



# 2015 ANNUAL REPORT







Lisa Davies, CEO

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.



Dear Friends,

2015 was another big year of growth and investment for Chapa-De Indian Health. We completed a major renovation of our Auburn Health Center, hired additional staff, expanded patient services, enhanced employee benefits and fine-tuned our internal processes. All of these initiatives are part of our ongoing efforts to expand access to health services for our community members without sacrificing the high-quality and personal care that we are known for.

As you've seen, tens of thousands more of our neighbors now have health coverage as a result of the Affordable Care Act and California's Medi-Cal expansion. Unfortunately, finding providers who will accept these new Medi-Cal members is extremely challenging. So with the support of our sponsoring tribe, United Auburn Indian Community, and Chapa-De's Board of Directors, we have reaffirmed our commitment to caring for American Indian and Alaska Native people, while also welcoming non-Indian, low-income families and individuals. We believe that good health is a critical factor to vibrant communities and we are dedicated to doing our part. Our doors are open to American Indian, low income and limited income community members in Placer, Nevada and Sierra Counties.

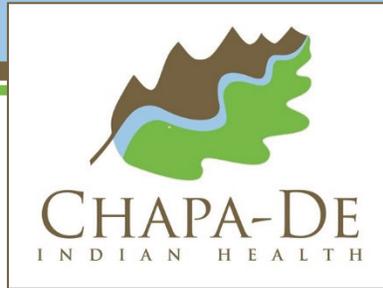
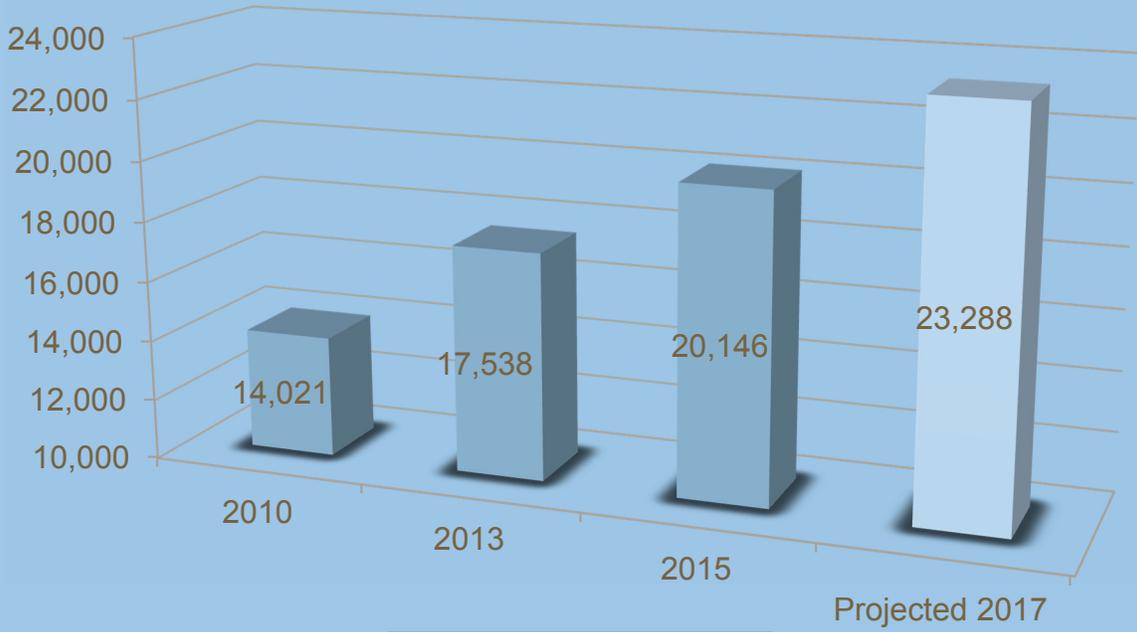
This work would not be possible without our amazing staff. We are proud to now employ more than 200 people between our two health centers in Auburn and Grass Valley and are actively recruiting more. Not only have we increased our staffing levels by over 20% in each of the past two years (making us one of the larger employers in our area), but we are continually evaluating and adjusting our wages and benefits to ensure we are offering fair and competitive compensation. We know that a happy and dedicated staff is the most critical factor to our continued success in providing excellent care to our communities. We thank each of our staff members for their outstanding contributions.

We'd also like to thank you, our neighbors and supporters, for your continued confidence in our organization and in the work that we do in the community. We invite you to learn more about Chapa-De and to stay up-to-date on our latest news and happenings by visiting our newly designed and more user-friendly website at [chapa-de.org](http://chapa-de.org).

