

**Terry Reilly  
Health Services**

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**Annual Report  
to Stakeholders  
2017**

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**Fiscal Year  
April 2017-March 2018**



**Our caring and dedicated team of professionals *work together* to make sure that no person or health concern goes unnoticed so we all benefit from a healthy, thriving *community*.**



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# A Letter from our CEO

In recent years, the language in health care has been changing to include terminology such as “population health” and “social determinants of health”. This is good news for our community as the conversation is beginning to place a priority on the interventions and organizations that are making our communities healthier and safer.

Terry Reilly is well positioned for this change in conversation. As a health center, this is how we have been thinking of our community, delivering health care, and prioritizing our work since inception. Our mission has been and continues to be focused on fostering health and health equity within our community.

People sometimes ask me what I enjoy most about working for Idaho’s largest community health center. The answer comes down to being part of innovation and community change. I get to work with amazing people who look around our community and ask, “how can we make a difference?” I get to be a part of an organization that collaborates with our patients, partners and community to bring about change.

People typically know the traditional health care services that Terry Reilly provides such as primary care, dental care and behavioral health care. There are amazing opportunities to support patients through direct patient care, and we work hard to expand access to evidence based medicine. We also recognize that innovation comes from thinking outside the box and partnering with like-minded people and organizations as we care for our neighbors.

Our hope is that this annual report will highlight some of the innovative change that we are working on to improve the health care landscape in Idaho. As you can see, our focus includes and extends beyond traditional health care, but we can’t do it alone. From our school based therapist program, partnerships in the mobile health clinic, and expansion of dental services to rural communities, lasting community change comes from partnership and collaborative investments in our community. As the Treasure Valley population expands, we stand poised to increase capacity and partnerships to meet this growing and changing need.



Heidi Hart,  
Chief Executive Officer



# Company Overview

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## *Who We Are*

We are a non-profit health care organization responding to unmet health care needs within underserved Idaho populations. Since 1971, Terry Reilly has evolved from a single clinic providing medical care to agricultural workers into a vibrant health care system providing high quality affordable health care to all members of the communities we serve. By offering medical, dental and behavioral health services throughout Ada, Canyon and Owyhee counties, we are improving health and wellness in our neighborhoods.



## *Mission*

Terry Reilly, in the tradition of our founders, is a community health center dedicated to providing affordable, comprehensive health care to everyone in our community to improve health and quality of life.

## *Vision*

We will assure equal access to affordable, quality, comprehensive health and wellness services to all in our community.

# Leadership

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**Tami Fife**, M.H.S

**Brian Baldwin**, M.B.A

**Andrew Baron**, M.D

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Chief Operating Officer

Chief Financial Officer

Chief Medical Officer

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**Melissa Mezo**, L.C.S.W

**Cindy Miller**, RN

**Don Morrison**, RN

**Jeff Larsen**, M.B.A

**Dorothy Simmons**

**Bethany Gadzinski**

**Dan Shadix**

Dental Director

Behavioral Health Director

Allumbaugh House Program Director

Director of Nursing

Director of Business Management

Director of Clinical Operations

Director of Quality Improvement

Director of Information Technology



# What's New

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## ***School Based Therapist Program***

In March of 2017, Terry Reilly Health Services launched the school-based therapist program. Co-locating with local area community schools, we provide counseling services and intensive case management for Idaho's most at-risk children. Toxic stress has a negative impact on children's education and development. Nearly 22% of high school seniors admit to seriously considering suicide, the second leading cause of death for teens and young adults. Even if childhood stressors don't result in suicide, they have a long term health impact on Idaho's children. This past year we partnered with Boise, West Ada, Nampa and Caldwell School Districts to embed counselors in schools where the children have the highest risk of childhood stress. We have 15 Terry Reilly therapists who work in area schools where we can offer onsite support for struggling children, youth and families.



