



# COMMUNITY IMPACT REPORT

JULY 2024-JUNE 2025



# Rooted in Resiliency, Growing into the Future

As a nonprofit Community Health Center, also known as a Federally Qualified Health Center (FQHC), Mosaic is part of a network of 1,400 independent organizations across the country who provide vital healthcare services to underserved populations. We receive grant funding from the federal government and other sources to provide a critical safety net for community members irrespective of their income or insurance status.

During these changing times nationally, I am reminded of how resilient and adaptive we truly are. For example, our organization not only survived, but thrived during the global COVID-19 pandemic, leaning into our strengths of adaptability, innovation and compassion. Currently, we are adapting our services to meet the increasing needs of our region's homeless residents, implementing a mobile street medicine team to meet people where they are.

**Our achievements of today rest squarely on a strong foundation that was laid more than two decades ago, when our first clinic in Central Oregon was opened in Prineville. Our founding is rooted in a grassroots response to community concern about the number of people ending up in the emergency room with preventable acute needs.**

Sharry Fassett, CRNA, led a group of local leaders, including Linda Hatch, FNP, our first provider, to come together with the goal of ensuring that individuals and families without access to primary care would have some place to go.

Every day at Mosaic is a testament to the spirit of our founding: people coming together to make a difference for the health of our community. I'm so grateful to have been part of Mosaic since our founding, and I am confident in our strong, deep roots that will enable us to remain resilient and grow with and advocate for our community long into the future.

*Megan Haase, FNP  
Chief Executive Officer*



**Linda Hatch, FNP was the first provider hired for our organization in 2002, and she is retiring this October. We are so grateful for her service to our community for the last 23 incredible years.**



**"I didn't trust doctors...but, Mosaic I do. They care."**  
— Sheena, Mosaic Patient



**"I would like the general public here in Central Oregon and across the country to understand that everybody has a story. Everybody is a human being. And we can all lean on each other a little bit and help each other out."**

— Josh Reiher, MD  
Mosaic Clinic  
Medical Director

## Meeting People Where They Are

Last August, Mosaic was awarded one of two national Street Medicine Institute Seed Grants. The award included \$10,000 and a year of intensive consultative support from street medicine experts to support the growth of our own street medicine program. Prior to receiving the grant, our Mobile team had piloted street medicine rounds in several locations around the region.

Our multi-disciplinary street medicine team includes a Mosaic medical provider, medical assistant and community health worker who provide wrap-around, team-based care to people living unsheltered. The overarching goal of the program is to continue to decrease barriers to health and well-being by bringing care directly to individuals experiencing unsheltered homelessness.

With additional recent grant funds, we have purchased two new vehicles suitable for all terrains, including a 2025 GMC Sierra 3500HD Pro 4x4 which is now in service. We have also purchased a Sprinter Cargo Van, 2500 series that we are currently building out to include an exam room inside. We expect the van to be in service in the fall of 2025.

To learn more about this vital program, **watch our video "More than Medical: Street Medicine"**



Scan to watch:



# Mosaic By the Numbers Data from July 2024 - June 2025

## PATIENTS

**31,422**

Patients Cared For Across Central Oregon

ADULTS **19,755** (63%)  
 CHILDREN **6,086** (19%)  
 SENIORS **5,581** (18%)

