



The Wallace Medical Concern

Expanding Paths to Wellness **Our Medical Home Branches Out** **Accomplishments FY 2016-2017**

Our “Big Why” became clearer than ever this year. We reflected on the needs of our community and the challenges faced by the most vulnerable individuals and families here. We renewed our commitment to stand in solidarity with our patients as their medical home, acknowledging the many facets of that commitment beyond the basic provision of medical services.

We watched our neighbors who have recently immigrated become increasingly cautious about seeking services of any kind for fear of significant consequences when they interact with community institutions. In response, our board approved a formal resolution declaring unequivocally that Wallace is a “Safe Haven” for patients and their personal information, welcoming to all—and affirming our belief that access to high-quality health care is a human right.

Our vibrant, culturally-rich community cannot come fully into its own while it struggles against the barriers, inequities, health disparities and daily challenges of poverty. **At Wallace we understand that health is the foundation of all success—the breath that gives life to hope.** We also know that at least 90% of what affects health happens outside of the doctor’s office. As the health home for our community, we walk hand-in-hand with each patient on the path to his or her highest possible level of health.

Engaging the Hard-to-Reach

Who Are Our Patients?

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 Portland neighborhoods where generations of their family lived. Many feel culturally and linguistically isolated from the help they need.

With the Portland metro area’s current housing emergency, more families live out of their cars, double up with friends and family, stay in shelters, or live in tents. When their lives are in constant crisis, families can’t focus attention on their health. Stressful conditions make existing health conditions worse, and launch new ones. Lack of health care remains a serious problem here.

- We cared for over 5,400 people last year (almost 27,000 visits). This was approximately a 20% increase over the previous year.
- Just about 19% of our patients are under age 18 – and that number has been growing each year.
- Our patients are very low-income—nearly 95% have incomes at or below the 100% of the Federal Poverty Level; the remaining 5% are at 200% of less.
- While exact estimates are difficult, it’s likely that approximately 20% of our patients at any given time are homeless.
- 60% of our patients are people of color, and we speak with patients in a language other than English about half of the time.

I’m Healthy/Soy Sano!!!

Wallace joined with OutsideIn and Northwest Family Services as partners in Oregon Health Authority’s “I’m Healthy/Soy Sano” program that provides vouchers for health services to kids under age 19 who are otherwise ineligible for health coverage.



This important program ends in December, 2017 – but for a very good reason. “Cover All Kids” was enacted by the Oregon Legislature this spring and takes effect January 1. Now no child living in our state will lack access to health care. Big win for everyone!

Special Fund Removes Barriers!

Wallace patients experience a wide variety of barriers (sudden and ongoing) to successful health care—even when the cost of a doctor visit is not an issue. A lack of transportation can mean a diabetic mother misses appointments, lab tests or chronic disease education classes. Medication costs may force a father to choose between filling a crucial prescription and putting food on the table for his kids. Special equipment—such as a blender to puree food for an elderly cancer patient—may be unaffordable.

The Reuler Family Fund for Patient Support allows WMC’s care team the flexibility to assist patients when the lack of something practical—sometimes as a simple as a bus ticket—is the only thing getting in the way of taking action to improve health.

Dr. Reuler founded the Wallace Medical Concern in 1984 to address the unmet health needs of our community's most vulnerable residents, one person at a time. The Reuler Family Fund for Patient Support is dedicated to that mission. Special thanks to the Benson Family Foundation, and the many individual donors whose generosity furthered the work of the Reuler Family Fund this year.

One Door for Medical and Dental

Patients at Wallace enjoy access to integrated medical and dental care. Not only is it convenient, it makes for better health outcomes. After all, the mouth is part of the body! Our primary care and dental teams coordinate each patient's care plans holistically – improving our ability to spot oral health conditions that affect other areas of physical health, and vice-versa.

Gaining WISDOM

This spring our Rockwood Dental Clinic went live on the WISDOM electronic oral health records system. WISDOM integrates fully with our medical electronic health records, making it even easier for all members of our care teams to share crucial information about a patient's needs, schedule upcoming preventive care appointments and coordinate treatment plans in the most patient-friendly and effective way. Smart!

Meeting Families Where They Are

Too many people of all ages in our community have no connection to a primary care home. Instead of waiting for families to find us, we get out of the clinic and go to them.

Mobile Clinic

Our fully equipped, two-exam room clinic on wheels travels to multiple community locations each week (and migrant farmworker camps in summer) to connect with new patients, provide screenings and primary care, and insurance enrollment assistance.



Health Hubs!!

Together with our partners Home Forward and Human Solutions, Inc., we work with residents at eight nearby affordable housing communities to offer the health promotion activities (fitness and cooking classes, meditation hours, health fairs and screenings) families request most. Many thanks to Americorps/VISTA for supporting this program's volunteer coordinator.

Wallace at the Door!!

Last spring, our team of nursing students from Oregon Health & Science University knocked on the doors of 99 families in affordable housing communities. The students offered health information, as well as assistance in connecting with WMC health services and insurance enrollment assistance. Among the results – 33 previously unserved individuals made new patients at Wallace medical and dental clinics!

Wallace at School!!

Any parent knows that family life revolves around their children's school. Our outreach team participates year-round in back-to-school events, school health fairs, and parent nights to help parents and kids enroll in insurance and connect with our services. Our growing list of school and youth-serving organization partners includes Reynolds School District (and especially Alder Elementary), Gresham-Barlow Schools, Oregon Child Development Coalition, and Mt. Hood Community College/Mt. Hood Head Start.

What Our Patients Say

According to our annual patient satisfaction survey, 96% is our magic number! That's how many patients say:

- They'd recommend WMC
- Our staff are respectful
- They feel safe in our clinics

Gratitude is a Vitamin

Our patients and their families have the opportunity to improve their well-being because of your partnership and generosity.

Thinking about you and the many individuals, businesses and foundations who join you in supporting Wallace programs warms our hearts and gives us strength. *Thank you.*

