which include many small, rural communities. People who live in these communities are much farther away from vital services like medical, dental, and behavioral health care. Many people within these communities face barriers to accessing health care, like inadequate childcare, working multiple jobs, and having unreliable

transportation," says OCH Director of Preventative Health, Gladys Rivera. "There are people living in locations like the Native American 'in-lieu' fishing sites and migrant farmworker housing that have never had services come directly to them, and they experience poorer health outcomes due to systemic inequities."

Thanks to the generous donation of a mobile clinic from Mosaic Medical in Bend and grant funding from the Oregon Health Authority, OCH launched the newly-outfitted "La Clínica" in April 2022. The name "La Clínica" pays homage to OCH's roots as "La Clínica del Cariño."



Our mission in action

La Clínica



La Clínica mobile health unit features an exam room, ultrasound machine, mini laboratory, and other equipment that allows the mobile clinic team to deliver urgent and chronic disease care and screenings. A sub-zero vaccine fridge is stocked with immunizations for COVID and influenza, along with vaccines for other adult and childhood illnesses. Additionally, the mobile clinic is equipped for tele-behavioral health visits with OCH's team of Behavioral Health Consultants.

La Clínica has already established a regular schedule visiting Native American "in-lieu" fishing sites, homeless pallet shelters in The Dalles, Cascade Locks, and rotating orchards and farmworker housing locations. The mobile clinic has also provided health care at community events, including the LGBTQIA+ Pride Month parade, migrant farmworker vaccine clinics, as well as school registration and sports physical days.

In 2023 the clinic will further expand its reach to Washington state communities, more employers, and schools in The Dalles and Dufur. Creatively using resources and space, La Clínica will be hitting the road to bring care to the people who need it most.



316
Vaccines



4,500
Miles driven



803
Visits



6
Weekly sites



Patient Data

20,959

Total patients

75%

Below 200%
Federal Poverty Level

4316

Patients without
health insurance

29%

Preferred language
Spanish

42%

Identify as Hispanic

30%

Migrant or seasonal
farmworkers

1 in 4

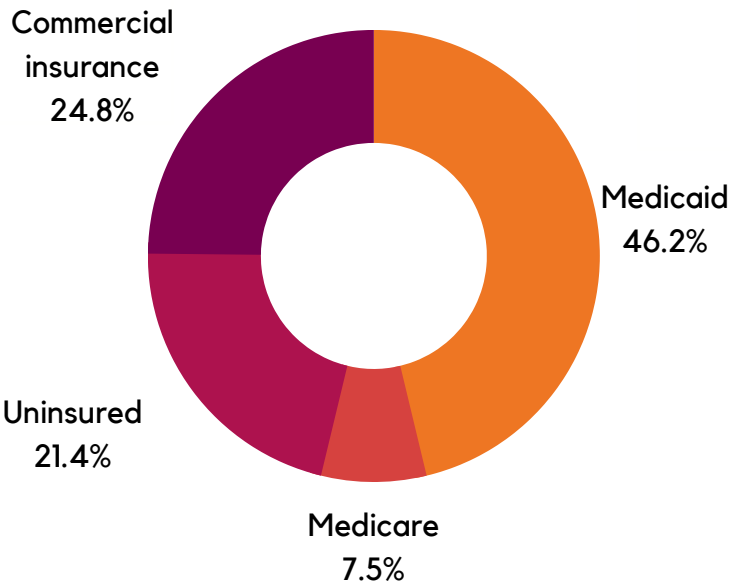
Residents of the
Gorge visited OCH
for care

