



**Terry Reilly**  
**HEALTH SERVICES**  
*We are the Safety Net*  
ANNUAL REPORT FYE 2009  
APRIL 2008 – MARCH 2009



## Our Mission

“Terry Reilly Health Services is a community based non-profit corporation which is dedicated to providing quality, comprehensive health care. The services shall be provided in an accessible and affordable manner to all persons regardless of age, sex, ethnicity, or economic situation. Particular attention shall be given to people who might have difficulty obtaining care elsewhere due to rural isolation, financial barriers, or cultural sensitivity. Terry Reilly Health Services shall function as a business in such a manner as to be fiscally responsible to the corporate interests and the interests and obligations of the patients. Terry Reilly Health Services shall strive to improve and expand the services. The corporation shall remain flexible in the health care marketplace and explore new organizational structures and health related financial enterprises.”

## Our Core Values

- Service to the Underserved
- Integrity/Honesty
- Excellent Care That’s Affordable
- Accessibility
- Social Justice (Including Advocacy and the Right to Wellness and Health)

## Our Core Purpose

“To strengthen the communities we serve by improving their health and quality of life.”

## Our Vision

“We will assure that no one in our communities will go without needed health care.”

## What Makes TRHS Special?

Terry Reilly Health Services (TRHS) is a private not-for-profit organization that provides **care to all**, with fees based on patients’ ability to pay. Services are available on a discounted fee basis, in accordance with family size and income. Services are available in English and Spanish and other languages by special arrangement. Terry Reilly Health Services is committed to serving all people but especially targets populations facing barriers elsewhere, such as the homeless and farm workers. TRHS is governed by the communities it serves through a representative board of directors.

# From The Top

Dear Friends,

The past year has been one of change. In February, Erwin Teuber, Ph. D., our long-time Executive Director, retired. He dedicated twenty-two years of his life to Terry Reilly Health Services. Through his tireless leadership and dedication to the expansion of our programs, he took the organization to new and exciting places.

We plan to continue all of the hard work and impressive results that Dr. Teuber lead at Terry Reilly Health Services. We will maintain our commitment to access to quality patient care. We will sustain our efforts to recruit and retain the most talented and dedicated employees. Additionally, we will continue to seek out opportunities to enhance our service to the community.

The following pages are about the past year, a year filled with daily accomplishments through the delivery of patient services to a culturally and economically diverse population. This report includes information on our efforts to implement the Medical Home concept through our participation in a state-wide project lead by the Idaho Primary Care Association. We show how we have begun the integration of mental health into clinical work. Our report documents the continued expansion of our dental program, including the move of our Boise Dental practice to a new, state-of-the-art facility. We also explain how the biggest news story of the past year – the decline in the economy – has affected our clinics and patients.

We hope that this report helps you better understand the difficult work our staff undertake with tremendous enthusiasm and commitment.

Finally, we want to express our gratitude for the continued support of our patients, community partners and donors.

Sincerely,



Theresa Lunstrum  
Chairperson, Board of Directors



Timothy J. Brown  
Executive Director

# Board of Directors



Theresa Lunstrum  
Chairperson



Mike Duggan  
Vice Chairperson



Rosie Delgadillo Reilly  
MEd, LCPC, Past Chairperson



Palma Brown



Carolyn Calomeni



Michael Cunnington, DDS



Fred Helpenstell, MD



Margaret Henbest



Erik Johnson



Linda Kaiser



Charles Marsh, MD



Jazmin Mendez



Robyn Page



Bob Ring, MD



Valerie Steffen, PhD



Luis Urias

Comprised entirely of volunteers, the Board of Directors leads efforts at Terry Reilly Health Services to maximize services to the community. Members of the Board represent all the communities and population groups served by TRHS and include people with a wide array of talents. Over half of the Board is comprised of users of our services. The Board provides overall policy and strategic direction for TRHS, as well as oversight of its operations and goal achievement.

# Corporate Leadership Team & Clinic Managers



Timothy J. Brown  
Executive Director



Barbara Korn  
CPA, Chief Financial Officer



Shannon Blackstock  
SPHR, Human Resources  
Manager



Dan Shadix, MCSE  
Information Technology  
Systems Administrator



Jonathan Bowman  
MD, Medical Director



Heidi Hart  
LCPC, Behavioral Health  
& SANE SOLUTIONS  
Director



Dan Watt  
DDS, Dental Director



Ann Sandven  
MPH, RD, Chief  
Development Officer



Rhiannon Avery  
MHS, Boise Clinic &  
Homeless Services Manager



Joan Christensen  
BSN, Sarellite Clinic  
Manager



Tim Heinz  
Nampa Clinic Operations  
Manager



Faith Peterson  
MS, MPA, C-FNP, Marsing  
Clinic Manager

The Corporate Leadership Team links the leadership of TRHS' diverse divisions (medical, dental, behavioral health, and administration) into an effective guiding force, leading to a coordinated response to meeting community needs. Clinic Managers provide day-to-day leadership to the six TRHS family practice clinics.

