



2010 Annual Report

Despite the decrease in staffing and resources in 2010, ICHS staff continued to provide excellent health care to many people regardless of their insurance status. ICHS served a total of 18,656 patients, an increase of 8% from 2009. Patient visits for medical, dental, and behavioral health services and Chinese Traditional Medicine added up to 83,742 visits, 3.3% more than in 2009. Asian Pacific Islanders (APIs) made up the majority (83.6%) of ICHS patients. Of these, the largest API groups were Chinese (39.9%) and Vietnamese (26.2%), followed by Filipinos (5.7%) and Koreans (4.8%). Nearly two-thirds (64.4%) of all ICHS patients needed language interpretation during their appointments.

Additional information about ICHS patients:

Income by Federal Poverty Guidelines*		
Income	No. of patients	Percent
Below 100%	8377	44.9
100 – 150 %	3199	17.1
151 – 200 %	1950	10.5
Above 200%	1137	6.1
Unknown	3993	21.4

*2010 Federal Poverty Guideline income was \$10,830 for a single person and was \$22,050 for a family of four.

Language Barrier	No. of patients	Percent
Yes	12015	64.4
No	6641	35.6

Health Care Coverage	No. of patients	Percent
Basic Health	2371	12.7
Medicaid	6480	34.7
Medicaid/Medicare Crossover	1837	9.8
Medicare	374	2
Private Insurance	2573	13.8
Other Public Ins/S-CHIP	182	1
None/Uninsured	4839	26

Patients by age	No. of patients	Percent
0 – 14	3919	21
15 – 19	1088	5.8
20 – 29	1894	10.2
30 – 44	3449	18.5
45 – 64	5116	27.4
65 – 79	2529	13.6
80 and older	661	3.5

Preferred Language	No. of patients	Percent
Cantonese	5556	29.8
Vietnamese	4599	24.7
English	4029	21.6
Mandarin	1128	6
Korean	812	4.4
Tagalog	442	2.4
Other Languages	794	4.3
Somali	312	1.7
Toisanese	290	1.6
Cambodian/Khmer	200	1.1
Laotian	143	0.8
Mien	131	0.7
Ilokano	119	0.6
Spanish	101	0.5

Medical

During 2010, our Medical Program provided 55,754 medical visits to 15,016 patients, which represents a 4.7% increase in the number of patients served in 2009. Overall patient satisfaction was measured at close to 94%. Care for chronic conditions such as diabetes continued to be among the most frequent reasons for seeking care and our medical program outcomes for diabetes ranked in the 90th percentile in several areas when benchmarked with national data during this time period.

In 2010, our Pharmacy Program expanded its clinical services to include medication consultation for patients with multiple chronic conditions. The prescription volume increased 24% from 2009 to 2010 that yielded a 12% margin during this period of time.

Dental - Orthodontic Services

During 2010, our Dental Program provided 23,119 dental visits to 7,186 patients, which represents a 16.4% increase in patient volume and a 12% increase in number of visits provided since 2009. Our Dental Program not only expanded to serve more patients during this time period, but it also expanded the types of services available to these patients.

In 2010, ICHS began providing orthodontic services to dental patients. Before 2010, patients in need of orthodontic care were referred to outside specialists, but due to language and financial barriers many of them did not follow up with care. In 2010, we provided orthodontic services to 42 patients who otherwise would not have had access to these services.

Diabetes

ICHS has successfully trained and supported two community champions to lead diabetes education and support groups. The focus of this project is to spread the success that ICHS has had internally to greater numbers of people in order to support diabetes management and prevention on a broader level. The two champions continue to be pillars of support in the Filipino community, leading walking groups, healthful cooking demonstrations and diabetes support sessions.

Number of community diabetes interventions: 1,599

Women's Preventive Health Services

ICHS currently runs support groups for women in Cantonese, Mien and Vietnamese. More than 50 women attend these groups each month - many were formerly feeling socially isolated and this has provided an opportunity to interact with peers as well as gain valuable health information and support.

Number of women reached through community interventions: 3,416

Community Engagement

Community Advocacy participated in fairs and community events during most weekends throughout the summer. Staff provided ICHS information to 2,653 fair and event attendees at more than 25 events.

