

July
2023
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June
2024



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



MEGAN HAASE, FNP, CHIEF EXECUTIVE OFFICER

Our Vision: A Healthy and Thriving Community for Everyone Message from Mosaic CEO Megan Haase, FNP

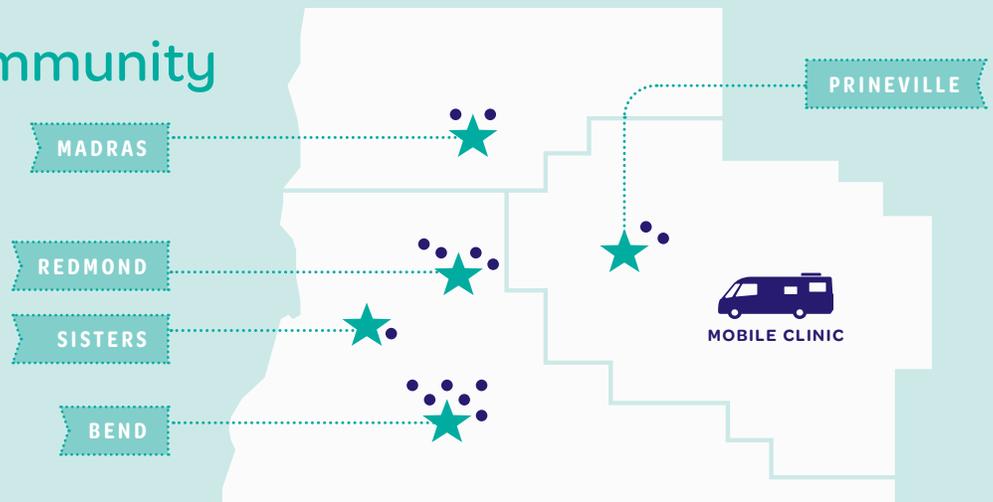
For the last 22 years since opening our first clinic in Prineville, we've focused on our patients, ensuring that they are healthy and thriving. We currently serve more than 30,000 Central Oregonians across the region, and we believe that we can continue to have a positive impact on the lives of our patients while extending that impact to our community as a whole.

Our most recent strategic plan, which lays out our path forward for the next three years, includes several goals that will drive our impact beyond the doors of our clinics and out into the broader community. We've always prioritized community partnerships, and now we will be seeking more and stronger connections with organizations and individuals who can help us realize our vision community-wide. We have committed to more actively working on community issues like regional food insecurity and health disparities in the Latino population.

With sixteen locations and almost 450 employees across the region, Mosaic is not just an employer, we are an integral part of every town across Central Oregon. We are your friends, family members and neighbors. We care deeply about our work, just as we care deeply about the community we live in.

We know that we have so much to offer our community, in both services and leadership, and we look forward to collaborating with others as part of our visionary effort to shape and influence the healthy growth and thriving lives of all Central Oregonians in the coming years.

Mosaic Locations Serving Our Community



Addie and Jasper's Story

Building a Community of Trust

At three weeks old, baby Jasper struggled to open his right eye, raising concerns for his mother, Addie Delong. During a routine postpartum checkup at Mosaic Community Health in Bend, she shared these worries with lactation consultant Tierra Link.

Recognizing the seriousness of the situation, Tierra promptly elevated the urgency of Jasper's appointment for further examination.

"You could definitely see his eye wasn't opening all the way," Link said. "So I went to find a provider who could see Jasper right away."

Within 30 minutes, Mosaic pediatrician Rebecca Hicks was able to evaluate Jasper's eye. This exam initiated a whirlwind for Delong that was stressful and emotional, but which provided important answers for her and baby Jasper thanks to the Mosaic care team.

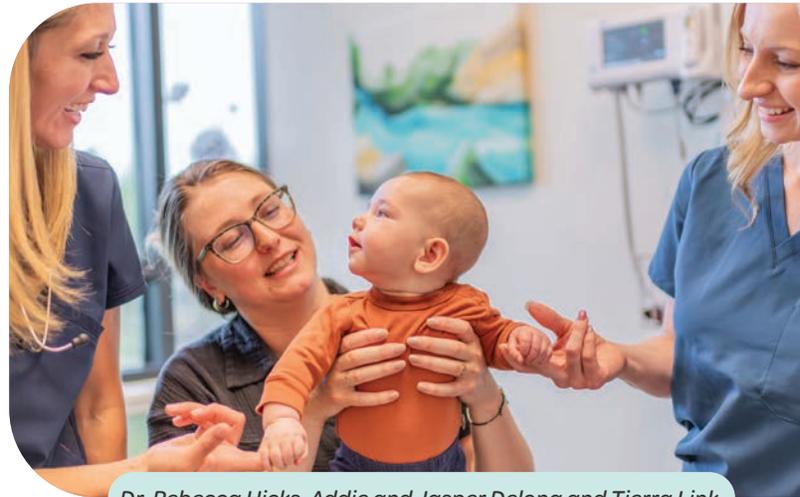
"Within one day, I had my concerns met," Delong said. "We had a diagnosis by the end of the day, and we had our case in front of surgeons in Portland. That was a kind of response that I really didn't expect."