Age of Patient Population

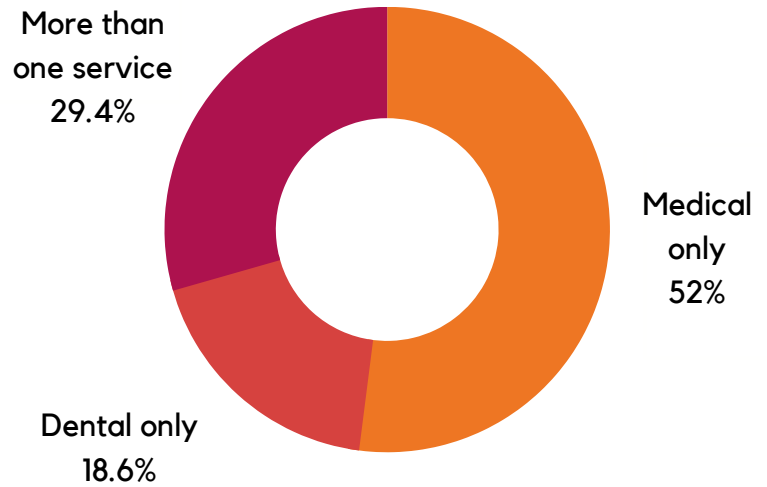


0-18 years old - 29.3%
 19-64 years old - 59.6%
 65+ years old - 11%

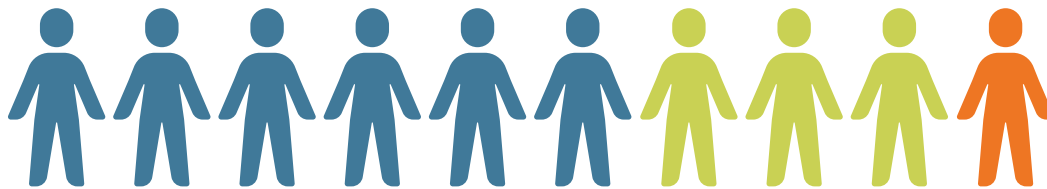
Insurance Coverage



Patient Cross-Serve Rates



Service Lines as Percentage of Visits



Medical - 64.4%
 Dental - 29.3%
 Behavioral Health - 6.3%

One Community Health Values Accountability

Like the rest of the health care industry, One Community Health (OCH) staff have felt the strain of working for 3+ years during a global pandemic. Now, more than ever, investing in our employees is vital to the health and well-being of our community, patients, and organization.

Tuition Assistance Program

OCH focused on employee growth and promotion, particularly for those from communities underrepresented in management and leadership roles. In addition to internal training and mentorship programs, OCH began providing tuition assistance in 2022. Employees were able to apply for up to \$2,500 in reimbursement for the school year, with preference given to first-generation college students. A total of \$25,000 was available for OCH employees for the 2022-2023 school year.



Top Workplace Award

OCH was named a Top Work Place by *The Oregonian*, including Oregon and Southwest Washington's best places to work! The award was based on employee engagement survey results and this was OCH's second year in a row to win the award, despite the tough labor market in 2022. On top of that, OCH received special recognition for its efforts surrounding Diversity, Equity and Inclusion (DEI). This recognition was especially meaningful because it aligns with our mission and organizational goals.



Investing in Our Employees

Medical Assistant Apprenticeship Program

Recruiting Medical Assistants (MAs) in a rural region that has a high cost of living has always been difficult, and the COVID pandemic did not help.

"We had numerous openings. We were providing COVID testing, vaccines, and primary care services, and we could not hire enough MAs to keep up. It was holding us back from being able to deliver care to the community," says Chief People Officer Jennifer Griffith. "We had to sit down and figure out a different way to approach this problem." Jennifer Griffith and Emily Higgins, Talent Acquisition Manager, knew there were great candidates within the community - and within OCH - who would like to become a MA, but couldn't afford a Medical Assistant training program, either because of debt or family commitments that would not allow for an unpaid internship.

Emily reached out to the Southern Oregon Workforce Investment Board (SOWIB), because SOWIB had launched a successful MA apprenticeship program that paid participants while they trained. OCH partnered with SOWIB and quickly started its own MA apprenticeship program that included 2,000 hours of on-the-job training and 156 hours of classroom education within a year. Each participant became a Certified Clinical Medical Assistant (CCMA) while being paid to gain experience in their new field.



"I wanted to become a MA, but as a mom of two I couldn't afford to not work full-time. The second I heard about this apprenticeship program I was ecstatic. The fact that I could now become a MA by learning and getting hands-on experience all while getting paid was exactly what I needed. I'm so grateful."

Crystal Laverty, Class of 2022



7

Graduates



\$328,000

Earned by graduates while learning



156

Hours of classroom time



2,000

Hours in a clinical setting



Teamwork

In 2022 One Community Health (OCH) expanded its school services offering virtual behavioral health, sports physical exams, well child checks, and staff vaccinations at different locations. Many of these were provided during school registration days, allowing the distribution of additional educational materials and COVID tests. These services complemented OCH's long-running School Dental Services Program and our School-Based Health Center (SBHC) at Hood River Valley High School.

School-Based Virtual Behavioral Health

In a 2020 community health assessment, 30% of eighth graders in The Dalles reported symptoms of depression. With generous grant funding, OCH was able to purchase telehealth equipment and develop a virtual behavioral health program for youth in Wasco and Hood River Counties. The program offers remote appointments with credentialed behavioral health providers during the school day, and coordinates care among parents, school counselors, and students. This telehealth program increases access to vital mental health services.



