



# 2021 Annual Report

Fiscal Year April 2021 - March 2022





## **CONTENTS**

Letter From Our CEO .....	2
Leadership .....	3
Our Company Overview.....	5
Mobile Van Services .....	7
Pharmacy Expansion.....	8
Our Legacy Timeline .....	9
Trauma and Resilience .....	11
MyChart and EHR Conversion .....	12
2021 By the Numbers .....	13
Making Dental Care More Accessible .....	15
Plans for Homedale .....	16
Patient Story .....	16
Our Supporters .....	18



## LETTER FROM OUR CEO



Dear Friends,

In 2021, Terry Reilly celebrated our 50th anniversary. It was a joy to celebrate the great employees, patients and supporters who have contributed to Terry Reilly over the years. During our celebrations, I learned that the average life span of a company is around 20 years and that only about 12% of companies remain operational for more than 26 years. Having surpassed these milestones, I was naturally curious to see what it takes for a company to thrive and celebrate 100 years. Turns out, fewer than .5% of companies are operational for 100 years. These companies have remained focused on fundamentals: taking good care of their employees, delivering their best to their customers, and continually learning and evolving.

I'm quite positive Terry Reilly has what it takes to be one of these enduring organizations. In the pages ahead, we've highlighted milestones over the years where employees delivered their best, cared for our patients and evolved the organization to meet community needs. We also wanted to celebrate that our commitment to our community and mission is alive and thriving. We remain focused on giving our best and evolving with changing needs. Our ability to respond and thrive for the last 50 years is only possible through the commitment of our talented staff, the engagement and trust of our patients, and the partnership and support from community partners.

We invite you to join in our celebration and help us create the next 50 years of caring for our community!

A handwritten signature in black ink that reads 'Heidi Hand'.

Heidi

# LEADERSHIP

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Cindy Miller, RN, Director of SUD Services  
Don Morrison, RN, Director of Nursing  
Holly Henggeler, PharmD, Pharmacy Director

## OUR COMPANY OVERVIEW

### Our story

In 1971, Terry Reilly, our founder, and his wife, Rosie, opened their home and made a makeshift clinic out of their living space. Their goal was to provide access to health care for children and seasonal farmworkers who would otherwise go without. Since the clinic's conception, the aim has been to provide health care services to our neighbors in need. With our eagerness to adapt and grow to meet the needs of our community we continue to expand our services to better reach the ones in need.

This year we are celebrating 50 years of being Idaho's leader in the Patient Center Medical Home model of care. This allows medical, dental, and behavioral health professionals to work together to ensure that no health concern goes unnoticed. We provide nationally ranked high-quality healthcare services at a price you can afford.

### Our 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.





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. NCQA-Certified vendors have gone through a rigorous process to validate accuracy and support your organization.



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.

Each calendar year, the Health Resources & 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 2021 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.



The patient-centered medical home (PCMH) model is an approach to delivering high-quality, cost-effective primary care. Using a patient-centered, culturally appropriate, and team-based approach, the PCMH model coordinates patient care across the health system.



## MOBILE VAN SERVICES

**Jesus Blanco, Community Outreach Manager**

Terry Reilly Health Services took another concrete step to make services accessible with the addition of mobile medical and dental vans this year. The timely addition of mobile van services has allowed a small team of patient navigators, providers, and medical support staff at TRHS to provide urgent care, preventative screenings, and initiate chronic disease management directly in communities with limited access to affordable healthcare access.

The medical and dental mobile vans are now fully operational and out in communities up to three times a week, connecting our most vulnerable to health care services they lack.

TRHS is committed to growing mobile services and is collaborating with partners not only to add more access to services in key underserved communities but also to tailor medical and dental services from the following list of services offered on the van.

### Prescribers

- PC or UC visits
- Laceration repairs
- Joint injections, but no splinting since we do not have x-ray available
- Other UC issues, as long as imaging is not needed.