**35,498** ACTIVE PATIENT POPULATION

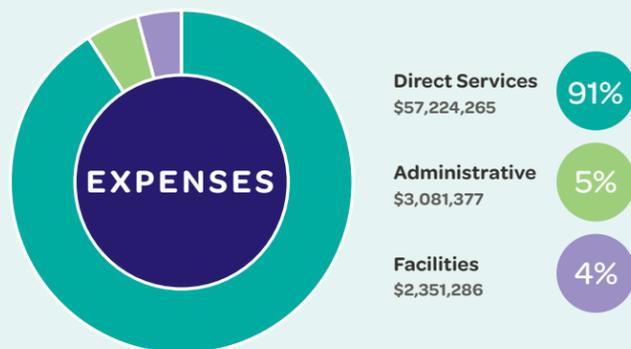
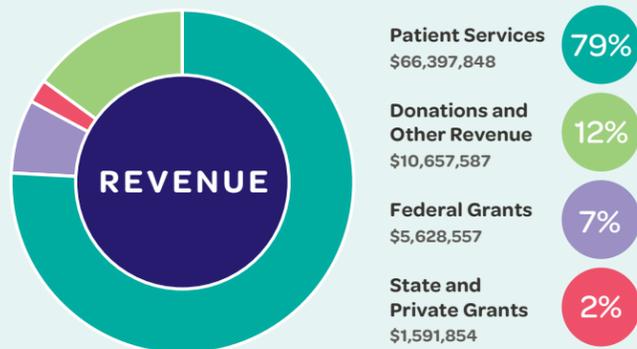
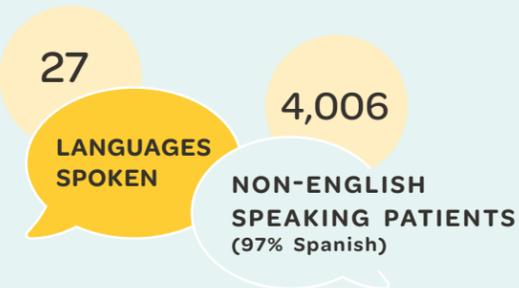
## INSURANCE

Patient Coverage: *By Type*

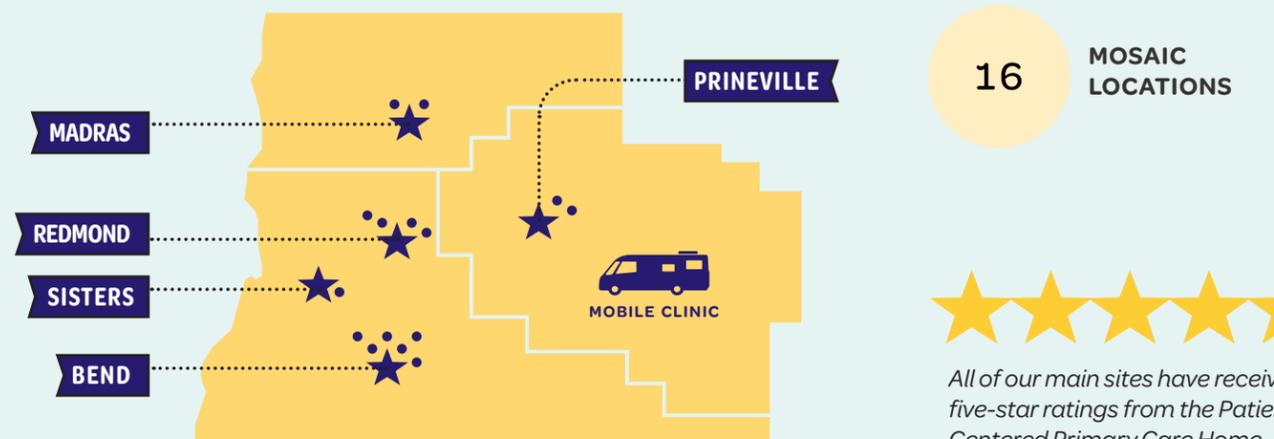
OHP / MEDICAID	55%
MEDICARE	23%
COMMERCIAL	19%
UNINSURED	3%

## TOP QUALITY

Mosaic's quality scores are consistently in the **top third** compared to all Federally Qualified Health Centers nationally.



Revenue and expense numbers were unaudited at time of publication.



All of our main sites have received five-star ratings from the Patient Centered Primary Care Home Program—**less than five percent** of Oregon primary care clinics have received this designation.

## Bear: Young at Heart

Some people have that "young-at-heart" energy, and Bear is one of those people. After a full working life as a welder, his doctors told him that his medical issues were just "part of getting older." He sought a second opinion.

"I'm a happy person. I want to keep doing the things I really cherish. At Mosaic, I know that if there's anything I need, they'll take care of me."

