

2008

## Tuality Healthcare ¡Salud! Services Report

¡Salud! Services

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# TUALITY HEALTHCARE ¡SALUD! SERVICES REPORT

Fiscal Year 2008

October 1, 2007 through September 30, 2008



Tuality Healthcare  
Building a healthier community.

## GOALS ACCOMPLISHED

¡Salud! nurses and health educators provided culturally and linguistic appropriate healthcare by making every effort in identifying and understanding the needs of their clients. They facilitated access to healthcare services and provided early intervention programs.

The ¡Salud! Services team used patient navigator knowledge and skills to provide the right information, education and support resources to our clients. Furthermore, healthcare barriers that were identified were approached by advocating for the client and empowering them to advocate for themselves. Community outreach stewardship was offered by providing mobile dental services to other vulnerable community members in need.

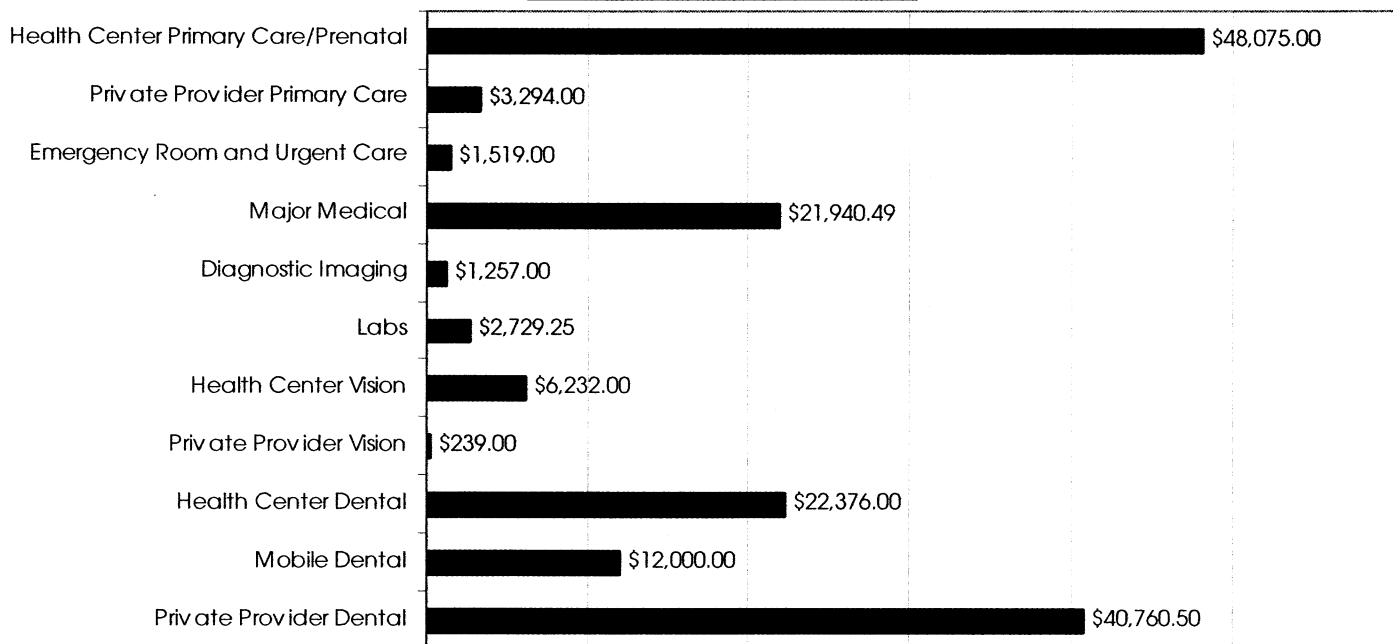
## MAJOR HIGHLIGHTS

- 3,281 people were registered in the program which is a growth of 8% over 2007.
- Delivery of healthcare services, including medical, prenatal care, dental and vision, increased by 11%.
- Discounts totaling \$235,244.26 were negotiated by dealing directly with the provider.
- Grants for care for healthcare services provided on behalf of ¡Salud! clients totaled \$160,422.24.
- Mobile wellness programs were provided to 929 individuals which is an increase of 2% over 2007.
- 19 mobile dental clinics were held which provided \$73,991 worth of services for only \$12,000.
- New wineries and vineyards were welcomed into the program.
- 143 businesses were provided services which is a 13% increase over 2007.
- The ¡Salud! Services Occupational Health and Safety Research project was presented at the 20<sup>th</sup> International Conference on Epidemiology in Occupational Health.

