



Sea Mar

Community Health Centers
Clínica de la Comunidad

Exceptional service. Every person. Every time.



REPORT TO THE COMMUNITY 2019





MISSION STATEMENT

Sea Mar Community Health Centers is a community-based organization committed to providing quality, comprehensive health, human, housing, educational and cultural services to diverse communities, specializing in service to Latinos.

Dear Friends,

On behalf of the Board of Directors and Management Team of Sea Mar Community Health Centers, we are pleased to share with you the 2019 Report to the Community, illustrating Sea Mar's highlights from the past year.

With the rapidly changing healthcare environment, it's more important now than ever before to establish and maintain strong relationships with community partners to expand our reach and service to our patients. We've placed top priority to ensure Sea Mar and our patients are represented through participation in Accountable Communities of Health initiatives across the state, as well as strengthening our partnerships with local hospitals and community organizations. These collaborations will make even more services available to our patients, the majority of whom have complex needs and limited access to services.

We've seen exciting growth this year by adding new services, partnering with local agencies to provide much-needed Sea Mar services at established and trusted community sites, and the welcoming of Community Services Northwest in Clark County as part of Sea Mar. We are also partnering with MultiCare, a large non-profit hospital and healthcare system serving western Washington, to increase access for Medicaid and uninsured patients, increase availability of specialty services for our patients, and help us convert our electronic health records system to EPIC.

We also continue to partner with local agencies like Food Lifeline to connect our patients with valuable resources. Each of these initiatives will be of great benefit to our patients, and we look forward to continued growth and collaboration into the future.

Sea Mar remains a vital community resource, continually adapting to the changing health care environment and to the needs of our community. We look forward to continuing to serve our patients, clients and community, now and into the future.