## ***Dental in Marsing***

At the start of 2017, we added dental services in Marsing. This is the first and only dental clinic within Marsing's city limits. The clinic now integrates existing medical and behavioral health services with dental care. The addition to the clinic includes a dentist, hygienist and dental assistant. The new dental services impact 300 patients in a community that previously lacked any quality oral health care options.





## ***Mobile Health Clinic***

This year our outreach efforts have increased with the creation of new partnerships around the community. A strong collaboration with Saint Alphonsus Medical Center has allowed us to team up with their Mobile Health Clinics. This teamwork has allowed for greater health access in the farming communities of Wilder, Caldwell and Nampa. Terry Reilly staff are available at these clinics to complete data entry, follow up calls, scheduling case management and reporting. The follow up care has increased patient access to a medical home and creates robust care coordination that expands beyond traditional health fairs. These Mobile Health Clinics have served hundreds of existing Terry Reilly patients by preventing delays in treatment due to transportation barriers.



## ***2017 Terry Reilly Gala***

Terry Reilly's Annual Gala continues to be a great success because of donors like you. Due to the generosity from corporate sponsors, local businesses and individual participants, we raised almost \$43,000 to support the Patient Assistance Fund, which allows us to provide care to individuals and families who cannot afford services.



Thank you to our sponsors who helped to make this event a huge success:

**SAGE Health Care, Saint Alphonsus, Simplot, St. Luke's, and Thorne Printing**

# 2017 by the Numbers

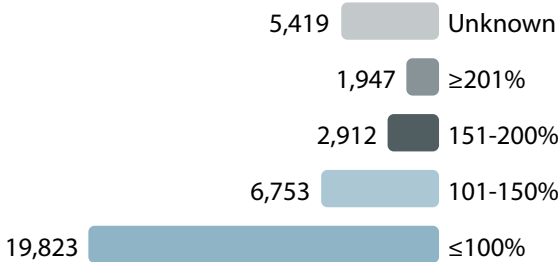
## Who We Served

Note: This patient demographic information represents patient encounters through calendar year 2017 & excludes Allumbaugh House.

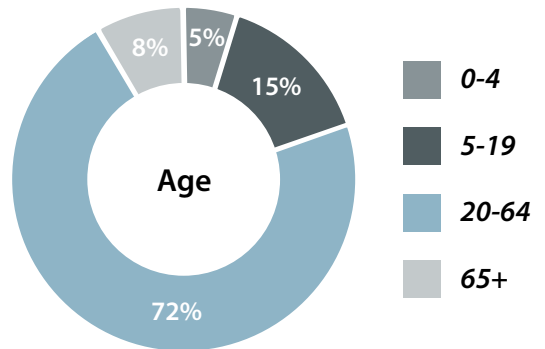
### Percent of patient population by insurance coverage



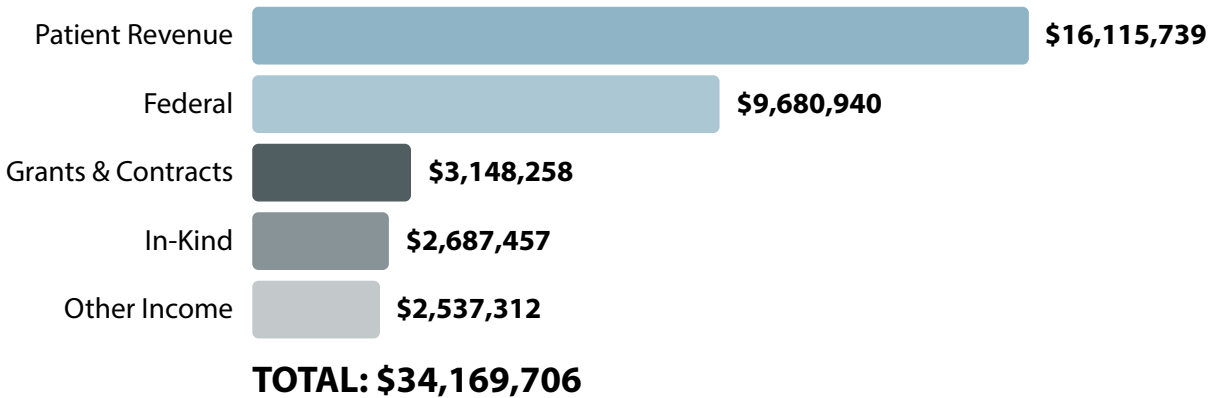
### Number of patients by percentage of the federal poverty level