Student Dental Services

OCH offers dental services for children and teens within nine schools in the Hood River County School District, collaborating with schools to register as many students as possible for free, convenient services, including:

- Dental screenings
- Fluoride varnish and silver diamine fluoride
- Brushing and flossing evaluations
- Preventative fillings

Offering preventative care at school decreases barriers like transportation, time off work to take children to appointments, and lack of dental insurance. These on-site services allow kids to spend less time getting to an appointment and more time in the classroom.



Supporting Our Schools

On-Site Health Services

School-Based Health Centers (SBHCs) increase health and educational equity resulting in better attendance and academic outcomes, and provide critical access to mental health services. Our SBHC team knows how difficult it can be for parents to find the time to bring their children to a clinic. OCH received feedback from school staff that some students aren't able to get their sports physicals completed in time to participate in sports. With the use of OCH's mobile medical clinic *La Clínica*, SBHC staff visited middle and high schools in Hood River and Wasco Counties for sports physicals, well child checks, and immunizations. Bringing these exams to the schools reduced the some of the barriers to participating in sports they enjoy. This past year, OCH also provided flu and COVID vaccinations to Hood River County School District employees, helping teachers and school staff get the preventive care they need as well.



1508

School-Based Health Center visits



12

School events attended



815

Students registered for school dental services



6

Schools involved in virtual behavioral health over 4 districts



Trust & Transparency

In 2022 OCH continued its push to vaccinate the Gorge by providing COVID vaccines, both primary series doses and the newest COVID boosters in OCH clinics and on location at local employers and community events. To date, OCH has provided over 3,600 doses to migrant and seasonal farmworkers, largely through coordination with orchard managers by bringing vaccinations directly to the orchards. Important partnerships with packinghouses, orchardists, and other larger employers of the Latinx community have resulted in nearly 50% of all OCH COVID vaccines going to people who identify as Hispanic.

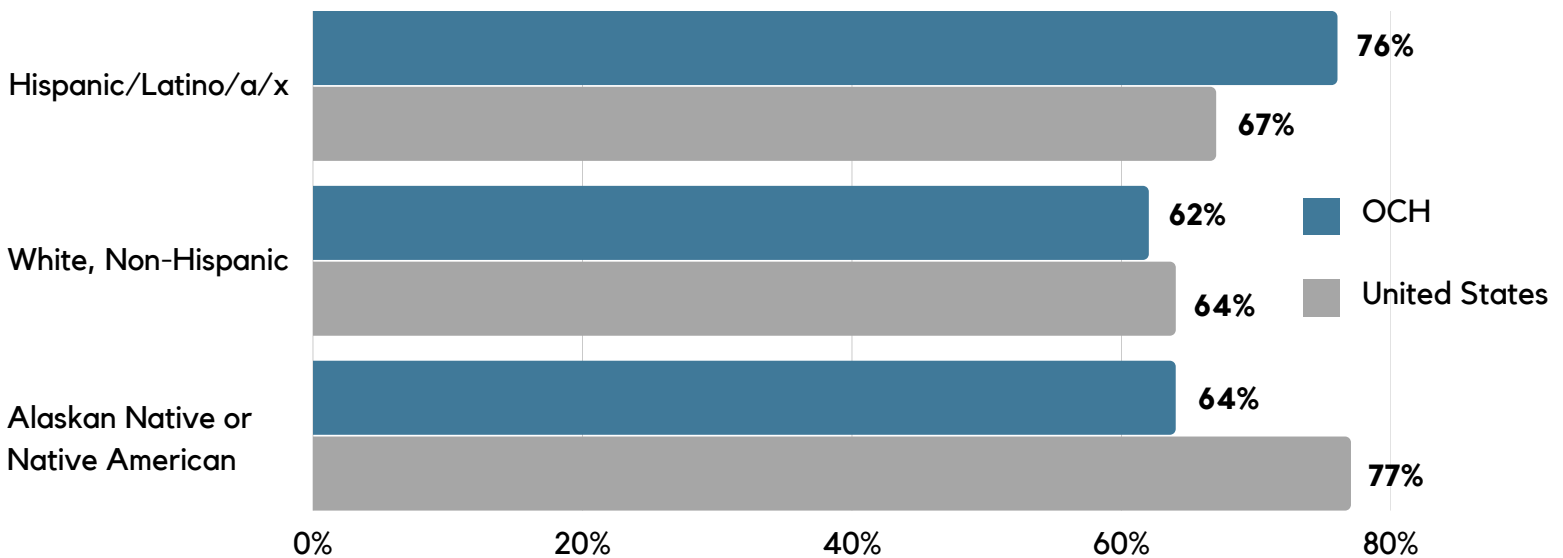
This past year OCH became one of two Federally Qualified Health Centers asked by the Oregon Health Authority to pilot two "Test to Treat" clinics in Hood River and The Dalles. These "Test to Treat" centers offer "one-stop shopping" for COVID services including:

