



# MosaicMedical

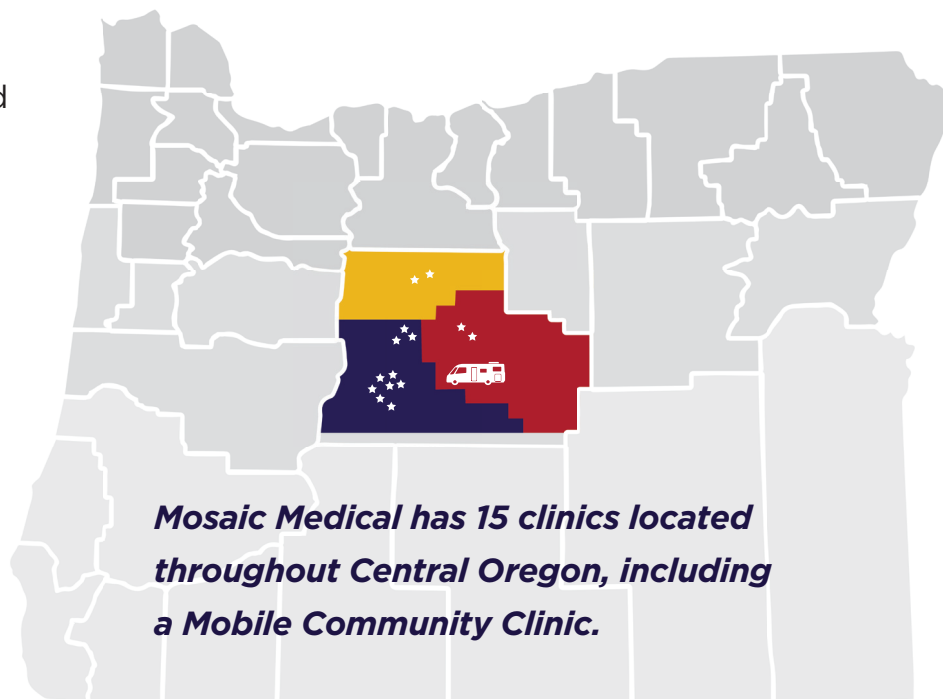
Quality Care For All

## Rooted in Our Community

Since our inception in Prineville 17 years ago, Mosaic Medical's culture of care has been rooted in providing access to healthcare for those who need it the most. I am humbled daily by the dedication of our team—361 strong—toward meeting the needs of our growing community.

As I reflect on the last year, I can proudly say that we stand committed to providing quality healthcare to patients who are as unique and diverse as the tri-county region in which we live. With one in every 10 Central Oregonians (who speak over 20 distinct languages) visiting our clinics each day, it's pivotal that we remain aware of and responsive to our patients' physical, mental and socio-cultural needs.

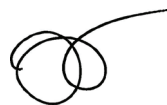
As always, our services remain accessible to everyone in our community, regardless of their employment or insurance status, income level, country of origin, abilities, age, gender or sexual orientation. And we are proud to offer a sliding scale program to ensure that patients are only paying what they can afford for their care.



**Mosaic Medical has 15 clinics located throughout Central Oregon, including a Mobile Community Clinic.**



Our team understands that there are still many barriers to care to be addressed. I can confidently say that Mosaic Medical will continue to put the patient first as we work to improve the health and well-being of the communities we serve, while staying true to our roots.



**Megan Haase, FNP**  
Mosaic Medical CEO

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

# Growing with Our Community

As a nonprofit organization, Mosaic Medical has continued to grow and thrive with our community. We have increased our staff from seven founding team members at our original Prineville clinic to 361 dedicated employees today, caring for our community at 15 clinics region-wide.

In just the last year alone, along with increasing the number of patient visits in our clinics, we have also continued to expand our service offerings: opening a family dentistry suite in our East Bend clinic, providing access to virtual visits with a psychiatrist in our Prineville clinic, and updating our processes and procedures organization-wide to create a safe place for members of our transgender population to access care.

