

# M+ MarillacHealth

Committed to a Healthier You.

News for friends of Marillac • Fall 2017

*On June 20th, Marillac Clinic celebrated its official name change to MarillacHealth. The new name supports Marillac's expanded capacity and mission to serve all the health needs of our patients. Thanks to everyone who celebrated with us and made possible this hometown success story!*



**Where does the name Marillac originate?**

*Saint Louise de Marillac was a true health care pioneer.*

*In the 1600s she rescued the poor and sick from the streets of France, caring for them in clinics, orphanages, soup kitchens and prison ministries which she and her contemporary Vincent de Paul founded.*

*400 years later, we honor her giving spirit every day at MarillacHealth. You help make that possible!*

## Responding to Change...

*Famed scientist Charles Darwin once said, "It is not the strongest ... that survives, nor the most intelligent, but the one most responsive to change."*

If you've followed Marillac's evolution over the past three decades, you have traced a legacy of growth and change. Marillac was born out of humble beginnings. Originally an all-volunteer, part time medical program situated in a two-room facility, **Marillac responded to community need by growing to serve thousands more patients and pioneering numerous health care innovations.**

**Known for 29 years as Marillac Clinic**, name recognition was strong. But as the organization established four strong service lines (medical, behavioral, dental & optical), opened two primary locations and three outreach sites, Marillac Clinic became something of a misnomer. We outgrew our name!

In 2017 Marillac Clinic went through the exciting process of rebranding to MarillacHealth. We believe our one-word name speaks volumes. **MarillacHealth is an organization that creates health by treating the whole person and placing the patient at the center of his or her care team.** (Read more about our new designation as a Patient-Centered Medical Home, page 3). When patients are provided attentive, compassionate care, they can make life choices to achieve the best health possible!

# Meet our New Providers and Leaders



## **Travis Anderson, OD Optometrist** Joined August 2017

Dr. Anderson attended the University of Wyoming where he studied pre-med and also received his bachelor's degree in Business Administration. He gained valuable leadership skills during his six years working for the United States Forest Service managing logistics and personnel during Wildland Fire Suppression and Search & Rescue Operations.

Dr. Anderson attended Optometry School at Pacific University, in Forest Grove, Oregon. In 2009 Dr. Anderson received an award of "Excellence in Contact Lens Patient Care" from the American Optometric Foundation. In his free time, Dr. Anderson enjoys rock climbing, backcountry skiing, and mountain biking.



## **Steven Bradt, Director of Quality** Joined July 2017

Steven comes to Marillac having served 20 years working in healthcare and several highly regulated industries (Government, Automotive, Department of Defense, Financial and Nuclear) in the capacity of developing and deploying Continuous Improvement and Quality based programs. He is a certified expert in the Lean and Six Sigma improvement methodologies, has an economics degree from UNC Chapel Hill, and is currently in the final stages of his Master of Healthcare Administration (MHA) from George Washington University in Washington, D.C. with an emphasis on community health planning and strategy.



## **Alex Chaloux, PA-C** Joined October 2017

When not working at Marillac, Alex can likely be found rock climbing, skiing, or exploring the western slope with his wife. Alex relocated from Montana where he practiced primary care at a Federally Qualified Health Center for two years. He received his medical training at Northeastern University, Boston, MA in a variety of academic and community based settings. He has a special interest in using lifestyle modification to prevent and treat chronic disease.



## **Diana Flinn, Dental Operations Manager** Joined August 2017

Diana Carolina Flinn is originally from Colombia where she completed the program to become a Dentist at the Colombian School of Dentistry. For seven years she worked with underserved communities there; after which she received a 2-year degree in Healthcare Administration. In 2001 Diana came to the United States where she has continued to work in the dental field. In 2011 she became a valued member of Mountain Family Health Center in western Colorado, where she managed multiple dental programs. As Team Lead for the SMILES Dental project (a pilot program to expand dental access and services in Colorado), she enjoyed the focus on serving children.



*Medical Assistants and Nurses take a more vital role in patient care under new programs at Marillac*

*Every newsletter that comes to you mentions our special events, new talent on staff and the remarkable growth we're experiencing at MarillacHealth.*

*What might not be so obvious are the numerous changes and innovations taking place under the surface, sometimes out of the public eye.*

## Healthy, Happy & at Home

"We're pretty excited about Marillac's strides forward in population (pop) health," explains Sean DeVeau, Medical Operations Director. "At Marillac we are eagerly adopting powerful new approaches to better manage and care for patients," he says. **"Our mission and our expectation is that patients will noticeably improve their health and well-being, even those in very poor health."** To make this happen, the staff at Marillac is using new approaches and tools.

**One approach you may have heard of is population health, which starts with identifying patients who have the most serious health care needs.**

Using data analysis, a team at Marillac reaches into the electronic health record (eClinicalWorks) and gathers data that identifies the top 10% of our patients with serious and complex health care needs. This careful, confidential analysis is known as risk-stratification. Risk-stratification allows Marillac to categorize patients who need intense services and to work proactively with this group.

