



# 2020 ANNUAL REPORT

FISCAL YEAR APRIL 2020 - MARCH 2021



**Your Health. Our Mission.**



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# LETTER FROM OUR CEO



Dear Friends,

Every year is unique and - upon reflection - is a story filled with historic moments, unexpected challenges, and heartfelt successes. This was particularly true in 2020. Against the backdrop of a pandemic, as well as political and social divisions of a magnitude most of us have not experienced in our lifetimes, it was at once humbling and heartwarming to witness the spirit of mission, service and collaboration demonstrated by our community and the Terry Reilly Team.

As I reflect on the past fiscal year, I'm so proud of the staff, supporters, patients and friends of Terry Reilly Health. Collectively, we've weathered difficult times and managed to thrive. Everyone has demonstrated incredible adaptability, collaboration and commitment to one another – the true heart of a family and community. There are so many stories that could be told. This report contains only a small sample of our efforts to respond to the pandemic while simultaneously carrying forward our commitment to the wellness of our community. We share these stories to both acknowledge the very real impact of the pandemic, but also to affirm that the spirit of our organizational mission is alive and strong.

While the pandemic and social influences continue around us, we remain grounded in our commitment to a resilient workforce and grateful for our community partners. Together, we will keep cultivating an effort that is strong and responsive to the story that continues to unfold.

Thank you for being part of this effort,

A handwritten signature in black ink that reads "Heidi Hund". The signature is fluid and cursive, with a long, sweeping underline.

Heidi

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Services



Don Morrison, RN  
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PharmD  
Pharmacy Director

# OUR COMPANY OVERVIEW

**Mission:** *With deep roots in the Treasure Valley, Terry Reilly is a community health center dedicated to providing affordable, accessible care to meet the needs of our community.*

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

**Who we are:** We are a non-profit, local community health center responding to unmet health care needs across the Treasure Valley. Today, nearly half of a century later, Terry Reilly Health Services has evolved from a single clinic providing medical care to agricultural workers in Nampa into Idaho's largest community health center, offering medical, dental, behavioral health, and pharmacy services to people from every background to improve the health and wellness of our communities.





# HRSA QUALITY IMPROVEMENT AWARDS

Each calendar year, the Health Resources and Services Administration (HRSA) recognizes community health centers nationwide that make notable quality improvements in the areas of access, quality, health equity and health information technology.

Terry Reilly Health Services (TRHS) received the following awards based on performance data submitted for the 2020 calendar year:



**Gold Health Center Quality Leader** - Of the over 1,400 health centers nationwide, TRHS is in the top 10% for overall quality measure performance.



**Advancing Health Information Technology (HIT) for Quality** - TRHS met criteria to enhance access and quality of care through measures like telehealth and patient engagement.

*“Each and every member of the Terry Reilly Health Services family should be very proud of this recognition. We strive to take the best care of our patients all the time. To achieve this level of excellence in a year full of new challenges brought by the pandemic is remarkable.”*

-- Tami Fife, Chief Operating Officer, Terry Reilly Health Services

# A GLIMPSE OF TERRY REILLY'S 2020 YEAR

- 1** – Staff provides COVID-19 Vaccines to Agricultural Workers
- 2** – COVID-19 Vaccine provided with convenience for all
- 3** – Marsing Dental Opens Fall of 2020
- 4** – Caldwell Cleveland Square opens December 14, 2020
- 5** – Caldwell Cleveland's Pharmacy opens
- 6** – Terry Reilly's Nampa 1st Drive Thru Pharmacy opens Fall of 2020
- 7** – Terry Reilly Team receives first shipment of COVID-19 Vaccines
- 8** – Terry Reilly team initiates COVID-19 Vaccine administration







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# TERRY REILLY OPENS INNOVATIVE HEALTHCARE AND HOUSING SOLUTION FOR CALDWELL

In a year where COVID-19 dominated the headlines and impacted our daily lives, the opening of the new Terry Reilly Caldwell Cleveland Clinic was a bright spot. Without the usual grand opening fanfare, Terry Reilly quietly began offering medical, dental, behavioral health, pharmacy and supportive services to the community in December 2020.

