



¡SALUD![®]

2023 REPORT



OHSUHealth
Hillsboro Medical Center

HillsboroMedicalCenter
FOUNDATION



A HOLISTIC APPROACH TO COMMUNITY HEALTH

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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

Tucked between tractors and down gravel roads, iSalud! brings healthcare services directly to the worksite and into the community eliminating barriers.

AFFORDABILITY

All preventative services and personalized healthcare navigation support is free to vineyard stewards and their families.

For any medical care needed outside of wellness clinics, iSalud! negotiates with providers and clinics on the patient's behalf and may provide financial assistance to keep costs low.



2023 AT A GLANCE



ACCESSIBLE AND AFFORDABLE HEALTHCARE FOR VINEYARD STEWARDS AND THEIR FAMILIES

2,094

REGISTERED PATIENTS

Vineyard stewards and family members registered in the program.

54%

UNINSURED PATIENTS

For those with insurance, many have high deductibles and premiums or are unable to afford family coverage.

6,763

MILES TRAVELED

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

6,300

PATIENT INTERACTIONS

From direct care, medical interpretation, connection to primary care or financial assistance, iSalud! offers a full suite of support services.





MOBILE WELLNESS CLINICS

iSalud! offers **year-round clinical outreach services** through 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 Hillsboro Medical Center, an OHSU partner and include screenings for cholesterol, blood glucose, blood pressure, body mass index and more.

83 CLINIC DAYS

795 LIPID PANELS

830 BLOOD PRESSURES MONITORED

241 A1C PANELS (SCREENING FOR DIABETES)

115 PATIENTS RECEIVED MEDICATIONS

97 TETANUS VACCINES

323 FLU VACCINES

249 COVID-19 VACCINES



MOBILE WELLNESS CLINICS

A PROVIDER ON-CALL

Sometimes, getting an appointment with a primary care provider can take months. For someone with a spreading skin infection or dangerously high blood sugar, waiting months can have a serious impact on their long-term health. That's why iSalud! partners with advanced practice providers like Lillian Navarro-Reynolds MS, PA-C, to fill in the gaps in the healthcare system that leave many vineyard stewards living and working with untreated health issues.

On-call and available for telehealth appointments during wellness clinics, providers like Lillian serve as an intermediate care option helping nurses triage health conditions and determine next steps for a patient taking into consideration what is affordable.



Lillian Navarro-Reynolds MS, PA-C

OHSU School of Medicine

Associate Professor, Director of
Academic Education

Division of Physician Assistant
Education

"When nurses call, I can help weigh if someone needs to go to urgent care (which is much more expensive), or we explore options like medication or at-home management before they can get into primary or specialty care," says Lillian.

"A lot of our patients see a provider only occasionally and have a list of many things they want to address. Those appointments can feel rushed and people don't always walk away feeling like they understand their diagnosis and how their actions impact their health," Lillian mentions.

"We spend a lot of time on education and empowerment and provide space for people to ask questions."

SERVICES AVAILABLE THANKS TO ON-CALL PROVIDERS

- **MEDICATIONS PRESCRIBED AND FILLED FROM THE MOBILE UNIT**
- **TELEHEALTH CONSULTATIONS**
- **OFFICE VISITS AT HILLSBORO MEDICAL CENTER FOR URGENT NEEDS**
- **MEDICATION EDUCATION**
- **LAB TEST AND PATIENT CHART REVIEW AND SUPERVISION**
- **MEDICAL PROTOCOL AND POLICY SUPERVISION**



PERSONAL SUPPORT

Behind-the-scenes one-on-one education, case management and follow-up care.

For vineyard stewards and their families, **navigating the healthcare system can be extremely challenging and it's easy to hit roadblocks.** iSalud! Services spends hundreds of hours each year providing personalized support to knock down barriers to care with one-on-one coaching, education and advocacy ensuring everyone has access to the care they need, when they need it.

Whether someone needs help connecting to primary care, arranging for medical interpretation or has questions about a health concern, **iSalud! Services has become a trusted place to call with questions big and small.**

1,250	PHONE CALLS
374	TEXT MESSAGES
88	OFFICE VISITS
63	APPOINTMENTS COORDINATED
5	HOME VISITS
1	HOSPITAL VISIT
179	CASE MANAGEMENT ENCOUNTERS

NEW! OHP-CERTIFIED COMMUNITY PARTNER

In 2023, iSalud! Services **added another personalized support line for patients: the ability to enroll directly into Oregon Health Plan (OHP).** Providing free coverage for those that meet eligibility criteria, OHP includes doctor visits, hospital care, mental health services, dental and some vision care to individuals and families with limited income and resources.

