

The **COMMUNITY IMPACT REPORT** *for*
MOSAIC COMMUNITY HEALTH

Quality Care for ALL: A Message from Mosaic CEO Megan Haase, FNP

Back in 2002 when our organization first opened our doors, we had a goal to make sure that everyone in Prineville—home to our first clinic—had access to quality healthcare. As one of those first employees, I felt inspired by our potential role in the community. Twenty years later I still find inspiration every day in our patients and in our Mosaic team. I am humbled by the impact that we have on the individual lives of our 30,000 patients, and on our community through our many partnerships. We have grown from that first small clinic to more than a dozen sites across the region in Bend, Madras, Redmond, Prineville and our mobile clinic.

And, we are continuing to grow. Over the last year we opened our newest School-Based Health Center at Mountain View High School in Bend, our Kingwood Health Center in Redmond, and Mosaic will soon be taking up the operations at the Sisters School-Based Health Center.



MEGAN HAASE, FNP
CHIEF EXECUTIVE OFFICER

As we have expanded we realized that we had outgrown our old name “Mosaic Medical”—we are so much more than medical. This past spring we officially embraced our new logo and name: Mosaic Community Health. It has been a long transitional process, but we feel our new name better suits who we are and what we do.

In the past year our board of directors dedicated time to revisiting our mission, vision and values. With plenty of input from staff and community partners, we developed language that we feel will keep us on a steady path forward.

Even with all the changes at Mosaic over my twenty years with the organization, one thing has remained constant: our determination to provide quality care for all Central Oregonians. I know that will remain at the forefront of who we are and what we do for many years to come.



“I like what this organization stands for. I feel they will spend the time needed to address your concerns.” — D.K., Mosaic patient

All of US:

Partnerships are Key to Community Impact

At the age of 69, Eustaquia Gutierrez Ayala recently received health insurance for the first time in her life. A longtime Redmond resident, Eustaquia immigrated to the United States from Mexico in 1988. For sixteen years she worked as a housekeeper, receiving care at Volunteers in Medicine (VIM), a local nonprofit that provides healthcare to low-income, working adults who live in Central Oregon and have no medical insurance or means to pay for care.

Fortunately for Eustaquia, and thousands of other Oregonians, in the summer of 2022 the Oregon legislature put into law a program called “Cover All People,” also known as “Healthier Oregon.” The program expanded eligibility for full Oregon Health Plan benefits to adults ages 19-25 or 55 years and older, regardless of immigration status.

Mosaic, along with community partners VIM and the Latino Community Association (LCA), joined forces to reach out to the Latino community in Central Oregon to let people know about this new opportunity to receive healthcare coverage. Supported by a grant from the Oregon Health Authority, the three organizations came together to get the word out, enroll eligible adults and provide navigation through the process. As part of the outreach process, Eustaquia received a phone call from a VIM staff member.

“He was so kind. He told me, ‘You qualify for free health insurance, you are over 55 years of age, you qualify!’ and he reassured me that I would have help with the process,” said Eustaquia. “I was so thankful because getting health insurance was something that was very important to me.”

The team at VIM connected Eustaquia to a bilingual enrollment specialist at the LCA, who helped her to complete and submit the Healthier Oregon application. When Eustaquia received paperwork about her application in the mail, her LCA enrollment specialist explained that an interview was required. Eustaquia completed her phone interview from the LCA office in Redmond and was informed that she was eligible for full OHP benefits.

“I said good heavens, I’m eligible! I could not believe it.”

“I said good heavens, I’m eligible!” said Eustaquia. “I asked myself, how is it possible that without papers, I qualified? I could not believe it. I swear to you I could not believe it. I was so happy.”

With her new insurance, Eustaquia no longer qualified for care at VIM, and she recently enrolled as a Mosaic patient. A family member had encouraged her to learn more about Mosaic, letting her know that Mosaic employs people who speak Spanish and that they help the Latino community. Mosaic accepts patients with and without insurance.

“This whole experience has been lovely. I didn’t know such good people exist. There are people who discriminate when you don’t speak the language, it is intimidating. I can immediately feel when people don’t want to help because I am unable to speak English,” said Eustaquia. “But thankfully, the people that helped me are incredibly kind. Very, very kind. They helped me immensely. I still can’t believe to this day that I have a full benefit plan. I am excited to be a part of Mosaic for my ongoing care.”



Eustaquia (in red top)
with Salome from VIM,
Jason from Mosaic and
Lourdes from LCA.