### Dentists

- Screenings
- Exams (limited, new patient, recall)
- Fillings
- Pulpotomy / pulpectomy
- Re-cementing crowns
- Extractions (not multiple or complex)
- Fluoride: varnish / SDF

### Nursing

- POC testing, such as A1C, pregnancy testing, & TB testing protocol
- BP checks
- Immunizations
- HIV screenings
- COVID testing
- TB testing

### Hygienists

- Screenings
- Prophylaxis
- SRPs
- Periodontal maintenance
- Debridement
- Fluoride: varnish / SDF

Terry Reilly Mobile and Community Outreach Services have accomplished so much this year (April 2021- March 2022).

- Terry Reilly has dedicated prescribers and Dental FTE for mobile clinics.
- **774** Covid-19 vaccines were given at **45** community vaccine clinics.
- **14** Mobile Medical and Dental Clinics were offered to communities of Parma, Wilder, Notus, and Murphy.
- **19** Mobile Medical and Dental Clinics were offered to homeless, migrant, and at-risk youth.

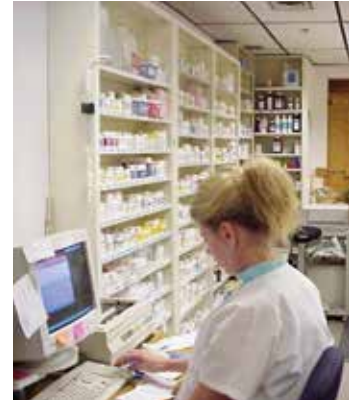
None of this would have been possible without the support TRHS leadership and everyone who makes time to provide high-quality services on the mobile vans.







Terry Reilly Health Services first pharmacy was at our Nampa 16th location.



## PHARMACY EXPANSION

### BETTER ACCESS TO AFFORDABLE MEDICATIONS

**Holly Henggeler, PharmD, Pharmacy Director**

It has been over twenty years since Terry Reilly Health Services opened its first pharmacy in Nampa, Idaho. In 2021, TRHS expanded pharmacy services to both the Caldwell clinic in April and Boise 23rd clinic in August. Prescription medications improve patients’ medical conditions and help them live healthier. TRHS is committed to increasing the access of affordable medications for our underserved and uninsured patients.

With the addition of a pharmacy, these clinics become a total health care destination allowing us to better serve our patient population by becoming an integral part of their clinical outcomes. There is a definite advantage for the patient to have the ability to see a provider for an appointment and receive medications the same day at the same location. It eliminates challenges such as transportation or time limitations and focuses on delivering life-saving prescriptions to TRHS patients. This results in a positive patient experience, builds collaboration with providers, and enhances continuity of care.

The role of the pharmacist has advanced in recent years beyond the dispensing and counseling of medications. Our Terry Reilly pharmacists are a valuable member of the clinical team and provide the optimal patient care while finding opportunities to reduce healthcare costs for the patients. TRHS has collaborative practice agreements between the medical providers and pharmacists where their expertise can assist in identifying clinical gaps in care to prevent a delay of treatment. These and many more important pharmacy services are now easily accessible at three of our clinic sites in Boise, Nampa, and Caldwell.

*73,366 Prescriptions  
filled at Terry Reilly  
Health Services  
Pharmacies*

## 1970

### 1971 - The Gente House

Makeshift clinic in the Reilly's living room

### 1977 - Nampa Clinic Opens

The foundation for Terry Reilly to build upon

### 1978 - 16th Street Clinic

First Community Health Center in Idaho



## 1990s

### 1991 - Canyon Dental

Started dental services in Canyon County

### Health Care for All

Dr. Bob Lebow helps launch the Zero Pay Fund

## 1980's

### 1980 - Service Expansion

Clinics in Marsing, Nampa, Parma, Homedale & Kuna

### 1983 - SANE Solutions

Only Idaho program for those impacted by sexual abuse

### 1986 - Reilly Legacy

Renamed Terry Reilly Health Services in Terry's memory

## 2000's

### 2003 - SANE Solutions – Boise/Ada County

A place of healing for survivors of abuse & neglect

### 2008 - Boise Dental clinic

Expanded dental care to Ada County

### New Com

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## 2010's

### 2010s - Patient Centered Medical Home

Continuing a legacy of high quality, comprehensive healthcare

### New Clinics to Meet Community Needs

- Allumbaugh House - Medically monitored detoxification center (2010)
- Boise Clinic - 23rd Street (2011)
- Middleton Clinic (2012)

