

Language Access at Yakima Valley Farm Workers Clinic

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November 2024



Agenda

Health Equity

Culturally and
Linguistically
Appropriate
Services (CLAS)

Yakima Valley
Farm Worker's
Clinic's Approach
to CLAS



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Health Equity

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Impact of Disparities in Health Care

Even today, economic, social, and other injustices continue to create barriers to accessing high-quality health care.

4x

Maternal mortality rate for Black women is 4x higher than that for non-Hispanic White women

20%

Hispanic women are 20 percent more likely to die from cervical cancer than non-Hispanic White women

8x

Asian Americans are eight times more likely to die from hepatitis B than non-Hispanic Whites

30%

Diabetes rates are more than 30 percent higher among Native Americans and Latinos than among Whites

Source: The Joint Commission Health Equity website.



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Cultural and Linguistically Appropriate Services



Source: ThinkCulturalHealth.hhs.gov



Cultural and Linguistically Appropriate Services

Principal Standard

1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Governance, Leadership and Workforce

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Communication and Language Assistance

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Engagement, Continuous Improvement, and Accountability

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.



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Mission:

"Together we transform our communities through compassionate, individualized care, eliminating barriers to health and well-being."

Vision:

The health of each person is the health of humanity.

Values:

- Service
- Passion
- Innovation
- Commitment
- Empathy



At a Glance

Yakima Valley Farm Workers Clinic in 2023, at a Glance

52 Unique Service Locations

We are one of the largest community health centers in the Pacific Northwest, bringing medical, dental, pharmacy, behavioral health, nutritional services, and more to people with need.



26 Locations Delivering Medical Care



15 Locations Delivering Dental Care



12 Pharmacy Locations

1,957 Regular Staff

Our dedicated staff delivered high-quality, culturally sensitive health care to all our communities throughout 2023.

