

iSALUD!®



iSALUD! SERVICES

2022 REPORT



OHSU Health
Hillsboro Medical Center

TualityHealthcare
FOUNDATION



A UNIQUE COLLABORATION

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**ACCESSIBLE AND
AFFORDABLE HEALTHCARE
FOR VINEYARD STEWARDS
AND THEIR FAMILIES**

THE NEED

Vineyard stewards often move from crop to crop, and their short-term work status means they're ineligible for health insurance coverage.

For those who qualify for insurance, their plan may cover basic healthcare services but leave patients with high deductibles. Seeking care for minor issues becomes a question of necessity due to affordability.

Language barriers make accessing services and navigating the complex medical world challenging.

Missing work to prioritize preventative care, or even necessary care, means a significant strain on the family budget.

These gaps in the traditional healthcare model can leave vineyard stewards and their families falling through the cracks.

THE SOLUTION

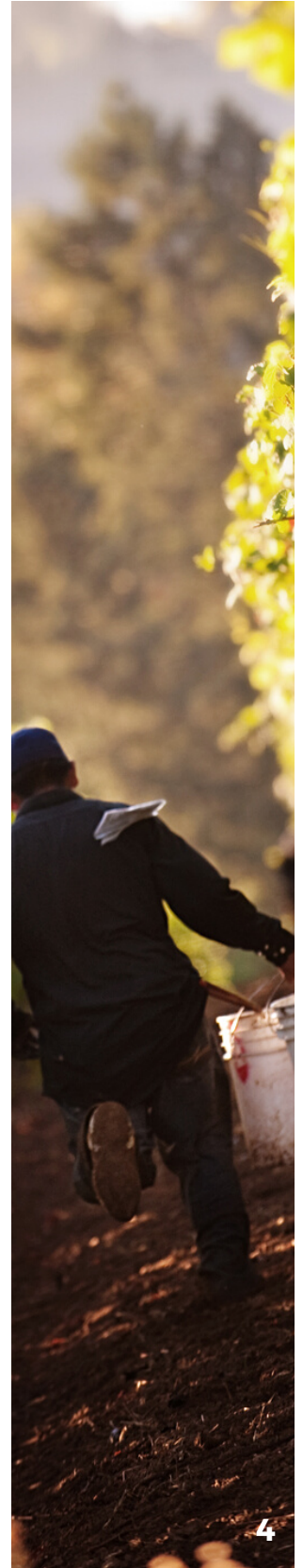
ACCESS

Collaborating with wineries and vineyard managers, we're able to bring healthcare services directly to the worksite via our mobile medical unit.

AFFORDABILITY

All services brought to the vineyards, including our COVID-19 clinics, are free to vineyard stewards and their families.

iSalud! Services negotiates with physicians and community clinics on a patient's behalf to keep medical bills incurred outside of our clinics low.



2022 AT A GLANCE

A YEAR IN REVIEW



2,102

HEALTHCARE ENCOUNTERS

Total number of interactions with patients. We may serve a patient once or multiple times on their journey to health.

1,986

REGISTERED PATIENTS

Vineyard stewards and family members registered in the program.

60%

UNINSURED PATIENTS

For those with insurance, many have high deductibles and premiums which make care unaffordable.

6,000

MILES TRAVELED

Serving nine counties, the mobile medical unit is on the road year-round.

1,051

PHONE CALLS

Individual conversations with patients and families providing personal support.

MOBILE WELLNESS CLINICS

871

LIPID PANELS

110

**A1C PANELS
(SCREENING
FOR DIABETES)**

58

TETANUS VACCINES

936

**BLOOD PRESSURES
MONITORED**

465

FLU VACCINES

44

VISION EXAMS

19

**PAIRS OF GLASSES
PROVIDED**

33

DENTAL SERVICES

86

**PATIENTS RECEIVED
MEDICATIONS**

2022 WELLNESS CLINICS

iSalud! offers year-round clinical outreach services by providing workplace health screenings for vineyard stewards and their families. These free clinics take place in the vineyard, or central winery locations via the iSalud! mobile unit, eliminating barriers to care many workers face such as transportation, cost and language. Wellness clinics are staffed by bilingual, bicultural employees of OHSU Health Hillsboro Medical Center and include screenings for cholesterol, blood glucose, blood pressure, body mass index and more.

Wellness clinics have grown in scope over the years, and now include vision screenings, dental cleaning and exams through a partnership with Pacific University and OHSU Casey Eye Institute.

