

## Highlights: 2025

*"I absolutely love Wallace. I credit them for keeping me alive. All I have to say are praises for the compassionate professional people who work there. I feel like they are part of my family."*

Good health is about more than a routine medical visit. It's about access, trust and support...and personalized care that works for individual circumstances and needs.

At Wallace, we know healthcare works best when it's rooted in community. Our patients come to us navigating busy schedules, family responsibilities, and a complicated health system that is being tested by policy shifts, funding cuts and growing uncertainty.

Thanks to the support of generous donors, Wallace provides exceptional, accessible and community-focused health care to everyone who walks through our doors.

What's new at Wallace? A lot, actually.

**Our Student Health Center** at Gresham High School opened last fall and now welcomes students throughout the Gresham-Barlow School District, providing medical, behavioral health and dental services regardless of ability to pay.

The program has served over 750 students so far, providing more than 1200 visits. We launched medical services first, followed by behavioral health, and then in spring 2025 we added basic dental care (exams and hygiene). We earned state certification from Oregon School-Based Health Centers in April. We're especially proud of the following:

- Over 90% of patients who completed surveys report excellent/good experiences with the care and their overall interaction with the student health center.



- A new mural in the waiting room was designed by student artists based on peer input. It features Gresham-Barlow School District mascots “hidden” in a forest scene, with magnetic added elements that students can move around.
- Two Youth Action Councils (at Gresham and Sam Barlow High Schools) carried out a variety of projects on their campuses to raise awareness about health topics, self-care and services at the health center.

Last spring we **extended our hours** at our flagship Rockwood clinic to make sure care is accessible when our community needs it most. Patient feedback consistently requested additional availability for appointments after 5pm—time slots which are in high demand from patients who aren’t able to take time from work during traditional working hours, or have few transportation options.

We hope the expansion of services will help to decrease the use of local emergency departments. Research indicates that patients of community health centers with more evening hours use emergency departments up to 20% less. Our new schedule opened up sixteen additional late appointments after 5pm each week, and includes a mix of pre-scheduled and same-day availability. We’ll be keeping a close watch on our patient satisfaction and emergency admissions data in the months ahead.

Our **behavioral health team is growing** to meet increasingly urgent behavioral health needs. Aside from diabetes and hypertension, behavioral and mental health disorders are some of the most common conditions we see at Wallace, reflecting the uptick in these needs throughout Multnomah County and the State of Oregon over the past several years.



Our expanded team includes a Psychiatric Nurse Practitioner, and three behavioral health providers. In the year ahead we plan to add a professional mental health counselor with specialization in addiction, and additional patient coordination and language interpretation staff. Our timeline calls for a 45% increase in the number of patients receiving mental health services by late 2026.

We’ve also begun providing treatment for substance use disorders and expect to serve at least 150 patients in this way during the same period.

We launched a comprehensive **education program for our diabetes patients**. The program features weekly classes that offer patients a starting point to manage their condition. Led by our registered nurse who focuses on diabetes education, our multi-lingual classes provide evidence-based education on key aspects of diabetes care,

including blood sugar monitoring, medication adherence, nutrition planning, physical activity, and lifestyle modifications.



The interactive, accessible curriculum incorporates hands-on demonstrations, meal-planning strategies, and personalized goal setting to support sustainable health improvements. Participants learn how to prevent complications, recognize warning signs of blood sugar fluctuations, and access available resources for ongoing support.

As a bonus, in the summer our weekly in-clinic Free Farm Stand offers the opportunity to take home nutritionally dense, delicious fresh local produce from our partner Thimbleberry Collaborative Farm.

Results from classes last spring showed that two-thirds of participants improved their A1c levels substantially, and expressed increased confidence in managing their diabetes.

### As Always, Gratitude

As we look to the year ahead, our promise remains steady: community-centered care, service excellence, trust, partnership and health equity. These ideas guide us to meet our patients where they are. They're made possible because of support like yours.

We're glad you're with us.