WELCOME LETTER



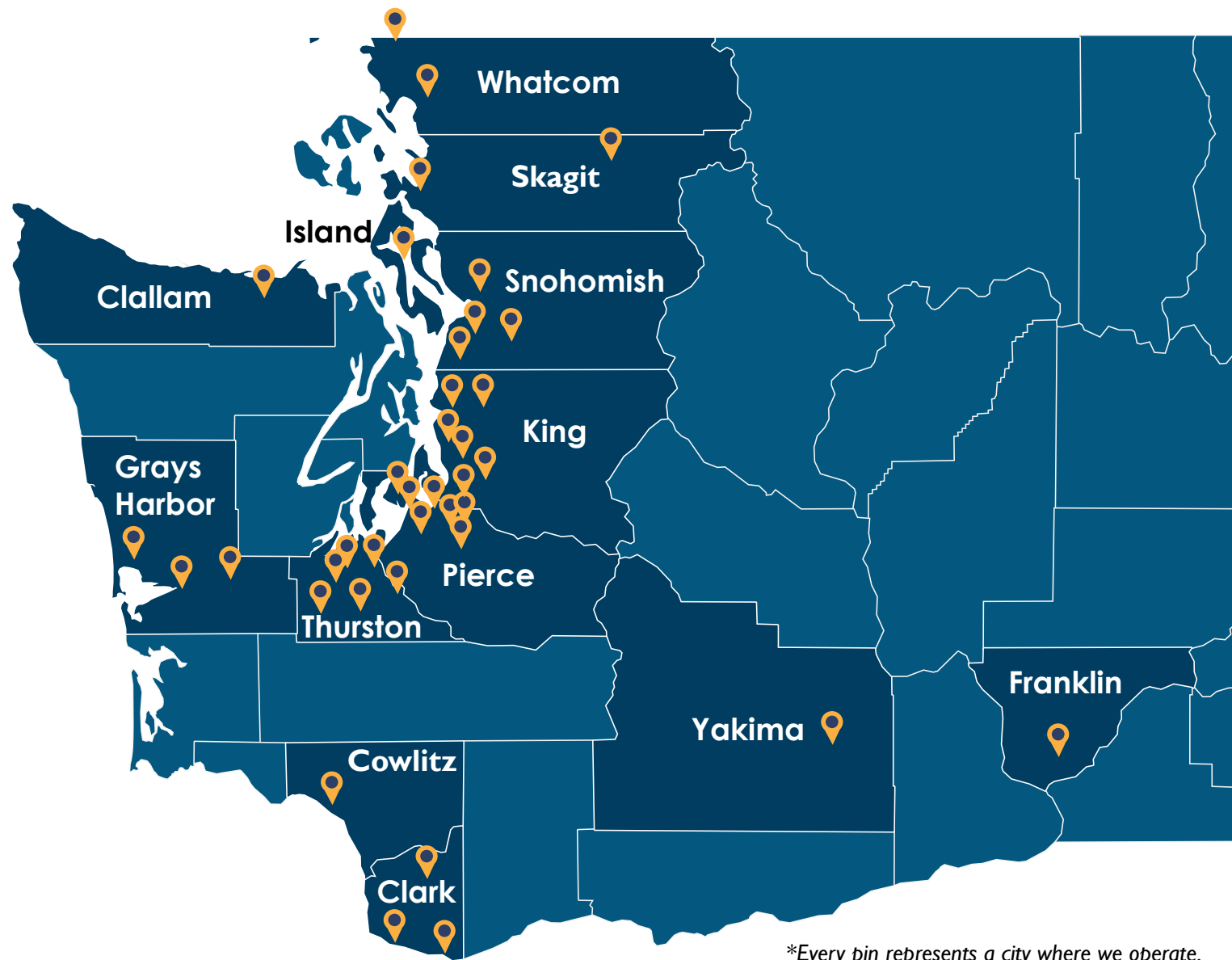
Rogelio Riojas

Rogelio Riojas
President and CEO



Gregory J. Ma

Gregory J. Ma
Chairman, Board of Directors



*Every pin represents a city where we operate.

OUR SERVICES

Sea Mar proudly calls Washington state home. Serving over 307,000 patients and clients, our model of care places patients' needs at the center of attention as we deliver comprehensive health and human services, including medical, dental, behavioral health, preventive health, housing, education, and more.

From the north in Everson to the south in Vancouver, Sea Mar provides services throughout the western part of the state with affordable and quality care. The following pages give a glimpse into the impact and stories that make Sea Mar the passionate organization it is.

Services by County

King

Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Preventive Health, Affordable Housing, Skilled Nursing and Long-Term Care, Education, Community and Social Services, Radio KKMO, Inpatient Substance Abuse, Residency Program

Whatcom

Medical, Dental, Behavioral Health, MSS, WIC, Homeless Outreach, Inpatient Substance Abuse, Migrant and Seasonal Farmworker Outreach, Community and Social Services

Skagit

Medical, Dental, Behavioral Health, Pharmacy, MSS, Community and Social Services, Homeless Outreach, Migrant and Seasonal Farmworker Outreach

Pierce

Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC Homeless Outreach, Inpatient Substance Abuse, Community and Social Services

Clark

Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC, Community and Social Services

Grays Harbor

Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC Community and Social Services

Thurston

Medical, Dental, Behavioral Health, Pharmacy, MSS, WIC Community and Social Services

Snohomish

Medical, Dental, Behavioral Health, Pharmacy, MSS, Community and Social Services, Residency Program

