



ANNUAL REPORT 2022-2023

Ensuring better outcomes together.

MEDICAL DENTAL BEHAVIORAL HEALTH PHARMACY



HRSA COMMUNITY HEALTH QUALITY RECOGNITION (CHQR) AND STATUS BADGES



OUR MISSION

Building healthy communities – one neighbor at a time – through patient-centered healthcare, regardless of income or current state of wellness.

OUR VISION

Neighborhood Health Center’s patient-centered approach to healthcare honors the unique needs and circumstances of each individual patient.

NHC sees people, not problems, and recognizes that the time spent as a patient in a doctor’s office is only one factor in a person’s overall health.

Our leading-edge, integrated clinical teams work in partnership with patients, their families, and the communities we serve to provide whole-person care, prevention, and ongoing support. As a result, NHC is our neighbors’ first choice for health and wellness.

TABLE OF CONTENTS

| | |
|---|-------|
| Who We Are | 4-5 |
| 2023 In Review | 6-7 |
| Programs & Initiatives..... | 8-15 |
| In Our Patients’ Words | 16-19 |
| Top Workplace & Employee Appreciation | 20-21 |
| NHC In the Community | 22-25 |
| Fiscal Highlights..... | 26 |
| Grant Awards..... | 27 |
| Sponsors & Grantors..... | 28 |





Dear Community,

As we reflect on the remarkable journey of 2023, we are honored to share our annual report — a testament to resilience, dedication, and our shared commitment to ensuring better outcomes together.

Last year presented both challenges and triumphs, and through it all, our unwavering focus remained on providing high-quality, whole-person healthcare. The last 12 months underscored the importance of community health centers — they continue to be critical pillars of community support as the cost of living rises, healthcare staff shortages continue, and vaccination rates decline.

Throughout it all, we have stood firm and continue to expand, thanks to the unwavering dedication of our staff, who have navigated uncertainties with grace and expertise. Your commitment to our mission and the communities we serve is truly commendable.

Together, we have achieved significant milestones, but beyond the new programs and innovative initiatives, it's the lives touched, the families supported, and the healthier futures forged that truly define our success.

As we move forward, we extend our deepest gratitude to our incredible staff, patients, partners, and community for your unwavering support. Your resilience and solidarity have been the cornerstone of NHC's achievements.

We have innovative and exciting changes ahead in 2024 as we continue to grow. Let's continue our journey, steadfast in our commitment to better health outcomes for all. Together, there's no limit to what we can accomplish.

With heartfelt appreciation,

Jeri Weeks, MBA
CEO

Brittany Marks, JD
Board of Directors Co-Chair

Donalda Dodson
Board of Directors Co-Chair

Who We Are

EXECUTIVE LEADERSHIP



Jeri Weeks, MBA
Chief Executive Officer



Blain A. West, CPA
Chief Financial Officer &
Chief Operations Officer



Ann Tseng, MD, MBA
Chief Medical Officer



Jonathan Hall, DMD
Chief Dental Officer

DIRECTORS

Alynn Vienot Hayes, EDPH, MPH, Director of Dental Program Operations

Amanda Miller, MPAS, PA-C, Medical Director of Clinical Informatics

Angela Hall, RN, MN, Director of Nursing and Clinical Services

Angela Searls, MBA, Director of Human Resources

Annmarie Dennis, CHC, MBA, Director of Risk and Compliance

Gregory Guffanti, MD, Medical Director of Primary Care Operations

Jennifer McElravey, PharmD, BCACP, Director of Pharmacy

Melissa Nystrom, JD, Director of Quality and Performance Improvement

Nicole Watson, Director of Primary Care Operations

Penny L. Moore, MA, Director of Development and Communications

Sara Hergic-Sahovic, LPC, MBA, Director of Behavioral Health

Sherrill Martin, Director of Finance

BOARD OF DIRECTORS

Donalda Dodson, Co-Chair

Brittany Marks, Co-Chair

Rudy Mazza, Treasurer

Nate Jolley, Secretary

Steve Kinder, Member

Ashley Morales, Member

Wayne Schmidt, Member

Brett Hamilton, Member

New Faces



Annmarie Dennis, CHC, MBA

Director of Risk and Compliance

Annmarie joined NHC in October to oversee Risk & Compliance. She has over 25 years of experience in corporate compliance, with almost 15 of those in healthcare compliance. At NHC she leads the development and administration of the Risk Management team and supports a culture of organizational safety.



Jennifer McElravey, PharmD, BCACP

Director of Pharmacy

Jennifer joined NHC in June to oversee pharmacy operations, including clinical pharmacy, dispensing pharmacy services, and 340B operations. She previously worked at Virginia Garcia Memorial Health Center and has a strong passion for 340B advocacy within Community Health Center care.



