

Vivacity Care Center

Walking Deck for Producers
Summer, 2021

vivacity | **care center**



We are here to
guide, support,
and advocate for
our patients' health.
Every day.

What drives us?



Improve
access to
high-quality
primary care



Deliver
an exceptional
customer
experience



Inspire
members
to take an active
role in their own
long-term health



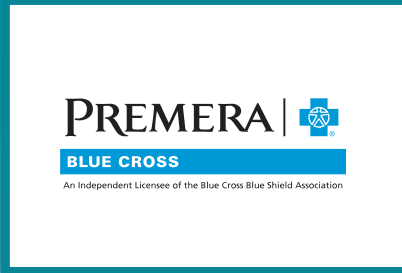
Create
an environment
to implement
innovative ideas



Reduce
surprises,
frustration, and
anxiety about
seeking care

Who do we serve?

Vivacity Care Center is an in-network provider for patients with primary coverage from:



Our primary care? Our patients.



Flexible scheduling:

Patients access care when they need it with plenty of same- or next-day appointments available. Virtual care options and after-hours care are also available.



Designed to be a medical home:

We designed the VCC experience to put patients in the center. Longer, more thorough appointments; thoughtfully designed spaces; and a knowledgeable, welcoming staff are all meant to make our patients feel comfortable and engaged.



One-stop shop:

From lab work to behavioral health counseling, X-rays to health coaches, we make it easy for patients to get and follow through with the care they need by putting everything in one place.



Care for the whole person:

Together with our patients, we create a plan designed to achieve more than just wellness. We're teaming up to achieve physical, emotional, and behavioral well-being.



Personal guidance:

When it comes to healthcare, no one likes surprises. Our Care Advocates are health plan specialists who can help break down complicated next steps and answer coverage questions.



High-value care beyond our walls:

Our providers have the resources and time to make more thoughtful referrals, so patients get further care from high-value specialists with a track record for successful treatment at a fair price.

Built to innovate

Vivacity Care Center was created to be a place where we can innovate around our patients' needs and preferences. Here are just a few examples:



Cross-specialty, team-based care
under one roof



Care Advocates
who help answer insurance questions and assist with referrals to high value specialists



Real-time benefit
checks embedded into EMRs to help providers quickly select the most cost-effective Rx while the patient is still in the room



Complex case management
proactively identifies member care gaps and facilitates communication between the patient, plan, and VCC

North Country Homes

CARE CENTER

Primary care

Health coaching

Behavioral health

Laboratory services

Basic X-ray services

No-cost insurance guidance



Find us here:

9001 N. Country Homes Blvd.
Spokane, WA 99218
509-228-3300

Our North Country Homes Care Team



Jlyn Pritchard, DO
Family Medicine



Pamela Schultz-Torosian
Family Medicine



Kourtney Dunlap, ARNP
Family Medicine



Michele Bauer, LCSW
Behavioral
Health Specialist



Heidi Beer
Whole Health Coach



Katie Bass
Care Advocate



Taeler Dombrosky
Care Advocate

Division and Mission

CARE CENTER

Primary care

Health coaching

Behavioral health

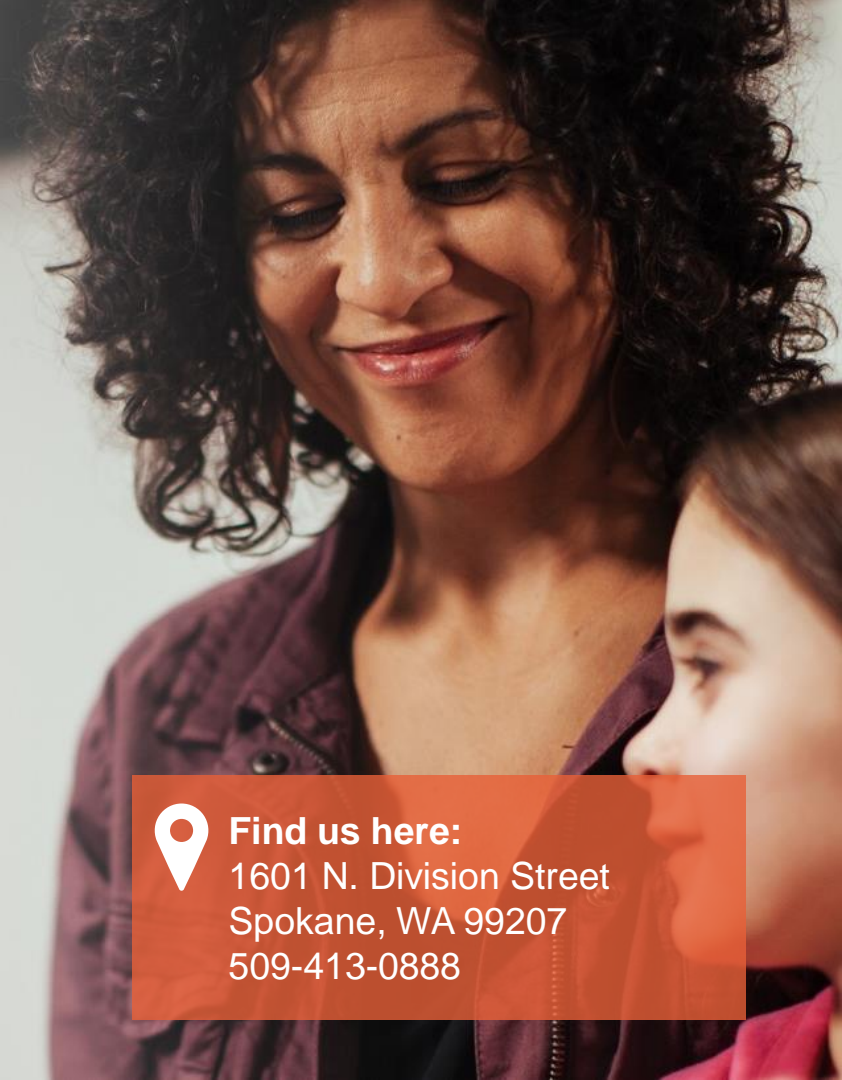
Laboratory services

No-cost insurance guidance



Find us here:

1601 N. Division Street
Spokane, WA 99207
509-413-0888



Our Division and Mission Care Team



Ashlie Caronia, ANRP

Family Medicine



Michele Bauer, LCSW

Behavioral
Health Specialist



Heidi Beer

Whole Health Coach



Delia Lovel

Care Advocate

Spokane Valley

CARE CENTER

Primary care

Health coaching

Behavioral health

Laboratory services

Basic X-ray services

No-cost insurance guidance

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Find us here:

16009 E. Indiana Avenue
Spokane Valley, WA 99216
509-818-1990

Our Spokane Valley Care Team



Sara Crow, DO
Family Medicine



Annalee Wilson, ARNP
Family Medicine



**Angel Aguilar, DNP, ARNP,
FNP-BC**
Family Medicine



Michele Bauer
Behavioral
Health Specialist



Angelique Garnand
Whole Health Coach



Danaye Weese
Care Advocate



Tina Gunderson
Care Advocate

6th and Washington

CARE CENTER

Primary care

Health coaching

Behavioral health

Laboratory services

No-cost insurance guidance



Find us here:

307 West 6th Avenue
Spokane, WA 99204
509-413-0777

Our 6th and Washington Care Team



Kristina Swiggum, MD
Internal Medicine



Jessica Grogan
Family Medicine



Michele Bauer, LCSW
Behavioral
Health Specialist



Heidi Beer
Whole Health Coach



Deana Bell
Care Advocate



What people are saying

"I cannot express the relief I have found in Vivacity. After several negative doctors appointments at various places in the area, I decided I needed to search for a new provider.... NP Angel Aguilar spent an entire hour with me, troubleshooting issues I've had and brainstorming a care plan and goals moving forward. Nurse Ella came back to draw my blood for labs and Angel kept popping in asking more questions to further investigate. I'm so happy I've found Vivacity. I'm so happy I've found a provider who listens and wants to find a solution and a staff that truly works together. I've already scheduled my boys for wellness visits as well!"

"Kourtney Dunlap spent a great deal of time going over everything with me so I understood it all and helped me with medication for my osteoarthritis. She's awesome and will definitely stay with her."

"In the past with other providers, it was just write a prescription, here you go, come back in a month or whatever—that's all it was. At Vivacity Care Center, I just felt like Dr. Crow had all the time in the world to answer my questions and hear out my concerns. It was so refreshing."

"We both were thoroughly impressed with our visit. Being that we are established patients of Dr. K. Swiggum, we followed her. I have never dealt with such a personal and truly interested [team of] medical professionals."

Regarding health coaching: "Accountability is everything to me because it just motivates you to achieve your goals. You start seeing some results, then you start getting some competence and confidence—you just feel better and more. You know what I mean? You just feel better about it. 'Oh, absolutely. I got this.'"

"Dr Crow and her staff are naturals. They take into consideration your concerns. Provide a balanced approach. Explore options and make a plan. Compassionate skilled and personable. "

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