From Foundation to Future: Building and Growing

Dear Friends,

The past year – 2016 – has been marked by strategic and significant growth in all areas of MarillacHealth. The decision to become a Federally Qualified Health Center (FQHC) in 2015 led to a sustainable financial model which in turn enabled us to double patient services and effectively treat more children, adults and seniors. The number of patients and visits grew from 5,546 patients and 25,030 visits in 2015 to 9,307 patients and 38,734 visits in 2016.

This growth is meaningful and intentional: our families, friends and neighbors around Mesa County need timely access to quality health care. Marillac has the improved ability to deliver on this.

The collaborative efforts of community members together with St. Mary’s Hospital and the Sisters of Charity of Leavenworth led to the birth of Marillac Clinic back in 1988, which has adapted and evolved over three decades to serve its most vulnerable community members. The primary focus of the organization has been a commitment to meet community need. Our new name – MarillacHealth – reflects the broad approach we take to providing health care, one that focuses on the health of the whole person. Each of our patients receives integrated services – primary medical, dental, optical, and behavioral care that are delivered by a team of providers. From the sturdy and resilient roots of our founders, MarillacHealth has blossomed into a fresh, forward-thinking and innovative organization meeting the healthcare needs of our community.

We invite you to read more about our growth and the impact we are making in our community. We also invite you to visit our new website and Facebook page. We hope you will share information with your friends and neighbors about who we are, what we do and how to be a patient at MarillacHealth.

Kay Ramachandran  
Chief Executive Officer

Lee Gaglione  
Chair, Board of Directors

You can be proud of what your support and partnership has helped accomplish. We are committed to a healthier you!
What is the need in Mesa County?
- One third of Mesa County residents are on Medicaid.
- 8% of residents have no insurance at all.
- Over 25% of those with Medicaid can’t access primary care due to a shortage of providers who accept Medicaid.
- Mesa County is designated as a Health Provider Shortage Area (HPSA) for its shortage of medical, dental and behavioral health care providers.

2016 was a year of growth
Our roots are planted firmly in meeting a community need. MarillacHealth is committed to meeting this need. However it is important that we do so in ways that positively impact and benefit the current and future health of our patients and our community. We know that the need for quality, affordable and accessible healthcare in Mesa County is great. Our patient demographics demonstrate our growth!

Age and insurance status of MarillacHealth patients...

A majority of MarillacHealth patient incomes are at or below 100% Federal Poverty Level (FPL).

- 0-100% FPL 59%
- 101-150% FPL 12%
- 151-200% FPL 10%
- Over 200% FPL 19%

Example: 0-100% = Family of 4 earns less than $24,600 OR Individual earns less than $12,060

Estimates based on information provided by 2016 patients
MarillacHealth: Where “Acceptable” is not Good Enough

In 2016 MarillacHealth underwent a practice transformation. (That’s a health care term for making substantial changes in an organization’s daily work habits and environment in order to improve outcomes for an entire patient population). While Marillac’s performance in Diabetes Control and Weight Management (2 of 16 clinic-wide quality measurements) were already within Healthy People 2020 goals set by U.S. Department of Health and Human Services, our medical teams wanted to achieve even better scores and in the process, boost the health of our patients. Project Champions were identified in order to provide the focus and momentum necessary for this work.

“For the Diabetes and Weight Management Projects, Marillac utilized the talent of Medical Assistants as Champions,” explains Sean DeVeau, Medical Operations Director. “They possess boots on the ground expertise in patient care. They have a keen sense of how to improve clinic workflows. They really grasp the efficiencies of patient care.”

The Champions

These project champions lead their colleagues in studying team roles/duties, systems for daily planning, staff training needs, patient education, record-keeping and workflows.

Most importantly, throughout the learning process each team studied data to spot trends and identify strategies large and small for strengthening patient care.

“Practice transformation requires a great deal of work,” adds DeVeau. “But enthusiasm abounds when team members recognize their hard work will result in hundreds of patients achieving improved A1C (blood sugar) scores, or when a large number of patients are able to reduce their weight and maintain a healthier lifestyle.”

Patient Satisfaction

Our numbers only tell part of the story. Behind the statistics are real people! A recent survey of 300 patients receiving medical, dental and behavioral services reflect that 85% of them are very satisfied with the treatment they received. 89% rated their provider as Excellent.
Life can be so beautiful when you’re healthy enough to enjoy it!

Donna, aged 60, came to MarillacHealth in January. A diabetic who has been taking insulin twice a day, she was not in the habit of checking her blood sugar, was unaware of the testing supplies needed and lacked an understanding of how diet affects her condition. Her A1C score was 13.5. A healthy score is 9 or under. One week after her initial visit Donna returned to meet with her health care team’s Registered Nurse. With the help of her RN, Donna learned about diabetic self-management, medication use, testing her blood sugar at home, keeping a food diary and increasing her physical activity. Three months later, Donna was thrilled to learn that her A1C was 9.7. Now that’s she’s testing her blood sugar routinely and managing her overall health, Donna feels confident and in control.

Stella, aged 54, came to MarillacHealth after being hospitalized for heart failure. She had not been taking her prescribed medications for diabetes, she explained, because she could not afford the medications. Stella’s A1C was documented at 11.8 during her hospitalization. Upon arriving at Marillac she received the vital support she needed for managing her diabetes. Her RN worked with her to develop a diabetic diet and a plan for safe exercise. After three months of better self-care, Stella’s A1C has been reduced to 7.4 -- and she is thrilled.

Stella understands the steps she has taken have reduced her risk for long term complications and damage from diabetes. She’s proud of her accomplishments in such a short period of time.
MISSION / VISION / VALUES 2017

MISSION
We provide a wide scope of primary health care services to all Mesa County residents regardless of income or insurance status.

VISION
Mesa County is a community where every resident has access to quality health care.

CORE VALUES
Collaboration: We work together with our patients, peers and partners to improve the health of our community.

Compassion: We serve others with kindness and sensitivity.

Excellence: We deliver outstanding care and service.

Inclusiveness: We value diversity and treat every person with dignity and respect.

Integrity: We are consistently trustworthy and dependable.

Stewardship: We are careful and responsible with our resources.

2017 BOARD OF DIRECTORS
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Chief Medical Officer

Tom Lavery, DDS
Chief Dental Officer

Dan Becker, MBA
Chief Financial Officer

Kristy Schmidt
Community & Development Director
2016 Financial Highlights

*MarillacHealth has a well-deserved reputation for responsible stewardship. When you choose to support the work of MarillacHealth, you can be sure your gift will be honored and used in the way you intended.*

2016 Audited Revenue $9,542,704

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Net Patient Service Revenue</td>
<td>$6,102,897</td>
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<tr>
<td>Other Operating Income (Grants and Donations)</td>
<td>$3,181,688</td>
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<td>In-kind Contributions</td>
<td>$258,119</td>
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*Other Operating Revenue includes funding from foundations, state and federal grants, pledges and donations from individuals, businesses, faith-based organizations, health care facilities. Over 33% of our revenue comes from grants and donations to support patient care operations.*

2016 Audited Expenses $8,820,595

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<th>Category</th>
<th>Amount</th>
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<td>Salaries, Wages &amp; Benefits</td>
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<td>Professional Fees</td>
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<td>Supplies</td>
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<tr>
<td>Other Operating Expenses</td>
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<tr>
<td>In-kind Expenses</td>
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Locations:

2333 N 6th Street, Grand Junction, CO 81501 • 510 29 ½ Road, Grand Junction, CO 81504

970-298-1782 • www.MarillacHealth.org

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