

CHAPA-DE
INDIAN HEALTH

2018 Annual Report



Passionate People. Compassionate Care.



CHAPA-DE
INDIAN HEALTH

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 is my greatest privilege to report that 2018 was another amazing year of notable achievements and advancements for our team at Chapa-De Indian Health. We now serve 26,765 active patients and continue to expand our resources in order to meet the growing demand.

Our foundation has always been and will continue to be our amazing staff. Their passion to provide access to our communities is a driving force in our growth

and ability to innovate, garnering interest from other likeminded organizations.

Most recently, our Telehealth Program was featured by the Center for Care Innovations at their telehealth conference and also highlighted within their video series. The successful evolution and recognition of our Telehealth services, which offer a wide range of specialty care through a live two-way video feed, is something that we are extremely proud of.

At Chapa-De, we are continually striving to meet the ever-changing needs of our communities in Auburn and Grass Valley. To do this, we observe the challenges that our patients face and do our very best to add services and accessibility for those who need it most.

An example of this is full-time phlebotomists at each of our health centers. This allows patients to have their labs drawn on site instead of being asked to go elsewhere, which is often outside of the community. Transportation is a significant challenge for many of our patients and this is one of the ways that we continually work to provide the most convenient care possible.

In 2018, we also added After Hours Appointments for both our Medical and Dental departments. We recognize that it is not always easy for patients to visit our health centers during typical business hours, especially for those who may not have paid time off available to them. To date, our After Hours Appointments have been well-received and we look forward to the possibility of expanding these services to meet the demands of our patients.

It goes without saying that I am thrilled with the outstanding achievements made by our talented team at Chapa-De. We look forward to another prosperous year in 2019 and beyond.