- Drive-up rapid diagnostic COVID testing
- An evaluation by a medical provider
- Anti-viral treatments Paxlovid or Molnupiravir as needed, prescribed and dispensed on-site with no need to go to a separate pharmacy location.

COVID and influenza waves kept "Test to Treat" clinician schedules full; 28% of patients were under the age of five and 57% identified as BIPOC, or were under 200% of the Federal Poverty Level.

Rates of COVID Vaccination - OCH Patients vs. United States Population

Received at least one COVID vaccine dose



Leading Our Community Through the Pandemic

COVID Testing and Treatment



15,217

COVID tests administered on-site since 2020



65,500

At home COVID tests distributed in 2022



40,000+

N95 masks distributed in 2022



829

People treated by the Test to Treat team in 2022

COVID Vaccination



26,207

Total COVID vaccines administered since 2021



47%

COVID vaccines to people who identify as Hispanic/Latino/a/x



39%

COVID vaccines to people under 200% Federal Poverty Level



3,600+

COVID vaccines to migrant and seasonal farmworkers



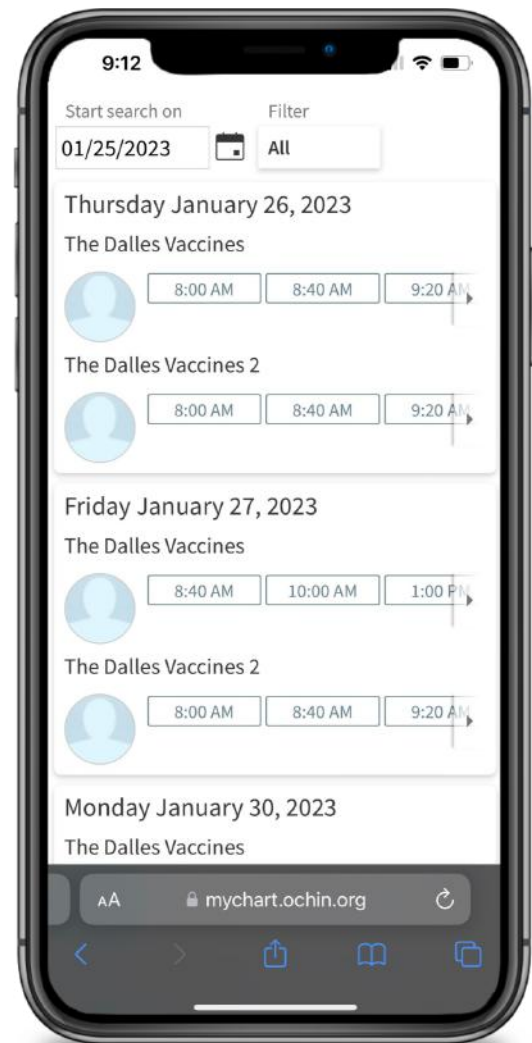
One Community Health Values

Innovation

OCH implemented new technology during the COVID pandemic that positively impacted how we communicate with our patients. New communication and online scheduling systems streamlined traditionally cumbersome and confusing processes; all improving our patients' experience at OCH.

Who hasn't been frustrated playing phone tag trying to schedule an appointment with your medical or dental office? Time spent trying to connect with someone over the phone is time our patients don't have. Many are juggling multiple jobs, childcare, and other responsibilities.