240 Medical Providers

48 Dentists

43 Pharmacists

Services We Provide



Patient Demographics



Patient Visits

781,961

Total Patient Visits

731,123

Face-to-Face Visits

50,838

Virtual



Preferred Language

59.7%

Patients Best Served in English

40.3%

Patients Best Served in Other Languages



Other Characteristics

13.1%

Seasonal Agricultural Worker

8.9%

Homeless

3.6%

Migrant Agricultural Worker

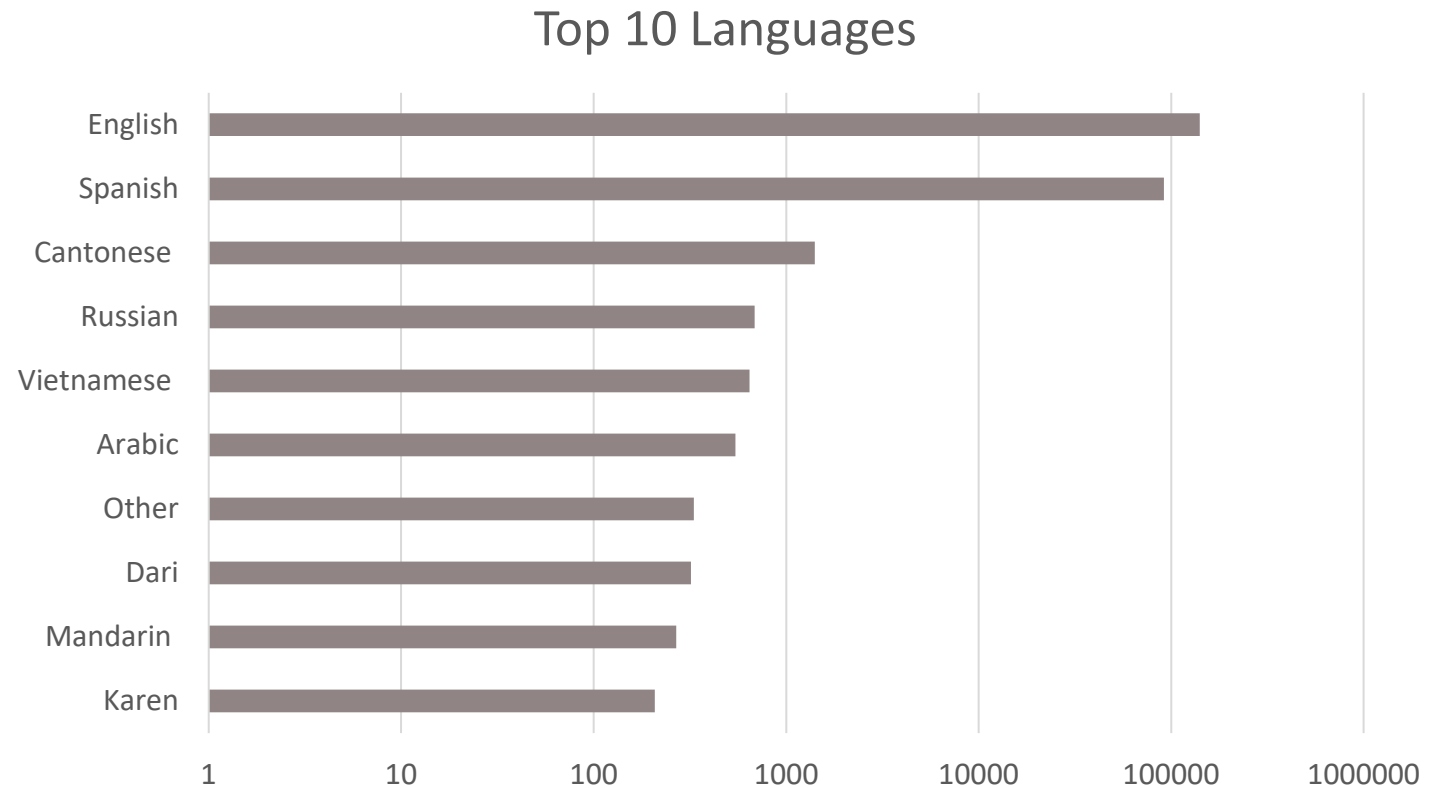
1.0%

Veterans



Patient Languages at Yakima Valley Farm Workers Clinic

- 86 unique languages spoken by YVFWC patients



Cultural and Linguistically Appropriate Services



Source: ThinkCulturalHealth.hhs.gov



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Cultural and Linguistically Appropriate Services



Source: ThinkCulturalHealth.hhs.gov



Governance, Leadership and Workforce

- Federally Qualified Health Center governance standards require half of our board of directors be users of our center, ensuring diverse representation.
- Our Limited English Proficiency Policy outlines our expectations, standards, and processes for providing translation and interpretation services.
- Support from leadership in policy, practice, and resources.
- Comprehensive training provided to all employees
 - Interpreter training for employees who will be interpreters for providers and for the providers using interpreters
 - Ongoing cultural competency training.
- Additional support for staff includes an all-expenses paid Spanish Immersion program.



Cultural and Linguistically Appropriate Services



Source: ThinkCulturalHealth.hhs.gov



Communication and Language Assistance

- Language assistance telephonically and virtually
 - Telephone lines
 - Ipad on a Stick
- Ensure competency of staff
 - Language proficiency assessment conducted telephonically
 - 80%+ pass rate
- Easy to understand print and multi-media messaging
 - We use translation, localization, and transcreation strategies



Cultural and Linguistically Appropriate Services



Source: ThinkCulturalHealth.hhs.gov



Engagement, Continuous Improvement, and Accountability

- Ongoing assessment of patient demographics and preferred language use.
- Ensure the patient voice is heard through patient satisfaction surveys are conducted in English and Spanish by bilingual staff (third party)
- Conflict and grievance resolution processes through our quality and risk management department.
- Participation in collaborative studies with educational institutions and community partners.



Cultural and Linguistically Appropriate Services



Source: ThinkCulturalHealth.hhs.gov



What We Covered

Health Equity

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Questions?