Sincerely,

Lisa Davies, MPH
Chief Executive Officer

BOARD OF DIRECTORS

Brenda Adams
Chapa-De Board Chair
UAIC Tribal Member

Gene Whitehouse
Chapa-De Board Secretary
UAIC Tribal Member

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

Jason Camp
Chapa-De Board Member
UAIC Tribal Member

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

LEADERSHIP TEAM

Lisa Davies, MPH
Chief Executive Officer

Sierk Haitsma, BSA
Chief Financial Officer

Darla Clark, MPA
Chief Operations Officer

Eric Osborn
Chief Information Officer

Pauline Karunakaran, DDS
Dental Director

Alinea Stevens, MD
Medical Director

Brandon Bettencourt, RN
Director of Quality Improvement

John Bachman, PhD
Behavioral Health Director

Doreen Rodgers, RN
Director of Nursing

Debbie Arvay
Medical Practice Manager

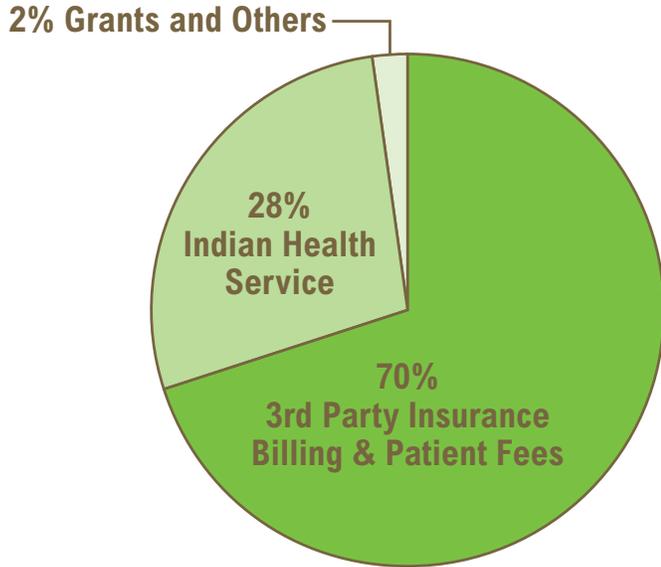
Cathy Murchison
Dental Administrator

Pam Padilla
Administrative Services Director

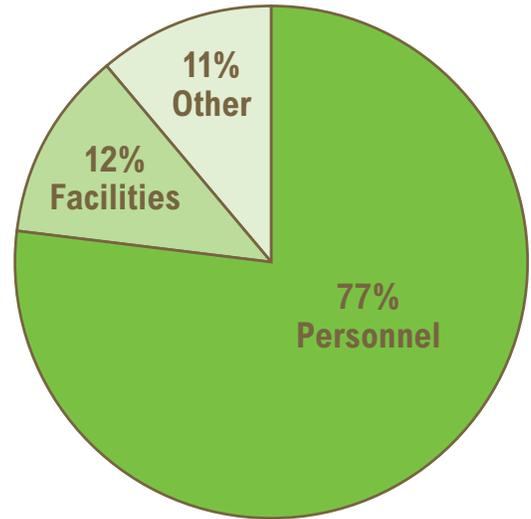
Anthony Reyes
Human Resources Director

Budget

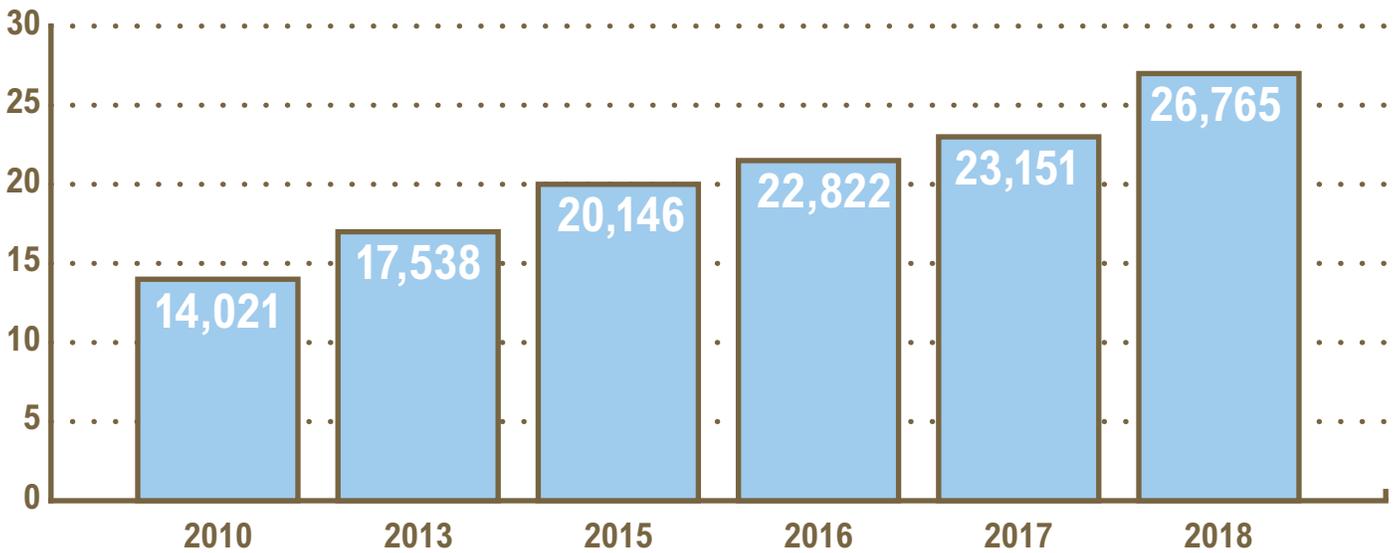
Revenue Mix



Expenditures



Our Patients



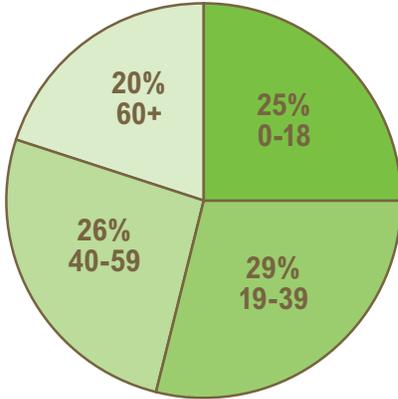
Active Patients:
26,765

Patients Seen in 2018:
17,399

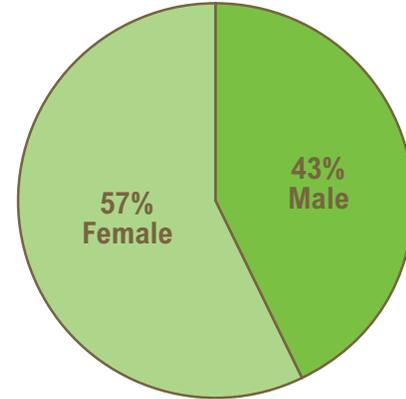
*Have had at least one visit in the last three years