*A family of four living at 100% of the federal poverty level has an annual income under \$23,500*



## Programmatic Revenue, FY 2017-2018\*



## Expenses by Category, FY 2017-2018\*

<b>PATIENT CARE</b>	\$31,963,172
<b>ADMINISTRATION</b>	\$2,092,214
<b>FUNDRAISING</b>	\$114,320
<b>TOTAL:</b>	<b>\$34,169,706</b>

\*Note: These numbers represent Terry Reilly's Programmatic Support.

## This year we:

Provided **\$11,058,893** in Sliding Fee Discounts

Provided **\$220,814** in services through Terry Reilly's Patient Assistance Fund

Provided comprehensive health care to **35,299** patients, **19,768** of who were uninsured

Delivered **25,308** dental visits to **9,864** patients

Provided Prenatal Care to **762** women

Made quality behavioral health care affordable to **7,608** individuals

Provided care to **2,821** migrant or seasonal farm workers

Served **3,423** homeless adults and children through our clinics in Boise and Nampa

Provided **935** admissions for crisis mental health & detoxification services at Allumbaugh House

Provided **17,591** treatment visits to **1,262** clients through Terry Reilly's SANE Solutions

# Our Supporters

## FY 2017-2018 Donations

To our partners, donors, advocates and volunteers, we extend our heartfelt thanks. Your compassion, generosity and dedication to our mission is what gives us the ability to do our work every day. Thank you.

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Thomas and Brenda Corbin  
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Patrice Davies  
Patrick Davis

*"This clinic has truly changed  
the quality of my life."*

-Todd

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 Darlene Stattner  
 Cheryl Stebbins  
 Philip and Lisa Stevenson  
 Catherine Strange

***"All the doctors and staff are  
 so friendly, and very helpful.  
 I'm so grateful for this clinic!"***

-Shannon

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 Martin Thorne  
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Liliana Vega  
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Anonymous  
Joyce and E.V. Whyte

***“The care we have received has been great. The providers take time to listen and come up with a care plan.”***

**-Yuli**

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Kenneth and Linda Winer  
Dwayne and Sharon Wolf  
Mary Lee Wood  
Stephen and Kathleen Yochum  
Abbe Zimmerman

### **Monthly Donors**

Michelle Arnett  
Travis Armstrong  
Rebecca Reed  
Lee Flinn  
Anabeth Elliott  
Holly Porterfield  
Theodore Lebow  
Andrew Huang



***“I was able to address all my medical concerns in a timely manner and left in a better state of mind than when I first entered the office. I would recommend Terry Reilly to anyone needing or wanting good and friendly health care service.”***



# Our Services



## Medical

Board certified physicians & medical staff provide a full range of health, wellness and disease prevention services with an emphasis on personalized, affordable, quality care.



## Dental

Board certified dentists and hygienists offer a wide range of oral health care services for the entire family at clinic locations across the Treasure Valley.



## Behavioral Health

Licensed behavioral health staff offer a wide range of counseling services to support the diverse needs of our patients - fostering strong, healthy individuals and families.



## Urgent Care

Our convenient walk-in medical services are available to treat any non-life-threatening illness or injury that needs immediate attention.



## Pharmacy

Our pharmacy offers access to high quality, low cost medications, along with additional savings through patient assistance programs.

# Our Locations

