



# Health Care Happenings

A Pueblo Community Health Center Update

1st Quarter 2023

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PCHC Alignment Team  
May 2022

## Strategic Planning 2023-25

Strategic planning is a critically important, but often behind the scenes, activity of any successful organization. It helps to prioritize organizational efforts to ensure that a business is moving in the right direction and using its resources to most effectively serve its community.

While it aligns employees, the board of directors, and community, strategic planning isn't an event, but rather a process. Pueblo Community Health Center undertook the onerous process beginning in early 2022.

After extensive interviews with board members and leadership, an outside consultant helped facilitate a planning retreat in May and the Alignment Team of PCHC (which consists of officers and directors) began crafting a roadmap for 2023-2025 priorities. In addition to the in-person retreat (photo above), many other meetings were held online to continue refining and perfecting the strategic plan that was ultimately adopted by the PCHC Board of Directors in fall 2022.

Creating a unified vision, through agreed upon goals, intentions, and objectives, PCHC looks forward to measuring our progress and sharing our successes with you.

Thank you for your support of PCHC, its mission, and the continued efforts that the board and employees put into making PCHC the best place to receive integrated primary care in our community.

## Executive Leadership Team

**Donald Moore**  
Chief Executive Officer

**Claire Reed, MD**  
Chief Medical Officer

**Levi Murray, DDS**  
Chief Dental Officer

**Jason Pitts**  
Chief Operations Officer

**Phillip Davis**  
Chief Financial Officer

**Laura Kelly**  
Chief Development/  
Foundation Officer, Editor

## Health Center Board of Directors

**Louis Balizet, MD**, President

**Linda Rikhoff, RN**, Past President

**Yesenia Beascochea**, President-Elect

**Steve Shirley**, Treasurer

### Board Members:

**Shirley Cordova**

**Michael Gage**

**Sandra Leming**

**Tracy Phillips**

**Arthur Yarbrough, Jr.**

## Foundation Board of Directors

**Vanessa Kochevar**, President

**Rosina Sonntag**, Past President

**Jenna Lovato**, Vice President

### Board Members:

**Christine Pittman**

**Ann Marie Pruden**

**Janella Wilson-Sandoval**

## Letter from the CEO

Dear Friends:

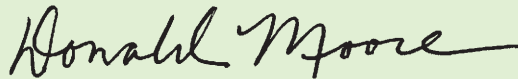
Last fall the Board of Directors approved a three year (2023-25) Strategic Plan. In short, the intent of the plan is great patient care, great employees, and great stewardship of resources, and we believe this will lead to strengthening how PCHC serves the community and our patients. The details of our goals and objectives are highlighted in this edition of *Health Care Happenings*.

PCHC is rebounding from the public health emergency. Compared to a year ago, I am happy to report that patients who access care is greater, we have increased our staffing, and we have transitioned away from supplemental COVID federal grant funding and are building back to sustainable operations. The teamwork and cooperation that our employees and leaders are showing to accomplish these strides cannot be overstated. I am so proud to be associated with people who operate at the top of their professions and thrive on serving others.

In 2023, the United States Congress will consider reauthorization of the Community Health Center program and associated funding. This happens every five years. I am optimistic that reauthorization will happen because a.) community health centers are a great "bang for the buck", and b.) it enjoys popular bipartisan support. PCHC participates in a national community health center grassroots advocacy effort. If you would like to sign up to be a health center advocate, please visit: <https://hcadvocacy.quorum.us/home/>. We would be honored if you would enroll and express your support for the role community health centers play in our health care system.

I appreciate you staying connected with Pueblo Community Health Center.

Sincerely,,



Donald Moore, CEO  
Pueblo Community Health Center



## Giving to PCHC Changes Lives

For 40 years, PCHC has served the health care needs of the people of Pueblo regardless of a patient's ability to pay. PCHC is proud to offer expanded health care services including primary medical, dental, behavioral health, laboratory, and pharmacy. We appreciate your consideration and hope you will help us perpetuate our mission by making a donation to Pueblo Community Health Center Foundation.

All funds raised by PCHC Foundation will be allocated to our East Side Clinic capital campaign--*With You, We Can*. Any donation is appreciated and no gift is too small. We will acknowledge all who contribute on our donor wall in the new clinic through the 2023 campaign. Your support will make a difference in the lives of the people who trust their health needs to our providers and receive services in the heart of Pueblo's east side neighborhood.

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 x152 or email [lkelly@pueblochc.org](mailto: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 Mary Walter

**Years with PCHC:** 27 years

**What you do at PCHC:** Nurse-Family Partnership Supervisor

**Where are you from:** I grew up in Pueblo. I have lived in Westcliffe for the past 32 years.

**Where did you go to school?** East High School, Pueblo. University of Colorado, Boulder/Denver.

**Hobbies/Interests:** Any outdoor activity. I began running my sophomore year in college and haven't stopped. I also enjoy gardening and reading.

**Favorite food/restaurant:** I enjoy many foods. My husband does all the cooking and is an awesome home chef.

**Favorite movie:** I have many favorites, but I will have to go with Babette's Feast (1987).

**Favorite music/band:** Again, many favorites! More recently I listen to Birdy, Ben Howard, Max Gomez and my niece Clare Elich....check her out on Spotify or Amazon Music.

**Favorite place to vacation:** Anywhere with friends and family, though my fondest memories are spending a few days in Salzburg, Austria.

**Most surprising talent:** Most know me for my running and participating in burro racing, winter quadrathlons and triathlons, and snowshoe/cross country ski racing. But I've surprised myself with my gardening talent.

**Most rewarding aspect of your job:** Working with incredibly talented and kind people. Also, being a part of a new mother's journey into motherhood.



## 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)

**East Side Clinic - Medical, Dental  
& Pharmacy**  
1301 East 7th 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

**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

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

**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

# Success Measures



## Care

- Serve more patients in need
- Build trust with patients
- Specialty care access
- Patient satisfaction
- More integrated care



## Employees

- Retain service driven staff
- Develop employee potential
- Build trust with employees
- Develop leaders



## Finance and Operations

- Positive bottom line
- Invest in the future
- Operate efficiently
- Increase revenue

## Vision

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

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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 \_\_\_\_\_

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

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.**