



Pueblo
Community
Health Center



Annual Report 2019



Pueblo Community Health Center

Dear Friends:

Thank you for being a Pueblo Community Health Center (PCHC) supporter, which is to say, we are grateful you share our belief that every person in our community should have a health care provider they trust and who is their advocate. As we reflect on our 2019 progress, we are proud to report many strides in this regard.

Our commitment to creating as many trusting patient relationships as possible was brought to life in several ways this year. We completed several facility expansion projects and designed a new clinic for Pueblo's east side neighborhood. PCHC served the most people ever in our history and continued to provide the highest levels of quality care and access. These achievements are highlighted within this report.

We also want to draw your attention to the fact that PCHC attracts employees who are serving at the top of their profession. A patient who chooses PCHC is cared for by professional and support staff who treat them with dignity and respect. In 2019, PCHC's staff retention rate was 85% compared to an industry average that ranges from 65-75%. Our retention rate hasn't been below 80% in 20 years. PCHC provides a workplace in which people who thrive on serving others can do their best work. As a result, patients are able to develop relationships with their caregivers over the long-run and enjoy continuity of care.

The Board and staff have immense pride in serving patients and the community at-large. Hopefully you will agree we are using our resources wisely and to the benefit of the overall quality of life we enjoy in Pueblo. We are looking forward to continuing down this path.

Sincerely,

Donald Moore
Chief Executive Officer

Arthur Yarbrough, Jr.
Board President



Donald Moore
Chief Executive Officer



Arthur Yarbrough, Jr.
Board President

Board of Directors 2019

Arthur Yarbrough, Jr., President
Rebecca Goodman, Past President
Michael Gage, President-Elect
Don Ortega, Treasurer
Linda Rikhoff, Secretary

Louis Balizet
Yesenia Beascochea
Shirley Cordova
Angelina Martinez
Steve Shirley

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 achieve its mission

Executive Leadership Team

Donald Moore, Chief Executive Officer
Claire Reed, MD, Chief Medical Officer
Karen Miller, DDS, Chief Dental Officer

Laura Kelly, Chief Development/Foundation Officer
Justin McCarthy, Chief Operations Officer
Cindy Pratt, Chief Financial Officer

Providers*

Paulina Adjei, FNP-C
Michael Allen, DDS
Robert Alsever, MD
Abigail Arinder, PA-C
Vanessa Becerril, PA-C
E. James Belfiglio, DMD
Nicole Bower, LCSW
Laura Brewer, PA-C
Richelle Brown, LPC, LAC
Joseph Bulow, PA-C
Michelle Carlo, RDH
Joseph Castelli, MD
Jennifer Castro, CNM
Martin Chrisman, FNP-C
Courtney Collings, DDS
Prudencio Cosyleon, LCSW
Maria Cramer, LCSW
Penny Daugherty, RDH
Ashlie Davenport, FNP-C
Scott Davidson, MD
Gregory Day, DDS
Amy Deitemeyer, PA-C
Leslie Dempsey, MD
Dylan DeVries, PA-C
Harmeet Dhaliwal, MD
Lynne Evetts, FNP-C
Cynthia Fallhowe, MD
Kendra Fejedelem, FNP-C