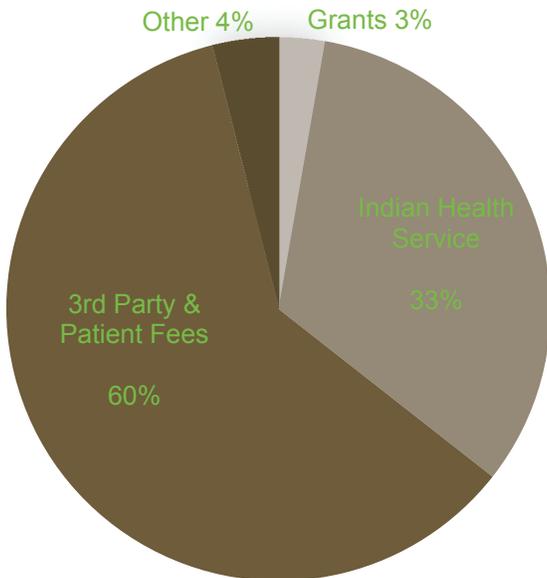
Sincerely,

Lisa Davies, MPH  
Chief Executive Officer

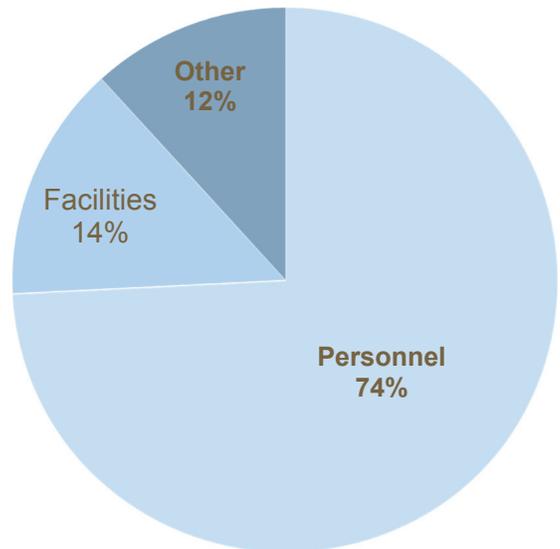
## Patient Growth



## REVENUE MIX



## EXPENDITURES



## 2015 Board of Directors

April Moore  
Board Chair

Brenda Adams  
Board Chair Elect

Gene Whitehouse  
Secretary

David Keyser  
Vice-Chair

Calvin Moman  
Member

John L. Williams  
Member

## 2015 Leadership Team

Lisa Davies, MPH  
Chief Executive Officer

Darla Clark, MPA  
Chief Operations Officer

Sierk Haitsma, BSA  
Chief Financial Officer

Ellen Aoki, MD  
Medical Director

Pauline Karunakaran, DDS  
Dental Director

Thomas Seibel, LCSW, PsyD  
Behavioral Health Director

Melinda Carroll, RN  
Director of Nursing

Pamela Padilla  
Administrative Services Director

Shirley Atenta  
Human Resources Manager

Cathy Murchison, RDA  
Dental Administrative Manager

Debbie Arvay  
Medical Practice Manager

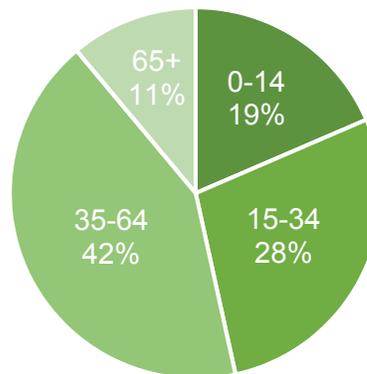
Active Patients: **20,146** YOY ↑

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

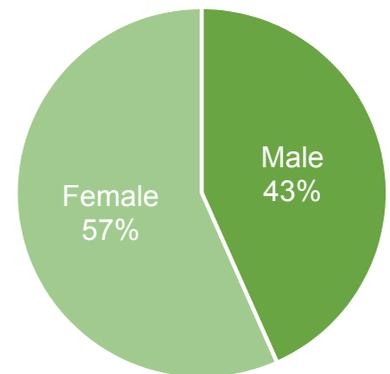
Patients Seen in 2015: **16,084**

## Patient Demographics

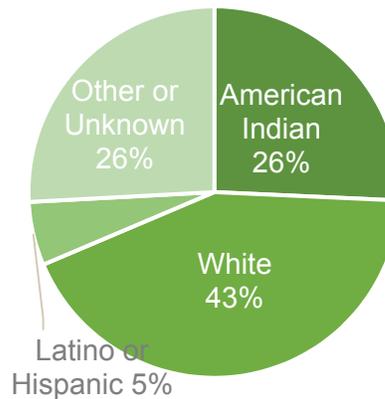
### Age



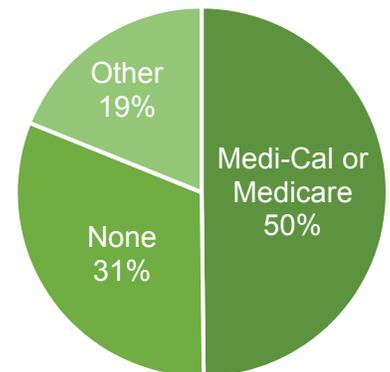
### Gender



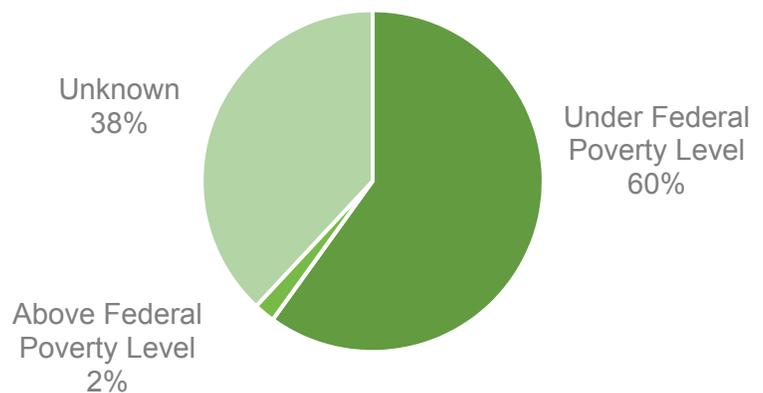
### Ethnicity



### Medical Coverage



### Income



## High Quality Care

We practice a philosophy called the *Patient-Centered Health Home*.

This means that we want our patients to have consistent communication with their primary care provider and the healthcare team that supports them. We do our best to make sure they see the same healthcare team at every visit, so they become comfortable with us and we understand them.

We help patients set their own health goals, and then help them to accomplish them. We would much rather keep people well than treat preventable diseases.

We believe that the mind affects the body. We believe that what we eat matters. We know that it is best to see our patients regularly, so that we can offer the best available health information, screening tests, and immunizations.