The building is the first of its kind in the Treasure Valley offering comprehensive healthcare co-located with affordable housing. Terry Reilly Health Services partnered with Cleveland Square LP. In addition to the Terry Reilly Clinic, the building provides 50 income-based apartments on the upper three floors.

The building provides affordable housing for individuals and families age 55 and over. The shared project is a nice addition to downtown Caldwell at the corner of Cleveland and Kimball. The health-housing collaboration was born out of an increased need for affordable housing amid the Treasure Valley's rapid population growth in addition to increased demand for health care

services. At the project's genesis, Caldwell's affordable housing options were found to have a 0% vacancy rate with 500 families on a waiting list.

**“THE FULLY INTEGRATED HEALTH CLINIC IS THE FIRST OF ITS KIND IN THE TREASURE VALLEY”**

The project was supported by several local foundations and a \$1M capital campaign raised funds for the clinic portion of the project. It included grants from M.J. Murdock Charitable Trust, Blue Cross of Idaho Foundation for Health, J.R. Simplot Company, Harry W. Morrison Foundation, Inc., and the Laura Moore Cunningham Foundation, Inc. The housing portion of the project was financed with an Affordable Housing Tax Credit Award from Idaho Fair Housing and Finance Association.





## TEN YEARS OF ALLUMBAUGH HOUSE

In 2020, Allumbaugh House marked its tenth year of providing access to medically monitored detoxification and mental health crisis services for residents of Ada, Boise, Valley and Elmore counties. For each community member who reached out, the Terry Reilly team worked diligently to provide the resources and care necessary to support their personal recovery and wellness journey.

Allumbaugh House is an incredible example of sustained state, local and private partnership. The original partners for Allumbaugh House included the cities of Boise and Meridian, Ada County, Idaho Department of Health and Welfare, Boise City/Ada County Housing Authority, Saint Alphonsus Hospital

### ***A Decade of Making a Difference***

- 19,000 phone calls for guidance
- Nearly 11,000 assessments
- 8,670 admitted
- Average stay 5-7 days

and St. Luke's Hospital. Terry Reilly has operated Allumbaugh House since inception and in 2018 became a funding partner as well. In recent years, Eagle, Garden City and Kuna also joined as contributing partners, further ensuring these services remain available to our community.

"Full credit goes to all partners in what has been a truly remarkable ten years. It has been the sustained commitment by these public and private entities that has allowed Allumbaugh House to stay in operation." --Program Director Cindy Miller

A special feature of Allumbaugh House is its Alumni Group, an open meeting every Saturday night for anyone who has been a patient. It creates a supportive community and friendships that foster the transition out of addiction and provide on-going support for former patients.

Director Cindy Miller reflects, "The COVID-19 pandemic presented unusual challenges to patient care in 2020, yet staff navigated through changes and restrictions to continue operations. Our work is as important as ever – ensuring access to care and enabling the recovery journey."



## COVID-19 VACCINES - Rising to the Challenge

The COVID-19 pandemic tested the healthcare delivery system like never before and Terry Reilly employees rose to the challenge. While other businesses responded to the statewide shut-down order, as an essential health care facility, our team focused on implementing creative solutions designed to keep clinics safely open and ensure continued access to health care in our community. In rapid succession, Terry Reilly staff stood up COVID screenings, implemented COVID testing services, launched telehealth services, and created both drive-through and curbside pharmacy services. At the same time, Terry Reilly staff made countless outreach phone calls checking on the safety and well-being of our patients.

### **TERRY REILLY PROVIDED A REMARKABLE 15,000 COVID-19 VACCINATIONS IN CLINIC AND OUTREACH SETTINGS IN LESS THAN 90 DAYS.**

In December 2020 when the COVID-19 vaccine became available, Terry Reilly mobilized a vaccination team to help bring vaccines to our community. The Terry Reilly team partnered with other health care entities to provide vaccines to healthcare personnel, frontline workers, and the community following the timeline established by health authorities. The effort required intense planning, communication, supply management and staffing.