Yakima Valley Farm Workers Clinic

Who We Are, What We Do



Agenda

1. History
2. Today
3. Our network of care
4. Add others as needed



1

Yakima Valley Farm Workers Clinic History

yakima valley farm workers clinic
la clinica de campesinos

ADMINISTRATION-ADMINISTRACION
WIC WIC →

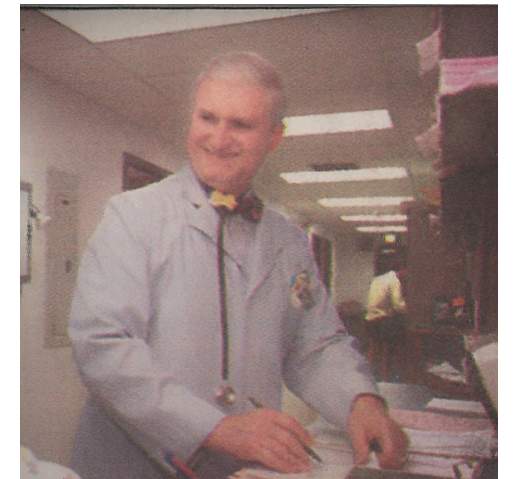
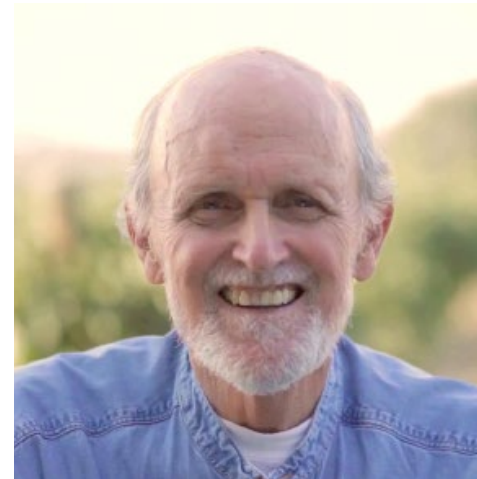


Modest Beginnings

In 1978, with the help of a federal grant to serve migrant and seasonal agricultural workers, Yakima Valley Farm Workers Clinic opened the doors to its first clinic in Toppenish, Washington.

We were founded by three visionary providers, Dr. Ricking, Dr. Monahan, and Dr. Gargas, who built a practice to address the complex challenges of poverty in their community.

Their selfless, insightful approach to care has informed our work for decades.



And Then We Grew



Yakima Valley Farm Workers Clinic

Vision:

The health of each person
is the health of humanity



Yakima Valley Farm Workers Clinic

Mission:

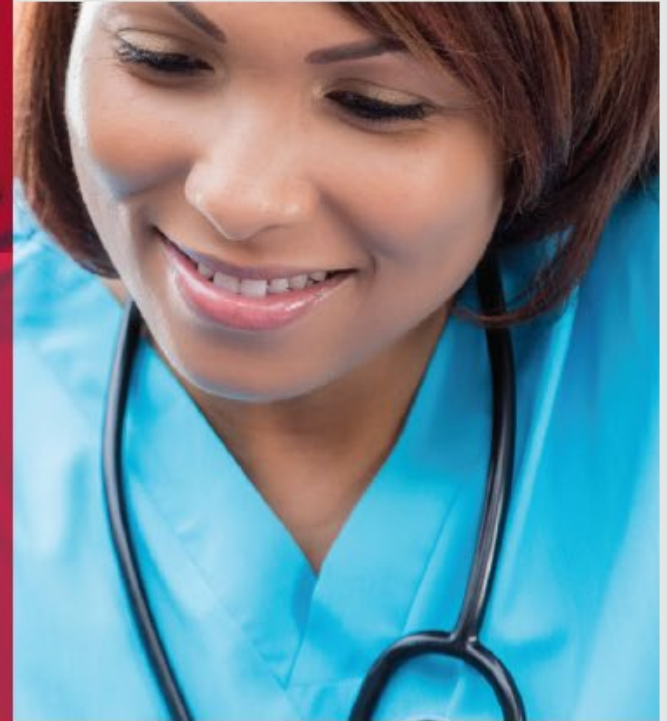
"Together we transform our communities through compassionate, individualized care, eliminating barriers to health and well-being."