Accredited by



Patient Visits: **67,484** YOY ↑

**32,532**  
DENTAL

**26,371**  
MEDICAL

**6,100**  
BEHAVIORAL  
HEALTH

**2,481**  
OPTOMETRY

### Other Key Encounters

DIABETES EDUCATION & SUPPORT **2,659**

PHARMACY TRANSACTIONS **32,587**

### Most Common Reasons for Visits

- **Dental Services**
- **Preventative Care**
- **Chronic Disease Management**
- **Referral to and coordination with Specialty Care Providers**
- **Treatment of Anxiety & Depression**

### Health Outcomes

- 1,788** Children received a dental exam and cleaning. Of these, 1,648 also had dental sealants placed on their teeth to help protect against cavities and other mouth disease.
- 1,956** Patients had a hemoglobin A1C screening to test for diabetes
- 60%** Of hypertensive patients had well controlled blood pressure in 2015
- 6,244** Patients were screened for depression in 2015



## In Loving Memory

In 2015 we said farewell to a cherished member of the Chapa-De family. Our longtime Board Chairperson, April Moore passed away after a hard yet dignified battle with cancer. April dedicated her life to advancing American Indian people and served on the Chapa-De Board of Directors for 26 years.

April was born and raised at the Auburn Rancheria. She had been married for nearly 50 years and was loved by many family members including three children, eight grandchildren and one great grandchild. April had recently retired after working for 28 years at the Placer Hills School District as a school bus driver and Indian Education Coordinator. April was a very influential member of the local American Indian community, and was highly regarded as an expert on Maidu history and culture. She was known for sharing her knowledge of the Nisenan people at schools, museums, libraries, community gatherings and throughout the media.

April influenced who we are today, a comprehensive community health center dedicated to providing care to underserved populations, including American Indian and Alaska Native people, as well as low income families and individuals.

