



Early Childhood Development Program  
Workforce Development  
Addressing Social Drivers of Health

Expanding Behavioral Health  
Opening New Clinics

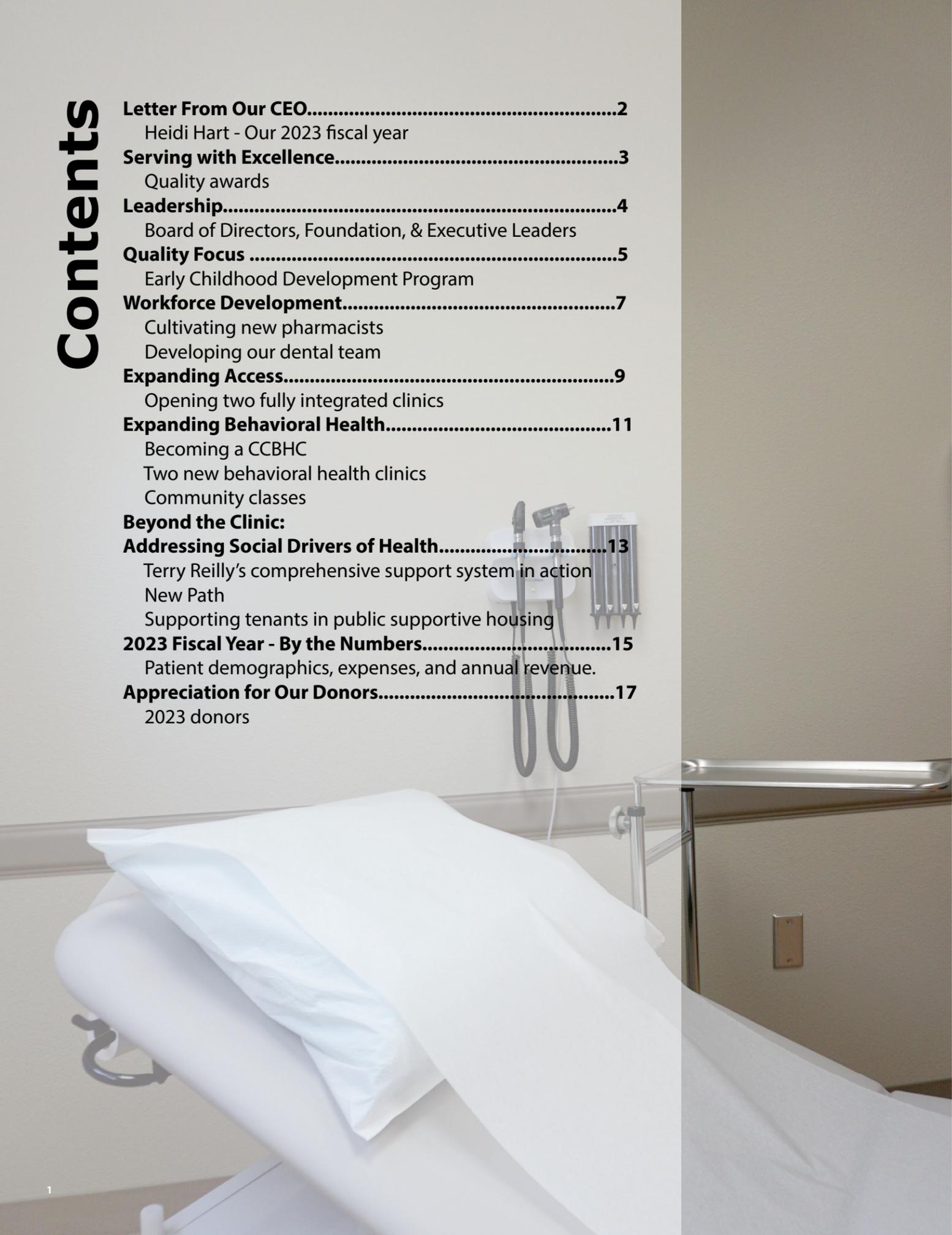
# Annual Report 2023-2024

Fiscal Year



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Sue Miley - Program Care Manager - Pediatric Development, Kirsten Rosin - Family Nurse Practitioner, Holly Henggeler - Pharmacy Director