"By matching these 500-600 patients with specially trained RN Care Coordinators," says DeVeau, **"patients are provided more frequent phone calls and office visits with their nurses.** Through a closer partnership with their nurse, patients with serious conditions such as chronic heart failure gain confidence and competence in managing their health better. It's a more hands-on approach." This select group of patients still see their physician and other care team members, but the nurse has the central role.

**"The aim of pop health is ultimately about keeping these complex patients out of the hospital and/or emergency room," explains DeVeau. "We want them to be healthy, happy and at home."**

Of course, all of our patients receive the same compassionate, integrated care. And now, using pop health strategies like risk-stratification and care coordination, MarillacHealth can directly support patients whose health issues seem overwhelming. **With increased attention and educational tools, better health is within their reach.**



## Have you heard the exciting news?

*MarillacHealth underwent the rigorous, year-long process of preparing and applying for formal recognition as a Patient Centered Medical Home — and on October 9, 2017, we received the news we'd been waiting for!*

***Marillac received the designation of Level II Patient Centered Medical Home by the National Committee for Quality Assurance (NCQA).***

*The PCMH application compels the applicant to examine all aspects of patient care, through over 700 questions/topics, providing proof of mastery in personalized, proactive, patient-driven health care to improve the patient experience and their clinical outcomes.*

***Any organization that receives PCMH recognition considers this distinction a feather in their cap.***

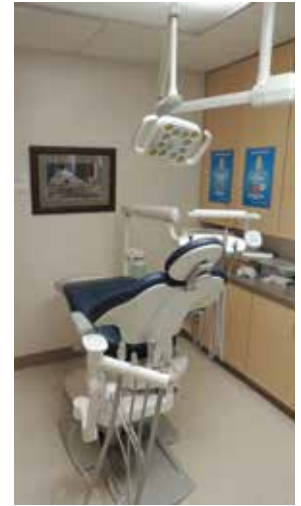
*That's because the application process requires a great deal of time and "transformation," meaning the organization has changed and/or adhered to a rigorous set of standards for patient care.*

# Dental patients are reclining in comfort and receiving top-notch care.

That's because in 2017 our aging dental equipment (most of which was 15 or more years old), was replaced with new, state of the art equipment. Given the fact the old generation of equipment provided 140,000 visits from 2002-2016, it's easy to understand how "wear & tear" and changed technology necessitated replacement.

## So what's new? Well, everything!

- Patient chairs, rolling dentist stools, and assistant stools were replaced
- New LED lighting is brighter, cooler & more energy efficient
- Drills and attachments replaced with units that are noticeably quieter & more pleasant for both the patient and practitioner
- Handheld x-ray devices can be easily sterilized & used in multiple operatories
- Four new sterilization units will enhance Marillac's efficiency



## Marillac's new ProMax 3D Panoramic X-Ray Unit is the prima donna of our new equipment.

- Operation is very quiet, and the open-faced design allows eye contact between patient and clinician, minimizing any sense of claustrophobia or anxiety
- Improved patient access & comfort, including easy accommodation for patients seated in wheelchairs
- Creates precise three-dimensional images of the mouth
- Lower dose exposure to radiation
- Advanced software removes the shadows and streaks caused by metal restorations and root fillings, improving the ability to visualize and diagnose a variety of conditions

*Incredibly, all old equipment was removed and donated to Project Cure, floors were refinished and new equipment was installed in only 5 work days!*

*Replacing 13 operatories and general components required the generous investment of these funders. Thanks to their gifts, MarillacHealth will continue providing over 16,000 appointments per year, offering affordable preventive, restorative, urgent and emergency services for all ages.*

## THANK YOU

*Bruce Dixon Fund of the Western Colorado Community Foundation*

*Caring for Colorado Foundation*

*City of Grand Junction (2016 & 2017)*

*Colorado Dental Association*

*Colorado Health Foundation*

*Rotary Club of Grand Junction*

*Sisters of Charity of Leavenworth (Religious Community)*

## Planned Giving

### Support MarillacHealth while lowering your taxes



*Talk with your family about all the ways planned giving can benefit you and yours.*

*Even though April 15th is still a long way off, now is the time to be thinking about your year-end charitable contributions that could lower your tax burden. There are lots of ways to get creative with your giving, ways that can benefit you, your loved ones and your favorite charity during your lifetime and beyond.*

*The Donor Relations Team at MarillacHealth is ready to talk to you about making a lasting gift through your will, gifts of stock, IRA Required Minimum Distribution and other devices that will work for you and the people and causes you love. **Give us a call. 970.298.2234.***

### What one donor has to say...

*"I haven't received care at Marillac but several relatives and co-workers have. That's why I give to Marillac: they care for the people I care about. Everyone ends up needing healthcare sooner or later. I'm glad that Marillac is there for people who can't afford health insurance. I give every year and I wish I could I give more, but I realize a lot of small donations have the power to make a big difference in peoples' lives."*