Yakima

Northwest Communities Education Center, Radio KDNA

Island

Dental, Behavioral Health

Clallam

Dental

Cowlitz

Behavioral Health

Franklin

Migrant and Seasonal Farmworker Housing





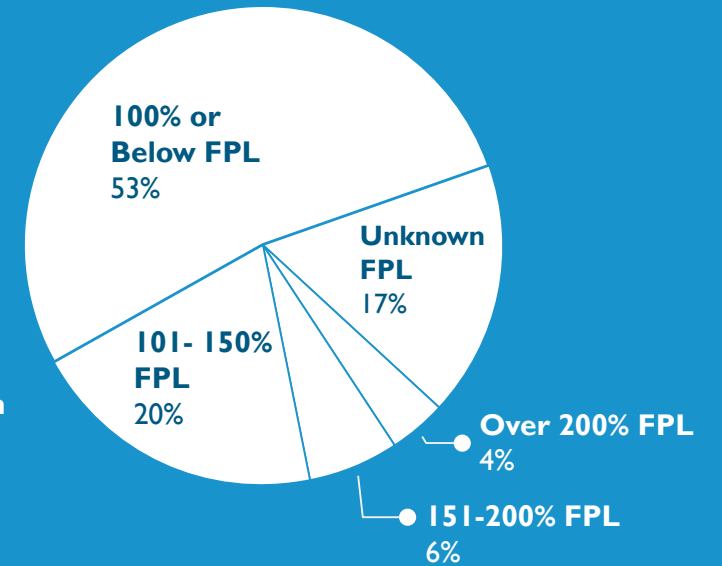
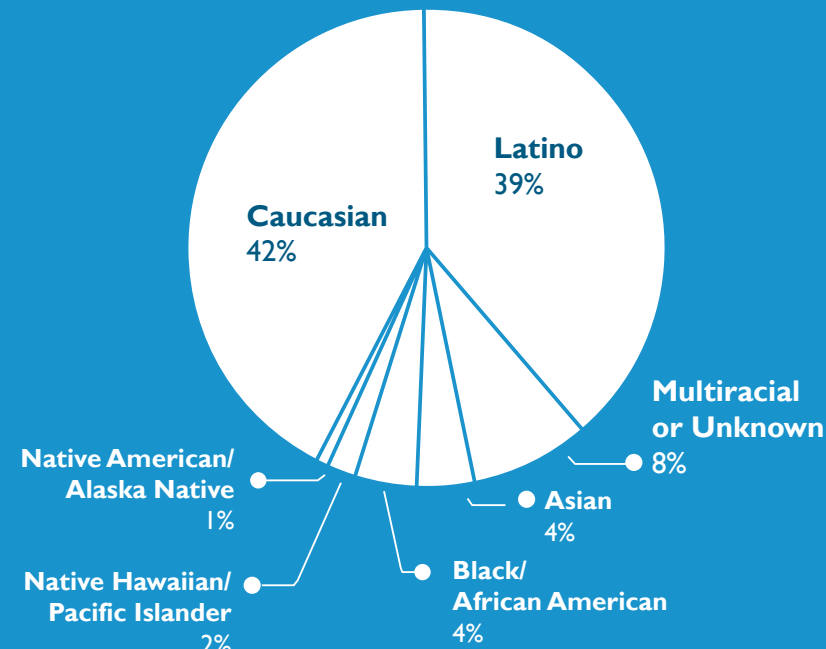
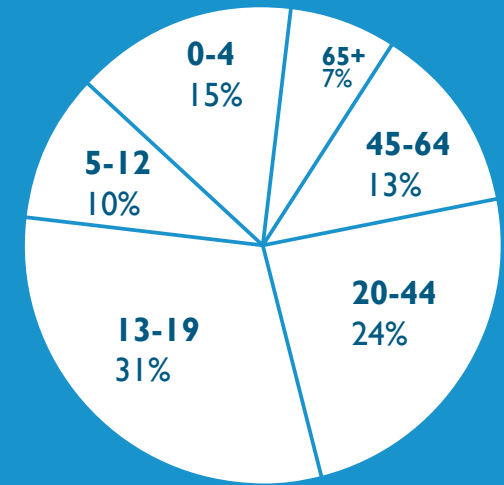
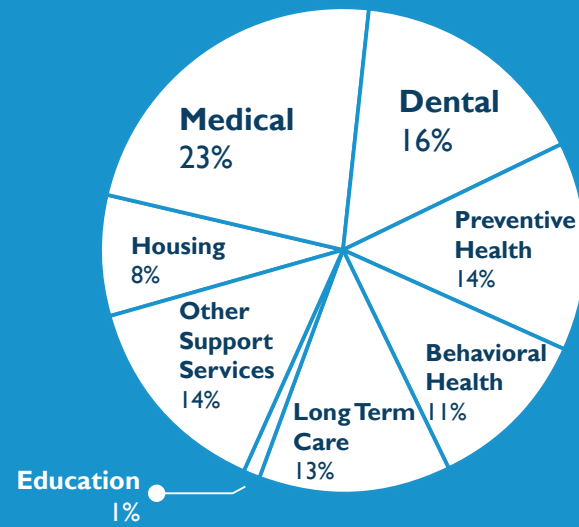
OUR PATIENTS AND CLIENTS