Jasper was diagnosed with a serious eye condition called persistent fetal vasculature and microphthalmia. And though the Mosaic care team care team got him in to see a retinal eye specialist surgeon within days,

the condition was deemed inoperable. This means Jasper will not have vision in his right eye.



"We're just very thankful for the support we got, especially from the people at Mosaic."



Dr. Rebecca Hicks, Addie and Jasper Delong and Tierra Link.

Despite the final diagnosis, Delong remained positive. Jasper's condition impacted just one eye, so he will grow up with vision in the other.

"I hate to say it could be worse, but that's true in this case," she said. "We're just very thankful for the support we got, especially from the people at Mosaic. It was an emotional day, but I felt very much cared for."

Dr. Hicks agreed, pointing out that cases like this demonstrate the importance of relationships between caregivers and patients, as well as throughout the entire community.

"Despite a poor prognosis, my ability to take the time, to show the patient's family that I really care, mattered to them," she said. "It built trust between us that is very precious to me."

Mosaic Cares: By The Numbers Data from July 2023 - June 2024

PATIENTS

27,831

Patients Cared For
Across Central Oregon

31,782

ACTIVE PATIENT POPULATION

ADULTS **17,510** (63%)
CHILDREN **5,636** (20%)
SENIORS **4,685** (17%)

INSURANCE

Patient Coverage:	OHP / MEDICAID	50%
By Type	COMMERCIAL	25%
	MEDICARE	20%
	UNINSURED	5%



1,210

PATIENT VISITS
BY MOBILE



93

COMMUNITY
EVENTS

(Includes 48 Latino
Outreach Efforts)

27

LANGUAGES
SPOKEN

3,432

NON-ENGLISH
SPEAKING PATIENTS
(97% Spanish)

1,767

UNHOUSED
PATIENTS

*Thank
You!*

Thank you to our **Patient Advisory Council** participants across the region who volunteer to share their feedback to help us grow and learn. Their dedication ensures that Mosaic provides the best patient experience possible.

Our wonderful **volunteers** help our events, outreach and projects run smoothly, and we appreciate their contributions greatly!

Mosaic hosted our first **fundraising luncheon** in 2024, inviting community members to gather with us and learn more about our mission and vision. The inaugural event raised more than \$65,000 in support of Mosaic.





OUR STAFF

Total
Number of
Mosaic
Employees
Across
the Region:

433

100% of Mosaic team members receive the following trainings:

- ✓ TRAUMA INFORMED CARE
- ✓ GENDER AFFIRMING CARE
- ✓ IDENTIFYING AND RESPONDING TO CHILD ABUSE AND NEGLECT
- ✓ CULTURAL COMPETENCE
- ✓ EMPLOYEE WELL-BEING



Patient Services
\$54,319,766

76%

Federal Grants
\$5,323,925

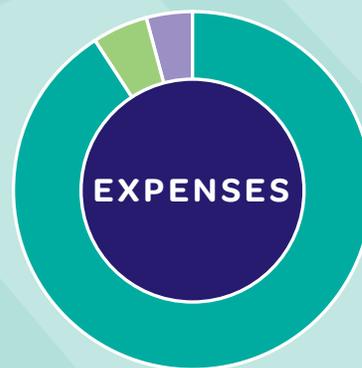
7%

State and
Private Grants
\$1,377,411

2%

Donations and
Other Revenue
\$10,797,027

15%



Direct Services
\$50,793,993

90%

Administrative
\$2,851,228

5%

Facilities
\$2,515,578

5%

Revenue and expense numbers were unaudited at time of publication.

Chandra's Story

Becoming Part of a Community of Care

When Chandra Atwood first walked in the doors of Mosaic Community Health back in 2010, she was without insurance. Yet, an emergency tooth abscess forced her to seek help despite feeling she couldn't afford a doctor's visit.

