

# 2024 ANNUAL REPORT



**OHSU Health**  
Hillsboro Medical Center

**Hillsboro Medical Center**  
**FOUNDATION**



**HEALTHCARE DELIVERED WITHOUT BARRIERS**

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PHOTOS BY KATHRYN ELSESSER PHOTOGRAPHY, IFM PHOTOGRAPHY, CAROLYN WELLS-KRAMER AND ANDRÉA JOHNSON PHOTOGRAPHY



# 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

iSalud! brings healthcare services directly to the worksite and into the community eliminating barriers. Outside of mobile clinics, patients are able to utilize no-cost support, financial aid and navigation services to increase access.

## 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.



# 2024 AT A GLANCE

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



**2,031**

### REGISTERED PATIENTS

Vineyard stewards and family members registered in the program.

**14 - 81**

### PATIENT AGE RANGE



**56%**

### UNINSURED PATIENTS

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

**625**

### NEW PATIENTS

Whether someone is new to the area, new to agriculture, or here temporarily, iSalud! meets each person on their health journey where they are.



**17,614**

### MILES TRAVELED

Two mobile medical units and one utility vehicle are on the road year-round serving nine counties in the Willamette Valley Oregon.



# 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 iSalud!'s two mobile medical units, 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 Health partner.

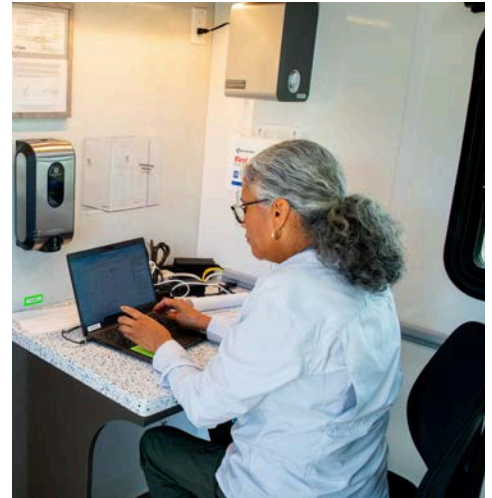
**Clinics include no-cost screenings for cholesterol, blood glucose, blood pressure, body mass index and more.** If staff identify a medical concern that needs further attention, an on-call provider can assist with higher level care or staff can make a referral to a partnering clinic. After the mobile clinic, iSalud! will follow-up with patients to ensure appointment access and affordability.

<b>72</b>	<b>CLINIC DAYS</b>
<b>777</b>	<b>LIPID PANELS</b>
<b>830</b>	<b>BLOOD PRESSURES MONITORED</b>
<b>261</b>	<b>A1C PANELS (SCREENING FOR DIABETES)</b>
<b>146</b>	<b>HEMOGLOBIN AND HEMATOCRIT TESTS</b>
<b>225</b>	<b>MEDICATIONS DISPENSED</b>
<b>90</b>	<b>TETANUS VACCINES</b>
<b>282</b>	<b>FLU VACCINES</b>
<b>179</b>	<b>COVID-19 VACCINES</b>

**WE CLOSE THE LOOP SO NO ONE FALLS THROUGH THE CRACKS.  
PREVENTION, INTERVENTION AND FOLLOW-UP.**

# LA MADRINA

## DEBUTING A SECOND MOBILE MEDICAL UNIT



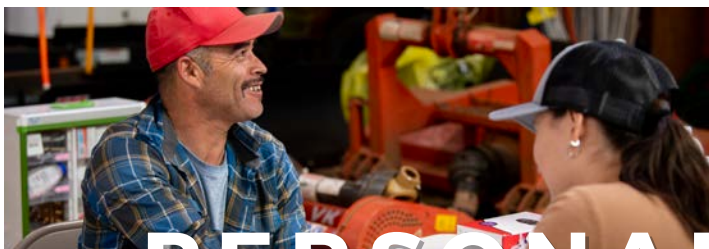
Affectionately nicknamed 'La Madrina' or "godmother" in Spanish, **iSalud!'s second mobile medical unit hit the road for mobile clinic season in 2024.** Named after iSalud!'s founder, Nancy Ponzi of Ponzi Vineyards, and funded 100% by donors, an additional mobile unit provides the flexibility to expand outreach services in Willamette Valley and to other viticulture areas of the state in the future. iSalud! also purchased a ProMaster Utility Vehicle with specially equipped shelving to transport all that is needed to set up and operate a clinic on wheels: tables, chairs, privacy screens, educational materials and medical supplies.

