

Better Together: Year 2

2025 Annual Report



TREASURE VALLEY
**CHILDREN'S
CLINIC**

At the heart of every milestone we reached this past year is a single, powerful word: **Together**.

We know that nothing of lasting value is built in isolation. Whether it's a child reaching a new developmental milestone or our clinic expanding its reach, these successes are the result of a shared journey. "Together" isn't just a slogan; it is the engine that drives our mission to help every child live their most fulfilling life possible.

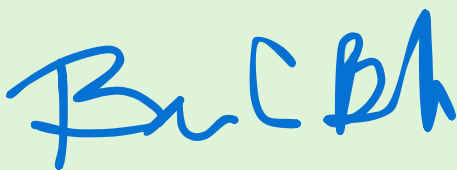
This year, we saw what happens when the spirit of partnership is amplified. By aligning our teams, our families, and our community, we achieved more than we ever could have individually.

- **Be Excellent:** Our commitment to exceptional clinical value and quality remained steadfast. By working across teams, we ensured that "excellence" wasn't just a goal, but a daily standard of care for every family that walked through our doors.
- **Keep Growing:** We invested in the future of Idaho's healthcare. A highlight of our year was supporting a dedicated summer internship, fostering the next generation of professionals. This focus on professional development ensures that as our staff grows, the quality of care for our patients grows with it.
- **Uplift Others:** We continued to cultivate a culture rooted in compassion and mutual respect. This energy is felt in our hallways and in the trust we build with you—the parents and caregivers who partner with us in your child's future.
- **Achieve More:** By collectively pursuing "what's next," we have set new benchmarks for clinical outcomes in our region, proving that a collaborative spirit leads to infinite possibilities.

Together, we have brought energy and joy into our daily work. To our patients and families: thank you for trusting us to be part of your story. To our partners and community: thank you for your continued partnership as we work to strengthen the landscape of pediatric care in Idaho.

As we look toward the coming year, we do so with the knowledge that our collective strength is our greatest asset. When we connect with a shared purpose, we don't just provide care—we create a legacy.

With gratitude and excitement for the future,



Brian C Birch MD FAAP
Founder, President/CEO
Treasure Valley Children's Clinic

Helping every child
live their most
fulfilling life possible!

Your paragraph text



OUR VALUES

BE EXCELLENT

KEEP GROWING

UPLIFT OTHERS

ACHIEVE MORE

**T
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Year 2 Statistics

over 5,100 clinic visits

1196

PATIENTS

141 Newborns

Most chronic diseases being managed
within the medical home

73 Patient living with Autism

56 patients with
asthma

119 Patient living with ADHD

69 patients with
anxiety and/or
depression

Patient Survey:

Treasure Valley Children's Clinic contributes positively in our
child(ren) living their most fulfilling life possible

9.89/10



Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents



Be Excellent

Be Excellent reflects that we strive for the best in every interaction, rooted in prioritizing safety and clinical quality guided by best practices and evidence-based medicine. **Be Excellent** requires staff to come to work prepared ensuring that care is delivered consistently based on our expectations and processes. We hold ourselves accountable for outcomes, understanding that excellence is not the absence of mistakes, but the continuous desire to be exceptional. **Be Excellent** is experienced by our patients when they have consistently outstanding experiences and outcomes. Ultimately, our commitment to excellence establishes us as a trusted source of care in the community.

Patient Survey:

We feel comfortable and safe with the care provided

9.94/10

Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents



Keep Growing

Keep Growing reflects a continuous improvement mindset fueled by curiosity, learning, and innovation. **Keep Growing** requires learning new things daily and proactively seeking opportunities, even outside one's immediate role. We support this by creating opportunities for individual development and strengthening our organization through enhanced clinical and administrative processes. **Keep Growing** is experienced by our patients through improved care and smoother operations. This growth is also reflected externally when the clinic expands services and actively responds to community health needs.