All of YOU: *Body, Mind and Belonging*

As a high school student with his life ahead of him, David (name changed to protect his privacy) was struggling. An unstable living environment taxed David with many unnecessary adult responsibilities and high anxiety. Previously diagnosed with attention deficit hyperactivity disorder, or ADHD, he was not able to take his medication consistently and often felt so tired that it was sometimes a challenge to stay awake.

A change in his home life and a move to Madras from Bend provided more stability in David's life. When he first came to the Madras School-Based Health Center with his father, their main concern was that David had fallen behind in school by at least two years.

Mosaic provider Dwight Carpen, FNP-BC established a positive relationship with David and his family. After reviewing his ADHD medication, Dwight prescribed a much lower dose. He connected David with a Mosaic Community Health Worker who helped him enroll in a local alternative high school. Dwight also referred him to Virginia Roth, LCSW, a pediatric behavioral health consultant at Mosaic.

"They completely changed my outlook for the future and my belief in what I can accomplish," said David.

Dwight and Virginia were impressed with how David took responsibility for his own care and engaged with his healthcare providers. He sets his own appointments and can walk to the clinic, which is near his home.

"David is the perfect illustration of how multi-faceted care can help so much," said Dwight. "With an improvement in his home life and a little guidance, his personality is able to shine. He was able to show his determination and accomplish a tremendous amount."

David completed an accelerated education plan that allowed him to make up the credits he needed to graduate while working on practical job skills. Support from Virginia—as well as proper medication dosage and a stable home life—allowed him to focus on school and hold down multiple jobs.

"I'm incredibly proud of David and the maturity he's shown," said Virginia. "He took charge of his own care, and with his perseverance and the support of Mosaic he's really been able to accomplish a lot in a short period of time."

David was able to graduate with his class in June 2023 and is hopeful that he will be soon be able to stop taking his ADHD medication. He is thankful for the accessible care he received from the team at Mosaic.

"My experience at Mosaic has been great," reflects David. "Since I've been going there I've gained confidence, graduated high school and found a job that pays really well."

"They completely changed my outlook for the future and my belief in what I can accomplish."



Dwight and Virginia enjoy establishing positive relationships with their patients.

All the Numbers July 2022 – June 2023

PATIENTS

26,011

Patients Cared For Across Central Oregon

30,146 ACTIVE PATIENT POPULATION

ADULTS	16,460	(63%)
CHILDREN	5,398	(21%)
SENIORS	4,153	(16%)

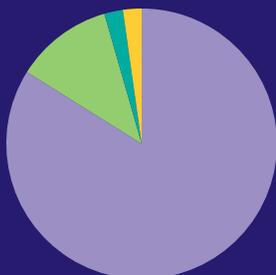
INSURANCE

Patient Insurance Coverage, by Type:	OHP / MEDICAID	53%
	MEDICARE	22%
	COMMERCIAL	17%
	UNINSURED	8%



REVENUE

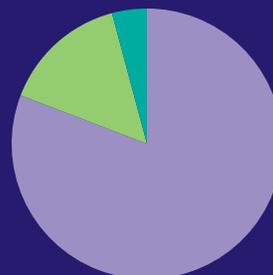
(unaudited at time of publication)



Patient Services \$46,597,315	83%
Federal Grants \$6,547,747	12%
Private Grants \$1,198,247	2%
Other Revenue \$1,960,702	3%

EXPENSES

(unaudited at time of publication)



Direct Services \$41,184,183	81%
Administrative \$7,675,433	15%
Facilities \$1,972,862	4%

"The team at Mosaic are extraordinary. They show they care with every interaction." – R.M., Mosaic patient



Patient Advisory Councils

Participants in our PACs across the region volunteer to share their insights and feedback to help us grow and learn. We appreciate their dedication to ensuring that Mosaic provides the best patient experience possible.

Volunteer of the Year

The inaugural **Lynn Martin** Memorial Volunteer Award was presented to Nora Beck, retired Mosaic employee and long-time volunteer whose bright, positive outlook is a continual source of inspiration to all she meets. Nora embodies the spirit of the award's namesake, Lynn Martin, who served as Mosaic's first Executive Director. Congratulations, Nora! Thank you for more than a decade of service to Mosaic.