83 CLINIC DAYS



COVID-19 SERVICES

Education, screening, vaccination and follow-up care.

923 COVID-19 VACCINATIONS

& 237 BIVALENT BOOSTERS

Either directly through our mobile or office clinics, or by connecting vineyard stewards and their families directly to a vaccination site, ¡Salud! Services facilitated 923 COVID-19 vaccinations in 2022.

13,556 PPE DISTRIBUTED
(PERSONAL PROTECTIVE EQUIPMENT)

Masks, gloves, hand sanitizer provided.

1,631 PATIENTS SCREENED

Temperatures taken, pulse rates, oxygen levels and questions about recent symptoms.

4,710 COVID-19 HOMETESTS PROVIDED



WRAP-AROUND SUPPORT

WE'RE WITH YOU ALL THE WAY

MEET A TEAM MEMBER: CLAUDIA ABNEY ADMINISTRATIVE COORDINATOR & COMMUNITY OUTREACH

When Julio* mentioned at a wellness clinic that his eye was dry and painful, Claudia called a local eye clinic to get it checked out. When it came time for the appointment, Claudia accompanied Julio. A nationally certified healthcare interpreter, Claudia facilitated the appointment for Julio ensuring he had a chance to ask questions about the diagnosis: **he needed surgery.**



While Julio had insurance, after his procedure he still faced a **major medical bill.** Unable to work for several months, Julio was unsure how he would pay, and the debt weighed on him. Claudia helped him apply for financial assistance, spending hours gathering documents and filling out forms. Claudia also called the provider to advocate on Julio's behalf and was able to get the doctor's fee waived. **Today, Julio's bill has been granted 100% financial assistance.**

Julio and his wife have a child with special needs who requires round-the-clock care. Without income for several months, Julio's family was unable to afford groceries for a time. iSalud! was able to provide a grocery gift card, personally delivered by Claudia, to ensure Julio's recovery from surgery was as smooth as possible and his family was taken care of. Claudia also connected them to nearby food banks, so they always had someone to call.

**Names changed*

SERVICES PROVIDED

- Medical interpretation
- Care coordination
- Groceries assistance
- Financial assistance management
- Patient navigation

MOBILE MEDICAL UNIT

Originally scheduled to arrive in 2023, iSalud!'s second mobile medical unit is now set to arrive in 2024 due to supply chain delays.

Funded 100% by philanthropy in 2022, the team can't wait to get this new, slightly larger unit on the road. With two additional feet of length, this second unit will allow higher level providers to see patients in a private exam area, while a waiting area up front will give team members the option to chart notes or perform screenings simultaneously.



ELECTRONIC MEDICAL RECORDS

In 2022, iSalud!'s medical record system was converted to Epic, the electronic medical record system used by most healthcare systems in the area. This upgrade enriches the patient experience with better tracking of data over time and improved identification and monitoring for patients. With the implementation of Epic, all testing, vaccinations and notes are visible to other care providers outside of iSalud! clinics creating better continuity of care.



CONNECTING PATIENTS TO AFFORDABLE CARE

63

VISION REFERRALS

120

MEDICAL REFERRALS

49

DENTAL REFERRALS

Made either by partnering providers or by our nurses, these referrals represent needs for higher-level care beyond preventative services such as basic dental cleanings, vision exams or medical exams. Without these connections, patients may have never seen a provider.

140

PATIENTS PROVIDED PERSONAL CASE MANAGEMENT

768

HOURS OF NAVIGATION SUPPORT PROVIDED

Rather than serving as a primary care provider, iSalud! looks to assist patients in establishing a medical home in his or her own community, increasing the likelihood of continued care in the future.

Working with each individual's needs (do they have insurance, are they underinsured, do they need transportation), iSalud! evaluates barriers, and works to connect patients to partnering providers.

Once primary care is established, iSalud! provides case management and support to close the loop. This may look like home visits to review medications, phone support before or after appointments or assistance with billing and insurance questions. Our goal is to make medical care accessible, understandable and affordable to empower vineyard stewards and their family members to take charge of their health.

TOP HEALTH CHALLENGES IN 2022

- DENTAL NEEDS
- VACCINATION ACCESS
- DIABETES
- HYPERTENSION
- VISION CHALLENGES
- COLON CANCER SCREENING
- LOW BACK PAIN

WELLNESS SUPPLIES PROVIDED

- 54 BLOOD PRESSURE MACHINES
- 9 GLUCOMETER KITS
- 21 THERMOMETERS

GRANTS FOR CARE

Thanks to partnerships and our supporters, anytime a ¡Salud! client seeks medical care outside of a free mobile clinic, a Grant for Care* is paid to a provider on their behalf. While clients may pay a co-pay, or receive a bill for their care, Grants for Care help significantly lower the cost of care which means our neighbors, friends and community-members will seek medical attention when it's needed, rather than putting off healthcare until minor issues become major.

