

# 2016 ANNUAL REPORT



**Our mission:** To improve the health and well-being of the individuals, families and communities we serve.

# Megan's Message



“ We continue to cultivate the heart of our mission to improve the health and well-being of the individuals, families, and communities we serve. ”

Across the nation, health centers like Mosaic Medical are celebrated for producing innovative solutions to the most pressing healthcare issues facing their communities. Health centers reach beyond the walls of conventional medicine to help address the factors that may cause sickness, such as lack of nutrition, mental illness, homelessness and addiction. With a record of success in innovation, managing healthcare costs, and reducing chronic disease, leaders in Congress have declared health centers a model

of care that offers a “bipartisan solution to the primary care access problems” facing our nation. Mosaic Medical’s clinics serving Crook, Deschutes and Jefferson counties are part of the fabric of social service agencies supporting Central Oregon’s friends and neighbors in need.

Over the last year we have intentionally expanded services to positively impact population health. These comprehensive programs include nutrition services provided one on one and in group settings, clinical pharmacy services where pharmacists meet with patients to address a wide variety of medication related issues, and further development of our already integrated behavioral health services. The behavioral health program now includes a behavioral health consultant on each of our primary care teams and is enhanced by close collaboration and care coordination with our specialty mental health provider partners in each county. In the spring of 2016 Mosaic Medical secured additional federal funding to add integrated substance abuse counseling services and oral health services in the coming year as a response to patient needs, particularly in the more rural areas of Central Oregon. These enhancements have streamlined the connections of all patients to the services necessary to support total wellness.

Since our founding in 2002, Mosaic Medical clinics have been dedicated to providing affordable, high quality and comprehensive primary care that strives to meet the needs of the communities we serve. As we expand our service offerings we continue to cultivate the heart of our mission to improve the health and well-being of the individuals, families, and communities we serve. Mosaic Medical promises to continue to put the patient first as we care for those who need us most in Central Oregon.

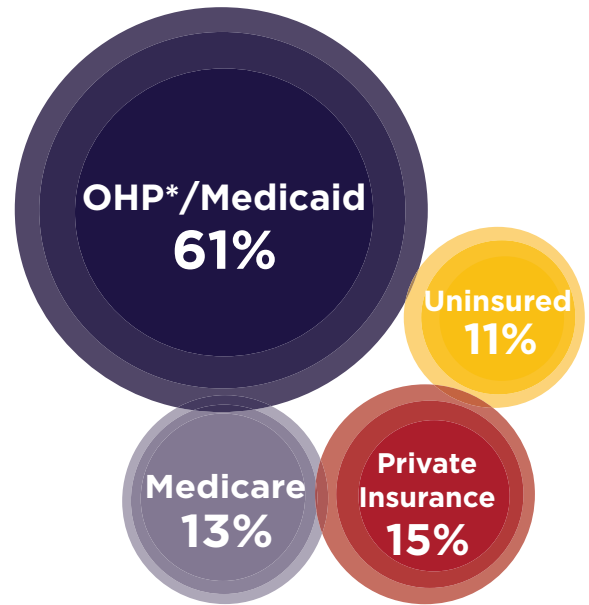
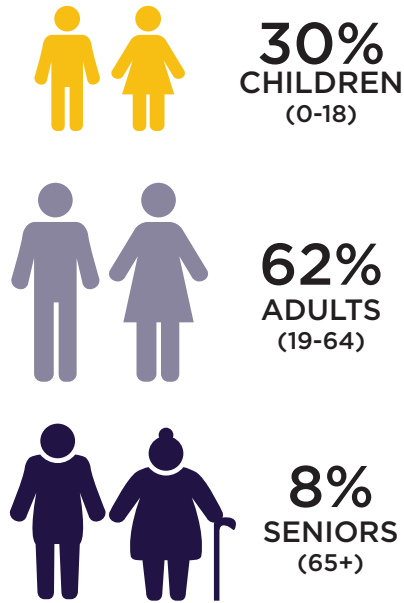