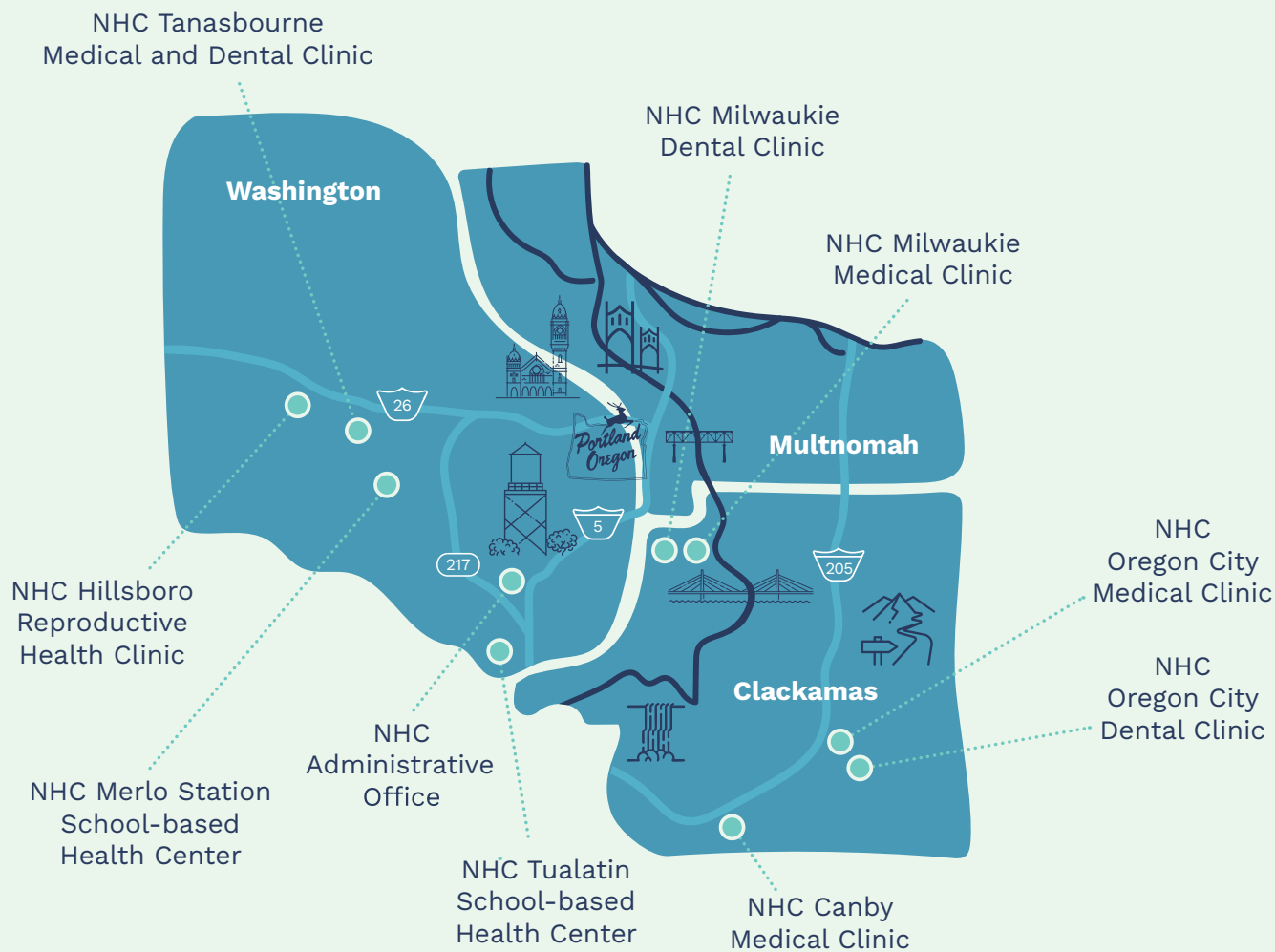
Sara Hergic-Sehovic, LPC, MBA

Director of Behavioral Health

Sara joined NHC in May to provide leadership to a new behavioral health department and expand our services to fully meet the needs of patients in the community. She has over 10 years of experience in behavioral healthcare. Sara provides clinical care in addition to her director role.



2023 in Review



64.2%

of NHC patients live 200% below the federal poverty level



21,917

PATIENTS SERVED

68,920

PATIENT INTERACTIONS

1,678

CHILDREN IMMUNIZED

(5,222 immunizations given)

| Men | Women | Trans | Other |
|-------|-------|-------|-------|
| 7,046 | 9,829 | 114 | 278 |

Numbers reflect patients that chose to provide SOGI Data



13,760
Primary Care
Patients



7,034
Dental Patients



1,979
Behavioral
Health Patients



794
Reproductive
Health Patients



4,413
Community
Dental Encounters



42.44%

INCREASE IN
PATIENT INTERACTIONS
SINCE 2022

Our Behavioral Health Consultants are often available to meet with patients the same day they have a primary care appointment.

