



ICHS

**International
Community
HEALTH SERVICES**

2016 ANNUAL REPORT

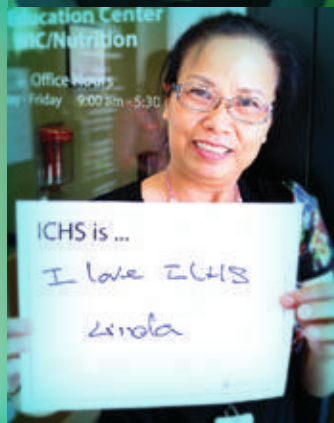
HEALTHY PEOPLE
STRONGER FAMILIES
VIBRANT COMMUNITIES





MISSION

ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and the broader community.



MESSAGE FROM THE CEO

Dear Friends,

The dream of health care for all and achieving health equity are being challenged as the Affordable Care Act falls under siege and millions of people are at risk of losing access to quality affordable health care. ICHS is a point of hope. As the need grows, we will continue to push forward to meet it. Even though the future is uncertain, we will stand firm and act to be heard and to serve.

ICHS' 2016 accomplishments broadened our presence and deepened our service capacity, allowing us to meet the needs of nearly 29,000 patients with approximately 55% needing interpretation. Our staff provided Affordable Care Act outreach to more than 12,000 community members and patients, assisted nearly 5,000 with enrollment, and successfully enrolled more than 7,000 in health plans. Our uninsured rate remains low, just 11% of our total patient population. We expanded initiatives such as our Women, Infant and Children (WIC) and Nutrition program; and began others such as a new vision clinic that will begin service in 2017. Through an equal partnership with Kin On, we established a new non-profit Aging in PACE (AiPACE) to ensure healthy aging for those who are nursing home-eligible to remain at home or in their community.

Even as we are serving more and expanding services, quality remains central to our efforts. In May 2016, the American Heart Association recognized ICHS with the prestigious Million Hearts Award for 2015 for our treatment of hypertension, a condition that affects about one in six of our patients. The U.S. Health Resources and Services Administration recognized ICHS as a Health Center Quality Leader among our peers; and Immunize

Washington honored ICHS clinics with Gold and Silver awards for our high levels of success immunizing children and adolescents. Our efforts to improve hepatitis B screening, vaccination and linkage to care through health information technology were acknowledged as a best practice by the National Task Force on Hepatitis B for Asian and Pacific Islander Americans.

Through all of this, we made strategic investments in a sustainable future, as we increased staff from 432 to 495, bolstered leadership and continued growth of our residency programs. In 2016, ICHS launched a new family practice residency in partnership with Swedish Medical Center, our dental residency with the national Advanced Education in General Dentistry program celebrated its second year and our nurse practitioner residency entered its third. These skilled providers improve our capacity to deliver integrated health care services as they help us meet future demand.

For 44 years, ICHS has embraced all people and turned no one away. Our promise has stayed constant since our modest start as a one-room clinic in Seattle's Chinatown-International District. As the basic right to health care, and the human and civil rights of immigrants and refugees come into question, we stay strong with our vision of Healthy People, Stronger Families, Vibrant Communities for everyone who needs our care.

In these times of great challenge, ICHS must continue to make sure that our patients, our families and our communities can access the best affordable health care we can provide. Please don't let inaction take away our present and future. These times call for action. Join me now in being an advocate. Together, we can change what is happening for the better.


Teresita Batayola
President and Chief Executive Officer

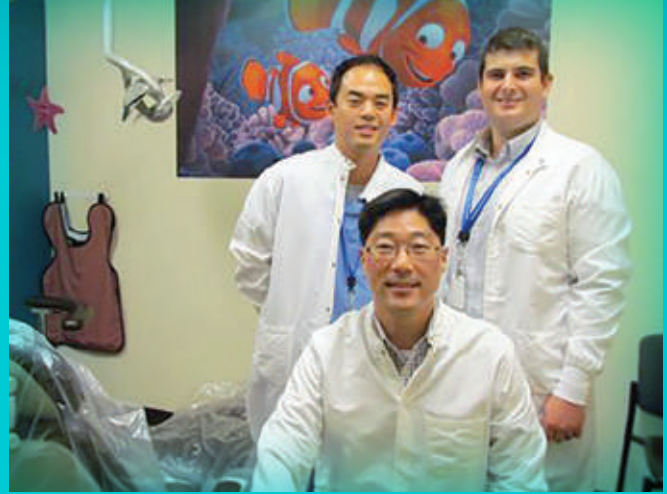


In August 2016, during National Health Center Week, Sen. Patty Murray toured the ICHS International District Clinic.



