



Western Sierra Medical Clinic

Better Health Together

Report to the Community



844 Old Tunnel Road, Grass Valley, CA 95945

www.wsmcmed.org

Committed to the Community's Health

About Us

Western Sierra Medical Clinic, a nonprofit organization, is committed to the health and wellness of Nevada, Yuba and Sierra counties, providing medical, dental and behavioral health services through innovative patient-centered care. The center, which added more specialists in 2014, recently introduced an Urgent Care service to better meet the health care needs of the region. At Western Sierra, we are committed to knowing and treating our patients, with primary care providers serving as the hub for effective, comprehensive health care. Western Sierra is a Federally Qualified Health Center.



Our Humble Beginnings

Western Sierra's roots started in 1975, when community volunteers opened a clinic in Downieville to serve residents and those visiting Sierra County. In 1986, Dr. Dee Dawkins founded Miners Clinic in Nevada City, providing quality care to the working poor and others without access to outpatient health services. Western Sierra and Miners Clinic merged in January 2010. But both clinics' commitment continues today, with Western Sierra providing a full range of high-quality health care, regardless of a patient's financial resources or insurance coverage.

Our Board of Directors is comprised of community members committed to Western Sierra Medical Clinic's goals and mission. Board members have a range of expertise and skills, including banking and finance, health care and legal. More than half of the board members are Western Sierra patients.

“Western Sierra is a centerpiece for health care.”

— Nevada County Supervisor Dan Miller

Western Sierra Board of Directors

Board Officers

Larry Allen
Board Chair
District Attorney, Sierra County

Florence Lyss
Board Vice Chair
Registered Nurse, Retired

Scott Browne
Board Secretary
Attorney at Law,
Browne Law Offices

Richard Kuhwarth
Board Treasurer
Retired CFO and CPA

Board Members

Timothy Beals
Director of Planning
and Transportation,
Sierra County

Anita Daniels
Vice President and
Branch Manager,
Tri Counties Bank

Katherine Medeiros
CEO, Sierra Nevada
Memorial Hospital

Jeannie Medley
Office Administrator

Brandon Pangman
Planner, Sierra County

Jon Peek
Retired Veterinarian

Lupe Peterson
Owner, Kinderland Preschool

Don Russell
Editor, Mountain Messenger Newspaper

Derek Williams
Macintosh Computer Consultant
and Investment Trader

Senior Executives

Scott McFarland, *Chief Executive Officer*

Dr. Glenn Thiel, *Chief Medical Officer*

Tom Morrissey, *Chief Financial Officer*

Francine Novak, *Chief Operating Officer*

Dan Happs, *Chief Information Officer*

Cheryl Rubin, *Planning & Development Director*

A Letter from the CEO

Combining decades-old mission with modern-day health care to meet community needs

Better health together is more than a catchy phrase, a clever slogan – it’s our commitment to the community.

Everyone in the region, from newborns to seniors.

From community members who depend on government programs for health care to those with health care insurers; patients who need a checkup to those with chronic conditions.

The health center’s board, executive team and staff are dedicated to treating everyone who needs care. And our recent accomplishments – most obviously a new 19,000-square-foot building in Grass Valley – allows us to better meet our mission.

It’s about delivering the best-possible health care by expanding existing services and introducing new ones.

Western Sierra has enjoyed fast-paced growth during the past decade. Today, the health center has a connection to nearly one of every four residents in the region.

Our annual double-digit growth in patients can be attributed to several reasons, including the burgeoning demand for health care – in part due to the Affordable Care Act – and Western Sierra’s expansion of much-needed services, such as behavioral health, dental, maternity, specialists and, most recently, an Urgent Care service.

But accessible and effective health care must always begin with the primary care provider.

At Western Sierra, primary care is much more than colds, coughs and cuts. It’s about knowing the patient, from their latest challenges to their living conditions. Perhaps rather than merely diagnosing a prescription for a nagging illness, maybe it’s about where they live or their circumstances?

It’s an approach that the center’s primary health providers – under the leadership of new Chief Medical Officer Glenn Thiel and Chief Physician Heather Lucas-Ross – embrace and practice. We have the same approach at our Downieville site, headed by Lora Lee Grutowski, Family Nurse Practitioner.