Teamwork Provides Integrated Behavioral Healthcare

In 2023, NHC strengthened the integration of behavioral healthcare in our primary care clinics. This innovative model seeks to bridge the gap between medical care and behavioral health services, recognizing the significant impact that behavioral health has on overall health outcomes.

NHC mental health providers, known as Behavioral Health Consultants (BHCs), work collaboratively alongside our primary care providers in patient care teams. The collective expertise of patient care teams supports whole-person well-being, increases the amount of routine behavioral health

screenings during clinical visits, provides early detection and intervention, and helps ensure continuity of care.

BHCs also support patients by providing education on the interconnectedness of mental and physical health and the importance of active participation in their care plans. This education and awareness have the added benefit of reducing the stigma of seeking behavioral health support and enhancing overall health outcomes.

As healthcare evolves and we continue to see the importance of comprehensive whole-person care, NHC will be at the forefront of patient-centered care.

Successful Partnerships Help Expand Access to Oral Health

In 2023, the NHC's Community Dental program achieved significant milestones. Now operating in more than 25 schools and community organizations across the Portland Metro area, the program witnessed notable growth after a hiatus since 2020.

Key highlights include collaborations with additional Head Start locations, partnerships with Todos Juntos for walk-in dental services, and the resumption of in-person oral health education.

Program events in 2023 demonstrate staff commitment to meeting community needs. For example, the team piloted a mass event

at Milwaukie High School, where 537 students were screened and 398 received fluoride treatments. A new summer program at North Clackamas School District provided care for 48 students in a single day. Additionally, in-person dental visits were reinstated at Washington County WIC sites, replacing previous teledental visits.

NHC's Community Dental school-based sealant programs have received positive feedback from schools, as the data reflects a positive correlation between program participation in hands-on learning labs and increased student engagement in services. Their achievements underscore NHC's continued dedication to building a community foundation for oral health.

Student practices good brushing techniques in Learning Lab.



113

COMMUNITY DENTAL
EVENTS WERE HELD
IN 2023

A Team Committed to Quality and Collaboration

At Neighborhood Health Center (NHC), Quality Improvement (QI) isn't just a department – our goal is to make QI a part of our culture. Having a culture of continuous improvement means that all staff engage in identifying issues and supporting small, rapid improvement cycles to make our work as efficient and effective as possible. We truly believe that “change comes from the clinics” and staff participation is critical to ensure we provide the best possible care for our patients.

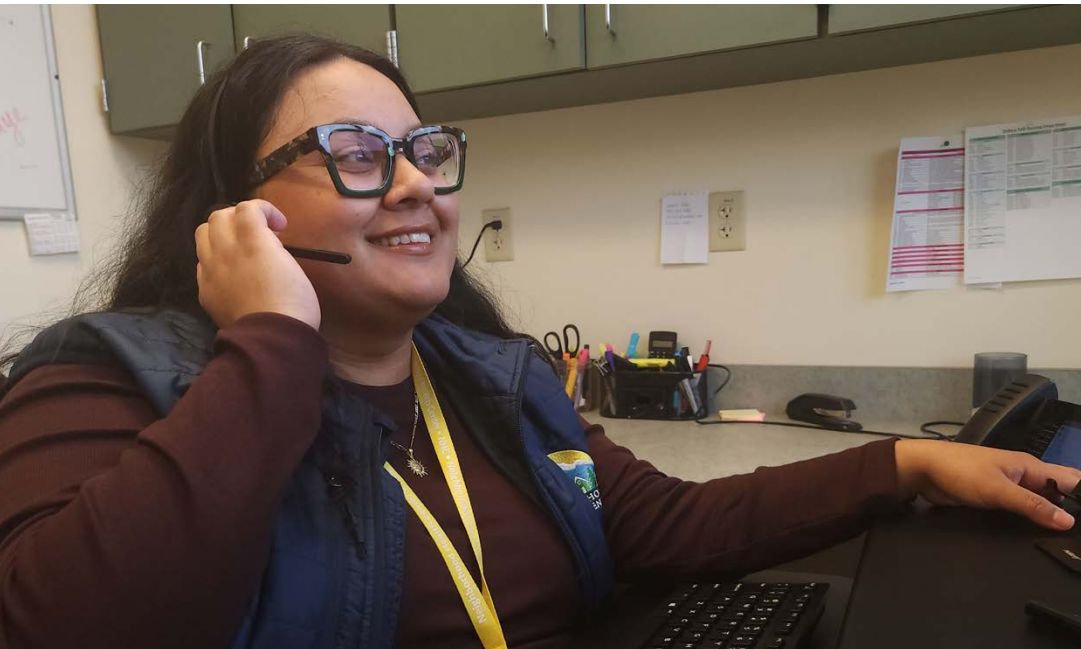
In 2023, QI leaders introduced in-person Learning Collaboratives as a new way to support staff doing QI work in clinics. The list of attendees varies for this quarterly activity, which most often includes leadership with a wide selection of staff from various roles, departments, and locations. The QI Learning Collaboratives provide staff with the opportunity to share ideas, discuss solutions, and implement changes. So far, we have discussed topics such as organization-wide communication, asking our patients Social Determinants of Health questions and providing more streamlined care between specialties. We look forward to building a culture of QI at NHC in 2024 and beyond.