Sea Mar is proud to serve as one of Washington's premier safety net health care systems. We consistently seek to provide quality health and human services to all individuals regardless of ability to pay. From April 1, 2018 to March 31, 2019, Sea Mar served:

307,119 Patients & Clients

1,606,439 Encounters

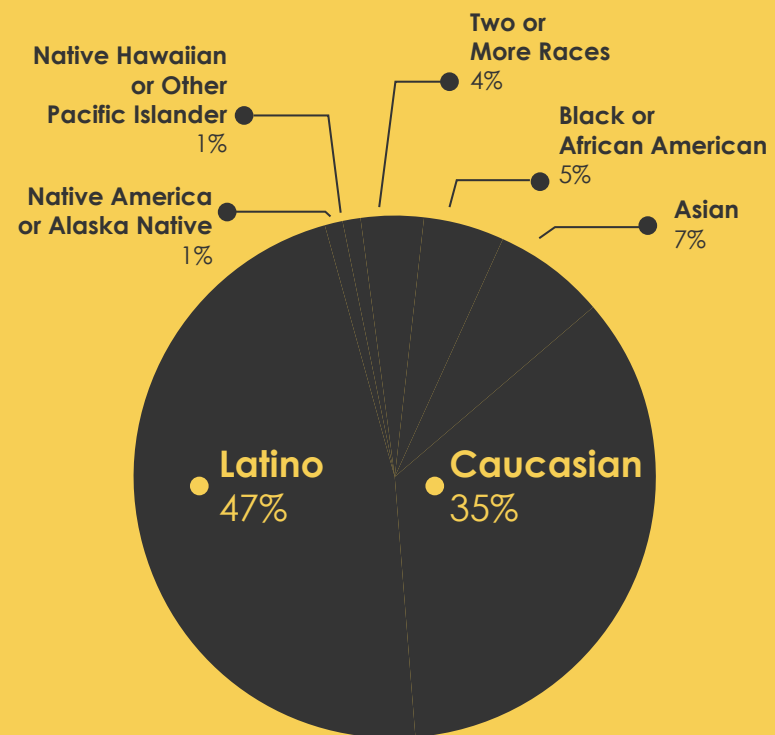


OUR TEAM



Sea Mar understands the barriers Latinos and other immigrant communities face when navigating the health care system, pursuing a higher education, or simply living. To better serve communities, it's important to have a diverse group of staff who connect with patients culturally.

The Sea Mar team is comprised of highly trained, passionate and dedicated professionals committed to community, while focused on mission. By the end of this fiscal year we employed 2,711 people, adding to a year of incredible growth.



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 Angel Adams, Marysville & Residency Program Manager
 Jesús Valdez Torres, Federal Way
 Audra Lutz, Aberdeen & Elma
 Carrie Bauer, Battle Ground
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 Hope Murray, Vancouver

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 Teofila Cruz-Uribe, Adolescent Clinic & Museum Director

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Director of Managed Care

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Harshiem Ross

Medical Director of Quality

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Integrated & Collaborative Care Manager

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VP Educational Services, Sea Mar Museum & Housing

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VP Economic Development & Government Affairs

Jesus Sanchez

Sea Mar-CSNW Director

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VP Community Relations

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Cannon House Administrator

Vivian Weber

Clinical Care Teams Manager

Wendy Kim

*Management Team as of September 2019



Sea Mar has made substantial strides in its presence in western Washington, starting from one humble clinic in Seattle to more than 100 across the state today. Over the years, we've recognized the areas with the highest need and responded by opening new clinics to provide communities better access to primary care.

