



2022 Annual Report

Fiscal Year April 2022 - March 2023

MARSING TELEPHARMACY

IMPROVING HEALTH IN RURAL
COMMUNITIES

**Behavioral Health
Expansion**

**PROMOTING HEALTHY
SMILES FOR OUR
YOUNGEST PATIENTS**

Making Healthcare
Accessible to our **Rural
Southwest Idaho
Communities**



HEALTHCARE FOR ALL

CONTENTS

Letter From Our CEO	2
Leadership	3
Our Company Overview.....	4
Quality Awards	5
Homedale Ground Breaking and Build	6
Marsing Pharmacy Opening	7
Baby's Best Start Classes	8
Promoting Healthy Smiles for our Youngest Patients	9
Dental Assistant Apprenticeship	10
Expanding Behavioral Health Services Across the Valley ...	11
Behavioral Health Classes in the Community	12
Behavioral Health Patient Navigator for Homedale	12
Patient Story	13
2022 By the Numbers	14
Our Supporters	17



LETTER FROM OUR CEO

Dear Friends,

This past year has been busy for the Terry Reilly team. As we emerged from the pandemic, we shifted attention to expanding access to health care and targeted strategies to address health priorities. We made significant investments in pharmacy and behavioral health services while continuing to prioritize the support needed for our rural communities. Further, our employees led key initiatives to support healthy pregnancies, babies and helped patients manage chronic diseases, such as diabetes.

Like most health care providers, we face a shortage of qualified staff. In addition to caring for existing staff, we resumed and expanded activities supporting workforce development, paving the way for people to achieve their professional dreams. Our new Dental Assistant Apprenticeship program is our latest investment in workforce development.

We're excited to share some of the great work achieved this year. We hope you enjoy reading the following pages and are as inspired as I am by the talented team and Board of Directors at Terry Reilly. These accomplishments reflect their combined commitment to our patients and community.

Heidi Hart, LCPC, MBA

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OUR COMPANY OVERVIEW

Our story

In 1971, Terry Reilly, our founder, and his wife, Rosie, opened up their home and made a makeshift clinic out of their living space. Their goal was to provide access to healthcare services for children and seasonal farmworkers who would otherwise go without. Since the clinic's conception, the aim has been to provide healthcare services to our neighbors. We continue that vision today as we expand our services.

Terry Reilly provides nationally ranked high-quality healthcare services to over 36,000 Idahoans regardless of income or insurance status. We serve everyone.

Our Mission

As a community health center with deep roots in the Treasure Valley, we are dedicated to providing affordable, accessible, quality, comprehensive care to meet the needs of the community.

Our Vision

We will assure equal access to affordable health and wellness services to address health disparities and the impact of social injustices creating wellness and health equity for all.



QUALITY AWARDS

Every year Health Resources & Services Administration (HRSA) recognizes Health Centers through their Community Health Quality Recognition (CHQR) badges indicating notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response for the most recent reporting period.

Terry Reilly was awarded CHQR badges in Bronze Health Center Quality, Advancing HIT, and PCMH (Patient Centered Medical Home). The Quality Leader awards are for meeting or exceeding national benchmarks for one or more of the clinical quality measure (CQMs) groups that promote behavioral health, heart health, diabetes health, HIV prevention and care, and maternal and child health.

A Bronze award indicates that Terry Reilly is recognized in the top 30% of all health centers nationally for overall clinical quality measure performance. In Idaho, among 14 health centers, we were 1 of 3 health centers recognized as a Quality Leader (Gold, Silver, and Bronze combined)!



Terry Reilly Health Services is accredited by The Joint Commission. The Gold Seal of Approval® is a symbol of quality reflecting our commitment to provide safe and effective care.



NCQA certification represents a commitment to continuous quality improvement by putting the patient at the center of care. The Patient Centered Medical Home is a model of care that builds relationships between patients and their integrated, clinical care teams to support whole person health through better outcomes and improved patient experiences.



