



Medical Assistant Program
Give Kids a Smile
Expanding Access to Pharmacy

Ada County Victim Services Center
Patient Feedback Groups
OB and Pediatric Care

Annual Report 2024-2025

Fiscal Year April 1, 2024 - March 31, 2025



Caring For Our Communities



18 Locations in 8 cities
across Ada, Canyon, &
Owyhee counties



42,628

Patients cared for
per year



14,493

Uninsured
patients



988

Veterans



4,006

Unhoused adults
and children



1,980

Agricultural
Workers



12,128

Patients who have
a mental health
diagnosis



7,802

Rural Patients



64

Mobile medical &
dental clinics



12,730

Patients treated for
chronic disease



A **Thriving** Community
is Made up of **Healthy**
Individuals

When our community has access to healthcare
services we all benefit.

**A healthy community takes
all of us!**

Lack of insurance, financial barriers, and
transportation can prevent individuals from
accessing necessary preventive care, timely
treatment, and ongoing disease management.
This can lead to more severe illness and higher
rates of negative health outcomes.

Our Patient Navigator team is here to help

Transportation



3,239

Rides to
appointments

Food insecurity



1,532+

Food bags and food
cards distributed

Enrollment and
access to care



3,769

Patients connected
to services



Contents

Letter From our CEO.....	1
Give Kids a Smile	2
Quality Awards	3
Leadership.....	4
Patient Feedback Groups	5
Healthy Pregnancies, Healthy Families	6
Expanding Pharmacy Access	7
Medical Assistant Apprenticeship	8
Ada County Victim Services Center	9
Same-Day Counseling Consultation	10
Patient Demographics.....	11
Financial Highlights.....	12
Our Donors	13

Letter From Our CEO

Dear Terry Reilly Friends,

It's been another busy year as we continue to meet the evolving health care needs of our rapidly growing communities. I'm proud to share stories in this year's annual report that highlight how our team continues to innovate and find creative solutions to deliver high-quality care throughout the Treasure Valley.

Community health is built on strong partnerships. Whether within our team or with local collaborators, these relationships are essential to how we respond to community needs.

Highlights from the year include:

- **Expanding Pharmacy Services:** We opened a new pharmacy location, extended our hours, and introduced tele-pharmacy services. We also strengthened our clinical pharmacy team, enhancing the support available to patients managing chronic conditions.
- **Focused Clinical Leadership:** Our leadership in obstetrics, postpartum, and pediatric care ensures that mothers, babies, and children receive a healthy start.
- **Workforce Development:** We expanded partnerships with higher education and training institutions to support professional development and create career paths for the next generation of skilled, compassionate healthcare professionals.
- **Trauma Support Services:** We embedded specialized trauma counselors and patient navigators within the Ada County Victim Services Center, integrating our staff into a multidisciplinary team that provides support for children, adults, and families navigating the disclosure of abuse and trauma.
- **Patient-Centered Governance:** Led by a patient-driven Board of Directors, we remain grounded in the needs and perspectives of our patients. We also engaged small groups of patients to provide feedback on their care experiences, amplifying the patient voice in care delivery.

As we close the year, we are deeply grateful for our team of caring and talented staff, our visionary Board of Directors, and our many generous partners and supporters in the community. We remain committed to our mission—'Your Health, Our Mission'—and look forward to the opportunities and continued collaboration



Heidi Hart, LCPC, MBA

DENTAL

Give Kids A Smile

Melinda Jensen, DDS, Dental Director

Each spring for the past 11 years, we have hosted our "Give Kids a Smile" event. We hold a special Saturday clinic to provide dental care for around 45-60 children. Due to the lack of affordable dental services, many of the children we see have been without care for a prolonged period.

The dental team takes special care to create a welcoming atmosphere for families with fun educational activities and free books and story hour in the waiting area. All the children receive an exam, x-ray, sealants to prevent cavities, and a dental cleaning. Depending on what's found during the exam, some also may need fillings, extractions, stainless steel crowns and, for some toddlers, a space maintainer. Those who need more time-consuming procedures are scheduled for a return visit. With generous funding from our foundation donors, they can complete treatment at no charge. The event also allows parents time to visit with our Patient Navigators who can assist them with other health resources, insurance questions and appointment making.

