



The Right Connections to the Right Care Accomplishments 2018-2019

Thirty-five years ago, The Wallace Medical Concern began its mission in a donated hotel room in Old Town with two volunteers. Today, Wallace offers a full range of medical and dental services to thousands of the Portland area's underserved individuals and families.

This past spring, we celebrated Wallace's 35th birthday with a "makeover"—a new name and a new logo, to reflect the perspectives of those we serve, and the broader role our organization plays today in the health of our community.

Here's to the power of health and community.

To listening and respecting.

To knocking down the doors to accessible health care.

To treating the whole person.

To empowering every member of the family.

To lifting each other up with compassion.

At Wallace, we believe we are all together in health.

We've seen amazing growth and transformation over the years. But **what hasn't changed is Wallace's commitment to meeting patients where they are**, and offering care no matter their circumstances.

Challenges to Good Health

At Wallace we care for increasing numbers of people who are homeless, immigrants, refugees, and very low-income. Many have been economically forced out of neighborhoods where generations of their family lived. Many feel culturally and linguistically isolated from the help they need.

Health disparities in Wallace's service area include high rates of food insecurity (over half of our patients), diabetes, high blood pressure, adult and child obesity, alcohol/substance use, and smoking—along with low rates of cancer screening, immunizations and other preventive care.

Who Are Our Patients?

Wallace serves families in **East Multnomah County**, including the Rockwood and Gresham communities. We cared for 6,876 people with 17,194 visits last year.

- 80% have **incomes at 200% or less of the Federal Poverty Level** (60% have incomes of 100% of FPL).
- **Sixty percent** of our patients are people of color.
- We speak in a **language other than English** in almost half of all visits.

- Nearly 22% of our patients are **age 19 or under**—an increased percentage for the fourth year in a row.
- Many have no health insurance – on average, 35-40%.
 - Wallace cares for a **far greater proportion of uninsured patients than any other** Federally Qualified Health Center in the region (20% average).

The Right Connections

Many “hard to reach” individuals and families (homeless, immigrant, refugee and others) in our community don’t have a usual source of primary care—and may never have had one. Our outreach team knows that being present and building trust are prerequisites for any meaningful engagement to improve an individual’s or family’s health. We **meet people where they are** to extend a personal welcome to Wallace services.

Total Respect, Total Care

Life when you’re homeless can be chaotic. We know how challenging it can be to go to a service site. Instead, through our **Total Care program**, Wallace goes to them. These days of service address urgent medical and dental health needs, offer enrollment in health insurance, and connection to our clinics. With our partners, we provide highly desired services, such as haircuts, showers, foot care, hot food, health supplies, cold weather necessities, access to pet care, and a host of community resources.



Total Care events take place at trusted community locations where people routinely go for meals and shelter—for example, St. Henry Catholic Church in Gresham. We served over 140 people through four events last year.

Being Present in the Community Space

We get out the door year-round to meet individuals and families at school activities, community service days and celebrations. Our team offers on-the-go insurance education and enrollment assistance, help scheduling appointments at Wallace, education about primary care, and support in removing barriers that prevent someone from seeking health services. **Wallace took part in more than 25 events** last year—including numerous Back-to-School activities, Compassion Connect free clinics, National Night Out, and “I Love Rockwood” at Nadaka Nature Park.

The Right Care in the Right Place

Wallace is “health home base” for patients of all ages, offering one-door access to the primary medical, dental, and behavioral/mental health care, and supportive services they need most.

Treating the Whole Person

Our *comprehensive primary care medical services* include preventive, pediatric and women’s health, chronic disease management, immunizations, urgent care and health education. We’re seeing **encouraging signs of the benefits** to our patients of ongoing primary care—over the past three years we’ve seen steady increases in the percentage of patients whose high blood pressure is under control, as well as participation in critical screenings (colorectal and cervical cancer, depression).

In 2016 we opened our dental clinic with one dentist. This year our second dentist joined us to bring our clinic to full capacity--and we welcomed our first students on rotation from OHSU School of Dentistry! Wallace **dental and medical staff work hand-in-hand** to keep oral health front and center for our patients.

We grew our integration of **mental health services**. A behavioralist from LifeWorks NW has been embedded in our medical clinic for several years. This year we completed the circle by embedding a Wallace medical provider at LifeWorks’ new program site in Rockwood. Equally as exciting, we hired our first Psychiatric Nurse Practitioner.

The 90 Percent

We know that **most of what determines health (as much as 90%) happens outside of the doctor’s office**. It’s realities like substandard housing, or no housing at all. Low wages and unemployment. Few transportation options. Food insecurity. High stress. Trauma. Unsafe neighborhoods. Language and cultural barriers.

Our care team makes it a priority to support patients in tackling these challenges:

- Our “Housing for Health” project launched in Fall 2018, with partners Home Forward, LifeWorks NW and the Coalition of Community Health Clinics. This three-year pilot places homeless Wallace patient families in affordable housing, with ongoing support from a patient navigator to assist with pre-move, transition and housing stability—and connections to health and social services. **Ten patient families settled into their new homes this year.**
- Worrying about putting food on the table is a reality for more than half of Wallace patients—especially in an area where affordable, fresh and healthy food is hard to find. **We connect patients to local food pantries and SNAP benefits, but that’s not all.** Oregon Food Bank’s “Free Food Market” makes monthly visits to our Rockwood location to offer fresh produce and pantry staples. And we continued our successful CSA program with Zenger Farm – patients enjoy a box of fresh produce for just \$5 a week (or SNAP coupons), all summer long.

- We love **I-CAN!** The Inter-Professional Care Access Network is a statewide program of Oregon Health and Sciences School of Nursing, that engages students from across OHSU in supporting high-barrier community members. In 2018 we became one of three partners (along with Gresham Fire Department and Multnomah Education Service District) in Rockwood, I-CAN's newest site. Dozens of Wallace patients have already benefitted from this extra support.
- The Reuler Family Fund for Patient Support continues to increase its impact for our patients, helping Wallace to meet **practical needs that get in the way** of improving patient health. In 2018-2019 we provided transportation assistance to medical appointments, distributed oral health and hygiene supplies; and met specific needs of patients, including: (1) Non-perishable, diabetes-friendly groceries for homeless patients; (2) Meal-replacement drinks for a patient with metastatic breast cancer who cannot eat solid food; (3) Infant CPR class fee for a mother whose baby has a serious chronic health condition; (4) Space heater for a patient without heat at home. The **Reuler Fund is made possible by generous gifts from our friends** in the community. Thanks, donors!!!

And a Birthday!

We celebrated our 35th anniversary (and new name and look) with a **community birthday party** on May 18.



Patients, neighbors, partners and friends enjoyed awesome food, multi-cultural performances, kids' activities and birthday cake, courtesy of our sponsors Kaiser Permanente, Northwest Natural, Providence Health & Services, United Way of the Columbia-Willamette, Heritage Bank and Friends of Noise.

As we head into Year 36, we **continue to be grateful** for the hundreds of people--partners, supporters and friends—whose support makes our work possible. Truly, we are all Together in Health.

***“Wallace is the best clinic I have ever gone to.
I’m so glad I found you.”***