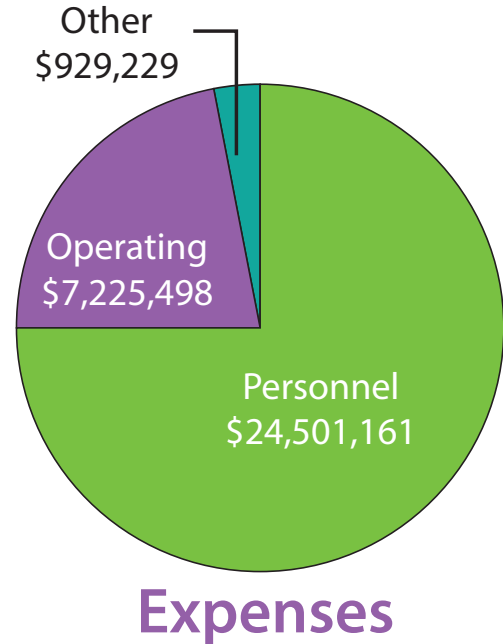
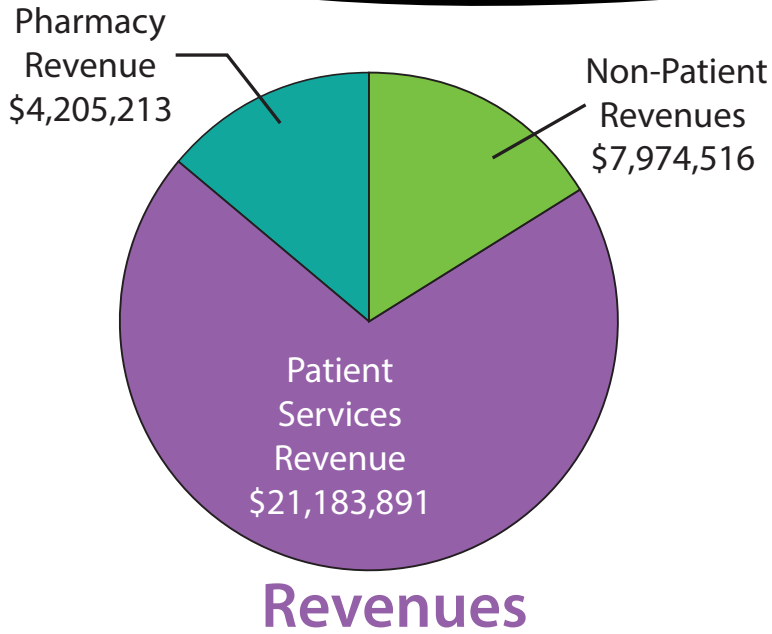
Josefina Fitzgerald, DDS
Leslie Frederiksen, MD
Jennifer Gallegos, CNM
Dennis Gimlin, DDS
Lauren Gomez, PA-C
Stacie Gonzales, LCSW
Jeanette Grant, LCSW, CAC III
Michael Growney, MD
Bonnie Henderson, LCSW
Chad Hess, PA-C
Donald Higdon, LCSW
Dayna Hochevar, PA-C
Jill Hollar, FNP-C
Trista Hughes, MD
Brett Hulet, MD
Mary Hund-Snyder, CNM
Jan Hunt, MD
Susanna Jacobs, DPM
Cynthia Jimenez, LCSW
Steven Johnson, MD
Robert Johnson, DO
Michael Keane, MD
Denise Kidd, LPC
Richard King, MD
Rona Knudsen, MD
Christian Korkis, MD
David Krause, MD
Carly LaCroix, DO

Donna Lagrotteria, MD
Maria Lengele, CNM
Lynn R Leyba, FNP-C, CNM
Emillia Lloyd, MD
Valerie Lobato, PA-C
Samuel Longfellow, MD
Shaundra Lujan, CNM
Fernando Mahmoud, MD
Kelsey Markenson, FNP-C
Kelsey Meise, FNP-C
Matthew Mejia, PsyD
Karen Miller, DDS
Cherie Millirons, PA-C
James Mobley, DMD
Aaron Moore, MD
Sergio Murillo, MD
Rachel Nash, PA-C
Carrie Neumann, LPC, CAC II
Grant Nichols, PA-C
Rachel Niemet, MD
Srvanthi Paritala, MD
Stephanie Parker, DO
Stephanie Payne, MD
Michele Pennington, MD
Jill Pollock, PsyD
Shyla Prijatel, RDH
Patricia Quillen, CNM
Michael Ramos, MD

