

# MarillacNews

NEWS FOR FRIENDS OF MARILLAC CLINIC

SPRING 2017

## Marillac Meeting the Challenges of the Day

### Marillac Clinic ~ Proactive & Engaged

As we witness the unresolved debates about health care on the national level, Marillac Clinic is charting a responsible course of action while remaining keenly focused on local need.

**Building upon three decades of safety-net service in Mesa County, Marillac Clinic's special model of integrated care is enrolling scores of new patients and investing in their health.**

This planned growth has been bolstered by two things: becoming a Federally Qualified Community Health Center in 2015 and the expansion of Medicaid throughout Colorado.

Today, 62% of our established patient population is covered by Medicaid, as compared to less than 10% in 2014.

### Growth Based on Community Need

Given the socio-economic challenges of Mesa County, Marillac continues to expand. Why? Because the community needs more access to care.

- **According to the US Census, a full one-third (49,000) of Mesa County's population (148,000) lives below 200% of the Federal Poverty Level. This constitutes the extremely poor, the working poor and lower middle income families county-wide.**
- **Many locals have Medicaid but cannot find a physician to accept them or are simply unassigned to a provider.**

Fortunately, a media campaign, referrals, and word of mouth are guiding the under-served to Marillac. Serving 5,546 persons in 2015, Marillac's enrollment nearly doubled in 2016 when the number of established patients leapt to 9,307. **As of April 2017, the rolling 12 month number is 10,400.**

Carefully-timed recruitment of new health care providers assures Marillac remains right-sized throughout its growth curve.



### THE IMPORTANCE OF COMMUNITY HEALTH CENTERS IN COLORADO

*There are 20 Community Health Centers operating 191 clinic sites in Colorado. Marillac delivers care at five sites around the Grand Valley.*

#### *Patient enrollment at Community Health Centers:*

<b>Colorado 2016</b>	<b>533,807</b>
<b>Marillac 2015</b>	<b>5,546</b>
<b>Marillac 2016</b>	<b>9,307</b>
<b>Marillac April '16 to April '17</b>	<b>10,400</b>

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*"...thanks to a grant from the Colorado Health Foundation and the expertise of Blythe Group and FCI Constructors, we just completed a modest renovation at our Main Clinic to convert an underused area into a 5-exam room mini-pod as well as a renovation of the existing medical and reception areas."*

## How Is Marillac Preparing for the Future?

### Maximizing Our Existing Space

"As a rapidly growing organization we could use triple the space we now occupy," explains Kay Ramachandran, CEO since 2013. "Because Marillac is a newly qualified community health center we need time and opportunity to grow the resources for relocating to a larger space. But thanks to a grant from the Colorado Health Foundation and the expertise of Blythe Group and FCI Constructors, we just completed a modest renovation at our Main Clinic to convert an underused area into a 5-exam room mini-pod. **The new area will provide the space necessary for 2 additional medical providers to serve 1,800+ patients annually. Other areas of the Clinic were lightly remodeled, better signage was added, and the lobby got a whole new look!**"

### Getting Ready for Payment Reform

Quality versus quantity is becoming the focal point for reimbursement of services through Medicare and Medicaid. Marillac currently participates in a Medicaid pilot project on value based payment with Rocky Mountain Health Plans.

**The focus on team-based care assures increased patient satisfaction, better patient health outcomes and reduction in overall cost of care.**

Marillac is re-positioning its business and financial model for these payment reforms now. And while we monitor health sector developments, strengthen our systems internally and participate in "big picture" discussions with all of our partners, Marillac's resolve to provide outstanding health care only grows stronger.

**"Our mission of patient-centered care is at the heart of the work we do every day," explains Kay. "Excellence is one of our values and nowhere is it better demonstrated than in the integrated care we offer. We are a one-stop shop for medical, behavioral, dental and optical care. Nothing has a bigger impact than patient engagement in their own care. It is not a buzz-word but rather is changing the landscape of health care now and in the near future."**

## Meet our New Providers and Leadership Staff



**Amber Connors, Nurse Practitioner** received her BSN from Louisiana State University -- (Geaux Tigers!) in 2001 and a Master's of Science in Nursing from University of South Alabama. As a nurse practitioner, what she enjoys most is helping patients understand their choices and optimize their health goals. Her bucket list includes visiting as many national parks as possible.

**Shawn Davis, Director of Information Technology** earned a BS-CIS from Colorado Christian University, specializing in healthcare technology since 2007. Shawn likes working with techies and technophobes alike, because his goal is to make technology work and accessible for everyone. He also says the Grand Valley was the perfect place to land. The abundance of outdoor recreation delights his family.



**Sean DeVeau, Director of Medical Operations** holds a Juris Doctor from the University of Wyoming, College of Law; and a Bachelor of Science in Nursing. He is currently working towards a Master's Degree in Nursing Informatics. Prior to Marillac, Sean worked with the Department of Veteran's Affairs. Sean's experience also includes 20+ years in the military -- Active Duty and National Guard. His public and private sector experience and knowledge of healthcare law equip him to manage Marillac's medical services.