## Medical



Jonathan Bowman, MD  
Medical Director



Penny Beach, MD  
Assistant Medical Director



Mark Mering, MD  
Assistant Medical Director



Stuart Black  
MD



Olivia Galvez  
MD



Bill Laitinen  
MD



Dennis Landers  
MD



Michael Millward  
MD



Rebecca Ratcliff  
MD



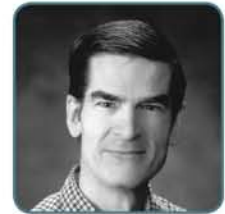
Steven Von Flue  
MD



Julia Barcelo  
PA-C



Jerry Cantor  
FNP



Craig Christiansen  
FNP



Lawrence Egger  
PA-C



Dick Ernest  
C-FNP



Janine Franco  
PA-C



Kyle George  
PA-C



Megan George  
PA-C



Brady Hamilton  
PA-C



Melinda Hughes  
PA-C



Marjorie Humphrey  
PA-C

# TRHS Clinical Staff FYE 2009



Terry Lewis  
PA-C, MPAS



Babette Munting  
FNP



Faith Peterson  
MS, MPA, C-FNP



David Snyderman  
PA-C



Sara Witte  
C-FNP

## Pharmacy



Sabrina Allen  
PharmD



Jodie Seely  
RPh



Michael Triolo  
RPh

## Dental



Dan Watt, DDS  
Dental Director



Jim Neerings, DDS  
Assistant Dental Director



Jerry Gomez  
DDS



Annaliese Haws  
DDS



Daron Lind  
DDS



Christopher Loomis  
DMD



Drostan Orme  
DDS



Aline Butts  
RDH

## Behavioral Health



Heidi Hart, LCPC,  
Behavioral Health  
& SANE SOLUTIONS  
Director



Michael Benjamin  
LCSW



Jeff Betts  
LCPC, LMFT



Shelley Carson  
LPC



Shane Clubb  
LCPC



Claudia Currie-Mills  
LCSW



Lisseth Davis  
LCSW



Carolyn Eardley  
LCSW



Libby Engebrecht  
LCSW



David Ferguson  
LCPC



Judy Hudson  
LCSW



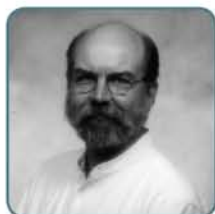
Britney Journee  
LCPC



Lisa Lawrence  
Psych NP



Kendra Lutes  
LCPC



Mark McCullough  
LCSW



Sandra McCullough  
LCPC



Melissa Mezo  
LMSW



Joseph Morisette  
LCPC



John Reyna  
LCPC



Amber Tilson  
LPC



Joe Toms  
LCPC



William Vogel  
LMSW

\*Not Pictured:  
Stephen Schrader, LCPC



# TRHS Highlights of the Year

## For Calendar Year 2008:

- Provided **affordable primary care to 29,000 patients**, of which two-thirds are uninsured.
- **Increased the number of medical patients** served by 4%, to 21,500 adults and children who received over 66,800 medical visits.
- **Increased patients seen in our four dental clinics** by 13%, from 7,000 to 7,900, providing over 16,500 dental visits, many for relief of pain and suffering.
- Provided 2,250 adults and children with **affordable mental health services**, including SANE SOLUTIONS counseling.
- Provided 22,600 treatment visits to abuse victims and offenders through the SANE SOLUTIONS Program. Provided 1,800 treatment sessions for offenders in prison.
- Increased by 4% to over \$5,521,000 the amount of **sliding fee discounts** given to patients based on family size and income.
- Served 3,000 adults or children from migrant/seasonal farmworker families.
- Provided health care to over 1,500 homeless men, women and children, a 56% increase, made possible through a homeless services expansion grant.



*Boise Clinic helps keep families healthy.*

## For Fiscal Year End 2009 (April 1, 2008 – March 31, 2009):

- **Delivered 681 babies** at Mercy Medical Center.
- Filled 56,000 prescriptions through our Nampa pharmacy, a 4% increase from the year before.
- **Increased persons served through the TRHS Zero Pay Fund by 40%**, providing primary medical, dental, and behavioral health care to 785 adults and children with no other resources.
- Moved our Boise dental clinic to a brand new state-of-the art facility.
- Hired our first full-time dental hygienist, expanding our focus on preventive care.
- As part of a new project with Qualis, "Using your electronic medical records to improve care", collected baseline data on patients with high blood pressure and/or diabetes. For example, 70% of TRHS patients with high blood pressure had blood pressures which were under control (less than 140/90).
- Awarded the **Bob LeBow Community Health Award** to Dr. Ted Epperly, Director of the Family Medicine Residency of Idaho, for working tirelessly and effectively to improve the supply of physicians in Idaho and access to primary care for the underserved.
- Received the **Organization of the Year Award** for Dr. Penny Beach's work with the Idaho Perinatal Project, awarded by the Idaho Chapter of the American Academy of Pediatrics.
- Received the **Outstanding Community Medicine Preceptorship Award** from the Oregon Health Sciences University Physician Assistant Class of 2009, with special recognition for Dr. Olivia Galvez' role in working with students at our Caldwell Clinic.



*Dr. Olivia Galvez with Melinda Hughes, PA-C and student Danny Martina, PA-S.*

# The Patient-Centered Medical Home: A Tool for Improving Care

Over the last several years, medical practices, physician groups like the American Academy of Family Physicians, insurance companies, and others have been paying a lot of attention to a model of primary care delivery called the **Patient-Centered Medical Home**.

In patient-centered medical home (PCMH) practices, patients receive well-coordinated services and enhanced access to a clinical team. Clinicians practicing in PCMHs use decision support tools, measure their performance, engage patients in their own care and conduct quality improvement activities to address patients' needs.

The concept was first introduced by the American Academy of Pediatrics in 1967. The biggest barrier to more widespread adoption has been lack of a payment source for the extra activities involved. That is beginning to change as the many benefits of medical homes become clearer, and our broken healthcare system faces increased scrutiny.

The PCMH model has the potential to improve clinical quality and patient safety, improve the patient's experience, and reduce health system costs. These are goals we at Terry Reilly Health Services fully support and have increasingly emphasized in recent years.

Therefore, we were very excited to learn about a competitive opportunity to partner with the Idaho Primary Care Association and others around the state in a four-year, \$500,000 initiative. These partners include other safety net providers such as Health West in Pocatello, the Family Medicine Residency of Idaho, the ISU Family Medicine Residency Program, and two northern Idaho hospitals, as well as community stakeholders such as Blue Cross of Idaho, Regence BlueShield, the State of Idaho Medicaid office, the Idaho Medical Association, etc.

The Commonwealth Fund, Qualis Health and the MacColl Institute for Healthcare Innovation sponsored this very competitive grant. These funders chose only five organizations, with ten to fifteen partner clinics each, to participate out of the 42 that applied from across the nation. We're very excited that the Idaho contingent was selected! Further, the six TRHS medical clinics represent almost half of the thirteen Idaho sites, thus underscoring our role in this endeavor.



*Physician Assistant Megan George discusses symptoms with patient as she checks his medical history in the electronic medical record.*

Idaho's project began in April 2009 and this initiative will continue through April 2013. We are proud of this timely opportunity to work towards a new model of primary care delivery that is recognized and rewarded for its holistic approach to patient care.

