

2008 Community Choice Annual Report

Apr 15, 2009

Dear Community Choice Members and stakeholders:

It's been an exciting year! If 2007 was a year of reinventing, then 2008 was a year of **rebuilding** and program development at Community Choice. We are proud of our efforts to increase value in the membership of Community Choice. This annual report is prepared with the primary focus on highlighting the current and developing benefits and services our members can now enjoy as they become aware of these services. Needless to say, our focus in the coming year will be on marketing and increasing awareness of these services and providing training where appropriate so that more of our current and future members can access and utilize the benefits and services now available.

The overarching focus continues to be on: **Increasing access; improving quality & safety; and where possible reducing the cost of delivering healthcare services**. We are constantly inviting and seeking input from our members and stakeholders on what initiatives deserve our time and energy. Our goal is to serve the most pressing collective interest and serve the most pressing collective needs of our members and the communities they serve to the highest extent possible. Your input is needed.

Some of the initiatives and services we are continuing or have introduced are:

- Services to reduce the uninsured thus reducing the burden of uncompensated care for everyone
- Seeking, applying and administering grants that support our mission and goals
- Utilizing membership and grant funds to introduce services that support our members' needs and that of their patients/communities. Including:
 - Tele-interpreting services in partnership with Systematech InDemand Interpreting
 - Telemedicine grants for telemedicine projects where match dollars are available
 - Outreach and education services supporting our initiatives and those of our members in English and Spanish using different media venues
- The latest initiative involves the introduction of a Health Record Bank that allows healthcare consumers to have greater access to their most important health information such as medications, allergies, immunizations, problem list and other. The goal is to support more productive interactions between more informed patients and their doctors.

We are always looking at what's coming in terms of healthcare reform and opportunities that may become available for our members and our communities. In partnership with our members we strive to support the best healthcare delivery in North Central Washington.

Sincerely,

Jesus Hernandez, MPA

Executive Director, Community Choice