Dental staff of various roles from all NHC locations meet to discuss system improvements.



39%

OF STAFF WERE INVITED
TO ONE OF TWO HALF-DAY
COLLABORATION EVENTS
IN 2023.



1,773
INDIVIDUALS WERE
CONNECTED WITH
OHP INSURANCE

Engagement Ambassador Ashley Navarro-Lopez helps patients via telephone while making herself available in the clinic for patients who need assistance.

MES Team Expands Access to Care

In 2023, NHC's Membership and Engagement Services (MES) team walked alongside 1,773 individuals navigating the complexities of health insurance — a remarkable 187% increase from the previous year. Our MES team provides one-on-one support for patients and community members, like Oregon's immigrant population which recently became eligible for full Oregon Health Plan (OHP) benefits under HB 3352.

Our MES team, equipped with expertise in the healthcare system, personally reached out to eligible individuals to educate on OHP benefits, including comprehensive dental coverage — an often-overlooked benefit. Due to its importance, the team also facilitated scheduling dental appointments, alleviating anxieties that prevent patients from seeking necessary care.

To optimize impact, our MES team assists patients through resource navigation, including medical transportation, TriMet's Reduced Fare program, and connections to critical supports like food and housing.

The MES team's proactive outreach also helps redirect patients from emergency department visits to alternatives within NHC and the community. From after-hours advice lines to same-day appointments, follow-up visits, and urgent care facilities that accept their insurance, they ensure patients receive timely and appropriate medical attention.

In this ever-evolving healthcare landscape, the MES team provides compassion and reassurance, bridging gaps and championing the care of our communities.

100%

OF NHC STAFF
RECEIVED DEI
TRAINING IN 2023



NHC staff and families participated in the 2023 Portland Pride Parade.

A Shared Commitment to Just and Equitable Care

In 2023, NHC strengthened our commitment to breaking down barriers to patient care by advancing our diversity, equity, and inclusion efforts. Our internal IDEA (Inclusion, Diversity, Equity, and Anti-racism) Committee met monthly to identify needs and create new patient and staff resources.

One such resource was an informational handout on why it is critical that patients complete SOGI (sexual orientation and gender identity) paperwork to provide better whole-person care. This data helps eliminate barriers to care and provides care teams with important information to meet individualized healthcare needs.

As patient-centered care starts with education for our healthcare teams, we also provided staff with many learning opportunities in 2023. We rolled out an internal diversity and inclusion workshop series on unpacking implicit bias and microaggressions. We kickstarted our DEI deep-dive training series, providing skill-building to support marginalized patient populations, including transgender patients and patients with disabilities. We hosted four external speakers to educate staff on the systemic barriers to healthcare access, especially for those in Black, immigrant, Hispanic and Latino/x, and LGBTQ+ communities.

Lastly, we conducted our second annual DEI survey, gathering staff feedback on their experiences working with our patient populations to identify training needed in 2024 and beyond.

A Team Effort to Expand School-based Services

In 2023, our School-based Health Centers (SBHCs) expanded services to continue nurturing a culture of student care, collaboration, and empowerment within the school setting. These team efforts provide better health outcomes for students and siblings in the Tigard-Tualatin and Beaverton School Districts.

In 2023, NHC Tualatin SBHC added a new dental operatory to the small clinic, making oral healthcare more readily accessible to patients 0-18, and both our Merlo and Tualatin SBHCs added integrated behavioral health services to provide support during the nationwide mental health crisis among students. Our dedicated SBHC Behavioral Health Associate collaborates with

students and their primary care providers to create personalized plans that offer support and guidance on their health journeys. Throughout the year, SBHC staff distributed wellness kits to bring comfort and hope to teens facing mental health challenges.

A school-based Engagement Ambassador rounds out our SBHC care teams by providing students with wellness resources, helping with healthcare navigation, and assisting with accessing insurance through the Oregon Health Plan. This ambassador also fosters youth-led groups for wellness. Notable achievements include Merlo's youth-led podcast on healthy relationships and Tualatin's Student Wellness Advisory Group (SWAG), which actively participated in hosting the school's Wellness Week.