Community Advocacy, Health Education and AmeriCorps staff completed digital story training in 2010 and collected stories from staff, patients and community members about diabetes, tobacco use, patient navigation, WIC, access to healthy foods and affordable physical activity, breast cancer and many other topics. Stories from a specific grant-funded project called Mapping Our Voices for Equity (MOVE) can be found here: www.mappingvoices.org. Stories from ICHS staff, patients and the community can be found here: www.vimeo.com/channels/ichs.

Women, Infants and Children (WIC)

WIC made 10,000 referrals to medical, dental, immunization and other health services - of which, 75% were made to ICHS providers. Moreover, the ICHS WIC program alone contributed about \$1 million to the local economy through the food vouchers that were provided to the families living in poverty.

2010 ICHS Consolidated Fiscal Highlights

ICHS' funding comes primarily from public health care funds, insurance reimbursements, and self-pay patients. ICHS also receives grants to provide affordable "safety net" primary medical and dental health services from local, state, and federal government entities, including the City of Seattle, Public Health-Seattle King County, the Washington State Health Care Authority, and the federal Bureau of Primary Health Care. Washington State's budget woes have resulted in a significant reduction in the number of Basic Health enrollees.

ICHS continued to weather the economic recession through a combination of measures that increased productivity while cutting costs. ICHS was able to expand our service area through a City of Seattle grant and federal stimulus funds, which resulted in an increase of patient visits despite decreased staffing. The tumultuous economic environment did not weaken ICHS' commitment to continue to provide high quality, affordable health care services to its patients. In 2010, ICHS provided \$2,110,998 in sliding fee scale discounts to the 18,656 patients we served. The increased number of visits demonstrates the need for affordable, high quality, culturally and linguistically appropriate health services. ICHS will continue to employ cost cutting measures that will minimally impact staff productivity in anticipation of additional layers of budget cuts that are projected in 2011-2013 as a result of the state's continued reduction in health care spending.

January 1, 2010 – December 31, 2010

SUPPORT, REVENUE, AND GAINS	
Capitation and enhancements	1,718,809
Public-sponsored insurance and entitlements	9,465,577
Patient fees and private insurance	3,005,983
Fees and grants from government agencies	2,374,173
Contributions and private grants	857,270
In-kind donations	506,793
Interest and investment income	293,226
Other	54,629
Total Operating Support, Revenue, and Gains	\$18,276,460
Loss on disposal of equipment & improvements	(\$1,534)
Pool savings	5,280,767
Unrealized gains	240,037
<hr/> <hr/>	
TOTAL REVENUES (includes unrealized gains and capital assets)	\$23,795,730
EXPENSES*	
Program Services	
Primary Medical Care	7,371,941
Primary Dental Care	3,468,876
Other Health and Enabling Services	
Pharmacy	1,656,315
Access†	1,455,534
Health Education & Case Management	963,152
Women, Infants & Children	280,975
Acupuncture	151,465
Mental Health	283,355
Total Program Services	\$15,631,613
Management & General Administration	4,084,995
Fundraising	257,894
<hr/> <hr/>	
TOTAL EXPENSES	\$19,974,502

ICHS and the ICHS Foundation would like to thank the following for their generous contributions. We have made every effort to be thorough and represent each name accurately. If an error of omission has occurred, please accept our apologies and contact us at 206.788.3694 or foundation@ichs.com so we can correct our records.