Mosaic, however, was able to see her for just \$25.

"When you're at a community health center and you're paying a sliding scale, it's hard enough to admit you're broke and you need help," Atwood said. "But, the front desk and the physician made me feel welcome and that they actually cared about me. It didn't feel like I was just another client walking through the door."

This experience was the start of a journey during which Atwood began to focus more on her mental and physical health. A self-described "complex patient," Atwood said she was able to recommit to her personal health despite a lack of funds—thanks to resources provided by Mosaic.

"Mosaic's just always been there for me and my family," she said. "I felt better and I'm more productive at work. And, going through counseling and getting my health straightened out helped me improve our business and do better."

Today, Atwood is a longtime Patient Board Member for Mosaic. As Mosaic Community Health receives federal grant support from the Health Resources and Services, at least 51% of its board must be composed of Patient Members.



Chandra in Washington D.C. with Mosaic's Director of Strategy and Development, Elaine Knobbs-Seasholtz

As a Patient Board Member, Atwood recently traveled to Washington D.C. to participate in last winter's annual Policy and Issues Forum sponsored by the National Association of Community Health Centers (NACHC). As part of this effort, Atwood and others met with members of the U.S. Congress and congressional staff to educate on the continued need for bipartisan legislation to sustain Mosaic's mission of advancing health equity.

This involved overcoming anxiety to share the story of how Mosaic has impacted her life.

"Mosaic is my safe place," she told her esteemed audience. "They brought me in from out of the cold, wrapped a warm blanket around me, and provided me with much-needed care and support over the last 14 years."

The logo for Mosaic Community Health, featuring a stylized 'M' with a mosaic pattern inside, followed by the word 'SAIC' in large letters, and 'COMMUNITY HEALTH' in smaller letters below it.

MOSAIC COMMUNITY HEALTH

"Mosaic's just always been there for me and my family."





Isaac Montoya, Ed Tena and Sierra Groenewold

Ed's Story

A Compassionate Community of Support

Despite battling addiction for years, Ed Tena found stability as a sober father and successful contractor. However, carpal tunnel syndrome derailed his progress, preventing him from working, which led him down a spiral of unpaid bills, depression, an addiction relapse, and an attempt on his own life.

Unable to afford surgery due to lack of insurance, Tena's situation seemed hopeless until a pivotal visit with Dr. Josh Reiher, Clinical Medical Director at Mosaic Community Health. During this visit, Tena opened up about his struggles with depression and self-harm, which led to an immediate intervention.

Dr. Reiher connected Tena with Sierra Groenewold, a Licensed Professional Counselor at Mosaic. To Groenewold, Tena admitted to thoughts of suicide, even admitting that he had considered overdosing on fentanyl before that day's appointment.

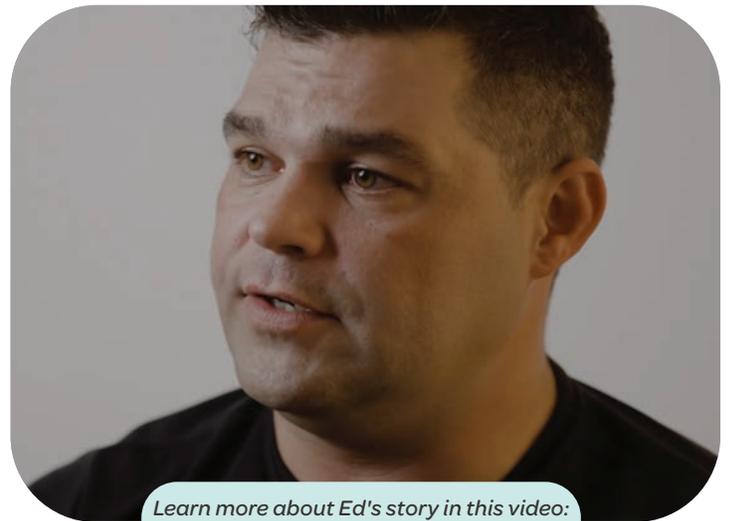
In response, Groenewold mobilized a care team, including Isaac Montoya, a Mosaic Community Health Worker, who played a critical role in Tena's recovery.

Montoya's swift actions were crucial. He contacted Tena's credit union to arrange a payment plan and secured same-day enrollment in the Oregon Health Plan, enabling Tena to schedule his much-needed surgery. The integrative care approach offered at Mosaic provided Tena with immediate, comprehensive support, which he credits with saving his life.

