

# iSALUD!®

iSALUD! SERVICES

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# 2021 REPORT



**TualityHealthcare**  
FOUNDATION



# THE NEED

Vineyard stewards often move from crop to crop, and their short-term work status means they're ineligible for health insurance coverage.

For those who work year-round and qualify for insurance, their plan may cover basic healthcare services but leave patients with high deductibles. Seeking care for minor issues becomes a question of necessity due to affordability.

Language barriers make accessing services and navigating the complex medical world challenging.

Missing work to prioritize preventative care, or even necessary care, means a significant strain on the family budget.

These gaps in the traditional healthcare model can leave vineyard stewards and their families falling through the cracks.

# THE SOLUTION

**¡SALUD! STRIVES TO MAKE HEALTHCARE ACCESSIBLE AND AFFORDABLE FOR VINEYARD STEWARDS AND THEIR FAMILIES.**

## ACCESS

Collaborating with wineries and vineyard managers, we're able to bring healthcare services directly to the worksite via our mobile medical unit.

## AFFORDABILITY

All services brought to the vineyards, including our COVID-19 clinics, are free to vineyard stewards and their families.

¡Salud! Services negotiates with physicians and community clinics on a patient's behalf to keep medical bills incurred outside of our clinics low.



# 2021 AT A GLANCE

## A YEAR IN REVIEW

**2,122**

### TOTAL HEALTHCARE ENCOUNTERS

Total number of interactions with patients. We may serve a patient once, or multiple times on their journey to health.

**2,898**

### REGISTERED PATIENTS

Vineyard stewards and family members registered in the program.

**350**

### VINEYARDS, WINERIES & CONTRACTORS

Partnering businesses that facilitate access to care for vineyard stewards and their families.

**6,000**

### MILES TRAVELLED

Serving 9 counties, the mobile medical unit is on the road year-round.

**1,553**

### PHONE CALLS

Individual conversations with patients and families representing 135 different vineyards.



# COVID-19 SERVICES

*Education, screening, vaccination and follow-up care.*

Focus shifted from testing to vaccination in 2021. ¡Salud! Services provided no-cost vaccinations at their office in Hillsboro, and in many cases, connected patients to vaccination locations in their community.

Dispelling myths, answering questions and providing research in clear and digestible ways was also a focus of ¡Salud! Services this year. Through one-on-one phone conversations, resources shared via text messaging and COVID-19 info sessions via Zoom, ¡Salud! Services worked to ensure vineyard stewards and their families were equipped with information to make decisions about their health.

**1,645 PATIENTS SCREENED**

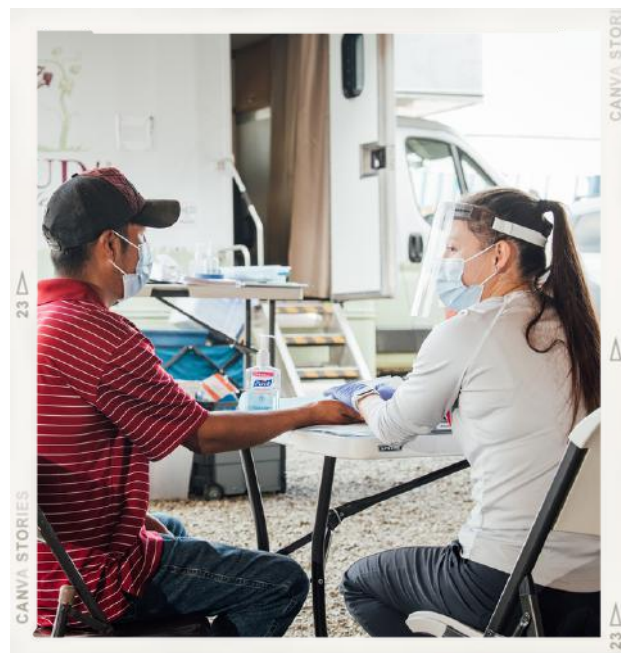
Temperatures taken, pulse rates, oxygen levels and questions about recent symptoms.

**82 PCR TESTS PERFORMED**

Provided at no-cost to patients, results were delivered within 24 - 48 hours.

**5,543 PPE DISTRIBUTED**

Masks, gloves, thermometers provided.



