



 **HealthPoint**  
2023 Community Report



## Dear Friends,

I hope this letter finds you well. As I write to you, I am thinking about the power of place.

We often hear the phrase “location, location, location” in the context of real estate, but it also applies to health.

After all, we live in a society where our zip code often impacts our health more than our genetic code. This is evident in King County where your life expectancy will range from 75.2 to 86.7 years depending on where you live. An 11.5-year difference is the kind of gap you might expect between countries in different parts of the world, not communities that are 20 minutes apart.

That is why HealthPoint’s mission is to strengthen communities and improve people’s health by delivering quality health care services, breaking down barriers, and providing access to all.

Community comes first because it affects everything: from the air we breathe, to the places our children can play, to the possibilities we perceive.

Community is the soil that nourishes our collective health. As any gardener or community health professional will tell you, there is no quick fix to achieve healthy soils or strong communities. It takes time, investment, and careful cultivation.

Which is why, for 52 years, HealthPoint has located in and partnered with underserved communities across King County. Our health centers provide medical, dental, behavioral, pharmacy, and social services to more than 100,000 people regardless of income, insurance, immigration, or any other status.

But being present is not enough - especially in areas where systemic inequities have built barriers to care and eroded trust. In these communities, it’s not about: “build it and they will come,” but instead “build relationships and meet people where they are.” Whether that’s at a school, a tent encampment, a mosque, a day-care, a consulate, a community center, a church, or a home. It is about partnering with the places that people love, trust, and frequent, rather than expecting people to come to us.

Because when it comes to community health, only community members have the expertise, experience, and connections to create lasting change. HealthPoint’s role is to listen, learn, and work alongside all members of our community, including the most vulnerable.

That term—“vulnerable”—gets used a lot, and I want to be clear that no person is inherently vulnerable. It is the situations they are placed in that make them vulnerable. Situations like unequal access to housing, transportation, education, and health care. Situations like racism, violence, addiction, and poverty.

While the systems that contribute to these vulnerable situations are deeply flawed, the people themselves are resilient and dynamic. It is a privilege to partner with them. This year’s report will highlight several examples of those partnerships with: people living unhoused; members of our LGBTQ+ community seeking supportive, gender-affirming care; community members struggling with opioid use; and our nationally recognized work with refugee communities.

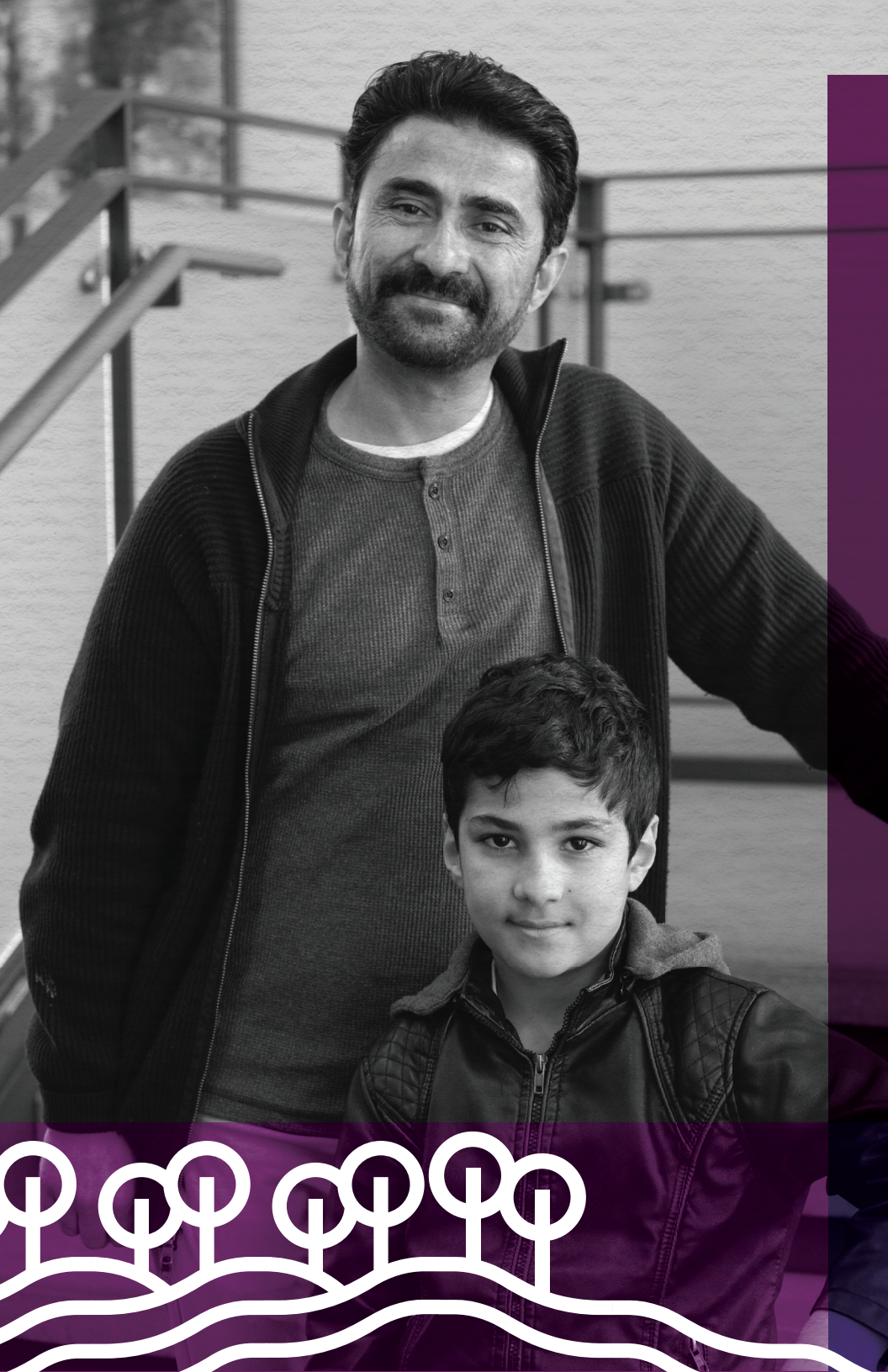
Thank you for taking the time to learn about and support our work.