Since its inception in 1992, **iSalud! has evolved from delivering healthcare out of a multi-purpose SUV to operating a fleet of three vehicles, all thanks to the unwavering support of our donors.** This growth highlights the remarkable impact of community collaboration in overcoming local healthcare challenges and improving the lives of vineyard stewards and those who work in agriculture.

### NEW VEHICLE FEATURES

- Four feet longer than the original mobile medical unit
- Pocket door to create a private exam room in the rear with space for family waiting or staff to chart notes in the front of the unit
- Dual climate control for front and back areas for patient comfort regardless of weather or season
- Leveling jack to create a safe, level exam room on any terrain





# 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.**

- 1,237** PHONE CALLS
- 425** TEXT MESSAGES
- 146** OFFICE VISITS
- 127** APPOINTMENTS COORDINATED
- 2** HOME VISITS
- 2** HOSPITAL VISITS
- 158** CASE MANAGEMENT ENCOUNTERS

## MORE THAN JUST HEALTHCARE

**CONNECTIONS TO SOCIAL SUPPORT SERVICES:**

**224**

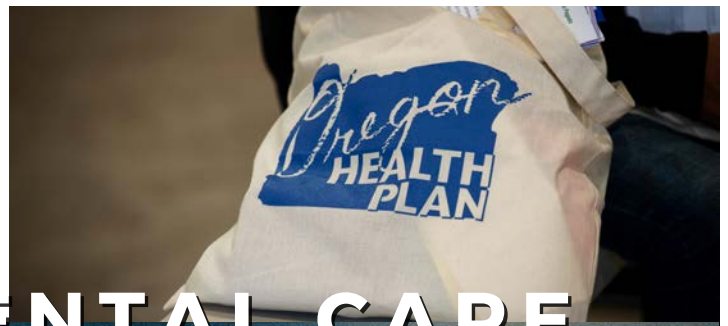
RENT AND UTILITIES, LEGAL AID, FOOD PANTRIES + MORE

Beyond healthcare, iSalud! helps connect individuals to vital social service resources—such as rent and utility assistance, legal aid, education and local food pantries—recognizing that challenges in these areas can significantly impact a person's ability to prioritize their health.

## INCREASING HEALTH CARE COVERAGE THROUGH OHP

In 2024, iSalud! Services continued to provide personalized support by enrolling eligible individuals directly into Oregon Health Plan (OHP), which offers free coverage for doctor visits, hospital care, mental health services, dental and some vision care to those with limited income and resources.

Navigating the OHP application process requires significant time and detailed documentation. iSalud! guides patients through every step, submits applications on their behalf and verifies coverage when assisting with medical bills or renewals. In 2024, iSalud! spent approximately 180 hours assisting 360 people with OHP.



# VISION + DENTAL CARE

Holistic care offered to vineyard stewards and their families at no-cost thanks to community partnerships

Working with dedicated mobile vision and dental partners, iSalud! is able to set up no-cost vision and dental care clinics exclusively for vineyard stewards and their families.

### Thank you to these partners:

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

29

**VISION EXAMS**

16

**PAIRS OF GLASSES PROVIDED**

57

**NO-COST DENTAL CLEANINGS**

# MAKING CARE AFFORDABLE

How Grants for Care Help Reduce or Prevent Medical Debt

Whenever a iSalud! client needs medical care beyond our free mobile clinic, a Grant for Care helps cover the cost by paying a portion directly to the provider. **These grants support everything from routine check-ups to major medical procedures like surgery.** While clients may have a co-pay or receive a reduced bill, the grant significantly lowers their financial burden.

**By easing the stress of healthcare costs, we empower our neighbors, friends and community members to seek medical care when they need it—before minor concerns become major health issues.**

## GRANTS FOR CARE

PAID TO PROVIDERS ON BEHALF OF CLIENTS

**\$49,817**

## FOOD SECURITY

**\$2,200**

22 INDIVIDUALS RECEIVED \$100 GROCERY GIFT CARDS

# HEALTHCARE COSTS

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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 6 individuals.

## PATIENT STORY

# JESÚS' JOURNEY: HEALING WITH ¡SALUD!

**Jesús Tecalo Méndez has lived and worked in the Willamette Valley wine industry for nearly 26 years.** Throughout his career, Jesús has been in contact with ¡Salud! to manage his health by attending mobile wellness clinics and getting support for his diabetes.