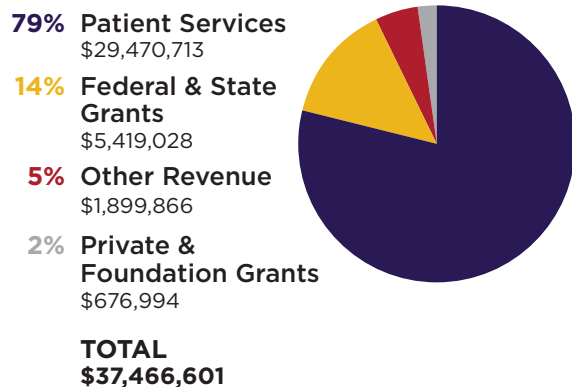
# 23,810

Patients cared for across Central Oregon

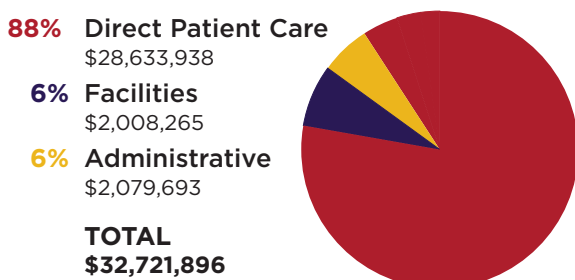


Looking ahead to 2020, we are excited to be launching our first community pharmacy in Prineville, expanding our telepsychiatry services to Madras, and continuing to add team members throughout the region to meet the ever-growing need for quality healthcare for all.

## Revenue



## Expenses



**86,777**

Total care visits in our clinics



**12,000+**

Interventions provided by Community Health Workers



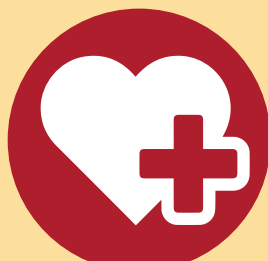
**8,000+**

Visits supported by our onsite Spanish interpreters



**3,086**

Nutritionist and Pharmacist visits



**9,359**

Behavioral Health visits



**6,672**

Dental visits

*“I love all the different types of services they provide in one place.”* ~ Mosaic Medical Patient

## Caring for Our Community

"As a family physician at Mosaic, I appreciate the immense value of team-based care for our patients," said Josh Reiher, MD. "I recall one patient in particular who was extremely stressed with severely elevated blood pressure, out of control diabetes, taking a large number of medications, and had chronic pain causing significant sleep deprivation."

After meeting with Dr. Reiher and additional Mosaic team members—including a community health worker, pharmacist, and nutritionist—and after attending group medical visits, the patient's health greatly improved.

"Within the span of months, her blood pressure normalized, her insulin use decreased nearly 50% and we stopped two of her medications," said Dr. Reiher. "She lost many pounds so her chronic



**700+**

Patients with improved, controlled blood pressure

pain resolved and she felt the best she had in decades. Today, she continues to live an active, healthy lifestyle and she is enjoying every day here in Central Oregon."

Over the last 18 months, Mosaic has been able to significantly increase the number of our patients with controlled blood pressure by leveraging the expertise of our nutritionists, clinical pharmacists, and behavioral health consultants, all working in partnership with our primary care providers.

Due to this team-based effort, more than 700 patients now have an improved health outlook. They now have a reduced risk

for strokes, cardiovascular disease and other conditions associated with uncontrolled blood pressure (hypertension).

## Mosaic Patients Benefit from Integrated Services

At Mosaic Medical we are committed to transforming the way healthcare is delivered, and every patient is supported by a full team of professionals. Our team-based care model reaches beyond the boundaries of traditional medicine to bring together multiple services within the walls of our clinics:

- **Family Medicine:** Primary medical care for patients of all ages.
- **Pediatrics:** Compassionate care for children ages birth through 21.
- **Internal Medicine:** Medical care for adults with more complex healthcare needs.
- **Family Dentistry:** Comprehensive dental care for adults and children.
- **Behavioral Health:** Supporting the emotional health of our patients.
- **Nutrition:** Promoting healthy eating habits and lifestyles.
- **Clinical Pharmacy:** Addressing medication questions and helping manage chronic conditions.
- **Prenatal Care:** Caring for mothers at every stage of pregnancy (*Madras and Courtney Clinics*)
- **Care Coordination:** Coordinating specialty care and connecting patients to services.
- **Patient Education:** Offering a variety of classes and groups at each of our clinics.
- **Support Services:** Community health workers helping to connect patients with community resources and trained Spanish interpreters.
- **OHP Enrollment Assistance:** Offering OHP/insurance enrollment assistance.

