



"Bringing Health to our Communities"

Primary Care • Oral Health • Behavioral Health Outreach Services • Allumbaugh House • SANE Solutions



Nampa • Boise • Homedale • Marsing • Melba • Caldwell • Middleton

2015 Annual Report Fiscal Year: April 2015 - March 2016

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Mission



























Your Health. Our Mission.

# Laying a Foundation for a better Health Care System

Dear Friends,

It has been a busy year at Terry Reilly, full of many positive changes as we position ourselves to remain successful in the health care environment. On the following pages, we are excited to highlight three current initiatives supporting our goal of providing affordable, high quality health care.

First, one of the challenges often faced by an organization is the expense of maintaining facilities. At Terry Reilly, we are additionally concerned about minimizing the cost of facilities improvements passed on to our patients through our fees for care. This past year, we were able to secure grant funding to build or renovate two new clinics and we closed on New Market Tax Credit financing which will result in the renovation of many of our current sites. These creative financing solutions are allowing us to address much needed capital improvements without increasing the cost of care for our patients.

Second, 2016 marks the 45-year anniversary for Terry Reilly Health Services. As we consider celebrations for this milestone, we are committed to creating a sustainable funding structure to support our financial viability. As a result, we are launching a Terry Reilly Foundation, creating a funding legacy for future generations.

Finally, we remain committed to advancing quality of care and health for our patients. We have launched a number of quality initiatives this past year. Most notably, several teams have been actively engaged in the Idaho Statewide Healthcare Innovation Plan (SHIP), piloting opportunities for us to enhance patient care.

As you read more about these initiatives, we hope they instill in you the same energy we are feeling about the possibilities in health care as we turn our sights to the coming year. Over 30,000 patients trust us with their health care each year. Each of these patients was able to access care because of our outstanding, compassionate staff. Together, with the support of our community partners and donors, we are improving health and quality of life within our community.

Thank you for taking the time to learn more about Terry Reilly.

Deidi Tufor

Heidi Traylor Chief Executive Director



Heidi Traylor, Chief Executive Director

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# **About Terry Reilly**

## Who We Are

Terry Reilly is a private not-for-profit organization providing quality care to all, with discounted fees available, based on family size and income. Services are available in English and Spanish as well as other languages. Terry Reilly is committed to serving all people but specially populations facing barriers elsewhere, such as the uninsured, migrant and seasonal farmworkers and the homeless. Terry Reilly is governed by the communities it serves through a representative board of directors.

## **Our Mission:**

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

## **Our Vision:**

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

## **2015 Board of Directors**

### **Terry Reilly Health Services**

Roger Aguilar - Chairperson Cindy Mueller - Vice Chairperson Virginia Reyna-Walling - Secretary/Treasurer Robyn Page - Past Chairperson Rosie Delgadillo Reilly - Honorary Chair Ben Chaney Bob Pfifer Chuck Knox

## **Committee Membership**

### Executive

Roger Aguilar Cindy Mueller Virginia Reyna-Walling Robyn Page

## Marketing & Community

Awareness Chuck Knox Cindy Mueller Susie Reed Marianne Ware Robert Tierney Erik Johnson Freddy Real James R. Dzur, MD Jeffrey Shinn Luis Lagos Michael Benedick, DDS Richard Thorpe

Finance

Jeffrey Shinn Ben Chaney Erik Johnson Roger Aguilar Freddy Real Noelle Diederich

**Nominating** Rosie Delgadillo Reilly Robyn Page Virginia Reyna-Walling

## **Terry Reilly Foundation**

Chuck Knox - Chairperson Chris Brazil - Secretary/Treasurer Cindy Mueller Freddy Real Suzi Reed

### Quality

Dr James Dzur Becky Reed Bob Eldredge Bob Pfifer Jack Swaim Michael Benedick, DDS Mimi Cunningham Valerie Steffen

**Personnel** Robyn Page Rosie Delgadillo Reilly Virginia Reyna-Walling

If you are interested in participating on one of the above committees, please contact Heidi Traylor, CEO - hhart@trhs.org.