# 985 COVID-19 VACCINATIONS

*Either directly through our mobile or office clinics, or by connecting vineyard stewards and their families directly to a vaccination site, ¡Salud! Services facilitated 985 COVID-19 vaccinations in 2021.*



# MOBILE WELLNESS CLINICS

iSalud! offers clinical outreach services year-round providing workplace health screenings for vineyard stewards and their families. These free clinics take place in the vineyard, or central winery locations via the iSalud! mobile unit, eliminating barriers to care many workers face such as transportation, cost and language. Wellness clinics are staffed by bilingual, bicultural employees of OHSU Health Hillsboro Medical Center and include screenings for cholesterol, blood glucose, blood pressure, body mass index and more.



Wellness clinics have grown in scope over the years, and now include vision screenings, dental cleaning and exams through a partnership with Pacific University and OHSU Casey Eye Institute.

**83** CLINIC DAYS

## 2021 WELLNESS CLINICS\*

**559**

LIPID PANELS

**153**

A1C PANELS  
(SCREENING  
FOR DIABETES)

**34**

TETANUS VACCINES

**563**

BLOOD PRESSURES  
MONITORED

**480**

FLU VACCINES

**62**

VISION EXAMS

**15**

PAIRS OF GLASSES  
PROVIDED

**33**

DENTAL SERVICES

**44**

PATIENTS RECEIVED  
MEDICATIONS

\*COVID-19 restrictions limited the number of patients seen during outreach clinics in 2021

# ACCESS TO CARE

Rather than serving as a primary care provider, iSalud! looks to assist patients in establishing a medical home in his or her own community, increasing the likelihood of continued care in the future.

Working with each individual's needs (do they have insurance, are they underinsured, do they need transportation), iSalud! evaluates barriers, and works to connect patients to partnering providers.

Once primary care is established, iSalud! provides case management and support to close the loop. This may look like home visits to review medications, phone support before or after appointments, or assistance with billing and insurance questions. Our goal is to make medical care accessible, understandable and affordable to empower vineyard stewards and their family members to take charge of their health.

## TOP HEALTH CHALLENGES IN 2021

- DENTAL NEEDS
- VACCINATION ACCESS
- DIABETES
- HYPERTENSION
- VISION CHALLENGES
- COLON CANCER SCREENING
- LOW BACK PAIN

## WELLNESS SUPPLIES PROVIDED

- 31 BLOOD PRESSURE MACHINES
- 10 GLUCOMETER KITS
- 77 THERMOMETERS

18

VISION REFERRALS

61

MEDICAL REFERRALS

10

DENTAL REFERRALS

*Made either by partnering providers or by our nurses, these referrals represent needs for higher-level care beyond preventative services such as basic dental cleanings, vision exams or medical exams.*

# GRANTS FOR CARE

Thanks to partnerships and our supporters, anytime a iSalud! client seeks medical care outside of a free mobile clinic, a Grant for Care\* is paid to a provider on their behalf. While clients may pay a co-pay, or receive a bill for their care, Grants for Care help significantly lower the cost of care which means our neighbors, friends and community-members will seek medical attention when it's needed, rather than putting off healthcare until minor issues become major.

Grants for Care also provide education, empowerment, and access to care for vineyard workers and their family members.

*\*Grants for Care may help significantly lower healthcare costs, but each client contributes towards their care with a co-pay, and payment for services. These values are estimated using healthcare provider reports for iSalud! Grants for Care and may not reflect discounts given by providers or the full amount paid by clients.*



PATIENTS PAY AN AVERAGE OF \$30 PER HEALTHCARE ENCOUNTER AT PARTNERING FEDERALLY-QUALIFIED HEALTH CENTERS FOR PRIMARY CARE

## GRANTS FOR CARE

# \$180,615

PAID TO PROVIDERS IN 12 MONTHS  
ON BEHALF OF CLIENTS  
THROUGH 2,641 ENCOUNTERS

REDUCING  
BARRIERS

IMPROVING  
PATIENT ACCESS

# HEALTHCARE COSTS

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*How Grants for Care help.*



**\$25**

## **DIAGNOSTIC SERVICES**

Assists with the financial burden of laboratory costs to aid in the diagnosis of patient illness.

**\$40**

## **PRIMARY CARE SERVICES**

Assists with the cost of primary care, prenatal care, and well-baby exams. Facilitates access to already overbooked Federally Qualified Health Centers and encourages regular care from primary care clinicians.

