



ANNUAL REPORT 2020





OUR PROMISE

Community Health Partners is where compassion meets healthcare. We are resourceful, one-stop medical and dental clinics, welcoming all regardless of their ability to pay and without judgment. We are patient-centered and believe that great health is about more than just healthcare. It's about building a strong healthy community - one individual at a time.

OUR MISSION

To enhance community health and well-being.

OUR VISION

100% access, zero disparity.

DEAR FRIENDS

We hope you and your loved ones are healthy and staying safe during this unprecedented time. We are incredibly proud of the way CHP employees have responded to the many challenges COVID-19 brought to southwest Montana. The organization focused on the foundations of keeping staff safe, caring for the most vulnerable in our communities and delivering services effectively and efficiently, while using our resources well. Despite nearly daily changes in procedures, CHP staff have remained positive, flexible, creative and dedicated to the communities we serve. CHP patients now have new ways to access care and information – CHP's forms are available online and thousands of visits have been delivered to patients in their homes via telephone and video technology. CHP's clinical teams have adjusted and re-adjusted their care models based on needs that differ by community.

And while the pandemic presented many opportunities for redesign of CHP services, it also highlighted the deep disparities in health and well-being that exist across the country and in the communities served by CHP. Community health centers always have focused on health equity – ensuring that everyone in our communities has the same opportunity to be healthy. CHP's mission, to enhance community health and well-being, and our vision of 100% access with zero disparity, guides our day-to-day work as well as the goals we set for the future.

Now more than ever, CHP recognizes the importance of striving to put our mission and vision into action every day. Your support helps make that possible. Thank you.

With Sincere Appreciation,



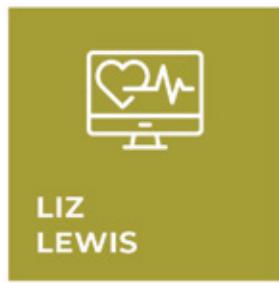
Lander Cooney Elizabeth Lewis



LANDER COONEY
CEO



LIZ LEWIS
Board Chair



LIZ
LEWIS



SHIELL
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MICHAEL
VLASES, MD



JENNIFER
McMILLION



JIM
MAJXNER, MD



TOM
CHERHONIAK

OUR BOARD OF DIRECTORS

A unique aspect of community health centers is the local ownership and direction under a patient majority board. Research shows that patient participation on governing boards ensures higher quality care, lower costs, and better outcomes. CHP's Board of Directors includes members

from the communities we serve. The Board provides policy and fiscal oversight and advises the overall strategic direction of CHP. We thank our volunteer board members for their hard work to enhance community health and well-being for all in Park and Gallatin Counties.

SINCE OUR LAST REPORT

SOURCES OF MONETARY SUPPORT



373

MILITARY VETERANS SERVED

282

HOMELESS PEOPLE SERVED

**2,115+ MEDICAL VISITS
1,598+ BEHAVIORAL HEALTH VISITS**

were delivered virtually, keeping patients connected while reducing the spread of COVID-19 in our communities.

**IN FISCAL YEAR
2019-2020 CHP SERVED
11,029 PATIENTS
DURING 35,710 VISITS.**

28% OF PATIENTS ARE UNINSURED

14% OF PATIENTS ARE 18 AND UNDER

14% OF PATIENTS ARE RACIAL OR ETHNIC MINORITIES

NEW THIS YEAR



CHP opened a retail pharmacy in the Bozeman medical location.



School-based, outpatient therapy programs at four locations within the Bozeman School District.



The CHP Panther Clinic, a school-based health center staffed by a physician assistant and a medical assistant, opened at Belgrade Middle School.



GOALS FOR THE NEXT FISCAL YEAR

- CHP continues to adjust and evolve our service delivery models ensuring staff and patient safety and quality of care.
- Our organization continues to address facility needs across the organization so that our services can grow with the communities we serve.

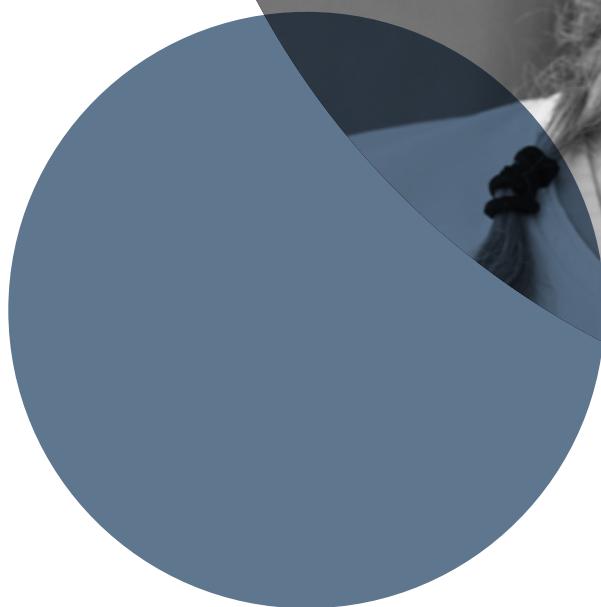


MEDICAL CLINICS

- Last year, **8,428 patients** received medical services from physicians, nurse practitioners, physician assistants and nurses during **20,266 encounters**.

- More than **2,800 patients** completed a standard depression screening survey (PHQ-9) during a routine medical clinic visit to help identify those experiencing symptoms of depression so that treatment options, support and follow up can be provided.