Patient and Dr. Christopher Partridge - Medical Director



Taleah Bankos - Community Dental Health Coordinator II and patients

## Letter From our CEO

Dear Friends,

This past year has been incredibly busy as we focused on expanding access to health care to meet the growing needs of our community. We opened the doors on a new fully integrated clinic in Meridian and we finished construction on our new clinic in Homedale. Both locations bring medical, dental and pharmacy services under one roof, making care more accessible and convenient.

Emotional well-being and access to behavioral health care were also a priority this year. A new Trauma and Resilience Center was opened in Nampa to provide increased access to specialty services and a Behavioral Health Center was opened in Caldwell adjacent to the Community Crisis Center. In addition to increased access, the expanded services allowed us to become a Certified Community Behavioral Health Clinic (CCBHC) through SAMHSA as a practice delivering holistic services for people accessing mental health and substance use services and we received CARF Accreditation for Allumbaugh House.

In addition to increasing our capacity to serve more patients, we continue to cultivate programs and clinical practices that refine the quality of care we deliver. This past year, we've invested in our Early Childhood Program, helping our youngest patients be healthy and school ready, and we expanded the role of our pharmacy team in providing care to patients. Further, our Patient Navigator teams continue to address patient needs that extend beyond clinic walls.

None of this work is possible without a talented workforce. In addition to taking care of patients and each other, our team is actively engaged in training new health care professionals. Investments in workforce development and partnerships with diverse schools and programs, ensures we are supporting the array of professionals needed in health care today.

We hope you are as inspired as we are after learning more in the following pages. This work is only possible through partnerships and a shared vision and commitment to our community. Thank you for being a partner in this work and appreciation is extended to our talented employees and dedicated Board of Directors for a great year serving our neighbors in Canyon, Ada, and Owhyee counties.



Heidi Hart, LCPC, MBA

## Quality Awards



Terry Reilly Health Services is accredited by The Joint Commission. The Gold Seal of Approval® is a symbol of quality reflecting our commitment to provide safe and effective care.



Terry Reilly Health Services is recognized as a Patient-Centered Medical Home. NCQA Certification programs evaluate systems and processes that support data collection, surveys and quality improvement.

Each year, the Health Resources & Services Administration (HRSA) recognizes outstanding Health Centers through the Community Health Quality Recognition (CHQR) badges. These badges celebrate significant achievements in various domains, including access, quality of care, health equity, health information technology (HIT), and responses to the COVID-19 public health emergency, as reported in the latest Uniform Data System (UDS) period.

**In 2023, Terry Reilly Health Services distinguished itself by earning both the Advancing HIT for Quality award and the Addressing Social Risk Factors award. These recognitions reflect Terry Reilly's commitment to leveraging technology to enhance healthcare delivery and addressing social determinants of health.**

Terry Reilly Health Services' success in these areas demonstrates their commitment to improving health outcomes and equity by adopting innovative technologies and addressing critical social risk factors that impact patient health.



The Advancing HIT for Quality award highlights health centers that excel in the adoption and utilization of health information technology. To receive this award, health centers must adopt an electronic health record (EHR) system, offer telehealth services, exchange clinical information online with key healthcare providers, engage patients through health IT, and collect data on patient social risk factors.



Additionally, Terry Reilly received the Addressing Social Risk Factors award, which honors health centers that make significant strides in recognizing and mitigating social determinants of health. To earn this award, centers must collect data on patient social risk factors and increase the percentage of patients receiving enabling services between the last two UDS reporting years. This award acknowledges Terry Reilly's proactive efforts to understand and address the social challenges faced by their patients, enhancing their ability to provide tailored, effective healthcare services.