### New Clinics to Meet Community Needs

- Nampa Clinic - 1st Street (2015)
- Caldwell Clinic (2015)
- Boise Clinic - Latah (2016)
- New Path - Housing for people who experience chronic homelessness (2018)



### New Clinics to Meet Community Needs

- Homedale Clinic (2001)
- Melba Clinic (2002)
- Homedale Dental (2003)
- Caldwell Clinic - Arlington (2006)
- Boise Dental - 36th Street (2008)

## 2020's

### 2020 "Housing as Healthcare" Caldwell - Cleveland Opens

First clinic co-located with affordable housing

### 2022 Trauma and Resilience Centers

SANE Solution & Behavioral Health Services merge & rebrand Centers created in Boise, Nampa, & Caldwell

### New Clinics and Expanded Services

- Marsing Dental opens (2020)
- Pharmacies integrated into four locations
- New integrated practice in Homedale

# TRAUMA AND RESILIENCE

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

**The rebranding improves the communications, expectations, perceptions, and the understanding of our services.**



Mother goes to a counseling session with her baby in the early 1980's

The year brought tremendous changes for the Terry Reilly behavioral health division. This year we not only purchased a larger building for our growing team of therapists in Boise, but we also changed our name. For many years we have discussed moving away from SANE Solutions to a name that better reflects the work that we do providing counseling and educational services for those who have been affected by traumatic events. While SANE stands for Sexual Abuse Now Ended, that acronym is not known by most in the community and does not currently reflect all the types of traumas our clients have experienced. We also wanted a name that better reflects the integration of our trauma and general behavioral health therapists, who share space and collaborate at our Caldwell, Nampa, and Boise locations. With that in mind, our outpatient counseling services will now be known as the Terry Reilly – Trauma & Resilience Centers. Sexual offender treatment and the domestic violence program will continue to use the SANE Solutions name at their locations.

## Highlights of a few changes that are in the works with the Trauma & Resilience Centers:

**Boise Fairview** – In March 2022, we moved from the little white house on Allumbaugh Street to a spacious location at 6855 W. Fairview Avenue. This new location has space for nine therapists and a patient navigator, a play therapy room, two group education rooms and a therapeutic garden/patio. Planning for landscaping upgrades to the garden that will have individual and group therapy spaces is currently underway.

**Caldwell Arlington** – The new Caldwell Clinic at Cleveland allowed for the expansion of counseling services at the old Caldwell clinic on Arlington Avenue behind West Valley Medical Center. We currently have four therapists and a patient navigator on the main level with room for growth. A therapeutic garden plan is also in the works at this location to provide a connection to nature for both our staff and patients.



**Nampa 16th Clinic** – With seven trauma and general behavioral health therapists sharing space with Urgent Care- we currently have a very full building. Trauma & Resilience signage will soon be added.

With these changes, we are excited to start moving some of our classes back to in-person delivery. They went almost

exclusively online due to the pandemic. One example of such classes is the Protective Parenting Program that provides psycho-educational classes to parents currently working case plans with the Department of Health and Welfare in order to reunify with their children. We also look forward to upcoming opportunities to start new in person therapy and educational groups.

The expansion of behavioral health services is made possible in part by a new service contract with Ada County and a generous grant from Intermountain/Saltzer Health.

## MYCHART AND EHR CONVERSION

**Matt Ayers, Operations Development Manager**

In the initial stages of 2021 Terry Reilly Health Services began the journey of implementing a new Electronic Health Record (EHR). This new EHR came with a lot of promise for better more efficient care for our patients. The road to implementation took approximately nine months, and on August 10th, 2021, we went live with the new system.

We are now using Epic as our Electronic Health Record. We joined a collaborative of Community Health Centers, called OCHIN. OCHIN has almost 200 Community Health Centers in 46 states. This network of CHCs provides the opportunity for coordinated care across the collaborative. Since going live with Epic, Terry Reilly now has greater visibility of patient records for those who access St. Luke's and Saint Alphonsus, the valley's two large hospital systems.

Implementing Epic has helped move Terry Reilly to the forefront of healthcare technology. We are working diligently to integrate systems for more efficient movement of documentation. By the end of our next fiscal year, we plan to have all our imaging systems (i.e., Xray, Ultrasounds, EKG, and retinal scanners) integrated with Epic, greatly reducing the time it takes to get results to our providers, and ultimately our patients.

