# MH MarillacHealth

Committed
to our
community

Committed

to a

healthier you



2017 Annual Report

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## A 30 Year Commitment to a Healthy Community

Friends,

Welcome to our 2017 Annual Report, our opportunity to share our accomplishments and the impact we have had on our community and the people we have served over the past year.

At MarillacHealth, we measure our impact in more ways than just financials and numbers: stories and comments provide a glimpse into the depth of impact to the people we care for. The numbers clearly show the remarkable increase in numbers of the people served, the quality benchmarks achieved, the economic impact in Mesa County, and improved health conditions of our patients. Patient stories exude gratitude for the high quality care they have received from their trusted provider and the relief they feel when they experience the freedom of improved health.

This year marks another milestone: our 30th anniversary! In 1988 we opened our doors as the first safety net clinic in Mesa County, welcoming our most vulnerable citizens to limited primary care. Three decades later, Marillac has become a full-service Community Health Center, offering integrated healthcare in multiple locations to all Mesa County residents, accepting Medicaid, Medicare and commercial insurance patients along with those who have no health coverage. Our fundamental purpose is to meet a community need. MarillacHealth is poised to meet the ever-changing challenges of modern healthcare with the well-being of our patients and community, our number one concern.

This is an exciting time to be a patient, a partner, a donor, a provider or a staff member at MarillacHealth. We are experiencing growth, innovation and accomplishment at a pace that is unmatched in our thirty year history. We are grateful to everyone who has contributed to our success and invite you to stay connected as we remain steadfast in our commitment to a healthier community and a healthier you.

With sincere appreciation,

Kay Ramachandran, *CEO* 



Shane Haas, Board Chair





#### **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.

## Quality Benchmarks: It's All About Moving the Needle

High quality healthcare is a perpetually moving target. Nationwide, all Community Health Centers (CHC) are required to establish healthcare measures towards meeting or exceeding national benchmarks for numerous conditions. As a young CHC, we are making strides at MarillacHealth.

## In 2017, we had several stand-out achievements in clinical care. Here are a few.

The percentage of patients with hypertension under control grew from 59% to 71%

Patients
acknowledging
tobacco use and
offered tobacco
cessation
resources grew
from 64% to 83%

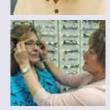
Patients diagnosed with depression who received treatment plans grew from 26% to 64%

Health centers never
truly achieve an
end goal; rather,
a new target is set
whenever the clinic's
performance improves.
In this way, we are
always becoming better
caregivers with
healthier patients.



## **Patient Corner**









# Patients from every walk of life find help at Marillac. Here's what some have to say...

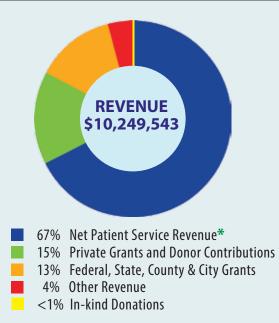
"I found Marillac after losing my job, my health insurance, and my wife. Now with my new job that has health insurance, I still come here. I wouldn't go anywhere else! I could go to any doctor in town, but I choose Marillac. I have learned to control my blood sugar by eating better and excercising, thanks to the good care and education from my provider at Marillac."

"I came to Marillac pregnant and afraid I was going to lose my baby. I needed to see a doctor right away. The Eligibility Department helped me complete the paperwork for sliding fee discounted services and got me right into the hospital. I am so grateful to Marillac for overseeing my prenatal care and weekly appointments. I am confident my baby will be born healthy in August!"

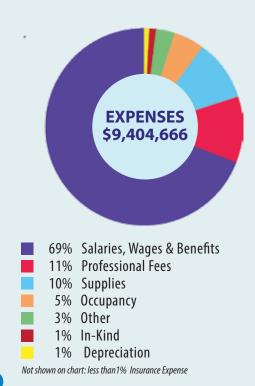
"I was once a practicing lawyer in my native country. Now I'm in the U.S., I'm pregnant and I don't speak English. I have no income. But the bright spot is the care I get at Marillac. I know one day, I'll be back on my feet and will be able to give back to this marvelous community that is helping me!"

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## **Financial Highlights**



<sup>\*</sup>A portion of patient service claims billed in 2015 - 16 were received in 2017



## **Measures of Impact**





Patient Visits 42,903

Patients Served 11,485

## Access to Care





**Adults** 7,629





Children and Adolescents 3,856





Racial or Ethnic Minority 32%



Low Income 96%

Low income patients are those whose annual incomes are at or below 200% of the Federal Poverty Level: Individual: \$24,120 • Family of Four: \$49,200

## **Economic Impact**



Jobs Created by Marillac 144

75 at Health Center / 69 in community



\$18,840,443

\$8,829,677 Direct Health Center Spending \$10,010,766 Community Spending



Savings for the Community

24%

**Lower Costs for Medicaid patients** 

\$11,000,000 Savings to Medicaid

Source: Capital Link; using most recent 2016 data for MarillacHealth in Mesa County

## **Accomplishments**

Recognized as a Level II Patient-Centered Medical Home by the National Council on Quality Assurance

Hired a Director of Behavioral Health, two Behavioral Health Specialists, a Director of Medical Operations, and a Dental Operations Manager

Created two new positions:
Case Manager and Health Coach
to further enhance Marillac's
patient-centered care

Initiated risk-stratification to identify patients with most serious/complex health needs in order to match them with Care Coordinators for intensive care management

Improved number of hypertensive patients with good blood pressure control to 70%

Replaced aged dental equipment in 13 operatories and throughout the dental clinic

Increased patients served by 23% over 2016



1988, ribbon cutting 30 years ago



2017, now in two locations...





## The journey continues...

A lot has changed in thirty years.

Marillac began as the dream of a handful of visionary citizens. Out of the dark days of the 1980s, Grand Junction and Marillac grew and prospered together.

In this, our 30th Anniversary year, we are feeling so grateful and blessed. What we have accomplished together as a community has become something unique and special. And every step of the way, it is the legacy of caring that makes the dream possible. Thank you for making a difference.

## What's Around the Corner?

MarillacHealth joins the 1,400 Community Health Centers operating at 11,000 sites across the U.S. in establishing and directing health services at the local level via consumer-majority governing boards, using a combination of local resources and federal funds. For decades, health centers have provided compelling proof that affordable and accessible health care produces compounding benefits to communities. Marillac is no different, as our patients are making significant positive changes in their health.

Because of the gains we've made since 1988, we look to the future with hope and positivity. But, as with any industry or business, we are faced with challenges. **Growth** is one: how do we continue to meet the increasing numbers of people who need primary care, and where will we care for them? How will the changing landscape of **payment reform** affect the care we can provide? And perhaps more than anything is the need to attract and **recruit** additional qualified caregivers. Marillac, together with our partners, is already addressing these needs and challenges.

Indeed, we believe that our community will benefit most when we adhere to this approach:

"Coming together is a beginning, staying together is progress, and working together is success."

n 2017, these generous individuals and organizations contributed to the mission and work of MarillacHealth. Thank you for your support.

In addition to these donors, Marillac is indebted to health care providers throughout the community who see our patients. A complete list of these referral specialists is available on our website. www.MarillacHealth.org

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A II of us at MarillacHealth are deeply grateful for the opportunity to serve our community and are committed to a healthier you. We also know that without the support of people like you, this mission would not be possible.

We hope you will join with us during this 30th Anniversary year to celebrate what we have accomplished together.

Thank you for all you do!

Leave a legacy... think of Marillac in your will or estate plans.



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