As a patient-centered medical home, we place top priority on integrated care and provide multiple services under one roof, saving time and money for patients and families. Sea Mar strives to continue increasing health care access by expanding services through new partnerships with state programs, local hospitals and established organizations.

EXPANDING NEW PARTNERSHIPS

The Healthier Washington Initiative is a state-wide effort to restructure health care and transform care delivery, encouraging local organizations to work together and share resources with the common goal to build stronger, healthier communities.

Under this initiative, the state is separated into nine different regions called Accountable Communities of Health (ACHs), that enables each region to form partnerships at the local level and take action to the unique health concerns of both communities and individuals. With Sea Mar clinics located across the western part of the state, we participate in five of the nine ACHs.

By collaborating with others within these ACHs, Sea Mar is able to develop new strategies and programs that will increase access to highly-needed services and deliver stronger integrated, whole-person care. New collaborations we've made under this initiative are with MultiCare and Community Services Northwest.



MultiCare is the largest community-based, locally governed health system in Washington state providing primary care, urgent care and specialty services in eight hospitals and various independent clinics across the state. Many MultiCare sites are located in several of the same cities where Sea Mar operates, including Tacoma, Seattle and Marysville. Through this new partnership, Sea Mar and MultiCare are able to share resources and integrate services, allowing us to provide a more complete package of care for patients.

Sea Mar and MultiCare integrated services include:

- Specialty care – Sea Mar patients will now have access to MultiCare's many specialty services, including cardiology and orthopedics.
- Primary care – MultiCare patients will now have access to Sea Mar's primary care and preventive health services, including care coordination, health education, and nutrition counseling.
- Integrated behavioral health services – Sea Mar behavioral health therapists will provide care to patients in selected MultiCare primary clinics.
- Medical recruitment – it is an ongoing challenge across the nation for health centers to recruit providers, so MultiCare will be sharing its own resources and networks to help recruit new Sea Mar physicians.



"CSNW is very fortunate to be able to join a great organization like Sea Mar. It is clear that we have a shared set of values and vision for serving the community, and we look forward to integrating our complementary services to better serve the community in southwest Washington."

- Sea Mar - CSNW Director, John "Bunk" Moren

Community Services Northwest (CSNW) was previously the largest grassroots mental health provider in Clark County, and has provided the community with an array of behavioral health services, including mental health, substance use disorder, high-intensity, psychiatric, housing and other social services.

CSNW serves about 1,700 clients each year, and has also been recognized by the County for its outstanding service of over 20 years to public health and dedication to innovative change.

CSNW and Sea Mar staff and services were brought together in February 2019, growing the breadth of much-needed resources to all our clients across the county. With this integration, Clark County patients now have access to specialty mental health teams and programs, therapy treatments, as well as primary care clinics including medical, dental and preventive health services.

As new partnerships are in development, Sea Mar continues to reach and serve marginalized communities by maintaining current relationships with local partners. Serving specific populations alongside local community partners allows us to directly connect one-on-one with our patients and clients.



CONTINUING PARTNERSHIPS



"It's been a rewarding, eye-opening experience working with the homeless population as it has exposed me to the entire spectrum of issues and needs of our society's most vulnerable. After doing outreach in shelters, encampments and the streets, I've learned that in a single second anyone's life can take a turn for the worse due to an illness, accident, loss of work or foreclosure. In Tacoma, Sea Mar clinics and services are seen as an oasis in the desert. I'm proud to work for an organization that believes in giving back to the community. It feels amazing to see how we can make a difference in people's lives!"

- Harry Franqui, Tacoma Health Center Administrator



To manage or prevent certain health conditions like diabetes and high cholesterol, it is important to have a well-balanced diet with lots of fruits and vegetables. For some patients, it's not as easy - lack of transportation and limited income are common barriers in accessing affordable, fresh foods. Thanks to a partnership with Food Lifeline in 2017, Sea Mar providers in Seattle and Burien are now able to offer an achievable solution.