Another benefit to our Epic implementation is our ability to better collaborate across service lines. We were able to sunset the use of Open Dental and bring our Dental team on to the same platform as our Medical and Behavioral Health teams. We are excited to continue the journey in creating a truly Patient Centered Medical Home.

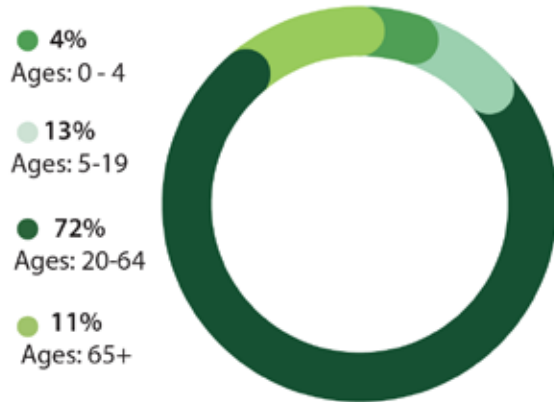
The MyChart patient portal is a terrific addition to the patient experience. Patients can see upcoming appointments, lab results, pay their bill, and communicate directly with their care team. This has been a vast improvement over our legacy patient portal. We are continuing to grow this resource for our patients.

The move to Epic has been a journey of stages. The early stages of implementation and going live, had many feeling like an infant learning to walk. A year post "go-live," there is still work to be done, but the resilience of Terry Reilly staff is amazing. We will continue to streamline our processes to improve the patient experience, and the workload of our staff.

