Dear Friends and Supporters:

We are pleased to provide you with this Annual Report for 2016. In pursuit of our mission “to provide primary health care to those in need,” many important strides were made as we began implementation of our 2016-2017 Strategic Plan (please see page 6).

The Board and Management are holding themselves accountable to improve PCHC in all five areas of the Strategic Plan. Here are a few examples of accomplishments that reflect our progress:

Access and Quality:
• Provided a health care home to 1,188 additional patients in 2016, a 5% increase over 2015 (and an all-time high of patients served) of 24,619
• Improved six of seven Healthy People 2020 outcome measures

Workforce:
• High rate of employee retention 82% compared to a health care industry range of 70-75%

Delivery of Care Model:
• Patients have access to behavioral health care during their primary care visits

Service Culture:
• Developed a plan for organization-wide customer service training

Sustainability:
• Initiated a facilities master plan to assess our long-term space needs
• Increased our cash reserves for future growth

In addition to the progress noted above, we are most proud of the fact that one out of seven Puebloans trust PCHC with their health care needs. Everything we do at PCHC is focused on maintaining patients’ trust. Where we fall short, we try to improve. Where we succeed, we take pride in knowing we are achieving our mission.

Thank you for your support, it means more than you will ever know.

Sincerely,

Donald Moore
Chief Executive Officer

Michelle Hill
Board President

PCHC Board of Directors 2016

Michelle Hill, President
Rev John Mark Hild, Past-President
Rebecca Goodman, President-Elect
Shantel Gallegos, MSN, Secretary
Chris Markuson, Treasurer
Shirley Cordova, Board Member
Geri Davis, RN, Board Member

Veronica Ibarra, Board Member
Amy Jimenez, Board Member
Dan Ludwig, Board Member
Teresa Romero, Board Member
Jay Richter, MD, Board Member
Arthur Yarbrough, Jr, LCSW, Board Member

Cover photo: Norma McCarthy, Director of Pharmacy at Pueblo Community Health Center.
Who We Are

Mission
Since 1983, Pueblo Community Health Center has provided primary care to those in need

Core Values
◆ Everyone should be treated with dignity and respect, regardless of race, age, gender, disability, values, lifestyle or interests
◆ Compassion and empathy for others is crucial to the success of our organization
◆ Honesty and integrity in relationships is paramount
◆ Providing health care and customer service at the highest level is what our patients deserve
◆ Teamwork and cooperation help Pueblo Community Health Center succeed in our mission

Executive Leadership Team
Donald Moore, Chief Executive Officer
Michael Barris, MD, Chief Medical Co-Officer
Karen Miller, DDS, Chief Dental Officer
Cindy Pratt, Chief Financial Officer
David Krause, MD, Chief Medical Co-Officer
Justin McCarthy, Chief Operations Officer
Laura Kelly, Chief Development/Foundation Officer

Providers*
Paulina Adjei, CNP
Robert Alsever, MD
Michael Barris, MD
Vanessa Becerril, PA-C
E. James Belfiglio, DMD
Joseph Bulow, PA-C
Michelle Carlo, RDH
Aileen Carlos, CNP
Thomas Clemens, LCSW
Courtney Collings, DDS
Prudencio Cosyleon, LCSW
Maria Cramer, LCSW
Penny Daugherty, RDH
Amy Deitemeyer, PA-C
Dylan DeVries, PA-C
Elizabeth Elsey, LCSW
Lynne Evetts, CNP
Josefnia Fitzgerald, DDS
Jennifer Gallegos, CNM
Matthew Goodwin, MD
Jeanette Grant, LCSW
Valerie Hauck-Sorensen, CNM
Chad Hess, PA-C
Donald Higdon, LCSW
Dayna Hochevar, PA-C
Alethea Hoewisch, CNP
Brett Hulet, MD
Mary Hund-Snyder, CNM
Cynthia Jimenez, LCSW
Erin Johnson, PA-C
Brian Juan, MD
Ann Jurewicz, DPM
Richard King, MD
Rona Knudsen, MD
David Krause, MD
Maria Lengele, CNM
Lynn R Leyba, CNP / CNM
Valerie Lobato, PA-C
Kristi Meyer, LCSW
Karen Miller, DDS
Cherie Millirons, PA-C
James Mobley, DMD
Rachel Nash, PA-C
Grant Nichols, PA-C
Amy Ochle, CNP
Stephanie Parker, DO
Michele Pennington, MD
Jill Pollock, PsyD
Shyla Prijatel, RDH
Patricia Quillen, CNM
Adam Randall, CNP
Wendy Raso, CNM
Dana Riley, MD
Christina Riva, LCSW
Sudhesna Ropp, MD
Charmayne Sandoval, LCSW
Mark Schwartz, MD
Brett Skyba, LPC-P
Ansley Smitherman, CNP
Louise Spugnardi, CNP
Brittany Stadterman, PA-C
Lucinda Stegman, CNP
Leandrea Stouffer, CNP
Geri Wagner Symons, LPC

