



Pueblo
Community
Health Center



Annual Report 2016



Pueblo Community Health Center

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 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 progressed 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



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

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*

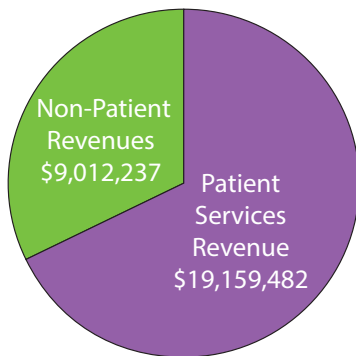
Paulina Adjei, CNP
Robert Alsever, MD
Michael Barris, MD
Vanessa Becerril, PA-C
E. James Belfiglio, DMD
Joseph Bulow, PA-C
Michelle Carlo, RDH
Aileen Carlos, CNP
Thomas Clemens, LCSW
Courtney Collings, DDS
Prudencio Cosyleon, LCSW
Maria Cramer, LCSW
Penny Daugherty, RDH
Amy Deitemeyer, PA-C
Dylan DeVries, PA-C
Elizabeth Elsey, LCSW
Lynne Evetts, CNP
Josefina 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
Sudheshna 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

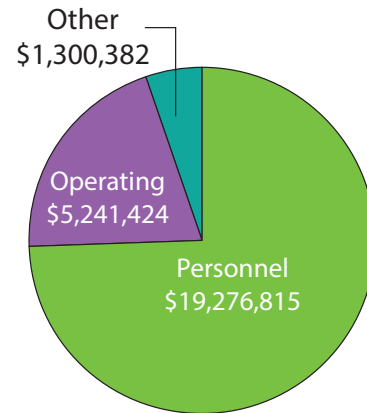
* MDs are Board Certified in their specialty

Financial Data



Revenues

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

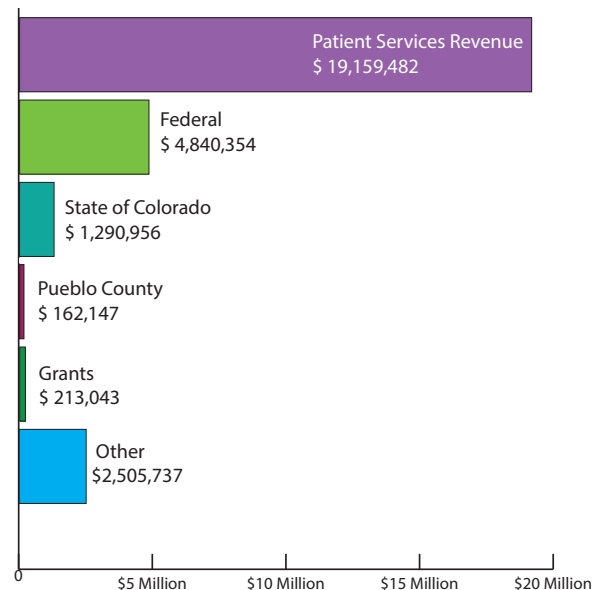


Expenses

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

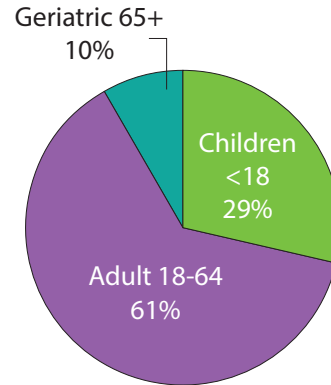
Patients & Quality

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

PCHC Key Strategic Areas

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):



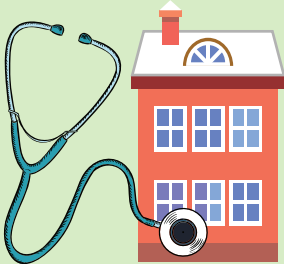
KSA 1 Access and Quality

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.



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— F O U N D A T I O N —

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



Laura Kelly
Chief Foundation Officer



Henry Roman, EdD
Foundation Board President

PCHC Foundation Board of Directors 2016

Henry Roman, EdD, President
Tina Gage, Vice President
John Cordova, Secretary/Treasurer
Karen Boudreau, Board Member
Nick Donovan, Board Member
Ted Hernandez, Board Member

Tracy Samora, Board Member
Janella Sandoval, Board Member
Gordon Seybold, Board Member
Jeffrey C Shaw, Esq, Board Member
Valerie Shisler, Board Member
Leah Willey, Board Member
Donald Moore, CEO, Pueblo Community Health Center

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