Grants for Care also provide education, empowerment and access to care for vineyard stewards and their family members.

**Grants for Care may help significantly lower healthcare costs, but each client contributes towards their care with a co-pay, and payment for services.*



PATIENTS PAY AN AVERAGE OF \$30 PER HEALTHCARE ENCOUNTER AT PARTNERING FEDERALLY-QUALIFIED HEALTH CENTERS FOR PRIMARY CARE

GRANTS FOR CARE

\$120,495

PAID TO PROVIDERS IN 12 MONTHS ON BEHALF OF CLIENTS

REDUCING BARRIERS

IMPROVING PATIENT ACCESS

HEALTHCARE COSTS

How Grants for Care Help



\$25

DIAGNOSTIC SERVICES

Assists with the financial burden of laboratory costs to aid in the diagnosis of patient illness.

\$40

PRIMARY CARE SERVICES

Assists with the cost of primary care, prenatal care and well-baby exams. Facilitates access to already overbooked Federally Qualified Health Centers and encourages regular care from primary care clinicians.

\$60

DENTAL SERVICES

Facilitates access to and assists with the financial burden of dental care at Federal Qualified Health Centers, private providers, and emergency dental situations, and promotes regular preventive dental care.

\$150

VISION SERVICES

Facilitates access to and assists with financial burden of regular, preventive vision care and vision hardware.

\$600

MOBILE DENTAL CLINICS

Covers the cost for one mobile dental services clinic for 8 to 10 individuals.

OUR SERVICES



- Access to and delivery of primary care and other healthcare services including major medical, prenatal, dental and vision.
- Early intervention and prevention through health screening services.
- COVID-19, Influenza and Tetanus vaccinations.
- Health education and outreach at wellness clinics and health fairs throughout multiples counties.
- Case management to families and individuals by providing education, guidance and support to clients and advocating for their needs within the healthcare system.
- Help to establish and maintain working relationships with private healthcare providers to facilitate access to care, particularly in counties where community health centers are not available or services are not provided.
- Participation and collaboration with other partners to improve minority health in Oregon.

1-888-740-4278

salud_services@tuality.org

A resource for Oregon's wine community, vineyard stewards and their families.

Promotes proactive health behaviors such as prenatal care, routine dental examinations and cleanings and annual health exams.

PARTNERSHIPS

The ¡Salud! Services team strives to build collaborative relationships with many agencies in the counties they serve. These relationships help to deliver services, maximize the funds available and allow for better customer services to clients.



Thanks to partnerships, for every dollar that is spent on services, \$3 of service can be delivered.

THANK YOU TO OUR PARTNERS AT THESE FEDERALLY QUALIFIED HEALTH CENTER (FQHC) NETWORKS

- Benton County Health Department in Corvallis and Monroe
- Neighborhood Health Center
- Northwest Human Services in Independence and Monmouth
- Virginia Garcia Memorial Health Centers in Beaverton, Cornelius, Hillsboro, Newberg and McMinnville
- White Bird Clinic in Eugene
- Yakima Valley Farmworkers Clinics in Woodburn and Salem

AND THANK YOU TO THESE MAJOR PARTNERS IN OUTREACH SERVICES

- OHSU School of Dentistry, School of Physician Assistant Education, School of Nursing and Casey Eye Institute
- OHSU Hillsboro Medical Center Residency Program - Family Medicine & Internal Medicine
- OHSU Vaccine Equity Committee
- Clínica de Nuestra Señora de Guadalupe - Salem
- Linfield College – Nursing School and Evenstad Center for Wine Education at Linfield College
- Medical Teams International Mobile Dental Clinics
- Mexican Consulate in Portland
- Migrant Education Programs
- Oregon Food Bank
- Oregon State University
- Pacific University College of Health Professions: Dental Hygiene, Applied Psychology, Public Health, Physical Therapy, and College of Optometry
- Portland State University
- Wal-Mart Vision Centers
- Yamhill Valley Public Health
- Multiple other private providers throughout the Willamette Valley, including hospitals and specialty care



Photos by Kathryn Elsesser Photography, Carolyn Wells-Kramer and Andrea Johnson Photography