Good oral health is vital for the body's overall wellness, so it's important to develop a good care routine early in life. Give Kids a Smile is a wonderful way to promote positive feelings about seeing the dentist. It's a day that truly produces a lot of smiles not only for patients, but for our dental team as well.



The Martin Family

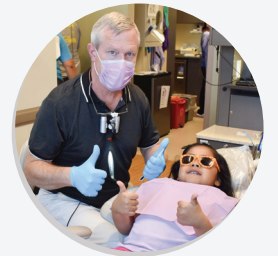
The Martins recently moved to Idaho with high hopes for a better life. The couple and their seven children were happily settling in when disaster struck -- their home was destroyed in a fire. Faced with the daunting task of finding housing, they were also growing worried about getting healthcare for their children.

Mr. Martin's new income provided enough for the family's basic needs. However, he earned too much to qualify for Medicaid and private health insurance was financially out of reach. When Mrs. Martin called to inquire about our "Give Kids a Smile" event, she was reassured that care was available through Terry Reilly. She cried tears of relief in learning all her children would be seen for an exam and cleaning. She also learned about Terry Reilly's sliding fee scale so continued care would be within reach.

No matter the circumstances, Terry Reilly Health Services remains committed to making care available for everyone. Thanks to the generosity of donors and partners, we've brought smiles and a healthier future for the Martin Family

She cried tears of relief in learning all her children would be seen for an exam and cleaning.

Dental Care in 2024



**25 Dentists &
16 Dental Hygienists**



**12,745 Dental Patients &
34,885 Appointments**



10 Dental Sites



**275 Children
Received Sealants**

Committed to Quality



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.



Terry Reilly Health Services is recognized as a Patient-Center Medical Home. NCQA Certification programs evaluate systems and processes that support data collection, surveys and quality improvement.



Allumbaugh House is accredited by CARF for demonstrating value through the quality of services and meeting internationally recognized organizational and program standards.



Terry Reilly Health Services earned FIVE Community Health Quality Recognition (CHQR) badges from the Health Services and Resources Administration (HRSA) in 2024. This recognition underscores our commitment to high-quality, affordable, accessible, and comprehensive care to meet the needs of the community.

- **Health Center Quality Leader Bronze:** TRHS is in the top 30% of health centers
- **Health Disparities Reducer:** Improvements in birth weights, hypertension control, diabetes, and other health measures among racial and ethnic groups
- **Access Enhancer:** Improved one or more Clinical Quality Measure by at least 15% (ex: control of high blood pressure diabetes) and increased patients served by at least 5 percent
- **Advancing HIT Quality:** Electronic Health Records service quality for patients and clinical information sharing
- **Addressing Social Risk Factors:** Collecting data on Social Drivers of Health and increasing the percentage of patients receiving supportive services

Award determination is based on UDS (Uniform Data System) reporting – a core set of information including data on patient characteristics, services provided, clinical processes and health outcomes, patients’ use of services, staffing, costs, and revenues.



Leadership
Board of Directors

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Executive Leadership

Heidi Hart, MBA, LCPC, Chief Executive Officer
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Andrew Baron, MD, Chief Medical Officer
Melinda Jensen, DDS, Dental Director
Melissa Mezo, LCSW, Behavioral Health Director
Cindy Miller, RN, Director of Allumbaugh House
Holly Henggeler, PharmD, Pharmacy Director

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Robert Tierney, Secretary
Chuck Knox
Kyle Rooks

Patient Feedback Groups

Michelle Alzola, Program Manager

There is no better way to understand our patients than to sit down and listen to them. Throughout fiscal year 2024-25 our Patient Feedback Groups (PFG) kept a watch on the pulse of the patient experience. We received feedback from patients who are housing insecure, those with a behavioral health diagnosis, and others who may have face barriers due to language differences to learn about their specific needs and how we're meeting them.

The feedback was overwhelmingly positive with statements like:
'Terry Reilly saved my life.'
'I'm so glad you're here.'
'I'm truly thankful for Terry Reilly' and
'I'm getting my health back.'

It has been reassuring to hear that our services are on target and in-line with our mission. Patients also provided ideas to improve quality and services. We value and appreciate their voice, and we will continue to recruit new patient groups to focus on over the next year.