## Leadership Board of Directors



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Chuck Knox  
Kyle Rooks



Brian Bizik Clinical Supervisor and Primary Care Provider with patients



Dr. Alicia Suski - Pediatrician, Physician. Reach out and Read program- Health and education go hand in hand. Pediatric patients can choose a free book during their health care appointment.

## Quality Focus: Our Littlest Patients

### Early Childhood Development Program

Alicia Suski, M.D., M.P.H., Pediatrician

This year, HRSA awarded Terry Reilly a grant that will help our youngest patients. It supports early childhood developmental screening and coordination of care for children identified with developmental differences. We hired two Early Childhood Care Coordinators, Rachel Barrera and Bryanna Martinez. When an issue is identified during screening, patients are referred for developmental services. Research suggests that developmental delay is found in 20% of children ages 0-6. At Terry Reilly that could mean about 375 kids.

Clinicians review guidelines for developmental assessments completed at every well child exam, with particular attention to formal screenings at the 9, 18, 24 and 30-month visits. New templates in EPIC help providers record screening results and track a child's development during this critical period of growth. When a child is referred for services, an Early Childhood Care Coordinator helps parents find a specialist close to their home, and in their preferred language, so services begin as soon as possible.

The coordinators also discuss other resources available in our community such as Head Start, WIC, how to find quality daycare, or free health fairs with information for families. Internal referrals to other clinicians within TRHS could include counseling for families with a history of trauma, dental services, nutrition education, medication management by a psych PNP, or even an early autism diagnosis.

**Our pediatric program focuses on supporting families as they grow. Our goal is to have every child ready for success when they enter kindergarten.**

Screenings at regularly scheduled well-child visits are essential to monitoring a child's growth and development. If challenges or delays are caught early, the child can get specialized attention and stay on track for school readiness.

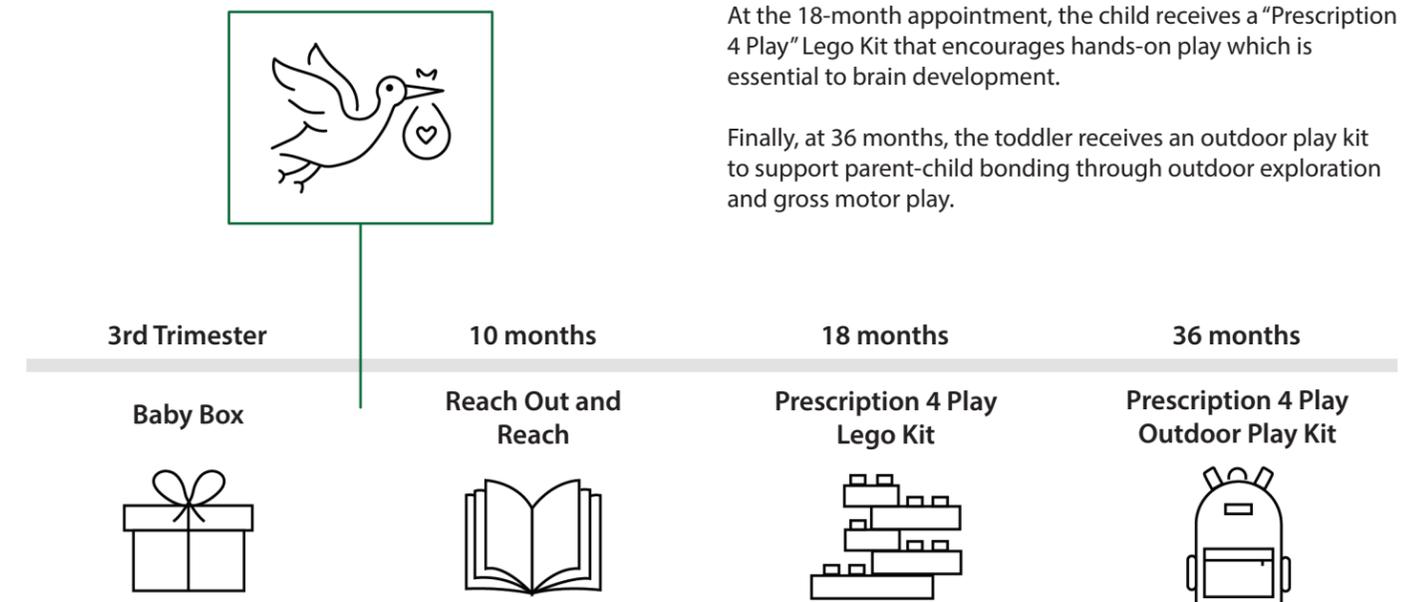
To encourage these visits, our Early Childhood Development Program provides several educational gifts along the way.