Our solution was to pilot online scheduling. Instead of having to schedule a vaccination over the phone, patients could make an appointment online. OCH also increased the use of text messages for health campaigns. For example, OCH staff could message large groups of patients needing vaccines all at once via text messaging. These systems saved a lot of time and allowed OCH staff to focus their energy on helping those patients who needed more assistance. Online scheduling was used in 2022 for vaccination campaigns, exercise classes, well child checks, and insurance enrollment appointments. In 2023 we plan to offer online scheduling for urgent care and preventative health services and will continue to use text messaging to let our patients know when it is time to see their provider or other care team members



Streamlining the System

In October 2022, OCH launched a more user-friendly and technologically advanced website. To come up with the design, each department within OCH provided a wish list of content and features they would like to see and OCH held focus groups to gather feedback from patients. The new website includes online scheduling and forms, videos, a career quiz, Medicaid eligibility questionnaire, calendars, health education, and news featuring upcoming events, groups, and classes.

During patient focus groups, patients also requested "how to" instruction for mobile phones and computers, so they could utilize online scheduling and OCH's patient portal, MyChart. These classes will kickoff in 2023 to assist patients in navigating OCH's digital applications and also improve their overall technology literacy.



82,121

Text messages sent



1,158

Appointments
scheduled online



101,000

Website visits



5

Focus groups



One Community Health Values

Empathy

The Columbia River Gorge is the home of Native American people from 32 different tribal communities. During the 20th century, to make way for river dams in The Dalles, John Day, and Bonneville, the federal government wiped out thriving Native American settlements along the Columbia River. During dam construction, federal officials had promised to provide new permanent housing for the Native Americans whose land was ultimately flooded as a result of the dams. Sadly, that housing promise never materialized.

Today, many Native Americans live near "in-lieu" and "treaty fishing access" sites along the Columbia River. These sites are all that remains of their once vast holdings in the region. During the height of salmon fishing season, tribal communities reach a peak population of approximately 1,200 people in the Gorge.

Tribal members living along in-lieu sites have few options for comprehensive, culturally tailored health care. The closest Indian Health Services clinic is located at least two-hour drive away. For this reason, many face transportation barriers to reaching health services. Others face barriers like financial insecurity and homelessness, and some have experienced health system trauma.

The Columbia River Inter-Tribal Fish Commission (CRITFC) helped to establish OCH's Native American Health & Wellness team in 2020 and OCH continues to partner with them, participating in Back to School events and other programs. It has been an honor for OCH to serve the Native communities over the past two years through our Wy-Kan-Ush-Pum mobile unit and we plan to expand the services we can offer in 2023.



Serving Native Americans Along the Columbia River

Mobile services offered:

- Primary and urgent care
- Chronic disease management including basic vision exams
- Immunizations
- Vision and dental services through Pacific University
- Behavioral health
- Resource navigation including health insurance enrollment



276

Vaccinated
Native Americans



251

Children's
backpacks
distributed



30+

Outreach
events



5

Weekly in-lieu
sites visited



One Community Health Values

Equity

Pay Equity and Employee Diversity

One Community Health's social justice mission doesn't just apply to our patients and the community - it applies to OCH staff as well. OCH is working hard to eliminate inequities in pay, and we are excited to report positive pay equity in 2022. Currently 56% of OCH's staff identify as a race other than white, or as Hispanic or Latinx. With diligent and intentional work in this area, OCH also successfully increased the percentage of people of color in provider roles across all three service lines, medical, dental, and behavioral health. We continue to invest in our staff and recruit to further grow the number of people of color in clinical and leadership roles.



\$1.04

Earned by women for every \$1.00 earned by men



\$0.08

Average pay gap for all employees regardless of race, ethnicity or gender identity



71%

When a pay gap exists, people of color are paid more 71% of the time



9.0%

Increase in medical providers who identify as BIPOC



61.5%

Of promotions went to BIPOC staff members



37%

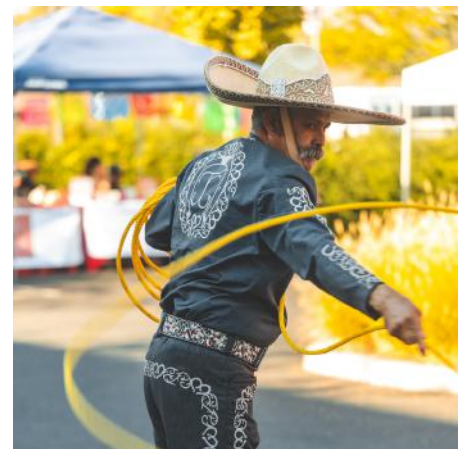
OCH staff receive a bilingual pay differential

Celebrating and Empowering Communities

Fiesta Cultural del Gorge

Throughout OCH's history, Hispanic and Latino/a/x communities in the Gorge have been the heart of our organization. OCH began in the 1980s as a small group of providers serving the migrant farmworkers of the Gorge. The populations of Wasco and Hood River Counties are 21% and 32% Hispanic, respectively. And currently, 48% of OCH staff identify as Hispanic and/or Latino/a/x. In 2022, OCH's Diversity, Equity, and Inclusion team decided to hold an event designed to empower, energize, and celebrate this community for Hispanic Heritage Month. Led by an all-Latina planning team, the *Fiesta Cultural del Gorge* was a smashing success.

