



Pueblo
Community
Health Center



Annual Report 2020



Pueblo Community Health Center

Dear Friends:

On behalf of the Board of Directors and all the dedicated staff who serve our patients, we are proud to present the 2020 Annual Report and share our progress.

We all are given tests in life. Everyone can identify with a personal or professional challenge. Whatever the outcome of a test, it shapes us, and we become oriented differently to the world and our relationships. COVID-19 certainly tested PCHC in 2020 and the challenge is ongoing.

Taking stock of 2020, we are grateful for "the test". We are grateful that we made progress despite such a disruptive year. Here are some highlights about which we are very proud:

- Incorporated telehealth into our care delivery model enabling new and established patients ongoing access to quality care
- Protected patient and staff health; assisted staff with work/life balance concerns beyond "mandates"
- Broke ground on our east side expansion, a new 64,000 square foot clinic
- Operated on a sustainable basis and utilized cash reserves to weather financial ups and downs

Finally, our greatest celebration is how devoted our staff is to patient care and showing those we serve Dignity, Respect, Compassion, and Empathy. Like so many Puebloans, our employees "stepped up" in big ways to serve people in need even as they faced many personal tests of their own. Ten thousand "thank you's" to PCHC Nation!

Sincerely,

Donald Moore
Chief Executive Officer

Michael Gage
Board President

Board of Directors 2020

Michael Gage, President
Arthur Yarbrough, Jr., Past President
Linda Rikhoff, President-Elect
Don Ortega, Treasurer
Rebecca Goodman, 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
Phillip Davis, Chief Financial Officer

Providers*

Paulina Adjei, CNP
Robert Alsever, MD
Julie Anderson, MSW
Abigail Arinder, PA-C
Christi Bader, NP
Vanessa Becerril, PA-C
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
Courtney Collings, DDS
Maria Cramer, LCSW
Penny Daugherty, RDH
Ashlie Davenport, FNP-C
Gregory Day, DDS
Amy Deitemeyer, PA-C
Dylan DeVries, PA-C
Lynne Evetts, CNP
Cynthia Fallhowe, MD
Kendra Fejedelem, NP
Jill Finegold, LPC
Josefina Fitzgerald, DDS

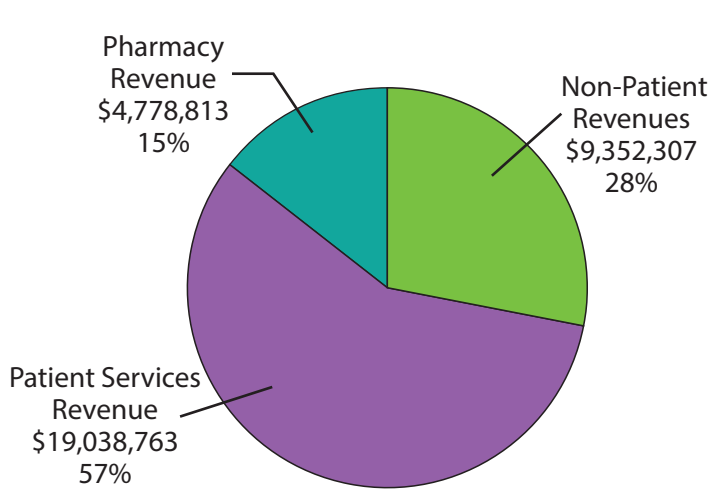
Leslie Frederiksen, CNM
Jennifer Gallegos, CNM
Dennis Gimlin, DDS
Lauren Gomez, PA-C
Stacie Gonzales, MSW
Jeanette Grant, LCSW
Michael Growney, MD
Bonnie Henderson, LCSW
Chad Hess, PA-C
Donald Higdon, LCSW
Dayna Hochevar, PA-C
Jill Hollar, CNP
Trista Hughes, DO - Resident
Brett Hulet, MD
Mary Hund-Snyder, CNM
Jan Hunt, MD
Anna Inserra, PA-C
Susanna Jacobs, DPM
Cynthia Jimenez, LCSW
Robert Johnson, DO-Psychiatrist
Steven Johnson, MD
Denise Kidd, LPC/LAC
Richard King, MD
Rona Knudsen, MD
David Krause, MD
Carly LaCroix, DO