Kristen Gallaway, Dental Hygienist, discusses oral health with a student.



2023 SAW

1,580

STUDENT
INTERACTIONS
ACROSS ALL SBHC
SERVICES

Pairing Telehealth Growth and Opportunity

Our dedicated Informatics and Epic teams work behind the scenes to enhance healthcare accessibility and improve patient outcomes. In 2023, these teams facilitated a major transition from phone to video visits, with over 50% of patients incorporating a video component in 2023, compared to only 10% in 2022. This initiative helps decrease reliance on in-person visits, which has tangible patient benefits including providing more options for care, reducing transportation needs, lowering costs, and diminishing disruptions to work and family life.

With the help of clinic staff, these teams also led a collaborative effort to improve healthcare access by growing patient MyChart use. Approximately

52% of NHC's patient population has embraced this health management tool, making video visits and communication easier.

The Informatics and Epic teams also pursued modernizing in-clinic technology and technological exams for the betterment of patient outcomes and care. This included adding Spot Vision screening, which can detect vision concerns in pediatric patients who cannot read and creating a report and process for tracking cervical cancer screening results for better care.

The innovation, skillsets, and dedication of these teams continue to drive our organization forward to healthcare excellence with improved technology.

Telehealth can make patient and care team communication more frequent. Providers have an easier time following-up with their patients with virtual visits.



50%

OF PATIENTS
WITH A TELEPHONE
APPOINTMENT
INTEGRATED VIDEO
IN 2023

860

HOUSEHOLDS WERE
CONNECTED WITH
QUALITY-OF-LIFE
RESOURCES FOR BETTER
OUTCOMES IN 2023



Yesenia Olvera Campuzano was NHC's sole CHW when the program started in 2020. Now she helps lead the team.

Shared Resources Break Down Barriers to Care


During the pandemic, NHC's Community Health Workers (CHWs) helped over 860 households with necessities like housing, utilities, and food. The level of impact confirmed the need for integrating CHWs into patient care teams. Our communities weren't just struggling during the pandemic — the pandemic exacerbated the struggles households constantly faced.

Thus, in 2023, CHWs implemented Social Determinants of Health (SDOH) surveys during behavioral health visits to more clearly identify when patients needed one-on-one help with resource navigation. Throughout the year, 71 households were assisted by CHWs, including utility assistance, rent and mortgage assistance, food insecurity, shelter navigation, internet and cell phone access, school enrollment, and SNAP applications.

Many patients are overwhelmed by where to start or are not aware of the number of resources available within their communities. Our CHWs continually attend county collaborations to stay informed of available resources, which they pass on directly to our patients.

A patient need we see frequently is the need for assistance with the medical forms that prevent power companies from shutting off a patient's power when they have refrigerated medications. Many patients also applied for reduced-cost energy bills dependent on household income.

CHWs also provide in-person clinic appointments for greater accessibility. When a need is identified during a behavioral health visit, a patient can have a same-day appointment with a CHW.

A woman with dark hair and glasses, wearing a thick grey scarf and a dark sweater, is smiling and looking to the right. She has her arms crossed. The image has a blue overlay. A white text box is positioned in the lower-left quadrant. A lanyard with the text "Neighborhood Health Center (NHC)" is visible around her neck.

In less than 12 months,
Linda's A1C decreased from
a dangerous level of 11.3% to
her goal of 7.1%.

IN OUR PATIENTS' WORDS

Coordinated Care Thanks to 340B

At the heart of NHC's services is coordinated, patient-centered care. This care is something Linda*, who is a patient at NHC Oregon City Medical Clinic and Hunziker Pharmacy, relies on heavily for support.

Linda lives with multiple chronic illnesses, including cardiovascular disease and insulin-dependent type 2 diabetes. Because of this, she refills at least 15 prescriptions every month, is homebound, and uses a wheelchair.

The array of services NHC provides helps Linda get the level of care she needs. Most importantly, her prescriptions and diabetes supplies are regularly delivered to her home through NHC Hunziker Pharmacy. Without this service, Linda would not have consistent access to crucial medications.

"Linda relies on the free delivery service our pharmacy offers to patients within a 20-mile radius of the pharmacy," says Dr. Jennifer McElravey, Director of Pharmacy at NHC. "Many patients have limited access to transportation or unreliable transportation, and for them, our delivery option is invaluable."

"This is a critical relationship, and we care about her health. The regular, planned, monthly interactions she has with our pharmacy team reassures Linda, who has a poor memory due to multiple strokes, that her prescription needs are being met. Linda knows that we are here for her if she has any complications or questions," adds McElravey.

Linda says her peace of mind has improved since becoming an NHC pharmacy patient. Her previous retail pharmacy would not mail or deliver her insulin, an essential medication.

