

CLÍNICA TEPEYAC

Annual Report – 2014



LETTER FROM EXECUTIVE DIRECTOR

JIM GARCIA



A GATEWAY TO HEALTH FOR THE UNDERSERVED

This was an important year for Clínica Tepeyac. Not only did we look back on and celebrate our first 20 years, but we also looked forward and made great strides toward many of Clínica's long-term goals that are already helping us better serve our patients and community.



- Providers and staff became proficient in using the new electronic health record, which is already helping us enhance individual patient care, and will allow us to analyze population health data.
- After putting the infrastructure in place, Clínica is now billing for Medicaid, CHP+, Medicare and private insurance and enrolling eligible members into these programs. This will improve Clínica's financial sustainability. Plus research shows patients with insurance seek care more regularly.
- Integration between primary care and behavioral health deepened, as the story on the third page illustrates.
- Over \$500,000 was secured to start a 900 sq. ft. expansion and significant renovation of the clinic. This will add two exam rooms (now 11 total), the first onsite counseling room, and create space for financial screenings and group visits.

Clínica has come a long way from that small house on Kalamath Street that our community members and patients helped us renovate and open. Yet, even with our growth & success, we never forget that we were founded in a house, and we share this story with new staff so that they continue Clínica's legacy of treating each patient like a guest in our home.

I am humbled to have been involved with Clinica for two decades. Our motivated patients strive to improve their health and that of their families. Our dynamic board and staff members bring meaning to our work. Amazing volunteers, donors and friends support Clinica so we can increase access for the medically underserved. Thank you for all you do!

Muchas gracias!

A handwritten signature in black ink that reads "James Garcia". The signature is written in a cursive style with a large, stylized initial "J".

Need

Denver's most vulnerable residents often arrive at Clínica acutely ill, coming as a last resort after having delayed care. Between 70 to 80% lack any type of insurance. Even with expanded coverage through Obamacare, in the City and County of Denver alone there are nearly 90,000 low-income persons who are not being served by a health center.

Mission

Clínica Tepeyac provides culturally responsive health care and preventative health services to the medically underserved in metro Denver.

Vision

By 2020, Clínica is a Federally Qualified Health Center with all services under one roof, tripling the number of visits completed annually while adding dental and pharmacy. Clínica collaborates with agencies that address other social determinants of health, removing barriers like child care, transportation and education. Patient families integrate more fresh foods and exercise into their lives. These efforts combine to bring diabetes under control, reduce obesity and depression, and increase healthy births and youth. Low-income families throughout the metro Denver are experiencing greater health and wellbeing.

Values

Dignity ~ We respect the inherent dignity of each person.

Integrity ~ We value authenticity and consistency.

Quality ~ We demonstrate excellence.



Lives Behind the Numbers

Primary Care and Behavioral Health

Clínica enhanced its integration between physical and behavioral health. This is made possible with the electronic health record, which allows providers to share information and better coordinate care. Daniel's story is a perfect example of this effort.

Since 15-year-old Daniel and his family were already patients, when his school nurse suggested Daniel might be experiencing anxiety, he was quickly seen by a therapist at Clínica. After a counseling assessment, the therapist suspected there might be a medical issue at play, and an appointment was made for Daniel with a provider at the clinic. The provider concurred, scheduled an MRI, and a week after the results, Daniel had surgery at Children's Hospital to remove a tumor on his pituitary gland that had caused diabetes insipidus.

Clínica provided the follow up medical and behavioral health care for Daniel and his family to work through the physical challenges and emotional stress caused by his condition and surgery. Clínica was also able to negotiate lower rates with partners so the cost of Daniel's medications and follow-up MRIs were significantly lower.

Highlights

Population Served

4,686 unduplicated patients

13,613 patient visits, of which **813** were behavioral health

97% of patients were below **200%** of the Federal Poverty Level

65% female and **35% male**

91% were ages **18-64**

3% were Medicaid eligible

11,760 Health education contacts



After the MRI they found a mass in my brain in the pituitary gland. We then found out surgery had to be done to remove the tumor. My parents and I were scared but we found the support we needed at Clínica, not only physical but emotional as well. I am now on the road to recovery thanks to Clínica Tepeyac.

Daniel, age 15

Health Promotions & Education

Health Promotion contacts grew by 47% to 11,760, up from 6,222 last year. Most of this growth was in Healthy Eating (Cooking Matters classes) and Active Living (exercise activities like Zumba and boot camps). Promoting exercise and nutrition along with educating patients about their medical conditions are all part of Clínica's prevention and wellness model and helping families make healthier choices. After Clínica's Mothers' Day 5K, some of the women who trained for it asked to learn how to swim. As a result, Clínica partnered with the YMCA Program at nearby Manual H.S. to offer summer swim classes for adults and children. Over 60 adults and 20 children participated in the program.



Prenatal Outcomes better than State Average

Of the 104 births through Clínica's prenatal program, only 2% were preterm and 2% were at a low birth weight as compared to the state averages of 10.4% preterm (March of Dimes, 2013) and 8.7% low birth weight (Colorado Health Foundation, 2013). Clínica's rates improved at a time when they had stagnated in Colorado (from 2013 to 2014, both statewide rates changed by only .1%). One of the reasons for this improvement could be that 37% of prenatal patients accessed behavioral health last year.