## What Makes a Patient-Centered Medical Home Different?

- **A personal physician:** While not a novel idea, this is one that has gotten lost as increasing numbers of folks get their medical care from hospital emergency rooms or acute care clinics that are stand-alone centers or located in stores. Our patients have told us that they wished they could see the same clinician every time – or at least most of the time.
- **Patient-centered:** The patient, and, when appropriate, the family, become active partners with the doctor, in defining and reaching health goals.
- **Team HealthCare:** The doctor leads a team that works on behalf of the patient to support the best possible outcomes for that patient. That team may include other health care providers like nurse practitioners, physician assistants, and nurses, case managers or social workers.
- **Coordinated, holistic care:** The Medical Home takes responsibility for the care of the whole person, even if that care means involving specialists, hospitalization, or home health services.
- **Enhanced access:** Whether clinics have schedules that accommodate getting patients in quickly when they are sick or recognizing that patients and doctors can solve many small issues by email or phone, a Medical Home results in patients having better access to help when needed.
- **Technology supports smarter decisions:** Tools like electronic medical records allow patient information to be quickly shared between team members, as well as with specialists. They can also provide reminders, for example, that recommended lab tests are due or cancer screening exams should be scheduled.
- **Medical care based on what works:** Using electronic records makes it easier to incorporate treatment guidelines based on the best research evidence.
- **Doctor offices that grade themselves:** Tracking every patient using computerized records means that Medical Homes can and do evaluate how they score on treating a variety of health conditions. For example, how many two-year olds are up to date on all their recommended shots?
- **Improving patient care:** If a Medical Home finds that the percentage of children appropriately immunized is too low, then doctors and their teams take steps to do things differently – and track the results of those efforts.



*Julia Barcelo, PA-C (r) consults with Dr. Olivia Galvez (l) on coordinating patient's care.*

# A Year For Safety Net Clinics

**THE ECONOMY:** Those two words symbolize much of what affected the country and our state this past year. Major corporations cut their labor forces, with even more layoffs projected. Major hospitals experienced decreased demand for elective surgery, at the same time seeing fewer privately insured patients; more layoffs. The housing market did a rapid about-face, sending shock waves through the once booming construction industry; even more layoffs.

Pink slips mean no more health insurance, assuming your job was lucky enough to provide that in the first place. Thankfully, the recent Stimulus Package made COBRA more affordable. For those whose jobs never offered insurance, COBRA is not even an option.

For all of those hurt by the recent economic downturn, Terry Reilly Health Services is there to help.

For calendar year 2008, TRHS served an additional 1,700 persons, a 6% increase from the number served in 2007; visits were up 3%. With the worst of the economic downturn hitting the last quarter of 2008 and the first quarter of 2009, we anticipate serving even more this year. Indeed, the January - March 2009 quarter showed a 7% increase in visits, compared to a year ago.



*Tammy Martin works full-time assisting patients with medication assistance program applications. We distribute prescriptions worth over \$1.5 million to low-income persons each year.*

Luckily, the Stimulus Package, known officially as the American Recovery and Reinvestment Act, made funding of operations and capital needs of America's 1,100 community health centers like Terry Reilly Health Services a priority. In late March we received a grant for \$630,687 spread over two years, allowing us to add 6 positions, including a full-time dental hygienist, psychiatric nurse practitioner, family nurse practitioner, and medical assistants.

We are grateful to be able to expand our services to better meet the growing number of uninsured and under-insured in the Treasure Valley.

## From the Front Lines:

*We are seeing patients who used to go to private doctors' offices, but then they lost their jobs and their insurance. They cannot afford to pay the full fees, so they come to us.*

*- Sylvia, Front Desk*

*People get behind on their bills, get depressed and anxious. Some have been patients with us before, but now they need an even bigger discount. Some cannot afford even the minimum \$29 co-pay. We refer some to the social worker to see if they qualify for the homeless program or support through the Zero Pay Fund. Others work out a payment plan with us.*

*- Dora, Front Desk*

## Terry Reilly Health Services by the Numbers:

- 29,000 patients (two-thirds of whom were uninsured) received affordable primary care.
- 21,500 persons received 66,800 medical visits, a 4% increase in medical patients.

# Integrating Physical and Mental Health

This past year, increasing numbers of patients have turned to us seeking counseling services and help with obtaining appropriate medication for their mental health issues.

People come to Terry Reilly Health Services because they trust us to meet their needs and to provide quality health care. As a result, our medical staff is increasingly seeing new patients who either have undiagnosed or untreated mental health conditions.



*Social Worker Libby Engebrecht and Physician Assistant Brady Hamilton collaborate on deciding the best treatment for a patient with mental health issues.*

Mental illnesses currently represent four of the top ten conditions treated in our clinics. The most common diagnoses are depression, bipolar disorder, and anxiety related illnesses.

In response to the increased community need for mental health services, we began a pilot program last year at our Nampa Clinic. Our goal is to fully integrate medical and mental health care. By harnessing the strengths of these two disciplines, we believe we will optimize our ability to deliver high quality care and meet the needs of our patients.

Clinical Social Worker Libby Engebrecht, LCSW is now seeing patients right in our Nampa medical clinic, working side by side with Physician Assistant Brady Hamilton. Together, these providers serve as the entry point for new patients seeking behavioral health services. When patients show up asking for care, they are thoroughly evaluated to determine their needs and our ability to care for them. When appropriate, patients begin immediately on stabilizing medications; they are then connected to providers who can maintain their stability and provide on-going care.

While still under refinement, preliminary evaluations of this pilot project are positive. We are delighted to provide immediate access to much needed care through this integrated model.

## *Terry Reilly Health Services by the Numbers:*

2,250 adults and children received affordable mental health services, including SANE SOLUTIONS counseling.

# Boise Dental Safety Net Grows



*Dental Hygienist Aline Butts checking a patient's teeth prior to cleaning.*

In fall 2008, Terry Reilly Health Services received a \$250,000 federal grant to expand dental services to include a special preventive program for pregnant women and diabetics. In addition to normal comprehensive dental care, these patients now receive special tests to determine their risk of tooth decay and gum diseases by checking for the amount of specific bacteria on their teeth and gums. Those whose bacteria levels are high are given additional treatment, as well as irrigators with antiseptics to use at home to reduce or eliminate their risk.

Dental diseases are risk factors for premature births, diabetic complications, as well as heart disease and strokes. Evidence shows that children receive disease-associated bacteria from their moms. The anticipated outcome from this new project is that moms are not giving their children “bad germs” and diabetics can better manage their disease, reducing complications. Additional testing of the children will be done to see if their decay rate decreases. Blood sugar indicators of diabetic patients will also be monitored. We hope that collecting and evaluating this data will eventually result in a major research paper.