Through Food Lifeline's Mobile Pantry program, we are able to bring fresh produce to patients and community members at our clinics three times a month, all at no cost. Food Lifeline is a non-profit that rescues millions of pounds of surplus food from farmers, manufacturers, grocery stores and restaurants, and then repacks and distributes the food to food banks, homeless shelters and meal programs throughout western Washington. Because Food Lifeline and Sea Mar operate in many of the same areas, a partnership was formed with the goal to make a dramatic impact on ending hunger and creating better patient outcomes. The program is run by Sea Mar's Health Education program.

Many have expressed gratitude for this program as some experience food insecurity and diabetes and have relied on these distribution days to feed themselves and their families. Although there are currently only two clinics offering this program, we hope to add more distribution sites in the future.

Migrant and seasonal agricultural workers (MSAW) work long hours in fast-paced, physically-demanding settings and under various weather conditions. They jeopardize their health and may experience pesticide exposure, musculoskeletal injuries, and respiratory problems. To survive, many tend to ignore personal discomfort and usually do not have time or the knowledge of preventive health services. To help agricultural workers overcome these barriers and health disparities, the Sea Mar Migrant and Seasonal Agricultural Worker's Promotores program was formed in 2010 to serve these communities primarily in Skagit and Whatcom counties.

At the core of this program are Promotores, or community health workers, who have a unique understanding and deep knowledge of the MSAW community. They are recruited directly from the agricultural communities. With the trust, awareness and social networks of the Promotores, Sea Mar is able to bring linguistically and culturally appropriate health care services and information directly to agricultural workers and their families through mobile clinics, educational workshops, and initiatives such as the MSAW Mapping Project.

Through the program staff's multi-dimensional approach, we've developed relationships with 16 different farms, which helps us deliver Sea Mar services beyond clinic walls. Over the past four years, more than 2,100 migrant and seasonal agricultural workers received medical, dental and health screening services through 96 mobile clinics.

Sea Mar understands that a homeless life is not by choice. When a person's main focus is to secure shelter or food on a day-to-day basis, finding health care is often overlooked. In response to homelessness in Washington state, Sea Mar offers Health Care for the Homeless programs in Skagit, Whatcom and Pierce counties.

In August 2009, our homeless program in Skagit and Whatcom transitioned from primarily a food and clothing bank to a Health Care for the Homeless (HCH) office. The main focus for the HCH office is to ensure individuals who are homeless, including migrants and those with little or no income, have access to quality health care. HCH case managers refer individuals to an array of health care services including medical, dental, substance abuse treatment, and mental health. Staff also assist in clients in shelter outreach, food and medical prescription vouchers, bus and shower passes, and more. HCH staff are also available to help with entitlement applications, translations, housing navigation, employment, and job-training referrals.

In Pierce county, two clinics in Tacoma started providing health care for the homeless services in 2017. Between these two sites, Sea Mar offers free showers, laundry service, clothing and food banks, case management, and access to a full continuum of care with medical, dental and behavioral health services.

PROVIDING HIGH-QUALITY CARE

Everyone visiting a medical clinic should expect the best care. Patients should not only feel welcomed in the clinic, but they should also feel confident in how their health is being managed. To document how well our providers are delivering care to patients, the Sea Mar Quality Department uses clinical quality measures (CQMs) as a tool to measure specific health care services such as cancer screenings, immunizations, blood pressure control, depression screening, and diabetes management. By tracking these measures, we ensure that our patients have the best opportunity for long, productive lives free from illness or chronic disease complications. CQMs also measure our success in providing high-value care to patients, which is beneficial as health care funding and reimbursements are becoming increasingly dependent on demonstrating high-quality care.

To continuously improve, multiple departments at Sea Mar collaborate to raise our CQM standards: program staff contact patients in need of preventive or chronic disease management to make appointments; medical clinic care teams review patients' records together before patients arrive to assure necessary tests are performed; and health educators and registered dietitians teach patients how to prevent and manage chronic diseases so patients are empowered to control their own health.