### 2008 Grant for Care Summary

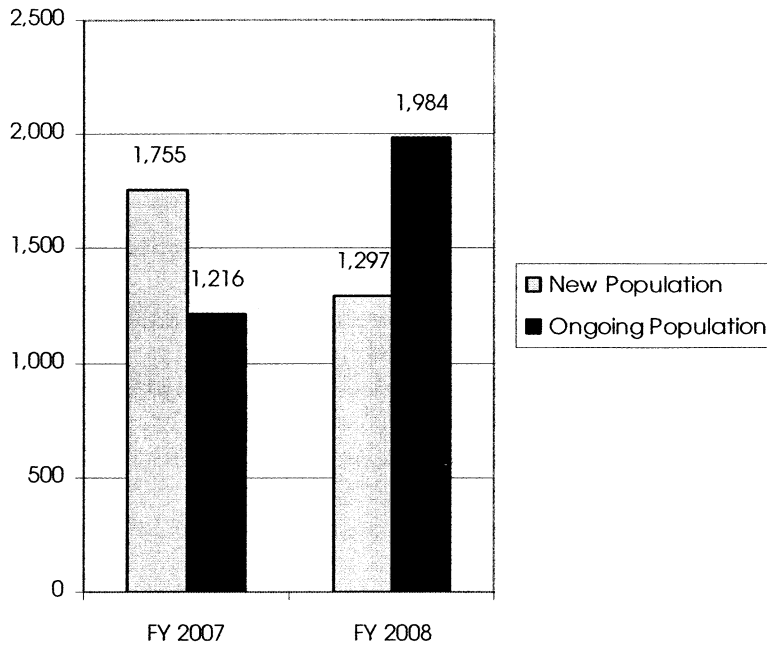
<u>Service Type</u>	<u>Total Charges</u>	<u>Client Paid</u>	<u>Discount Provided</u>	<u>Salud Expense</u>
Medical Services (Includes primary care, labs, diagnostics, hospital expenses, urgent care.)	\$391,422.91	\$34,293.49	\$161,615.51	\$78,814.74
Dental Services (Includes mobile dental clinics)	\$132,681.93	\$18,625.50	\$73,628.75	\$75,136.50
Vision Services	\$13,797.00	Unknown	Unknown	\$6,471.00
<b>TOTAL</b>	<b>\$537,901.84</b>	<b>\$52,918.99</b>	<b>\$235,244.26</b>	<b>\$160,422.24</b>

### 2008 Grants for Care Expenses

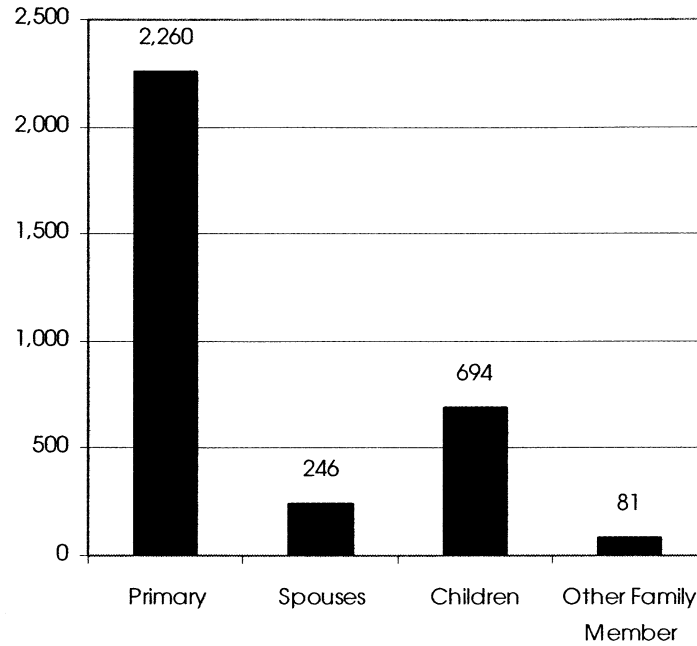


# POPULATION

**Population Trend**



**2008 Demographics**



A total of 3,281 people were registered into the program and 1,297 of these were new clients. The data shows a decrease in new workers but an overall population increase, indicating that more workers and their families are settling in the area. This represents a growth of 8% over 2007.