Initial vaccine clinics were hosted throughout Terry Reilly clinics and vaccine outreach activities hit the road in mid-January. Local partnerships allowed us to bring vaccines to the community. In collaboration with senior centers, schools, EMS, employers, housing entities, and other community partners, TRHS hosted 29 community-based vaccination clinics for seniors, residents of public housing, school personnel, employers and agricultural workers by the end of March. In total, Terry Reilly provided a remarkable 15,000 COVID-19 vaccinations in clinic and outreach settings in less than 90 days.





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“The COVID-19 vaccine effort showed that our organization is responsive to bringing healthcare services to our most vulnerable population, whether in clinic or through outreach settings. This was possible through trusted community partnerships,” says TRHS Outreach Manager Jesus Blanco. He believes the lessons learned and connections established from vaccine mobilization efforts created a foundation for expanding mobile medical and dental care in the coming year.



**Terry Reilly's Outreach team administers COVID-19 Vaccines at a hops facility in Wilder, ID.**



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# PATIENT STORIES

## Reaching Out

The ability to deliver healthcare beyond our clinic walls became increasingly important during the COVID-19 outbreak. This new mobility continued to help our outreach team deliver vaccines once they became available. The need became evident in one visit to Homedale Middle School. The Terry Reilly team was facing a full schedule of eligible school staff and senior citizens wanting the vaccine when seven Spanish-speaking seniors showed up without an appointment. The seniors didn't have access to computers, phones or transportation but had heard about the vaccine clinic by word-of-mouth. Doses for the clinic had been carefully counted to match appointments for the day, but the outreach team desperately wanted to serve these senior walk-ins. Team members explained that if the elders could be patient, at least seven people would likely cancel, leaving doses for them. The team made a safe, comfortable space for the seven to wait. Before day's end – the doses did indeed become available. The seniors were appreciative and relieved to get vaccinated.



## A Navigator's Help

Imagine being referred to a specialist for urgently needed care – but not having the means to travel to your appointment. A Terry Reilly Patient Navigator heard the plight of one patient who'd been referred to a Seattle physician and immediately went to work investigating a solution. The navigator diligently searching until she found a non-profit that provides airline tickets for patients in need. That extra effort meant the patient could travel, get treatment and begin living with more comfort. This is one example of our team's willingness and ability to support patients who are navigating the complexity of health care.



# DRIVE THRU PHARMACY

*Made possible by The M.J. Murdock Charitable Trust*

Removing barriers to healthcare is at the heart of our work at Terry Reilly Health Services. With the restrictions due to COVID-19 throughout the year, it was important to make pharmacy services more accessible than ever while keeping patients protected. Our pharmacy team quickly implemented contactless prescription delivery methods.

The team established a temporary outside pharmacy providing curbside prescription pick-up services. Construction began in July and was complete in September to create a permanent pharmacy drive thru at the Nampa 1st Street location providing a sustained solution to contactless prescription services for our patients. Funding for this project was made possible through a grant from The M.J. Murdock Charitable Trust. The pharmacy drive



thru minimizes foot traffic in our clinics, offers greater convenience, and enhances safety for our patients.

Terry Reilly Clinical Pharmacists also began providing telehealth visits to patients with diabetes or on anticoagulation medications. Many of these patients were in need of medication management support to ensure they had the resources needed to manage their health.



## DENTAL CARE ADAPTS AND ADVANCES

**Dr. Meshack-Hart, DDS, FAGD, Dental Director**

With evolving federal guidance on keeping treatment safe during the pandemic, we enhanced disinfection protocols, added personal protection equipment, optimized air ventilation and added dental aerosol reduction equipment. It was reassuring to hear from staff and patients that they felt safest in our clinics.

In May, we phased back some routine dental care but there was a steep backlog of work. Our team endured ten-hour days of surgeries and deep cleanings on patients who were both grateful and deeply anxious about the dental chair. It tried our endurance and spirit.