A 'Baby Box' delivered in mom's third trimester of pregnancy includes a few essential items like diapers and a baby toothbrush, plus information about child safety, oral health, breastfeeding and more.

Free books from "Reach Out and Read" are given at the 10-month visit to promote daily reading that builds literacy.

At the 18-month appointment, the child receives a "Prescription 4 Play" Lego Kit that encourages hands-on play which is essential to brain development.

Finally, at 36 months, the toddler receives an outdoor play kit to support parent-child bonding through outdoor exploration and gross motor play.



# Workforce Development

## Cultivating new pharmacists to serve patients and the community

Robert Griffith, PharmD, Residency Program Director

Our Postgraduate Year One (PGY1) residency has launched the careers of six pharmacists since it was established in 2019. Our graduates have pursued a multitude of career opportunities, some at Community Health Centers, like our most recent resident Amy Bibik who accepted an offer to stay with Terry Reilly. She is now the Pharmacist-In-Charge (PIC) of the new Middleton pharmacy. She also remains involved with our residency program and sees patients in the clinical pharmacy department.

Our program gives resident pharmacists the opportunity to complete several projects throughout the year, including business projects that directly benefit our organization and patients. Past business projects include a drug take-back program, a continuous glucose monitoring service for diabetes patients, a remote pharmacy dispensing (tele-pharmacy) for Marsing, pharmacist-performed hepatitis C and HIV screenings, and a pharmacist-led hypertension clinic. These innovations are still used today.



Amy Bibik - 2023's TR Pharmacy Resident, & Robert Griffith - Associate Director of Pharmacy & Clinical Pharmacist. Terry Reilly Pharmacy Residency booth at ASHP Midyear Clinical Meeting and Exhibition in Anaheim, CA

Pharmacy residents also demonstrate commitment to serving patients where they live with service projects. In June 2024, resident Amy Bibik led a team of Terry Reilly volunteers in Paint the Town, helping senior, disabled, and veteran neighbors who need help with home upkeep.

Our program's accreditation has been extended through 2027, allowing us to continue offering a premier training experience and grow the workforce. With more pharmacist preceptors we now accept two residents per year. We're proud of our success in developing high-talent resident graduates providing quality work and outstanding care for Terry Reilly patients.



Governor Brad Little signs Idaho's Apprenticeship Month Proclamation at Terry Reilly Meridian Florence Clinic. Meridian Chamber, Terry Reilly staff, and community health center leaders gather to celebrate.

## Apprenticeships, partnerships and residency to develop our dental team

Ernest Meshack-Hart, DDS, FAGD

**94% of the State of Idaho has a shortage of dental providers and staff (HRSA.gov), which makes it difficult for community health centers and dental offices to meet the needs of our communities. We are always looking for innovative ways to expand our dental workforce. Last year, we had our inaugural Dental Assistant Apprenticeship and retained all three of our graduates.**

The special part of our Dental Assistant Apprenticeship Program is that many employees referred their family members to join the program. Not only are we providing workforce development, but we have the unique opportunity to foster family legacies and connections.

