



Pueblo
Community
Health Center



Annual Report 2015



Pueblo Community Health Center

Dear PCHC Friends,

Pueblo Community Health Center (PCHC) is the trusted health care home for one in seven Puebloans. It significantly impacts our community's access to quality primary care. In 2015, I am happy to report that PCHC had a positive and productive year and this Annual Report provides highlights of our accomplishments.

As a Federally Qualified Health Center, PCHC undergoes a rigorous, onsite assessment every three years by the U.S. Department of Health and Human Services. This past summer, three reviewers were charged with evaluating PCHC's quality of services, organizational capacity and management, financial integrity and governing board effectiveness. The review occurred over three full days and we are proud to report that PCHC achieved a score of 100%. We are particularly proud of this perfect score as it has only been attained by one other community health center out of the 22 that operate in Colorado. We believe this achievement reflects PCHC's commitment to accountability as we serve our charitable purpose and focus on the needs of the community.

The PCHC Board of Directors also engaged in strategic planning and chose goal areas for 2016-2017 that it believes will enable us to best serve our patients:

1. Continuously improve access and quality of care
2. Attract, retain and engage the best workforce
3. Provide integrated primary care
4. Build an organization culture based on service and our core values
5. Operate on a financially sustainable basis

The staff is engaged and energized by the direction the Board has established. While we will strive to make progress in all goal areas, our employees are particularly attracted to building a stronger service culture and delivering the best customer service possible.

Thank you for taking time to review this report and for your support of our mission.

Sincerely,

Donald Moore
Chief Executive Officer

Rev. John Mark Hild

Rev. John Mark Hild
Board President



Donald Moore
Chief Executive Officer



Rev. John Mark Hild
Board President

PCHC Board of Directors 2015

- Rev. John Mark Hild, President
- Jay Richter, MD, Past-President
- Michelle Sandoval, President-Elect
- Dan Ludwig, Treasurer
- Chris Markuson, Secretary
- Shirley Cordova, Board Member
- Geri Davis, RN, Board Member
- Shantel Gallegos, MSN, Board Member

- Rebecca Goodman, Board Member
- Veronica Ibarra, Board Member
- Amy Jimenez, Board Member
- Teresa Romero, Board Member
- R.J. Schultz, DDS, Board Member
- Mary Twinem, PsyD, 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*

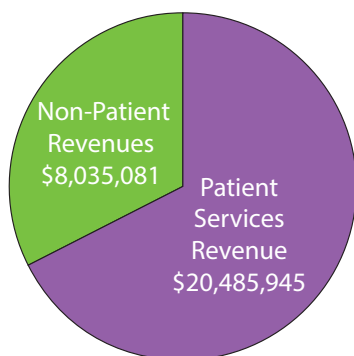
Paulina Adjei, CNP
Robert Alsever, MD
Megan Ballas, CNP
Michael Barris, MD
E. James Belfiglio, DMD
Patricia Bursnall, CNP
Michelle Carlo, RDH
Aileen Carlos, CNP
Nathan Carpenter, PA-C
Thomas Clemens, LCSW
Terry Clifton, CNP
Courtney Collings, DDS
Prudencio Cosyleon, LCSW
Maria Cramer, LCSW
Penny Daugherty, RDH
Amy Deitemeyer, PA-C
Elizabeth Elsey, LCSW
Ebony Espinoza, PA-C
Lynne Evetts, CNP
Josefina Fitzgerald, DDS
Joy Furman, DO
Virginia Gillispie, CNP
Jeanette Grant, LCSW
Valerie Hauck, CNM

Chad Hess, PA-C
Dayna Hochevar, PA-C
Brett Hulet, MD
Mary Hund-Snyder, CNM
Cynthia Jimenez, LCSW
Ann Jurewicz, DPM
Richard King, MD
Anthony Knowlton, DDS
Rona Knudsen, MD
David Krause, MD
Becky Kueter, PA-C
Lynn R. Leyba, CNP, CNM
Valerie Lobato, PA-C
Christopher Lundberg, MD
Alyssa McClurg, CNP
Kimberly A McCullah, RDH
Kristi Meyer, LCSW
Karen Miller, DDS
Cherie Millirons, PA-C
James Mobley, DMD
Rachel Nash, PA-C
Grant Nichols, PA-C
Rebecca Nolan, MD
Erin Ordway, PA-C