Despite the unique challenges of the pandemic, Terry Reilly dental service accomplished so much during the year:

- Opened an 8 operatory dental suite in our new integrated Caldwell facility
- Introduced telehealth services to help with triage
- Implemented our Community Dental Health Coordinator role, the first in the state
- Had year over year improvement in both UDS and internal quality metrics, ranking in the top quartile nationally
- Implemented walk-in clinics in the Boise and Caldwell communities to meet the growing need for dental care
- Our providers presented at local, regional, and national conferences on topics like integrated care, dental practice during COVID, telehealth and value-based care
- Expanded community outreach efforts with a new mobile dental clinic, including our annual Give Kids a Smile event
- Grown onsite dental services at Allumbaugh House, our detox and mental health crisis center



Once Idaho's governor declared a statewide stay-at-home order, our dental department suspended all routine and elective care and only treated urgent cases. With schedules severely cut, many of our hygienists and assistants were deployed elsewhere in the system to help with COVID screening and other duties.



None of this would be possible without the support of our internal and external partners. And of course, the resilience and heart of our amazing dental team. After over a year of masks, I feel we have a newfound appreciation for the human smile as expressed in this patient's story:

*"I didn't care about my teeth, and then with COVID (and masks,) I cared even less. 'No one can see' right? But you've given me back my smile and I don't hurt no more. COVID still sucks, but now I've got one thing that gives me hope and something smile about. Thank you."*



## WHAT IS THE JOINT COMMISSION SEAL OF APPROVAL?

Every 3 years, Terry Reilly Health voluntarily undergoes a thorough evaluation to see if we meet the commission's rigorous performance standards. Accreditation is considered the gold standard in health care and means our staff has made the extra effort to review and improve key areas of safety and quality care.

Terry Reilly Health Services was one of the first Community Health Clinics in Idaho to receive Joint Commission Accreditation which includes certification as a Patient Centered Medical home (PCMH). We now operate:

- 6 fully integrated medical, dental and behavioral health clinics (three with a full-service pharmacy)
- 3 integrated medical and behavioral health clinics
- 3 stand-alone dental clinics
- 3 stand-alone behavioral health clinics



# CONTINUING BEHAVIORAL HEALTH CARE DURING LOCK DOWN

**Britney Journee, LCPC, Associate Director of Behavioral Health**

I had significant concerns about how we were going to make meaningful connection with clients when the stay at home order went into effect. Suddenly we were sending out Zoom invites and talking to clients in their homes instead of face-to-face. Sometimes-when technology didn't behave-we felt as lost as our clients.

We experienced many new things as we delivered counseling in a different way: telehealth was tiring because our eyes focused on a monitor all day instead of being able to roam an entire office. We had to engage children differently while online due to their short attention spans. We had to teach our clients new norms like ensuring they had a private space to speak or not driving while in therapy. Those first few months were really hard and I missed my office and having clients sit on the couch.

However, as most things do, it got easier and we even started seeing some benefits. We more deeply experienced our clients' lives – actually seeing their pets, gardens, art and homes rather than just talking about them. We could better help patients with agoraphobia who'd never been consistent with in-office therapy. We discovered that teenagers were way ahead of the curve because FaceTime is the norm for them! Parents could use telehealth and still be there for their children doing online school. People missed less work and school because they didn't have to drive to and from sessions.

I loved the consistency that telehealth brought. Now, I rarely have cancellations due to illness, car troubles or childcare issues. Clients now know they can simply hop on Zoom to meet with me. In the end, that's what is really therapeutic; consistent and reliable sessions with your therapist as you work toward your treatment goals.