The *Fiesta* celebrated the culture of the Gorge's Hispanic community through food, dance, dress, and cultural displays. The onsite celebration also saw 133 walk-in visits for COVID and flu vaccines. OCH staff provided information on the clinic's array of services, all while local vendors served tasty horchata, agua fresca, and fruta picata. OCH believes that economic opportunity is an essential component of equity and improving the overall health of our communities. So, the *Fiesta* provided a platform for ten local Hispanic-owned businesses to sell and market their products. OCH looks forward to making the *Fiesta* an annual event recognizing the strength and diversity of our Hispanic and Latino/a/x community.



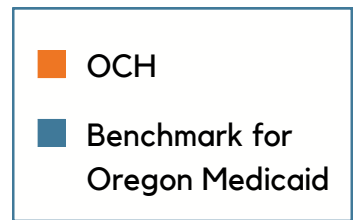
Patient Quality Data

Every year One Community Health reports quality data to federal and state agencies. Meeting benchmarks for quality measures helps us know we're providing the care our patients need.

Children ages 1-5 on Medicaid who received preventative dental care



OCH implemented a new workflow to integrate the application of preventative fluoride varnish during medical appointments.



Children ages 6-14 on Medicaid who received preventative dental care



OCH attributes the success of this quality measure to the Student Dental Services program which offers dental screenings and preventative care like dental sealants onsite at schools in the Hood River County School District.



2,237

Dental emergency visits in 2022

OCH provides walk-in emergency dental care for the entire Gorge community



12x

Increase in Annual Wellness Visits from 2021 to 2022

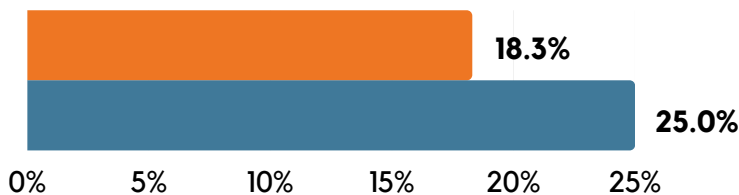
Annual Wellness Visits are yearly visits for adults 65 years and older that provide age-appropriate medical and mental health screenings

Adolescents on Medicaid who had all required immunizations when they turned 13 years old



In collaboration with Hood River County Health Department, North Central Public Health District, and the Oregon Rural Practice-based Research Network, OCH launched an HPV vaccine campaign which included a refrigerator magnet, vaccine reminders, and backpack flyers distributed to Wasco and Hood River County students.

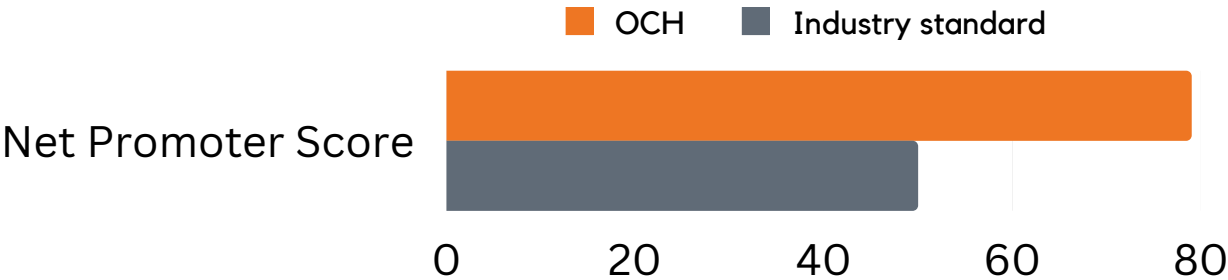
Cigarette smoking prevalence among OCH patients 13 years and older



OCH Behavioral Health providers began a smoking cessation mindfulness group in 2022, in addition to regular one-on-one smoking cessation counseling.



