

Impact Report 2021



Caring for Our Community

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63% of the board members are patients/consumers of our services.

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July, 2022

Dear Friends and Supporters,

Each day at MarillacHealth, a multitude of decisions and tasks go into maintaining a Community Health Center that strives to deliver the highest quality and **provide the best patient experience to each and every patient who trusts us with their care.**

Much of this work is "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 integration across service lines (medical, dental, and behavioral), and connection to resources and expertise within the clinic and beyond our walls that encourages wellness and independence.

Our fundamental purpose is to strive for a healthier community.

In 2021 the Board of Directors challenged themselves, along with the health center leadership, to create a three-year Strategic Plan that would rival all plans to date since the inception of the clinic in 2015 as a Federally Qualified Community Health Center. The product? **An ambitious plan which will focus on access, excellence and service expansion.** Our three-year plan is described on the next page and also captures how we will hold ourselves accountable to ensure our success.

From all that we have experienced over this year and into 2022, we know **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 34 history. We are grateful to everyone who has contributed to this and invite you to stay associated with us as we remain steadfastly committed to a healthier community and a healthier you.

We do this together. And together, we look forward to the future.

With gratitude,



Kay Ramachandran Chief Executive Officer



Joanna Little *Board Chair*



Three-Year Strategic Plan 2022-2024

MISSION:

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

Priority Areas and Goals	Objectives for Success
Optimize Access Opportunities Create new access points to be a community health center of choice	 Establish a well-located, welcoming, highly functional new health center site or sites, balanced with good stewardship of our resources Work proactively with School District 51 to expand the footprint of our SBHC model to additional schools Increase opportunities to strategically partner with local physician and dental groups
Health Center of Excellence Develop and sustain a service culture of excellence both as a health care provider and employer	 Create and sustain a workplace where employees are engaged and enthusiastic about their work Value each patient by providing high-quality health care aligned with their personal health goals Develop a brand that boldly differentiates us from other health care entities
Strategic Service Expansion Develop creative and fiscally responsible health care delivery models that expand our services	 Increase the market share of the pediatric population in our service areas Expand non-traditional services to care for the chronically ill Increase the market share of the Medicare population in our service areas Maximize our medical, dental, and behavioral health services integration

VISION: Mesa County is a community where every resident has access to quality health care. VALUES: Collaboration • Inclusiveness • Excellence • Compassion • Integrity

TURNING WORDS INTO ACTION



Valued Employees Benefit Our Patients

Our small but mighty HR Department of two, Kirstin (r) and Kelle (l), strives to bring us closer to becoming a Health Center of Excellence, one of the Priority Areas identified in our Strategic Plan. Since its establishment in 2020, this department has improved opportunities, resources, and benefits for our employees.

In 2021 we instituted a wide array of benefits improvements, including a third-party wage assessment which positively affected over 60% of our staff's wages. Like many employers across the country, Marillac struggled to retain employees last year - part of the "Great Resignation" - but thanks to the changes implemented in 2021, our turnover rate went from 50% last year to 12% as of June 2022. A culture of excellence here at Marillac and ensures the continuity of care for our patients.

FINANCIAL HIGHLIGHTS & PATIENT DASHBOARD

For fiscal year ending December 31, 2021

Thanks to the generous donations by federal, state, local partners along with individual support, and the forgiveness of our Paycheck Protection Program Loan (PPP), the financial impact of year two of the pandemic was minimized. This strong support allows for the sustainability of our services and future expansion needs.