Navigating the application process for Oregon Health Plan demands a significant investment of time and energy with detailed forms and exhaustive documentation of income, expenses and circumstances. **iSalud! walks patients through every step and submits the application on their behalf increasing the likelihood of completion and eligibility.** Plus, with access to the OHP database, iSalud! can verify coverage when assisting with medical bill assistance and help renew coverage before it expires.



NEW! MENTAL HEALTH CLINICS

In collaboration with Raices de Bienestar, iSalud! Services began to offer combination mobile wellness and mental health clinics in 2023. This new clinic model made possible by an award grant through Oregon Health Authority features one-on-one appointments with bilingual, bicultural providers and no-cost mental health services. For continuing care, patients were able to access up to five additional no-cost appointments via telehealth and further services as needed. With a lack of bilingual mental health providers in rural areas, this new service helped make a small dent in an area of growing need in the community.

VISION & DENTAL CLINICS

Dental health continues to be an area of major need for the community, with 87% of patients seen this year needing additional work beyond routine cleanings. Thanks to these partners for bringing no-cost vision and dental care to over 100 people.

- OHSU Casey Eye Institute
- Pacific University College of Health Professions: Dental Hygiene and College of Optometry

56

VISION EXAMS

34%

**PATIENTS NEEDED
FURTHER VISION CARE**

24

**PAIRS OF GLASSES
PROVIDED**

46

DENTAL SERVICES

87%

**PATIENTS NEEDED FURTHER
DENTAL CARE**

MAKING CARE AFFORDABLE



Anytime a iSalud! client seeks medical care outside of a free mobile clinic, a Grant for Care is paid to a provider on their behalf. Useful for both primary care appointments or with major medical needs like surgery, clients may pay a co-pay, or receive a bill for their care, but Grants for Care help significantly lower the cost.

Relieving the stress and financial strain of health care means our neighbors, friends and community members will seek medical attention when it's needed, rather than putting off health care until minor issues become major.

GRANTS FOR CARE

\$91,015

PAID TO PROVIDERS ON BEHALF OF CLIENTS

Eliminating and preventing
medical debt, creating healthcare
access with personalized
navigation support.

FOOD SECURITY

\$1,300

**13 INDIVIDUALS RECEIVED
\$100 GROCERY GIFT CARDS**

CARE ON-THE-GO

489 NEW ELETRONIC MEDICAL RECORDS CREATED

For agricultural workers who move from crop-to-crop throughout the region, having an electronic medical record that also follows them is crucial. iSalud! was able to create nearly 500 medical records in 2023 and update nearly 700 more. Updated electronic medical records lead to better decision-making for healthcare providers by providing comprehensive and up-to-date information about patients' medical histories, medications, allergies, test results and other pertinent data.

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. 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, dental and vision.
- Early intervention and prevention through health screening services.
- COVID-19, Influenza and Tetanus vaccinations.

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.**

- Health education and outreach at wellness clinics and health fairs throughout multiple 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.

PARTNERSHIPS

The iSalud! 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, Casey Eye Institute and Knight Cancer Institute Mobile Outreach
- Hillsboro Medical Center Residency Program - Family Medicine & Internal Medicine
- OHSU Health Equity
- Clínica de Nuestra Señora de Guadalupe - Salem
- Lane County Dovetail Program
- Linfield College
- Migrant Education Programs
- Oregon Food Bank
- Pacific University College of Health Professions: Dental Hygiene, Public Health, Physical Therapy, and College of Optometry
- Raíces de Bienestar
- Unidos Bridging Community
- Wal-Mart Vision Centers
- Yamhill Valley Public Health
- Multiple other private providers throughout the Willamette Valley, including hospitals and specialty care

PARTNERSHIPS

Thank you to the National Association of Hispanic Nurses (NAHN) for assembling and donating 125 backpacks with school supplies for families of vineyard stewards! Each year, NAHN completes a community project at its annual conference host city, asking their members to participate by donating towards the project. iSalud! Services was selected as the beneficiary for the July 2023 conference hosted in Portland and backpacks were distributed during outreach clinics in August. Leda Garside, Clinical Nurse Manager for iSalud! Services, is an active member of NAHN and the Portland Chapter, serving in multiple roles such as Chapter President and member of NAHN National Policy Committee.





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