Yakima Valley Farm Workers Clinic

Values:

- Service
- Passion
- Innovation
- Commitment
- Empathy



2

Yakima Valley Farm Workers Clinic
Today

Strategic Plan 2024 - 2027



Communities Served

- 26 Medical locations
- 15 Dental locations
- 12 Pharmacy locations
- 23 Behavioral Health Locations
- 43 program service locations

52 unique service locations
throughout Washington and
Oregon



In 2023 we served

195,601
people

781,961
patient encounters

84,278
children (43.1% of our patient population)



In 2023 we served **people in poverty...**

110,135
patients

are living below
the poverty line

**Over half (56.3%) of our patients are living
on \$280 per week or less**

\$14,580 annually for a 1 person household

\$19,720 annually for a 2 person household

\$24,860 annually for a 3 person household

\$30,000 annually for a 4 person household

[HHS Poverty Guidelines and Federal Register References - 2023](#)



In 2023 we served the uninsured...

20,423
patients

were uninsured

10.4%
of patients were uninsured



3

Our Network of Care

Connecting with our patients

- Transportation
 - People for People (formal agreement)
 - Transit voucher tickets
 - Taxi services where appropriate
 - Community Connectors
 - Uber Health
- Radio KDNA
- Social media
- Local news media
- Spanish language newspapers and TV
- Bi-lingual & bi-cultural clinic staff
- Patient Portals
- Patient Text Messaging
- Website



Improving Access to Care

- Video Visits
- Same-day appointments
- Extended hours
- Emergency access for dental care

“Tomando Control de su Salud” (Chronic Disease Self-Management Program)

- *Tomando Program recognized as an Evidence-Based Practice by Stanford University.*

Amigas Program – Promotoras provide education on cervical cancer screening and encourage our female patients to come in and be tested.

- *Amigas Program recognized as a Best Practice by the Centers for Disease Control.*



Medical Services

- Family Medicine
- Internal Medicine
- Pediatrics
- OB/GYN
- Integrated Behavioral Health
- Integrated Registered Dietitians
- Nurse Practitioners
- Certified Physicians Assistants

Most clinics have on-site medical laboratories, radiology departments (or access), and dental facilities.

Specialty Services

- Infectious Disease Specialist for HIV
- Podiatry
- Rheumatology
- Dermatology
- Optometry



Specialized Nutritional Assistance

- Healthy food packages
- Alternate foods for those without refrigeration
- Specialty formulas
- Breast pump program
- Hemoglobin iron screening
- Regular weight checks for pregnant women, infants, and children
- Teaching Kitchens
- Same-day patient-centered nutrition counseling
- Nutrition focused group education



Dental Care

- 15 dental sites
- 170 operatories
- 3 mobile dental units
- 69,817 unique patients
- 168,741 encounters

Dental production & encounters are among the nation's highest

Specialty Dental Care:

- Orthodontics
- Oral surgery
- Pediatric/Special Needs Dentistry
- Nasoalveolar Molding to reduce the number of surgeries for cleft lip/palate patients
- Sensory Adaptive Dental Environment
- Social Stories
- De-sensitization Visits
- General Anesthesia



Pharmacy

- RX's dispensed at YVFWC Pharmacies
 - FY 2024: 1,002,927
- 12 in-clinic 340B pharmacies
- 1 Central Fill and mail order location
- 1 YVFWC Specialty Pharmacy URAC Accreditation 10/2023
- Interface with EMR/EDR and pharmacy
- Clinical programs for Diabetes and Hypertension, Anticoagulation, and Hepatitis C
- Pharmacy services fully integrated with primary care
- Rx Education to patient
- 340B contract pharmacy with Walgreens, CVS, Safeway, Rite-Aid, Fred Meyers, Hi-School and two independent pharmacies
- Every clinic licensed as a Health Care Entity
- Built-in robotics to our Central Fill/Mail Delivery Pharmacy
- Rx Assistance Program