Locations

Total Number of Mosaic Employees Across the Region: 395

BEND		REDMOND		MADRAS	PRINEVILLE
Connors Health Center and Pharmacy 2065 NE Tucson Way Suite 110	Bend High School-Based Health Center 230 NE 6th Street Room S-19	Redmond Health Center 1250 SW Veterans Way Suite 120	Lynch School-Based Health Center 1314 SW Kalama Avenue	Madras Health Center and Pharmacy 500 NE A Street Suite 100	Prineville Health Center and Pharmacy 375 NW Beaver Street Suite 101
Courtney Health Center 2577 NE Courtney Drive Suite 100	Mountain View School-Based Health Center 2755 NE 27th Street	Kingwood Health Center 244 NW Kingwood Avenue	Redmond High School-Based Health Center 675 SW Rimrock Way	Madras High School-Based Health Center 390 SE 10th Street	Crook Kids School-Based Health Center 757 E 1st Street
East Bend Health Center 2084 NE Professional Court					

Access

Virtual
24,273
VISITS

In-Clinic
68,938
VISITS

Mobile
1,936
VISITS

Community Events
66 (Includes 33 Latino Outreach Efforts)

"They make me feel very welcome and taken care of." — J.L., Mosaic patient

All Are WELCOME: Just As You Are

Do you need to talk?"

It was a simple question from a provider on Mosaic's Mobile Clinic, but it changed Patricia Joanne Addams' life.

At 58, Patricia had lived her life as "Tractor John," using a tractor for transportation and calling a Redmond unhoused camp home since 2004. Struggles with addiction, a bout with COVID-19 and a bumpy recovery from back surgery left her feeling at her lowest and as if everyone was against her.

A Mosaic patient since 2020, one day Patricia found herself sitting next to Kerry Gillette, a Mosaic provider who works on the Mobile Clinic. Sensing Patricia's distress, Kerry's simple question, "Do you need to talk?" sparked a conversation that would transform her life.

"I hope in my next life that I can be the person I hope to be today," Patricia recalls sharing. She opened up, revealing that inside she felt like a woman but felt hopeless that her internal experience would ever match her external appearance.

"I remember looking into her eyes and seeing that this was something that she had worked hard to suppress for many decades," said Kerry. "I think that is really common. Sometimes people just get to a point and realize they can't live that way anymore."

She told Patricia, "I believe you. Of course, you know who you are. You don't have to prove yourself to me. Your story matters."

Affirming Patricia's gender identity was a turning point. The Mosaic team, with Patricia's permission, let community partners including Jericho Road and Deschutes County Health Services know that Patricia would

be shopping in the women's section moving forward. Casey Sadahiro, Mosaic's Mobile Outreach Coordinator, gave Patricia her first dress.

"It felt like she had just been waiting for permission to be her authentic self," recalls Casey. "And to realize that her authentic self is okay, and that she can express that to other people."

"It is a great honor to know these people who help. Without them I had no hope."

While affirming her gender has not solved all of her life's problems, Patricia now has more capacity to care about herself and other things. With the support of the Mosaic team and the Deschutes County Harm-Reduction Program—plus hard work and determination—Patricia is now sober and working toward new life goals: move into an apartment, get a driver's license and a car, and help others. She credits the team at Mosaic for their non-judgmental support and affirmation.

"It is a great honor to know these people who help. Without them I had no hope," said Patricia. "I hope more people can watch, listen, and inspire without judgement. A year-and-a-half ago I was just existing, and I knew I had a good heart, but I hadn't truly found myself. I had to make a change. So, I decided to take the first step to change and God sent his angels to help. I am truly thankful and honored. I truly found myself and I feel at peace within myself."



Patricia (in striped top) with her Mosaic team: Patty, Kerry, Casey and Airyanna.

All the Gratitude

Thank you to all of the individuals, organizations, foundations and government entities that make our work possible. We are committed to good stewardship of the funds entrusted to us, and to providing quality care to those in our community who need it the most.

Individuals

Joan & Bill Alles
Ann Ashley
Julia Austin
Thomas Bahrman
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Erin Villano
Shannon Warner
Elizabeth Warriner
Julia Waybrant
Julee Wheeler
Anonymous

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Bend Foundation
Brown & Brown
Central Oregon Health Council
Costco Employee Donations
Cow Creek Umpqua Indian Foundation
Deschutes County Health Services

First Interstate Bank
Hayden Homes
Health Resources & Services
Administration (HRSA)
Humm Kombucha
Hydro Flask
Jefferson County Public Health

Jefferson County Faith Based Network
Les Schwab Tire Centers
Network for Good
Oregon Health Authority
OnPoint Community Credit Union
Oregon Community Foundation
Pacific Power Foundation

PacificSource Health Plans
Remond Chamber of Commerce &
Convention/Visitor Bureau
Rockefeller Foundation
St. Charles Foundation
United Way of Central Oregon
Voltaire Cycles of Central Oregon

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Our volunteer, patient-majority board of directors includes representatives from throughout Central Oregon. We are grateful for their talent, time and vision.



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Patient Rep.



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