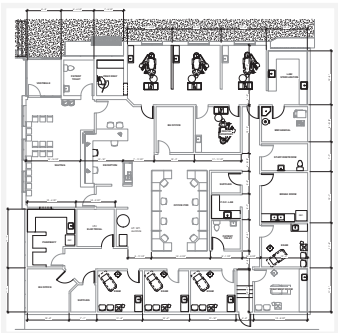
HOMEDALE GROUND-BREAKING AND BUILD

Terry Reilly has provided services to the Homedale community for over 40 years, serving 1,800 patients; more than half of the Homedale population. As the Homedale community has grown, so has the need for expanded services in this rural area. In August of 2022, Terry Reilly kicked off a capital campaign and celebration thanks to a \$1 million grant from HRSA for capital improvements and an additional grant of \$1 million rural access grant from the USDA. The remaining capital campaign funding came from donors and community partners like you who are committed to making quality care a reality for many in this rural area.

The new 4,700 square foot clinic will replace the existing two clinics: one medical and one dental. The new building will

feature 3 dental suites, 1 dental operator, 2 behavioral health spaces, 4 medical exam rooms, 1 medical treatment room, and a pharmacy.

Expanding our services in Homedale will positively impact the community and our patients by providing medical, dental, behavioral health, and pharmacy in a single location. Providing for easier and increased access, building a healthier, stronger community.



Homedale clinic plans



Homedale Dental before the new clinic



Homedale Medical Clinic



Homedale Medical room before the new clinic



MARSING TELEPHARMACY

IMPROVING HEALTH IN RURAL COMMUNITIES

Holly Hengler, PharmD, Director of Pharmacy

Several counties in Idaho are designated as a medically underserved which means a shortage of health care services for residents within a geographic location. These populations may also have barriers such as transportation which directly impact the health of Idahoans due to limited access to medications or other pharmacy services. Technology advancements have changed how we deliver health care. Terry Reilly Health Services is now able to reach more patients in rural communities by providing telepharmacy.

In the Fall of 2022, we opened our first telepharmacy in Marsing, Idaho. Marsing is a rural agricultural town in Owyhee County that is home to approximately 1,300 individuals. Owyhee County has been identified as medically underserved.

Terry Reilly Health Services is the only healthcare clinic in Marsing and until recently lacked a pharmacy for patients to fill their medications.

The nearest pharmacies were over 10 miles away resulting in challenges especially during the winter months. Our Terry Reilly pharmacy is integrated within the Marsing clinic and allows patients to pick up their prescriptions close to where they live.

The Marsing telepharmacy may be staffed by either a pharmacist or a pharmacy technician. We are utilizing technology by monitoring a pharmacy technician each step of the prescription process with remote supervision by a pharmacist. Pharmacists provide counseling to patients on their medications via a secure live video connection. Translation services are also available if needed. Terry Reilly pharmacy offers reduced prescription pricing to all eligible sliding fee patients on medications prescribed by a Terry Reilly health care provider. Pharmacies are proven to be a valuable resource to improving health in rural communities.



In 2022, Terry Reilly provided prenatal care to over 600 women. In addition to medical, obstetrician and dental care our team provided education to support families in welcoming their new baby.

BABY'S BEST START CLASSES

Jasaira Beeks, Patient Navigator

Terry Reilly began developing and hosting a series of educational classes called Baby's Best Start. These classes were designed to prepare parents for pregnancy, birth, and early childhood. With the help of the medical, dental, pharmacy, and behavioral health teams we developed content that reflected how important integrated care is during pregnancy and beyond. We also include several key community partners to highlight the resources they provide to new parents.

Our comprehensive care addresses the health of the mother and baby throughout the pregnancy.

Preventative care and education help identify upstream health factors and improve the baby's overall health outcomes.

The class was a four-week series that was structured with a weekly topic.



Week one: Prenatal prep and baby safety.



Week two: Planning for your delivery.



Week three: After the baby arrives- feelings, feedings and more.



Week four: Early childhood development and parenting.

In addition to the educational material, patients also received gifts of sleep sacks, prenatal vitamins, cribs, diapers, and more to help them welcome their new baby.



PROMOTING HEALTHY SMILES FOR OUR YOUNGEST PATIENTS

Misty Robertson, RDH-EA, CDHC

Terry Reilly Health Services has received funding from Delta Dental of Idaho to support work offered by our Community Dental Health Coordinator (CDHC). Misty Robertson, RDH-EA, CDHC is a Registered Dental Hygienist who has obtained her CDHC certification and is embedded within the medical teams providing oral health screenings and education. Additional services offered during the time spent with the CDHC includes providing anticipatory guidance to parents on how to prevent dental disease, applying fluoride varnish, offering care coordination with scheduling appointments, finding dental providers, and providing oral hygiene instruction. These services are conveniently offered during regularly scheduled well child appointments with medical providers.