Patient Survey:

The clinic and care teams care about our wellbeing

9.96/10



Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents



Uplift Others

Uplift Others reflects our culture of compassion, trust, and mutual respect for everyone we encounter. **Uplift Others** requires leading every interaction with kindness, empathy, and encouragement, whether with families, colleagues, or community partners. We believe in the power of strong relationships to connect, inspire, and transform. We recognize that supporting others is everyone's shared purpose that begins by creating an exceptional workplace. **Uplift Others** is experienced by our patients through the development of trusting relationships. This focus on relationship building, positivity and encouragement aims to develop personal relationships that go beyond just transactional services. This value is reflected externally through advocacy at the local, state and national level.

Patient Survey:

We have a strong relationship with our care team and staff

9.79/10

Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents



Achieve More

Achieve More reflects our purpose-driven commitment to lasting progress, challenging us to always pursue the best and what's next. **Achieve More** requires us to aim higher by planning for quality and longevity, rather than relying on quick or short-term fixes. We encourage incremental 1% improvements, but recognize that sometimes achieving more requires bold action, adapting, or working differently to overcome systemic hurdles. We take pride in our collective achievements, knowing they contribute directly to our mission. **Achieve More** is demonstrated to our patients and community through superior clinical outcomes and patient experiences.

Patient Survey:

We receive the quality of care that our family deserves

9.85/10



Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents

Together

Together serves as our core strength, ensuring alignment with our mission and values. When we work in partnership—across teams, with families, and throughout our communities—our impact is amplified exponentially. It is the force that gives meaning to Be Excellent, ensuring everyone contributes to exceptional care. This strength fuels Keep Growing, building our teams and advancing clinical care through continuous personal and professional development. It compels us to Uplift Others, cultivating a culture of compassion, trust, and mutual respect. Finally, this collaborative spirit empowers us to Achieve More by collectively pursuing what's next and realizing accomplishments that we could never reach individually. **Together** strengthens our culture, bringing energy, meaning, and joy into our daily work. When we connect with shared purpose and values, we create infinite possibilities and a lasting legacy of helping every child live their most fulfilling life possible.

Accepting new patients and newborns

"It's always a pleasure walking in with such warm welcomes and helpful support. The staff members, as well the provider when speaking with me or my children have been most helpful and respectful. Giving there 100% attention and answering any questions."



**Patients NEVER
turned away
due to unavailable
appointments**

"I appreciate all the staff and team members because they honestly care."

Patient Survey:

We are able to access my care team when we need it (via appointments, medical questions or after-hours access to the on call provider)

9.88/10



Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents

Voices for Children
<https://www.idahovoices.org/>



American Academy of Pediatrics
<https://www.aap.org/en/advocacy/>

Childhood Abuse Prevention Month
<https://idahochildrenstrustfund.org/>



Hayes House
<https://www.youthranch.org/hayshouse>

Patient Survey:

The clinic is an advocate for our family

9.90/10

Survey results based on family annual survey from May 28- June 30, 2025 with 170 respondents



HIPAA compliant text
based communication

9.69/10

"The communication is amazing. I love that I can always count on a quick response whether it's through the Spruce app or by phone. Thank you all for making me feel heard and seen whenever there's a concern!"



Patient Portal

9.40/10



Online Symptom Checker

9.70/10

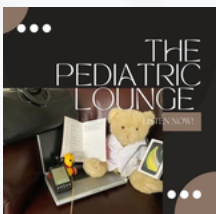
"When we came in for an appointment, the front desk staff greeted us with such kindness and efficiency."

"Our pediatrician, Dr. Birch was so gentle and reassuring—not just with my child, but with me too. He explained everything clearly and never made us feel rushed. In that moment, I felt genuinely supported and cared for—not just as a patient, but as a parent. It's rare to find a team that combines professionalism with such warmth, and I'm so grateful we're in such good hands."



Thank you to our partners and supporters

PCC



And most importantly...
OUR PATIENTS