## PARTNERSHIPS

### **Principal Health Delivery Partners**

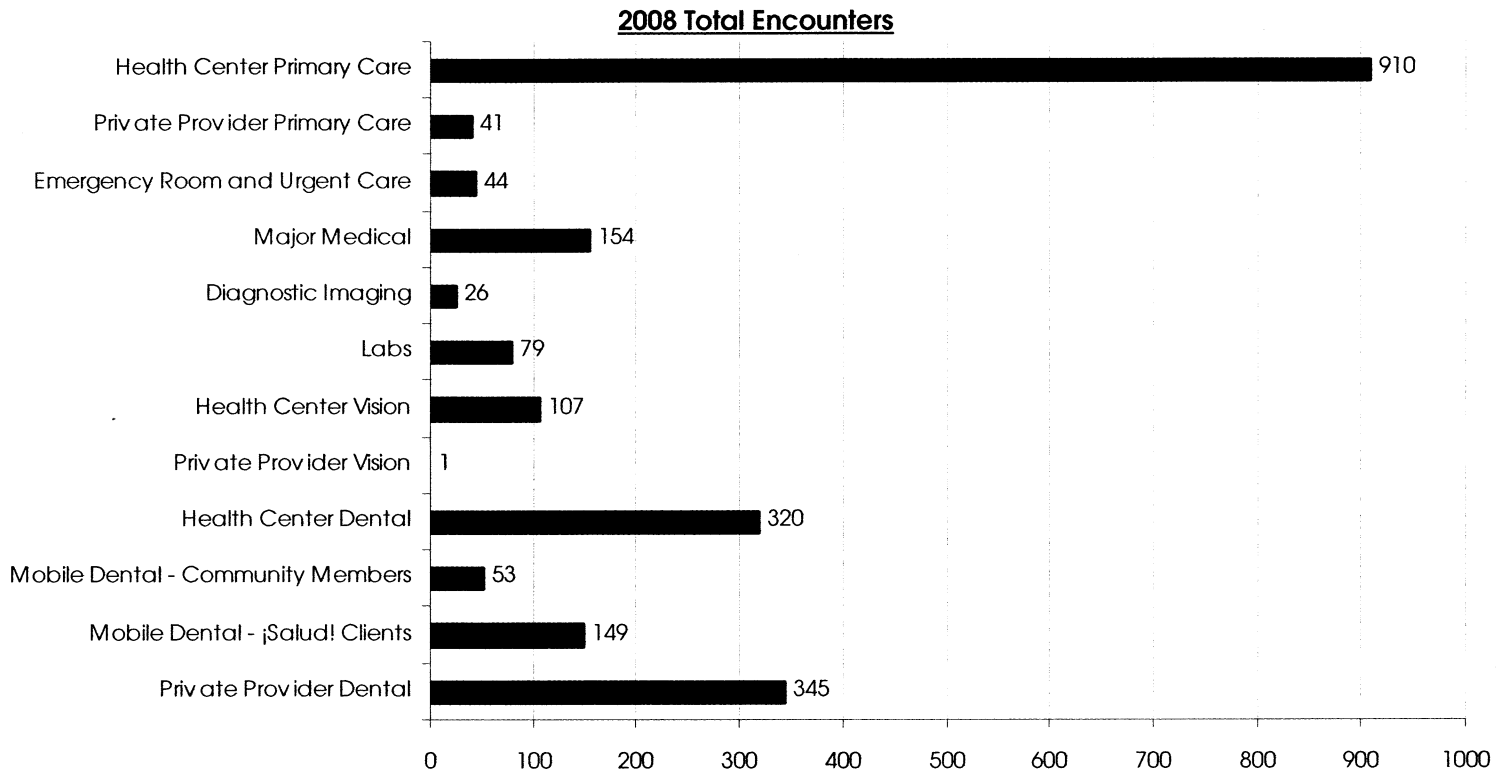
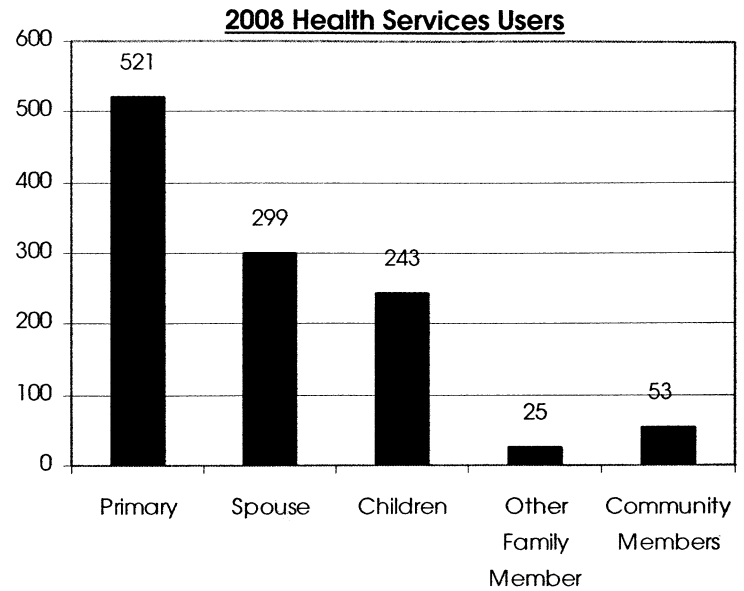
- Benton County Health Department in Corvallis and Monroe
- Clackamas County Health Department
- Clinica de Nuestra Señora de Guadalupe
- Lane County Community Centers in Springfield and Junction City
- Northwest Human Services in West Salem in Independence and Monmouth
- Virginia Garcia Memorial Health Centers in Cornelius, Hillsboro, McMinnville and Beaverton
- White Bird Clinic in Eugene
- Yakima Valley Farmworkers Clinics in Woodburn and Salem
- Yamhill County Health Department
- Multiple private providers throughout the Willamette Valley, including hospitals and specialty care