Family medicine residents boost patient care

The launch of a partnership with Swedish Family Medicine Residency in Cherry Hill successfully placed two skilled family physician residents within ICHS clinics. The ICHS-Swedish program fosters residents from Swedish's pioneering family medicine program to serve underserved, economically disadvantaged, culturally diverse and disenfranchised communities.



Dental residency program enters second year

ICHS' dental residency program entered a second year with two new dentists and accreditation from the Commission on Dental Accreditation – giving patients at the Shoreline and Bellevue dental clinics expanded access to professional care. Residents obtain valuable clinical experience in a community health care setting through ICHS' partnership with the New York University Lutheran Medical Center.



Better vision with \$350,000 grant from City of Seattle

A \$350,000 grant from the City of Seattle will open a vision clinic in ICHS' Chinatown-International District location providing low-income patients and other members of the community with eye care services. Thirteen percent of ICHS patients need vision services, but only about half have been able to access them. ICHS research shows that patients who are low income, Asian and other racial/ethnic minorities, or 40 years and older, are at the highest risk for vision disorders.



New clinic in Shoreline for teens

ICHS opened a new Young Adult Clinic at its Shoreline clinic, giving access to low-cost and no-cost confidential health services to those between the ages of 14 and 26. It is the first-ever Shoreline clinic specifically targeted toward young people. Services include behavioral health counseling, and reproductive health and contraception counseling and education.



Hepatitis B outreach honored for best practices

In 2016, ICHS received recognition from the National Task Force on Hepatitis B Focus on Asian and Pacific Islander Americans. ICHS was honored with the 2016 Best Practices Award, acknowledging its effective community-based hepatitis B outreach and education. ICHS' HIT-B Project reduces hepatitis B disparities through health information technology innovation that supports a team-based approach.



\$325,000 grant enhances substance abuse screening and referral

ICHS is helping lead the fight against the growing substance abuse problem – and in particular, opioid addiction. A \$325,000 grant from the U.S. Department of Health and Human Services allowed ICHS to increase patients' access to programs including medication assisted treatment and coordinate their health care for more successful outcomes.



Lunar New Year 5K in Bellevue

On Feb. 7, runners and walkers celebrated the Chinese Lunar New Year at the sold-out inaugural ICHS Lunar New Year 5K Run/Walk event at Mercer Slough Nature Park in Bellevue. Participants raised more than \$31,000 as they supported ICHS programs and activities.



2016 Bloom Gala raises over \$187,000

More than \$187,000 was raised for uncompensated care at ICHS medical and dental clinics at the 2016 Bloom Gala, held on May 21. More than 400 supporters helped celebrate ICHS' achievements and successes, as well as its continuing commitment to providing culturally and linguistically appropriate community health services.

ICHS IN NU

Patients by Race

- 74% Asian
- 1% Native Hawaiian/
Other Pacific Islander
- 7% Black/African American
- 12% White
- 6% Unreported
- 82% are persons of color

Patients by Age

- 23% 0 – 17 year olds
- 59% 18 – 64 year olds
- 18% 65 and older

Patients by Income

- 44% At or below 100% of Federal
Poverty Level (FPL)
- 30% Between 101% – 200% of FPL
- 18% Over 200% of FPL
- 8% Unknown/unreported