The state has been supporting apprentice programs by providing workforce development grants. Governor Brad Little signed the Apprenticeship Month Proclamation at our Meridian Clinic to celebrate the state-wide grants and our dental apprenticeship program.

To create a more robust dental workforce in community health, we've also partnered with local dental hygiene programs by inviting graduating hygienists to conduct their clinical rotations at Terry Reilly clinics. This exposes students to community health as another possible practice option while creating more appointments for our patients. This pipeline partnership resulted in three dental hygiene hires over the year.

Another significant development is approval from the Commission on Dental Accreditation to start a graduate dental residency. This will allow us to on-board 1-2 graduate dentists to practice at our clinics. Recruitment is ongoing and we plan to host our inaugural class in the summer of 2025.

Creating space to develop our future workforce allows new dentists, dental hygienists, and dental assistants to learn alongside other health professionals while at the same time increase access to dental services across Southwest Idaho.



The Grand Opening of our Fully Integrated Homedale Clinic

## Expanding Access

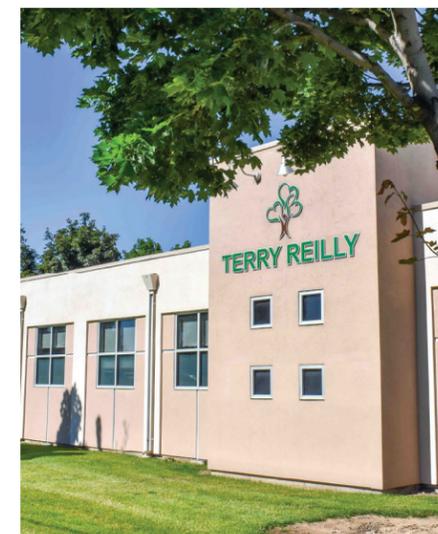
### Opening two fully integrated clinics

#### Meridian Florence Clinic – Opened May 24, 2023

We established our first Meridian clinic in a centrally located area to serve working families. The integrated clinic offers complete care – medical, dental, behavioral health and pharmacy.

#### Homedale Clinic - Opened July 27, 2023

Our Homedale Medical and Dental clinics were aging and undersized. A successful capital campaign allowed us to build a new integrated clinic that will serve this growing area well into the future. The addition of a pharmacy gives rural resident more convenient access to affordable medication.



Meridian Florence - Medical, Dental, Behavioral Health and Pharmacy Services



Meridian Florence Dental Team - Johana Landeros, Byanka Cerda, and Nancy Pedraza



Kirsten Rosen - Family Nurse Practitioner

## A Patient Story

### The Future Depends On Us

One Medical Assistant was getting ready to start her workday when she found Emily asleep in the enclosed entryway of the clinic.

In the middle of the night, Emily came to our clinic, pregnant and homeless. She heard that Terry Reilly could help point her to housing resources.

Once in the clinic, we took Emily vitals, and she met with a Patient Navigator to help her find resources for food and housing.

We later scheduled her with a Behavioral Health provider to help her find mental healing. Since then, Emily has applied for an affordable apartment, has made it to all her prenatal appointments, and is scheduled to deliver a healthy baby.

# Expanding Behavioral Health

## Becoming a CCBHC

**Kirsten Heller, ACADC, LMSW, MSCJ,  
Associate Director of Behavioral Health**

In 2022, TRHS was one of five Community Health Centers (CHCs) in Idaho awarded the CCBHC grant by SAMHSA to expand funding and access to behavioral health services. The behavioral health division saw a 50-60% increase in referrals from the year before, highlighting a great and growing need within our community. From its onset on March 1, 2023, the Behavioral Health division enrolled almost 3,800 patients into services under this new grant.

With CCBHC funds, TRHS is equipped to meet the growing demand with a new clinic on Dearborn (Caldwell) co-located next to the 24-hour crisis center. We also added two positions; a Certified Peer Recovery Coach and a Crisis Intervention Specialist that offer increased support for complex cases involving mental health and substance use treatment. These two new roles provide patients with direct peer support and crisis intervention services that are specific to their needs within 24 hours.

