

Getting to know 'different'



Canopies provide shelter and a place for social distancing.

We are all – together – seven months into a pandemic we didn't see coming. The novel coronavirus has thrown down a challenge to our systems like nothing this generation has ever seen or experienced. Everything is different for individuals, families, businesses, and organizations, with everyone navigating their way through it, as best they can, finding new ways and patterns to get through each day, plan ahead, find employment, food, shelter, and comfort. Marillac has reacted by doing what we do best: extending our efforts to assure continuation of quality services and maximizing good health for patients, staff, and community.

Our response during the initial shut-down through March and into May included implementing a new Telehealth option to all medical and behavioral health patients and restricting all dental services to emergency only. Out of necessity, we closed our second-floor optical department to modify workspaces and to keep patient access restricted to the first floor. Within a week at the end of March, medical and behavioral health teams were trained in conducting appointments via video and phone, while nearly all dental staff were furloughed. Meanwhile, despite all of these actions, patient visits plummeted.

Then, as our community slowly re-opened, staff returned and even more safety measures were introduced. These efforts included:

- **Controlling public access to our lobbies and asking patients to wait outside under our shade canopy**
- **Constructing a negative pressure room at our Main Clinic for use by anyone showing contagious symptoms**
- **Frequent surface cleaning**
- **Air sanitizing equipment for use in the dental operatories and high use areas.**

And now? Patient visits have returned to a more normal pace, and we are thrilled. **By virtue of our mission, Marillac plays an important role in helping people face the future, full of new and different opportunities and challenges. We are happy we are here for our community.**

A Transition for Personnel

Marillac has enjoyed close ties to St. Mary's Hospital and its parent company, SCL Health. It was their experience with health care that helped jump-start Marillac 32 years ago.

In 2014, in preparation for the Affordable Care Act, Marillac legally separated from SCL Health and secured the designation of a Federally Qualified Health Center. **The clinic doubled in size in 18 months. That same year, Marillac signed an agreement with SCL Health to lease and pay the wages and benefits of all of its employees from SCL Health.** It has been a rather unique arrangement that has helped Marillac develop into the thriving Community Health Center it is today.

Starting December 30, 2020, Marillac will directly employ all of its own staff. The decision for this important step forward is fully supported by St. Mary's. In fact, the hospital and SCL Health senior leaders are offering technical assistance to ensure a smooth and seamless transition.

Moreover, Marillac recently hired a Human Resource Generalist, Kirstin Guptill, to support and assist with the transition timeline.

"We are most grateful to St. Mary's and SCL Health for all of their support over the years. The leasing of our employees is one of many strategic arrangements we have had with the hospital. We are both confident and excited as we continue to grow Marillac as one of the top choices for employment in Mesa County."

— Kay Ramachandran
Chief Executive officer



left to right: Kirstine, Medical Assistant; Ana, Program Coordinator; and Rosa, PA-C are excited to be seeing students at the Warrior Wellness Center.

Bringing Care to Where It's Needed

This summer, in the midst of the pandemic, Marillac and our partners watched two projects come to fruition. Both are efforts that bring healthcare to the patients, and are the result of responsible and responsive collaborations involving community partners and generous donors.

The Warrior Wellness Center

On August 17th, the Warrior Wellness Center opened its doors at Central High School.

Known formally as a school-based health center (SBHC), this model brings healthcare into the school setting, making basic care available and affordable, helping students receive the care they need when they need it. CHS students, faculty, and support staff can be seen at the Warrior Wellness Center Monday through Friday, 7:30 am – 4:30 pm, with or without a scheduled appointment. Patients receive comprehensive care including medical, dental and behavioral health. Because of the concerning mental health needs of our youth, access to care within the school is vital.

“We are always looking for ways to support our students physically, mentally, and emotionally. The Warrior Wellness Center will help us do this for them,” stated Lance Selden, Principal of CHS, at the ribbon cutting on August 17th. The project included time, energy, and dollars from many partners. Students were also involved. They even selected the name and designed the cool logo!

SBHCs have been present in schools for decades around the country, but this is the first in Mesa County. Students from schools with SBHCs have higher graduation rates and fewer health-related absences (Colorado Health Institute, 2015).



The student-designed Warrior Wellness Center logo!

Pathways Family Shelter

In another bright and shining example of the strength and power of community partnerships, Homeward Bound of The Grand Valley has opened its doors to their newest facility at Pathways Village: the Pathways Family Shelter. The shelter's trauma-informed design is part of Homeward Bound's commitment to providing readily-accessible services that lead individuals and families to permanent housing and community reintegration. Included on the second floor is the Pathways' Family Wellness Center, with staff from MarillacHealth and Colorado Mesa University's Nursing Department offering onsite medical and behavioral health services.