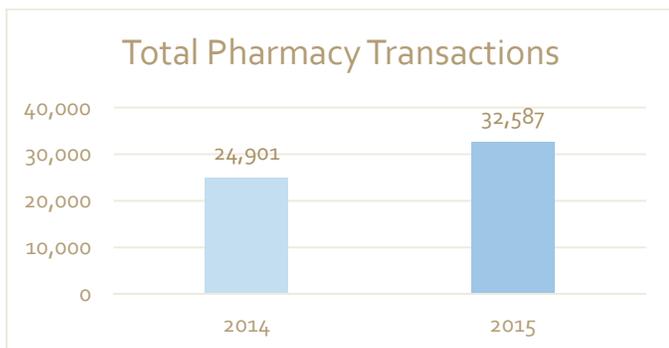
We miss April dearly and are proud to have established the April Moore Memorial Scholarship in her honor. This is one way we say thank you and remember our dear friend.

If you'd like to learn more about this annual scholarship, please visit our website or call (530) 889-3760.

## Meeting the Need – Expanded Services

### Pharmacy Services

In 2015 we were able to expand our Auburn Pharmacy services to better serve our patients. We now stock a larger variety of medications, which are offered at competitive prices compared to larger chain pharmacies, and also began offering mail order and local home delivery service. As a result, more patients are now utilizing our pharmacy services.



We are excited to announce that these services will also be available at our Grass Valley pharmacy beginning in July of 2016.

### Substance Use Disorders Services

In April 2015 we launched our SBIRT (Screening, Brief Intervention and Referral to Treatment) Program which helps identify patients with alcohol dependency. In 2015;

**4,101** Patients were screened for high risk drinking.

**669** Patients had a positive screening result and were provided with education and resources.

- **40%** of these patients were also contacted by a Registered Nurse (RN).
- **37%** of those contacted agreed to a brief intervention and referral to treatment.

We are also building programs to help chronic pain patients to understand the risks and side effects associated with opioid pain medication. Our PACE Classes offer education and support to manage chronic pain in a way that increases quality of life without resorting to pain medications.

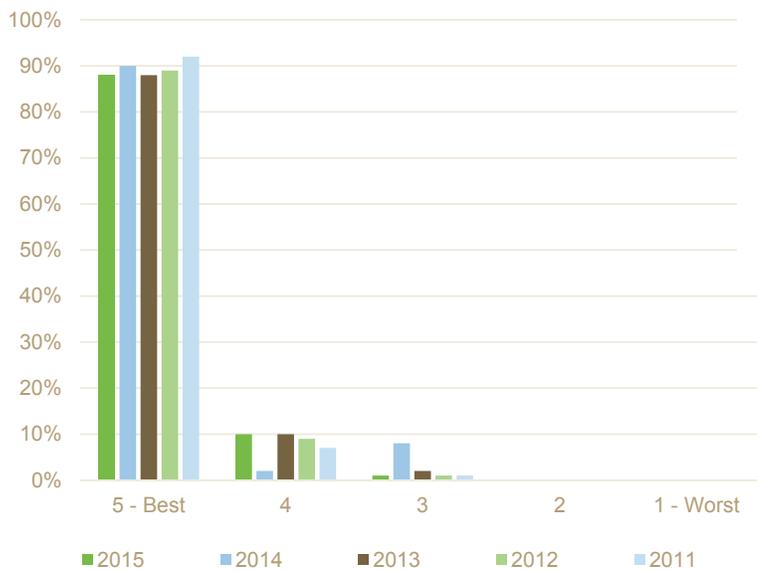
# SATISFACTION

## SURVEY RESULTS

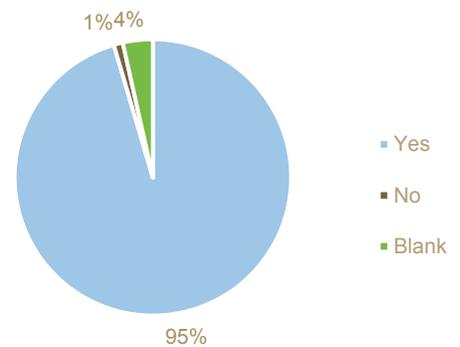


MORE THAN 8 OF EVERY 10 PATIENTS ARE VERY SATISFIED

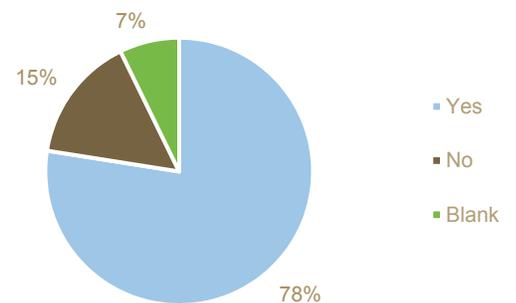
Overall, how satisfied are you with the service you received at Chapa-De?