Tammera Park, PA-C
Lynne Parker, CNM
Stephanie Parker, DO
Michele Pennington, MD
Jill Pollock, PsyD
Shyla Prijatel, RDH
Patricia Quillen, CNM
Wendy Raso, CNM
Dana Riley, MD
Sudheshna Ropp, MD
Iana Sanden-Shamah, PA-C
Charmayne Sandoval, LCSW
Mark Schwartz, MD
Brett Skyba, LPCC
Louise Spugnardi, CNP
Brittany Stadterman, PA-C
Lucinda Stegman, CNP
Erin Stratton, PA-C
Caroline Sudbay, PA-C
Jane Teeter, PA-C
Amy Tubay, MD
Geri Wagner, LPC
Karen Wilson, PA-C
Regan Young, LCSW

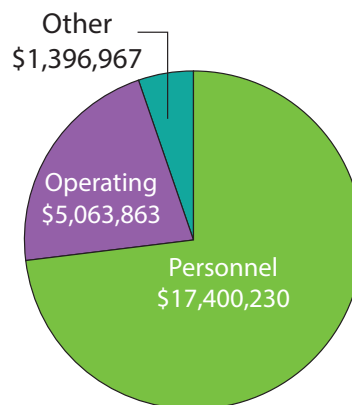
* MDs are Board Certified in their specialty

Financial Data



Revenues

Patient Services Revenue	\$ 20,485,945
Non-Patient Revenues	\$ 8,035,081
Total Revenues	\$28,521,026

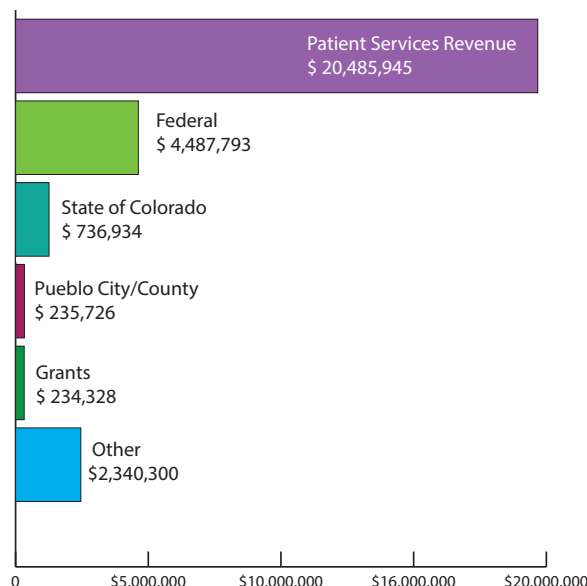


Expenses

Personnel	\$ 17,400,230
Operating	\$ 5,063,863
Other	\$ 1,396,967
Total Expenses	\$23,861,060

Revenue Summary

Patient Services Revenue	\$ 20,485,945
Federal	\$ 4,487,793
State of Colorado	\$ 736,934
Pueblo City/County	\$ 235,726
Grants	\$ 234,328
Other	\$ 2,340,300
Total Revenue	\$28,521,026



Consolidated Balance Sheet

Total Assets	\$ 29,764,952
Total Liabilities	\$ 4,343,849
Net Assets	\$ 25,421,103
Total Liabilities and Net Assets	\$29,764,952

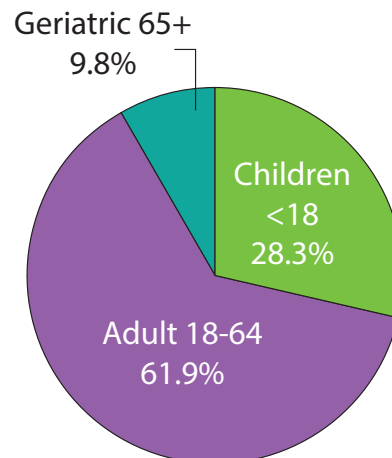
Patients & Quality

Total Patients:

- ◆ 23,752

Total Percentage of Patient by Age:

- ◆ Children <18 28.3%
- ◆ Adult 18-64 61.9%
- ◆ Geriatric 65+ 9.8%



Race and Ethnicity:

- ◆ **63% of patients at PCHC are of racial and/or ethnic minority**
The largest percentage of that is comprised of people of Hispanic/Latino ethnicity--58%
- ◆ **97% 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 \$48,500 in 2015)
- ◆ **61.6% of PCHC patients live at or below 100% of Federal Poverty Level**
(FPL at 100% for a family of 4 is annual income of \$24,250 in 2015)

Medical Conditions:

- ◆ **17.6% of patients have Hypertension (high blood pressure)**
65.2% of those patients have their blood pressure under control (<140/90)
- ◆ **10.8% of patients have Diabetes**
57.6% of those patients have their diabetes under control (HbA1c <=8%)

Activity at PCHC in 2015:

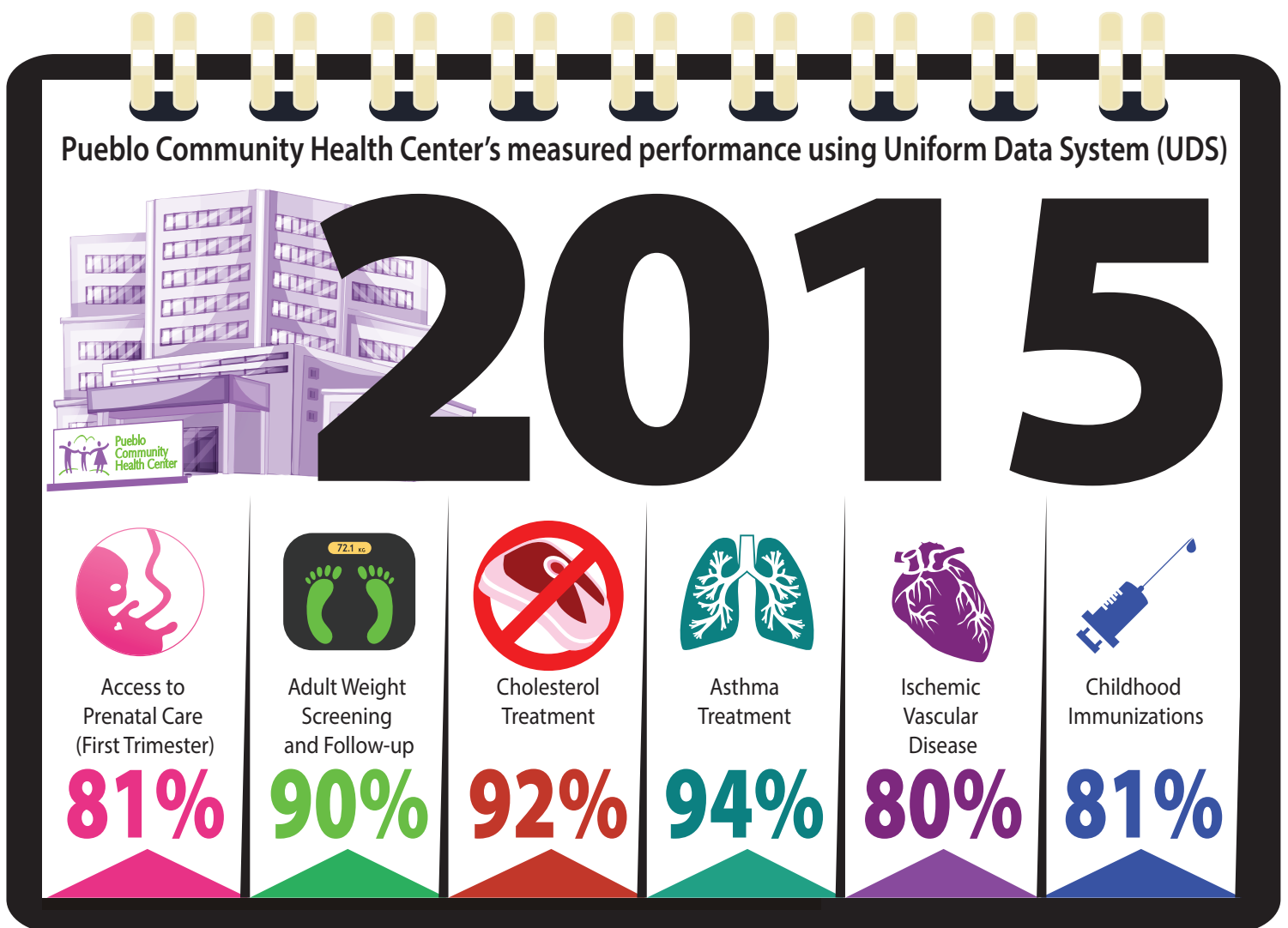
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|---------------------------------------|---|
| ◆ Total number of visits (all sites): | ◆ Total number of prescriptions filled: |
| Medical 93,088 | Routt Pharmacy 55,453 |
| Dental 10,841 | Park Hill Pharmacy 24,496 |
| Behavioral Health 6,845 | ◆ 79,949 |
| ◆ 110,774 | ◆ Number of babies delivered 507 |

