



West County Health Centers

Caring for our Communities

a california *health*.center

July 2020

Board of Directors 2020

John Kornfeld
Chair

Debra Johnson
Vice Chair

Dwight Cary
Treasurer

Mary Felton
Secretary

Angeles David

Eliot Enriquez

Paulette Hall

Henry "Jake" Hamlin

Jennifer Nichols

Kathleen Sheridan

Alan Siegle

Diane Spain

Meri Storino

CEO
Jason Cunningham,
D.O.

CAO
Ellen Bauer,
PhD.

Dear Friends and Neighbors,

Only six months into 2020, this year has proved to be a challenging one as we collectively grapple with a global pandemic in the midst of recovering from two natural disasters in 2019. We are committed to serving our patients, many of whom live with limited finances and cope with serious health challenges as they shelter-in-place.

West County Health Centers is fortunate to have a team of dedicated healthcare providers and support staff who were able to adapt quickly to deliver essential healthcare services via virtual visits (over 9,000 telehealth visits since March!), offer drive-thru testing, and ramp up behavioral health and wellness services that focus on prevention and healing to address the psychosocial cost of this pandemic. "Diseases of Isolation" (substance use, decompensated mental illness, domestic violence, suicidality, social isolation) are complicated by a worsening economic burden, and are increasing at significant rates as people remain isolated from communities of support. We will continue to offer comprehensive care to meet the profound healthcare needs of our community during this time.

"I found out that the Occidental Health Center has again risen to the crisis. I have needed and attained several "phone" visits that have helped me greatly to physically and emotionally manage my needs in this pandemic period, and to assess my medical condition."— Rick Concoff, Sebastopol resident and Occidental Area Health Center supporter

West County Health Centers was founded over 40 years ago by communities who believed that access to healthcare is a human right and that collective community action is the most effective tool to bring about lasting change. Today, we carry that vision forward as we stand against all forms of prejudice. We view racism and other forms of discrimination as healthcare issues, both in terms of the inequitable structure of the healthcare system, and unequal health outcomes. The disparities seen in communities of color during this pandemic highlight pernicious, systemic barriers and inequities in healthcare that have been present for generations and will require authentic, purposeful, and courageous action to confront and to overcome.

"We work hard to make health care accessible to the most vulnerable patients in our community. I feel very blessed to work with an organization that is taking the time to ask deeper questions about structural racism and health inequalities and be open to solutions." — Dr. Steve Bromer, Co-Chief Medical Officer

This pandemic has had a direct financial impact on our organization. We waived co-pays and sliding scale fees, cutting over \$140,000 in revenue. The cost to implement telehealth services was \$130,000, and the reimbursement difference between telehealth and in-person visits for Medicare has resulted in a reimbursement differential of \$130,000. Further, we dramatically reduced non-emergent dental services, in accordance with CDC guidelines, resulting in \$115,000 loss. A more comprehensive overview of our response to the pandemic is enclosed.

During this unprecedented moment in our local and global history, I want to thank you for your generous support for our mission to provide healthcare for all. Your support is critical to our success and is part of the framework of collective community action and social justice. I hope that we can count on you to help us safeguard access to comprehensive, quality, accessible medical, dental, and behavioral health services for our communities. Please consider making a donation TODAY to support the WCHC response to COVID-19.

Warmly,

Dr. Jason Cunningham
Chief Executive Officer

P.S. We are grateful for donations of any amount. We eagerly anticipate the start of construction of the new *Russian River Health and Wellness Center* in 2020. Please send your tax-deductible gift in the enclosed envelope or donate online at www.wchealth.org.

Administrative Office • p.o. box 1449, Guerneville, CA 95446 • phone (707) 869-5977 • fax (707) 869-5983 • www.wchealth.org

Gravenstein Community Health Center • Forestville Teen Clinic • Forestville Wellness Center • Occidental Area Health Center
Russian River Health Center • Sebastopol Community Health & Dental Center • Third Street House



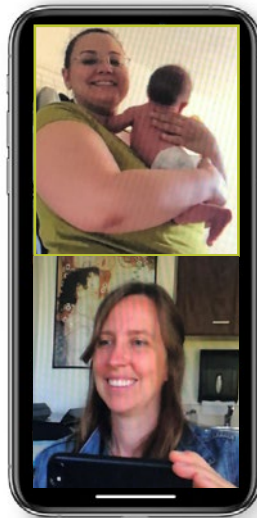
West County Health Centers

Caring for our Communities
a californihealth⁺ center



▶ West County Health Centers 2020 Board of Directors

▼ Dr. Tory Davis with patient at the Occidental Area Health Center



▲ Postpartum Patient with her newborn baby during a Telehealth Video Visit via Zoom with Sarah Hollister, RN during COVID-19. Essential Supplies such as thermometers and baby scales support new families during the Shelter in Place Order.

Principles of Care at West County Health Centers

At its core all of health care is relational. Primary Health Care must offer a continuous, trusting, "first-name" relationship with patients. Every interaction creates opportunities for empowering patients and staff to build healthy lives and communities.



◀ WCHC Comprehensive Perinatal Services Program — Mother Rising Circle, a group for new moms and babies

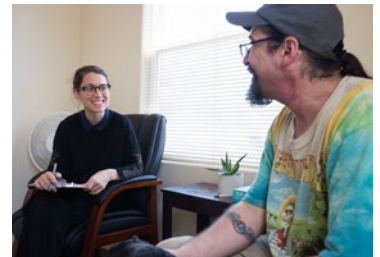
Our Values

We are a cohesive team of health care providers, support staff, and volunteers dedicated to wellness, compassion, affordability and excellence of care. We believe in non-judgmental and equal care for all members of our diverse community.

▶ Surani Hayre-Kwan, FNP with patient at the Russian River Health Center



▶ Shane Crary-Ross, Medical-Legal Partnership Attorney with client. WCHC has a Medical Legal partnership with California Rural Legal Assistance (CRLA) to help patients who need legal assistance with tenants rights, employment, and immigration.



▲ WCHC Staff Set-up for Curbside Drive Thru Testing at the Gravenstein Community Health Center.

Your Support

is vital to the success in rebuilding the New Russian River Health & Wellness Center. Please support the health of our community by giving today. For more information please call our Development Office at 707-869-5977 x 3313 or visit www.wchealth.org



Thank You!

www.wchealth.org