

The attached document was submitted to the **Washoe County Board of Commissioners** during the meeting held on September 26, 2017.  
by Charles Duarte  
for Agenda Item No. 7  
and included here pursuant to NRS 241.020(8).

# COMMUNITY HEALTH ALLIANCE

**REMOVING BARRIERS TO QUALITY HEALTHCARE  
IN THE RENO/SPARKS COMMUNITY**

# About CHA

---

- Non-profit tax-exempt organization in Northern Nevada
- Community Health Center
- Provides medical, dental and behavioral health care services-many additional services



# Mission

---

- To provide quality, affordable, comprehensive health services to all.



# We're not who we once were

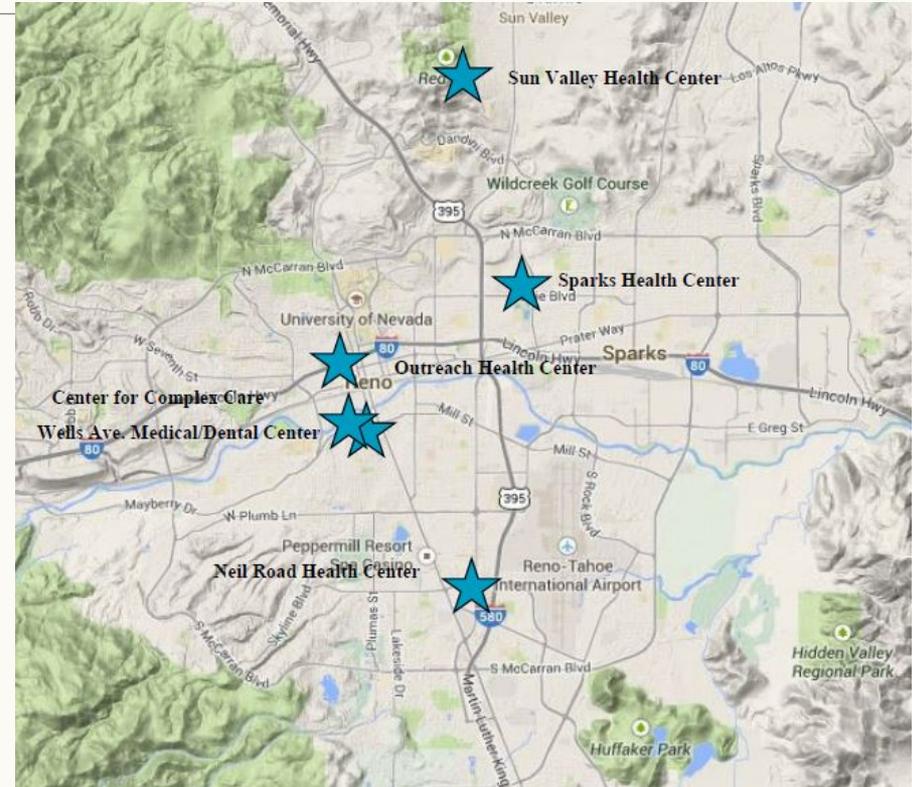
---

- Formerly known as HAWC (Healthy Access Washoe County), formed in 1995 to serve the working uninsured
- Merged with St. Mary's Mission Outreach in July of 2012 to create who we are today, Community Health Alliance
  - Improved services, new management, expanded programs, and more health center openings



# 6 Health Centers

- Wells Medical/Dental Health Center
- Record Street Health Center
- Neil Road Health Center
- Sun Valley Health Center
- Center for Complex Care
- Sparks Medical/Dental Health Center



\*\*\*Not including all WIC locations and mobile dental services

# Team Care Medicine Approach

COMMUNITY  
HEALTH  
ALLIANCE

Team Care Medicine Approach at all CHA centers

➤ Quadruple aim:

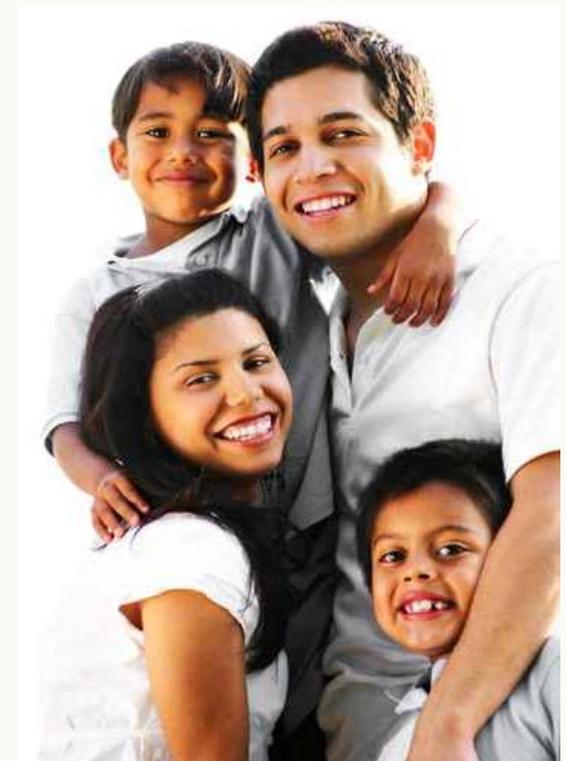
- Better health care for the population
- Better care for individuals
- Lower cost through improvement
- Improved provider satisfaction



# About Our Patients

- 30,000+ patients
- 90,000+ annual patient visits
- 60% Hispanic
- Majority Medicare/Medicaid, with uninsured as well

Payor Source	Visits
No Insurance	20%
Medicaid	53%
CHIP	4%
Medicare	5%
Private Insurance	18%



# Our Staff

- 270+ staff
- 70%+ of staff are bilingual
- 50+ licensed clinical professionals, including:
  - Medical Providers (Physician, APRNs, RNs and PAs)
  - Behavioral Health Providers (LCSW, PhD, Psych APRN)
  - Dentists, Hygienists
  - Pharmacists
  - Dieticians



# Our Main Services

- Primary Medical
- WIC
- Behavioral Health
- Pharmacy
- Primary Dental

# Medical Services

- Primary Medical Care
- Pediatric Care
- Integrated Behavioral Health Care
- WIC
- Laboratory Services
- Pharmacy
- Immunizations
- Women's Health Care
- Breast Health Program
- Healthcare for the Homeless
- Cancer screenings



# Women, Infants and Children Nutrition (WIC) Program

COMMUNITY  
HEALTH  
ALLIANCE

- Ten locations in Reno, Sparks and the North Valleys
- Ronald McDonald Care Mobile
- Healthy food
- Nutrition counseling
- Fluoride varnish
- Breastfeeding support
- Low-cost car seats
- Help finding a physician or dentist



# Behavioral Health Services

---

COMMUNITY  
HEALTH  
ALLIANCE

- Integrating behavioral health into primary care-caring for the whole patient
- Address unhealthy lifestyle habits including:
  - Smoking, overeating, anxiety, substance abuse issues, etc.



# In-House Pharmacy

---

- Locations:
  - Wells Ave Health Center
  - Record Street Health Center
  - Sparks Health Center
- Part of the 340 B Program
  - Able to get pharmaceuticals at heavily discounted prices



# Health Care for the Homeless

---

COMMUNITY  
HEALTH  
ALLIANCE

- We serve homeless patients at all 6 of our health centers
- Homeless patients are eligible for free services including:
  - Primary medical care
  - Immunizations
  - Lab services
  - Family planning services
  - Prescriptions
  - Dental services
  - Behavioral health services
    - Partnership with Children's Cabinet for services
    - Additional addiction support groups hosted at VOA and Reno Works specific classes



# Health Care for the Homeless

---

COMMUNITY  
HEALTH  
ALLIANCE

- Partnering with Reno Works Program
- Attending VOA Staff Meetings
- Substance Abuse group counseling at VOA on a weekly basis
- New Dental Services Available
- Welfare eligibility worker will be on site to provide additional services



# Dental Services

➤ Our expert dental team provides:

- Preventative Care
- Routine Cleanings
- Restorative Dentistry
- Extractions
- Root canals
- Sealants
- Varnishes
- Dentures/Partials

Three permanent locations:

- Wells Family Dental
- Sparks Family Dental
- Record Street Dental Care for the Homeless



# Mobile Dental Outreach

- Mobile dental programs
  - Crossroads Partnership
  - Cavity Prevention Program
  - Children's Restorative Program
  - Adult Mobile Outreach
    - Senior Mobile Dental Program
    - Pregnancy Mobile Dental Program
    - Mobile Dental Program-Renown Healthcare Center



# Additional Services, Programs, and Partnerships

# Health & Wellness Classes

---

CHA has recently started teaching classes to our Senior community at the Neil Road Community Center, right across from our Neil Road Health Center.