Patient Demographics

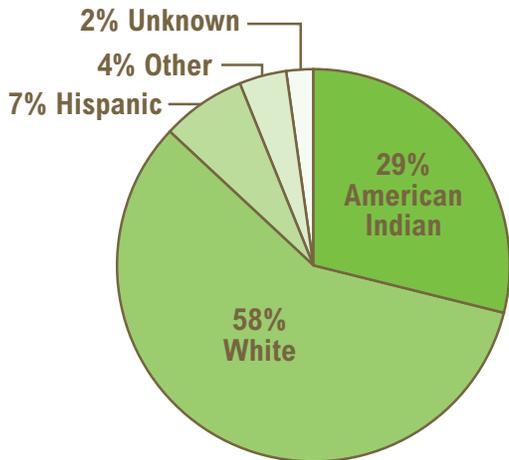
Age



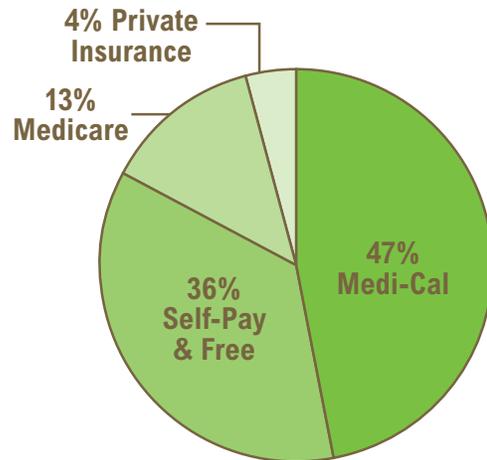
Gender



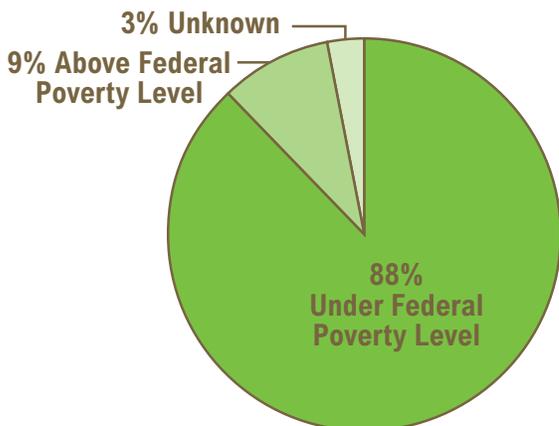
Ethnicity



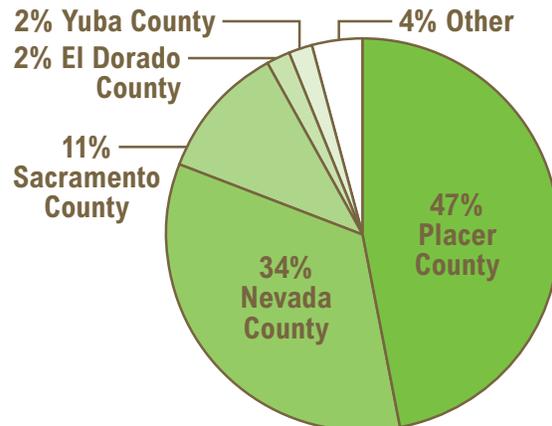
Insurance Coverage



Income



Location



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:



Patient Visits:

82,686

DENTAL: 37,098
MEDICAL: 35,369
BEHAVIORAL HEALTH: 8,139
OPTOMETRY: 2,080

Other Key Encounters

Rx Transactions: 138,941

Lab Services: 7,295

Diabetes Management Classes: 2,307

Diabetes Case Management: 1,634

Dietician Services: 1,197

Substance Use Disorder Case Management: 1,132

Clinical Pharmacy Services: 601

Telehealth Services: 516

Walk-In Immunizations (Without Appointment): 129

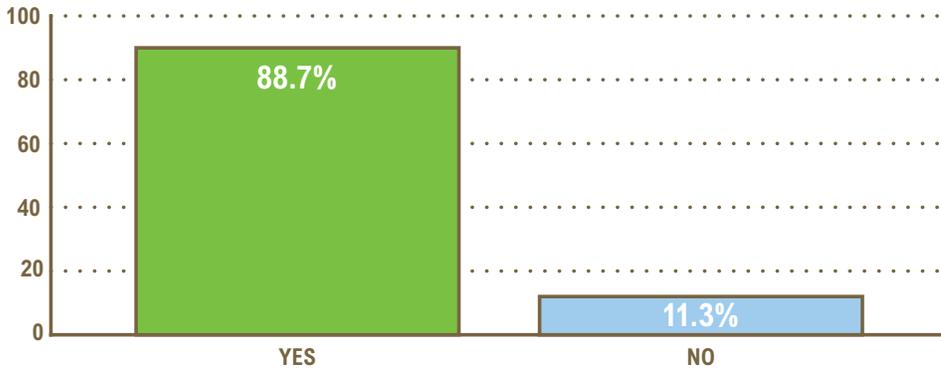
Top 10 Reasons Patients Seek Care at Chapa-De

- 1 Dental Services**
- 2 Hypertension**
- 3 Narcotic/Opioid Dependence**
- 4 Diabetes Mellitus type 2**
- 5 Immunizations**
- 6 Anxiety/Depression/Psychiatric Complaints**
- 7 Routine Exam — Child**
- 8 Routine Exam — Adult**
- 9 Medical Screenings**
- 10 Cold/Flu/Allergies**

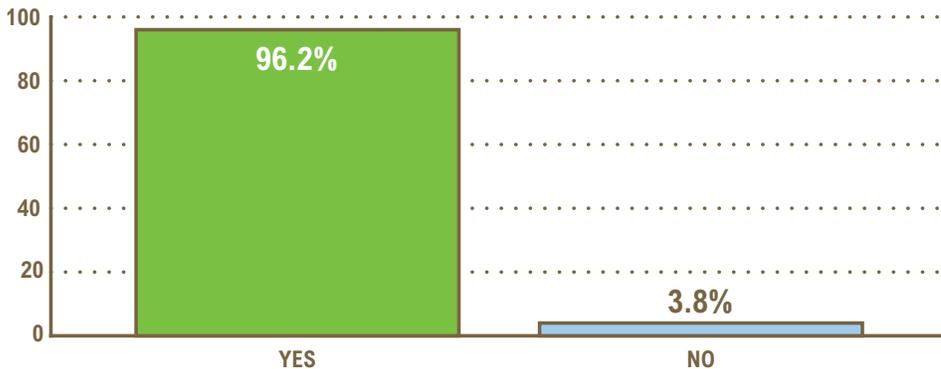
Overall Patient Satisfaction

Data is based on feedback from patient surveys over a 3-month period.

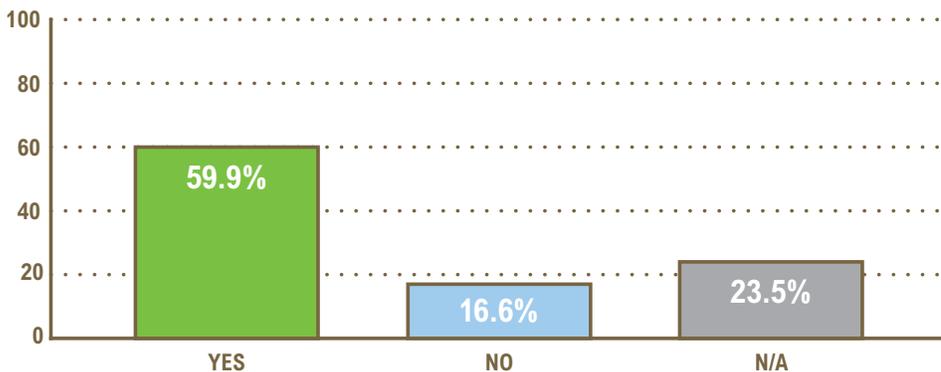
Patients seen within 15 minutes of their appointment



Providers were familiar with patient's medical history



Patients were able to book a routine care appointment within a month of calling



QUALITY IMPROVEMENT AT WORK

2018 Areas of Excellence

Through training and process improvement, we were able to advance how consistently we delivered the following screenings and assessments during 2018:

Our **Dental Program** met or exceeded all of the 2018 GPRA Measures.