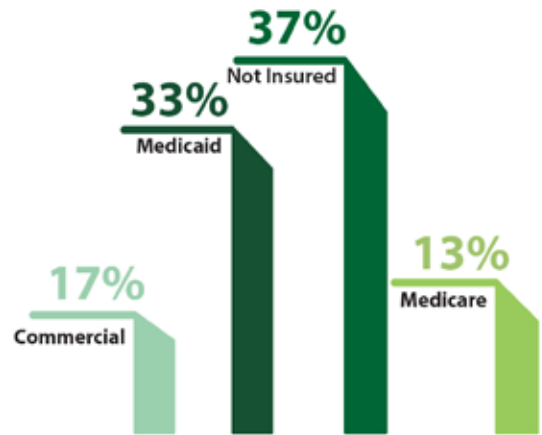


## 2021 BY THE NUMBERS

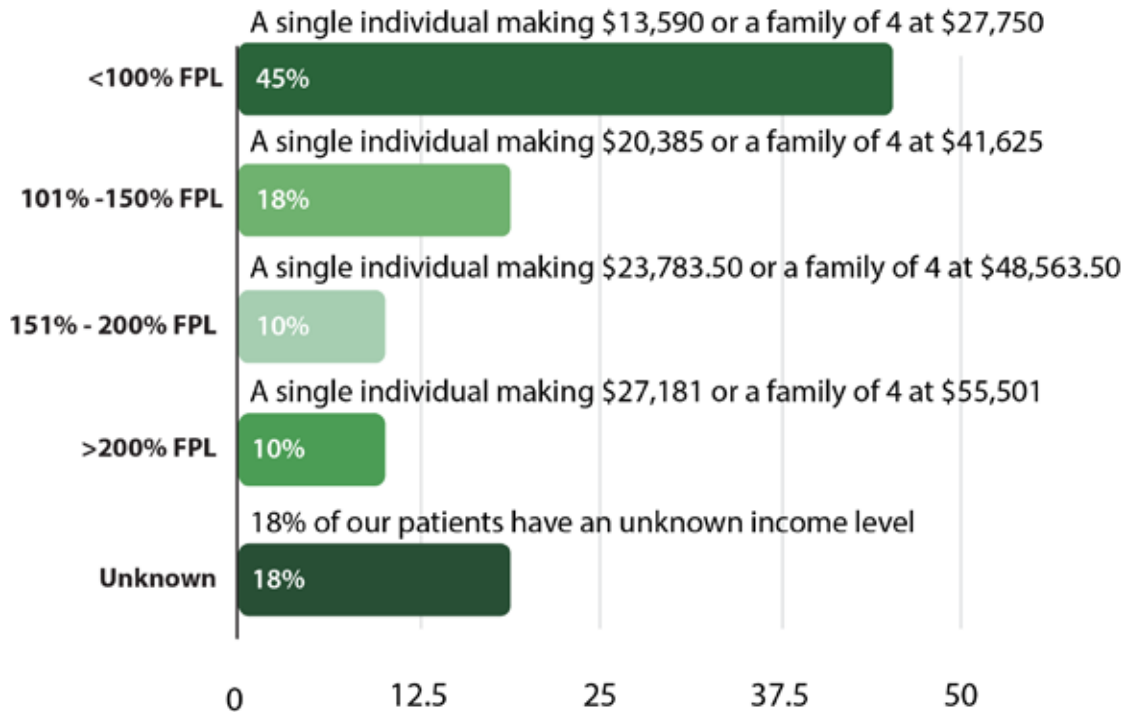
### Patient Age Group



### Percent of Patient Population by Insurance Coverage

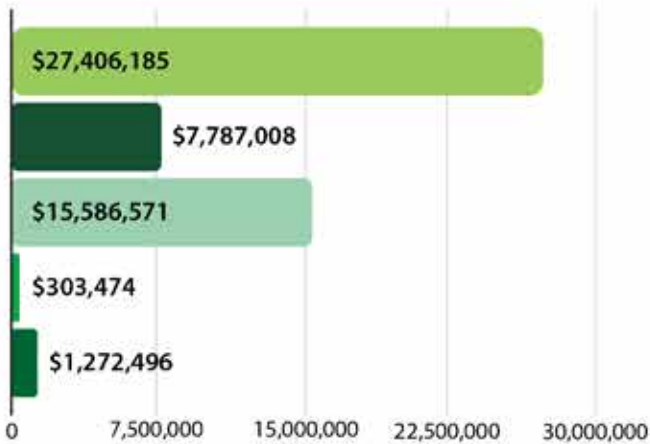


### Patient Income by Percentage of the Federal Poverty Level



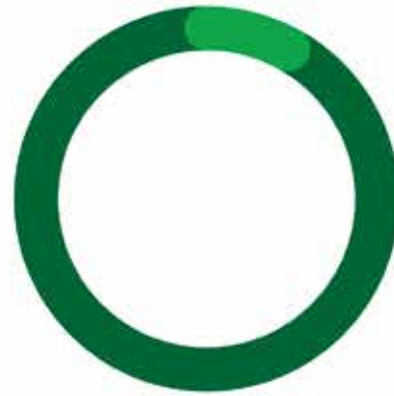
## Annual Revenue

- Patient Revenue
- Other
- Federal Grants
- Grants and Contracts
- In-kind Donations



## Expense By Category

- Fundraising \$8,992
- Administration \$3,609,811
- Patient Care 43,617,251



## This Year...

- 11,838** uninsured patients served
- 8,844** patients served for chronic disease management
- 479** women received prenatal care
- 2,879** agricultural workers received care
- 2,716** homeless adults and children served
- 73,366** prescriptions filled at TRHS Pharmacy
- 737** admissions for mental health & detoxification services provided at Allumbaugh House
- 338** treatment visits provided to **108** clients through SANE Solutions
- 25,100** medical patients
- 10,032** dental patients
- 5,107** behavioral health patients



## MAKING DENTAL CARE MORE ACCESSIBLE

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

This year we installed one of Idaho's first wheelchair accessible dental chairs and brought dental care to our patients in need with our mobile dental buses.

Partnering with our patients to achieve health and wellness. This is the mission of our Dental Team. We do this through equitable access to evidence-based, high quality oral health care in a compassionate, respectful setting. However, for many in the communities we serve, access to care can still be a challenge. Especially during a pandemic and times of economic uncertainty. Limited transportation options, and being a wheelchair user, are a couple of factors that determine how easy (or not), it is for a person to access dental care. This past

year our organization put into service, two significant pieces of equipment to address those factors and help achieve our Mission.