Funders & Corporate Donors

AH & T Insurance	Hong Kong Association of Washington	Sheng-Yen Lu Foundation
American Civil Liberties Union of Washington	I.D. Village Square	Susan G. Komen for the Cure - Puget Sound Affiliate
Asian Counseling & Referral Service	Inter*Im Community Development Association	Swedish Medical Center
Asian Pacific American Caucus of Washington	International District Housing Alliance	Symetra Matching Gift Program
Asian Pacific Islander Coalition Against Tobacco	International Drop-In Center	Truist
Association of Asian Pacific Community Health Organizations	JPMorgan Chase & Co.	Tulalip Resort Casino
Bank of America	Keller Rohrbach, LLP	University of Washington Colorectal Cancer Project
Bill & Melinda Gates Foundation	KeyBank Foundation	United Healthcare
CDK Construction Services	Kin On Community Health Care	United Way of King County
Chinn Construction, LLC	King County Employee Giving Program	U.S. Bancorp Foundation
City of Seattle	King County Medical Society	U.S. Bank
Combined Federal Campaign King County	KPMG	Uwajimaya
Combined Federal Campaign of North Puget Sound	Lilly USA, LLC	Vanguard Charitable Endowment Program
Community Health Plan	McEachern Charitable Trust	Washington Association of Community & Migrant Health Centers
Coopersmith Health Law Group	Microsoft Matching Gifts Program	Washington State Health Care Authority
Country Doctor Community Health Centers	Miller Hayashi Architects LLC	Washington State Hospital Association
Denise Louie Education Center	Muckleshoot Indian Tribe	Wells Fargo
Employee's Community Fund of the Boeing Company	Mutual of America	
First Choice Health Network	National Association of Community Health Centers (NACHC)	
Fred Hutchinson Cancer Research	National Asian Pacific Center On Aging	
Gilead Foundation	Public Health - Seattle & King County	
GoodSearch	Puget Sound License Agency	
Group Health	Radia	
Health Care System Services, Inc.	Rescare, Inc.	
Health Resources & Services Administration (HRSA)	Salal Credit Union	
Henry Schein, Inc	SeaMar and Seattle Chinatown/International District Preservation and Development Authority (SCIDpda)	
	Seattle Chapter OCA	
	Seattle Children's Hospital	
	Seattle Community College District	
	Seattle Foundation	
	SEIU 1199NW	

Individual Donors

Ellen Abellera	David Chan	Michelle Darbous	Elizabeth Gilje
Jean Adams	Derek B. Chang	Ferdinand de Leon	Barbara N Glass
John Akin	Stella Chao	Cesar P DeGracia	Jean Godden
Edward P. Alipio	John Charles	Rose DeGracia	Betsy Graef
Vajra Allan	Anthony Chen	Ticiang P Diangson	Betsy Graef
Anonymous (2)	Irene Chen	Vanessa Diego	David Greer
Sofia Aragon	Jean Chen	Alice Doi	Geoffrey Griswold
Vicki Asakura	Gildas Cheung	Tyler Loc DuLam	Carlos Guangorena
Grandy Au, DDS	Ron Chew	Philip Dyer	Michael T Hanrahan
Teri Bariquit	Henry Chin	David Eam	Bob Hasegawa
Morgan Barry	Susan Chin	Jamie T Eckhardt	Phyllis J. Hatfield
Luis Batayola	Raymond & Ling Chinn	Edgar Ejercito	Bruce Hayashi
Dolores Batayola	Eric Chow	Marc Elliott & Cris Krisologo-Elliott	Chris Heman
Maria Batayola	Selina Chow	Nancy Ellison	Anita Hidalgo
Teresita Batayola & Dionnie Dionisio	Alan Chun	Sheila Esmeralda	Kimo Hirayama
Elizabeth Bennett	Joel Chusid	Ric Ewing	Chieko Hironaga
Jeff Benton	George F. Clifton	Rene' Ewing	Ann B. Houghton
Greg G Bermudez	Liping Tang & Gordon Clowers	Jenny Fang	David & Nikki Lac Huang
Alaric Bien	Art Condes	Sara Farinelli	Lance Hunsinger
Michael Bray	Dan Copp	Marie Faulring	John Iglesias
Jennifer O. Cabiao	Fred Cordova	Judith Featherstone	Douglass L. Jackson
Arnold Campos	Paul Costello & Chinda Roach Costello	Yuwei Feng	Ellen Jeffcott
Bert Caoili	Marty Curry	Janyce Ko Fisher	Alula Jimenez
Michelle Capuyan Lo	Ailish Daly-Walker	John Foz	Gary Johnson
Abie & Sharon Castillo	Chau Dang	Rebecca Frestedt	Jim Jones
Maxine Chan	Khue Dang	Greg Garcia	Betsy Jones
			O. Sharrion Jones