Classes taught include:

- Oral Care
- Monitor your medications
- Nutrition Education



# Transportation Services

---

- Transportation is a huge barrier in access to care for patients
- We help facilitate transportation for our patients via partnerships with local taxi companies, RTC, MTM, and AHN Transportation Services



# Healthy Weight Program

---

- CHA offers free nutrition counseling services to patients.
- Serves children ages 5-18; children under 5 years can be seen by the WIC Registered Dietitians, CHA Pediatrician and Clinical Psychologist
- Food provided at meetings from FBNN
- Geared towards:
  - Pre-diabetic patients
  - >95<sup>th</sup> percentile BMI for age



# Food Bank of Northern Nevada

COMMUNITY  
HEALTH  
ALLIANCE

## Bridging Gaps in Food Security:

- Survey given at visit to screen patients for food insecurity
- Permanent food pantry location at our Wells Health Center
- Mobile Pantry site for entire community every 3<sup>rd</sup> Wednesday of the month



# Exchange Enrollment Facilitators (EEF) Program

---

COMMUNITY  
HEALTH  
ALLIANCE

## Exchange Enrollment Facilitators:

- Connects patients with available resources
- Provides patients with case management services
- Helps patients apply and enroll for insurance and Medicaid



# Additional Community Partnerships

- Washoe County Social Services
  - Kids Kottage
  - Crossroads
- Renown
  - Pediatric and dental emergency diversion
  - WIC
- Northern NV HOPES
  - HIV and Hepatitis C treatment
  - Dental referrals to CHA
- UNSOM
  - Project ECHO
- UNR Department of Psychology
  - Clinical doctoral externships
- UNR School of Community Health Sciences
  - Public Health internships
- State of Nevada Division of Public and Behavioral Health
- Health Plan of Nevada
  - Scheduling access for new patients
- Access to Health Care Network
- Care Chest of the Sierra Nevada
- Northern Nevada Dental Society
- Walgreens 340B program
- Susan G. Komen
- Reno Diagnostic Centers
- Northern Nevada Adult Mental Health Services
- Children's Cabinet
  - Behavioral health services
- Washoe County School District



# Payment Options

---

- CHA health centers are not free clinics; with the exception of homeless services.
- All Medicare and Medicaid accepted
- Payment plan options
- Sliding fee discount based on income and household size.



# For More Information:

---

- Visit our website:
  - [www.chanevada.org](http://www.chanevada.org)
- Like/follow us on Facebook/Twitter:
  - Community Health Alliance
- Call for an appointment:
  - 775-329-6300



# Questions?

---

## General Information:

Charles Duarte

PH: 775-870-3017

Email: [cduarte@chanevada.org](mailto:cduarte@chanevada.org)

[www.chanevada.org](http://www.chanevada.org)

Triage line: 775-329-6300

The attached document was submitted to the  
**Washoe County Board of Commissioners** during  
the meeting held on September 26, 2017.  
by Charles Duarte  
for Agenda Item No. 7  
and included here pursuant to NRS 241.020(8).



## Nancy Parent, County Clerk

PO Box 11130, Reno, NV 89520-0027  
1001 East 9th St., Reno, NV 89512

COMMUNITY  
HEALTH  
ALLIANCE | **Community Health Centers**

*Providing quality, affordable, comprehensive health services to all.*

**Charles Duarte**  
Chief Executive Officer  
cduarte@chanevada.org



[www.chanevada.org](http://www.chanevada.org)

680 S. Rock Blvd.  
Reno, NV 89502  
Phone (775) 336-3017  
Cell (775) 781-1603  
Fax (775) 336-0671