The treat-the-whole-person effort requires primary care providers to serve as the hub for a patient’s health care, referring them to specialists, if needed. Western Sierra’s goal is to create a one-stop health center under one roof, where we focus on the diagnosis and treatment of disease as well as disease prevention and healthy lifestyles that reduces unnecessary visits to local emergency rooms.

Our future plans include creating a Wellness Center intended for the entire community, not just our medical patients, to come to learn about diet and cooking healthy meals, exercise and ways to improve their general well-being.

We’re also dedicated to expanding services for the growing elderly population in our area, and providing more specialty care including OBGYN, ophthalmology, orthopedics, podiatry, G.I. and chiropractic, in addition to the physical medicine team already at Western Sierra.

Our commitment goes beyond the new Old Tunnel Road facility, located about halfway between Grass Valley and Nevada City, and the Downieville clinic. We also offer primary care services at our facility at Community Recovery Resources (CoRR), which treats residents with substance abuse problems. Our mobile clinic brings care to children in local schools, the homeless at Hospitality House, residents in the Camptonville area, and enables us to provide care in other remote locations and evaluate the demand for services. Our physicians also visit skilled-nursing facilities in the region.

Our never-ending goal is to make health care services available to everyone in the region. Because our board, health care providers and entire 90-person staff believe that better health together starts with Western Sierra.

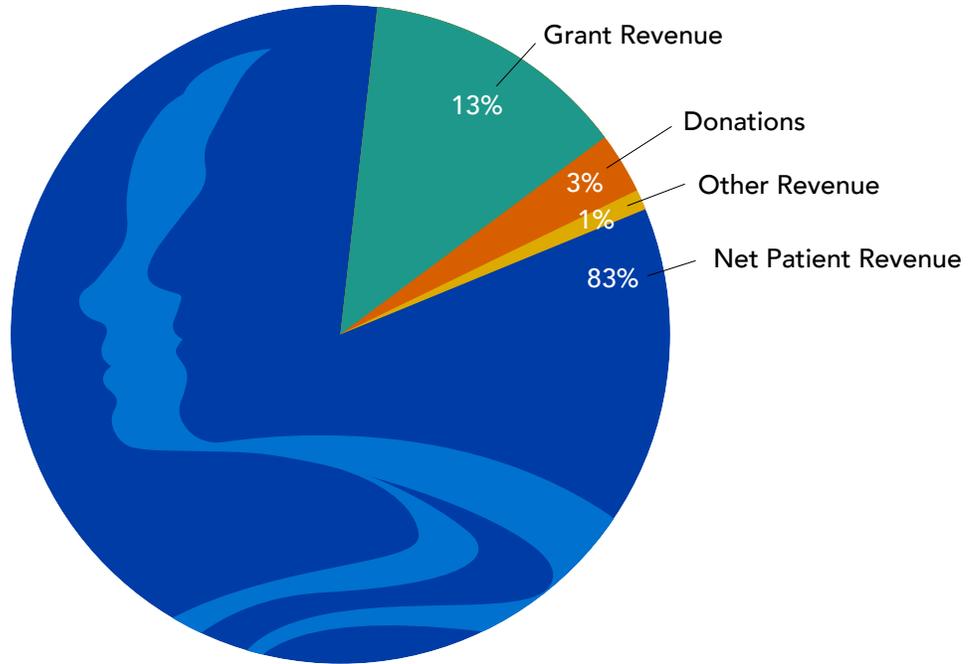


Scott McFarland

Best to your health,
Scott McFarland
Chief Executive Officer
Western Sierra Medical Clinic

2014 Revenue

A large majority of Western Sierra's revenue comes from reimbursements for services associated with patient visits. Western Sierra also receives grants from private organizations and federal government grants help the health center serve the most fragile in our community in order to meet our mission.



“The wellness of our citizens is what really matters to our community. This is the heart of the community.”

— Grass Valley Mayor Jason Fouyer

Our Patients, Your Health

Western Sierra serves about one of every four residents in the region, from infants to those on Medicare.