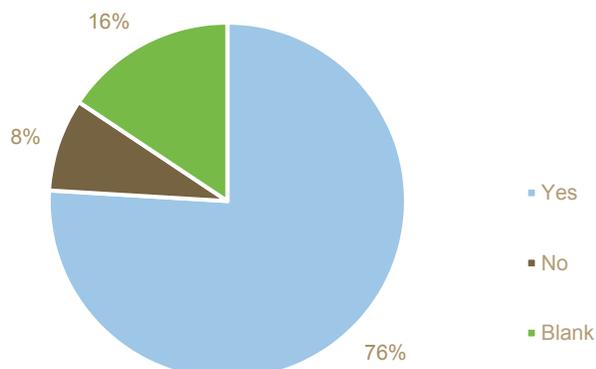
Did your provider listen carefully to you?



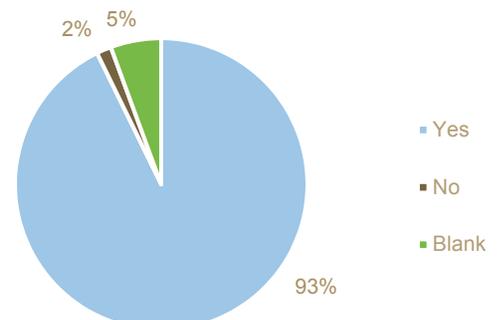
Did anyone talk to you about specific goals for your health today?



If you phoned to get an appointment for urgent or routine care, were you able to get an appointment as soon as you felt you needed it?



Did you get easy to understand information about your health questions or concerns?



## 2015 Highlights

### Technology Advancements

- Dentrix Electronic Dental Record System
- VistA Electronic Document Management System
- Microsoft Exchange Email System
- Imprivata Single Sign-On Software

### Community Involvement

#### • Free Clinic in Grass Valley

In November 2015, 15 Chapa-De staff members volunteered for a free clinic coordinated by California Care Force.

Over 500 people received free health services at this event, including Medical, Dental and Optometry services.

#### • Placer Food Bank

Chapa-De and Placer Food Bank have established a relationship to help bring healthy food to those in need.

Representatives from Placer Food Bank are available once a month at each of our locations to answer questions and to help community members to enroll in CalFresh and WIC.

# Alcatraz Swim 2015



In October 2015 a small group from Chapa-De Indian Health participated in Pathstar's swim from Alcatraz to San Francisco. This annual swim is an amazing feat for all who participate and brings awareness and inspiration to Native American communities.

The Pathstar Program began in 2003 when two men from the Pine Ridge Reservation in South Dakota completed the swim. Their journey brought national awareness to the health disparities faced by American Indians and inspired many to examine their lifestyles and to make changes to improve health and wellness. Today the program includes 8-days of intensive training focused on exercise and healthy nutrition. The program not only prepares the participants for the unforgettable swim, but also provides them with information and experiences that they can take home to help sustain and promote a healthy lifestyle.

## Reviews on Facebook

**Kandace** reviewed [Chapa-De Indian Health Auburn](#) — ★★★★★

Very professional and very helpful. Always there to do what needs to be done.

**Rick** reviewed [Chapa-De Indian Health Grass Valley](#) — ★★★★★

**Lillian** reviewed [Chapa-De Indian Health Auburn](#) — ★★★★★

I usually hate going to the dentist. I have to say the facilities and the staff are wonderful! Here I am 55 years old and now I'm totally happy going to the dentist. They have everything needed to make the visit awesome! Thank you!

**Randon** reviewed [Chapa-De Indian Health Grass Valley](#) — ★★★★★

**Shirley** reviewed [Chapa-De Indian Health Auburn](#) — ★★★★★

Awesome place very nice and helpful staff and doctor's are great



[www.Chapa-De.org](http://www.Chapa-De.org)

**Auburn Health Center**

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Auburn, CA 95603  
(530) 887-2800

[facebook.com/ChapaDeAuburn](https://facebook.com/ChapaDeAuburn)

**Grass Valley Health Center**

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Grass Valley, CA 95945  
(530) 477-8545

[facebook.com/ChapaDeGrassValley](https://facebook.com/ChapaDeGrassValley)