# BEHAVIORAL HEALTH SCREENINGS

**Whitney Herter, LPC**

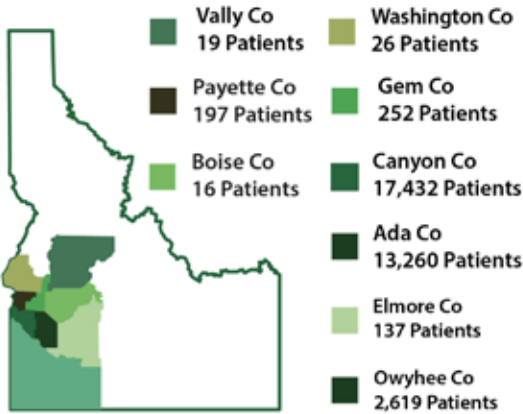
As a counselor during COVID-19, screening patients in tents was a new experience for me. In March of 2020, we had limited information about how we could catch it. I was nervous my mask wouldn't be enough to protect me. It was cold until we got things completely set-up. We learned to work in teams during busy times to screen, reassure and direct patients.

The best thing to come of this unexpected scenario work was the opportunity to meet and work with so many TR employees that I hadn't known before. I feel like I found a new work home as a counselor in Caldwell.

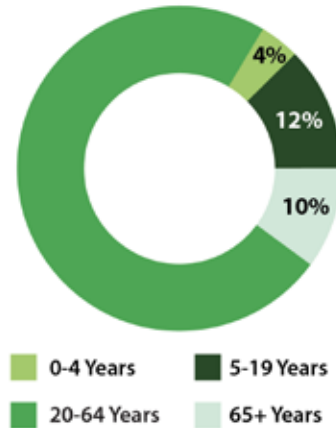
# 2020 BY THE NUMBERS

## Patient Demographics

**Patients Per-County**



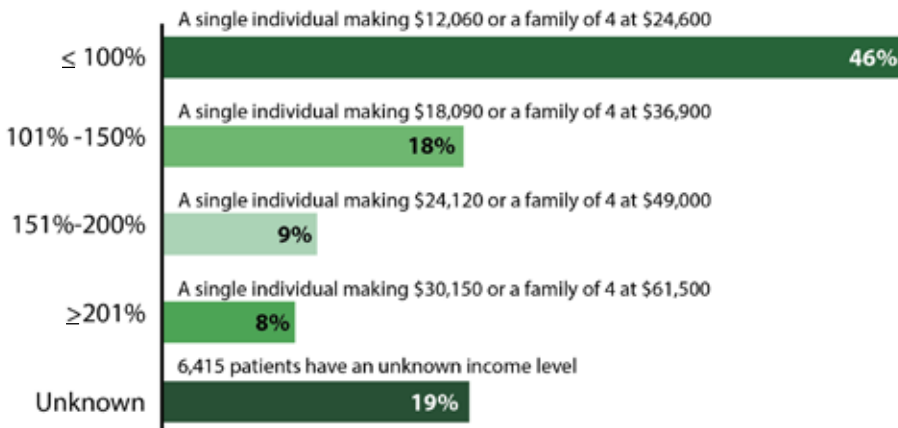