Linda appreciates that the NHC pharmacy staff tracks and proactively coordinates her refills with her medical provider. Thanks to the accessibility of virtual telehealth visits with her clinical pharmacist at NHC Oregon City Medical Clinic, Linda manages her chronic illnesses at home. These visits have positively impacted Linda's health outcomes. In less than 12 months, Linda's A1C decreased from a dangerous level of 11.3% to her goal of 7.1%.

The nation's pharmacy staffing shortage has created long lines across the region. Still, NHC patients using the Hunziker Pharmacy are getting one-on-one assistance, supported by savings from the federal 340B Drug Pricing Program. This program allows NHC to purchase drugs at significantly reduced costs, and the savings support our delivery services program and pharmacy operations.

Learn more about NHC's pharmacy services by visiting nhcoregon.org/pharmacy.

**Patient name is replaced to protect privacy.*

IN OUR PATIENTS' WORDS

Ashley's Story

Ashley Morales felt a tingling in her face that felt like sharp pins and needles, followed by burning episodes. When symptoms started to occur dozens of times a day, Ashley sought medical help.

That is when she was told she had a Schwannoma cell brain tumor. In August 2015, Ashley had surgery to remove the tumor, and it was successful. She finally felt relief from the pain and expected that would be the end of it.

Unfortunately, over the next four years, Ashley's pain came back. As she continued to deal with residual pain and discomfort, she was also having trouble finding a provider who could help her address her ongoing health issues.

"It was so frustrating," said Ashley. "I ended up seeing a lot of providers who did not take my symptoms seriously. These visits felt very transactional, and no one took the time to look over my chart and understand that I was still experiencing life-impacting symptoms.

In 2019, she made a new patient appointment at NHC Oregon City Medical Clinic and instantly felt validated. Ashley felt compassion and understanding from her new providers, Family Nurse Practitioner Erin Lingenfelter and Behavioral Health Program Manager Catherine Kateley-Williams.

Ashley started regularly seeing Erin for her ongoing issue with trigeminal neuralgia. Erin listened to Ashley, working with her on alternative treatments and referring her to a specialist who could help with her neurological issues and pain.

"My philosophy is not to tell my patients what to do, but to tell them what I know," said Erin. "I find shared decision-making really important. Ashley needed to be heard, understood, and validated.

During visits with Catherine, Ashley found ways to cope with the pain and the chaos she was dealing with in her life.

"When I first met with Ashley, we only worked on trust-building. I had to show her I would not treat her as her past providers had. With that trust, we were able to start pulling things apart and start coping skill-building."

"I felt like my struggles mattered," said Ashley. "Erin and Catherine gave me what I needed to accomplish my goals. They believed in me, and I, in turn, believed in myself."

Ultimately, Ashley was able to go back to school to become an engineer. She now has stability with her family and the tools she needs to thrive daily, thanks to her care team.

In June 2023, Ashley was asked to join NHC's Board of Directors.

"My life has come full circle, especially in regard to my view on the medical field," Ashley said. "I have overcome so many things and now I have the opportunity to be a part of something bigger than myself and give back to NHC. "

Ashley Morales stands, her NHC Oregon City Clinic providers in the background, after telling her story at NHC's 2023 Bridging the Gap in Healthcare luncheon.



“I have overcome so many things, and now I have the opportunity to be a part of something bigger than myself and give back to NHC.”



At their monthly team meeting, NHC nurses received new branded scrubs in appreciation for their hard work.

Top Workplace + Employee Appreciation

NHC was honored to again be recognized by our staff as a “Top Workplace.”

The Top Workplaces recognition is earned when our employee feedback score exceeds national benchmarks in an impartial, third-party survey sponsored by The Oregonian.

This was the fourth consecutive year NHC has been honored, and we want to be clear: our staff are the reason for NHC’s success. That’s why we are unwaveringly committed to fostering a first-in-class employee experience. We prioritize empowering our staff by creating an environment where collaboration, innovation, and workplace satisfaction can flourish.

