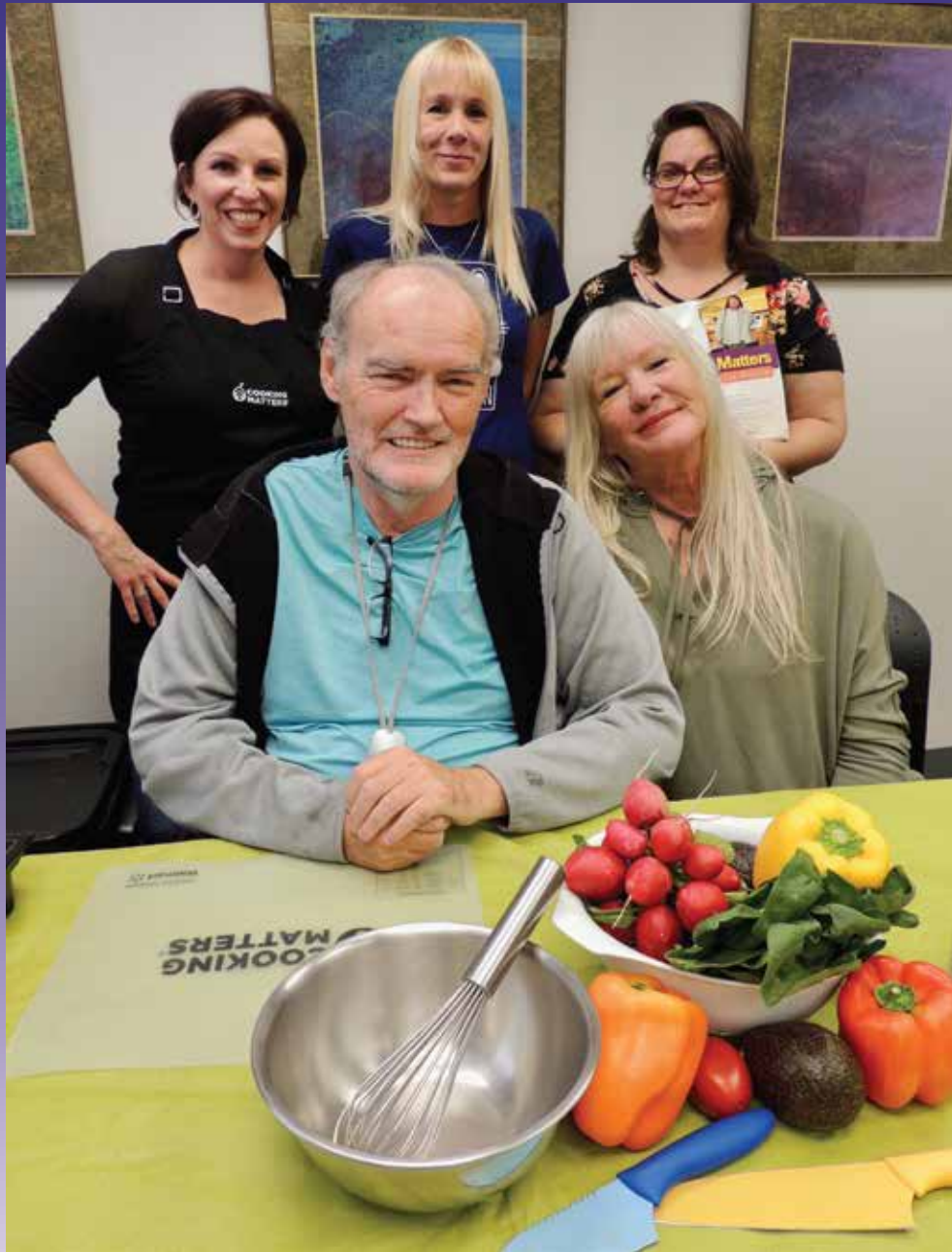


TRANSFORMING LIVES THROUGH INTEGRATED CARE



The Cooking Matters class is an example of how Marillac patients are taking control of their health.

ANNUAL IMPACT REPORT • 2018

M+
MarillacHealth

Committed to a healthier you.

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Annual Impact Report for 2018

Why do we have a photo of a cooking class on our cover, you may ask?

The Cooking Matters class is an example of Marillac's model of comprehensive, integrated care designed to care for the whole person. The classes give patients skills to eat healthier and save money, which can translate into healthier outcomes in the long term. **It is this approach to healthcare that makes us different and makes a difference in the lives of our patients.**

When we were asked to reflect on 2018 and to identify what made the biggest impression on us about that year, we both immediately answered, "receiving a 100% perfect score for the Federal Operational Site Visit!" We say this NOT because we received a perfect score, but because **it reflects the exceptionally high quality of care that patients at Marillac receive every day that transforms lives.**

Receiving a perfect score is uncommon for a Federally Qualified Community Health Center (FQHC). It objectively confirms that Marillac has close oversight of its services to our patients in all of our service lines, is financially responsible, and our Board functions in a responsible way dedicated to the mission of the organization. And it reaffirms that the decision to become a FQHC, made by the Board of Directors four years ago, was the right course of action to take. It will serve our community well for a long time to come.