**Derek Diaz, Physician Assistant** is a graduate of Western University of Health Sciences, Pomona, CA after first earning a Master's Degree in Social Work from the University of Chicago. Derek says he was drawn to practice medicine at Marillac because of its patient-centered approach and wraparound services. After living in Southern California he's enthusiastic about his family living in the Grand Valley because it combines the enjoyment of outdoor life with some creature comforts of city.



**Jolene Joseph, Director of Behavioral Health** holds a Doctorate of Behavioral Health from Arizona State University, Phoenix and a Master's in Social Work from Ohio State University. She is a Licensed Clinical Social Worker. Jolene managed federally qualified health centers in Western Ohio where she helped her former organization gain "Patient Centered Medical Home/Level 3" designation. Jolene relocated from Ohio with her spouse and youngest daughter while their other 4 children (ages 20 to 23) are located across the U.S.

# Marillac Honored for Successful Collaborations

Each year in Colorado, one health care organization is selected to receive the Clinical Distinction Award from the Colorado Community Health Network (CCHN).

According to CCHN, the recipient is carefully chosen in recognition of “significantly improved patient experience, engagement, and outcomes.” **Marillac Clinic’s quality improvement efforts merited this year’s honors for increasing the rates of controlled hypertension among patients with high blood pressure** — using techniques to improve patient experience and engagement, innovation and team work.

Marillac’s team worked with hundreds of hypertensive patients to achieve healthy, safe blood pressure readings (140/90 or better). At the start, only 50% had healthy blood pressures. At the project’s conclusion, 78% had attained healthy readings through improved life style choices and medication therapy.



**In November, Kay Ramachandran, CEO Marillac Clinic, was chosen to receive Rocky Mountain Health Plan’s “Dr. Bruce Wilson Memorial Award”**

The Dr. Bruce Wilson Memorial Award recognizes an individual who makes a difference in the lives of many through exemplary community service and who is grounded in the belief that every individual should be treated with dignity and respect. **This award recognizes exemplary accomplishments through collaboration with community partners to make a meaningful difference in the life of our community.** As the former Medical Director at Rocky Mountain Health Plans, Bruce led with a collaborative spirit that focused on improving the health of the entire community.

## The Medical-Dental Integration Project is Working Wonders

When Colorado’s epidemic of childhood tooth decay began to gain attention, health care professionals noted that parents often seek medical care for their children but seemed to view dental care as unnecessary or less urgent. **When combined with poor dietary habits and inadequate dental self-care, lack of dental care for children was producing very high levels of preventable dental decay. The solution was both brilliant and doable -- bring dental services into the medical setting so that children seeing their pediatrician will have contact with a dental professional.** The “Medical-Dental Integration Project” grant was awarded by Delta Dental of CO Foundation to Marillac in 2015. A partnership was formed with Western Colorado Pediatric Associates (WCPA) and Marillac was invited to work closely with two of their pediatrician teams for a quick oral health assessment of the pediatric patients. Patrick Andrews, Registered Dental Hygienist (RDH) and Brittany Lujan, RDH serve at WCPA.



*Cassana Littler, M.D. (left) and Brittany Lujan, RDH (right)*



## Gifts from the Heart: Cupcakes for Good!

*Showing the love for Marillac on Valentine's Day, many generous people purchased 560 boxes of handmade gourmet cupcakes created by The Baker's Boutique.*

This annual fundraiser raised over \$7000 to benefit the services delivered by Marillac Clinic: dental, medical, optical and behavioral services for all ages. We are grateful to Callie Ash and her team for their talented baking and decorating skills, and their commitment to high quality healthcare for all! Thanks also goes out to our sponsors:

**Vectra Bank, Blythe Group & Co., Edward Jones/Jim Roland, Mesa County Medical Society, ReMax 4000/Joanna Little, Choice Real Estate/Harry and Joann Hotimsky, Peczuh Printing, Aaron Osborne, and Town Square Media. Your support goes a long way!**

## Edesia 2017 – Another Superb Success

*On April 2, the 7th annual Edesia celebration raised a record \$30,000 for Marillac Clinic. Marillac thanks all of the sponsors, guests and the Tally Family at Wine Country Inn in Palisade.*

Edesia is named after the Roman goddess of Feasting, who presided over banquets which were considered to be magical and important to the Romans. The Edesia event is as close to magical as you can get, a true culinary adventure that appeals to all the senses. And the Tally Family, owners of The Wine Country Inn, embody the spirit of Edesia and generosity to the community. This year's Edesia VIP lunch showcased chefs, an enologist (wine scientist), and students from the culinary program of Western Colorado Community College.