Megan Haase, FNP  
*Chief Executive Officer*

# Fiscal Year Overview June 2015 - May 2016

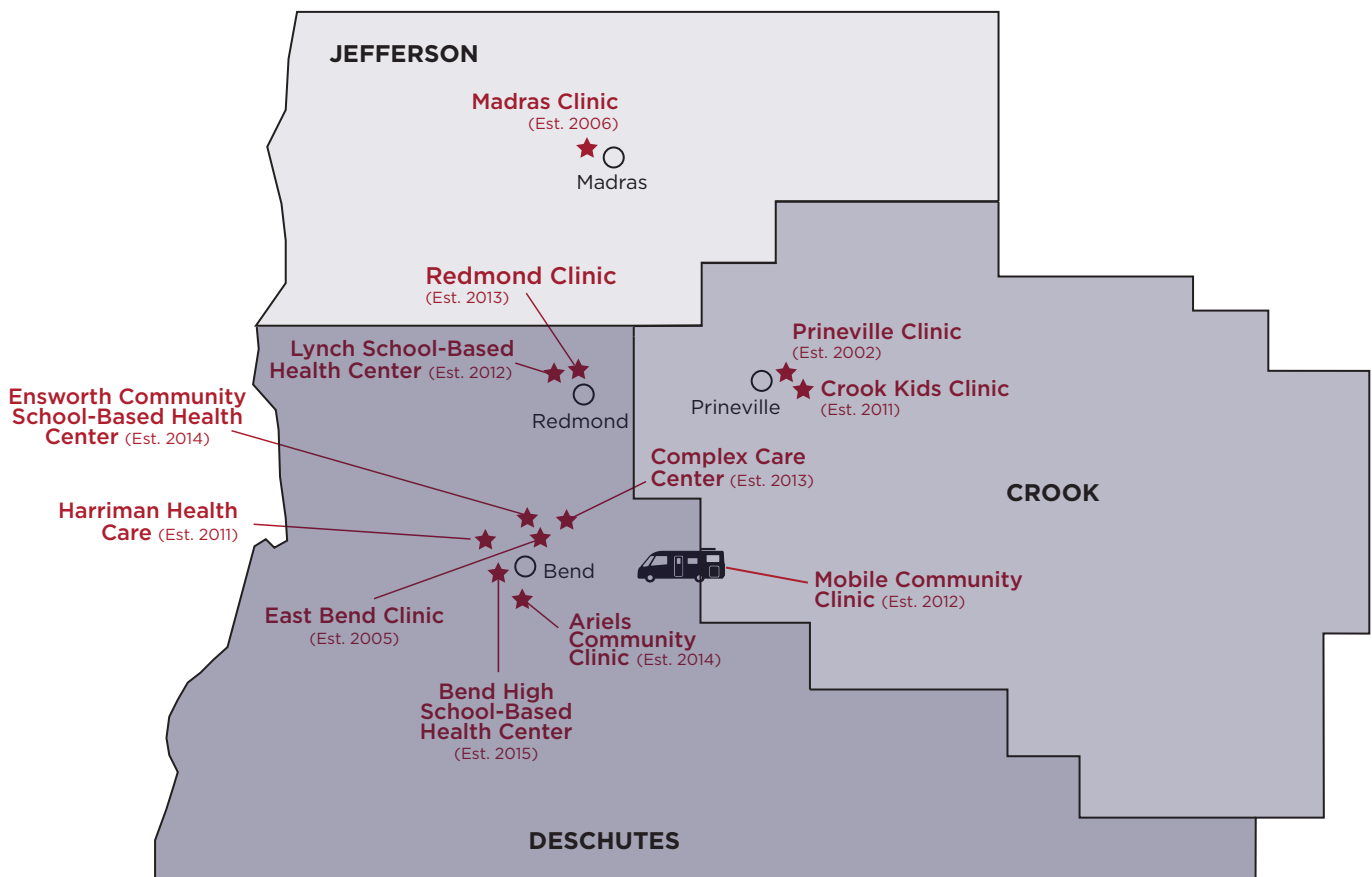
## PATIENTS BY AGE

## INSURANCE COVERAGE BREAKDOWN



\*Oregon Health Plan

## CLINIC LOCATIONS



# Service Highlights

## BEHAVIORAL HEALTH INTEGRATION

Behavioral Health Consultants (BHCs) are embedded in every primary care team. BHCs work closely with the Care Team members to support patients and their families in leading healthier lives. Through brief office visits BHCs help patients reflect on their habits, improve their resiliency to cope with stress and loss, and engage self-care to improve their physical, mental, and social health. BHCs connect patients to counselors, support groups, or substance abuse services and treatment when needed. Additionally, BHCs offer in-the-moment consultation to medical providers about the interactions of physical health and behavioral habits. The integrated behavioral health model aims to improve holistic patient care while collaborating with primary care teams.

**2629 patients received BHC services**

**“ I feel privileged to be able to join patients in looking at their lives and finding ways we can empower them to make small changes that impact their habits and outlook for the better. ”**

**Lindsey Overstreet, LCSW**  
Behavioral Health Consultant

## PATIENT EDUCATION

**“ Individual and group education engages patients to improve their quality of life through healthy food choices, increased movement and positive experiences surrounding health. ”**

**Christa Ohlrich, RD, LD**  
Dietitian/Nutritionist

Mosaic Medical offers a variety of patient education opportunities taught by certified instructors, including Behavioral Health Consultants, Registered Dietitians and local partner agencies.

