



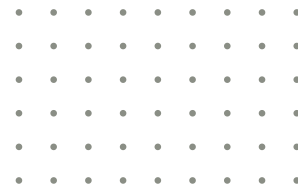
GREATER VALLEY HEALTH CENTER

COMMUNITY REPORT

2024



A Message from our Chief Executive Officer



In 2003, a group of concerned citizens, with the support of Flathead City-County Health Department opened a free clinic and began the process of applying for grant assistance. In 2007, Flathead Community Health Center, Inc. secured a grant from the Health Resources Services Administration and was designated a federally qualified health center charged with providing services to the uninsured and underserved in Flathead County.

In 2021, the Health Center separated from Flathead County and became Greater Valley Health Center, an independent, non-profit Health Center. In the three years since then, the Health Center survived the pandemic and has grown exponentially: adding 70 employees, 2 pharmacies, a new clinic in Evergreen and several school-based service sites. We enhanced our already existing services with our dental department offering night guards, crowns and root canals; our behavioral health department adding substance use treatment services; and our medical clinic adding Medication Assisted Treatment for Opioid Abuse as examples.

The most rewarding part of expansion of this scope is the Health Center fulfilling our mission and commitment to meeting the needs of our community and meeting our patients where they need us. We are guided by a volunteer Board of Directors who give us their time monthly to guide our activities. And, of course, none of it would be possible without our mission-driven, very skilled providers and staff. We are so appreciative of the last three years and look forward to what is next. Our goal is to bring integrated primary care to the Flathead Valley using a process that integrates clinical expertise, best practice research and patient values.

Mary Sterhan
CEO

Board of Directors

- Bob Lopp, President
- Nick Aemisegger, Vice-President
- Maura Fields, Secretary
- Bill Burg, Treasurer
- Penni Chisholm, Member at Large
- Bruce Gibson
- Bruce Meyer
- Juleen O'Neal
- Larry Iwerson, MD
- Perry Birky, MD

Our Mission

Provide exceptional patient-centered care regardless of ability to pay.



Our Vision

A healthy community with access to quality driven care for all.

Our Values

- Quality:** Providing comprehensive, patient-centered care in a timely manner that incorporates evidence-based methods and the voice of the patient.
- Our Team:** Creating a culture of teamwork and respect that motivates and mentors mission-driven staff.
- Partnership:** Collaboration with community partners that capitalizes on each other's strengths resulting in effective, resilient and sustainable initiatives.
- Accessibility:** Creating a welcoming environment built on respect, compassion, inclusiveness and accessibility.
- Leadership:** Leading our community with excellence, integrity, and transparency.
- Operational Excellence:** Actualizing operational excellence through financially responsible and data-driven decisions resulting in quality care.



By the Numbers

Fiscal 2023

\$23,881,281 TOTAL REVENUE

\$22,451,659 TOTAL EXPENSE

32,575

Patient Visits

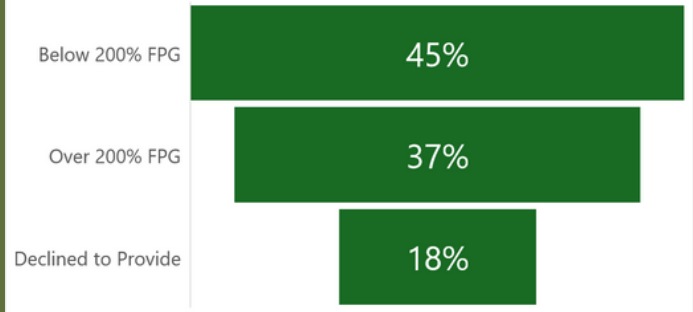
7,850

Patients Served

138

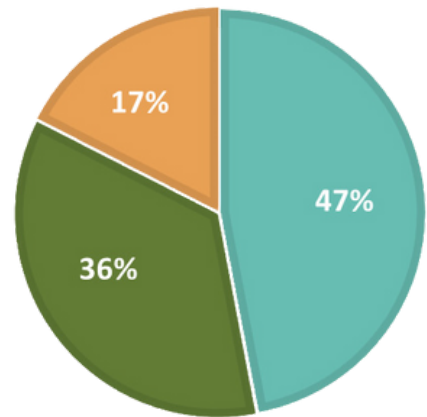
Patients served in a language other than English

Greater Valley Health Center Patients



FPG -- Federal Poverty Guideline
200% was \$31,210 in 2023

Visits by Service Type



- Primary Care
- Behavioral Health
- Dental

122 EMPLOYEES ON STAFF

Our Services

| | | | |
|--|---|--|--|
|  Primary Medical Care |  Dental |  Behavioral Health |  Case Management |
|  Prenatal & Obstetrics |  Addiction Services |  School Based Health Care |  Pharmacy |

WATCH US GROW!!