- CHP's Bozeman Medical Clinic launched a primary-care-integrated behavioral health pilot program with a licensed behavioral health clinician dedicated to patients being seen in the medical clinic. The Behavioral Health Consultant (BHC) works with patients on ways to reduce stress and manage chronic conditions, connects them and care teams with psychiatric providers, and supports those who are experiencing a behavioral health crisis.



DENTAL CLINICS

- Last year CHP Dental served **3,474 patients** during **6,893 dental visits**.
- **608 adult patients** completed their treatment plans, meaning that after a comprehensive exam was completed, all needs for fillings, extractions or other treatment was completed. This sets the patient up for ongoing oral health success.

- More than **1,640 same-day visits** were provided to adult patients in pain through our dental clinics' emergency walk-in hours. CHP dental clinics are open every weekday morning for walk-in patients to make sure that nobody ends up in the emergency room for an untreated dental need.





BEHAVIORAL HEALTH

• **1,256 patients** received behavioral health services at one of CHP's medical clinics during **8,551 behavioral health visits**.

• In the past year, more than **600 initial behavioral health evaluations** were completed for CHP medical patients seeking to improve their health through behavioral health therapy. These evaluations help the care team identify any challenges the patient is facing and the best way to work together to help.

• Five counseling or social work student interns offered nearly **900 hours** of supervised, free counseling services to qualified CHP patients while developing essential clinical and team-based skills to carry into their professional careers.

• More than **400 behavioral health visits** were delivered to home-bound seniors through the Senior Reach partnership between Community Health Partners and the Human Resources Development Council (HRDC).



LEARNING PARTNERS

- Our Parents as Teachers (PAT) home visiting program provided **1,064 home visits** to families with children aged zero to five. The program earned the PAT National Center's Blue Ribbon Affiliate designation for passing a review including 100 quality standards.

- **44 adults** passed a high school equivalency exam or advanced their education in pursuit of a job or post-secondary education with support of our Adult Basic Education Program.

- **52 families** enrolled in the Federal

- Temporary Assistance to Needy Families program received intensive case management and support from our Pathways program.

- Our Reach Out and Read program put **706 new, age-appropriate books** in the hands of young children.

- Learning Partners' newest offering, the Parent Liaison Program, makes individualized parent support available to every Livingston family with a child in school at Washington, Winans or East Side – a total of **523 families**.

NEW THIS YEAR:

BELGRADE MIDDLE SCHOOL PANTHER CLINIC



"We are tremendously excited by this partnership to deliver new services to our District families and staff. CHP has a solid reputation for bringing innovative solutions to expanding healthcare access, and we are proud that the Belgrade community gets to benefit from this new model in our area."

**Godfrey Saunders
BSD44 Superintendent**

At the start of the 2020-2021 school year, Belgrade School District 44 (BSD44) and Community Health Partners began a joint venture, the first of its kind in Gallatin County, with the opening of the Panther Clinic inside Belgrade Middle School.

This school-based health center is based on a national model that locates primary care providers inside schools to make it easier to access healthcare in a familiar and safe environment. It's open to all Belgrade School District students and affiliates, including siblings, parents, district faculty, and staff. CHP's staff also work alongside

teachers and administrators to deliver health and safety education, and to be another access point for parents needing healthcare resources.

Staffed by a physician assistant and a medical assistant, this in-school clinic provides a full spectrum of primary care services, including sports and regular physicals, injury care, chronic disease management, labs and vaccinations, and more. As with all Community Health Partners locations, services at the school-based health center are available to everyone regardless of ability pay.

NEW THIS YEAR:

SCHOOL BEHAVIORAL HEALTH SERVICES

Last year, CHP partnered with Intermountain, another local behavioral health organization, to bring a full-time behavioral therapist to Bozeman High School. This year, the program expanded to serve three new locations, including Gallatin High School, Chief Joseph Middle School, and the Willson School.

This program allows students who are referred by a school counselor to access behavioral health services on

their school campus, much like going to see a therapist at one of CHP's clinics. With this program, students don't have to go out of their way to find a clinic and transportation to their visit. Key components of these tailored treatment programs are crisis intervention based on need, individualized mental and emotional health support, clinical guidance for students and families, and access to our highly trained on-site therapist.

NEW THIS YEAR:

THE BOZEMAN CHP PHARMACY

After several years of investment and planning to expand its pharmacy services, CHP opened the Bozeman CHP Pharmacy in September, 2020. Our pharmacy is open to everyone and accepts most forms of insurance. The pharmacy is located within CHP's Bozeman clinic and allows patients to pick up medications immediately after their appointment without having to make a separate trip to the pharmacy. The Bozeman CHP Pharmacy offers prescription filling, medication synchronization (picking medications up on the same day), medication therapy management, immunizations, and much more. Pharmacy staff are committed to improving patients' health and ensuring they understand why they've been prescribed medications and how they'll treat their health conditions. As a CHP

service, patients can receive savings on their medication when they qualify based on income.

The Bozeman CHP Pharmacy also offers clinical pharmacy services. Pharmacists are available to consult with providers about patients and their treatments, or visit directly with patients to provide education on their medication. Our pharmacists each have more than 12 years of experience; one is also a board-certified psychiatric pharmacist through the Board of Pharmacy Specialties, registered with the state of Montana as a clinical pharmacist practitioner. CHP is unique in that our pharmacists are available to all clinics to work as a team with the provider and patient to ensure patient safety with regard to medications.



HOW TO GIVE

Gifts can be directed to the address below or visit our website to donate. Thank you for your support of CHP.

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