



Highlights- 2022-2023

Good health is a life-long journey, filled with twists and turns, level and hilly landscapes and sometimes, gaps in the road. Some of us face more gaps than others because of where we live, the resources available to us, bias of many kinds, cultural barriers, and other factors.

When there's a gap in the road, we need bridges to cross them. That's where Wallace comes in. Our programs connect people to exceptional medical, dental, behavioral and supportive services in ways that acknowledge, respect and help to address the challenges in their lives.

*"Let's build bridges, not walls."
—Dr. Martin Luther King, Jr.*

A Bridge to Care

At Our Rockwood Primary Care Home

Wallace provides care to people of all ages in East Multnomah County, with special focus on the Rockwood neighborhood where SE Portland and Gresham meet. Our community is vibrant and diverse. At the same time, residents experience high rates of poverty, housing and food insecurity, linguistic/cultural isolation, and similar challenges. Nearly all our patients have experienced bias on the basis of class, race, gender, citizenship status, language, religion, etc.

For these and other reasons, many of our patients have a broad range of previously unmet health needs. That is why this year we launched our integrated care model. Each patient has a care team that includes a provider, nurse, medical assistant, behavioral health, and patient care coordinator. New patients connect with enrollment assistance when they schedule their first appointment, to address that need prior to starting care. At the first visit we screen for social needs, explain our range of services, and offer support in removing any barriers in the way. We think we're on to something.... Consistently, over 90% of patients report good or excellent experiences at Wallace.



Volunteers dispensing greens during the National Health Center Week.

At School

Wallace headed to campus this spring to launch our new student health program.

The need for low-cost, high-quality health care in the Gresham-Barlow School District's student population is great—students self-report poor physical and mental health at high rates, and names a wide range of barriers to care. Meanwhile, Gresham-Barlow has been the only school district in the Portland metro area without a school-based clinic. A community-based planning process revealed strong support for closing this significant gap.

Our holistic focus brought many other benefits to those we care for. **Three highlights:**

We doubled the number of patients who receive both medical and dental care at Wallace. By closing this gap, we do a better job of tracking “hot spots” like diabetes and reaching out to ensure that ongoing care goes according to plan. We “scrub” dental appointment lists for patients who need A1c checked, a diabetic eye exam or preventive services that can be done at the same time as the dental visit. The process works in reverse also (e.g., fluoride varnish combined with a Well Child medical visit).

We improved our clinical health outcome metrics substantially. Of ten Federally Qualified Health Centers in the Metro area, only one did better.

We focused on food! This summer we teamed up with Thimbleberry Collaborative Farm and Milk Crate Kitchen on our first Farm-to-Table project. Each week, freshly cooked, ready-to-heat meals made using farm-fresh produce were delivered to 20 patient households, to rave reviews. In addition, we hosted a weekly free farm stand at our clinic to distribute Thimbleberry's produce to patients visiting that day. We also continued our popular vouchers for farm produce at the weekly People's Market in Rockwood, as well as our CSA program in partnership with Mudbone Grown. Many thanks to CareOregon, and donors to our Reuler Family Fund for Patient Support for making these yummy projects possible!

Gresham-Barlow will break ground on a beautiful new student clinic at Gresham High School this November. But there's been no delay in providing care, thanks to our Mobile Medical Clinic. The "Big Bus" visits Gresham and Sam Barlow high schools on alternating weeks to offer students medical and behavioral care in a safe, confidential space, without needing to miss school and with no out-of-pocket costs.



"We need to walk in without an appointment- maybe for part of the time it is just like open hours. My family works so much they can't plan ahead because they have to work whenever they are called."

A Bridge Toward Health Equity

Our staff and board came together this year in a lively, multi-stage conversation to reaffirm our mission and values, and select priorities for our work over the months ahead. A commitment to advancing health equity lit our path like a beacon throughout this process.

As we move into our fifth decade, we'll be guided by the following:

Our Mission – We partner with our community to make good health possible for all.

Our Vision – Our community is healthy and thriving.

Our Values – Respect, Compassion, Trust, Community

Respect

Everyone is welcome. We celebrate diverse perspectives, beliefs, and experiences.

Compassion

We offer care and support to patients and staff with kindness and empathy.

Trust

We aspire to the highest standards in our work and treatment of others. We communicate openly and honestly, and we hold ourselves accountable for our words and actions.

Community

We partner with our patients, our co-workers, our neighbors, and friends to cultivate belonging, safety and joy. We invest time and attention in our relationships with each other. We work collectively to increase the well-being and prosperity of all.

A Bridge from Job to Career

Our community needs a robust “pipeline” of skilled and caring healthcare professionals that reflect the experiences of those they serve. And workers in the community health field deserve opportunities to learn and advance their careers over time.

Wallace staff show extraordinary commitment to caring for our patients. We prioritize the well-being of our team, and continue to expand opportunities for their professional growth:

- We love to “grow our own”! Last year we promoted five exceptional staff members to manager-level positions throughout the organization.

- We’re making progress toward our goal of identifying “career ladders” for all staff positions at Wallace. For example, several staff crossed the bridge from reception/scheduling to medical assistant this year.

- Staff joining our dental team as sterile technicians have the opportunity to be trained as dental assistants while on the job.

- We collaborate with area nurse practitioner training programs to host externs in our clinic. Our newest care provider joined our team permanently thanks to this experience. Because a little more joy at work benefits everyone, our staff-led Happy Committee organizes fun activities that increase connections between staff and improve our communication with each other.



“Build a bridge by extending your hand” – Ken Poirot

Thank You,

We deeply appreciate the friendship and support that you and others in the community consistently share with Wallace. You encourage, empower and inspire us.