203
Babies
Delivered

Patients by Insurance Status

- 11% None/uninsured
- 59% Medicaid
- 12% Medicare
- 18% Private

**Top
Language
Spoken**
Other than English

MEMBERS

28,660
Patients

55%
need language
interpretation
services

9%
are homeless or
doubling up

1. Cantonese
2. Vietnamese
3. Mandarin
4. Korean
5. Toisanese

6. Spanish
7. Khmer/
Cambodian
8. Somali
9. Tagalog

10. Eritrean
11. Laotian
12. Mien
13. Farsi
14. Ethiopian
15. Thai



Health & Support Services

123,920	Discounted Prescriptions Filled
68,915	Medical
52,801	Dental
25,697	Community Health Education
25,071	Interpretation
19,939	Community Health Outreach
12,334	Health Insurance Assists and Enrollment
9,537	Nursing
5,663	WIC Nutrition
4,438	Behavioral Health and Substance Abuse
4,120	Eligibility
3,597	Referral
3,568	Clinic Health Education
2,224	Traditional Chinese Medicine
1,055	Other
759	Voter Registrations



363,638

encounters to support ICHS patients' health and access to needed services

ACKNOWLEDGMENTS

We would like to thank the following businesses, foundations, groups and individuals for their generous financial and in-kind contributions in 2016. If you have a correction, please contact us at 206.788.3672 or foundation@ichs.com.

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ICHS helps seniors 'age in place'

A partnership with Kin On Health addresses the unique health challenges of ICHS' sizable 65 and older patient population. Aging in PACE, a comprehensive social service and health care program, will allow Asians, Native Hawaiians and other Pacific Islanders to 'age in place' in their homes.

Credits

EDITOR: Angela Toda

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PHOTOGRAPHY: Joel Aguiar, Charles Lee

CONTRIBUTORS: Teresita Batayola, Ron Chew, Charles Lee, Christine Loreda, Michael McKee

CONSOLIDATED FISCAL HIGHLIGHTS

January 1, 2016 – December 31, 2016

Support, Revenue and Gains

Capitation and Enhancements	\$ 15,068,268
Public-Sponsored Insurance and Entitlements	\$ 12,471,054
Patient Fees and Private Insurance	\$ 4,373,621
Fees and Grants from Government Agencies	\$ 4,546,544
Contributions and Private Grants	\$ 943,732
In-Kind Donations	\$ 945,688
Other	\$ 858,388
Total Operating Support, Revenue and Gains	\$ 39,207,295
Gain on Disposal of Equipment and Improvements	\$ (2,397)
Pool Savings	\$ 2,820,163
Medicaid Management Care Enhancement Payback	\$ (1,086,950)
Rental Income	\$ 38,645
Capital Campaign	\$ 117,825
Government Grants (Construction)	\$ 351,000
Total Revenues	\$ 41,445,581

Expenses

PROGRAM SERVICES	
Primary Medical Care	\$ 15,856,898
Primary Dental Care	\$ 10,493,790
OTHER HEALTH AND ENABLING SERVICES	
Pharmacy	\$ 3,038,820
Access	\$ 1,946,381
Health Education and Case Management	\$ 2,043,175
School-Based	\$ 570,561
Optical	\$ 23,515
Women, Infants and Children	\$ 430,846
Acupuncture	\$ 161,110
Behavioral Health	\$ 530,226
Substance Abuse	\$ 68,126
PACE	\$ 254,320
Total Program Services	\$ 35,417,768
Management and General Administration	\$ 6,822,628
Fundraising	\$ 383,326
Total Expenses	\$ 42,623,722

Honors & Awards Granted in 2016

Health Center Quality Improvement Award
U.S. Health Resources and Services

Gold & Silver Awards
Immunize Washington
Washington State Department of Health

2016 Best Practices Award
National Task Force on Hepatitis B
for Asian and Pacific Islander Americans

Million Hearts 2015 Hypertension Control Champion
American Heart Association

International Examiner 2016 Readers Choice Awards

- *Favorite Asian Pacific Islander Senior Organization*
- *Favorite Asian Pacific Islander Executive Director: **Teresita Batayola***
- *Favorite Asian Pacific Islander Health Care Provider: **Kimo Hirayama, MD***
- *Honorable Mention Favorite Asian Pacific Islander Health Care Provider: **Ping Wong, licensed acupuncturist***

Physician of the Year Award
Kimo Hirayama, MD, Coordinated Care of Washington

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