Our **Diabetes Screening and Care** excelled in the categories: Controlling High Blood Pressure, Diabetes Eye Exam and A1C (blood glucose) under 9%. This is based on internal data.

Award-Winning Blood Pressure Control

Chapa-De has been recognized by the American Heart Association and American Medical Association for our commitment to prioritize blood pressure control within our communities.



2018 Highlights

Active & On-Going Grants

Grants given over varying amounts of time

Diabetes Care and Treatment • \$329,591

Indian Health Service Special Diabetes Program For Indians

Core Support • \$21,000

Blue Shield of California Foundation

Prevent Heart Attacks and Strokes Every Day Program (PHASE) • \$150,000

Kaiser Permanente

Telehealth • \$110,000

Center For Care Innovations / Tides Foundation / California Healthcare Foundation

Dental Transformation Initiatives • \$130,253

California Department of Health Care Services (DHCS) and California Rural Indian Health Board (CRIHB)

Diabetes Playbook • \$9,000

Center For Care Innovations / Tides Foundation

Baby Luv Program Supplies • \$1,000

Jim and Judy Ganulin Family Fund at Placer Community Foundation

Baby Luv Program Supplies • \$1,000

Nancy and Kenneth Kahn Family Fund at Placer Community Foundation

Baby Luv Program Supplies • \$1,000

Charles and Gail Muskavitch Endowment Fund at Placer Community Foundation

Treatment of Opioid Addiction • \$132,928

Hub & Spoke Program through California Department of Health Care Services (DHCS)



Medication-Assisted Treatment (MAT) Program

We strive to create change in the community by helping those affected by the opioid epidemic. We are proud to be a part of the CA Hub & Spoke System.

America Heart Association Gold Ribbon

Chapa-De Indian Health is recognized as a leader in the national effort to get people's blood pressure under control and reduce the number of Americans who have heart attacks and strokes each year.

Patient Portal

We had a successful roll out of our patient portal in 2018, with 2,732 patients actively using the portal to check in on their health information and test results.

IAC's Influenza Vaccination Honor Roll

We are proud to have made the Intersocietally Accreditation Commission's (IAC) honor roll for mandatory healthcare worker vaccinations, keeping our staff and patients healthy and safe.

TARGET: BP™



Chapa-De Indian Health earns national recognition for commitment to improve high blood pressure

American Heart Association and American Medical Association announce annual list of physician practices and health systems receiving a Target: BP™ award for their commitment to prioritize blood pressure control within the communities they serve.

Auburn, CA – Chapa-De Indian Health is recognized as a leader in the national effort to get people’s blood pressure under control and reduce the number of Americans who have heart attacks and strokes each year.

The American Heart Association (AHA) and American Medical Association (AMA) named Chapa-De as one of 802 physician practices and health systems nationwide recognized for a commitment to help patients improve blood pressure control through this year’s Target: BP Recognition awards.

Launched in 2015, Target: BP™ is a national initiative between the AHA and AMA aimed at addressing the growing burden of high blood pressure in the U.S.

More than 1,600 physician practices and health systems nationwide have joined Target: BP, sharing a common goal to reduce the number of adult patients with uncontrolled blood pressure and improve health outcomes associated with heart disease.

“This recognition is a testament to the outstanding work of Chapa-De’s medical team,” said Lisa Davies, MPH, Chief Executive Officer, “Our staff have dedicated a great deal of attention to this important effort and we are proud of the cardiovascular health improvements our patients have experienced.”