This Medical/Dental Integration model aims to reduce oral-health disparities and dental disease of Terry Reilly patients.

One example of the impact this model can have on patient outcomes was shown when the Misty met with 6-month-old child and parent. This child had two teeth that had erupted, and his mother had no knowledge about oral hygiene, and was not brushing the teeth. Oral hygiene was discussed and demonstrated, recommendations for when to take child for their first dental visit information about tooth decay and ways to avoid caries and potential need for hospital sedation to treat caries in very young children.



Misty Robertson and baby

"As a Pediatrician, I see the impact of poor oral health frequently. I've had patients unable to maintain a healthy body weight because their dental care made it hard for them to eat regular meals. I've had other patients who required extractions of their central incisors at an early age, and this resulted in speech articulation disorders during early childhood. Having Misty see our patients early and often reinforces the importance of oral health to general health and helps prevent complications from dental disease."

- Dr. Suski, Terry Reilly Pediatrician

DENTAL ASSISTANT APPRENTICESHIP

Workforce development is a top priority for Terry Reilly, that is why we are excited to participate in the Dental Assistant (DA) Apprenticeship program sponsored by the Idaho Community Health Center Association (ICHCA) in partnership with North Idaho College and the Idaho Department of Labor.

The goal is to provide career pathways for students who might not otherwise be able to afford the education.



Ricky Jr., Terry Reilly Dental Assistant Apprentice above

Participants learn essential skills for the profession and prepare for success in passing the certification exam, with most of the educational cost covered by Idaho Launch Program through the Idaho Department of Labor. The program consists of online classes and in-person training with a supervisor and preceptor, which is offered at Terry Reilly dental clinics.

Two of our newest Dental Assistants completed the program. Anai Gonzalez is working at Canyon Dental, and Ricky Grande, Jr., is at our Nampa 1st location.

Anai says while it's always been her dream to work in dental, the cost of education had put it out of reach. With Idaho Launch Funds covering 90% of the expense and Terry Reilly providing the hands-on training, Anai was able to pursue her career goals.

Ricky, Jr. says he's always been interested in following in the footsteps of his father, who is a Dental Assistant with Terry Reilly at Canyon Dental. Ricky had previously been a Patient Access Specialist at Terry Reilly, and knew this would be his DA home. He said, "I really like everything we do for the community." His future plans are to continue his education and become a Dental Hygienist.

Anai Gonzalez and Robin Donovan, ICHCA Program Manager of Workforce Development



EXPANDING BEHAVIORAL HEALTH SERVICES ACROSS THE VALLEY

Terry Reilly Health Services is one of four Community Health Centers (CHCs) in Idaho awarded funding to expand behavioral health services. Each health center was awarded \$1 million dollars per year for the next four years by SAMSHA - the Substance Abuse and Mental Health Services Administration – to expand behavioral health services in their respective communities.

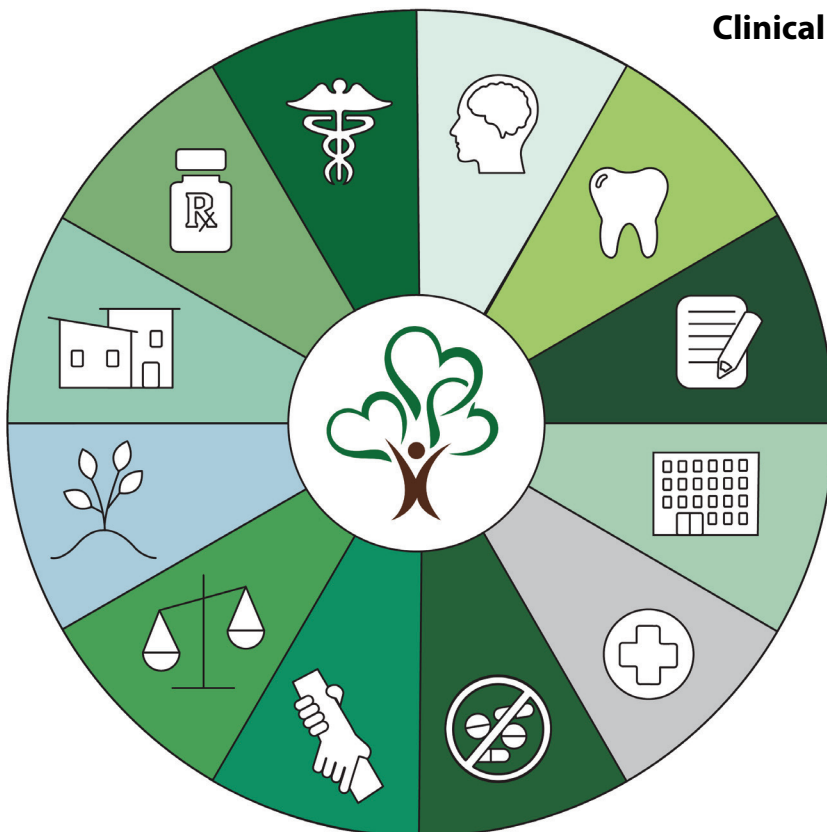
The funding allowed Terry Reilly to expand behavioral health services in Canyon County and pursue the specialty designation as a Certified Community Behavioral Health Clinic (CCBHC). The goal is to increase access to mental health and substance use services, enhance community behavioral health crisis services, and better support individuals as they access care across health care systems.