Access Central Pharmacy



- 55% of YVFWC scripts are being processed at Access Central.
 - 551,609 FY 2024
- Provides mail order medications for patients and Central Fill processing, freeing up pharmacy staff to spend more time with patients and deliver superior care.
- Access is filling 2,700 scripts with 10 staff in an 8-hour shift. That's more scripts than all our in-clinic pharmacies combined.

Access Central Pharmacy can do up to 7,000 scripts in an 8-hour day.



Children's Village

Agency Partners: YVFWC, Memorial Hospital, Memorial Foundation (separate medical records, billing)

Comprehensive Pediatric Dental Services

- For patients and siblings

Pediatric Dental Residency

Central WA Cleft Palate Program (1 of 4 state teams)

- Participate in multidisciplinary team care for patients with cleft lip and palate
- Provide comprehensive pediatric dental services to the patients of the cleft lip and palate team
- Provide pre-surgical interventions for infants with cleft lip and palate to improve surgical outcomes

Specialty Services

- **Seattle Children's Hospital** contracted for Cardiology, Orthopedics, GI, Neurodevelopmental, and Neurology
- **YVFWC** provides developmental behavioral pediatrics, including a team of 6 developmental behavioral pediatricians & nurse practitioners.
- **Yakima Valley Farm Workers Clinic BHS** provides both a center-based or "Day" ABA program and home ABA, in addition to the Behavioral Assessment and Treatment Team (BAT).
- **Nurse Family Partnership** provides specially trained nurses to help first-time mothers with their child.
- **Behavioral Health Services**



Children's Village - Behavioral Health Services

Applied Behavioral Analysis (ABA) is an intensive intervention based on the principals of behavior and is used to improve socially significant behavior. Individuals with Autism Spectrum Disorder or a developmental delay gain, maintain, and generalize skills by working directly with a Certified Behavior Technician. Parents are provided weekly training on the techniques that are used with their child by a Board-Certified Behavior Analyst.

The In-Home ABA Program is a six-month program serving individuals age 2-12 with challenging and/or aggressive behaviors. Services are provided in the home, school, and community settings within the Yakima area. Individuals receive between 6-12 direct service hours per week.

ABA Intensive Early Intervention is a day program working with individuals between the ages of 2 and 3 in the clinic setting at Children's Village. Individuals receive 12 direct service hours per week in morning or afternoon groups. Within the direct service hours, individuals receive services from the Early Supports for Infants and Toddlers (ESIT)/0-3 program Speech Therapist at Children's Village.

Behavioral Assessment Team is a group of specially trained mental health professionals who work with children with special healthcare needs and behavioral challenges. Services include:

- Evaluations and Therapy Recommendations
- Play Therapy
- Supportive Services for Parents and Caregivers
- And more



New Hope Clinic (NHC)

HIV/AIDS clinic in Yakima, Kennewick, and Walla Walla

- HIV nurse led clinic, with support from case managers, Primary Care Providers, and Infectious Disease Providers.
- Provides medical, dental, pharmacy, nutrition, and behavioral health services to persons living with HIV/AIDS.
- Among NHC's goals: suppress patients viral load and provide better quality of life by addressing social determinants of health with 24/7 support from our Public Health Nurses.