Of the 103 million Americans with high blood pressure, less than half of them have it controlled to a healthy level. This is

despite the fact that high blood pressure can often be managed effectively when patients work with their physician to create and follow a treatment plan. No single risk factor has more impact on the nation’s death rates from cardiovascular disease than high blood pressure.

“Although we have the tools to easily treat high blood pressure, many patients face a variety of barriers making it difficult to successfully manage the condition. That’s why the American Heart Association and American Medical Association created the Target: BP initiative - to help bring patients and physicians together to successfully get blood pressure under control, and help patients keep it controlled,” said AMA President Barbara L. McAneny, M.D. “We applaud the physicians who are already working hard to control their patients’ blood pressure, and we will continue to urge more physician practices, health systems and patients to join this effort to prioritize blood pressure control and increase the national blood pressure control rate. Together, we will be able to save many more lives and improve health outcomes for patients throughout the nation.”

“A driving force behind Target: BP’s goal of improving cardiovascular health is the physician and patient partnership,” said AHA President Ivor Benjamin, M.D., FAHA. “We are pleased to see more and more practices prioritize blood pressure control and collaborate with their patients to achieve the program’s goal of reducing heart disease and strokes in their communities.”

Bringing Care to the Community



At Chapa-De, we continually work to improve access to care for the most vulnerable members of our communities. What sets Chapa-De apart, is our dedication to continually add programs like our *full-time phlebotomists* at each of our health centers, *walk-in childhood immunizations and flu shots* and *After Hours Appointments* for our Medical and Dental departments.

- **Full-Time Phlebotomists** allow patients to have their blood drawn on site instead of being asked to travel elsewhere. In 2018, we conducted **7,295 Lab Visits**.
- **Walk-In Childhood Immunizations & Flu Shots** allow pediatric patients the ability to have immunizations without requiring an office appointment. In 2018, **129 immunizations** were conducted with a member of our nursing team.
- **After Hours Medical and Dental Appointments** allow patients who cannot visit our health centers during typical business hours the opportunity to schedule evening appointments.
- **Telehealth Services** offer a wide range of specialty care services through a live two-way video feed. Our program lets you see doctors who specialize in services like Cardiology, Neurology, Gastroenterology, Nephrology, Endocrinology, Rheumatology, Psychiatry, Dermatology, and Infectious Disease – without leaving Chapa-De.

Prenatal Care & Baby Luv Program

We now offer prenatal health services at both our Auburn and Grass Valley health centers. Since beginning this program, we have seen an encouraging number of expecting mothers visiting us.

Prenatal care for women in our area remains a challenge for those on Medi-Cal. Through our services, we are offering women access to the care that they need in a convenient and supportive environment. We are currently one of the only health centers in our area filling this void.

As a part of our prenatal care services, our Baby Luv Program continues to help educate women during their pregnancy and provides them the services needed to have a happy and healthy pregnancy. This includes:

- Check-ups at Chapa-De once a month or more until the 34th week, where patients will then start having weekly appointments with Camelia Women's Health who will deliver their baby at Mercy San Juan Medical Center
- Tests to check patient health and the health of babies
- Classes and one-on-one information about pregnancy, child birth, baby care and breastfeeding
- Referral to community agencies that can provide additional help and services
- Information about where to go for financial help, health insurance like Medi-Cal or food programs like WIC or local food banks
- Help with cutting down or quitting smoking, drinking or using drugs
- Help eating healthy foods while pregnant
- Counseling on problems or family issues
- Postpartum care to assure patients recover well after the baby is born
- Newborn care to assure babies have a healthy start in life
- Future family planning

Our prenatal patients participating in the Baby Luv Program also receive incentive points for completing regular pregnancy appointments and educational classes. These incentive points can be used in our Baby Luv store for baby clothing, blankets, monitors, boppy nursing pillows and much more.

MEET OUR TEAM!

Cynthia Martinez is our Baby Luv Program Coordinator and a Certified Childbirth Educator. Cynthia has been with our team for 2 years now and her mission, like ours, is to help serve the underserved.