“Terry Reilly Health Services has been committed to the delivery of behavioral health care in Southwestern Idaho for decades. We are excited to receive this award so we can strengthen our services in Canyon County and at the same time, partner with other health centers to advance care across the state.” says Heidi Hart, CEO of Terry Reilly Health Services. Hart adds, “We look forward to working with our state and local partners to advance the delivery of behavioral health services in Idaho.”

Mental health is critical to personal well being, interpersonal relationships with family and friends, and the ability to contribute to the community.



Certified Community Behavioral Health Clinical Services



-  General Mental Health
-  Dental
-  Patient Navigation and Care Coordination
-  Housing support
-  Psychiatric Medication Management
-  Substance Use Services
-  Primary Care
-  Pharmacy
-  Allumbaugh House
-  Trauma and Resilience Centers
-  Justice Involved Services
-  Crisis Services

BEHAVIORAL HEALTH CLASSES IN THE COMMUNITY

Jenny Minnis, LCSW

Due to the increasing prevalence of suicide and mental health issues in our communities, Jenny Minnis, one of our Behavioral Health Providers, designed and taught a series of four educational classes. These classes aimed at teaching mental health topics for parents, teachers, and other adults that support school-aged youth.

The classes were taught remotely as well as in person within the Treasure Valley. Terry Reilly patients and non-patients were invited to attend.



"As a therapist providing school-based counseling, combined with my experience of working in-patient with adolescents, I am passionate about widening the support network of school-aged youth. I have seen kids thrive when their adult supports provide them with the skills, knowledge and support they need to be successful in meeting their goals and feeling healthy."

- Jennifer Minnis Terry Reilly Behavioral Health Provider

BEHAVIORAL HEALTH PATIENT NAVIGATOR FOR HOMEDALE

Jesus Blanco, Community Outreach Manager

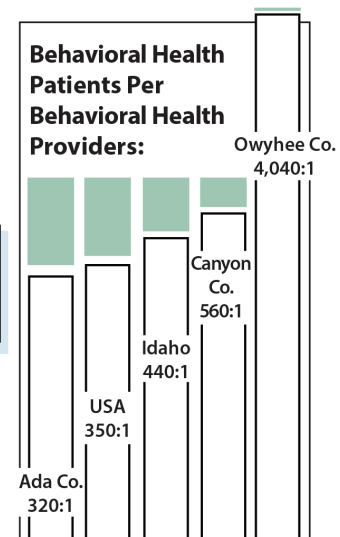
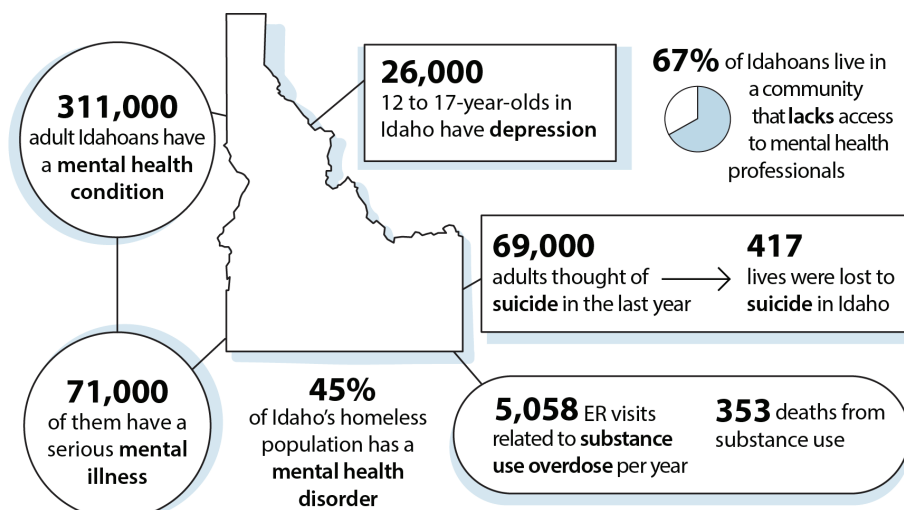
Terry Reilly received a Cambia Health Foundation grant in 2022 to support rural Behavioral Health Coordination in Homedale and the surrounding areas. Terry Reilly used the Cambia funding to hire Sandra Ortiz, Patient Navigator, to help patients and community members access TRHS behavioral health care and other available resources.

