



# AVIVA HEALTH

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## NEWS RELEASE

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### **Aviva Health Sutherlin Clinic Receives 5 Star Patient-Centered Primary Care Home Designation**

**ROSEBURG, Ore.** – The Oregon Health Authority (OHA) has designated Aviva Health’s Sutherlin clinic location as a 5-Star Patient-Centered Primary Care Home (PCPCH), an achievement that according to OHA reflects the extent to which a primary care provider demonstrates excellence in delivering high-quality, person- and family-centered care.

Five-star recognition is the highest PCPCH designation OHA bestows and represents exemplary clinics that have implemented advanced transformative processes into their workflow using the PCPCH model framework and recommended best practices, which involve offering accessible, accountable, comprehensive, continuous, coordinated, patient- and family-centered care.

Aviva Health was the very first Douglas County health organization to ever achieve the 5-star rating.

“We’re pleased and proud to be recognized by OHA for the exceptional care we provide our Douglas County patients,” says Aviva Health Board President Ruth Galster. “Ingrained in our philosophy of care is the fact that there’s a patient somewhere in everything we do, and knowing that we work hard every single day to make sure our neighbors in the community receive accessible, high-quality, compassionate care as they rightfully deserve.

Under the best of circumstances, achieving a 5-star rating is an arduous effort, and the Sutherlin clinic accomplished the recognition during a worldwide pandemic.

“I couldn’t be prouder of our team for never taking their eye off the ball of providing our patients an exceptional experience,” says Aviva Health CEO KC Bolton. “While the last year has challenged us, it’s also brought the best out of our organization as we carefully balanced our response to COVID-19 with the ongoing everyday needs of our patients.”

The health center offers a comprehensive suite of health care services to over 13,300 uninsured and insured Douglas County children and adults, and provided more than 46,000 patient visits

last year, 7,366 of them via telehealth. Since COVID-19's arrival in the area, Aviva Health has partnered with other health care organizations to lead local response efforts. Most recently, it's held several mass vaccination clinics and already provided close to 3,000 COVID-19 vaccinations to Douglas County citizens.

### **ABOUT AVIVA HEALTH**

Founded in 1991, Aviva Health is an independent, board-governed, not-for-profit organization that cares for the people of Douglas County by providing high-quality, patient-centered, accessible, and affordable medical, dental and behavioral health care, regardless of their ability to pay. Aviva Health offers integrated services from eight clinic sites in Roseburg, Myrtle Creek, Sutherlin, Glide and North Douglas County (Drain), including a Teen Health Center located on the campus of Roseburg High School.