Expecting mom after PFG interview at Nampa 1st (Patients were offered hand-crafted quilts donated by Bogus Basin Quilters)



MEDICAL
Healthy Pregnancies, Healthy Families

The past year has been one of growth – not only in the number of obstetric (OB) and pediatric patients served, but in the quality of care Terry Reilly provides. We've seen more than a 30% increase in OB patients over the last three years. With more patients comes the need for more providers offering prenatal care and delivering babies. "Fortunately, we have many seasoned family medicine clinicians who are comfortable with complicated pregnant patients. Several are seeking hospital privileges for delivery to meet the increased need. In addition, two more physicians are now fellowship trained in obstetrics," says Dr. Cara Sullivan, OB/GYN. The additional year trains them in c-sections and high-risk obstetric care.

The Terry Reilly family medicine model provides a full continuum of care as

providers stay with a prenatal patient through delivery then transition to provide newborn, postpartum and pediatric care. They are supported in a once-monthly high risk OB clinic with Dr. Clarence Blea, a maternal and fetal medicine specialist to ensure a smooth

We've seen more than a 30% increase in OB patients over the last three years.

transition to affordable ultrasounds and specialty care. Our general women's health providers are also supported by Dr. Misa Perron-Burdick, a St. Luke's gynecology generalist who has expertise in abnormal or complicated issues. Dr. Perron-Burdick is available weekly for

surgery consults and works with St. Luke's to minimize barriers for Terry Reilly patients.

In the new OB intake process, a registered nurse screens pregnant patients for health issues upon scheduling, so providers are ready to address potential challenges on their first visit. Another two nurses take triage calls from OB patients. This has resulted in fewer unnecessary emergency or urgent care visits.

Dr. Sullivan and team continue to ensure our practice is grounded in the most recent research and clinical guidance. Looking ahead, they'll also be recruiting more OB/GYN trained providers and focus on screening rates for post-partum mood disorders.

2024 at a glance...

383 New Born Patients	971 OB Patients	6,663 Pediatric Patients
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PHARMACY

Pharmacy Services - Expanding Access, Elevating Care, Supporting Communities

Holly Henggeler, Director of Pharmacy

In 2024, our pharmacy services continued to play a critical role in advancing community health throughout Southwest Idaho. As pharmacies close nationwide, our commitment to expanding services is even more vital in bridging access gaps, especially for underserved populations and those facing barriers such as geography, mobility, or insurance status.

- This year, we accomplished three key goals:
- Opened a new pharmacy in Middleton
 - Expanded pharmacy hours, including Saturdays in Nampa
 - Enhanced clinical collaboration with primary care providers

We now proudly serve patients through seven pharmacies across three counties. The opening of our Middleton pharmacy responds to a growing population and reinforces our commitment to meet patients where they are both physically and medically. We also extended hours at the Nampa pharmacy making care convenient and accessible, even on weekends. These achievements reflect our goal to deliver affordable and community-based care.



Amy Bibik, Middleton Pharmacist

As the healthcare landscape evolves, our pharmacies remain a trusted, approachable resource for patients. Our pharmacists are more than medication experts, they are health advisors, educators, and integral members of the care team. Working directly with primary care providers, we deliver coordinated, patient-centered care designed to address

chronic conditions, improve medication adherence, and offer preventive services such as adult immunizations. Our pharmacies are uniquely equipped within communities to elevate the patient’s understanding to promote better health outcomes.

The pharmacy team builds meaningful relationships to ensure our patients feel supported at every step of their healthcare journey. As the role of pharmacists advance, so does our promise to transform healthcare from dispensing medications to closing gaps in care. Simply stated, we strive to expand our reach, empower patients, and provide care they can trust and afford.

Our expansion of pharmacy reflects our mission to bring pharmacy services closer to home which creates healthier, stronger communities.



Tami Fife COO, Heidi Hart CEO, Amy Bibik PharmD, Holly Henggeler PharmD Director of Pharmacy, Smantha Casarez Pharmacy Technician III, Monica Lopez Practice Manager, Bill Laitinen MD, Meghann Kalliokoski FNP-C, Cheryl Altice, HRSA Public Health Analyst, Kyle Rooks Government Affairs Director at ICHCA.