Sandra provides Youth Mental Health First Aid, Safe Talk, and QPR (Question,

Persuade, Refer) trainings and is currently hosting them at the Homedale Library and Homedale Senior Center. Sandra also has been instrumental in helping many families connect to Terry Reilly behavioral health services.

Sandra's position as a patient navigator offers patients and community members a safe place to voice their concerns and an advocate to connect them to needed services.

Behavioral Health in Idaho



Source: US Census Bureau, Household Pulse Survey, 2021\\ (dhw.idaho.gov, drug overdose dashboard, 2021)

The top diagnoses at Terry Reilly are hypertension and diabetes. Terry Reilly prioritized initiatives to support diabetic management including investments in clinical pharmacy and dietetics. Those investments are visible in the control rates of Terry Reilly patients. The national average of poorly controlled A1c is 30.3% compared to 26% of Terry Reilly patients.



Terry Reilly provides complete health services coordinated in one place. The integrated care has been a huge help to Mike, who's learning to manage Type 2 Diabetes.

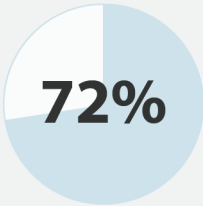
"Now that I see Terry Reilly Health Services for my primary care, I can visit with a dietitian, a clinical pharmacist or my provider. They all take time and teach me how my body works with diabetes and the tools to manage my condition. Plus, my care is priced so I can afford it." - Mike

2022 BY THE NUMBERS



Serving Southwest Idaho

17 locations in 8 cities across Ada, Canyon, & Owyhee counties



Of our Adult Patients are Employed

Yet many still struggle to afford the basic necessities including housing, child care, healthcare, food and transportation. (United Way of Treasure Valley ALICE Report)

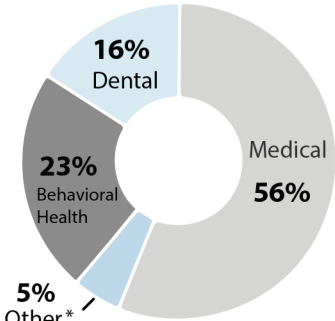


140,000+ visit per year



36,000+ patients per year

Services Delivered Through Terry Reilly



*Other: Clinical Pharmacy, Supportive Services, Dietitian Services and Nursing

Special Populations

Children	5,073
Senior Citizens	4,102
Migrant Ag Workers	2,988
Homeless Individuals	2,505
Veterans	837



55% of household incomes are less than 100% of poverty*



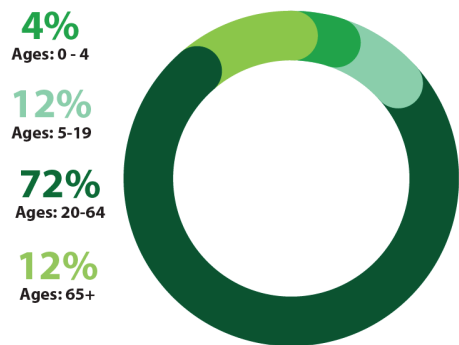
34% lack health insurance coverage of any kind