"The day before, I felt like I was out of options," he said. "For them to get everything I needed set up by the end of the day ... it honestly felt like a miracle. I actually had a fighting chance at life again."

According to Groenewold, Tena's case is a reflection of broader issues in Central Oregon, where the fentanyl and mental health crises are pervasive. The ability of Mosaic and its staff to provide integrated care, offering seamless, same-day support through "warm handoffs" to needed providers, significantly improves patient outcomes.

"It's just been a long, hard road," he said. "But with the support that I have at Mosaic, it's night and day because honestly, without them, I don't think I would be here."



Learn more about Ed's story in this video:
<https://bit.ly/EdsStoryatMosaic>

Community Contributions

Last year these generous donors contributed more than \$1.2 million to Mosaic, allowing us to open Mountain View School-Based Health Center, obtain Wi-Fi in our Mobile Clinic, expand Behavioral Health services and much more. 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. Thank you!

INDIVIDUALS

Patti Adair
Goph and Lorry Albitz
Renee Leonard
Alexander
Ryan and Hollie
Andrews
David Anthes
Patricia H. Arnold
Trent and Kristina
Arnold
Lindsay Atagi
Bekka Austin
Katherine Austin
Kathy Baczko
Thomas Bahrman
Helen Baker
Lynn Baker
Matt Baker
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William D. Barber
Kurt and Talena Barker
Sarah Baron
Alexandra Bass
Kristin Bates
Kristan Bauer
Barbara Belzer
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Benson
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Rachael Bineham
Terrie Black
Bodie Blakely
Joelle Blanchard
Colette Blum-Meister
Diane and Peter Boehm
Emily Boynton
Kay and Bob Boynton
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Melissa Brewster
Travis Browning
Colleen Buchanan
Byron Buck
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Sharon Calhoun
Chelsea Callicott
Karen Campbell
James and Jan
Chambers
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Ann Cheng
Laurie Chesley
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Thomas and Alexandra
Clawson
Dawn Cofer
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Carly Colgan
Tom Comerford
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Curtis
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Megann Dastrup
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David Doughty
Jim and Ginny Elliott
Alayne and Michael
Fardella

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Diana Fischetti
Lisa Flexner
Dwain and Judith
Fullerton
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Goodman
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Michele Hahn
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Alex Harrison
Ray Hartwell
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Tami and Teague
Hatfield
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Seasholtz
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Bridget McGinn
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Ginny McKee
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An Anonymous Fund
of Oregon Community
Foundation
Arnold Family Trust
Backporch Coffee
Roasters
BBT Architects
The Bean Foundation
BEND FOR UKRAINE
Berry Investments
Best Best & Krieger LLP
Bigfoot Beverages
Brette Ashley Hampton
Fund of Oregon
Community Foundation
Brooks Resource
Corporation
Brown & Brown
Casey Family Fund
Central Oregon Daily
Central Oregon Health
Council
City of Bend
Combined
Communications, Inc.
Compass Project
Solutions INC
Conrad and Voels
Giving Fund
Costco Wholesale

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Foundation
Deeptell Consulting
LLC
Donald K. and Nancy M.
Smith Designated Fund
English 2 Spanish
First Interstate Bank
Fred Meyer Community
Rewards
GirlWrites
Halpern Law Group
Hayden Homes
HEDCO Foundation
Health Resources
& Services
Administration (HRSA)
Healthy Beginnings
The Hickok Wallace
Donor Advised Fund
John and Lari Hodecker
Family Fund
Lay It Out, Inc. / The
Source Weekly / Bend
Nest
Lease Crutcher Lewis
Les Schwab Tire
Centers
Life Balance Bend LLC
Linyee Chang Fund

LPS Family Fund of
Oregon Community
Foundation
Morrison-Maierle
Mountain Burger Bend
LLC
Oregon Community
Credit Union
Oregon Health
Authority
PacificSource Health
Plans
Q Group, Inc.
Roundhouse
Foundation
Skanska US Building
Inc.
St. Charles Foundation
Surviver Christian
Fellowship Endowment
Fund
Theriot Real Estate Inc
United Way of Central
Oregon
The Valhalla Family
Trust
Wallace Group
Ward Family Fund

Community Leadership

Mosaic is governed by a volunteer, patient-majority board of directors with representatives from Crook, Deschutes and Jefferson Counties. We thank them for donating their time and talent!



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Patient Rep.



Jean Stevens, Vice-Chair
Patient Rep.



Chandra Atwood, Secretary
Patient Rep.



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