- Dr. Jeffrey Gibbs, Quality Improvement Medical Director

This team approach has led to significant improvement. In 2016, the percentage of 2-year-olds who received all their recommended immunizations was 25%, but in 2018 improved to 48%, achieving the 90th percentile. Cancer screening is another area of emphasis. Cervical cancer screening improved from a rate of 40% in 2013 to 49% in 2018. Breast cancer screening improved from 29% in 2013 to 55% in 2018. Colon cancer screening more than doubled from 19% in 2013 to 45% in 2018.

We also try to make it as easy as possible for patients to access preventive health screenings and participate in healthy activities. For instance, we invite mobile mammography units to park outside our clinics, we host Saturday women's health clinics to provide cervical cancer screenings, and we mail colon cancer screening kits directly to patients' homes. We also offer a variety of classes and programs at no cost to the community, such as youth boxing, Zumba, yoga, cooking classes, and we provide free, fresh produce through a program with Food Lifeline.

Sea Mar's goal is to constantly improve so everyone has the opportunity to benefit from the valuable services we offer. As we improve our CQMs, we also promote and maintain the health of our communities. This approach has led us to success in the past, and we continuously strive to strengthen it as we progress each year.

Cirilio and Maria Elena
King County Medical Patients



Cirilio and Maria Elena have been married for 47 years and are originally from a small town in Jalisco, Mexico. Cirilio was first to move to the United States 30 years ago, and Maria Elena joined him 10 years later. Cirilio shares, "*estamos muy enamorados (we were very much in love).*" They are both proud patients of Sea Mar, and Cirilio's first visit was 20 years ago at the South Park medical clinic.

“ When I came here, my life changed... ”

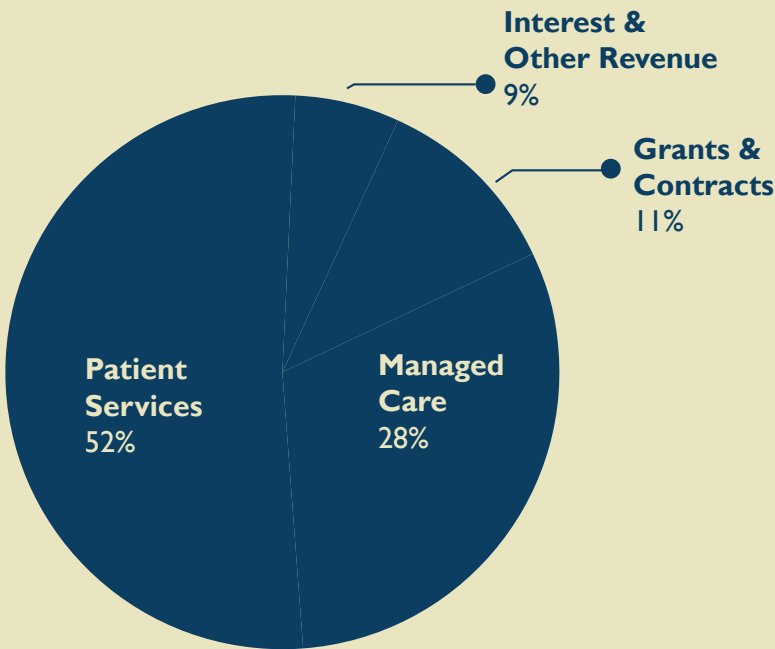
They choose to visit Sea Mar because when they each fell sick for the first time in the US, Sea Mar was the only clinic who could care for them in Spanish. They've visited Sea Mar clinics in Burien, South Park and White Center, and also participate in many Sea Mar programs.

Maria Elena says the fresh fruits and vegetables from Sea Mar and Food Lifeline is very helpful because sometimes what they have is not enough. They also enjoy participating in Sea Mar's Latino Senior Nutrition & Outreach Program in Tukwila, where they socialize with friends, eat nutritious meals, and join in on fun activities like music and dancing.