### Patient Story:

A gentleman struggling with chronic depression and thoughts of suicide called Terry Reilly for help. He was immediately connected to the crisis intervention specialist (CIS) who saw him within 24 hours to help create a safety plan. The new client agreed he needed inpatient help but doubted it would be successful. The Terry Reilly Crisis Intervention Specialist worked him through his ambivalence and provided validation. Within three days, the patient was assessed and admitted to an inpatient care provider.

Terry Reilly was here upon release to support his treatment and swiftly enrolled him in counseling. At this writing, the patient is engaged with outpatient therapy and medication management both seamlessly provided by Terry Reilly. He shared that it's the longest he's stayed on track with treatment and his depression & suicidal thoughts are reduced.



Patient with Norma Guillen - Behavioral Health Treatment Specialist



Nampa McClure Trauma & Resilience Center

## Two new behavioral health locations

### Nampa McClure Trauma & Resilience Center - Opened August 2023

We continued to expand behavioral health services to meet the growing need for services in Canyon County. This location accommodates additional therapists and more counseling appointments. It also adds dedicated spaces for play therapy, groups and classes.

### Caldwell Dearborn Behavioral Health Clinic - Opened April 26, 2023

The addition of a behavioral health location in Caldwell was part of our designation as a Certified Community Behavioral Health Center (CCBHC). It is co-located next the Western Idaho Community Crisis Center allowing people in crisis more immediate and coordinated transition into care and services.



Dearborn Behavioral Health Grand Opening

## Community behavioral health classes

We have partnered with local schools, libraries, YMCAs, and Boys & Girls Clubs by offering behavioral health classes to build community resilience. Aimed at adults, parents, and teachers, these classes include:

- QPR (Question/Persuade/Refer) training, which teaches participants to recognize suicide warning signs, offer hope and refer individuals for help.
- SafeTALK course is a four-hour workshop that trains participants to become suicide-alert helpers.
- Mental Health First Aid - this course equips individuals to identify and respond to signs of mental illness and substance use disorders.

These programs, facilitated by Terry Reilly Health Services, provide crucial skills to offer short-term support until professional help arrives, fostering a proactive and supportive community.



Community mental health class at Vallivue High School

# Addressing Social Drivers of Health

## Terry Reilly's comprehensive support system in action

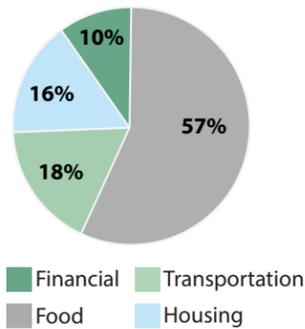
**Jesus Blanco, Outreach Manager**

An organization-wide effort to screen patients for Social Determinants of Health in 2023 revealed the largest areas of need to be food insecurity, stable housing, lack of transportation, and financial issues. Our Patient Navigation team directed significant resources and staffing to help patients overcome these key barriers.



Sandra Valdez - Patient Navigator and patient

### Patients Report Challenges with:



### How we worked to address barriers

**18%**  
Inadequate transportation

TRHS provided Lyft rides for uninsured and patients who struggle to obtain transportation, assisting over 4,200 in 2023. This service has been vital in keeping patients engaged in their care.

**57%**  
Food insecurity

For food insecurity, TRHS offered food support directly to patients by providing over 300 grocery cards and hundreds of bags filled with nutritious groceries.

**16%**  
Housing stability

To address housing insecurity, TRHS hired three staff members who create a vital link to emergency and affordable housing partners in the community.



Sandra Valdez & Crystal Ortiz - Patient Navigators give fresh produce to seniors experiencing food insecurity.