A \$130,000 grant from the state Office of Rural Health and Primary Care last fall helped bring about our new Boise dental office at 2301 N. 36th Street. The grant funded two new operatories/dental work spaces as well as other equipment and cabinets needed for the dental office to move to its new site. This state-of-the-art facility allows us to greatly increase access to service for the Boise community, including care by a dental hygienist. Come and see for yourself: Terry Reilly Health Services dental programs offer the highest quality of service available anywhere.

## *José's Story:*

Last year, seven year old “José” came to TRHS Boise Dental with his parents. The right side of his face was very swollen – and his mouth hurt. After examining him, TRHS staff dentist Dr. Jerry Gomez placed José on antibiotics to control the infection and to bring down the swelling.

Two days later, José returned and the dentist took out two molars on the right side. José and his parents also learned what had caused the teeth to decay and how to take care of his teeth in the future.

When José returned to have several other teeth fixed, he and his parents were able to report that he was taking much better care of his teeth. “I want a healthy mouth,” José told the dentist. This story shows how empathetic care and a dose of education can transform the lives of families like José's; similar stories happen every day at our dental clinics – for all the Joeys, José's, and Joannas out there.

## *Terry Reilly Health Services by the Numbers:*

7,900 dental patients were served, a 13% increase, receiving 16,500 visits.

# TRHS Donors: April 2008 - March 2009

## Gifts from Individuals

### BENEFACTOR (\$10,000 ON UP)

The estate of Murray Ward  
Ellen Bush

### ENTHUSIAST (\$2,500 - \$4,999)

Michael Petty & Wendi Norris  
Erwin B. Teuber, PhD

### SUPPORTER (\$1,000 - \$2,499)

Anonymous  
Norm & Ellen Batt  
Carolyn Calomeni  
Rosemary Curtin  
Ray & Marybeth Flachbart  
David & Laurie Koga  
Dennis & Diane Landers  
Barbara Leinberger-Bolin  
Marshall & Martha Priest  
Robert & Suzanne Rainville  
D. Peter Reedy, MD  
Kevin & Pamela Storms  
Ken & Dianne Wiley

### FRIEND (\$500 - \$999)

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Michael Benton & Beth Rasgorshek  
Angela Burns  
Gregory & Valerie Dawidczik  
Gene & Fritz Dickey  
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Jack & Penny Harrison  
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Tony & Daria Pori  
Kathleen Romito & Peter Sacks  
Mr. & Mrs. Jay Rosenfield  
Marilyn Shuler  
Bonnie Thorpe  
Kiki Tidwell  
Theresa Weiland & Steven Csik

### FAN (\$100 - \$499)

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Fred Alleman  
Joseph Allen  
James & Kay Anderson  
Lynn & Kathi Anderson  
Steve & Julene Andrews  
Alecia & Richard Baker  
Kevin & MaryPat Barr  
Wylla D. Barsness  
Rae R. Bauman

Eugene & Sanne Beavin  
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E. Louisa Crow  
Heidi M. Cunningham  
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Greg Daggett  
Seana Daly  
Douglas Darneille  
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Kathy Easterling  
Bill & Susan Eastlake  
David Edmark Sr.  
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Fred Frahm  
Jeffrey Frechette  
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Naomi Frye  
Judith Gaarder  
Albert Gabiola  
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James Glendinning  
Cindy Grafe  
John Hand  
Rob & Annette Hanson  
Ruth Harris  
Christine & Paul Harab  
Dr. & Mrs. Fred H. Helpenstell  
Joan Henderson  
E. Randall & Betty Johnson  
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Diane Kaplan  
Bill & Judith Karst  
Scott King  
Susan & Monte Kiracofe  
Mark & Yvonne Kirkpatrick  
Steve & Elaine Koenig  
Al Kristal

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Jim & Sandy Lancaster  
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Andy & Halena Lerner  
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Helen Lojek  
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Dorothy Martindale  
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Russell F. McKinley, DDS  
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Linda McVeigh  
Mike & Patricia Meinz  
Stephen Montamat  
Robert Moore  
Dr. Michael Myhre  
Kay Norris  
Elizabeth Olberding & Stan Hall  
Kyle Palmer  
John & Lois Pearce  
Steven D. Pennie  
Christine Pickford  
Kristine Ann Poncia  
Marcia Pursley  
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Alan & Deborah Rany  
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Susan Stacy & Ralph McAdams  
Jerry & Laurene Stanford  
Will & Jeannie Swenson  
Trent & Cheryl Tate  
Clint & Darlene Travis  
Stefan Uhlenbrock  
Cyd Weiland & Rob Smith  
Joe Wheat & Robert Vasquez  
Kathleen Yochum & Stephen Cox  
Kathy Young

*Although we make every attempt to list names correctly, please notify us if there is an error.*

# TRHS Donors: April 2008 - March 2009

## Terry Reilly Health Services Endowment

(LEVEL INDICATES TOTAL GIVEN OR PLEDGED)

SUPPORTER (\$1,000 - \$2,499)

Anonymous  
Karen Kuhn

## Gifts from Foundations, Corporations & Other Private Businesses

United Way of Treasure Valley .....\$244,500  
The Steele-Reese Foundation ...\$35,000  
United Way designations, incl. SW Idaho Combined Federal Campaign...\$30,131  
The Julius C. Jeker Foundation, Inc. ....\$25,000  
Susan G. Komen for the Cure, Boise Affiliate .....\$25,000  
McAuley Ministry Fund .....\$20,000  
Idaho Community Foundation Gladys E. Langroise Advised Fund .....\$15,000  
The John F. Nagel Foundation, Inc. ....\$15,000  
Camille Beckman Foundation...\$10,000  
J.A. & Kathryn Albertson Foundation .....\$10,000  
J. R. Simplot Company .....\$8,400  
The Tidwell Idaho Foundation...\$7,500  
Harry W. Morrison Foundation...\$6,000  
St. Luke's .....\$5,500