Bear had heard from his friends about the quality of care at Mosaic for seniors living on a fixed income. So, when his leg kept swelling up following a stroke and his medication didn't seem to be working, he came to Mosaic.

His new primary care provider Lindsey Reinhart identified that Bear was having a reaction to his medications. She sent him to a vein specialist and changed his prescription and within three weeks, the swelling had gone down. "She hooked me right up and I give her praise to everybody," said Bear.

Staying healthy is vital to Bear so that he can keep doing what he loves in retirement. Despite his prior stroke and a retinal tear that resulted in 90% vision loss in his left eye, he keeps up with his two passions: art and community service. Bear has turned his prior profession into an artform. Now he creates metal art and displays it in his front yard for the community in Madras to enjoy. He also volunteers at the local food bank, stocking shelves and taking people shopping.



## Margarita: A Sense of Belonging

### What initially brought you to Mosaic's services?

What really caught my attention and made me want to go was the fact that they speak Spanish. They have interpreters who provide us with access to specialists if needed. As soon as you walk in, there is bilingual staff. They make you feel welcome, like you belong.

### What would healthcare be like for you and your family if Mosaic didn't exist?

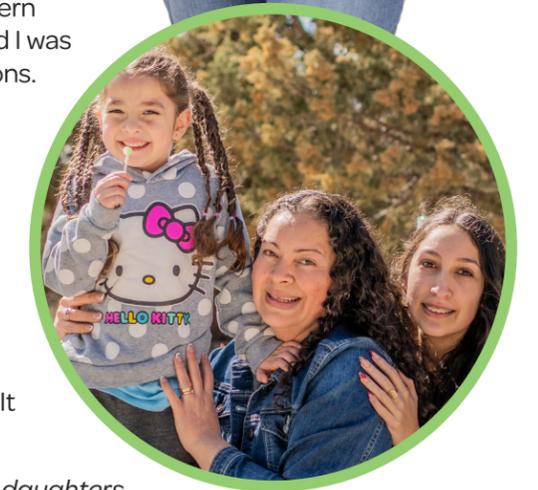
Honestly, these days, medical care is a huge concern, especially if you don't have insurance. At Mosaic, even if you don't have insurance, they offer payment plans and work with you. That makes healthcare accessible. If Mosaic didn't exist, my family would be deeply affected. When you don't know where to get care, it's stressful. That anxiety can even make you sick.

### Do you recall a specific experience with Mosaic that made a big difference for you or your children?

There's one that we still talk about at family gatherings. Once, I had a big concern about one of my children. As a Mexican, I tend to rely on natural remedies, and I was worried about my child. Our doctor was so kind—he didn't dismiss our traditions. Instead, he respectfully explained his recommendations and said, "This is your choice, but here's what I suggest." He made us feel understood and supported. That kind of care is rare.

### Besides medical care, have you received other types of support from Mosaic?

Yes, I've had great experiences with the staff. The receptionists are always helpful when I call to ask about other resources. That's something I really appreciate. I was also part of Mosaic's Patient Advisory Council, and I loved it. It made us feel heard as patients, which is so important.



Margarita and her daughters, Daisy and Liduvina

Mosaic is governed by a volunteer, patient-majority **Board of Directors** with representatives from Crook, Deschutes and Jefferson Counties. We are grateful for their dedication and service!

★ Patient Representative



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Chair



John McLaughlin



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Vice-Chair

Thank You!



Thank you to our **Patient Advisory Council** participants across the region who volunteer to share their feedback to help us grow and learn. Their dedication ensures that Mosaic provides the best patient experience possible.

We are deeply grateful to our dedicated **volunteers**, whose time and talents support Mosaic's outreach, educational initiatives, fundraising events and more! Their commitment strengthens our mission and helps us serve the community with care and compassion.

# Fueling Powerful Change Together

Thanks to the generosity of our contributors, Mosaic received over \$1.5 million in community support last year—fueling powerful change across Central Oregon. Every dollar makes a difference, and we are deeply grateful for the trust you place in us.

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