2023: Purchased the GVHC Evergreen Clinic

2024: Expanded to 4 days per week in Hungry Horse, added school sites in Evergreen and Kalispell Public Schools

2025: Move into a fully remodeled clinic at 1935 3rd Avenue East bringing us all under one roof

After three years of tremendous growth, we have outgrown our current location in the Earl Bennett Building. Finding a new home was the #1 priority of our recently crafted strategic plan. In August of 2023, we purchased the former Torrent building at 1935 3rd Avenue East and began a remodeling process. We worked with Cushing Terrell to design the space, selected Martel Construction as our contractor and secured financing support from Glacier Bank. Remodeling is underway and we look forward to moving into our new clinic space next summer.

We look forward to establishing in our new location with all of our services in one place. The completely remodeled building will have one floor devoted to medical services. Behavioral health, dental and administration will occupy the 2nd floor with plenty of additional space to allow for groups, community education and program development. The new space will be the headquarters for Greater Valley and will afford us the opportunity to continue to expand, offer fully integrated services to our community and support our other sites across Flathead Valley.

Greater Valley Health Center Sites

- Main Clinic
- Hungry Horse Clinic
- Evergreen Clinic
- Behavioral Health Clinic
- Linderman Education Center
- Jeannette Rankin Elementary
- Elrod Elementary
- Evergreen Elementary
- Evergreen Junior High
- Kalispell Middle School
- Glacier High School
- Evergreen Crossroads
- Sykes Kalispell
- Sykes Columbia Falls



AREA HIGHLIGHTS



MEDICAL

52 FTE: Physicians, Nurse Practitioners, Physician Assistants, Nurses, and other personnel

- Partnered with FVCC for simulation training
- Continue our collaboration with FMWRM residency program
- Launched mobile medical service program to the Warming Center and patient homes
- Offering OB services at the Evergreen and Hungry Horse clinics

Women's Health: 867 patients screened for cervical cancer; 601 patients screened for breast cancer

Colorectal Cancer: 1,227 patients screened for colorectal cancer

Obesity: 2,086 patients aged 18 and over received BMI screening and follow up plan

HIV Screening: 628 patients

Total Number of Patients Seen: 5,855
Total Number of Patient Visits: 15,644

SCHOOL-BASED HEALTH CENTERS



11 FTE: Medical, Behavioral Health, and other personnel

- Expanding services to Kalispell Middle School and Flathead High School
- Hosted 7 students during the school year in our dental, behavioral health and medical programs to provide real life exposure to healthcare careers.
- Awarded our 3rd annual scholarship at Linderman Education Center to a student pursuing a career in healthcare.
- Provided education opportunities to our staff to build their capability to provide trauma-informed care.

Total Number of Patients Seen: Medical - 546, Behavioral Health - 203
Total Number of Patient Visits: Medical - 1,233, Behavioral Health - 4,590

AREA HIGHLIGHTS

BEHAVIORAL HEALTH (including substance use treatment)



17 FTE: Licensed Clinical Social Workers, Licensed Mental Health Providers, and Licensed Addiction Counselors

- Addition of Behavioral Health in Kalispell Middle School, Evergreen Crossroads, and Glacier High School
- Collaborate with community partners for patient transitions of care
- Launching organizational MANDT training for de-escalation techniques
- Invested in eye movement desensitization and reprocessing (EMDR) training for therapy management
- Developing substance use treatment program with plans to expand to adolescents

Depression Screens: 2,805

Total Number of Patients Seen: 1,037
Total Number of Patient Visits: 9,506

DENTAL



15 FTE: Dentists, Dental Hygienists, Dental Assistants, and Support Staff

- Added crowns and root canals to our services
- Providing dental services weekly at our Hungry Horse clinic
- Added Luke Greene, DDS to our provider team
- Provided dental education to students in the Kalispell and Evergreen Public Schools

Walk-In Patients: 292

Fluoride Treatments: 175 patients aged 0-20 years

Total Number of Patients Seen: 2,402
Total Number of Patient Visits: 5,773

AREA HIGHLIGHTS

PHARMACY



18 FTE: Pharmacists, Pharmacy Techs, Pharmacy Clerks

- Launched an internal pharmacy technician training program
- Added pharmacy delivery in the North Valley area
- Secured grant to support patients with blood pressure monitors at home
- Providing pharmacist led patient consultations for hypertension, diabetes and medication affordability
- Implementing a new platform for point of service in our pharmacies

Total Number of Prescriptions Dispensed (Kalispell): 121,587
Total Number of Prescriptions Dispensed (Columbia Falls): 31,564

FAMILY MEDICINE RESIDENCY OF WESTERN MONTANA



10 FTE: Residents, Physicians, Support Staff

- Family Medicine Residency of Western Montana - Sponsored by University of Montana, a partner of University of Washington - residents in Missoula and Kalispell
- Added 2 faculty members in the Kalispell office.
- We have three 2nd year and three 3rd year patients each year. They see patients at all of our sites.
- Our obstetrical program is offered and supported by our residents and faculty.
- The residency is helping us to develop a geriatric program focused with visits to patient's homes and the nursing home.