Idaho Power/IDACORP Employees' Community Service Fund.....\$5,380  
Ronald McDonald House Charities.....\$5,000  
Ronald McDonald House Charities of Idaho.....\$5,000  
Porsche Club of America Silver Sage Region Inc. ....\$4,944  
The Whittenberger Foundation...\$4,000  
Kissler Family Foundation.....\$3,500  
Idaho Community Foundation Walter & Leona Dufresne Fund .....\$3,000  
Tate Family Charitable Trust ....\$3,000  
Caldwell Community Foundation, Inc. ....\$2,500  
The Halliday Foundation .....\$2,500  
Idaho Community Foundation Southwestern Region Greatest Need Fund .....\$2,500  
J.R. Simplot Company Foundation .....\$2,130

St. Alphonsus Regional Medical Center.....\$2,000  
Hewlett Packard .....\$1,334  
Knitting Factory Concert House ..\$1,131  
Vickers Vineyard.....\$1,000  
Albertsons Community Partners ... \$917  
Regence BlueShield of Idaho ..... \$500  
Regence Employee Giving Campaign..... \$500  
Sarah P. & William R. Robertson Charitable Trust ..... \$500  
Sunrise Rotary Club..... \$500  
Shepherd of the Valley Lutheran Church ..... \$450  
Bronco Motors Hyundai ..... \$300  
First Congregational Church ..... \$300  
Nexus Wealth Management ..... \$300  
Washington Mutual Employee Giving Program ..... \$267  
Chasan and Walton, L.L.C. .... \$250  
Oppenheimer Companies ..... \$250  
PacificSource Health Plans ..... \$250  
Irish, Cardon, & Bernhardt, LLP... \$200  
Staley Dental Downtown ..... \$200  
Washington Mutual Employee Giving Program ..... \$132  
Exchange Club of Nampa ..... \$113  
Bank of the Cascades ..... \$100  
Blue Cross of Idaho ..... \$100  
Idaho Power Community Service Funds ..... \$100  
Thorne Printing..... \$100



Our Boise Dental practice has a new and much bigger home, with six dental chairs instead of just four.

*Note: Our Annual Report recognizes donations of \$100 and over. Please see page 21 for Federal and other public revenue.*

*Special thanks to the our medical and dental volunteers, businesses and individuals for their generous gifts in kind.*



## Bob LeBow Bike Tour Sponsorships

Note: Bike Tour sponsorships cover sponsorships for 2008 and 2009 rides, based on when the donation was received between April 2008 and March 2009.

Blue Cross of Idaho Foundation for Health, Inc. ....\$5,000	ConAgra Foods Specialty Potato Products.....\$1,000	Clayton Tree Farms ..... \$500
Commercial Tire.....\$5,000	Farm Credit Services .....\$1,000	Home Federal ..... \$500
Idaho Independent Bank.....\$5,000	Idaho Health Care For All .....\$1,000	Intermountain Medical Imaging, L.L.C..... \$500
J. R. Simplot Company .....\$5,000	Intermountain Eye & Laser Centers, P.L.L.C.....\$1,000	Loseurw8 ..... \$500
Regence BlueShield of Idaho .....\$2,500	United Heritage Fund in the Idaho Community Foundation .....\$1,000	Northwest Nazarene University.... \$500
State Farm .....\$2,500	Boise Consumer Coop..... \$500	Thorne Printing..... \$500
Bank of the Cascades.....\$2,000		White Peterson Attorneys at Law.. \$500
Anderson Lap-Band.....\$1,000		Zamzows ..... \$500
		Oppenheimer Companies ..... \$300

## The Zero Pay Fund in Action:

"Betty" and her husband were retired and living on fixed incomes, which were below the poverty line. They had not planned for the enormous medical bills associated with her organ failure, nor the unexpected expenses related to raising their grandson.

Betty was 64 years old, less than one year away from Medicare eligibility, but unsure if she would even live to 65 without needed medical care, which she could not afford. Betty's medical chart listed 15 diagnoses, including uncontrolled diabetes, high cholesterol, high blood pressure, and depression. Betty explained that she had recently been hospitalized and was told to see a specialist for organ failure. She appeared immensely overwhelmed.

Thanks to the Zero Pay Fund, Terry Reilly Health Services was able to cover costs associated with Betty's primary health care needs and prescriptions. A few months ago she contacted us again. With relief she announced that her 65th birthday had come and gone and she now had Medicare. The gratitude she expressed towards the Zero Pay Program for help in that important interval was immense.



## Become a Founding Terry Reilly Legacy Society Member!

Legacy society members include: **Mark Clark and Sharon Katz, Carol Cronin-Kriz, Gail LeBow, Ann Sandven, Erwin B. Teuber, and Murray Ward.** The TRHS Funds Development Board created the Society in 2003 to encourage donors to remember Terry Reilly Health Services in their will or other planned gift. Bequests may be made to support current operations or the Terry Reilly Health Services Endowment at the Idaho Community Foundation.

Joining the Society is as easy as notifying us of your intent to make such a donation. Donors may elect to remain anonymous or to allow their name to be published to encourage others to make similar gifts. For more information, please contact our Chief Development Officer at 318-1258.

# Terry Reilly Health Services Staff FYE 2009

## Boise Clinic

Rhiannon Avery, MHS  
 Alissa Bettencourt  
 Linda Campbell, CMA  
 Jerry Cantor, FNP  
 Pam Chamberlain, RN  
 Stacey Eickhoff, RMA  
 Bill Laitinen, MD  
 Kendra Lutes, LCPC  
 Mark Mering, MD  
 Babette Munting, FNP  
 Audrie Owens  
 Karla Lyus  
 Teresa Sherman  
 Sarah Witte, C-FNP



*Dr. Olivia Galvez at the microscope.*

## Caldwell Clinic

John Aquino, MA  
 Joan Christensen, BSN  
 Janine Franco, PA-C  
 Olivia Galvez, MD  
 Melinda Hughes, PA-C  
 Angel Lorta, MA  
 Kendra Lutes, LCPC  
 Teresa Martinez, MA  
 Carol Ortiz  
 Brenda Soto  
 Juanita Torres, MA

## Homedale Clinic

Ida Chavez, MA  
 Dick Ernest, C-FNP  
 Rosa Gonzalez  
 Erica Huerta, LPN  
 Laura Neri, MA  
 Alicia Ramirez, MA  
 Rebecca Ratcliff, MD

## Marsing Clinic

Guadalupe Benitez, MA  
 Michael Benjamin, LCSW  
 Daniel Hernandez, MA  
 Lidia Moore  
 Faith Peterson, MS, MPA, C-FNP  
 Norma Solis, MA  
 Amber Tilson, LPC