*A family of four living on less than \$27,750 a year

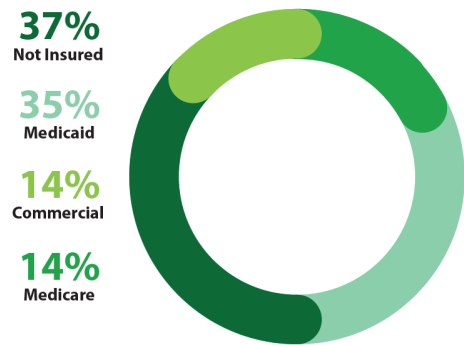


2022 BY THE NUMBERS

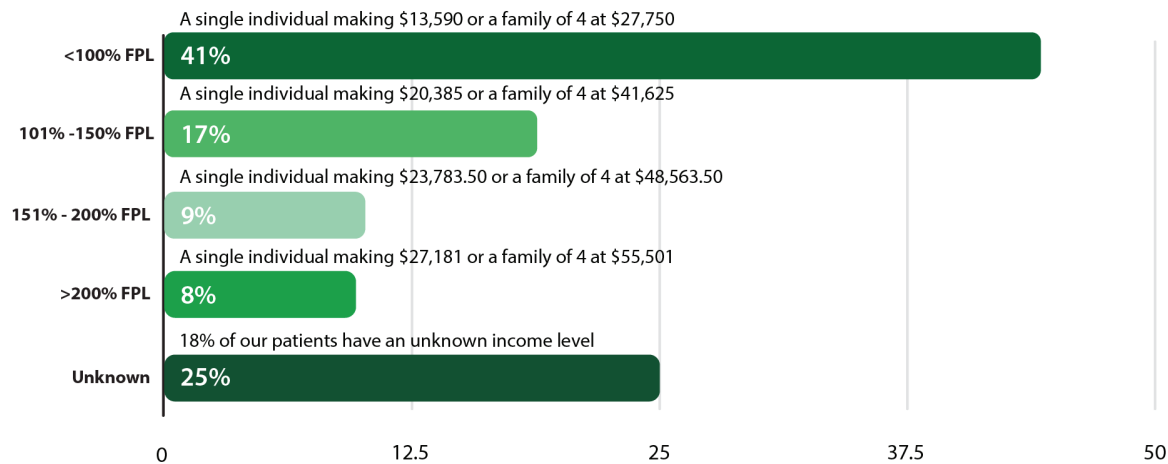
Patient Age Group



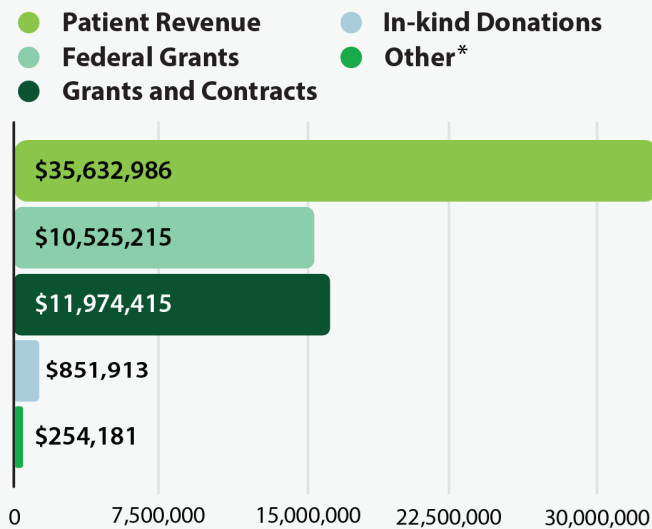
Percent of Patient Population by Insurance Coverage



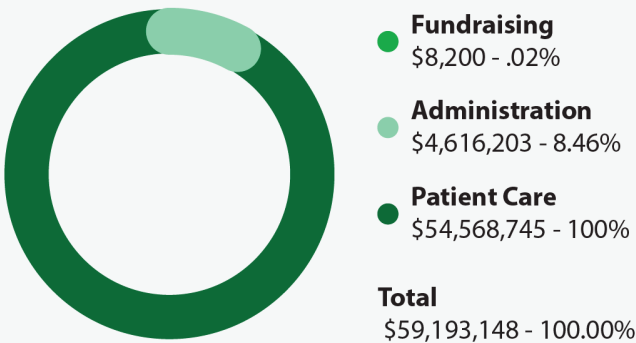
Patient Income by Percentage of the Federal Poverty Level



Annual Revenue



Expense By Category



*Other donations for Greatest Need and the Bob LeBow Patient Assistance Fund.



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Terry Reilly Health Services
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