



Health Care Happenings

A Pueblo Community Health Center Update

2nd Quarter 2020

In This Issue...

CEO's Letter..... 2

Make a Difference..... 2

Meet 3

Impact on
Appointments 3

Donate Today 4



PCHC Fights COVID-19

The COVID-19 pandemic has created an unprecedented situation which affects everyone in the world. Heartfelt sympathy goes out to all who have been impacted by the virus, either directly or indirectly. During this time, it is important to update our supporters on how Pueblo Community Health Center is approaching the situation.

PCHC's response to the COVID-19 pandemic has put staff and patient safety at the forefront. To facilitate the efficient communication of updates and guidelines to all, a multi-level COVID-19 Planning/Response Team (which meets twice weekly to discuss the ever-changing situation) was established. Methods of communication include a daily email update sent to all PCHC staff. Additionally, dental staff have been deployed to assist with patient temperature and symptom screenings at all medical sites while the dental clinic is limited to emergency-appointments only. PCHC nursing staff make rounds to all locations and take staff temperatures daily.

Remote work and telehealth have become new norms in health care as well as other industries both nationally and at PCHC. This includes operations and support staff as well as providers. Of PCHC staff, 28% are working from home when possible and our providers have had to adjust the way they "see" patients. Telehealth consists of providers offering visits over the phone or with the addition of video to continue to meet the needs of our patients.

Other staff, who remain on site, are hard at work behind the scenes. Employees at multiple clinic sites are teaming up to complete a large-scale medical record scanning project. Over 50 employees are working to digitize an estimated 70,000 paper records by the end of 2021. This project is a team effort involving PCHC medical assistants, school-based wellness center staff, call center, reception, health information management and operations departments.

In 2022, all operations at the Park Hill Clinic will be moved into the new east side facility. This digitization will allow PCHC to serve its patients more efficiently at all locations, but specifically the east side site, with faster chart retrieval times and more physical space for clinical use.

Despite the challenges all are facing, rest assured that PCHC remains fully committed to its mission of providing high quality health care to those in need. To learn more about PCHC, become a patient, or to schedule an appointment, please call 719-543-8711 or visit pueblochc.org.

Executive Leadership Team

Donald Moore
Chief Executive Officer

Claire Reed, MD
Chief Medical Officer

Karen Miller, DDS
Chief Dental Officer

Justin McCarthy
Chief Operations Officer

Cindy Pratt
Chief Financial Officer

Laura Kelly
Chief Development/
Foundation Officer, Editor

Health Center Board of Directors

Michael Gage, President

Arthur Yarbrough, Jr., Past President

Linda Rikhoof, President-Elect

Don Ortega, Treasurer

Rebecca Goodman, Secretary

Board Members:

Louis Balizet

Yesenia Beascochea

Shirley Cordova

Angelina Martinez

Steve Shirley

Foundation Board of Directors

Nick Donovan, President

Rosina Sonntag, Vice President

Vanessa Kochevar, Secretary/
Treasurer

Board Members:

John Cordova

Tina Gage

Erin Hergert

Jenna Mangino

Cynthia Parker

Christine Pittman

Ann Marie Pruden

Gordon Seybold

Jeffrey C. Shaw

Janella Wilson-Sandoval

Leah Willey

Letter from the CEO

Dear Friends,

If you were in elementary school in the 1970s, like me, you may remember the PBS program ZOOM. It was a weekly TV show produced by kids of the same generation on which they shared games, plays, poems, recipes, jokes, songs, movies, science experiments, and chatted informally about current affairs. I watched it every week. It had a catchy theme song – “Zooma-Zooma-Zoom!”

Delete the word “TV” and insert “internet.” Add the need to conduct business and provide services. What do you get? ‘Zoom,’ of course, or, WebEx, GoToMeeting, and Skype. Today’s ability to connect over a web-based meeting platform helps us do work and sustain relationships. Whether on Zoom, YouTube, TikTok, etc., we are still sharing games, plays, poems, recipes, jokes, songs, movies, science experiments, and chatting informally about current affairs.

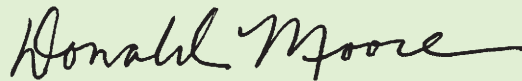
The more things change, the more they stay the same. Zoom the TV show and Zoom the internet tool do the same thing: connect people. It’s a basic human need, connection. Access to a trusted health care provider is also a basic need. In the 70s, visiting a provider looked very much the same as it did a couple months ago. However, COVID-19 changed our context.