Nancy Kazama
Sally Kazama
Alma Q. Kern
Ronald Kim
Amy Kim
Hyeok Kim
Veronica Kim
Yoshio Kitamura
Renee Klein
Nancy Ko
Dean W. Koonts
Thomas Kuljam
Dieu-Hien Lam
Debbie Laudenslager
Kiyong Lee, PhD
Ken Lee
Sharon Lee
Skye Lee
Winnie Lee
Nicole Li
Kathy Lin
Tana Lin
Renee Lind
Andrew Liu
Dan Liu
Kenneth Lo
Betty Lock
Michael D. Loewen
Max Lu
Rick Ludwig
Bettie Sing Luke
My Luu
Sharon Maeda
Gary Mamallo
James Mar
Susan L. Mar

Meghin R. Margel
Helen Mark
Gary Matsudaira
Lori Matsukawa
Michael McKee
William McKee
Linda McVeigh
Shannon Mills
Brent A. Miner
Richard Miyata
Bob Mull
Hiroshi Nakano
Diane Narasaki
Minh Q. Ngo
Thu Ngo
Hugh V. Nguyen
Tam Nguyen
Kim Nguyen
Sindy Nguyen
Thu-Van T. Nguyen
Jessica Nguyen-Jessa
Tony Ogilvie
Mark Okazaki
Vlad Oustimovitch
Alan Painter
Arnilito J. Pangilinan
Heide Parreno
Louise Pathe
Dave Peel
Michael Peskura
Kristin Peterson
Lan Pham
Cynthia Phillips
Lauren Pray
Tony Provine
Robert R Racadio

Sharon Robinson
Laura Rosenberg
Jennifer Samnick
Katie Salisbury
Aurora Santiago
John Santos
Robert & Sharon Tomiko Santos
Nancy Santos
Kelli Schmidt
Robert Schweigert
Barret Seifer
Timothy L. Seiwerath
Hermes Shahbazian
Barbara Shi
Albert Shen
Edna Christine Shim
Dennis Shiroma
Sharyne Shiu Thornton
Dolores Sibonga
Rich Sugimura
Tammy Tai
Frieda Takamura
Beth Takekawa
Grace Tan
Barbara Tankersley
Richard Tao
Sue Taoka
Thomas L. Taylor
Christa Thomas
Marie Thomas
Rebbie S. Thomas
Michelle C Toh
Bryon J. Tokunaga
Cammy D Tran
Terri Tran
Tom Trompeter

Veronica Truong
Shin-Ping Tu
Janet Ung
Cathie Valentine-McKinney
Velma Veloria
Nguyet Vo
Victoria Vreeland
Elizabeth Walker
Grace Wang
Tim Wang
Sarah C Wilmot
Deborah Wolf
Benson D Wong
Dorothy Wong
Flo O Wong
Ling Wong
Ping Wong
Polly Wong
Dick Woo
Liana Woo
Ruth Woo
Ye-Ting Woo
Colleen D Woolsey
Jill Wright
Karen Wright
Charles Wu
Andy Yip
Agnes Yip
Lisa Yohalem
Evan Yu
Tina Yu
Abbie Zahler
Rujun Zheng

ICHS BOARD OF DIRECTORS

OFFICERS

Hiroshi Nakano President	Deborah Wolf 3rd Vice President
Janyce Ko Fisher 1st Vice President	Amy Kim Secretary
Cris Krisolologo-Elliott 2nd Vice President	Gildas Cheung Treasurer

MEMBERS

Charles Wu Edgar Ejercito Robert Mull Steven K. Man Jenny Fang John Foz	Nicole Li Tyler Loc DuLam
--	------------------------------

ICHS EXECUTIVE TEAM

Teresita Batayola
Chief Executive Officer

Hermes Shahbazian
Chief Financial Officer

Grace Wang
Medical Director

Grandy Au
Dental Director

Michael McKee
Clinic Operations and Health Services Director

ICHS FOUNDATION BOARD OF DIRECTORS

OFFICERS

Charles Wu President	Teresita Batayola Secretary
Nicole Li Vice President	Marie Faulring Treasurer

MEMBERS

Ed Alipio Elizabeth Gilje Nikki Lac Huang Amy Kim Hiroshi Nakano	Thomas L. Taylor
--	------------------

ICHS provides culturally and linguistically appropriate health services to improve the health of the Asian Pacific Islander community and others.

International District Medical & Dental Clinic | 720 8th Avenue South, Seattle, WA 98104 | 206.788.3700

Holly Park Medical & Dental Clinic | 3815 South Othello Street, Seattle, WA 98118 | 206.788.3500

www.ichs.com