FINANCES

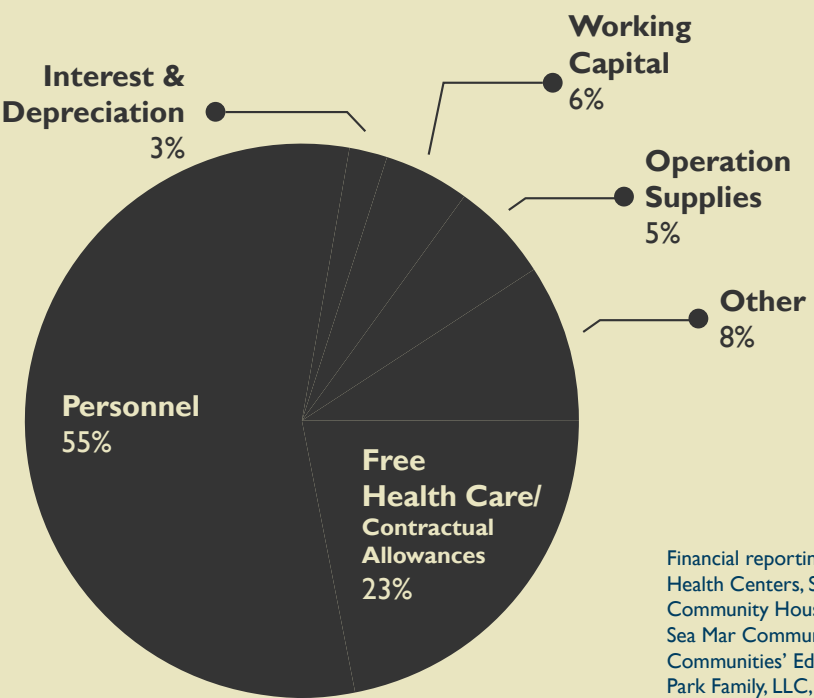
REVENUE

\$318,330,640



EXPENSES

\$318,330,640



Financial reporting includes: Sea Mar Community Health Centers, Sea Mar Farmworker and Community Housing Development Association, Sea Mar Community Care Center, Northwest Communities' Education Center, Sea Mar South Park Family, LLC, Bazan & Associates, Inc., and Des Moines Housing.

DEDICATED TO EDUCATION



Sea Mar knows the future is in the hands of the future generations, so it is important for us to do our part in providing opportunities for students as they go through school. There are many Sea Mar educational programs including the Latino Educational Achievement Project (LEAP), Child Development Center, Youth Re-Engagement Program at Everett Community College, and Seattle Youth Violence Prevention Initiative. A couple higher education programs to highlight are our residency programs and scholarship program.

Sea Mar Residency Programs

Sea Mar's commitment to graduate medical education is demonstrated through three residency programs: Sea Mar Seattle Family Medicine site in collaboration with Swedish Cherry Hill, established in 1987; Sea Mar Seattle Family Nurse Practitioner Residency, established in 2015; and Sea Mar Marysville Family Medicine Program, established in 2017. The mission of the Sea Mar Department of Medical Education is to train and graduate skilled family medicine providers who are committed to underserved, vulnerable communities. It is our hope that Sea Mar graduates continue to work in community health centers like Sea Mar. All three residency programs emphasize interdisciplinary medicine and patient-centered, culturally competent care with exposure to medically and socially complex patients.

Sea Mar Scholarship Program

Since 1998, Sea Mar has supported college students financially through the Sea Mar scholarship program, which is funded by the Sea Mar annual charity golf tournaments and donations. Through fundraising efforts, Sea Mar is able to award more than 100 scholarships every year to highly deserving Washington state students pursuing a higher education. The program specifically provides scholarships to students of migrant and seasonal farmworker families, Foster High School Latino student leaders, Sea Mar employees and children of Sea Mar employees. In 2018, Sea Mar awarded a total of \$213,000.

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