* MDs are Board Certified in their specialty
Revenues

- Patient Services Revenue: $19,159,482
- Non-Patient Revenues: $9,012,237
- Total Revenues: $28,171,719

Expenses

- Personnel: $19,276,815
- Operating: $5,241,424
- Other: $1,300,382
- Total Expenses: $25,818,621

Revenue Summary

- Patient Services Revenue: $19,159,482
- Federal: $4,840,354
- State of Colorado: $1,290,956
- Pueblo County: $162,147
- Grants: $213,043
- Other: $2,505,737
- Total Revenue: $28,171,719

Consolidated Balance Sheet

- Total Assets: $32,098,412
- Total Liabilities: $4,324,211
- Net Assets: $27,774,201
- Total Liabilities and Net Assets: $32,098,412
Total Patients:
- 24,619

Total Percentage of Patient by Age:
- Children <18: 29%
- Adult 18-64: 61%
- Geriatric 65+: 10%

Race and Ethnicity:
- 61% of patients at PCHC are of racial and/or ethnic minority
  The largest percentage of that is comprised of people of Hispanic/Latino ethnicity—57%
- 88% of PCHC patients live at or below 200% of Federal Poverty Level (FPL)
  (FPL at 200% for a family of 4 is annual income of $48,600 in 2016)
- 51% of PCHC patients live at or below 100% of Federal Poverty Level
  (FPL at 100% for a family of 4 is annual income of $24,300 in 2016)

Primary Care Outcomes:
- 18% of patients have hypertension (high blood pressure)
  68% of those patients have their blood pressure under control (<140/90)
- 13% of patients have diabetes
  58% of those patients have their diabetes under control (HbA1c <=8%)
- 14% of patients have depression
  71% of all patients 12 years and older are screened for depression
- 14% of patients have accessed PCHC dental services

Activity at PCHC in 2016:
- Total number of visits (all sites):
  Medical: 96,687
  Dental: 12,254
  Behavioral Health: 9,813
  Total: 118,754
- Total number of prescriptions filled:
  Routt Pharmacy: 45,985
  Park Hill Pharmacy: 22,317
  Total: 68,302

Quality Care:
- Early Access to Prenatal Care: 82%
- Adult Weight and Screening: 95%
- Cholesterol Treatment: 86%
- Asthma Treatment: 93%
- Ischemic Vascular Disease: 82%
- Tobacco Screening and Intervention: 94%
- Number of Babies Delivered: 510
As an independent, non-profit 501(c)3, Pueblo Community Health Center delivers high quality, accessible primary care to the patients it serves. A local Board of Directors governs the organization and the majority of the members are patients, and the balance, community members. They are responsible for setting the direction of the organization and overseeing the management’s achievement of its goals and objectives. In 2016, the Board approved a two-year strategic plan that includes focus on the following five Key Strategic Areas (KSAs):

**KSA 1  Access and Quality**

Intent: PCHC must improve access to care and outcomes for the target population. PCHC must serve its current patient population better. Unless we improve access and quality, we won’t be able to reach people whose needs are not yet met.