During the last two weeks of March, PCHC transitioned to telehealth—virtual visits—as the predominant means (80%) by which we offer primary care. Our patient encounter activity is 80-85% of pre-pandemic levels. Our PCPs are in the clinic one half-day per week to see patients who need a physical examination.

Patients have access to care when they need it. An interesting artifact of this situation is urgent calls (requests for same day access) are decreased with no increase in emergency room utilization. At the same time, our behavioral health providers are the busiest they have ever been with weekly encounters at 110% of pre-COVID levels. Any patient who has an emergency dental need is seen. Babies are delivered daily. The pharmacies are open and busier than pre-COVID, too.

The pandemic changed how we care for patients, and will alter how we provide care in the future. We don’t know how, but we will embrace the changes that benefit patients and resist the ones that don’t put the patient’s needs at the center. What hasn’t changed, and what won’t change, is offering patients quality care and treating them with dignity and respect. “Virtual-ness” is a means to an end, not the end itself. The “end” on which PCHC is always focused is creating trusting relationships with our patients.

Sending you a most sincere elbow tap,



Donald Moore, CEO
Pueblo Community Health Center



Giving to PCHC Changes Lives

For 37 years, PCHC has served the health care needs of the people of Pueblo and Huerfano Counties, regardless of a patient’s ability to pay. If you choose to contribute, it enables us to continue to offer expanded services that include primary medical, dental, behavioral health, and pharmacy services. If you want to help us perpetuate our mission, we invite you to make a contribution to Pueblo Community Health Center Foundation.

All funds raised will be allocated to our Foundation for the east side expansion. Any donation is appreciated and no gift is too small. Your support will make a difference in the lives of the people who trust their health needs to our providers.

If you would like to learn more about naming opportunities or planning for larger gifts, please contact Laura Kelly, Chief Development and Foundation Officer at (719) 543-8718 x 152 or email lkelly@pueblochc.org. Thank you for caring about those in need and investing in Pueblo’s east side.

Mission

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

Meet Greg Johnson

Years with PCHC: 6 years

What you do at PCHC: Director of Information Technology

Where are you from: Born in Salina, Kansas; grew up in Greeley, Colorado

Where did you go to school? High School - Greeley West High School; Bachelors - University of Northern Colorado; Masters - Colorado State University Global

Hobbies/Interests: Golfing, camping, hunting, fishing

Favorite food/restaurant: Steak/Twenty One Steak

Favorite movie: Shawshank Redemption

Favorite music/band: Country/George Strait

Favorite place to vacation: Any beach

Most surprising talent: I have no talents!

Most rewarding aspect of your job: Creating technical solutions that make people's work easier

Anything else you would like to add? I am married to Kristen and have two daughters, Presley and Joie. I live in Pueblo West and love my commute to work through the reservoir every day to see all the wildlife



Locations

(719) 543-8711

Colorado Avenue Clinic
300 Colorado Avenue
Pueblo, Colorado 81004

Pharmacy & Administrative Services
(Patient Registration, Patient Accounts & Human Resources)
110 East Routt Avenue
Pueblo, Colorado 81004
(719) 476-0214 (Pharmacy)

Park Hill Clinic & Pharmacy
1302 East 5th Street
Pueblo, Colorado 81001
(719) 476-0220 (Pharmacy)

O'Rourke Dental Clinic
2030 Lake Avenue
Pueblo, Colorado 81004

Avondale Clinic
328 Avondale Boulevard
Avondale, Colorado 81022

Grand Avenue Clinic
1008 North Grand Avenue
Pueblo, Colorado 81003

Centennial High School-Based Wellness Center
2525 Mountview Drive
Pueblo, Colorado 81008

Central High School-Based Wellness Center
216 East Orman Avenue
Pueblo, Colorado 81004

Chávez/Huerta K-12 Preparatory Academy School-Based Wellness Center
2727 West 18th Street
Pueblo, Colorado 81003

East High School-Based Wellness Center
9 MacNeil Road
Pueblo, Colorado 81001

Pueblo County High School-Based Wellness Center
1050 35th Lane
Pueblo, Colorado 81006