Specialty Behavioral Health Services

Providing Licensed Behavioral Health Services in Yakima County serving children, adolescents, adults and their families. Services include:

- Outpatient mental health counseling and treatment
- Psychiatric evaluation and medication management
- Substance Use Disorder (SUD) assessments, individual/group treatment, and Intensive Outpatient (IOP)
- Services for children 2-12 years old with special needs (including autism and global developmental delays) and challenging behaviors, by a Behavioral Assessment Team (BAT) and through evidence-based practices using Applied Behavior Analysis (ABA)
- Specialized team-based wraparound services for Medicaid-eligible youth 5-20 years old
- Referral and coordination with community resources and partnerships



Integrated Behavioral Health

Primary Care Behavioral Health

- 24 BHC Providers
- 22 Clinics
- 22,173 Visits in 2023
- 13,713 Unique Patients Served in 2023
- Goal is to provide Mental Health access for large segment of population
- Behavioral Health Consultants provide brief assessment, intervention, & consultation
- Service is at the point of care and routine part of medical visits
- 15-30 minute visits in exam rooms
- Care model is brief and episodic
- Intended to improve Primary Care & Behavioral Health system efficiency
- Emphasis on engagement and decreased stigma



Mobile Medical and Dental

Mobile program provides preventive health services to children in partnership with local school districts, WA state migrant education program, Head Start Centers, and Ronald McDonald Charities. YVFWC currently has 4 mobile units providing services.

- 69 Immunizations
- 141 Sports Physicals
- 8,522 Dental Encounters
- 138 Days in the Community

FY24



Residency & Fellowship Programs

Sollus Northwest Family Medicine Residency

- 12 residents serving 5,832 patients in Grandview, Washington (March 31, 2023 – April 1, 2024)

Northwest Dental Residency

- **Advanced Education in General Dentistry**
 - Currently training 5 AEGD residents for the 2023-2024 residency year, throughout Washington State.
 - As of June 2023, the NDR Program has graduated 105 residents and provided over 179,000 patient visits.
 - The NDR Program is one of the most highly recommended and regarded AEGD programs in the US and Canada.

NYU Langone Pediatric Dental Residency

- Currently training 6 Pediatric Residents, 3 will graduate this year
- Trained 45 Pediatric Dentists since 2005, many of whom choose to work for YVFWC after graduation
- Residents perform nearly 400 general anesthesia & 75 oral sedation cases a year
- Provides after-hours call for MultiCare Memorial - the only dental provider in the county to cover for an ER

Sollus Northwest Nurse Practitioner Residency Program

- Trained 3 residents in 2022-2023 cohort
- Retained 17 of the 30 residents who have graduated from our program since its inception



Northwest Community Action Center

Addressing Social Determinates of Health

Community Education Services

- 21st Century After School and Summer Programs
- Supplemental Nutrition Assistance Program (SNAP-Ed)
- No Child Left Inside Outdoor Adventure Program
- Safe Haven Community Center
 - Zumba
 - ESL Classes
 - Citizenship Classes
 - SAIL & Walk with Ease
 - Money Smart Financial Literacy Classes

Housing Support Services

- Emergency Hotel/Motel Vouchers
- Rapid Rehousing/Rental Assistance/Support Services

Weatherization Services

- Weatherization and Minor Home Repair
- Healthy Homes Assessments and Measure Installation

Utility Assistance



Outreach Workers

- At its core, the role of the Community Health Worker is to assist our patients in navigating the larger systems to ensure they have the highest probability of accessing service or support they seek. The goal is to provide enough guidance that they can become self-sufficient.
- Addressing social determinants of health by completing an assessment in EPIC and referring/connecting patients to resources.
- Outreach Workers had 28,051 encounters (FY24).



Women, Infants, and Children (WIC)

WIC provides services at 17 locations throughout Washington and Oregon, providing breastfeeding support, WIC foods, nutrition education, and referrals as needed.

Service numbers for Program Year 2023

- Unique participants served 27,436
- Total encounters 88,932
- Total benefits distributed \$14,717,687

WIC Dental Initiative: Unique partnership between YVFWC WIC and dental provides continuity of care and increases families access to high quality dental care access. WIC referred 3,167 (April 2022 to March 2023) participants to our dental services.



Primary Care Nutrition Services (PCNS)

Registered Dietitian Nutritionists (RDN) are part of the care teams in 19 of our health care clinics throughout Washington and Oregon. Our RDNs provide free nutrition counseling through a warm hand-off model to any patient with a nutrition-related concern.