As a specialist in prenatal care, she helps educate patients and soon to be mothers about the journey of pregnancy and what to expect during each trimester, leading up to birth. Cynthia says, "Every mother and baby benefit from additional support and services during the pregnancy. The more knowledge a mother has, the more power she has – less fear, less anxiety and more confidence." Cynthia empowers mothers to know as much as possible when it comes to their pregnancy and birth, so when a doctor speaks to them, they understand and are not overwhelmed.

With a variety of prenatal services and Cynthia's help, Chapa-De is proud to be able to help our patients have a successful and happy pregnancy, as well as a happy and healthy baby.

Coming Soon

Camelia Women's Health will start offering prenatal appointments at our Auburn health center to serve Chapa-De patients between 35-weeks of pregnancy and delivery. Our patients will receive the same great care at a familiar and more-convenient location.

A RN Perinatal Case Manager will join our Prenatal Care Department to help ensure our patients receive the care and services they need during pregnancy and through the first year of their baby's life.

Commitment to the Community

Charitable Contributions

IN 2018 WE PARTICIPATED IN RELAY FOR LIFE AND THE SALVATION ARMY ANGEL TREE PROGRAM.

Chapa-De was proud to be recognized as the 2nd Place Top Fundraising Team for the 2018 Relay for Life of Placer County. With 60 participants and \$17,455 contributed, our staff worked hard to raise vital funds for the American Cancer Society to fund research and to provide support to cancer patients and their family members.

Our staff also worked together during the holiday season to donate gifts to children in need through the Angel Tree program at the Auburn Salvation Army and the Grass Valley Salvation Army. We are proud of the generous donations that helped to spread Christmas cheer in our community.



DOING THE MOST GOOD®

MEET OUR TEAM!

Dr. Karunakaran has been a Chapa-De Dentist for 9 years and she understands patients' concerns when stepping into her office.

"Letting someone examine your mouth can be a very personal thing and can make some patients uncomfortable. That is why trust is so important here. We pride ourselves on creating an atmosphere of safety and knowledge," says Dr. Karunakaran.

Being patient-centric and understanding patient concerns is something that we at Chapa-De care about.

Whether you're in Dr. Karunakaran's office or speaking with a receptionist, we want you to know that our goal is to preserve your health every day.



Education

We have also made it a point to help educate our community's youth and conduct dental screenings at local schools and daycares, helping to build a dialogue about the importance of oral hygiene and routine dental care.

During the 2018–2019 school year our dental team provided dental health screenings and education to 1,890 children at 14 local schools and 16 Head Starts programs in Placer, Nevada and El Dorado Counties.



Medication-Assisted Treatment (MAT)



At Chapa-De, our purpose is to provide quality healthcare and as a tribal health program, we understand the unique health needs of native people. That is why we are dedicated to creating a culturally aware and effective opioid treatment plan for both American Indians and non-native patients through our Medication-Assisted Treatment (MAT) program.

With the growing epidemic of opioid addiction that has swept our nation in the past decade, we believe the MAT program is important for the preservation and restoration of the health and lives of our patients.

Services Include:

- Medication-Assisted Treatment with Suboxone (includes 3 phases to support patient-centered stabilization and recovery)
- Weekly MAT stabilization groups which offer mindfulness, education and recovery tools
- Weekly provider care and medical care as needed
- Individual counseling and case management
- Behavioral Health Therapy and Psychiatry

MEET OUR TEAM!

Katie Bell MSN RN-BC CARN PHN is a nurse case manager for all addictions care at our Grass Valley health center.

With 20 years of experience, Katie says one of the most rewarding parts of her job is “welcoming a patient into [her] office who has been struggling with addiction and helping them find their way back to health.” Being able to create a “judgement-free” zone is a point of pride for all of us here at Chapa-De!



Care Innovations Partnership

Telehealth

Chapa-De's Telehealth program offers a wide range of specialty care services through a live two-way video feed to increase access to specialty care for patients who are unable to travel to another town or facility. Our Telehealth program lets patients see specialists without leaving Chapa-De.

The program was created to help expand patient and community access. Due to the rural area that Chapa-De is located, it is a true necessity for the underserved. Barriers like transportation and finding a specialist close by are much less of an issue for patients who can utilize telehealth visits.