Donna Lagrotteria, MD
Maria Lengele, CNM
Lynn R Leyba, CNP
Valerie Lobato, PA-C
Shaundra Lujan, CNM
Fernando Mahmoud, MD
Kelsey Markenson, FNP
Kelsey Meise, FNP
Matthew Mejia, PsyD
Karen Miller, DDS
Cherie Millirons, PA-C
James Mobley, DMD
Rachel Nash, PA-C
Carrie Neumann, LPC/CAC II
Grant Nichols, PA-C
Rachel Niemet, MD
Stephanie Parker, DO
Kruti Patel, MD
Stephanie Payne, DO
Michele Pennington, MD
Shyla Prijatel, RDH
Patricia Quillen, CNM
Michael Ramos, MD
Wendy Raso, CNM
Claire Reed, MD
Lisa Rich, CNM

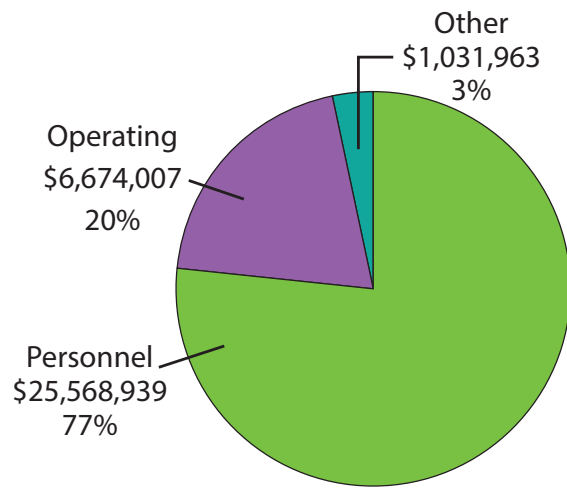
Dana Riley, MD
Lindsey Romero, MD-Resident
Sudheshna Ropp, MD
James Roukema, MD
Liberty Ruiz, NP
Jillian Sakariason, DDS
Mark Schwartz, MD
Brett Skyba, LPC
Lindsey Smith, PA-C
Ansley Smitherman, FNP
Lesli St John, LPC/LAC
Brittany Stadterman, PA-C
Lucinda Stegman, CNP
Meghan Stich, LSW
Elizabeth Stuyt, MD
Samuel Taibi, PA-C
Julie TenBrook, PMHNP
Alfredo Vargas, MD
Jerriann Vigil, PA-C
Kelly Wetherill, PA-C
Cassandra Yoder, MD
Amy Yuan, MD
Joseph Zufall, DDS