Homeward Bound's new Pathways Family Shelter is now open!

**5
STAR
WINNER**



We got five stars! After a visit from Mesa County Public Health and a careful review of clinic practices, procedures, and protocols, Marillac is now on what we hope is a growing list of businesses and organizations in Mesa County that have implemented safety measures designed to help slow the spread of COVID-19. **We are working together to keep our community safe and open!**



New Service for New Moms

It's nice to have options, and so we have entered into a partnership with **Community Hospital** to bring a Certified Nurse Midwife – Sue Hanson - to Marillac two days each week. Midwives are registered nurses with extra training in comprehensive care for women including prenatal care, labor and delivery, newborn care, and menopausal management.

What's next?

Much is uncertain about 2021 funding but with a projected \$1.5 billion shortfall at the state level, we anticipate cuts to the following state-supported programs that support patients at Marillac:

- **Colorado Indigent Care Program** – care for uninsured patients
- **Women's Wellness Program** – cancer screenings
- **School-Based Health Center** – supports the Warrior Wellness Center
- **Primary Care Fund** – medical care for uninsured Coloradans

How you can help

- **Colorado Gives Day** is Tuesday, Dec. 8th. Schedule your donations starting November 1st. Visit ColoradoGives.org and search for Marillac. It's safe and secure and new this year is \$5 minimum donation! Share the link with friends: it's an easy way to give.
- Make a donation in response to our annual holiday mailer, using the remit envelope.
- Participate in Gifts from the Heart, our annual Valentine's Day gourmet cupcake fundraiser.
- Watch for more information about Edesia, usually held early April... yet to be determined.
- Make a legacy gift: name Marillac as a beneficiary in your will. Call Martha Graf at 970-200-1628; or email Martha.graf@sclhealth.org.

Your donations have gotten us this far, and we appreciate your future commitment to generosity.

Kudos

For the second year in a row, Marillac was awarded the Shirley Hass Schuett Quality Award from the Colorado Dept. of Public Health and Environment as a top performer in screening and meeting or exceeding performance measures for the Women's Wellness Breast and Cervical Cancer Screening Program.

Marillac is serving increasingly more patients on Medicare. It is important that we assure those patients are receiving the highest level of care. To that end, Marillac voluntarily joined thirteen other Federally Qualified Health Centers in Colorado to be collectively rated for our performance addressing health outcomes and controlling costs for our Medicare patients. In our first year of this endeavor, we scored "very well", resulting in shared savings that are returned to each of the participating health centers.



Tina, Karla, and Maria exemplify our commitment to cancer prevention and early detection. They are the proud recipients of the Shirley Hass Schuett Quality Award.

Meet our new staff

We are so pleased to welcome these new staff and caregivers to Marillac.



Ina Campbell
Certified Health Coach



Sarah Fogle, RDH
Hygienist



Kirstin Guptill,
MHRM, SHRM-CP
Human Resources
Generalist



Rosie Lloyd, LCSW
Behavioral Health
Provider



Mercedes Moffat, BSN
Director of Care
Coordination



Ana Noriega
Program Coordinator
Warrior Wellness Center



Sherry Woods, FNP
Family Nurse
Practitioner

Changing of the Board

Almost every year we sadly say goodbye to the talents and time of an individual Board member who has given much to the organization and the mission of Marillac. This year is no different: Sister Barbara Aldrich retired as VP of Mission Integration at St. Mary's. While Sister Barbara will never be truly replaced, her legacy of care will live on.

On the upside, we have two new members to welcome: **Joe Gerardi, COO and CNO at Community Hospital**, and **Bill Williams, representing his voice as a patient at MarillacHealth and bringing expertise from his professional career as an energy consultant.**



Joe Gerardi



Bill Williams



If our patients could meet you, our donors, in person, they would just want to say,
THANK YOU!

From Our Patients...

"Excellent service and great communication with the doctor about my care. I left with complete knowledge of treatment of health issues, the stage of the disease and how and when to schedule next appointment."

"Very pleased with my visit to Marillac Clinic. We did a video conference. Was very glad I didn't have to wait in the facility. I have anxiety about going anywhere, much less being around other sick people. I am 66 years young and have under lying medical conditions."

"My mind was eased re: Covid-19 when I experienced the excellent level of care taken at my check in. Thank you for providing this valuable service."

And this is admittedly our favorite: "No one is perfect but you are close."

We Listened

For many months, our patients have let us know that our phone system has been a source of frustration. A team spent six months reviewing needs and options, which led to the purchase of an entirely new system. While kinks are being smoothed out, we are extremely happy with the upgrade. So, please take out your phone and update your contact info.

Our new main phone number is 970-200-1600.