Risley International School-Based Wellness Center
625 Monument Avenue
Pueblo, Colorado 81001

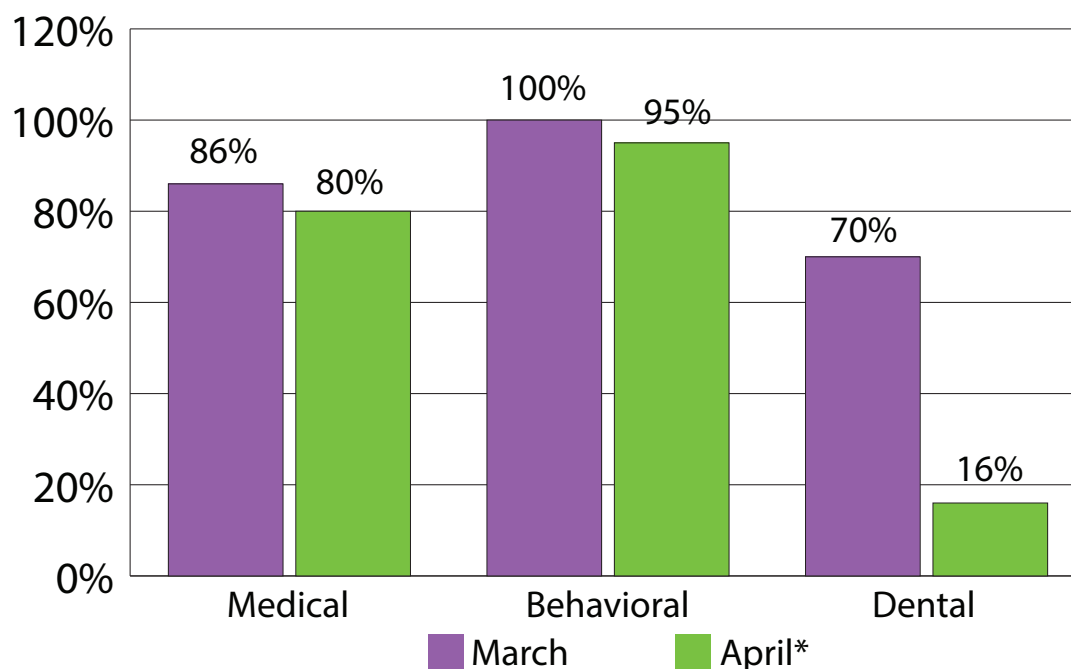
Pueblo Community College The Student Health Clinic
900 West Orman Avenue, MT 118
Pueblo, Colorado 81004

Walsenburg OB Clinic
129 Kansas Avenue
Walsenburg, Colorado 81089

Administration & Foundation
112 East Pitkin Avenue
Pueblo, Colorado 81004

Impact on Appointments

Encounters compared to January+February Average



*40% of the encounters in April were telemedicine.



To be the primary health care provider of choice in Pueblo County by providing top quality care through accessibility, leadership and financial independence



Pueblo Community Health Center

110 East Routt Ave.
Pueblo, Colorado 81004

NON PROFIT ORG
US POSTAGE
PAID
PUEBLO, CO
PERMIT #43



*Please consider
donating to help
Pueblo's families
in need of
high quality,
affordable
health care.*

Amount

- ☐ \$25 ☐ \$50 ☐ \$100
☐ \$200 ☐ Other _____

- ☐ Please qualify my gift for the Colorado Enterprise
Zone tax credit*

Last 4 digits of SSN/Colorado Acct Number _____

- ☐ Check enclosed, payable to: PCHC Foundation • 110 E. Routt Ave. • Pueblo, CO 81004
☐ Charge my credit or debit card:

Thank you for your support!

*All sponsorships \$250+ are eligible for a
25% Enterprise Zone tax credit.

To receive this CO tax credit, make your
check payable to Pueblo Community
Health Center Foundation and include
your state tax ID or the last four digits of
your social security number.

Card Number

Expires (mo/year)

Card Billing Address

Signature

Name: _____

Mailing Address: _____

City: _____

State: _____

Zip: _____

Email: _____

Phone: _____

**Have you remembered us in your will or trust? Please contact us to learn more
(719) 543-8718 x152 or lkelly@pueblochc.org.**

2nd Quarter 2020