Patients by Age:

0-17: 30.6%
 18-39: 24.1%
 40-64: 30.1%
 65 and older: 15.2%

Patients enrolled in 2014: 17,849

Patient visits in 2014: 39,883



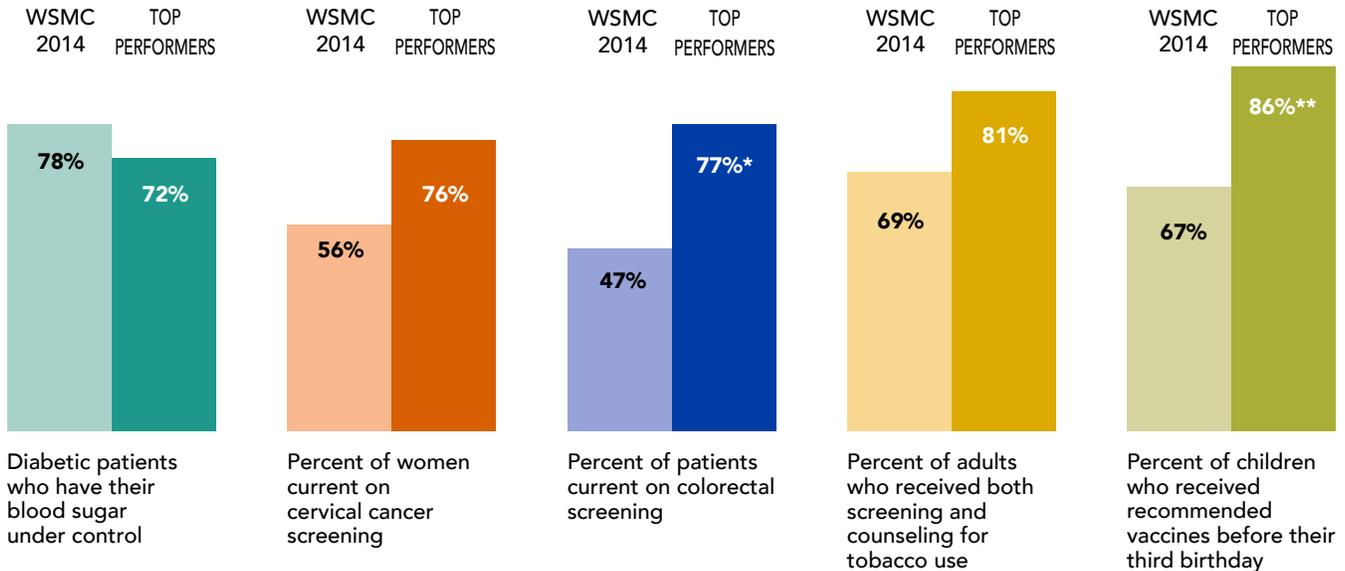
Medicare: 1 of every 5 patients served

When the so-called federal “fiscal cliff” occurred in 2013, Medicare reimbursements were reduced, causing many medical providers to stop accepting and treating these elderly patients.

Western Sierra officials anticipated the problem and expanded resources to ensure access and care for the aging population in the region.

Making Quality Care a Priority

Western Sierra Medical Clinic earned recognition from the National Committee for Quality Assurance (NCQA) for effectively providing highly coordinated care and long-term participative relationships with patients. NCQA monitors the quality of care by tracking progress of most public and private health insurance plans. Western Sierra Medical Clinic is always working to improve our quality of care to be a top performer. Western Sierra is setting high goals to reach national standards on the following indicators:



*Top 10% of all Medicaid managed-care plans (or health insurance plans).
 **WSMC calculates data on seven different vaccines; NCQA looks at six.

“What a great facility. It’s so friendly and well run.”

— Barbara Thomas, Board President, Center for the Arts

Expanding Services to Improve Your Health

Primary Care is central to optimal health and focuses on the well-being of patients. We stress preventive care, manage medical conditions and minor illnesses, and make referrals to specialists.

Behavioral Health has a far-reaching effect on many health issues. An on-site psychiatrist, psychologist and social workers offer understanding and professional support on family issues, depression, substance abuse and other life circumstances.

Dental issues can often lead to other health problems—so we emphasize preventive care. Services include teeth cleanings, fillings, root canal and children’s dentistry.

Specialists focus on a specific area of medicine and are part of our on-site lineup. We are expanding access to specialists and our new building has a specialty wing.



HIGHLIGHTS IN 2014

A (much) bigger home – Western Sierra opened its new 19,000-square-foot building at 844 Old Tunnel Road, nearly halfway between Grass Valley and Nevada City. The health center is about 50% larger than our previous location to allow for expanded services.

Honoring a health care leader – Western Sierra held a gala to honor Dr. Sarah Woerner, a local pediatrician who has served the community’s children (and their parents) for more than 20 years.