## Melba Clinic

Penny Beach, MD  
 Seleste Franklin  
 Teresa Guzman, MA  
 Terry Lewis, PA-C, MPAS  
 Martha Madero, CMA



*Medical Assistant Elizabeth Domero with student extern.*

## Nampa Clinic

Veronica Aguirre, MA  
 Sabrina Allen, PharmD  
 Tina Alvarez MA  
 Minda Ambriz  
 Veronica Arrieta, RMA  
 Asiria Avila, MA  
 Julia Barcelo, PA-C  
 Penny Beach, MD  
 Jennifer Bengner  
 Stuart Black, MD  
 Elizabeth Brewer MA  
 Jonathan Bowman, MD  
 Diane Bromenschenkel, MT, ASCP  
 Marilyn Brooks  
 Lucy Camacho, MA  
 Sandra Cardona, MA  
 Amanda Chavez  
 Craig Christiansen, FNP  
 Silvia DeAnda-Napoles  
 Brooke DeLeo, MSW  
 Elizabeth Domero, MA  
 Carolyn Eardley, LCSW  
 Lawrence Egger, PA-C  
 Leticia Esparza  
 M. Elsa Flores  
 Kyle George, PA-C  
 Megan George, PA-C



*Kyle George, PA-C discussing next steps with patient.*

Maria Garcia  
 Maria C. Garcia  
 Mary Garcia, MA  
 Maria Garza  
 Karia Gillis, RT(R)  
 Brady Hamilton, PA-C  
 Susan Haylett, LPN  
 Tim Heinze  
 Marjorie Humphrey, PA-C  
 Claudia Jimenez  
 Lorraine Kaczmarek, MT, ASCP  
 Bill Laitinen, MD  
 Dennis Landers, MD  
 Michael Malmin  
 Rosavelia Macias  
 Tammy Martin  
 Theresa Meinen, MT, ASCP  
 Mark Mering, MD  
 Evelyn Meza  
 Jane Miller, RN  
 Michael Millward, MD  
 Gabriela Mora  
 Babette Munting, FNP  
 Roxanne Ohlund, RN  
 Yadira Perez-Pesina, MA  
 Grisel Plascenia, LPN  
 Sylvia Ramos  
 Rebecca Ratcliff, MD  
 Leticia Rios  
 Dora Rodriguez  
 Ruth Rueda, LPN  
 Lorena Ruiz  
 Nancy Sanchez, MA  
 Sarai Sanchez  
 Jody Seely, RPh  
 Trixie Sherry  
 Juanita Silva, LPN  
 David Snyderman, PA-C  
 Lucinda Thomas  
 Dianne Tiffany  
 Lidia Tovar, MA  
 Michael Triolo, RPH  
 Steven Von Flue, MD  
 Sara Whitneck  
 Xochitl Yanez, MA

# Terry Reilly Health Services Staff FYE 2009



Dental Hygienist Aline Butts cleaning teeth.

## Boise Dental

Carmen Alonso  
Laurie Boling  
Annette Browning  
Erika Dos Santos  
Jerry Gomez, DDS  
Barbara Kauffman  
Jenny Martell  
Drostan Orme, DDS  
Tatiana Sokolov

## Canyon Dental

Anel Barajas  
Aline Butts, RDH  
Audra Dressen  
Brenda Echevarria  
Suzie Johnson  
Dena Lacer  
Maria Leon  
Daron Lind, DDS  
Christopher Loomis, DMD  
Lorena Pedraza  
Dorthy Simmons  
Lupita Tamez  
Dan Watt, DDS

## Homedale Dental

May Almarez  
Jennifer Clair  
Jim Neerings, DDS  
Jennifer Rhinehart  
Heather Trowbridge

## Melba Dental

Connie Ball  
Anneliese Haws, DDS  
Marjorie Nava  
Rosario Villicana

## Behavioral Health Center

Liseth Davis, LCSW  
Libby Engebrecht, LCSW  
Jillian Jefferies  
Britney Journee, LCPC  
Lisa Lawrence, Psych NP  
Theresa Nava  
Amber Tilson, LPC

## SANE SOLUTIONS

Jeff Betts, LCPC, LMFT  
Shelley Carson, LPC  
Shane Clubb, LCPC  
Claudia Currie-Mills, LCSW  
Liseth Davis, LCSW  
David Ferguson, LCPC  
Heidi Hart (Traylor), LCPC  
Judy Hudson, LCSW  
Britney Journee, LCPC  
Kendra Lutes, LCPC  
Mark McCullough, LCSW  
Sandra McCullough, LCPC  
Melissa Mezo, LMSW  
Joseph Morisette, LCPC  
John Reyna, LCPC  
Stephen Schrader, LCPC  
Stephanie Seader  
Kathy Stimpson  
Joe Toms, LCPC  
William Vogel, LMSW  
TinaMarie Winn, CPC

## Special Populations

### Outreach and Advocacy

Michael Benjamin, LCSW  
Jennifer Harvey, LPN  
Kendra Lutes, LCPC



Counselor Kendra Lutes (r) presents treatment plan to supervisor Heidi Hart (l).



Dana Hamilton creates forms for electronic health record.

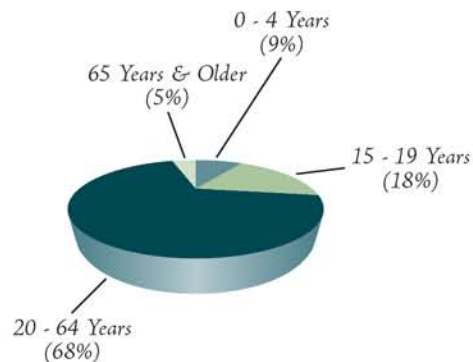
## Administration

Charlotte Anstiss  
Dollie Avila  
Shawna Ayotte  
Shannon Blackstock, SPHR  
Timothy J. Brown  
Kathy Castaneda  
Barbara DuBose  
Bobbie Gamel  
Shirley Garrett, CPA  
Toni Gibson  
Rachel Gonzalez  
Dana Hamilton  
Dennis Hanson  
Kathy Harris  
Debbie Haydon, CPC  
Betty Holzhey  
Tanya Johaneck, CPC  
Barbara Korn, CPA  
Karen Kuhn  
Paulette Laird  
Patricia May  
Michael McCoy  
Rod McKnight  
Juana Ortiz-Leos  
Sarah Rigenhagen, CPA  
Sally Rowse  
Ann Sandven, MPH, RD  
Dan Shadix, MCSE  
Susan Smith  
MaryAnn Stein Smith  
Roxanne Vidales