Another year of high inflation added financial stress for Terry Reilly patients. Our Navigator team helped many patients apply for public insurance and benefits when eligible and connected them with our final safety net for uncovered medications, tests and services – The Bob LeBow Financial Assistance Waiver Program.

In all, the team assisted nearly 3,000 patients with needs related to the social determinants of health. We believe that documenting and addressing these determinants is one of the most important things we do to help our patients stay active in their care.



## Addressing Housing Insecurity

### New Path

New Path offers a home for chronically homeless people and then surrounds them with care to address the challenges that contribute to their homelessness. The program saves lives and reduces the cost of crisis services like ambulance trips, hospital stays and incarceration.

There is no health without housing. Every day spent on the streets impacts the physical and mental well-being of children and adults. New Path's aim aligns with our mission of health. Terry Reilly provides on-site supportive services.

### Supporting tenants in public supportive housing

We have partnered with the City of Boise to expand case management services to tenants of City of Boise-owned housing.

Our Terry Reilly Case Managers work with residents facing housing instability and help them move toward their own mental and physical health goals, much like Terry Reilly's services at New Path Housing.

The City of Boise owns and operates over 100 rental units, ranging from studios to single-family homes with 2-6 bedrooms.

## Beyond the Clinic

### Idaho Youth Ranch partnership

The Idaho Youth Ranch has partnered with Terry Reilly to provide medical and dental services to youth at their new Residential Center for Healing and Resilience.

The center is located near Middleton on 258 acres of streams, forests, fields, and nature, focusing on care for ages 11-17. It's a peaceful place to heal from trauma, depression, family conflict, substance use disorders, mood disorders, and other behavioral and mental health conditions.

A Terry Reilly medical provider is on-site weekly to provide routine care, and our mobile dental van offers treatment monthly.

We're filling the gaps to ensure the whole-person care of youth so they can overcome big challenges and be healthy heading into the future.



## Honoring Dr. Bob LeBow

### Reflecting on his impact

This year marks the 20th anniversary since Dr. Bob LeBow's passing, Terry Reilly's first Medical Director. Dr. LeBow spent 30 years of his career advocating for health equity and providing compassionate care in Nampa and our rural clinics. His passion and vocation led him to write a book called "Health Care Meltdown" to help draw awareness to the inequities of America's health care system. He emphasized the importance of preventive medicine, expanding access to care, and treating patients with dignity and respect. Proceeds from the book helped establish the patient assistance fund for Terry Reilly patients experiencing uncovered medical costs.

Dr. Bob LeBow died in 2003 from complications related to a serious bike accident in 2002. The ripple effect of his work continues to remove health barriers for our neighbors in need.



# Meeting our Community's Needs



**8.2% of all Idahoans are uninsured.** Idaho has one of the highest uninsured rates among the states that expanded Medicaid.

While some healthcare providers decline care based on insurance status, Terry Reilly does things differently. We're committed to providing care for everyone, regardless of insurance.

**16,392**  
Uninsured patients served

**2,696**  
Homeless adults & children served

**334**  
Women received prenatal care



**43%**  
of all working Idahoans struggle to afford basic necessities like health care.

(ALICE Report, United Way)

**38,572 Patients Served**

## Patient Age Group

**4%**  
Ages: 0 - 4

**71%**  
Ages: 20-64

**13%**  
Ages: 5-19

**12%**  
Ages: 65+



The FPL is the minimum income that a family requires for food, clothing, transportation, shelter, and other necessities.