MEDICAL
Medical Assistant
Apprenticeship Program



Anahi Rodriquez, Medical Assistant

As part of our mission to improve the health of the communities we serve, Terry Reilly Health Services (TRHS) also has a vital impact on the local economy as an employer to nearly 600 colleagues. It’s part of our strategic plan to invest in the professional growth and development of our workforce. With that in mind, Terry Reilly is creating partnerships and programs that not only grow our workforce but also support professional development and career growth.

Anahi Rodriquez, pictured here, started at TRHS as a front desk Patient Access Specialist. She voiced an interest in wanting to learn and grow into a medical professional role. She enrolled in the Medical Assisting Program at College of Western Idaho (CWI).



The program at CWI is unique because it allows students like Anahi to be paid as a full-time employee of TRHS while they receive more clinical experience and education. During the nine-month program, they get close supervision from a Terry Reilly clinical preceptor.

According to Maria Palomera, RN, Associate Director of Nursing at Terry Reilly,



“What sets our apprenticeship program apart is the hands-on experience our MA students receive throughout their entire education. Instead of waiting until an externship to apply their skills, they’re placed in real clinical settings from the beginning. This builds confidence, sharpens critical thinking, and creates a seamless transition into full-time practice.”

Our education partners share positive feedback about the growth they see in students. An instructor at College of Western Idaho told of how Anahi as a leader in her class and mentor for her peers. The sentiment is shared by Palomera, “It’s rewarding to see the MAs grow as skilled, compassionate healthcare professionals who are ready to serve our patients and communities. Apprenticeship programs develop future talent that understand our systems, culture, and commitment to community health. Investing in our staff helps build a workforce that is loyal, skilled, and mission driven.”

BEHAVIORAL HEALTH

Expanding Trauma-Informed Care Through Strategic Partnerships

Britney Journee, Associate Director of Behavioral Health

This year marked an exciting milestone in the continued expansion of Terry Reilly's Behavioral Health services. In January 2024, our Trauma and Resilience Centers were invited to provide on-site services at the Ada County Victim Services Center (ACVSC) in downtown Boise—an invitation that builds on collaboration among agencies serving some of our community's most vulnerable members.

The ACVSC houses a multidisciplinary team dedicated to supporting individuals impacted by domestic violence, child abuse, sexual assault, elder abuse, stalking, and human trafficking. Terry Reilly has a long-standing history of providing counseling to children who have disclosed abuse and completed forensic interviews at the center. Building on that foundation, we began providing on-site services in July 2024.

To better coordinate care and increase access to trauma-informed treatment, we placed two trauma therapists and a patient navigator at the ACVSC location.



This integration has improved the speed and efficiency of referrals, enhanced communication among partner agencies, and ensured survivors receive timely, compassionate care.

Additionally, ACVSC and Terry Reilly created spaces for both play therapy and art therapy, allowing for specialized, developmentally appropriate interventions for children and adults.

We are proud of this growing partnership and look forward to continuing our work together to expand access to critical behavioral health services and support long-term recovery and resilience.



Art therapy room



Children's play therapy room



Same-Day Counseling Consultation

Kristen Heller, Associate Director of Behavioral Health

Terry Reilly Health Services is making it easier for patients to get the behavioral health support they need—when they need it. In July 2024, we launched a Same Day Access model in Caldwell, allowing patients to walk in and complete both intake and assessment on the same day. This approach helps patients begin counseling without long wait times, reducing barriers to care.

Thanks to strong results—including fewer missed appointments—we expanded the program to Boise. Now, walk-in counseling services are available two days a week across both counties.

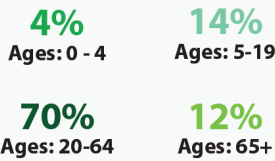
In addition to faster access to mental health care, patients can also receive support for essential needs such as food, clothing, utility assistance, and insurance enrollment. These wraparound services help address the broader challenges that impact health and well-being.

With continued success, we plan to add a third walk-in day in 2025—bringing even more timely care to the communities we serve.