REVENUE	\$14	,944,125		
	1	let Patient Service Revenue	\$7,349,329	49.2%
	F F	ederal, State, County, City Grand F	unds \$3,534,443	23.7%
		Other Revenue*	\$2,732,609	18.3%
		Other Grants and Donor Contribution	ons \$1,300,899	8.7%
		n-Kind Contributions	\$26,845	<1%
		\$1,153,956 • 340B Revenue \$1,179,1 on Disposal of Property & Equipment		
EXPENSES	\$11	,057,512		
		Salaries, Wages & Benefits	\$7,172,615	64.9%
		Professional Fees	\$1,577,905	14.3%
		Supplies	\$1,146,786	10.4%
		Dccupancy/Lease	\$589,378	5.3%
	_ (Other	\$235,885	2.1%
		Depreciation	\$173,322	1.6%
		nsurance	\$134,781	1.2%
		n-Kind Expenses	\$26,845	<1%
ΡΑΤΙΕ	N T S	& QUALI	ТҮ	
TOTAL PATIENTS 11,2	33		PATIENT / PAYE	R MIX:
			Medicaid	66%
Adult 18-64	5,783 52%		Medicare	18%
Children <18	3,761 33%		Uninsured	12%
Geriatric 65+	1,689 15%		Commercial	4%
			*95% of our patient (<200% of the Fea	
TAL VISITS (ALL SITES) 40,671				
Medical: 17,760 Dental: 15,877	Beha	vioral Health: 4,209	Case Manager & Nurse	e Visits: 3,005
IMARY CARE QUALITY OUTCOMES:		OTHER QUALITY METRIC	S:	
		Screening and intervention pl	ay a crucial role in establishing	g wellness lifestyles

Quality Measure	Goal	2021 Performance
Controlled Hypertension	>59%	61%
Controlled Diabetics	>68%	68%
Adult BMI & Follow Up	>75%	88%
Depression Screening	>70%	81%

Screening and intervention play a crucial role in establishing wellness lift in our patients' lives.	estyles
Tobacco Screening & Intervention	92%
Unhealthy Alcohol Use Screening & Intervention	90 %
Ischemic Vascular Disease & Intervention	83%
Cardiovascular Disease & Intervention	78%

64%

Child Weight Screening & Intervention



"The sliding scale program made a difference in my ability to get health care for my children and me." Rachael came to Marillac for medical, dental, and counseling services which she says, "...were exactly what I needed at the time!"

EXACTLY WHAT I NEEDED

Rachael's relationship with Marillac began around 25 years ago when, as a new mother of twins and still a teenager, she desperately needed healthcare for herself and her new babies. **She had a job but it did not offer health insurance and she could not afford it on her own.**

Rachael moved away and then returned to Grand Junction, and Marillac is still here for her. The owner of a coffee kiosk, Rachael chooses Marillac for her dental care. **"For all the years and times I've come to Marillac, I've always been treated with kindness and respect. As a small business owner, knowing Marillac is there to care for me adds certainty to my life."**

THE PATH TO RECOVERY IS NOT ALWAYS EASY

By the time John found Marillac and Behavioral Health Provider, Brandi, he was really struggling. John had been a heavy drinker because it helped him feel more social. But it got out of control, so he quit and was sober for 11 years. When he stopped drinking, however, he lost connection with his buddies. He began to use marijuana as a way to feel part of a group again, but soon it became an addiction, too.

One morning he awoke in pain, with blood on his pillow and no recollection of what had happened. He was frightened and didn't want to go to the ER, so he walked to Marillac where he knew his doctor and felt safe. **"Something about being at Marillac made me want to make a change."** John remembers.

At his first visit, his depression score was 23 (out of 27); after 90+ days without cannabis, John's score was down to 4. He is no longer thinking about suicide and wants to live.



"The path to recovery is not always easy and is sometimes dull," says John. "But having Marillac in my life helps me get out...and having all of the services I need in one place does start to feel like a home. I can feel a connection here...even the person at the front desk recognizes me!"



WELCOMING MORE KIDS TO CARE

We are excited to welcome Dr. Annette Rosling to our pediatric care team. As a pediatrician, Dr. Rosling cares for children from birth to age 18. Not only does she provide well-child checks with immunizations, but also sees children with illnesses and injuries, asthma, ADHD, autism, Type 1 diabetes, depression/anxiety, genetic conditions, and much more. She enjoys helping families learn about normal growth and development of children while also helping them with behavior problems and other challenges. Dr. Rosling comes with over 18 years of experience and her presence at Marillac will increase our ability to serve more children in our community. Another strategic goal put into action! n 2021, these generous individuals and organizations contributed to improving the health in our community.

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! If we have failed to list you, or listed you incorrectly, please contact us at 970.200.1628.



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Planning and fundraising are in the early stages. Learn more at https://marillachealth.org/new-health-clinic-clifton/

Coming soon!

Marillac plans to build a new health center in Clifton!

Because we have outgrown our current space and many people in Mesa County need affordable health care close to home, we will open a new health center to better serve our existing and new patients! Stay tuned as this project progresses.