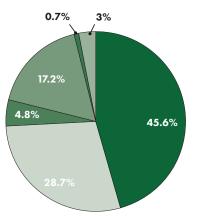


**92.8**%

## 2015 by the Numbers

0.2%

7%



### Terry Reilly Revenues & Support - FYE 2016\*

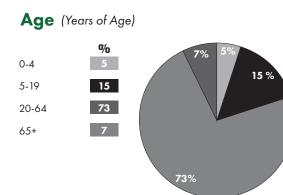
Donations	\$186,675	0.7
Other Income	\$808,003	3%
Grants & Contracts	\$4,598,624	17.2%
In-Kind	\$1,291,475	4.8%
Federal	\$7,673,130	28.7%
Patient Services	\$12,205,398	45.6%

### Terry Reilly Expenses by Category - FYE 2016\*

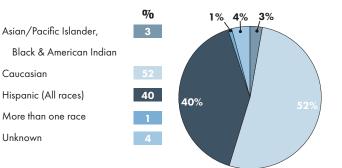
Program Services	\$24,780,784	92.8%
Administration	\$1,868,228	7%
Fundraising	\$58,209	0.2%
Total	\$26,707,221	100%

## Who do we Serve?<sup>†</sup>

<sup>†</sup>Note: The following patient demographic information represents patient encounters through calendar year 2015 & excludes Allumbaugh House.

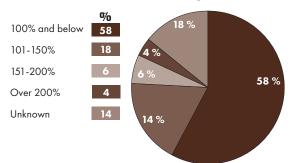


### Patient Race/Ethnicity

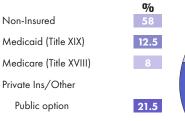


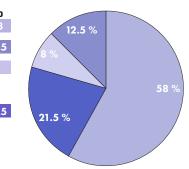


### Income as % of Poverty Level



### **Insurance Coverage**







# 2015 Highlights - Ensuring Sustainability

## 2015 Highlights

- Provided \$7,909,740 in sliding fee discounts.
- Provided \$271,262 in services through Terry Reilly Zero Pay Fund.
- Provided comprehensive health care to 30,986 patients
  - 18,404 of which were uninsured.
- Delivered 16,749 dental visits to 7325 patients.
- Provided Prenatal Care to 737 women.
- Made quality behavioral health care affordable to 1,346 individuals.
- Provided care to 2,540 migrant or seasonal farm workers.
- Served 2,900 homeless adults and children through our clinics in Boise and Nampa.
- Provided 901 admissions for crisis mental health and detoxification services at Allumbaugh House.
- Provided 15,866 treatment visits to 1,178 clients through Terry Reilly SANE Solutions, including 2,750 treatment visits to offenders in prison.
- Opened the Nampa 1 st Clinic a 30,600 sq. ft. medical facility located in downtown Nampa.
  - A state-of-the-art medical facility with a total of **36 exam** and **12 treatment rooms**.
  - Integrated services including medical, lab, pharmacy, x-ray, and behavioral health.
  - This new facility will allow a projected increase of nearly 10,000 new patients.

## **Ensuring Sustainability**

In the midst of change and growth, it's important to take pause to ensure the mission and values that started the Terry Reilly community clinic 45 years ago remain intact. At the very core of what Terry Reilly stands for is its un-wavering commitment to ensure that everyone in our communities have access to care. In the work we do every day; from providing quality care to renovating new clinics – our patients and communities remain at the forefront. The creation of the Terry Reilly Foundation is intended to ensure this mission will be maintained for the next 45 years. Those of us fortunate enough to continue the legacy have entrusted the Terry Reilly Foundation to safeguard programs like the Zero Pay Fund and providing donors like you the peace of mind of knowing your gifts will be going to care for those most in need.

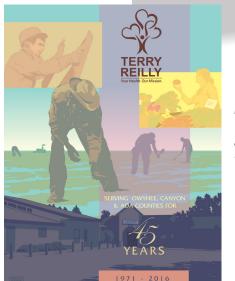
The mission that was instilled in the organization 45 years ago remains strong today. The work that was started by Terry Reilly and Dr. Bob LeBow continues in the hearts of our employees, our patients and in the creation of the Terry Reilly Foundation.

#### "It is time to put the patient first - not last - in the setting of priorities."

#### Dr. Bob Lebow

Thank you for continuing to be part of our legacy in providing affordable, accessible care to everyone in our community.