**\$60**

## **DENTAL SERVICES**

Facilitates access to and assists with the financial burden of dental care at Federal Qualified Health Centers, private providers, and emergency dental situations, and promotes regular preventive dental care.

**\$150**

## **VISION SERVICES**

Facilitates access to and assists with financial burden of regular, preventive vision care and vision hardware.

**\$600**

## **MOBILE DENTAL CLINICS**

Covers the cost for one mobile dental services clinic for 8 to 10 individuals.



# ¡SALUD! SERVICES PROVIDES



- Access to and delivery of primary care and other healthcare services including major medical, prenatal, dental, and vision.
- Early intervention and prevention through health screening services.
- COVID-19, Influenza and Tetanus vaccinations.
- Health education and outreach at wellness clinics and health fairs throughout multiples counties.
- Case management to families and individuals by providing education, guidance, and support to clients and advocating for their needs within the healthcare system. 113 new cases in 2021.
- Help to establish and maintain working relationships with private healthcare providers to facilitate access to care, particularly in counties where community health centers are not available or services are not provided.
- Participation and collaboration with other partners to improve minority health in Oregon.

**1-888-740-4278**

**salud\_services@tuality.org**

**A resource for Oregon's wine community, vineyard workers and their families.**

**Promotes proactive health behaviors such as prenatal care, routine dental examinations and cleanings, and annual women's health exams.**

# PARTNERSHIPS

The ¡Salud! Services team strives to build collaborative relationships with many agencies in the counties they serve. These relationships help to deliver services, maximize the funds available, and allow for better customer services to clients.

## Principal partners in health delivery and outreach services include:

- OHSU School of Dentistry, School of Physician Assistant Education, School of Nursing and Casey Eye Institute
- OHSU Hillsboro Medical Center Residency Program - Family Medicine & Internal medicine
- Benton County Health Department in Corvallis and Monroe
- Clínica de Nuestra Señora de Guadalupe - Salem
- Linfield College – Nursing School and Evenstad Center for Wine Education at Linfield College
- Medical Teams International Mobile Dental Clinics
- Mexican Consulate in Portland
- Migrant Education Programs
- Northwest Human Services in Independence and Monmouth
- Oregon Food Bank
- Oregon State University
- Pacific University College of Health Professions: Dental Hygiene, Applied Psychology, Public Health, Physical Therapy, and College of Optometry
- Portland State University
- Virginia Garcia Memorial Health Centers in Beaverton, Cornelius, Hillsboro, Newberg, and McMinnville
- Wal-Mart Vision Centers
- White Bird Clinic in Eugene
- Yakima Valley Farmworkers Clinics in Woodburn and Salem
- Multiple other private providers throughout the Willamette Valley, including hospitals and specialty care

**\$1** = **\$3**

*Thanks to partnerships, for every dollar that is spent on services, \$3 of service can be delivered.*



# WHAT'S AHEAD?

*A second mobile medical unit & expanded residency program.*

## **LA MADRINA**     AKA THE GODMOTHER

*A new mobile unit named for one of iSalud!'s founders*

Coming in 2023, iSalud! will add a second mobile medical unit to the fleet, nicknamed "La Madrina" after one of the program's originators, Nancy Ponzi. An ally to the community for over 30 years, Nancy has affectionately been called "the godmother" of the program for her advocacy, commitment and collaboration.



The new unit will feature a slightly larger footprint than the current mobile vehicle, allowing higher level providers to see patients in a private exam area, while a waiting area up front will give team members the option to chart notes or perform screenings as well.

## **FAMILY & INTERNAL MEDICINE RESIDENTS**

Starting in 2020, iSalud! Services became a clinical rotation site for residents in the OHSU Health Hillsboro Medical Center residency program. Seeing patients during mobile wellness clinics, at the office in Hillsboro, and assisting with patient phone calls, residents have afforded more access to higher-level providers for vineyard stewards and their families.

As a rotation site, iSalud! offers up-and-coming medical professionals a chance to learn more about population health and cultural humility and see a community-based health program in action. We are grateful for the help of these providers, and honored to be part of training the next generation of compassionate, culturally-aware physicians who are more equipped to see and serve those that fall through the cracks.

## **COVID-19 RAPID TEST DISTRIBUTION**

More than 1,000 rapid COVID-19 tests will be distributed at no-cost to vineyard stewards and their families, a continuation of our COVID-19 care access initiatives.





*Photos by Kathryn Elsesser Photography & Carolyn Wells-Kramer*