When we invest in strong communities today, we not only improve health, but we plant the seeds for a flourishing future we can all share.

*In health and community,*

**Lisa Yohalem, CEO**





## The Refugee Health Program

The Refugee Program addresses the unique needs of residents new to the United States, many of whom have urgent medical needs that include care related to pregnancy or diabetes or dental care. People who have newly arrived in the U.S. may not speak English, may have unstable housing and other needs related to why they left their home country, and are adjusting to many new cultural norms. Since August of 2021, HealthPoint has provided care to 4,401 new residents.

The team meets weekly for case management, problem-solving, and to break down barriers for the unique needs of people adjusting to life in the United States. Almost the entire multi-lingual staff are comprised of people who came to the U.S. as refugees or immigrants. They bring rich contributions, informed by their own experiences coming to the U.S. and their medical expertise from their home country.

Unlike a “typical” individual medical visit in the United States, Refugee Clinics may schedule entire families together, with in-person interpretation.

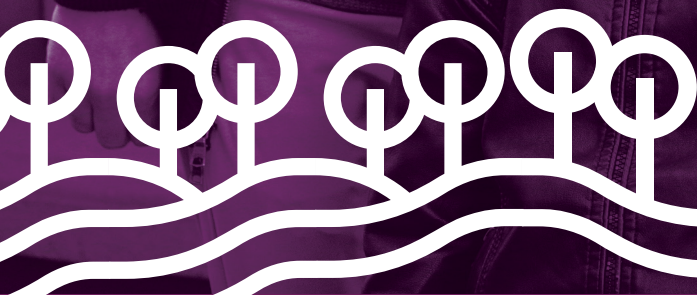
Prior to the appointment, patients receive a call welcoming them and arranging transportation, if necessary. Clinics focus on coordinated medical care, behavioral health, nutrition, dental, and pharmacy, as well as other needs such as diapers, car seats, and Chrome books. The refugee support team provides an additional layer of support for urgent or complex cases needing medical triage or additional attention. Urgent visits are scheduled as needed based on information from resettlement case workers or the public health team.

Washington state has the fourth largest number of refugees in the U.S., many of whom live in South King County, and most of whom receive care at HealthPoint.

### Refugee Health Program numbers:

**3,129** new patients seen in 2022

**260** average number of new patients every month



## Substance Use Disorder Program

In 2018, HealthPoint and the Seattle Indian Health Board were the first locations in King County to offer low-barrier, on-demand walk-in hours for community members struggling with opioid use. Today, all HealthPoint primary care clinics and urgent care location offer substance use treatment and support. Clinics provide on-demand care using medication in combination with counseling and behavioral therapies to treat opioid-use disorder and help patients sustain recovery.

The Substance Use Disorder Program team is dedicated to listening to community needs and providing care. A major barrier for substance use treatment is that people may not be ready to stop using. HealthPoint is committed to being available whenever people are ready to receive treatment. The team creates numerous opportunities to engage community members and reminds them that they have a welcoming health care home. We believe long-term relationship building helps clients with addiction, and, eventually, with other medical or mental health concerns.

Most patients have experienced shame related to substance use in medical care settings. The team aims to see the person and not just the disease, to be open and welcoming, and to decrease shame associated with drug and alcohol use.