## The New Market Tax Credit

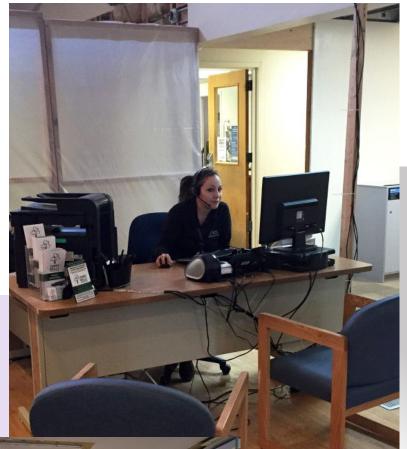
## **The New Market Tax Credit**

The Terry Reilly Foundation is an independent organization that was created to oversee and enhance fundraising activities in support of Terry Reilly Health Services. This year, the Foundation secured a New Market Tax Credit transaction that generated \$1.131 M for Terry Reilly Health Services to fund a number of capital improvement projects. These New Market Tax Credits are allocated by the United States Department of Treasury, wherein Terry Reilly Health Services sold tax credits to Capital One which created the funds for the capital improvement projects.

"This year, the Foundation secured a New Market Tax Credit transaction that generated \$1.131 M for Terry Reilly Health Services to fund a number of capital improvement projects"

Terry Reilly Health Services has used the New Market Tax Credit proceeds to invest in building improvements at the Nampa 16th, Caldwell Arlington, and Boise Latah locations. Other planned capital improvement projects will begin in the coming year at the Homedale, Boise 23rd, and Nampa 1st locations. Both Homedale and Nampa 1st projects will be focused on integrating oral health with medical and behavioral health services.

This funding allows us to advance the Patient Centered Medical Home model of care delivery to our patients. We are excited to further develop this model as we continue to care for the communities we serve.





Above: Renovations and building improvements at Nampa 16th Avenue.

Left & below: Construction at Boise - Latah.



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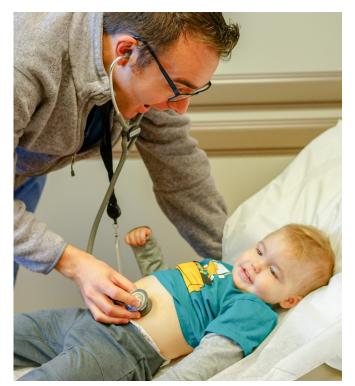
# Terry Reilly and the State Healthcare Innovation Plan

In 2015 Terry Reilly and other health care providers throughout Idaho joined forces with the State as they implemented the State Healthcare Innovation Plan (SHIP). The State Healthcare Innovation Plan (SHIP) is a statewide plan to redesign our health care delivery system, evolving from a volume-driven, fee for service system to an outcome-based system that achieves the triple aim of improved health, improved health care and lower costs for all Idahoans. Elements of the plan include:

- Strong Primary Care System
- Patient centered Medical Homes (PCMH)-foundational
- Medical Neighborhood
- Statewide Healthcare Alliance
- Regional Cooperatives (RC) support local primary care providers and medical neighborhood
- Health information is linked electronically by EHR and HIT
- Data Analytics
- Payment Systems Aligned
- Patient Engagement and Accountability

So, what does this mean for Terry Reilly and the patients and communities we serve? First, this means we are funded for technical assistance to further our development of the Patient Centered Medical Home (PCMH) model of care. Four of our clinics were selected in the first round of statewide implementation – Boise 23rd, Nampa 1st, Homedale and Marsing. When we looked high level at practice development opportunities across Terry Reilly, we identified three PCMH areas we felt could benefit from targeted activities through the SHIP initiative as a means of continuing our practice evolution. Within each of the three areas, we believe we can address the individual nuances of the four practice sites, while also furthering the transformation of the non-SHIP practice sites.

We anticipate that the work will continue for the next three years and will provide the means to increase patient, community and staff satisfaction.



"The State Healthcare Innovation Plan (SHIP) is a statewide plan to redesign our healthcare delivery system, evolving from a volume-driven, fee for service system to an outcome-based system that achieves the triple aim of improved health, improved healthcare and lower costs for all Idahoans. "

## **Our Supporters**

We thank each and every one of you for your commitment to make affordable, comprehensive health care available to everyone in the Treasure Valley.

Note: Grants or gifts to Allumbaugh House are not included. Please see page 5 for federal funding and other public revenue.

#### Benefactor (\$25,000 & Beyond)

Fred Alleman United Way

### Patron (\$10,00-\$24,999)

Camille Beckman Pacific Source Sisters of Mercy West Midwest Susan G Komen The Julius C. Jeker Foundation, Inc.