Change in medical leadership – Named Dr. Glenn Thiel as Chief Medical Officer. Thiel is a former physician with the California Department of Corrections.

Taking the show (and health care) on the road – Established a clinic to provide health care services to clients at Community Recovery Resources (CoRR), which provides substance abuse and mental health services.

Growing, still – Western Sierra has more than 90 employees, from administrative assistants to primary care providers, making the health center one of the largest private employers in the region.

“It’s amazing for the community that we have so many services all in one location.”

— Laura Rohrsen, Speech Pathologist

Investing in the Health of the Community

Better Health Together

Thank you for your commitment

Organizations

\$50,000 and more

California Wellness Foundation

\$10,000 - \$49,999

Blue Shield of California
Dignity Health/Sierra Nevada
Memorial Hospital

\$2,000-\$9,999

Anthem Blue Cross
California Health & Wellness
Health Alliance of Northern California
Mission Recruiting, LLC

\$500-\$1,999

AJA Video Systems
Creasey & Pfaffinger General Dentistry
Brent Daggett, Architect
Dave's Landscape
Dokimos Pharmacy
Grass Valley Sign
The Halby Group
Haley & Bilheimer, Attorneys at Law
Halldin Public Relations
Law Offices of Andrew Harris
KNCO News/Talk 830 Radio
Cheryl Rellstab, Realtor
River Valley Community Bank
Sierra Gold Insurance
Sierra Nevada Memorial Hospital
The Setzer Foundation
SPD Markets
Telestream
Tru-Line Builders

Under \$500

Scott Browne, Attorney at Law
Community Recovery Resources
Foothill House of Hospitality
Full Circle Financial, Kim Zwick, CPA
Insight Imaging
Rich Keene, Attorney at Law
Lincoln Financial, Lori Carden
Lincoln Financial, Nancy Fletcher
Mother Truckers-Natural Selection
Jennifer Wilkerson, Attorney at Law



Individuals

\$1,000 and more

The Abt Family
Audra Folsom
Ed and Bernadette Sylvester

Under \$1,000

Ana Acton
Cathy Anderson Meyers
Jeanne Bonelli
Bill and Carol Brady
Syd Brown
Jake and Janice Bronson
Juan A. Chavez, DDS
Pam Clifton
Mary DeWitt

Judge Albert Dover
Nan and Kenn Drummer
David Durham
Don and Sharon Fairclough
LoAnn Fairweather
Mary and Robert Foster
Frank and Fran Francis
Chris Graff
Garnet and Bruce Holden
Gail Johnson Vaughan
Keith Johnson
David Jones
Scott Kellermann, MD
Dick and Joan Kuhwarth
Judge Julie McManus
Jeannie Medley
Joanne and Ron Montgomery
Tom Morrissey

Sue Olson
William and Sheryl Pangman
Jon and Mary Peek
Debra Plass
Cynthia Schuetz
Thomas Schumann
Carol Scofield
Ken and Cheryl Tadman
Glenn Thiel, DO
Richard Thomas
Mike Vasquez
Carol Vick and Darden Bynum
Kathleen Walker
Cheri and Jim West
Derek Williams
Sarah Woerner, MD
Danielle and Mitchell Yantis

“The work Western Sierra Medical Clinic does is amazing. They are tireless and work very hard with the community to collaborate and provide for everyone here.”

— Kathy Medeiros, CEO, Sierra Nevada Memorial Hospital

Locations:

Grass Valley Health Services

844 Old Tunnel Road
Grass Valley, CA 95945
530-274-WSMC (9762)
7 a.m.-5 p.m. Monday – Friday

Downieville Health Services

209 Nevada St.
Downieville, CA 95936
530-289-3298
8 a.m.-5 p.m. Monday – Friday
On call after hours

CoRR Health Services

180 Sierra College Drive
Grass Valley, CA 95945
530-274-9762
8:00 a.m.-4:30 p.m. Wednesdays

Mobile Health Services

15333 Cleveland Avenue
Camptonville, CA 95922
530-274-WSMC (9762)
10 a.m.-3 p.m. first Tuesday of the month

Hospitality House Homeless Shelter

1262 Sutton Way
Grass Valley, CA 95945
6:30 p.m.-8:30 p.m. Wednesdays

www.wsmcmed.org
info@wsmcmed.org

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Grass Valley Health Services



Downieville Health Services