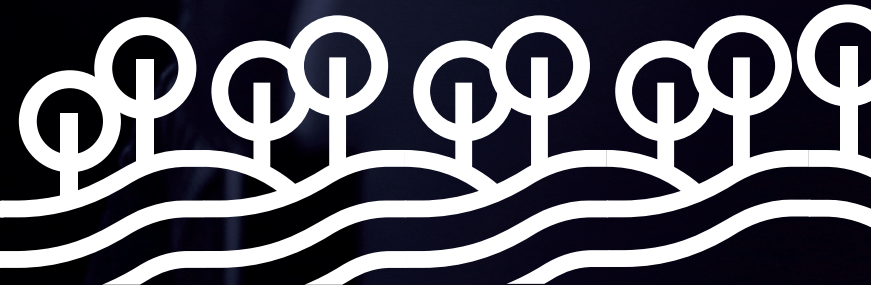
The substance use clinic has a flexible model. While clinicians often focus on medication for opioid addiction, other treatment options, including behavioral health are available. The focus on medication is to keep people alive so they can start to engage in care. HealthPoint is trying to ensure the most at-risk are being cared for through partnerships with outreach programs, local jails, and mental health treatment facilities.

When clients stay with suboxone medication and support, usually within six months, they are likely to feel better, find housing, reunite with family, return to work or school, and can be more successful with their life goals.

### Substance Use Disorder clinic numbers:

350-370 patients a month

25-30 new patients every month





## Robert Gibbs, Jr., SUDP

*Chemical Dependency Specialist*

HealthPoint Auburn North

Robert is a Substance Use Disorder Professional with 23 years of experience and has been with HealthPoint for over 4 years.

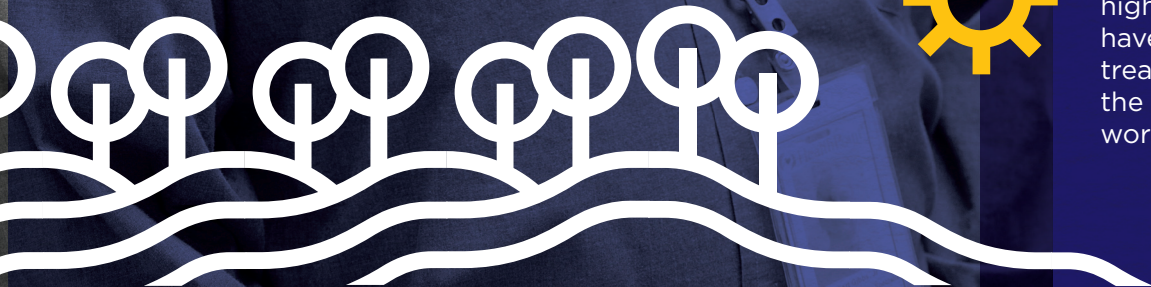
My passion is to help each person, one at a time, who is suffering from addiction and mental health issues. At HealthPoint, I can tailor treatment to each person's individual needs. I focus on harm reduction, patient centered, and trauma informed models of care. I understand that not everyone who is using opioids is fully ready to quit but wants some help. It's not uncommon that in the beginning a person's goal might be to reduce their use or the negative effects of use. It's OK to start there and move forward with the patient as their goals evolve.

I really appreciate working with one of the best teams of my career. We all share the commitment and vision for remedying the harms of the opioid epidemic.

### **How does this program at HealthPoint differ from other substance use disorder programs?**

"One of the things that we do really well and we really pride ourselves on is the ability to genuinely meet patients where they're at. We have the clinical and operational policies to truly utilize harm reduction and patient-centered care. Not every program has that ability for a multitude of reasons. By utilizing medication assisted treatment, our primary focus is a person's opioid use. My role allows me to provide additional counseling to address other substance abuse if that's part of the person's recovery goals.

We also help a person stay connected to medical care while they're receiving Suboxone services. We encourage patients to address any other health issues that they may have such as high blood pressure, diabetes, or Hep C, to name a few. We have connected many patients through our Hep C program for treatment and cure. I think we're just really great at accepting the person as they are and working on what it is they want to work on, on their timeline. It's the whole care model."



## Homeless Services Program

The Homeless Services Program emphasizes outreach to and care of community members who have unstable housing or are currently unhoused. Our team is committed to improving this population's health and ultimately helping them find a health care home. The team does this by creating trusting relationships with people who have many challenging life circumstances, trauma, and behavioral health issues. The team reliably "shows up," builds trust, identifies needs, and helps connect clients to a variety of resources.

The Shelter Nursing staff also rotate through settings such as homeless shelters, domestic violence shelters, day centers, and temporary or permanent supportive housing to reach out to people who may be accessing those services.

The nurses have a consistent schedule when they are on site to provide care and help people find a primary care provider.