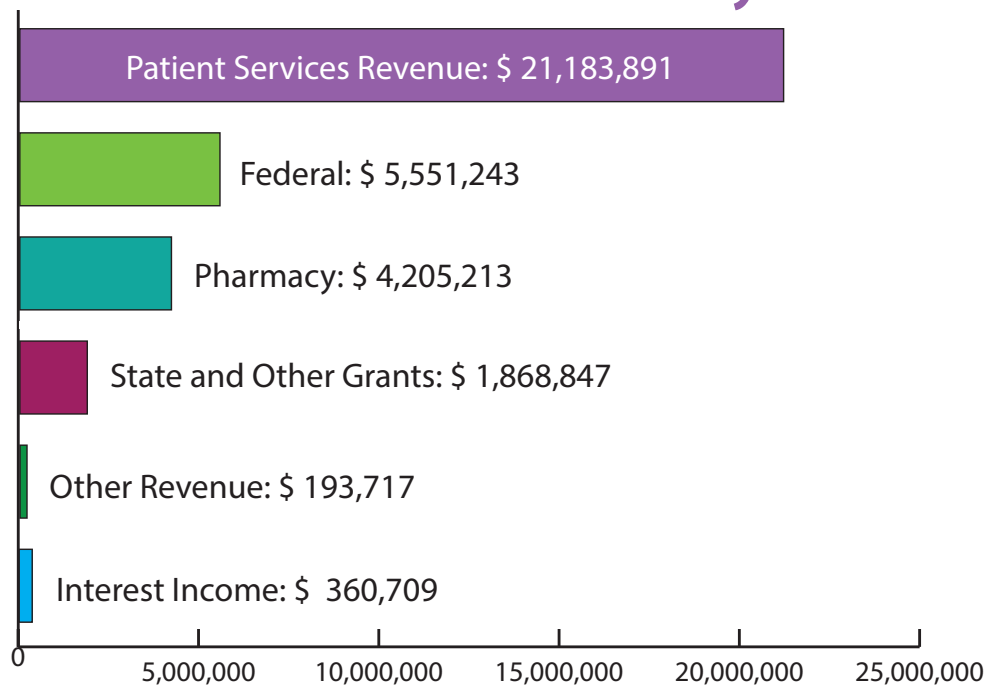
Adam Randall, FNP-C
Wendy Raso, CNM
Claire Reed Warren, MD
Lisa Rich, CNM
Dana Riley, MD
Christina Riva, LCSW
Sudheshna Ropp, MD
James Roukema, MD
Liberty Ruiz, FNP-C
Jillian Sakariason, DDS
Mark Schwartz, MD
Brett Skyba, LPC
Ansley Smitherman, FNP-C
Brittany Stadterman, PA-C
Cindy Stegman, FNP-C
Meghan Stich, LCSW
Leandrea Stouffer, FNP-C
Elizabeth Stuyt, MD
Samuel Taibi, PA-C
Sara Tonsing, MD
Jerriann Vigil, PA-C
Geri Wagner Symons, LPC
Stephen Wassinger, MD
Kelly Wetherill, PA-C
Christina Wooters-Eck, FNP-C
Amy Yuan, DO

* MDs are Board Certified in their specialty

Financial Data



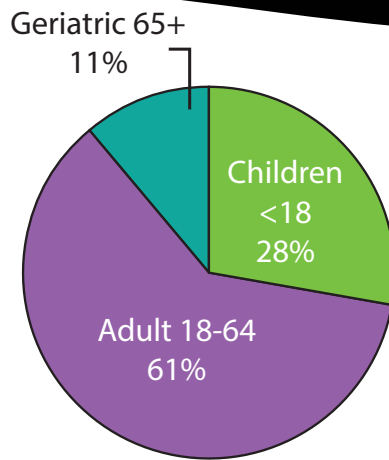
Revenue Summary



Consolidated Balance Sheet

Total Assets	\$ 39,476,547
Total Liabilities	\$ 2,373,875
Net Assets	\$ 37,102,672
Total Liabilities and Net Assets	\$39,476,547

Patients & Quality



Total Patients:

◆ 27,381

Race and Ethnicity:

- ◆ **63% of patients at PCHC are racial and/or ethnic minorities**
The largest percentage is comprised of people of Hispanic/Latino ethnicity--58%
- ◆ **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 \$51,500 in 2019)
- ◆ **52% of PCHC patients live at or below 100% of Federal Poverty Level**
(FPL at 100% for a family of 4 is annual income of \$25,750 in 2019)

Primary Care Outcomes:

- ◆ **79% of patients have their blood pressure under control (<140/90)**
19% of all patients have hypertension (high blood pressure)
- ◆ **88% of all patients 12 years and older are screened for depression**
13% of patients have depression
- ◆ **12% of patients have accessed PCHC dental services**

Activity at PCHC in 2019:

- ◆ Total visits (all sites):

Medical	106,932
Dental	11,088
Behavioral Health	12,433
Total	130,453
- ◆ Total prescriptions filled:

Routt Pharmacy	40,010
Park Hill Pharmacy	20,357
Total	60,367
- ◆ Total babies delivered: **651**

Quality Care:

Early Access to Prenatal Care	80%
Adult Weight and Screening	97%
Cholesterol Treatment	80%
Asthma Treatment	95%
Ischemic Vascular Disease	86%
Tobacco Screening and Intervention	89%
Healthy Birth Weight	90%

Growth

Living up to its mission and vision, Pueblo Community Health Center's (PCHC) Board and leadership spent 2019 focusing on access, quality, and financial stability.

Acquisition and expansion helped to further the access priority. Early in 2019, PCHC purchased the former Safeway property at East 8th and LaCrosse Streets on Pueblo's east side. Plans were developed to build a new, state-of-the-art, net-zero energy use clinic that will enable PCHC to significantly enhance services and accessibility for all patients. Included in the larger space will be dental and behavioral health services, patient pharmacy, and lab for convenience and an integrated care experience. Park Hill Clinic will be closed when the new clinic is opened.

The second floor of the Colorado Avenue Clinic was renovated to accommodate clinic and patient care space. The conversion, which was completed in November, enables five providers to offer access to 5,000 additional patients.

Properties located at 214 and 229 Colorado Avenue were purchased and remodeled to meet non-clinical staff space needs. At 229 Colorado Avenue, after minor renovations, patient navigators, medical case management, and coding staff relocated in June. At 214 Colorado Avenue, the new centralized call center moved in and began operations in August.

PCHC hired 19 new providers, strengthened its inpatient OB coverage, and opened a new school-based wellness center at Chavez-Huerta Preparatory Academy. PCHC's care team model was also enhanced to enable employees to work at the top of their licenses, and acute care providers were added to each team to improve efficiency. Providers and staff focused on keeping quality high which is evidenced in the improvements in the uncontrolled diabetes (28%), colorectal cancer screening (58%) rates, and HIV linkage to care--consistently at 100%. In the graphics depicted below, additional quality goals and outcomes as set forth in PCHC's strategic plan are highlighted.

PCHC looks forward to the ongoing challenges and opportunities of providing high quality, trustworthy care for the patients we serve in our primary medical, behavioral health, and dental clinics in the coming year.

2019 Quality Outcomes*

*Strategic Plan Outcomes Data: 4th Quarter 2019

Maintain % Patients Recommend PCHC



Goal
95%
Outcome
100%

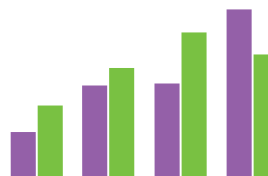
Low Employee Turnover Rate

Goal
20%
Outcome
15%



Increase % of Quality Measures Maintained or Improved Over 12/31/2017

Goal
75%



Outcome
93%

Increase Unduplicated Patients Served Prior 12 Months

Goal
26,000
Outcome
27,383



Maintain % Financial Ratios At/Above Target



Goal
100%
Outcome
100%

Dear PCHC Friends of Foundation,

We would like to start this annual update with a heartfelt thank you to our board of directors, donors, and event attendees. You are the reason that we continue to grow and thrive at PCHC Foundation (PCHCF) and we continue to be grateful for your support. Thank you!