# 2008 By The Numbers

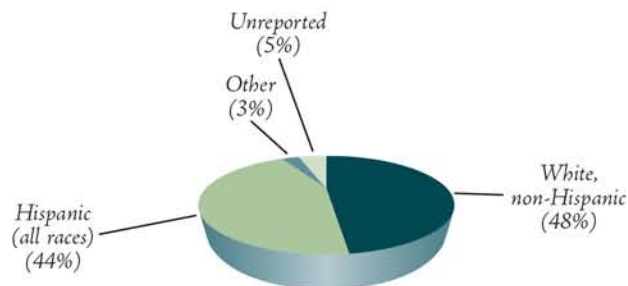
## TRHS Patients By Age

Age (Years)	Total	Percent
0 - 4	2,588	9%
5 - 19	5,313	18%
20 - 64	19,647	68%
65 & Older	1,319	5%
<b>Total</b>	<b>28,867</b>	<b>100%</b>



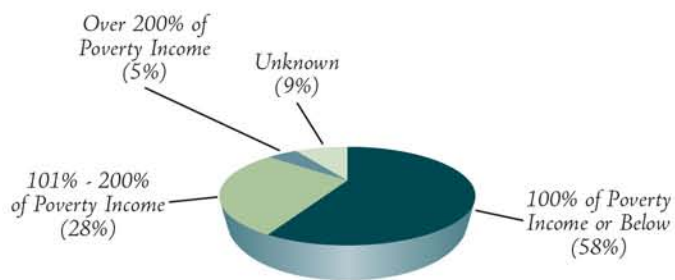
## TRHS Patients By Race / Ethnicity

Race / Ethnicity	Percent
White, non-Hispanic	48%
Hispanic (all races)	44%
Other	3%
Unreported	5%
<b>Total</b>	<b>100%</b>



## TRHS Patients Income as Percent of Poverty Income

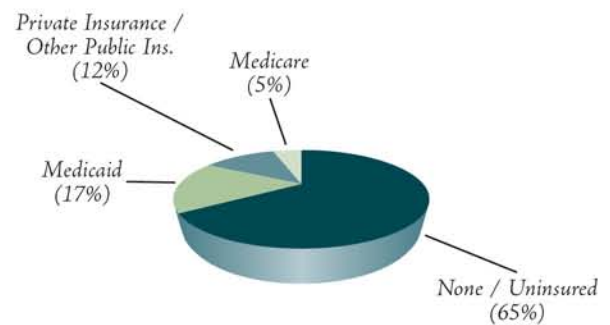
Income	Percent
100% of Poverty Income or Below	58%
101% - 200% of Poverty Income	28%
Over 200% of Poverty Income	5%
Unknown	9%
<b>Total</b>	<b>100%</b>



# 2008 By The Numbers

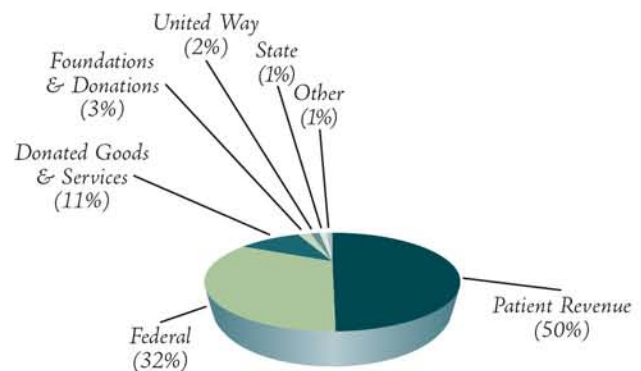
## TRHS Patient Insurance Coverage

Coverage	Percent
None / Uninsured	65%
Medicaid	17%
Private Insurance / Other Public Ins.	12%
Medicare	5%
<b>Total</b>	<b>100%</b>



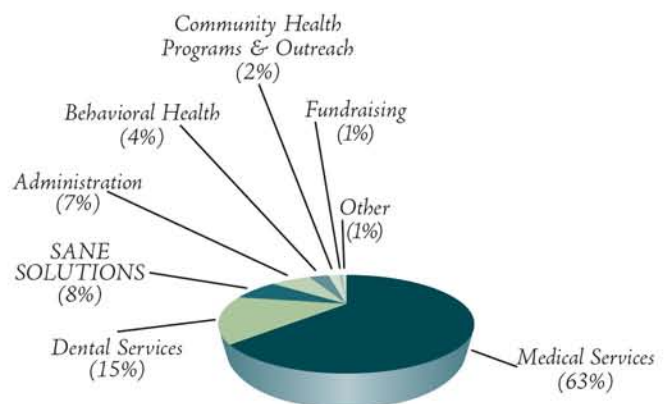
## FYE 2009 Revenues & Support (unaudited)

From	Amount	Percent
Patient Revenue	\$8,250,000	50%
Federal	\$5,348,000	32%
Donated Goods & Services	\$1,853,000	11%
Foundations & Donations	\$421,000	3%
United Way	\$274,000	2%
State	\$233,000	1%
Other	\$188,000	1%
<b>Total</b>	<b>\$16,567,000</b>	<b>100%</b>



## FYE 2009 Expenses by Category (unaudited)

Category	Amount	Percent
Medical Services	\$10,120,000	63%
Dental Services	\$2,421,000	15%
SANE SOLUTIONS	\$1,293,000	8%
Administration	\$1,156,000	7%
Behavioral Health	\$596,000	4%
Community Health Programs & Outreach	\$337,000	2%
Fundraising	\$127,000	1%
Other	\$107,000	1%
<b>Total</b>	<b>\$16,157,000</b>	<b>100%</b>



# A Brief History

Thirty-eight years ago, Terry Reilly, a conscientious objector in the Viet Nam War era, and his wife Rosie Delgadillo Reilly arranged with Dr. Clarence McIntyre for voluntary medical services for the migrant farmworkers' children who were being tutored at their home on Nampa's north side. The experience helped to open the eyes of many local, regional, and national leaders to the plight of the large medically underserved population in the Treasure Valley area. Federal Public Health Services grant resources and strong local advocacy enabled launching the first actual clinic under the name Community Health Clinics, Inc., a new not-for-profit corporation.