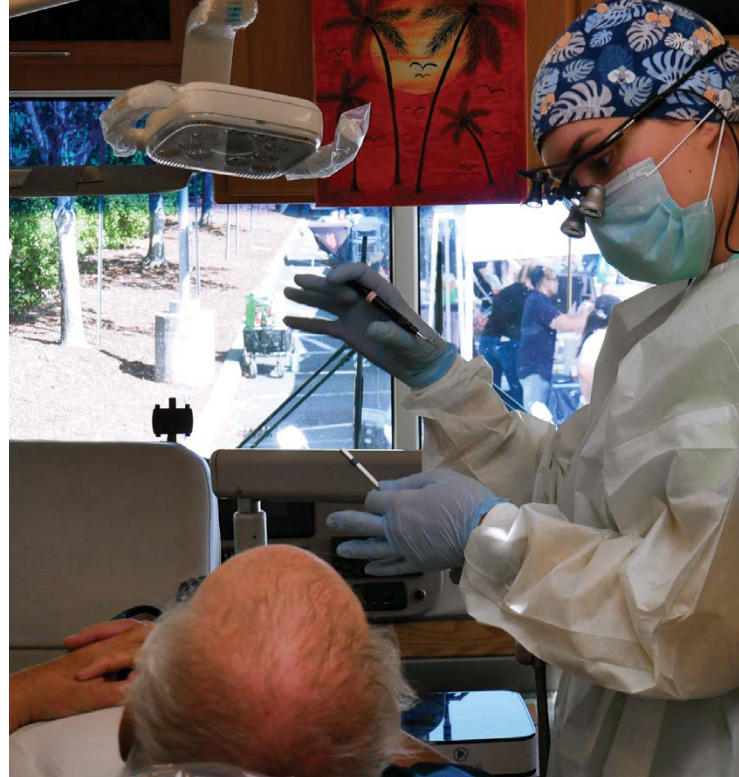
From top-notch benefits and a quickly growing wellness program to continuous professional development, we perpetually invest in our staff’s growth. We endeavor to recognize and honor staff genuinely and consistently throughout the year. Our yearly, branded clothing allowance helps staff engage with their workplace community and identify as part of the NHC team.

Above all, NHC strives to show how grateful we are for every staff member. Their dedication, passion, and unique skillsets are vital to providing positive patient outcomes through collaborative, patient-centered healthcare. We thank them for the award, as they are what make NHC a Top Workplace.

Nominated as one of The Oregonian's Top Workplaces for four consecutive years.

NHC providers from all locations meet in person quarterly to collaborate on clinical care improvements and receive updates on new programs and processes.





NHC IN THE COMMUNITY

Fostering Wellness at NHC's Annual Health Fair

In 2023, NHC celebrated National Community Health Center Week by hosting our 8th annual Community Health Fair on Saturday, August 12, in downtown Hillsboro, just one block west of the Hillsboro Saturday Market. The event drew in around 300 community members.

Over 30 vendors hosted booths at the annual event and provided free health-related services to attendees. Services included information and resources for adults and children with learning disabilities, OHP application sign-up assistance, and dental and vision screenings.

Notably, NHC performed over 50 vision screenings in the Mobile Medical Van. Thirty-two attendees received a dental procedure from Medical Teams International, including six urgent dental procedures. NHC dental staff were also able to perform five dental screenings. Attendees were encouraged to visit at least 20 booths with the reward of \$10 of free produce from Mudbone Grown, a locally owned farm.

We are grateful for the event vendors and our 2023 sponsors who helped make this such a successful event: CareOregon, TriMet, Walmart, The Standard Insurance, Kaiser Permanente, and Dave's Killer Bread.



Teen Expo

In partnership with Washington County, NHC's Annual Teen Health Expo took place on July 11, 2023, at NHC Hillsboro Reproductive Health Clinic. Attendees, ages 12-24, learned about the resources and opportunities available in the community, including health and support services, plus food, prizes, games, and giveaways.

NHC's Women's Health and Adult/Gerontology Nurse Practitioner was even on-site to provide sexual health services and walk-in consultations. "We are here for you" was the overarching message from NHC staff and community partners, as they hoped to build trust among younger populations, encouraging them to engage with available resources.

The presence of service providers at the event made a significant impact on one family in particular that day. A young boy attended with friends, but when he saw the available resources, he ran home to get his mother, Lucy*. When Lucy got to the fair, she started crying. A county Community Health Worker was welcoming people to the event, saw Lucy crying, and started a conversation. For privacy reasons, Lucy was invited into the clinic, and there she opened up about the experience which prompted her emotional reaction. She was immediately connected with Domestic Violence Resource Center staff who were tabling at the event. They met with Lucy to provide support and resources, and afterward, Lucy stayed for a free massage and pizza before returning home with her son.

Our community impact is multiplied when we uphold the support and expertise of partner organizations. Building healthy communities one neighbor at a time is a communal mission that requires the generosity of many to benefit all.

**Name changed for privacy*



Raising Awareness and Funds to Help Bridge the Gap in Healthcare

NHC held its 2nd Bridging the Gap in Healthcare Luncheon on October 12, 2023, at Celebrate Catering & Events Center in Lake Oswego.

This event aims to raise awareness and funds to support NHC's mission to build healthy communities—one neighbor at a time—through patient-centered healthcare, regardless of income or current state of wellness.

In attendance were roughly 150 community partners, including regional health professionals and our 2023 luncheon sponsors: CareOregon,

Providence, OHSU Division of Management, Henry Schein Dental, PacificSource, Capitol Dental, and Old Town Law, LLC.