### **Offerings Include:**

- **Quality of Life For Those Living With Persistent Pain**
- **Living Well with Chronic Conditions**
- **Living Well with Diabetes**
- **Tobacco Cessation**
- **Sleep School**
- **Parenting: Positive Discipline and Stress Management**
- **Walk with Ease**
- **Nutrition Kitchen**

# A Patient Story



Rico is a 71 year old patient at our Madras clinic with poorly controlled diabetes. Like many patients living in rural Central Oregon, transportation can be a challenge. Rico often relies on neighbors to run errands for him or drive him to medical appointments. Mindful of Rico's circumstances and need for frequent medication adjustments, his provider suggested Remote Patient Monitoring (RPM) as an alternative to office visits.

With RPM, patients are set up with internet services and provided wireless equipment to monitor important health information such as blood pressure, blood sugar, weight, and oxygen levels. This information is collected and transmitted from the comfort of a patient's home to a Mosaic Medical nurse, in real-time, for review and intervention.

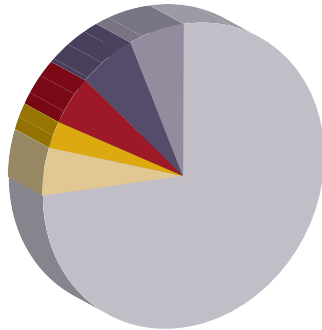
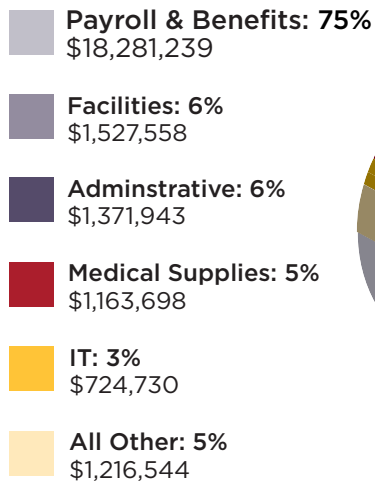
To better assess Rico's diabetes control, he was set up at home with everything he needed to transmit daily blood sugar readings to his care team. Surprised at how easy it was to learn to use the Bluetooth glucometer; Rico was more surprised by how quickly his phone would ring when recorded blood sugar readings were very high or dangerously low. In just a few days the medical team recognized that a significant care plan adjustment would be needed to better manage Rico's blood sugar. His medication regimen was switched from multiple oral medications to long acting insulin and dietary changes were recommended. With the support of RPM and the in clinic team, Rico was able to quickly make the change needed to feel well and bring his diabetes under control.

“ Remote Patient Monitoring is an invaluable tool that helps us engage with our patients in an efficient and meaningful way and overcome some of the barriers they face to optimizing their health. ”

**Christine Pierson, MD**  
Chief Medical Officer

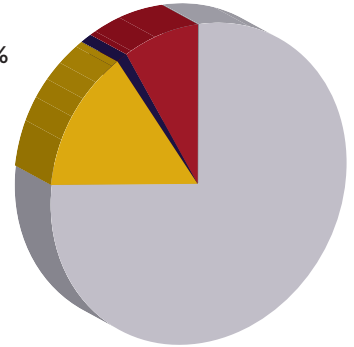
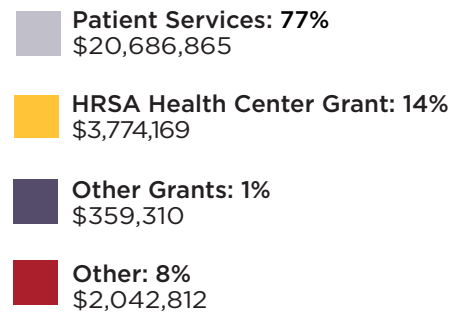
# Financials June 2015 - May 2016

## EXPENSES



**TOTAL EXPENSES: \$24,285,713**

## REVENUES



**TOTAL REVENUE: \$26,863,157**

## BOARD OF DIRECTORS



**Back row:** Scott Johnson (*Chair*), John McLaughlin, John Mapes (*Vice Chair*), Kirk Schueler, Scott Cooper (*Treasurer*), Mike Templeton & Jeff Baker

**Front row:** Dr. Michael Boileau, Fred Hosillos, Jean Stevens, Joyce Tucker (*Secretary*) & Miguel Herrada (Not pictured: Sandy Giardini)