The ¡Salud! service team strives to build collaborative relationships with many agencies in the counties served. These relationships help to deliver services, maximize the funds available, and allow for better customer service to the client.

- Collaborated with Medical Teams International to deliver dental services outreach, including other vulnerable community members.
- Provided community health centers and other agencies working with the general Latino community education workshops and other professional services promoting wellness and prevention.
- Partnered with Virginia Garcia Memorial Health Center to offer a second annual family health and wellness clinic in McMinnville which was attended by 75 people.
- Developed new partnerships with Pacific University School of Dental Health Science, OHSU Dental School, and Wal-Mart Vision Centers.
- Presented the ¡Salud! program to national and international migrant health forums, local government agencies, and professional health organizations.
- Participated in research projects focusing in addressing disparity issues. This work has increased the exposure of the program to academia interested in our population.
- Assisted vineyard and winery management with occupational health services programs and provided advice as needed.
- Participated in various community leadership committees addressing the healthcare needs of migrant agricultural workers and other vulnerable populations.
- Provided internship site and mentorship to public health and health promotion nursing students.

## SERVICES

- Health education and outreach
- Early intervention and prevention
  - ◊ 929 individuals were screened at wellness clinics
- Vaccinations
  - ◊ 542 influenza vaccinations were given
  - ◊ 154 tetanus vaccinations were given
- Access to primary care services and other health care services—1,254 encounters
- Access to dental outreach—867 encounters
- Access to vision outreach—108 encounters
- Customer services to vineyard/winery management
- Occupational health and safety workshops, including CPR and First Aid certification
  - ◊ 158 vineyard/winery employees received a two year certification
- Grant for care program to help offset incurred healthcare expenses
  - ◊ \$160,422.24 awarded as grants for care



## TEAMWORK

- Increased delivery of health services (medical, prenatal, dental and vision) to vineyard workers and family members by 11%.
- Provided case management to families and individuals. Some major cases included providing guidance and support to clients who experienced open heart surgery, cerebral bleed, and other medical complications.
- Negotiated with providers to reduce incurred medical and dental expenses which resulted in \$235,244.20 in discounts.
- Maintained and established additional working relationships with private health care providers to facilitate access to care, in particular, in counties where community health centers are not available or services are not provided by the health center.
- Demonstrated fiscal responsibility by stretching and maximizing each dollar available.
- Promoted proactive health behaviors such as prenatal care, well baby checks, routine dental examination and cleanings, annual women's health exam, to name a few.

## SUMMARY

Fiscal year 2008 proved to be a very busy year for all of us at ¡Salud! Services. The program continues to reach and provide services to many families, and offers guidance and support. Personalized case management is a big part of the services provided. This approach is of great value to everyone involved as many issues are addressed early on, allowing intervention and follow up in a way that is of benefit to the client and the clinician. We strive to provide the best service possible to the workers, their families, the vineyards and wineries, and other agencies in our community.

The collaboration between the vineyard and winery industry and Tuality Healthcare ¡Salud! Services have proven that many barriers can be removed when it comes to access to care. This report is an indication of the confidence our clients have developed when it comes to their health. We continue to see an increase of encounters to the community health centers, in particular, dental services. Many approaches are practiced to reach communities. One method we utilize is the "Community Guide's Model for Linking the Social Environment to Health". This model looks at social determinants of health to guide individuals through the complex maze of the healthcare system. We have explored and continue to stay abreast of services available in the communities where our clients live. This information enables us to link our clients with the resources available in their community, respecting their culture and linguistic beliefs. All of these together create a framework to improve health outcomes.

Your ongoing support and commitment to the program and its mission are what makes this program what it is today. We will continue to provide the healthcare needs our clients deserve and need. On behalf of the ¡Salud! Services staff, all of the families that benefit from this program, and the other vulnerable people in our community that we reach, thank you.

We appreciate the opportunity to serve you!

Respectfully submitted,

Leda I. Garside, RN, BSN  
Clinical Nurse Manager  
¡Salud! Services

*¡Salud!*

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### 2008 ¡Salud! Operating Expenses — \$625,300