**Here's what Edesia proceeds can potentially provide Marillac patients:**

- **One Patient Navigator in a medical support care team, supporting 2700 patients**
- **Total medical care for 35 patients in one year**
- **1500 new dental patient exams**

Wine Country Inn General Manager Ian Kelly weighed in, "We want to thank not only our sponsors, but also our vendors, volunteers and donors who contributed so much to Edesia. The generosity of our Grand Valley community is the foundation of our continuing success. These funds translate into real-time patient care."



*Carolee Hawkins, Alpine Bank, Kay Ramachandran, Marillac, Ian Kelly, The Wine Country Inn*



Photo by Jim Cox



Photo by Jim Cox

*Chef Wayne Smith*

### Edesia's Major sponsors

Alpine Bank Jack Daniel's Family of Fine Whiskeys  
St. Mary's Medical Center  
and many other fine sponsors listed on [Edesiapalisade.com](http://Edesiapalisade.com)

### Edesia's Media sponsors

KKCO 11 News The Business Times Magic 93.1 The Vault 100.7  
Eagle River Associates Suzi Productions

## Donor Profile: Monthly Donations Keep Us Rolling

*All of our donors are important to the Clinic and to the people we serve. Recurring donors – those who give on a monthly or other regular basis in any amount - hold a special place in our hearts: we know they believe in our mission, they help maintain our stability, and we hear from them often (and we like to stay connected!)*



Scott Beilfuss,  
a monthly donor since 2014

"Marillac Clinic was one of the first charities I decided to commit to many years ago in Grand Junction. I realized there was a huge need for compassionate health care for the very large number of citizens who didn't have access to any medical help here. I found that Marillac's work directly aligned with my values of taking care of those less fortunate who need health care.

My feelings about Marillac's work were reinforced several years ago when I worked on an insurance outreach project through Hilltop Community Resources. I was able to spend some time at Marillac sites checking people for Medicaid eligibility. What I saw was the incredibly professional, unbiased and caring medical services provided by Marillac day in and day out to everyone from those who needed a regular checkup to desperate individuals needing help with very serious health problems. **To me, Marillac's mission and services hold us together as a caring community.** I have Marillac Clinic set up on my bank bill pay and feel very good about sending my contribution each month knowing the great work it supports."

**Learn how to become a monthly donor by calling Martha at 970-298-2234 or by visiting [MarillacClinic.org](http://MarillacClinic.org).**

## 4 Reasons to Set Up a Monthly Donation to Marillac Clinic

- 1. Simplicity:** No need to remember to write a check. All you need is 5 minutes to set up your monthly donation.
- 2. Consistency:** Just like your Netflix subscription, you can expect to see your donation made on the same date each month.
- 3. Benefits:** Every donation you make is 100% tax deductible and may be eligible for EZ Tax Credit.
- 4. Impact:** Your monthly support of Marillac allows us to serve those in our community who need care every single day!

### PLAN YOUR GIVING

**Marillac periodically holds Write-a-Will Workshops.**

*The next one is scheduled for*

**Tuesday, June 20th**

**from 5:30 pm to 7 pm**

**at the main branch of the Mesa County Public Library.**

**You can register online at the Library's website or by calling the library at 970.242.3562**

**If you would like to learn how you can leave a lasting legacy for the benefit of Marillac Clinic and its patients, call our Development Department at 970-298-2234.**

### A NEW ERA BEGINS

**COMING SOON**  
**A NEW NAME! A NEW LOOK!**  
**BIG NEWS!**  
**ON JUNE 20TH**  
**MARILLAC WILL ANNOUNCE**  
**ITS NEW NAME!**

## IN MEMORIAM



(circa 1996)

### **Janet Kilby (Cameron) passed away in September of 2016.**

Janet served as the Executive Director of Marillac Clinic from 1996 to 2004. Janet epitomized leadership, vision and innovation. She was responsible for instituting the model of Collaborative Care that gained nationwide praise for Marillac and is still the foundation of what we do to this day.

By any measure Janet was a successful leader, empowering her team to best meet the needs of the patients they served. She listened, she recruited, she shared vision, she planned, she finished strong, and she celebrated.

Many Marillac patients and staff lead better lives because of Janet's devotion and leadership.

**Thank you, Janet. We will never forget you.**

## MARILLAC'S NEW MISSION, VISION, AND VALUES 2017

***Marillac is rooted in a tradition of serving a community in need. Our mission, vision, and values guide the daily decisions and actions of all our associates.***

### **MISSION**

*Marillac Clinic provides 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.*



# MarillacClinic

A Community Health Center serving Mesa County

2333 N. 6th Street  
Grand Junction, CO 81501  
970.298.1782

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

## DETACH AND RETURN TO MARILLAC

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

*(Please make check payable to Marillac Clinic • 2333 N. 6th Street • Grand Junction, CO 81501)*

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

Memorial / Honorarium

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

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

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

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*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.

**THANK YOU FOR YOUR CONTINUED SUPPORT!**

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

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