**Age**



**Percent Of Patient Population By Insurance Coverage**

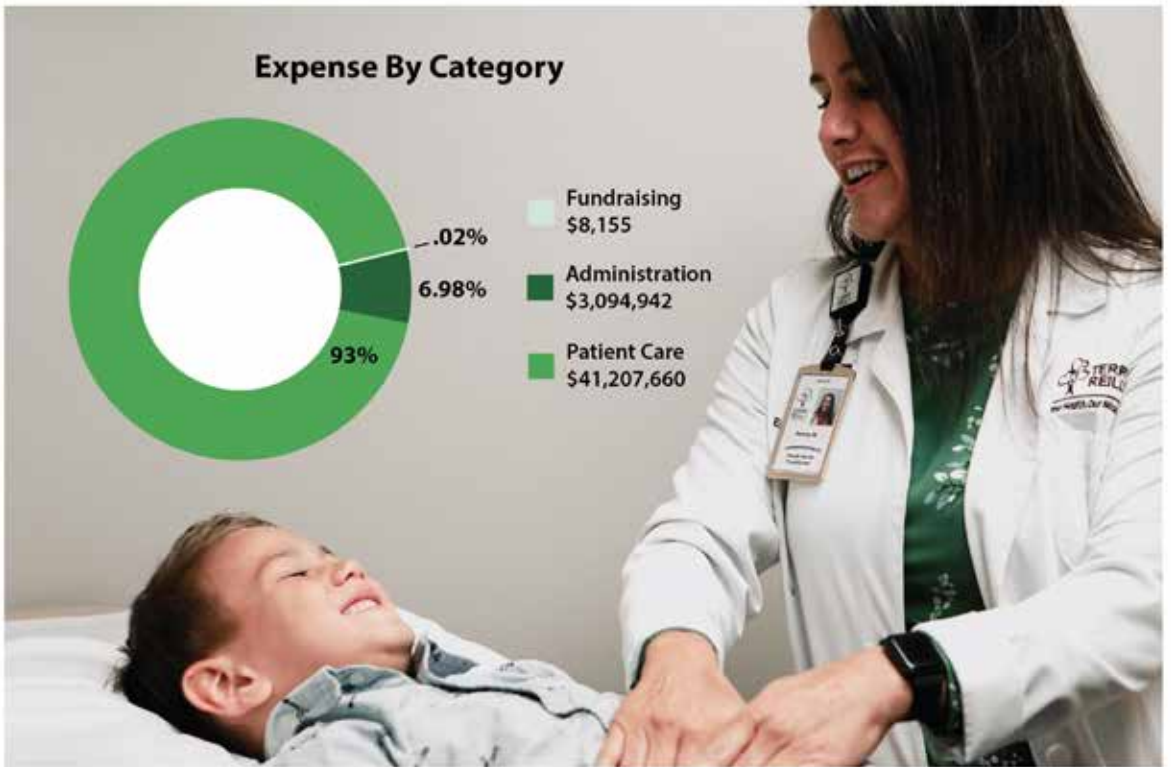


**Patient Income By Percentage Of The Federal Poverty Level**

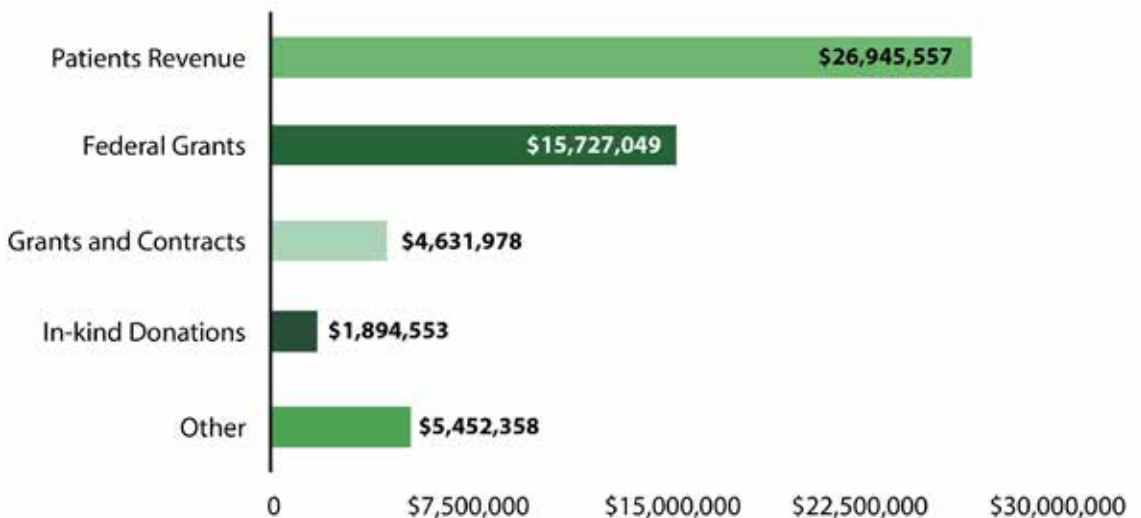




## Revenue and Expenses



### Annual Revenue





## 2020 BY THE NUMBERS

**\$4,498,216**

In sliding fee discounts granted

**5,328**

Uninsured patients served

**1,967**

Patients served for chronic disease management

**730**

Women received prenatal care

**2,761**

Agricultural workers received care

**2,690**

Homeless adults and children served

**60,949**

Prescriptions filled at TRHS Pharmacy

**731**

Admissions for mental health & detoxification services provided at Allumbaugh House