- Total Encounters (FY24) 33,598
 - % warm hand-off vs. scheduled 61%
 - Overall Patient Satisfaction Rate 94%
 - 40% of all self-management's due were completed by RD during visit.

Other reasons patients are referred to RDN: hypertension, >30 BMI, <18 BMI, eating disorders, GI issues/concerns, pediatric nutrition, and physical activity counseling, non-alcoholic fatty liver, and abnormal lipids.

“My daughter was very engaged in making positive changes. She went in feeling nervous and came out uplifted and encouraged with a good outlook for the future.” Lancaster Health Center



Lancaster Teaching Kitchen



Community Health Services

Community Health Services provides enhanced services to pregnant women and infants

Home Visiting Services

- Maternity Support Services
- Infant Case Management
- Maternity Case Management - OR
 - Total Encounters - **39,496**
 - Total Billable Encounters - **36,781**

Integrated OB Intake

- 11 clinic locations
- 2,877 OB intakes completed
- 427 Car Seat Trainings



Integrated Care Services

Parenting Education

- Los Niños Bein Educados
 - 205 Parents served
 - 142 Graduates
 - 164 Children Served

Manejo/Diabetes & Tomando/Chronic Disease Self Management Programs

- 709 Parents Served
- 411 Graduates

Asthma Program

- Launched June 2023

Literacy Program (Reach out & Read)

- 13,015 books given out at well child exams

Chronic Care Management Nurses

RN's provide care coordination for complex patients and those transitioning from inpatient settings to community/home settings

- 4,117 Patient Encounters



Community Events & Outreach

- Host and participate in over 100 events throughout Washington and Oregon each year.
- Plan and oversee all events including health fairs, state/county fairs, and community parades.
- Participate in community events to gain visibility.
- Build and maintain relationships with organizations and members of the community.
- Create the opportunity to engage new patients during community events.



Refugee Contracts

- Up to 1,000 refugees are re-located to Spokane County each year through World Relief and International Rescue Committee.
- YVFWC conducts all initial refugee health screenings upon arrival and provides additional immunizations and boosters as needed.
- YVFWC clinics are utilized to provide ongoing primary care needs.



Covid 19 Disease/Mortality in Pregnancy

- The objective of the study was to describe disease severity and outcomes of SARS-CoV-2 infections in pregnancy across Washington State including pregnancy complications and outcomes, hospitalization, and case fatality. YVFWC joined the
- Washington State COVID-19 in Pregnancy Collaborative (WA-CPC) as a multi-center retrospective cohort study to capture COVID 19 cases in pregnancy. The outcome of the study demonstrated COVID-19 hospitalization and case fatality rates in pregnant patients were significantly higher compared to similarly aged adults in Washington State. This data indicates that pregnant patients are at risk for severe or critical disease and mortality compared to non-pregnant adults, as well as preterm birth
- The most interesting outcome specific to YVFWC: Of the two hundred and forty women studied, there were three deaths. The three pregnant patients who died due to COVID-19 disease were all YVFWC patients, publicly insured, 35-39 years old and from minority racial-ethnic groups. Each had significant comorbidities that included obesity, hypertension, autoimmune disease and/or congenital heart disease.



Long COVID Among Latinx Patients of Two Federally Qualified Health Centers in Washington State

- The objective of this study was to study long covid in the Latino population. This study is one of few to investigate the impact of long COVID on a Latinx/e patient population despite high rates of infection, hospitalization and death rates due to COVID-19 in this population.
- Latinos in Washington state are 1.5 times more likely to contract SARS-CoV-2, 2.0 times more likely to require hospitalization, and 2.4 times more likely to succumb to COVID-19. Despite the heightened risks, there is limited available data on long COVID among Latinos.
- The outcome demonstrated significant differences in rates of long COVID by insurance status, income insecurity, symptom severity, number of infections, Covid variant, gender, and vaccination status and Mexican background. We also found marginally significant differences by age and food insecurity.