* MDs are Board Certified in their specialty

Financial Data

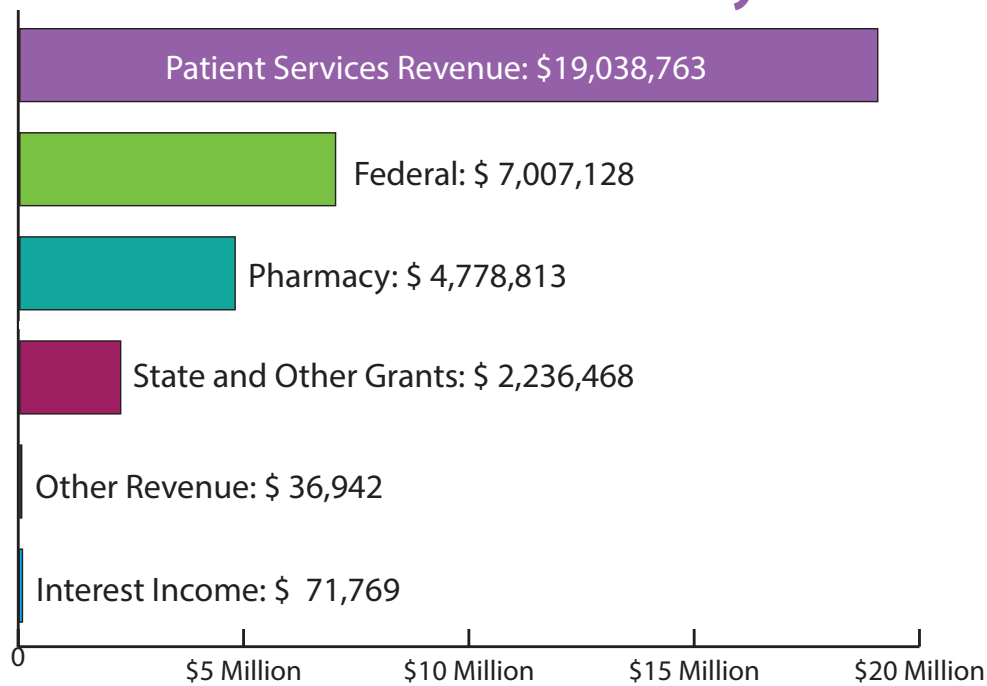


Revenues



Expenses

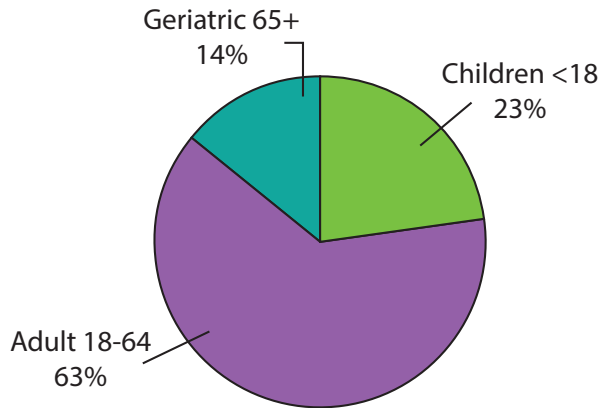
Revenue Summary



Consolidated Balance Sheet

Total Assets	\$ 53,349,120
Total Liabilities	\$ 16,231,970
Net Assets	\$ 37,117,150
Total Liabilities and Net Assets	\$53,349,120

Patients & Quality



Total Patients:

◆ 23,553

Race and Ethnicity:

- ◆ **62% of patients at PCHC are racial and/or ethnic minorities**
The largest percentage is comprised of people of Hispanic/Latino ethnicity--57%
- ◆ **82% 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 \$52,400 in 2020)
- ◆ **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 \$26,200 in 2020)

Primary Care Outcomes:

- ◆ **71% of patients have their blood pressure under control (<140/90)**
21% of all patients have hypertension (high blood pressure)
- ◆ **90% of all patients 12 years and older are screened for depression**
14% of patients have depression
- ◆ **10% of patients have accessed PCHC dental services**

Activity at PCHC in 2020:

- ◆ Total visits (all sites):

Medical	92,836
Dental	6,715
Behavioral Health	13,983
Total	113,534
- ◆ Total prescriptions filled:

Routt Pharmacy	37,685
Park Hill Pharmacy	17,933
Total	55,618
- ◆ Total babies delivered: **558**

Quality Care:

Early Access to Prenatal Care	85%
Adult Weight and Screening	90%
Cholesterol Treatment	83%
Ischemic Vascular Disease	87%
Tobacco Screening and Intervention	93%
Healthy Birth Weight	90%
Patients See Their PCP	84%
Cervical Cancer Screening	73%

Telehealth

Continuous Care Utilizing Technology

In 2020, the COVID-19 pandemic, with all its unforeseen challenges and obstacles, also brought opportunities to Pueblo Community Health Center (PCHC). With concern for continuous and uninterrupted care for patients, and only two-week implementation planning, PCHC providers began to “see” their patients virtually via telehealth visits.

Telehealth consists of providers offering visits over the phone, or with the addition of video via computer monitor. This means that patients can be taken care of even when in-person visits cannot occur. Telehealth with video has allowed face-to-face interaction while maintaining social distancing and privacy for patients.

Since the threat of COVID-19 transmission began in March 2020, many patients needed medical or behavioral health assistance but did not feel comfortable receiving in-person care. The behavioral health team assisted many new patients via the remote option and were tremendous resources for those who struggled with COVID-19-related anxiety and stress. PCHC behavioral health practitioners actually had more visits during 2020 than in 2019 (14,501 vs. 12,433). The opportunity to add telehealth visits enabled patients to safely access much needed medical and behavioral interventions.

For PCHC, technology showed improved accessibility of quality health care in times of unforeseen challenges. While still too soon to predict long-term impact, the use of telehealth may provide opportunities to make health care more efficient, better coordinated, and certainly closer to home. PCHC will continue offering visits and dedicating resources to telehealth so patients can expect to experience high quality, trustworthy care regardless of external issues that may impact normal, in-person access.