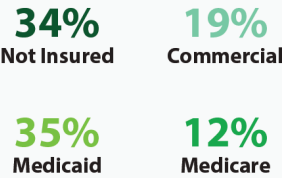
Patient Demographics

42,648 Patients

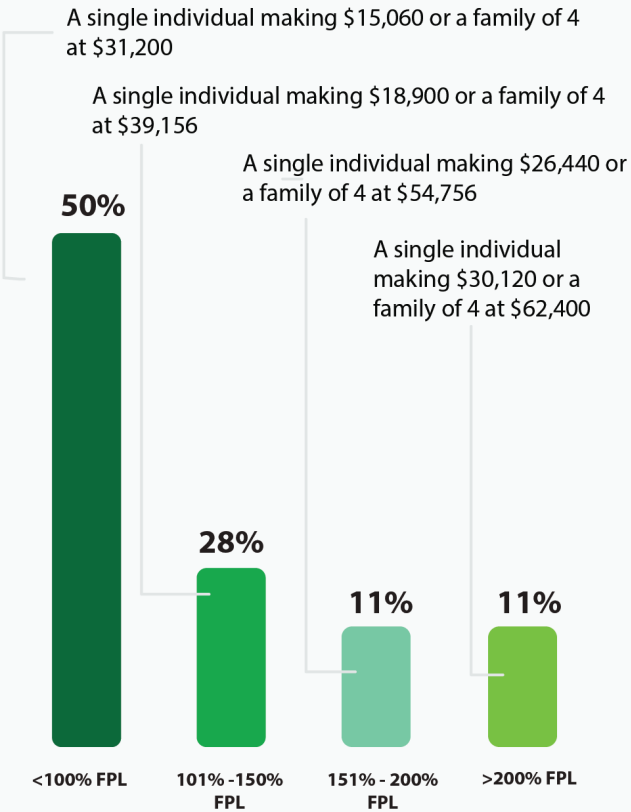
Age of Patients



Percent of Patient Population by Insurance Coverage

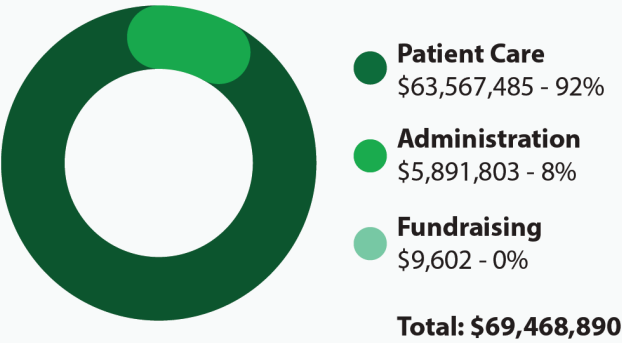


Patient Income by Percentage Reported of the Federal Poverty Level (FPL)

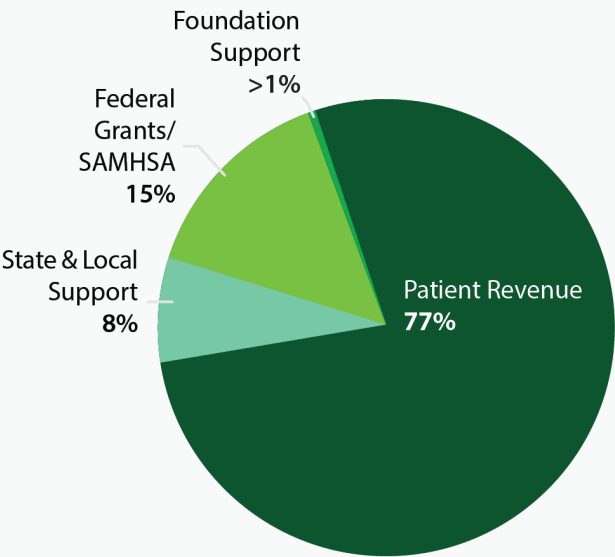
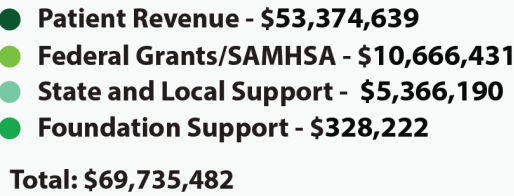


Financial Highlights

Expense By Category



Revenue By Category



Terry Reilly Foundation Donors

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The Terry Reilly Foundation supports the Bob LeBow Patient Assistance Fund and health programs that enhance access to healthcare across Southwest Idaho.

A heartfelt thank you to our generous donors whose unwavering support drives our mission forward.

Join us in this important work by visiting our website
trhs.org/donate

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