With a focus on serving low-income and uninsured farm workers as well as other “medically indigent” of all ages, the organization grew quickly. In addition to Nampa, clinics were started in Homedale, Parma, and Marsing during the 1970s. The corporation was (and still is) governed by a representative group of clinic patients and other community leaders who have assured that the mission of serving the underserved remains as the central purpose of the organization. Under Terry’s leadership, advocacy and program development were strong themes. Among the more notable accomplishments from those efforts was the SANE SOLUTIONS Program, which has grown to become a major component of services offered. Several federal grants began an involvement in teen pregnancy, both its prevention and care of pregnant teens, which has continued. Following the tragic death of its founder in an April 1986 small plane crash while he was campaigning to become Idaho’s Lieutenant Governor, the clinic system adopted the business name (dba) of Terry Reilly Health Services.

In 1988, the Parma Clinic was sold and the Boise Clinic opened, targeting the homeless population. During the early 1990s dental services were added, as were behavioral health services. Our Boise dental site opened in 2000. The Melba Clinic opened mid-summer 2002. Both Melba Dental and Homedale Dental opened in 2003. Caldwell Clinic began providing primary medical care in September 2006. We



Founders Terry Reilly & Rosie Delgadillo Reilly

have always emphasized health promotion and disease prevention activities within our clinics and through outreach services. The community-based board and input from additional community representatives in the form of advisory committees remain a pivotal force in strengthening our effectiveness and keeping on track with our mission. Funding sources have diversified greatly, with increased reliance on United Way of the Treasure Valley, Community Development Block Grant sources, local, regional, and national foundations, corporate and individual donations.

Terry Reilly Health Services can proudly claim to be one of the country’s strongest, most comprehensive, most mission-driven community health centers. The vast majority of its patients would encounter great difficulties getting the care they need, were it not for the access they enjoy at our clinics. Thanks to all who have made this healing touch possible.

# Terry Reilly Health Services Locations

**Administration Office**  
211 16th Ave. N., PO Box 9  
Nampa, Idaho 83653  
(208) 467-4431  
FAX (208) 467-7684

**Behavioral Health Center**  
207 16th Ave. N., PO Box 9  
Nampa, Idaho 83653  
(208) 467-7654  
FAX (208) 467-7684

**Boise Clinic**  
848 La Cassia  
Boise, Idaho 83705  
(208) 344-3512  
FAX (208) 338-1574

**Boise Dental**  
2301 N. 36th St., Ste. 102  
Boise, ID 83703  
(208) 336-8801  
FAX (208) 336-8682

**Caldwell Clinic**  
2005 Arlington  
Caldwell, ID 83605  
(208) 459-1025  
FAX (208) 459-1080

**Canyon Dental**  
11136 Moss Lane  
Nampa, Idaho 83651  
(208) 466-0515  
FAX (208) 466-5359

**Homedale Clinic**  
116 E. Idaho, Box 1058  
Homedale, Idaho 83628  
(208) 337-3189  
FAX (208) 337-4623

**Homedale Dental**  
Eight 2nd St. W.  
Homedale, Idaho 83628  
(208) 337-6101  
FAX (208) 337-6102

**Marsing Clinic**  
201 Main, Box 516  
Marsing, Idaho 83639  
(208) 896-4159  
FAX (208) 896-4917

**Melba Clinic & Melba Dental**  
150 2nd Ave.  
Melba, Idaho 83641  
(208) 495-1011  
FAX (208) 495-1012

**Nampa Clinic**  
223 16th Ave. N., PO Box 9  
Nampa, Idaho 83653  
(208) 466-7869  
FAX (208) 466-5359

**SANE SOLUTIONS**  
5400 W. Franklin, Ste. H  
Boise, Idaho 83705  
(208) 345-1170  
FAX (208) 345-3502

**SANE SOLUTIONS**  
408 Allumbaugh  
Boise, Idaho 83704  
(208) 323-9600  
FAX (208) 323-9606

**SANE SOLUTIONS**  
207 16th Ave. N., PO Box 9  
Nampa, Idaho 83653  
(208) 467-7654  
FAX (208) 467-7684

**SANE SOLUTIONS**  
1224 1st St. S., Ste. 302  
Nampa, Idaho 83651  
(208) 467-7654  
Fax (208) 463-4390

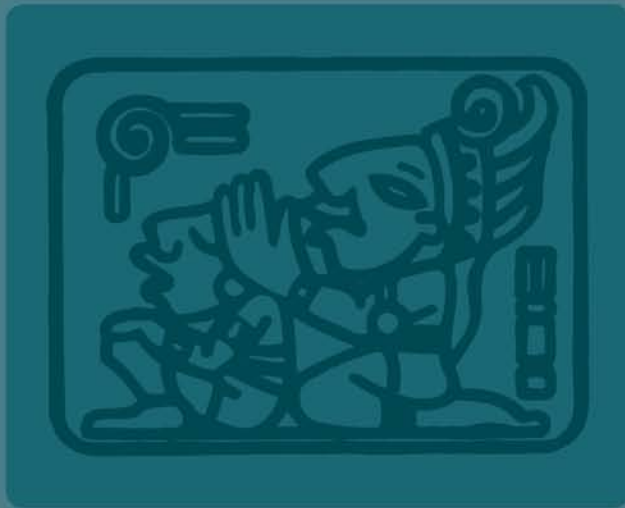
**Indian Creek Center**  
1504 3rd St. N., PO Box 9  
Nampa, Idaho 83653  
(208) 466-7869  
FAX (208) 466-5359

**TRHS Outreach Clinics:**

- Centennial Job Corps, Nampa
- City Lights, Boise
- River of Life, Boise

*Terry Reilly Health Services is a partner agency of United Way of Treasure Valley.*





Terry Reilly Health Services does not discriminate in its services, treatment, programs, activities, or employment. If you believe you have been discriminated against, contact:

Timothy J. Brown, Executive Director  
Terry Reilly Health Services  
211 16th Ave. N.  
PO Box 9  
Nampa, ID 83653-0009  
Phone: (208) 467-4431  
E-mail: [tbrown@trhs.org](mailto:tbrown@trhs.org)  
[www.trhs.org](http://www.trhs.org)