Over \$32,000 was raised at the event to help grow our services and programs and offset the \$1.5 million in charity care that NHC provides each year. Charity care is the cost of serving patients who can't afford to pay for treatment.

NHC Board of Directors Co-Chair Brittany Marks [left photo] and Chief Medical Officer Ann Tseng [right photo] at NHC's 2023 Bridging the Gap in Healthcare Luncheon.





NHC Community Relations

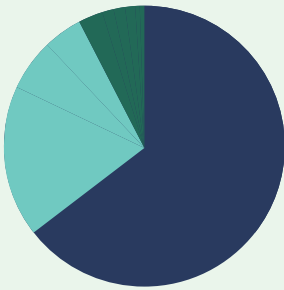
Last year, NHC created a new Community Relations program to expand outreach in the communities we serve.

The selected program manager, Maribel Renteria, is passionate about community engagement and promoting NHC's services. She has been with NHC since 2014 and was previously the clinic manager at NHC Canby Medical Clinic, giving her the knowledge and expertise to promote NHC's services and resources with community members, partner organizations, and potential patients.

As culturally competent community-based exposure continues to grow, so does our ability to serve our patients. In the last eight months of 2023, NHC participated in eight events, compared to just two the previous year. Events included Tigard-Tualatin School District's Multicultural Festival, the Mexican Consulate's Ventanilla de Salud, and the Washington County-Hillsboro Partner Resource Fair. We also sponsored, with 20 staff participating, the Oregon Recover's Annual Walk for Recovery in downtown Portland.

Our ongoing participation is an essential piece of our vision to work in partnership with patients, their families, and the communities we serve to provide whole-person care, prevention, and ongoing support.

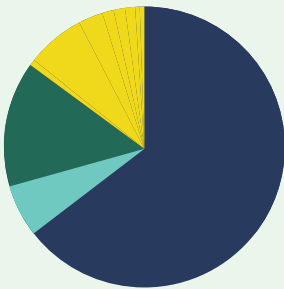
2022 Audited Financials



- Patient Services 61.32%
- Grants and Contracts 27.34%
- Patient Centered Care Home 10.91%
- Other 0.44%

2022 Revenues

| Revenues | 2022 | 2021 | 2020 |
|----------------------------|---------------------|---------------------|---------------------|
| Patient Services | \$19,994,881 | \$17,926,900 | \$13,990,761 |
| Grants & Contracts | \$9,556,631 | \$7,992,140 | \$10,129,170 |
| Patient Centered Care Home | \$4,293,719 | \$3,189,553 | \$2,964,861 |
| Other | \$244,718 | \$127,364 | \$17,904 |
| Total Revenues | \$34,089,949 | \$29,235,957 | \$27,102,696 |



- Payroll and Benefits 69.69%
- Medical/Dental Supplies 5.35%
- Facilities 11.00%
- Other 12.72%
- Depreciation & Amortization 1.24%

2022 Expenses

| Expenses | 2022 | 2021 | 2020 |
|-----------------------------|---------------------|---------------------|---------------------|
| Payroll and Benefits | \$22,427,141 | \$19,149,913 | \$17,369,927 |
| Medical / Dental Supplies | \$1,509,589 | \$1,469,536 | \$1,417,139 |
| Facilities | \$3,373,362 | \$3,022,690 | \$2,680,064 |
| Depreciation & Amortization | \$390,454 | \$341,868 | \$326,072 |
| Other | \$3,502,744 | \$3,494,972 | \$3,121,966 |
| Total Expenses | \$31,203,290 | \$27,478,979 | \$24,915,168 |

Grant Awards

With the generosity of grantors nationwide, in 2023 we were able to expand our services and programs, prioritize workforce recruitment and retention, and diversify community outreach.

Community support and partnership is crucial to our work, and it is due to our generous grantors that we can make such a positive impact on the lives of our patients. Thank you to our grantors and sponsors for supporting our mission and services.

TOTAL RAISED IN GRANTS IN 2023:

\$1,382,346



Your Support Makes Our Work Possible

At NHC, we believe everyone deserves access to high-quality, affordable healthcare, and we provide care to those who need it most while working to eliminate barriers to care for our patients. Our patient-centered approach to healthcare honors the unique needs and circumstances of each individual patient.

While most of our patients have Medicare, even a co-pay can deter patients from getting the care they need. NHC is committed to not turning anyone away due to an inability to pay. Your gift helps NHC provide charitable care to our neighbors in need.

Visit NHCOREGON.org/Donate to make a gift today and support our mission to build healthy communities—one neighbor at a time—through patient-centered healthcare, regardless of income or current state of wellness.



Sponsors & Grantors

Our mission to build healthy communities one neighbor at a time can only be done with the help of our trusted community partners.

BRIDGING THE GAP IN HEALTHCARE LUNCHEON SPONSORS



HEALTH FAIR SPONSORS



GRANTORS