## Percent of Patient Population by Insurance Coverage

**42%**  
Not Insured

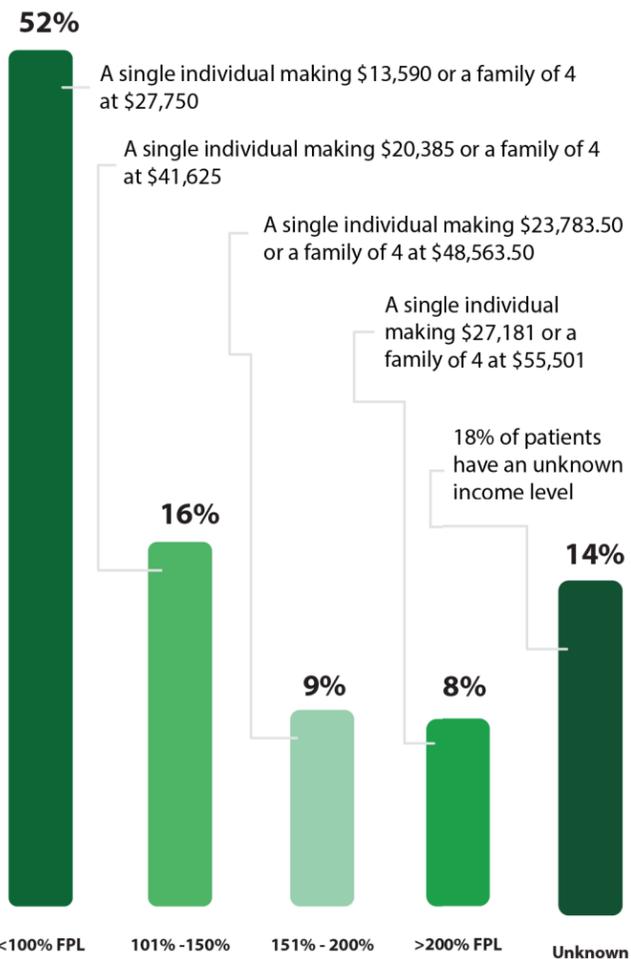
**32%**  
Medicaid

**16%**  
Commercial

**10%**  
Medicare



## Patient Income by Percentage of the Federal Poverty Level



## Expense By Category



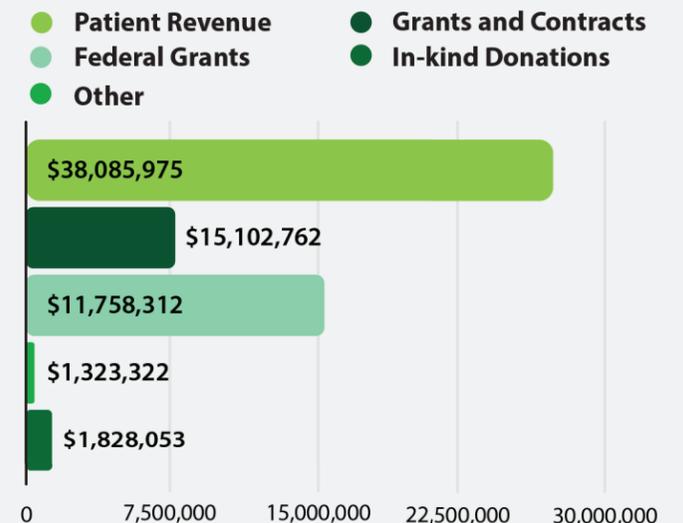
**Fundraising**  
\$8,761 - 0%

**Administration**  
\$5,591,929 - 9%

**Patient Care**  
\$57,226,084 - 91%

**Total \$62,826,774**

## Annual Revenue



# Our Donors

## Visionaries \$10,000 +

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## Our Benefactors \$5,000 - \$9,999

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## Our Patron \$2,500 - \$4,999

Family Charitable Trust  
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Vuturo Family Foundation  
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Steve Mihaylo and Lois Mihaylo Foundation

## Your Generosity is Creating a Healthier Treasure Valley

Funds raised help our neighbors receive the care they need to be healthy. No matter the barrier, circumstance, or ability to pay.

### *Because of you...*

*A pregnant mother receives prenatal care to ensure a safe pregnancy and a healthy new born.*

*A person receives dental treatment that prevents an emergency room visit.*

*A victim of sex trafficking is connected to resources that will help redirect her life.*

## Leader \$1,000 - \$2,499

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