

## P.1a Organizational Environment

### Organization Description

Applicant is a non-profit, community health center (CHC) providing primary care, preventive services and enabling services in three highly diverse Arizona counties (Yuma, La Paz and Mohave). Care is delivered through 11 clinics and 4 mobile service vans.

### Delivery of Health Care and Enabling Services

The service delivery network includes clinics and mobile service vans that serve patients at churches, schools, and community centers, using 23 Primary Care Teams (PCTs) as the essential unit for delivering health care.

### Health and Enabling Services

Services provided included ambulatory medical (obstetric/gynecologic, family medicine, pediatric) and dental services, routine laboratory, radiology, vision and hearing screening, and pharmacy services, and behavioral health and substance abuse screening. Services to enable care and increase access include transportation, translation, case management, health education, and home visits.

### Mission

Mission: to provide residents easy and timely access to high-quality and safe health care services, responsive to diverse cultural and socioeconomic needs, regardless of their ability to pay;

### Vision

Vision: "the people of western Arizona will become the healthiest in the state."

### Values

Core Values: respect, trust, relationship, performance, and accountability.

### Core Competencies

Core competencies to enable the applicant to execute its mission include:

1. Culturally competent, patient-centered care;
2. Expertise in the treatment of diseases prevalent within the applicant's patient population;
3. Collaborative relationships that increase access to specialty care and other services.

### Patient/Population Health Status and Problems

Chronic health problems of patients in the service area include diabetes, asthma, cardiovascular disease, depression, obesity, and substance abuse/addiction behavior, as well as higher incidence of infectious diseases such as TB and sexually transmitted diseases. Barriers to care include geography, culture, and income, contributing to the applicant's patients having poorer health than the general population.

### Organizational Assets

Assets include: accessible clinics equipped with screening equipment, ultrasound equipment, dental x-ray machines. Laboratories are equipped with microscopes, blood analyzers, kits for rapid bacteriologic screening. School based clinics provide basic medical care, behavioral health screenings as well as health education. The Women's Health Center is equipped for outpatient obstetrics and gynecological service, four labor and delivery suites. Four mobile units are equipped with lifts, examination/treatment rooms, x-ray, lab and areas for behavioral health screening.

### IT Capabilities

IT capabilities include support for an electronic health record (EHR) integrated with the billing and scheduling system. All staff members have access to computers, a wide array of data and information on an intranet, and an innovative portable, Care Connection Kiosk (CCK).

### Organizational Culture

Organizational culture reflects a commitment to providing health care to the underserved.

### Comparative and Competitor Information

Key sources of comparative and competitive data within the health care industry are the following: national data from CHCs, AHRQ, BPHC/HRSA, CDC, CMS, HCDE, HEDIS, Healthy People 2020; TJC; data from professional associations; Packer Patient Satisfaction data; Oates Staff Satisfaction data; QPG; Baldrige Award for Performance Excellence; Healthy Arizona 2020; State Association of CHCs and State CHC Benchmarking Consortium; and Saguaro State Award Program.