*"It feels like family is taking care of me—they don't make you feel like just a number."* ~ Mosaic Medical Patient

# Connecting with Our Community

Mosaic Medical is governed by a volunteer, patient-majority Board of Directors with representatives from Crook, Deschutes and Jefferson Counties. We are grateful for our board members who share their time and talent with us to ensure that everyone has access to quality care throughout Central Oregon.

Thank you also to our community partners, who help us to advance our mission by participating with us in regional health initiatives and by providing in-kind and/or financial support:

## DONORS

ADEC  
American Cancer Society  
Anonymous Donors  
Bend Mailing  
Benedikt Family Fund of OCF  
Bigfoot Beverages  
Bobbi Surplus  
Brown and Brown Insurance  
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Indian Foundation  
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Liberty Bell Foundation  
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Lori and Les Cooper Fund of OCF  
Mary Packebush  
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Mike Sperling  
Mt. Bachelor  
Patricia Miller  
Pfeifer Family  
Press Pros  
Reser Family Foundation  
Sarah McLaughlin  
Severson Plumbing  
Stephen Rooney  
The Bend Foundation  
Tour Deschutes  
Trailblazers Foundation  
Troy and Shirley Martin  
United Way of Deschutes County  
Ward Family Fund of OCF

## PARTNERS

509-J School District  
Bend La-Pine School District  
Bend Treatment Center  
BestCare  
Bethlehem Inn  
Better Together  
Central Oregon Health Council  
and Workgroups  
Children's Forest of Central Oregon



2018-2019 Mosaic Medical Board of Directors:  
*John McLaughlin (Chair), Miguel Angel Herrada (Vice Chair), Joyce Tucker (Secretary), Rod Ray (Treasurer), Chandra Atwood, Denni O'Donnell, Fred Hosillos, Dr. Jim Guyn, Marni Sue Hougham, Jean Stevens*  
Not pictured: Ruth Jones-Galvan

COIPA  
Crook County Health Department  
Crook County on the Move  
Crook County School District  
Deschutes County Health Services  
Family Access Network  
Healthy Beginnings  
High Desert Education Service District  
High Desert Food and Farm Alliance  
High Lakes at Sisters  
Homeless Leadership Coalition  
Housing Works  
J Bar J Youth Services  
Jefferson County Health Department  
Jericho Road  
Kemple Memorial Children's Dental Clinic  
La Pine Community Health Center  
Latino Community Association

Lines For Life  
Lutheran Community Services Northwest  
NeighborImpact  
OPCA  
OSU Extension  
PacificSource  
Partners in Care  
Shepherd's House  
St. Charles Health System  
St. Vincent De Paul  
Teen Challenge  
The Giving Plate  
Thrive Central Oregon  
United Methodist Church  
Volunteers In Medicine  
and many more!

## Find a Mosaic Medical Clinic in Your Neighborhood

### Bend

**East Bend Clinic:** 2084 NE Professional Court  
**East Bend Pediatrics:** 2084 NE Professional Court  
**Ariels Community Clinic:** 1700 SE Tempest Drive  
**Courtney Clinic:** 2577 Courtney Drive, Suite 100  
**Complex Care Center:** 2965 NE Connors Ave, Suite 280  
**Bend High SBHC:** 230 NE 6th Street  
**Ensworth SBHC:** 2150 NE Daggett Lane

### Madras

**Madras Clinic:** 850 SW 4th Street, Suite 101  
**Madras High SBHC:** 390 SE 10th Street

### Redmond

**Redmond Clinic:** 1250 SW Veterans Way, Suite 120  
**Lynch SBHC:** 1314 SW Kalama Ave  
**Redmond High SBHC:** 675 SW Rimrock Way

### Prineville

**Prineville Clinic:** 375 NW Beaver Street, Suite 101  
**Crook Kids Clinic:** 757 E 1st Street

**Mobile Community Clinic** Serving individuals experiencing homelessness and at-risk youth in Bend, Redmond and Sisters. Please visit our website for a complete schedule.

*With 15 locations, including six School-Based Health Centers (SBHC), we are there when you need us.*