### 2022 Homeless Services Data

- 923 total Clients
- 123 Clients connected to dental care
- 82 Clients connected to mental health services
- 45 Clients connected to substance use services
- 32 Clients connected to primary care providers





## Gender-Affirming Care

Gender-Affirming Care started at HealthPoint in 2016 and has grown tremendously. After learning from colleagues in Seattle that few resources existed for gender care in South King County, several interested HealthPoint medical and behavior health providers received training and began providing care.

Over time, more and more providers completed Gender Affirming Care training, and increasing numbers of newly trained providers have been trained in residency.

In 2023, all ten primary care clinics at HealthPoint offer gender-affirming medical and behavioral health care services. Care includes primary care, hormone therapy, surgery affirmation letters, and name/identification change support.

Some patients come specifically for gender affirming care because they know that HealthPoint is a welcoming setting. Patients benefit from the care and support and can change their lives with more ease. Providers report gender-affirming care as a joyful part of medical care provision. They also act as consultants to other primary care providers at HealthPoint and in the community.

### Over the past 18 months:

**766** total visits

Gender-affirming care for **186** adult patients

**13** minors received social/family support



# HealthPoint at a Glance

Affordable, high-quality health care for more than 100,000 people at 20 locations throughout King County. No one is turned away because of inability to pay.

Integrated, whole-person care: Each patient has access to a multi-professional care team that works together to address their whole-health needs.

Medical care, dental care, naturopathic medicine, behavioral health care, substance use disorder treatment, nutrition counseling, social services, and on-site pharmacies.

70 languages spoken across services, reducing barriers to accessing care.

More than 50 percent of HealthPoint Board members are patients and reflect the wide diversity of our patient community.



1,147  
Employees

200+  
Learners (Future  
Community Health  
Professionals)

161,858  
Medical Visits

63,513  
Dental Visits

1,706  
Homeless Service  
Visits

41,224  
TeleHealth Visits

12,796 Uninsured Patients

11,669  
Natural Medicine  
Visits

11,274  
Covid-19  
Vaccinations

\$4,291,223 Uncompensated Care

4,525  
Medical and  
Behavioral Visits  
@ School Based  
Health Centers

34,776  
Patients Screened  
for Depression  
  
23,110  
Behavioral Health  
Visits

22,127  
Patients Screened  
For Social Factors  
Impacting Their  
Health

99%  
Of Patients  
Have Very  
Low Incomes

Statistics from 01/01/22 -12/31/22

# Thank You to Our Organization Partners

Abbott Construction	Community Health Network of Washington	Miller Hayashi Architects	Sheng-Yen Lu Foundation
Alliant Employee Benefits	Community Health Plan of Washington	MJ Murdock Charitable Trust	Southwest Youth and Family Services
Amazon - AmazonSmile	Coordinated Care	Molina Healthcare	Sprague Israel Giles Inc
Amerigroup	Healthcare Management Administrators	National Association of Community Health Centers	Symetra
Apple	HealthierHere	Neighborhood House	The Foster Foundation
Arcora Foundation	Hughes Marino	Ogden Murphy Wallace	The Red Rock Consultancy
A.T. Still University	International Rescue Committee	Patterson Dental Supply	The Sheri and Les Biller Family Foundation
Bayley Construction	Kaiser Permanente	Puget Sound Energy	The Wright Center
Benefit Administration Company	Karr Tuttle Campbell	Roots & Wings Foundation	United Healthcare
Boeing	Kelley Connect	Roots Royal Solutions	University of Washington Family Medicine Residency Network
Boeing Employees Community Fund of Puget Sound	KeyBank	Salal Credit Union	VOT-ER
Children's Home Society	Key Bank Foundation	Seattle Children's	Washington Association of Community Health
Columbia Pacific Wealth Management	LabCorp	Seattle Seahawks	Within Reach
	Microsoft	Seattle Foundation	
		ServiceNow	

# Thank You to Our Government Partners

City of Auburn	City of Issaquah	City of Tukwila	Tax Payers of Washington State
City of Bellevue	City of Kenmore	Federal Communications Commission	Washington State Department of Social and Health Services
City of Bothell	City of Kent	Health Resources and Services Administration	Washington State Department of Health
City of Burien	City of Kirkland	King County Behavioral Health & Recovery Division	
City of Covington	City of Redmond	Seattle & King County Public Health	
City of Des Moines	City of Renton		
City of Federal Way	City of Sammamish		

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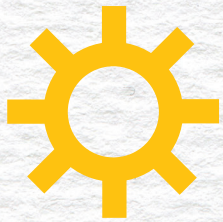
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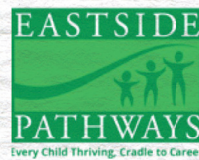
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