– Mr. Ball, Donor



### Patient Profile

*"I returned to Grand Junction in 2012 after an 11-year absence. I did not have a health provider in town nor did I have any income. My assets were very low. I had some medical issues which I needed to tend to...Over the past 4+ years since I first began coming to Marillac, I have always felt they have been partners in my health care. The dedicated staff and employees who work at Marillac make sure their patients are well-cared for...They have steered me in the right direction many times. They take the time to listen to their patients and help to make you whole."*

– B. Skinner, Patient

## SAVE THE DATE!

### Colorado Gives Day – December 5, 2017

Colorado Gives Day is an annual statewide movement to celebrate and increase philanthropy in Colorado through online giving. MarillacHealth is one of the 2000 organizations that participate in this effort, encouraging donors to Give Where You Live! Donations are accepted through Colorado Gives.org. You can even pre-schedule your donation starting Nov. 1st. [Watch for the Grand Valley Gives insert in The Daily Sentinel's Out & About section, in your newspaper November 19th.](#)



#### Here's what two Marillac donors have to say about this day and this way of giving:

*"I donate on Colorado Gives Day because...it's like a shared holiday...When you know other like-minded people are giving on the same day, you feel a kind of camaraderie towards the well-being of your community...the reason I support MarillacHealth on Colorado Gives Day is because I think the organization is a model of how healthcare should be no matter where you are financially in life. The mission and the people who dedicate themselves to fulfilling it inspire me and give me hope for a brighter tomorrow."*

–Angelina Salazar

*"What I like about Colorado Gives Day is that it is easy to look at a variety of local nonprofits and decide which ones to financially support and then to schedule the payment so it occurs on "the day". It is like one-stop shopping for the person who wishes to financially support the amazing nonprofits which make our community great... Andy and I support Marillac because we like the way Marillac helps people to feel better."*

–Judy & Andy Vanderleest

#### For even more fun

*...join us at Kannah Creek, Dec. 5th 5-6:30 pm as they tap a firkin (cask of specialty beer) for Colorado Gives Day and the Grand Valley Gives Collaboration of Mesa County Nonprofits! Show up, enjoy a brew, and be eligible to win a basket of goodies and gifts.*

#### Gifts from the Heart

February 13-14, 2018



Make someone happy for Valentine's Day! Plan to purchase gourmet cupcakes created by Baker's Boutique and help support healthcare services at MarillacHealth.



#### Edesia

A Wine, Spirits, Beer and Culinary Adventure at The Wine Country Inn.

April 8, 2018

If food and beverages are your thing, plan on a day of indulgence. Information and tickets available beginning in February, 2018. [edesiapalisade.com](http://edesiapalisade.com).

# MH MarillacHealth

Committed to a healthier you.

## Stay Connected

*As you saw on page one of this newsletter, not only does Marillac have a new name and new look, but we also have new ways to stay connected.*

### Email!

Call or email us with your email address. We won't share it with others, just send you periodic updates...and you can always unsubscribe.

### Website!

Our website is where you will find just about anything you need to know about MarillacHealth, whether you are a patient, donor or just interested.

[www.MarillacHealth.org](http://www.MarillacHealth.org)



### Facebook!

Our page at [www.facebook.com/MarillacHealth](http://www.facebook.com/MarillacHealth) is where we will share info about Marillac, special events, tips, and advocacy.



Our 30th Anniversary  
is coming up next year!  
Check in at  
[www.MarillacHealth.org](http://www.MarillacHealth.org)  
for details coming soon!

## Recognition Awards

### Robert Wood Johnson Foundation

Chosen as one of four donation recipients from the Robert Wood Johnson Foundation for the 2017 Aspen Ideas Festival - *Champions for A Culture of Change*, MarillacHealth received a donation of \$22,223.

### Hispanic Affairs Project (HAP)

Honored at the 11th Anniversary Celebration, MarillacHealth received *The John Kiernan Award* for Outstanding Community Organization for care and service to the immigrant and refugee communities.



Left to Right: Diana Flinn, Joanna Little (board member), Kristy Schmidt, Dr. Erica Lovett and Dr. John Whiteside

*If by some chance you have received an extra copy of the newsletter, why not pass it along to a friend who shares your passion for helping a neighbor access quality health care?*

**YES! I WANT TO HELP MY NEIGHBORS ACCESS QUALITY HEALTH CARE.**

*Please make check payable to MarillacHealth • 2333 N. 6th Street • Grand Junction, CO 81501*

Where needed most (an unrestricted gift allows MarillacHealth to use its resources in the most effective and responsive way)

Memorial / Honorarium

In honor of \_\_\_\_\_

In memory of \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

*YOUR EMAIL HELPS SAVE THE CLINIC MONEY!*

I'm interested in how my donation of \$50 or more may qualify for the Colorado Enterprise Zone Tax Credit.

**DETACH AND RETURN TO MARILLAC**

**THANK YOU FOR YOUR CONTINUED SUPPORT!**

**If donating by credit card, please print information clearly below.**

VISA  MC  AMEX

DISCOVER

credit card account # \_\_\_\_\_ expires \_\_\_\_\_

signature \_\_\_\_\_

**YOU CAN ALSO VISIT US AND DONATE AT**  
**[www.MarillacHealth.org](http://www.MarillacHealth.org)**