We bought two Class C motor-homes and converted them into mobile clinics - one medical, one dental. These clinics have been instrumental in making healthcare more accessible for patients facing transportation barriers, in rural and urban communities. The dental van has two operatories and is equipped to do almost any procedure we can do in

our brick-and-mortar clinics. Patients routinely express surprise about how much of a "real" dental office we fit into an RV. In fact, if you close your eyes and ignore the speed bumps, you can't even tell the difference. Obviously, procedures are only performed while stopped, waiting for the light to turn green.

The second piece of equipment we put into service, was a wheelchair tilting device. This amazing piece of equipment provides a stable, safe and comfortable platform for wheelchair users to receive dental care. For these patients, accessing dental care is a true challenge. If they can find care, it's a choice between a

*Every month we get referrals and calls from patients who can't find a dental office to treat them because they are in a wheelchair.*

potentially unsafe transfer from the wheelchair to the dental chair, or an ergonomic nightmare for both patient and provider. Every month we get referrals and calls from patients who can't find a dental office to treat them because they are in a wheelchair. This device helps us remove that patient barrier. There are just a few other practices in Idaho with similar devices. The lift is at our Canyon Dental office. However, we plan to equip our other locations over time, so more patients can benefit from this resource, regardless of where they live in our service area.

While we struggle with staffing shortages like everyone else, our team is still committed to providing the best quality oral health care, with compassion and respect. I recently overheard a patient comment during their dental visit, "I used to hate going to the dentist. [I] actually look forward to coming to the dentist now. It's weird. Y'all take care of me." And in my mind, I thought, "it's not weird, it's our Mission". Mission accomplished.







## ROBYN'S STORY

While preparing to move my family to Idaho in 1994, I injured my back. Emergency staff in Oklahoma told me to find a doctor as soon as we arrived in Idaho. As we drove through Homedale, I saw the Terry Reilly Clinic sign and called to make an appointment. I have been a medical and dental patient of Terry Reilly Health Services for 28 years.

Terry Reilly's doctors are great and have taken very good care of my family. In 2001, I was having some health issues, and the doctors noticed something during a screening that didn't look right. I was diagnosed with chronic kidney disease, and because they caught it early, my kidney disease has remained at level 1. The kidney specialist said this particular disease is usually not diagnosed until a patient is in kidney failure.

In 2005, our son, Jonathan, nearly drowned. He has an anoxic brain injury and spastic quadriplegia. He is also non-verbal and has a feeding tube. Jonathan receives his primary care from Terry Reilly. The doctors have been awesome in working with Jonathan's complex needs. The Homedale staff is wonderful and always talks directly to him even though he cannot verbally respond.

I love having a clinic here in Homedale. It's close enough that we can walk to our appointments if we want.

## BUILDING HEALTH IN RURAL IDAHO

Terry Reilly has provided medical, dental and behavioral health care in the Homedale community for over 40 years. Growth in the area has increased the need for an upgraded clinic that allows us to expand access to more rural residents.

In 2021, as we grappled with strains added to the healthcare delivery system by COVID-19, the American Rescue Plan Act (ARPA) identified Owyhee County as an area of high need for healthcare facilities and services. TRHS was awarded \$1M of funding and plans to build a new clinic to serve the Homedale area began to take shape. The existing clinic, built in the late 1970's, has aged past its useful life and dental services are delivered in an older, cinder block building a few blocks away. Construction of a new facility will integrate all services into one building along with more space for behavioral health and the addition of a pharmacy. Having all services under one roof allows TRHS providers to better coordinate care in a true Patient Centered Medical Home (PCMH) model.

By late 2021, our architect began designing a clinic that could be constructed on the parcel of land purchased directly behind the existing clinic. And in early 2022, we received good news of another \$1M grant for the project, this one from USDA Rural Development. With \$2M of the estimated \$2.6M needed, we were able to move forward with bidding, permits and a capital campaign to secure funds for furnishings and equipment.

### The Need

When we look at health outcomes, Owyhee County residents need help to improve rates of diabetes, high blood pressure, depression, lack of dental care and more. We also know there are high numbers of people in Homedale and Owyhee County who live in poverty or lack health insurance. Food insecurity affects 13% of the total population and 20% of children under age 18.





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