**20,123**

Treatment visits provided to 1,277 patients through SANE Solutions

**34,506**

Patients received care at TRHS

**29,466**

Medical patients

**9,509**

Dental Patients

**5,915**

Behavioral health patients

### ***Emiliano's Story***

A patient we'll call Emiliano is a retired farm worker living modestly on his social security at Farmway Village. He learned that another relative was stealing money from his account. Emiliano had tears in his eyes as he explained the predicament to a Terry Reilly Patient Navigator. That navigator, Sonia Serrato, had earned Emiliano's trust by helping him schedule health visits, obtain his medications, and get transportation to appointments. Sonia took the initiative to arrange a meeting with Emiliano's bank so his account could be secured. In the process, she also helped him learn how to use common phone-based apps to better



manage his bank account and his healthcare. Sonia is happy to report that Emiliano is thriving and thankful for the caring support he received. He is now in better physical health and has more peace of mind about the wellbeing of his loved ones because of the 'whole patient' integrated approach of Terry Reilly Health.

## CHANGES FOR DEVELOPMENT

The traditional early fall gala which raised funds for the Bob Lebow Patient Assistance Fund was canceled in order for the organization to solidly focus on COVID-19 recovery and vaccination efforts. The formal event brought together staff and donors to celebrate our mission of providing affordable, accessible and comprehensive healthcare in our communities.

The gala also raised funds to help patients who may need financial assistance beyond what is offered by insurance, Medicare, Medicaid and sliding scale pay arrangements.



After thoughtful consideration, TRHS has decided to retire the Gala and will transition to a new model of fundraising that provides more community engagement and awareness. We will be seeking input and partnering with others as we recreate the vision of this new strategy of funds development. Look for news from the TRHS Foundation soon. We appreciate your ongoing support as this evolves. Until then, our website features a secure donation pathway year-round: [www.TRHS.org](http://www.TRHS.org). Our Bob Lebow Patient Assistance Fund remains a vital resource for many who have gaps in healthcare coverage. *When you contribute to this fund, you help your neighbor receive care regardless of their ability to pay. **This fiscal year the fund provided \$114,274 in health care to Terry Reilly patients.***

“Families should not have to choose between food and healthcare.” – Dr. Bob LeBow, Founder, Terry Reilly Patient Assistance Fund



## OUR SUPPORTERS

### ***Our Benefactors \$5,000 +***

MJ Murdock Charitable Trust  
Roberta Hansberger  
J. R. Simplot Company Foundation  
Delta Dental  
Richard and Rowena Roberge  
Blue Cross of Idaho Foundation for Health, Inc. Fred Lloyd  
Alleman Family Trust  
United Way of Treasure Valley  
Idaho Community Foundation  
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Caleb and Christi Chung  
Four J Foundation  
St. Luke's Health Foundation  
Rosemary and Kevin Curtin  
Jensen Eye Associates, PLLC Deann & Larry Mendenhall

### ***Our Patron \$2,500 - \$4,999***

Susan G. Komen for the Cure, Boise Affiliate  
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### ***Leader \$1,000 - \$2,499***

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Ellen Cooke  
Helen Mclaughlin  
Patrick Batten  
Ann and Lars Sandven  
Carol Craighill and Brent Marchbanks  
James Cooper  
Ryan Field  
Greater Twin Cities United Way  
Brian and Susan McNeel  
Melissa and Kenrick Barkell  
Amy Stack  
Mark Kubinski  
Elmer and Mildred Hancock  
Donald and Peggy Ferron  
Anonymous  
Joyce and Dan Reid