



In It Together Highlights, 2021 – 2022

The best health care happens between people. It's about personal connection, the insights that emerge when there's trust, listening that truly hears. That's been our goal from our beginning 38 years ago as a safety net medical provider in downtown Portland, through today as a top-rated community health center in East Multnomah County.



"We're all in this together if we're in it at all."

- Johnny Cash

It's always been about people—our patients, and the care team members that walk with them on their journey to better health.

If We're In It Together...We Know Who We Are

Wallace makes its home in an energetic and creative multi-cultural community centered in the Rockwood neighborhood of Gresham. Located in Gresham's northwest corner, Rockwood extends from Northeast Glisan and 162nd up to East Burnside and 202nd. Nearly 40,000 people, or about a third of Gresham's total population, live here (including approximately 50% of our Wallace staff).

"Our patients speak many languages and bring the strengths and traditions of varied cultures and experiences. They raise kids, work hard, support their communities and dream big."



Rockwood is the youngest and most diverse community in Oregon. Surveys estimate that community members come from over 40 different countries--one in every four residents was

born in a country outside of the U.S. Over 88 languages are spoken here. The median age is just 27. It's a unique neighborhood hungry for opportunity, self-reliance, prosperity, and a larger voice in the region.

If We're In It Together...We Unite Against COVID

COVID-19 continued to disrupt our community, compounding the existing inequities and economic challenges experienced by people who live here. Calls for support with essentials of daily life, especially housing and food, remained urgent. Many patients and families faced the impacts of long-COVID, more serious health outcomes for those with chronic conditions, or the debilitating effects of multiple infections. Delayed medical and dental care led to complicated or poorly controlled conditions. The ripple effects go on.

Wallace built upon what we learned earlier in the pandemic to strengthen our support for patients and their families.

- We maintained all services throughout COVID surges, increasing the availability of in-person visits while maintaining telehealth access for those who prefer it.
- We consistently provided vaccines. Thanks to state and federal support, we offered our patients and community shots on a drop-in basis every day for much of the year.
- Our full range of dental services “opened back up” sooner than other community dental clinics – with an excellent safety record!
- Everyone needs help sometimes, especially when costs increase quickly and emergencies happen. Resources like our Reuler Family Fund for Patient Support, and the Mudbone Grown CSA program sponsored by CareOregon helped patients provide stable housing, healthy food and other essentials of well-being for themselves and their loved ones.



Virtual care, especially by phone, continues to be highly valued by our patients with transportation and other barriers to in-person care. In fact, it has a no-show rate much lower than what we see for in-person visits. We refined our processes, identified tools and workflows that work best and plan to expand the effectiveness of virtual care further in the coming year.

If We're In It Together...We Take Care of Our Team

People working in health care professions continued to face unprecedented stress, fatigue, and challenges this past year. We jumped in to support our team with an intensive focus on

our staff and their work environment. Our staff retention, ongoing staff feedback and patient outcomes all improved thanks to these strategies:

- Substantial improvements to pay, and close attention to pay equity.
- Promoting from within! We filled 5 manager positions this year by promoting existing staff. And we created clear paths to growth for all positions.
- Implementing new clinical technology to streamline workflow for staff, and expand our support for patients (such as a secure patient text messaging and education system; home monitoring devices for patients managing chronic conditions, a state-of-the-art vaccine storage and inventory system, and more).
- Regular staff “pulse” surveys and feedback opportunities.



If We're In It Together...It All Comes Together

Our whole-person, collective approach to better health brought a variety of benefits to our patients and our community last year:

Our first full year in our new headquarters location helped us to expand, improve, and further integrate our services. And we added pharmacy services on site!

Improvements in key health measures, including higher rates of screening for cervical and colorectal cancer, more patients with controlled hypertension and controlled diabetes, increased childhood immunizations, more dental sealants for kids, and more patients of all ages screened for mental health needs.

The number of patients using more than one of our services grew at a steady rate all year—especially those who receive both medical and dental care.





Our dental program grew and grew, surpassing its pre-pandemic level! We also welcomed rotations of students from OHSU School of Dentistry.

Special Saturday Clinics for Kids offered parents the opportunity to bring little ones in for dental care, WellChild medical visits and childhood vaccinations all at one time on the weekend. With goodie bags!

For the second summer, we partnered with the People's Market in Rockwood (hosted by PlayGrowLearn) to provide vouchers for fresh farm produce. We also offered food insecure patients gift certificates at Grower's Outlet, a popular local farm produce and small grocer.

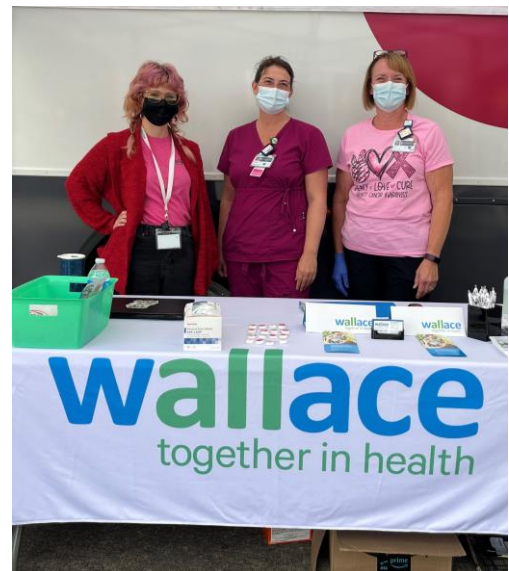
We focused intently on partnerships, strengthening our network of resources:

A Wallace medical provider spends one day a week at the LifeWorks NW mental health clinic across the street, to offer easily accessible care.

Twice, we partnered with OHSU's mammogram van for a total of 29 patients being provided mammogram screenings and services.

We hosted Saturday Lego robotics activities for elementary and middle school youth, through DayOne Tech STEAM, a BIPOC-led organization offering digital literacy and mentoring in East Multnomah County.

Thanks to one of our patient navigators, we developed a summer partnership with Mudbone Grown to deliver 20 bags of fresh and locally grown fruits and vegetables to our patients each week.



The State of Oregon once again recognized Wallace as a Tier 5 Patient Centered Primary Home, the highest level.

We're In It Together—And That Means You, Too

Through your support, you walk side by side with us as we serve our community with respect and compassion. Your friendship truly lifts our hearts.

Thank you.