Patient Visits at PCHC in 2020

Total Visits in 2020 116,079

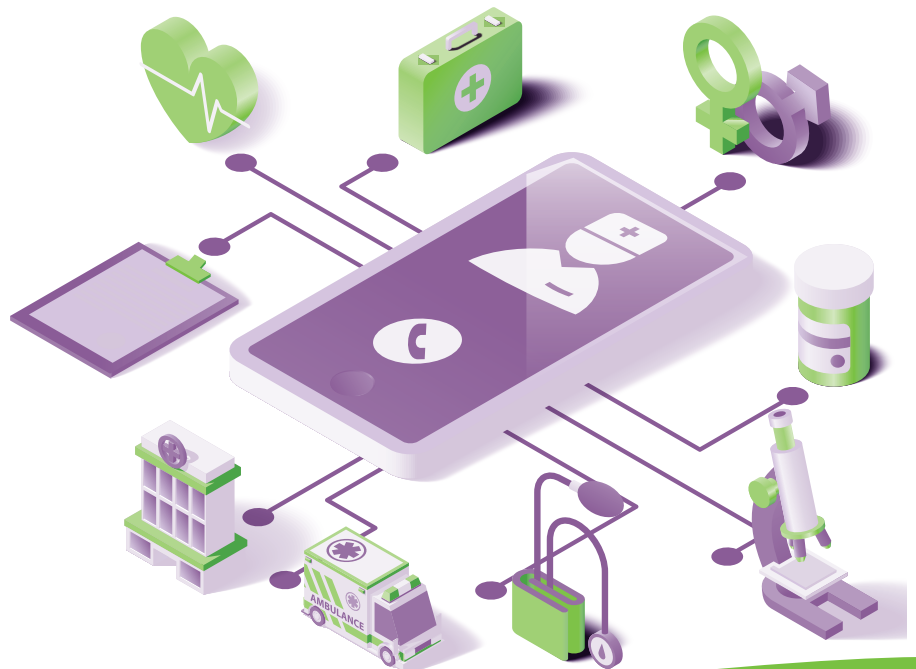
Telehealth	46,342
In-person	69,737

Telehealth Visits

Medical	35,517
Behavioral Health	10,199

In-person Visits

Medical	55,346
Behavioral Health	4,302



Dear PCHC Friends of Foundation,

The way we always like to start our annual update is with a heartfelt thank you to our board of directors, donors, and event attendees. This past year, however, the appreciation is even greater. Thank you, for being there for us even though the pandemic of 2020 meant that nothing was “normal”, and our usual fundraising activities and events were not possible. You continued to rally around and give generously to PCHC Foundation, and we are grateful.

As it did for most, 2020 started off typically. The PCHC Foundation Board of Directors met in February and had a board retreat where planning for the upcoming east side capital campaign generated tremendous energy and ideas for the project. Even though our fundraising and event planning was derailed only a month later, the commitment to expanding capacity to better serve our patients never wavered.

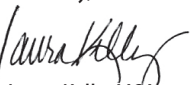
The board and leadership of PCHC continued to forge ahead with plans to build a new clinic at East 8th and LaCrosse Streets. The former Safeway store was razed, and ground was broken on the facility on October 5, 2020. The \$25M investment in the heart of the east side is a state-of-the-art building with a net zero energy design. PCHC Foundation has pledged to raise \$3.3M in support of the project and is excited about the anticipated completion and occupancy in 4th quarter 2021.

With continued pandemic uncertainty, plans for our annual dueling pianos show are currently on hold. However, arrangements for our ribbon cutting community celebration are underway. We will share more details with you as we near completion of the new clinic. Stay tuned!

If you are interested in helping us expand access for those in need and revitalize a neighborhood ripe for redevelopment, please consider a donation to the project. If you have questions or would like more information, please contact me at (719) 543-8711.

With You, We Can,

Sincerely,



Laura Kelly, MSA
Chief Development/Foundation Officer



Nick Donovan
PCHC Foundation Board President



Laura Kelly
Chief Foundation Officer



Nick Donovan
Foundation Board President

Board of Directors 2020

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

Jenna Lovato
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 West Orman Avenue, MT 118
Pueblo, Colorado 81004