Every single day, a multitude of decisions and tasks go into maintaining a community health center that strives to deliver the best care it can to each of its patients. Much of this work is seamless and "behind the scenes" and is invisible to the patient. What they experience – and what their stories show - is what makes Marillac unique: **innovative, collaborative care across service lines (medical, dental, behavioral and optical), as well as connection to community resources and expertise within the clinic that encourages wellness and independence.**

What our patients know is that Marillac is their healthcare home where they can rely on our commitment to "a healthier you". **We thank our patients, volunteers, partners, funders, donors and our associates who have contributed to our ability to help so many people become and stay healthy.**

Sincerely,

Kay Ramachandran, CEO



Shane Haas, Board Chair



What is Integrated Care?

You may have heard this term from us before. We talk about integrated care because it is a central part of who we are, how we deliver healthcare, and the positive health outcomes we see in our patients.

We want you to know what it means, and for that we turned to our new Chief Medical Officer, Dr. Crystal Owens and Chief Operations Officer and Director of Behavioral Health, Jolene Joseph.



Crystal Owens, MD



Jolene Joseph, DBH, LCSW

Because of Integrated Care, Marillac has become a unique and truly patient-centered medical home for residents of the Grand Valley.

What is integrated care? At MarillacHealth we believe being healthy is not just about physical health - it is about whole-person care which includes dental and mental health. It is the reunification in practice of the mind and body. **Our integrated team includes not just medical and dental providers, but also health coaches, nurse educators, behavioral health providers and case managers.**

What is an example of integrated care? At Marillac, a patient who has diabetes may visit not only with his or her doctor and dentist but also a nurse who can teach how and when to check blood sugars; a health coach who can give practical instructions about diet and offer the opportunity to attend group classes on nutrition and diabetes; a behavioral health provider who can teach tools for dealing with the stress of a chronic illness; and a case manager who links patients to community resources. **All of these pieces influence a patient's ability to take control of their own care.**

Why do we include this at Marillac? Often our patients can't manage their health without addressing other factors in their lives. **That's why our team of health care providers work together to help our patients achieve better outcomes.**

What makes Marillac unique? We are unique because we are not just a primary care office: we are a Community Health Center/FQHC that provides many services - medical, dental, behavioral health, and optical - under one roof. **This simplifies access to care, and we provide this to our patients regardless of their ability to pay.**

"I love coming to Marillac. When I leave here, I feel like I'm bouncing out the door. I know I'm doing something positive for my health."

Shelly began coming to Marillac in its earliest days. Both she and her children received care here. Much has changed over the years, but what she likes best is the fact that she sees the same providers at almost every appointment. *"...someone who knows me, makes eye contact, and truly SEES me. Not only that, but the front desk people know me by name."*

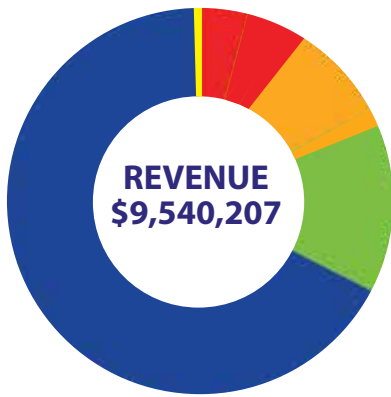
She loves the cooking class and says it's one of the things that helps her feel she can control her health, that Marillac really cares about every aspect of her health. *"I've been seeing Rod [Pyland] for mental health stuff and it has helped me beyond words. I've used just about all of the other services over the years, too. Knowing Marillac is here for me is so reassuring."*



Shelly Sera and provider Rod Pyland

Financial Highlights

For fiscal year ending December 31, 2018



63%	\$5,971,655	Net Patient Service Revenue
16%	\$1,537,781	Federal, State, County, City Grant Funds
13%	\$1,233,997	Other Grants and Donor Contributions
8%	\$737,584	Other Revenue
<1%	\$59,190	In-kind Donations



71%	\$6,787,255	Salaries, Wages & Benefits
10%	\$963,077	Professional Fees
8%	\$771,037	Supplies
5%	\$501,389	Occupancy
4%	\$344,936	Other
1%	\$121,245	Depreciation
1%	\$59,190	In-Kind

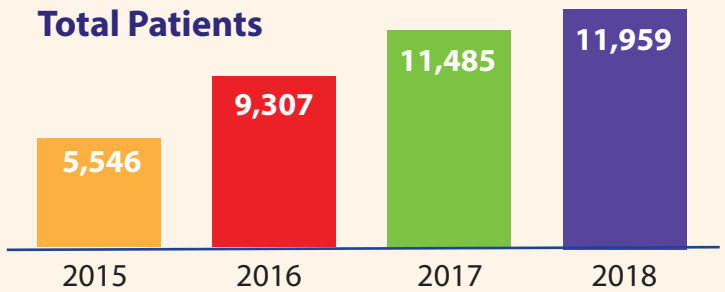
Not shown on chart: less than 1% \$44,415 Insurance Expense

MarillacHealth takes its stewardship responsibilities seriously. Your donations are used efficiently and effectively every day to provide innovative and quality healthcare to the residents of Mesa County.