The list of services available to through our Telehealth program includes:

- Behavioral Health Therapy
- Cardiology
- Infectious Disease
- Nephrology
- Neurology
- Dermatology
- Endocrinology
- Gastroenterology
- Psychiatry
- Retinal Eye Exams
- Rheumatology

In 2018, the Telehealth program at Chapa-De received \$110,000 in grant funding from the Center for Care Innovations, the Tides Foundation, and the California Healthcare Foundation.

The Telehealth program coordinated 516 Telehealth appointments and was featured by the Center for Care Innovations at their telehealth conference, and online in their video series. The Telehealth program is one of the many ways Chapa-De is continually working to improve care.

Diabetes Programs

Diabetes disproportionately affects Native communities. Approximately 7% of total patients at Chapa-De Indian Health in 2018 had diabetes; 37% of the patients with diabetes were American Indian/Alaskan Native. To help combat this, Chapa-De looked internally to find ways to improve the diabetes services offered at both clinics.

Chapa-De began a six-month Diabetes Playbook Quality Improvement Project in January 2018, based on the following grants:

- \$9,000 from Center for Care Innovations / Tides Foundation for the Diabetes Playbook

The goal of the project was to increase access to providers, improve the medication and supply refill process, and internally clarify diabetes team roles.

This project was recognized as the "best quality improvement" story by the IHS California Area Office and will be featured at their best practices conference and was featured by the Center for Care Innovations at conferences and electronically. In 2018, the Diabetes department completed 2,307 Diabetes Management Classes & Lifestyle Coaching interactions and 1,624 Diabetes Management Appointments.

The project led to more active outreach by the diabetes team within the Medical department. We increased the number of diabetes patients with A1C (blood glucose) under 9% and increased the number of diabetes patients who had Retinopathy Screenings. Through this project, we were able to update RN and RD Medication/Supply refill protocols to allow providers to spend more time with patients.

The project resulted in the development of a new Diabetes Playbook, which details written protocols and workflows for services such as Diabetes Prevention Program (DPP) and Diabetes Empowerment Education Program (DEEP). The playbook is a manual of the Diabetes department, for new staff and all clinic staff to reference. Overall, this project allowed us to transform the relationship between our medical team and our diabetes team, further improving the exceptional care we provide our patients.

Department List

- Medical Care
- Dental Care
- Orthodontic Care
- Optometry Services
- Behavioral Health Services
- Prenatal Care and Baby Luv Program
- On-Site Pharmacy
- Diabetes Prevention and Care
- Phlebotomy / Lab Services
- Substance Use Disorder Services, including Medication Assisted Treatment for Opioid Addiction
- Telehealth Services for Accessing Specialty Care
- Medication Therapy Management
- Wellness Groups and Classes
 - i. Diabetes and Pre-Diabetes Classes and Support Groups
 - ii. PACE for Chronic Pain
 - iii. Stop Smoking Classes / Support Groups
 - iv. Exercise Classes

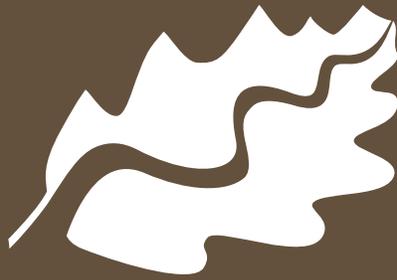
Alinea Stevens and has been a Chapa-De team member for two years, working in our Auburn health center. Alinea says, "Being a part of the Chapa-De family has allowed me the amazing opportunity to care for our patients and advocate for their needs." Alinea and her team see patients for physical exams, prenatal care, counseling, minor procedures, addiction services and pediatrics.



Dr. Tochuku Nkadi is our amazing optometrist at our Auburn Health Clinic. Since making the big move from New York City to Chapa-De 4 years ago, Dr. Nkadi has practiced full scope optometry, from treating eye disease to annual eye exams.

Kay Lowell is a Diabetes Nurse Case Manager, dedicated to empowering patients with diabetes to better understand their condition so they can lead a healthier and happier life. Kay says, "We know that managing a chronic condition like diabetes can be very challenging. Here at Chapa-De, we want to come alongside clients to motivate and provide them with the tools they need to reach their fullest potential."





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