Our fourth annual fundraiser, the Killer Keyz dueling pianos show, was held on Friday, October 18th and once again played to a full house. A significant change to the event was that the board hosted it at Pueblo Community College's Fortino Ballroom instead of the previous Union Depot venue. The décor, generously supplied by Parkview Medical Center and the Colorado State Fair, was a sunflower, gingham- checked, country theme that helped transform the ballroom replete in twinkle lights. As is usual, the show delighted the crowd with favorites like "Sweet Caroline" and "Heads, Shoulders, Knees, and Toes." The emcee for the evening was PCHCF's incoming board chair, Nick Donovan. Silent auction and song requests helped us achieve our highest netting event in the history of PCHCF and all funds generated have been allocated to PCHC's east side clinic project.

The presenting sponsor of the 2019 event was Lab Corporation. Joining them at the "trail boss" level was Vectra Bank, Houston Construction, Nursing and Therapy Services of Colorado, K.R. Swerdfeger Construction, Sangre de Cristo Hospice, Frontier Hospice, Dan and Norma McCarthy, and Black Hills Energy. "Silver spur" sponsors included Advantage Home Mortgage, Bank of the San Juans, Car Doctor, CliftonLarsonAllen, LLP, Colorado State University-Pueblo, COMMON d, Delta Dental of Colorado, El Pomar Foundation, Gobin's Inc., Greg Day, DDS, Oral Surgery, Legacy Bank, MGA Homecare, Pueblo Bank and Trust, Pueblo Community College, Pueblo Community Health Center, Pueblo County Department of Human Services, Re/Max Associates, RTA Architects, Security Service Federal Credit Union, Shisler Concrete, St. Mary-Corwin Medical Center, T and S Excavating, Inc., The Pavilion at Villa Pueblo, Thornton Medical, Vandergriff Group Architects, and Parkview Medical Center.

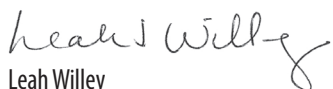
PCHC's quarterly newsletter, *Health Care Happenings*, is an opportunity to showcase the organization's programs, staff, and updates from our CEO on a regular basis. If you are not currently receiving the newsletter mailings, and would like to be added to our list, please let us know by calling (719) 543-8718 ext. 316 or emailing Sommer Street at ssstreet@pueblochc.org. We appreciate your feedback and the opportunity to engage our donors and community supporters in the work of PCHC.

Thank you for your interest and generosity. PCHC Foundation could not continue to aid the work of the Health Center without your support of our mission.

Sincerely,



Laura Kelly, MSA
Chief Development/Foundation Officer



Leah Willey
Board President



Laura Kelly
Chief Foundation Officer



Leah Willey
Foundation Board President

Board of Directors 2019

Leah Willey, President
Nick Donovan, Vice President
Rosina Sonntag, Secretary/Treasurer
John Cordova, Past President
Tina Gage
Erin Hergert
Vanessa Kochevar

Jenna Mangino
Cynthia Parker
Christine Pittman
Ann Marie Pruden
Gordon Seybold
Jeffrey C. Shaw
Janella Wilson-Sandoval

Locations

(719) 543-8711

Colorado Avenue Clinic

300 Colorado Avenue
Pueblo, Colorado 81004

**Administrative Services
Pharmacy**

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
(719) 564-4823

Avondale Clinic

328 Avondale Boulevard
Avondale, Colorado 81022

Grand Avenue Clinic

1008 North Grand Avenue
Pueblo, Colorado 81003

Walsenburg OB Clinic

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

Administration & Foundation

112 East Pitkin Avenue
Pueblo, Colorado 81004

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

Chavez-Huerta 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
Student Health Clinic**

900 W. Orman Avenue, MT 118
Pueblo, Colorado 81004