<https://www.umt.edu/family-medicine/>

AREA HIGHLIGHTS



POPULATION HEALTH

7 FTE: Registered Nurses, Care Navigators, Outreach Specialists

- Implemented nursing led medical annual wellness visits
- Intentional focus on patients that have recent emergency room visits and hospitalizations to ensure a smooth transition to home
- Launching Diabetes Prevention Program designed by the CDC to provide support to our diabetic and pre-diabetic patients
- Hosted multiple vaccine clinics throughout the community including Food Bank, Warming Center and several businesses
- Participate in Elder Crisis Management Community Work Group

ED and Hospital Follow-up: 363
Annual Wellness Visits: 307

OUTREACH & EDUCATION



Total Number of Outreach Events: 13
Total Number of Students: 40

- Community and outreach events:
 - Free vaccine clinics in the community
 - Hungry Horse Harvest Fest
 - Community Connect
 - Best Beginnings Blue Ribbon
 - Heart Locker Block Party
 - Kalispell Noon Rotary
 - Columbia Falls Chamber Presentation
 - Pride Party in the Park
 - Climb Big Mountain
 - Breast Feeding Coalition Kids Fair
 - Glacier High School Jamboree, Winter Warm Up
 - Cabin Fever Days
 - Columbia Falls Job Fair
- Students placements at GVHC:
 - 30 Medical
 - 2 Dental
 - 2 Pharmacy
 - 3 Behavioral Health
 - 2 Psych
 - 1 Fifth grade student shadow

PATIENT EXPERIENCE



"You all are **BEST** in the Valley. So thankful to have you!!"

"This is a **FABULOUS** community resource."

"Cannot fully express how *Grateful*

I truly am for the services and care I currently receive and have always received at this facility."

"I'm a new patient and have been very grateful to be able to use/afford the services of your clinic. Everyone has been very professional and kind. Unfortunate family circumstances and responsibilities caused of changes for me that included leaving my job of 20 years and loss of my insurance. Your clinic has been so appreciated in a time when I really needed help. Thank you!"

"I am so impressed with the attentive and thorough quality of care I receive at the clinic. Each nurse, practitioner, and doctor is willing to spend time to hear my concerns and offer compassionate care and support. I am so grateful. Thank you so much."



Thank you to the service organizations, businesses, and foundations that contributed to our mission in 2024 and helped transform the lives of the patients we serve.



Abbie Shelter
 ASSIST
 Bigfork Chamber of Commerce
 Bigfork Eagle
 Boys and Girls Club of Glacier Country
 Community Action Partnership
 CASA for Kids of Flathead County
 City of Kalispell
 City of Whitefish
 City of Columbia Falls
 Columbia Falls Chamber of Commerce
 Columbia Falls School District
 D.A. Davidson Flathead Valley
 Dennis & Phyllis Washington Foundation
 Daily Inter Lake
 Evergreen Chamber of Commerce
 Evergreen School District 50
 Family Medicine Residency of Western Montana
 Flathead County
 Flathead City-County Health Department
 Flathead County Agency on Aging
 Flathead Beacon
 Flathead County Sheriff
 Flathead Industries
 FVCC
 Glacier Bank
 Hungry Horse News
 Kalispell Police Department
 Kalispell Public School District 5
 Many Rivers Whole Health
 Montana Healthcare Foundation
 Montana Migrant and Seasonal Farmworkers
 Montana Primary Care Association
 Montana Public Health Institute
 Montana Public Radio
 Oxytocin
 Recovery Centers of Montana
 Round-up for Safety
 Shepherd's Hand
 Samaritan House
 Sparrow's Nest
 The Salvation Army
 United Way Cares
 Western Montana Mental Health Center
 Whitefish Community Foundation
 Whitefish Pilot
 Whitefish Police Department



WELCOME

JASON JOHNSON, DO

Family Physician

Now accepting
NEW PATIENTS
at our Hungry Horse and
Downtown Kalispell Clinics.



GVHC - Hungry Horse

200 North Street
Hungry Horse, MT 59919

Monday - Thursday
8:00 AM - 5:00 PM

GVHC - Downtown Kalispell

1035 First Ave West, Ste 310
Kalispell, MT 59901

Monday and Thursday
8:00 AM - 6:00 PM
Tuesday, Wednesday, Friday
8:00 AM - 5:00 PM



GREATER VALLEY
HEALTH CENTER

**Call TODAY to schedule an
appointment!**

(406) 607-4900