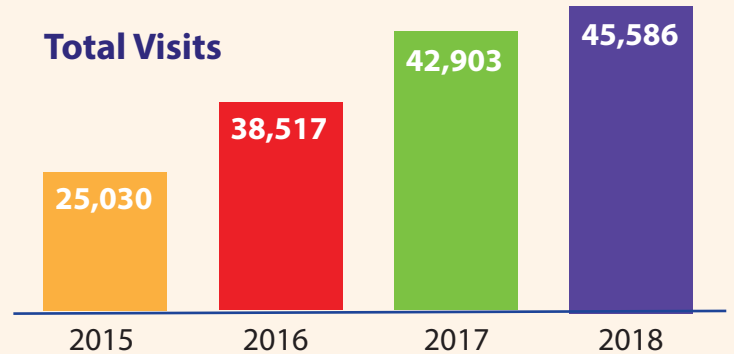
You make our community a better place for all of us to live.

Measures of Impact

Total Patients



Total Visits



Steps in the Right Direction

Nationwide, all Community Health Centers are required to establish quality measures for sixteen health conditions that meet or exceed national benchmarks. Here is a snapshot of four of those measures, that shows improvement towards meeting those quality measures. New targets are set each year as our patients' health and the clinic's performance improve.

The percentage of patients with hypertension under control grew from 67% to 70%

Adults screened for tobacco use and offered cessation resources increased from 85% to 92%

Adults with a BMI measurement outside of normal parameters who received a follow-up plan grew from 69% to 93%

The percentage of adults at high risk for coronary artery events who were prescribed lipid-lowering therapy increased from 78% to 83%.



“Coming to Marillac isn’t about getting just one thing cared for. It’s getting care for all of you! It’s been a long road, but I’m feeling healthier and so much more like myself now, because Marillac has been my partner along the way. I’m grateful for the care Marillac and the partners were able to give to Austin.”

— Denise Johnson

Denise first came to Marillac about three years ago. Her eldest son, Austin, was fourteen at the time and has complex needs because of his autism: **he cannot speak and is subject to seizures, which makes life tough for everyone. But even so, he is a sweet, loving brother and son.**

Denise and Austin’s relationship with Marillac began when she needed dental work. She went on to receive medical and behavioral care including counseling and acupuncture, which she credits for **helping her feel better, which she says helps her be a better mom to her kids. And she was inspired to bring her kids to Marillac for their health-care which, for Austin, has been life-changing.**

Caring for Austin’s health has been difficult because of his autism. He has never liked doctors’ or dentists’ offices. As a result, medical and dental care had taken a back burner. However, this past February he badly needed dental work and Denise didn’t know how this was going to come together, given his sometimes violent reaction to being at a healthcare office. It would be helpful if he could receive care while under general anesthesia. So, after consulting with a team that included Marillac’s dentists, Dr. Patrice Whistler from Primary Care Partners, St. Mary’s Operating Room staff, and Dr. Nock, an oral surgeon, **Austin received x-rays, cleanings, wisdom teeth extractions and much needed vaccinations and bloodwork. Denise is grateful for this partnership that has improved Austin’s health and her peace of mind.**

“Marillac has made it possible for me to live and feel respectable. I feel like myself again!”

For Bill Williams, energy has been a big part of his life. Bill has consulted on efficient power generation projects around the globe, which provided a good living for him and his family.

But that all changed in 2014, beginning with a scary episode of partial facial paralysis which was later diagnosed as Bell’s palsy. **That triggered a series of events that led to loss of job and near financial collapse.** And the pain in his teeth was unbearable. He knew he needed restorative treatment right away, but with no insurance and no way to pay for it, he was desperate.

Marillac partnered with Mesa County Human Services Department, Aging and Disability Resource Center, and the AV Hunter Foundation to find funding for his extensive treatment needs.

And the rest is history: Bill’s mouth is fully restored and with that, his confidence and energy to be in the world again.



Bill Williams



MarillacHealth

In 2018, these generous individuals and organizations contributed to improving the health in our community.

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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Thank You!

*Without your commitment
and generosity, we could not begin
to fulfill our mission and serve the
thousands of families and
individuals who depend on us for
quality, affordable health care.
If we have failed to list
you, or listed you incorrectly,
please contact us at
970.298.2234.*



**IN 2018, MARILLAC CELEBRATED 30 YEARS OF SERVING MESA COUNTY.
THANK YOU FOR HELPING TO CREATE A LEGACY OF CARING!**



*If they could meet you
in person, they would
just want to say...*

“Thank You!”

OUR MISSION

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

OUR VISION

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

OUR GOALS

Access to Care

MarillacHealth intentionally and continuously advances its efforts to ensure that all Mesa County residents have equitable access to high quality health care.

Community Health Center of Choice

MarillacHealth is known in the community as a trusted health care provider that consistently offers high quality care for all.

Ensure Financial Health

MarillacHealth takes deliberate measures to leverage all available resources towards long-term sustainability.

Enhance Care Delivery Model & Systems

MarillacHealth is a community health center of excellence where patients and staff feel engaged and appreciated.