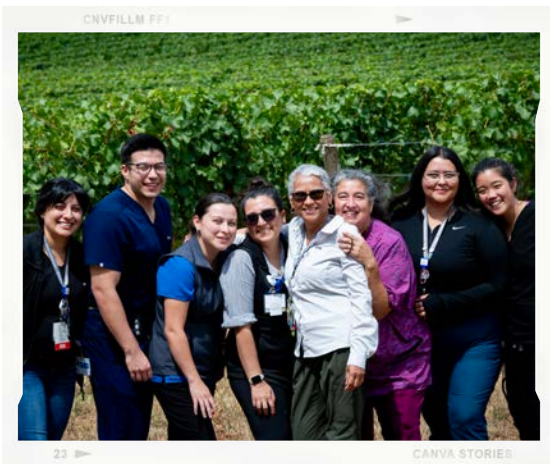
In 2022, one of ¡Salud!'s nurses, Jessica, received a call from Jesús' coworker as well as his supervisor that **he needed help. Jesús had been in an accident and wasn't recovering well.** Because his diabetes was not currently under control, Jesús could not sufficiently heal from what would have been a minor injury. After a week of getting progressively worse, he began to feel like he was suffocating. He was hospitalized with a severe blood infection and spent weeks in the Intensive Care Unit.



The healing journey for Jesús was not straightforward. The effects of the injury and subsequent complications meant **he was unable to work during his extended stay in the hospital. Jesús lost his health coverage, and his medical bills began to stack up.** Over several months of advocacy work, ¡Salud! Services was able to get Jesús' medical bills, which totaled over \$115,000, reduced to \$0. After Jesús was discharged, ¡Salud! Services nurse Jessica stepped in to help every step of the way. Jessica helped Jesús make appointments, visited him at home and continued to advocate for him during his journey of recovery. That relationship continues today and Jesús knows he can call Jessica for issues big or small whether it's a refill of glucose test strips or navigating insurance coverage for his physical therapy appointments.

**¡SALUD! HELPED REDUCE JESÚS' MEDICAL BILLS FROM OVER \$115,000 TO ZERO.**

# 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.
- 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.
- Direct enrollment for individuals into Oregon Health Plan, guiding them through the complex application process, submitting forms on their behalf and ensuring continued coverage through renewals and verification.
- 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 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 & Community Health Centers

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

## Thank you to these major partners in outreach services...

- OHSU School of Dentistry, School of Physician Assistant Education, School of Nursing, Casey Eye Institute Community Outreach Program and Knight Cancer Institute Mobile Outreach
- Hillsboro Medical Center Residency Program - Family Medicine and Internal Medicine
- OHSU Health Equity
- OHSU Mobile Health Coalition
- Lane County Dovetail Program
- Linfield University
- Lutheran Family Services
- Migrant Education Programs
- Oregon Food Bank, Lane and Marion Counties
- Pacific University College of Health Professions: Dental Hygiene, Public Health, Physical Therapy and College of Optometry
- Raíces de Bienestar
- Unidos Bridging Community
- Walmart Vision Centers
- Willamette Valley Wine Foundation
- Yamhill County Public Health
- Multiple other private providers throughout the Willamette Valley, including hospitals and specialty care

# HOW YOU CAN HELP



## Make a One-Time Gift Or Become a Monthly Donor

Make a tax deductible gift in support of accessible, affordable healthcare services for vineyard stewards.

**Donate at [www.saludauction.org/mission](http://www.saludauction.org/mission)**



## Attend an Event

Experience the community collaboration and access rare wines at iSalud! The Oregon Pinot Noir Auction held every November with two days of premier wine, food and auction items featuring the best in Willamette Valley Pinot Noir.

**Learn more about iSalud! events at [www.saludauction.org](http://www.saludauction.org)**



## Donate Rare Wines or Experiences

From cult California wines to Burgundian treasures, we are always looking for rare and special wines that resonate with our collectors. Have library Oregon Pinot Noir or have connections to fine dining, luxury travel or hospitality? Help us build compelling auction experiences that contribute directly to the iSalud! Services program.

**Reach out about wine or auction donations at [saludauction@tuality.org](mailto:saludauction@tuality.org) or (503) 681-1770.**



## Support Oregon Wine & Spread the Word

Tell a friend and help cultivate support for these vital services. Visiting a winery in the Willamette Valley? Ask about their support of iSalud!, buy a bottle for a friend and share the story of the unique collaboration between Oregon's wine industry and the Hillsboro Medical Center.

**Learn more about iSalud!'s supporting wineries at [www.saludauction.org/vintners-circle](http://www.saludauction.org/vintners-circle)**



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