Uniform Data System

Health Center Program grantees (like PCHC) are required to report on their quality performance annually to the Health Resources and Services Administration (HRSA). The tool used to accomplish this is called the Uniform Data System (UDS).

The UDS is a set of measures used for reviewing the operation and performance of health centers. Included are quality of care, health outcomes and disparities, and financial costs. Specifically, access to prenatal care, childhood immunizations and cervical cancer screening rates are collected among others. Diabetes and hypertension statistics are also included in the measures. Data collected is reviewed annually by HRSA to ensure a health center's compliance with legislative and regulatory requirements, improved performance and operations, and reporting of overall program accomplishments. Stated outcomes are compared with national data to review differences between the U.S. population at large, and those who rely on the health care safety net, like PCHC, for primary care.

Particularly useful at pinpointing trends over time, the UDS data enables HRSA to establish or expand targeted programs by identifying services and interventions that can effect and improve the health of underserved communities. UDS enables PCHC to track, using real data, the effectiveness of the interventions we employ each day, with each patient.





Dear PCHC Friends of Foundation,

How can it be possible that another year has passed and we are once again sharing the accomplishments of the Foundation Board of Directors? Thank you for taking the time to read about what we've been up to. Our board is proud of the work they do for PCHC and are pleased to have the opportunity to share accomplishments with you once again.

"Going Out with a Bang" was the theme of our 3rd annual murder mystery dinner. It was held at the Union Depot on October 25th with the actors from The Dinner Detectives performing the hilarious whodunit. The sold out event of 300 attendees, which included a silent auction, raised an impressive \$50,000. With several projects in planning stages, the PCHCF Board opted to retain the funds until the PCHC Board of Directors and executive leadership give direction on upcoming ventures that will benefit from PCHCF support. Keep an eye out for our 2016 fundraiser (October 21st)—we are changing up the entertainment and plan to have another event with record-breaking attendance!

Having successfully designed, written and implemented the quarterly newsletter, Health Care Happenings, the Foundation has been able to showcase our 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 don't hesitate to contact us at (719) 543-8718 x192 or dskyba@pueblochc.org. The feedback about the newsletter has been very positive and has generated impressive donations.

The PCHCF Board continues to implement and monitor progress of its integrated development plan. This document works to increase community visibility, donor support and funding to PCHC projects.

Again, thank you for your interest and generosity. PCHC Foundation could not continue to assist the Health Center without your support of our mission. Please don't hesitate to reach out to us if you'd like to learn more about how you can impact the lives of needy Puebloans by funding PCHC Foundation.

Sincerely,

Laura Kelly, MSA
Chief Development/Foundation Officer

Henry Roman, EdD
Board President



Laura Kelly
Chief Foundation Officer



Henry Roman, EdD
Foundation Board Vice President

PCHC Foundation Board of Directors 2015

Henry Roman, EdD, Vice President
Tina Gage, Secretary/Treasurer
Tracy Samora, Past-President
Karen Boudreau, Board Member
John B. Cordova, Board Member
Nick Donovan, Board Member

Ted Hernandez, Board Member
Janella Sandoval, Board Member
Gordon Seybold, Board Member
Jeffrey C. Shaw, Esq, 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) 253-6156

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

Heroes K-8 Academy School-Based Wellness Center

715 West 20th Street
Pueblo, Colorado 81003
(719) 253-6310

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