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Four J Foundation Larry & Dee Mendenhall Richard & Clio Thorpe St. Luke's Susan & Terry Copple

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

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Susan & Bruce Bistline Tamra Fife & Georgina Brown Tracy J. Herzog Sage Health Care Simplot Zions Bank

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

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### Contributor (Up to \$499)

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A Celebration of Community, Care and Commitment - Guest enjoy the evening at Terry Reilly's 2015 Gala

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## Our Supporters (cont.)



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# **Our Supporters (cont.) - Dot's Story**

Nancy Wilson Ives Naomi Frye Norm Fredekind Ole Bergset Pam Eldredge Patricia Hazard Patricia Ryan Paul & Christine Hatab Paul & Cindy Cooperrider Peggy & Lawrence Campbell Philip N. Stevenson **Rachel Parke** Ray Corbin Rhonda & Eric Anderson Rich & Deb Lareau Rich & Georgiann Raimondi Richard & June Winder **Richard Ringelstetter Richard Skinner & Carole Skinner Rick Holscher Rick Youngblood** Riley & Erika Gray Robert & J. Carol Cooper Robert & Faye Spencer Robert & Lois Hibbs Robert Ashworth Jr. Robert Hall Robert Morcom Robert Olson Robert Vestal & Jyl Hoyt Robin Takasugi Roger & Katie Aguilar Ron & Terry Dorn Rosie Delgadillo Reilly Rozella & Kenneth Hopkins

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Special thanks to all our volunteers, business and individuals for their generous gifts in kind. Although we make every effort to list names correctly, please notify us if there is an error. emendez@trhs.org

## **Dot's Story**



Terry Reilly Health Services cared for over 30,000 patients in the Treasure Valley providing Medical, Dental, and Behavioral Health services. Each of these patients has a story, and many would not have been able to get the help needed without the quality care that is offered by the staff at Terry Reilly. When Dot first walked through the clinic doors, she was unsure of what a community health center could offer. Her skepticism is common when first putting one's trust and health into the hands of a stranger. Years later, Dot shares her story of the care she has received, the comfort she has experienced, and the strangers who have become trusted friends.

"Terry Reilly is health care for everyone. It doesn't matter if you are young, old, rich, or poor. The care you get is hands down the best." - Dot

Dot describes the care that Terry Reilly has provided her as phenomenal. It has made a change in not only her health, but in her day to day quality of life. She has expressed that she feels safe, comforted, and confident that she is in good hands every time she visits.

Dot is just one of many patients that trust Terry Reilly with their health care needs.



## **Clinic & Site Information**



### Integrated Medical, Dental & Behavioral Health Services

1. Boise - Latah 848 La Cassia St. Boise, ID 83705

### **Integrated Medical & Dental Services**

- 2. Melba 150 2<sup>nd</sup> Street Melba, ID 83641
- 3. Middleton 201 S. 1<sup>st</sup> Avenue E. Middleton, ID 83644

### **Integrated Medical & Behavioral Health**

- 4. Boise 23rd Street 300 S. 23<sup>rd</sup> Street Boise, ID 83702
- 5. Caldwell Arlington 2005 Arlington Ave. Caldwell, ID 83605

- 6. Homedale Medical 108 E. Idaho Homedale, ID 83628
- 7. Marsing 201 Main St. Marsing, ID 83639
- 8. Nampa 1<sup>st</sup> Street 207 1<sup>st</sup> Street South Nampa, ID 83651
- 9. Nampa 16<sup>th</sup> Avenue 223 16<sup>th</sup> Avenue North Nampa, ID 83687

### **Dental Services**

- 10. Boise Dental 2301 N. 36th Street, Suite 102 Boise, ID 83703
- 11. Canyon Dental 11136 Moss Lane Nampa, ID 83651

12. Homedale - Dental Eight 2<sup>nd</sup> Street West Homedale, ID 83628

### **Behavioral Health Services**

- 13. Allumbaugh House 400 N. Allumbaugh Boise, ID 83703
- 14. SANE Solutions Ada 408 Allumbaugh Boise, ID 83704
- **15. SANE Solutions Ada** 300 S 23rd Street Boise, ID 83702
- **16. SANE Solutions Canyon** 1504 3rd Street North Nampa, ID 83687
- 17. Behavioral Health Center Nampa 207 16th Avenue North Nampa, ID 83687

Terry Reilly Health Services does not discriminate in its services, treatment, program, activities or employment regardless of race, color, religion, national origin, age, physical or mental disability, veteran status, or sex, including gender identify and sexual orientation.