Patient Satisfaction Data



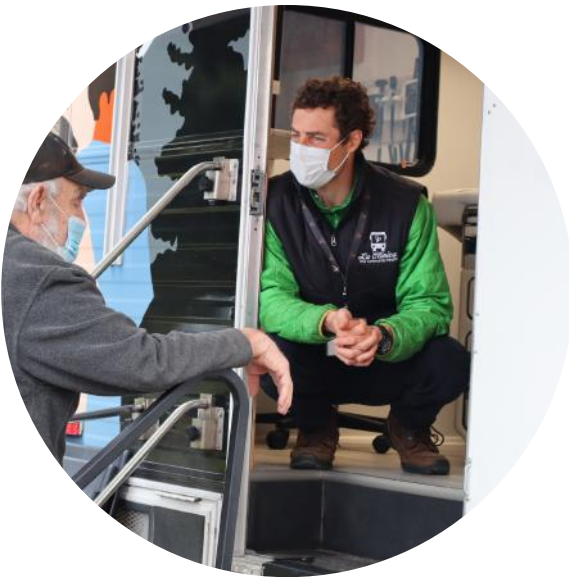
Quality of Care
95.4%



Overall Patient
Satisfaction
94.6%

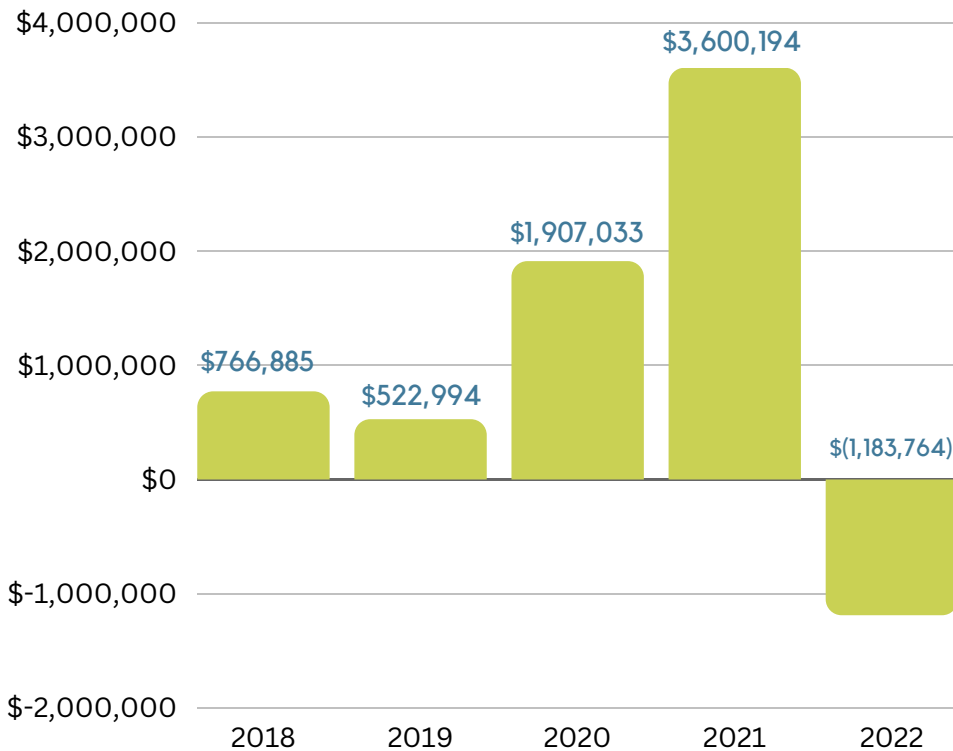


Provider Listening
96.7%



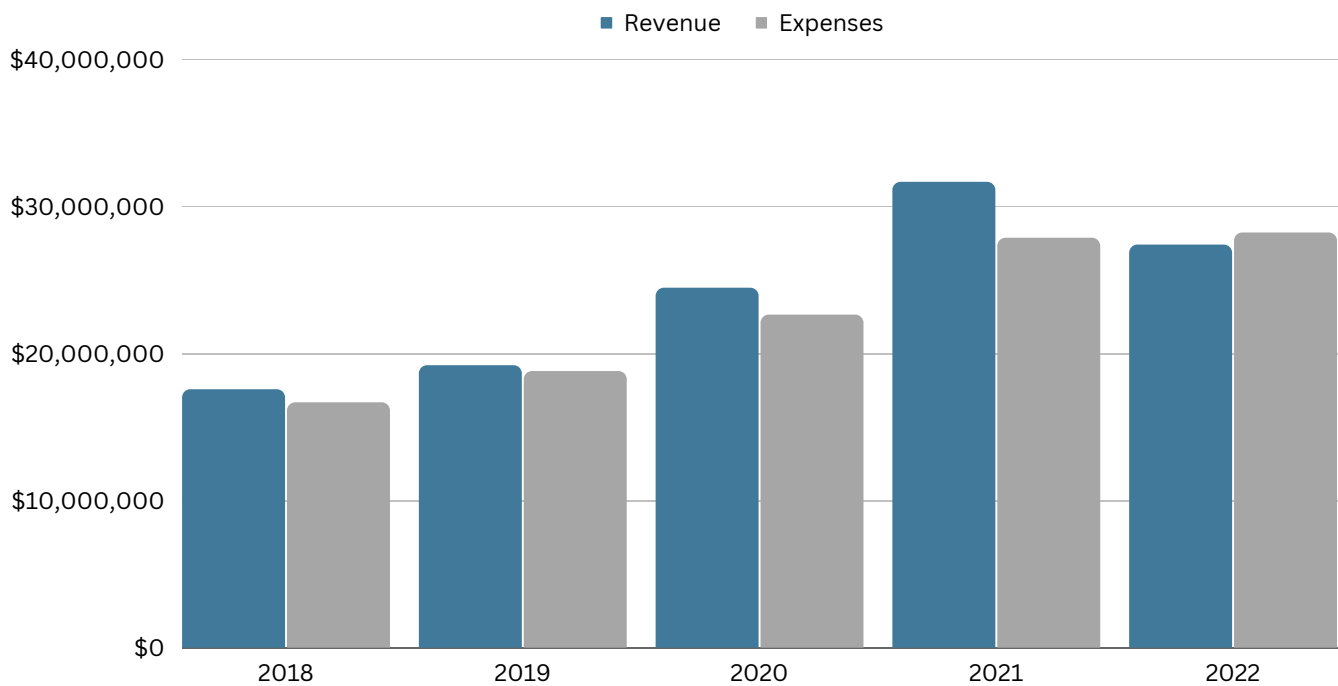
Financial Report

Change in Net Assets



\$5.2 million
2022 Charitable & Discounted Care

Revenue and Expenses



How Your Donations Support Us

As a Federally Qualified Health Center and 501(c)3, One Community Health relies on grant funding and donations to provide needed services to the Gorge community and to serve all people regardless of ability to pay. Grants and donations allow us to not just provide quality medical, dental, and behavioral health care within our clinic walls, but to take those services directly to the people who need them most. Your donations help us support programs such as the Native American Health & Wellness team at "in-lieu" sites along the Columbia River. Your donations support our Community Health Workers to connect with farmworkers where they live and work. The donations we receive contribute to care for people in recovery through OCH's Integrated Medication Assisted Treatment Program. Your donations help our community members connect through events like our Fiesta Cultural del Gorge, vaccine drives, and well child check fairs.

Through grants and donations, One Community Health can have a greater impact than would be possible if we relied upon primary care insurance reimbursement alone. In 2023 we plan to use any additional funds to:

- Increase the classes and groups we offer to reduce social isolation and increase access to the services we provide
- Launch the new and improved *De las Mías* mobile app, connecting patients digitally to our care teams and directly to each other to build social relationships around healthy activities and create a community of shared learning
- Increase our advocacy efforts for health care system improvements and support for priority populations
- Expand equitable health care in Washington state and schools in Wasco County
- Start a Dental Assistant Apprenticeship program



Board of Directors



Ian Chandler
K&K Land Management



Reyna Saldate
Green Ocean; Delve Inc.



Shawn Whalen
Consultant



Amy Klee
Sewn Studio



Shanon Saldivar
Saldivar Insurance



William Noonan
Consultant



Elizur Bello
The Next Door, Inc.



Mark Thomas
Tenfold Health



Yesenia Victoria Deras
McClaskey Orchards



Jonathan Kara
City of The Dalles



Suzanne Cross
Oregon Health Authority



Buck Jones
Columbia River Inter-Tribal
Fish Commission



Maria Elena Castro
Oregon Health Authority



Locations



Hood River Clinic
849 Pacific Ave.
Hood River, OR 97031



The Dalles Clinic
1040 Webber St.
The Dalles, OR 97058



School-Based Health Center at
Hood River Valley High School
1220 Indian Creek Rd.
Hood River, OR 97031



La Clínica
Mobile Medical Clinic



Wy-Kan-Ush-Pum
Mobile Medical Clinic

Contact Us



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One Community Health

*Advancing health and social justice for all
members of our community*