**KSA 2  Workforce Development**

Intent: PCHC must attract, develop, and retain service-driven employees.

**KSA 3  Delivery of Care Model**

Intent: The care model must be consistent with Triple Aim (improved population health, lower per capita costs, and patient engagement) and be sustainable.

**KSA 4  Service Culture**

Intent: Core Values must be the motivation for all interactions with patients, the public, and with one another.

**KSA 5  Sustainability**

Intent: PCHC must allocate its resources towards the mission and assure our long-term viability. The organization must have the infrastructure necessary to meet stated goals.
Dear PCHC Friends of Foundation,

What an exciting year 2016 was for PCHC Foundation!

After three successful years of hosting a murder mystery dinner as our annual fundraiser, the Board decided to mix things up a bit and brought in a dueling pianos show.

“Killer Keyz” performed on October 21, 2016 at the Union Depot to a sold-out crowd of supporters. Dueling pianos, if you have never seen a performance, is two pianos and players who sing, entertain, and encourage audience participation through requests and interaction.

All donations received during the October performance were donated back to PCHCF and helped us achieve one of our highest grossing events yet. The PCHCF Board opted to retain all funds raised in 2016 with the goal of supporting future requests and needs of the Health Center as indicated by its Board of Directors.

PCHC’s quarterly newsletter, Health Care Happenings, is an opportunity for us to showcase the organization’s programs, staff, and updates from our CEO on a regular basis. If you are not currently receiving the newsletter mailings, and would like to be added to our list, please contact us at (719) 543-8718 x152 or lkelly@pueblochc.org.

We are grateful for your feedback and appreciate the opportunity to engage our donors, community supporters, and others interested in the work of PCHC.

Please consider attending our special event this coming October—the dueling pianos will be back! To learn more about sponsorship opportunities or how you can become more involved in PCHC Foundation, don’t hesitate to contact us.

Once again, thank you for your interest and generosity. PCHC Foundation could not continue to assist the Health Center without your support of our mission.

Sincerely,

Laura Kelly, MSA
Chief Development/Foundation Officer

Henry Roman, EdD
Board President
Locations

Colorado Avenue Clinic
300 Colorado Avenue
Pueblo, Colorado 81004
(719) 543-8711

Pharmacy & Administrative Services (Patient Registration, Patient Accounts & Human Resources)
110 East Routt Avenue
Pueblo, Colorado 81004
(719) 543-4545 (Pharmacy)
(719) 543-8711 (Administration)

Park Hill Clinic & Pharmacy
1302 East 5th Street
Pueblo, Colorado 81001
(719) 543-8711 (Medical)
(719) 545-5582 (Pharmacy)

O'Rourke Dental Clinic
2030 Lake Avenue
Pueblo, Colorado 81004
(719) 564-4823

Avondale Clinic
328 Avondale Boulevard
Avondale, Colorado 81022
(719) 947-3344

Grand Avenue Clinic
1008 North Grand Avenue
Pueblo, Colorado 81003
(719) 584-3964

Central High School-Based Wellness Center
216 East Orman Avenue
Pueblo, Colorado 81004
(719) 253-6155

East High School-Based Wellness Center
9 MacNeil Road
Pueblo, Colorado 81001
(719) 549-7730

Pueblo County High School-Based Wellness Center
1050 35th Lane
Pueblo, Colorado 81006
(719) 544-7247

Centennial High School-Based Wellness Center
2525 Mountview Drive
Pueblo, CO 81008
(719) 549-7650

Risley International School-Based Wellness Center
625 Monument Avenue
Pueblo, Colorado 81001
(719) 549-7915

Walsenburg OB Clinic
129 Kansas Avenue
Walsenburg, Colorado 81089
(719) 738-2718

Administration & Foundation
112 East Pitkin Avenue
Pueblo, Colorado 81004
(719) 543-8711