Prenatal

Of **126 prenatal patients**

- **55%** were seen in the **1st trimester**
- **37%** accessed **behavioral health**

Of the **104 births**

- **2% preterm**
birth rate
- **2% low-birth weight**



Staff

Jim Garcia, MPH, Executive Director

Elisa G. Melendez, MD, Medical Director

Flossie O'Leary, MSOL, Deputy Director

Irene Aguilar, MD, Provider

Lluvia Alvarado, Clinic Coordinator

Magda Apodaca, Business Manager

Carla Arciniega, Medical Assistant

Susana Arreola, Health Promotion Coordinator

Angelica Barraza, Enrollment Specialist

Catherine Benavidez, NP, Provider

Daisy Casteneda, Medical Assistant

Karent Correa, Development Associate

Jose Dominguez, Medical Assistant

Perla Duran, LPC, Behavioral Health Coordinator

Miriam Garcia, Health Coach

Aura Gomez, Medical Assistant

Jennifer Halfacre, Grants Manager/Data Analyst

Amy Hansen, PA, Provider

Sherry Lawson, NP Provider

Marco Lechuga, Medical Assistant

Anthony Mares, Volunteer Coordinator

James Munford, Health Promotion Data Specialist

Jovita Nunez, Medical Assistant

Maribel Olivas, Promotora

Yolanda Ortega, Events Manager

Alejandra Padilla, Medical Assistant

Ivonne Padilla, Medical Assistant

Tracy Pineda, Health Promotion Director

Kara Pollack, NP, Provider

Cecilia Rivera, Promotora

Lucille Rivera, Human Resources Manager

Ivan Rodriguez, Medical Assistant

Darren Roth, PA, Provider

Teresa Rowe, Promotora

Linda Smith, Clinic Coordinator

Marlene Valadez, Patient Navigator

Awards

In 2014 Clínica's role as trusted health partner was recognized through the Against All Odds Award from HealthTeamWorks (for advancements in data collection).

Board

Board Officers:

Darrell Vigil, MBA, President

Ann Murphy, PhD, Vice President

Tyler Erb, Treasurer

Estevan Flores, PhD, Secretary

Board Members:

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Clara Cabanis, MD

Susana Castor

Carlos Contreras

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David Martinez, JD

Honorable Dickie Montemayor, JD

Naykary Silva

Christopher Urbina, MD

Ex-Officio Members:

Jim Garcia, MPA

Executive Director/Founder

Elisa Melendez, MD

Medical Director



Thank You

Clínica could not have experienced this success or take on such ambitious plans without the support of our board, staff, volunteers, donors and partners. Thank you for all you do, and I look forward to working with you in 2015.

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Corporations:

American Cancer Society

American Diabetes Association

Avon

Cancer League of Colorado

Centura Health

CIGNA

Citywide Banks

Colorado Rockies Baseball

COPIC

CREA Results

CRL Associates

D.A. Davidson Companies

Delta Dental of Colorado

Downtown Denver Partnership

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LLV Construction

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Newborn Hope Foundation

Piton Foundation

Silicon Valley Community
Foundation

Susan G. Komen for the Cure

The Colorado Trust

Government:

CDHCPF-Primary Care Fund

CDOT Office of Transportation

CDPHE, Office of Health
Disparities

CDPHE, Women's Wellness
Connection

Denver Health - CRAFT +

Denver Health CHORDS

Denver Office of Economic
Development

Denver Office of HIV Resources

Individuals:

Megan Ackley

Senator Irene Aguilar, MD

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A Gateway to Health for the Uninsured



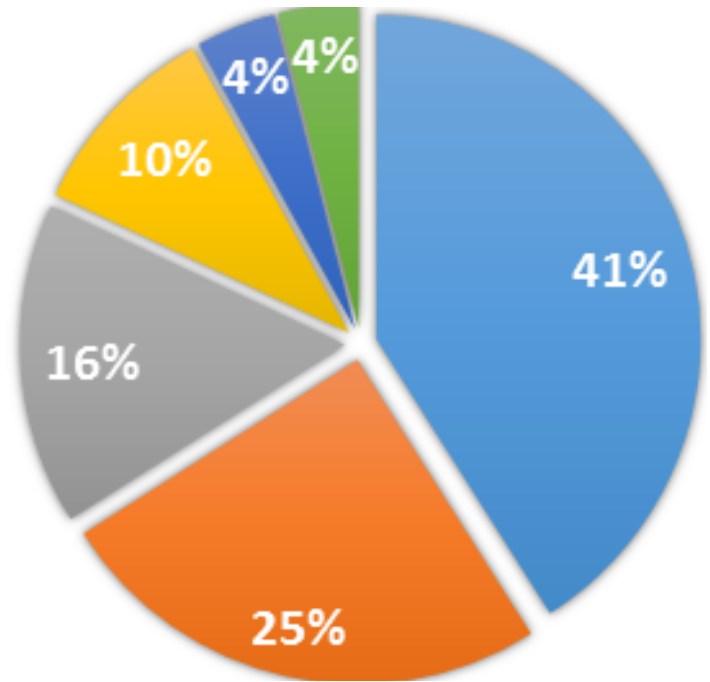
A GATEWAY TO HEALTH FOR THE UNDERSERVED

Financials

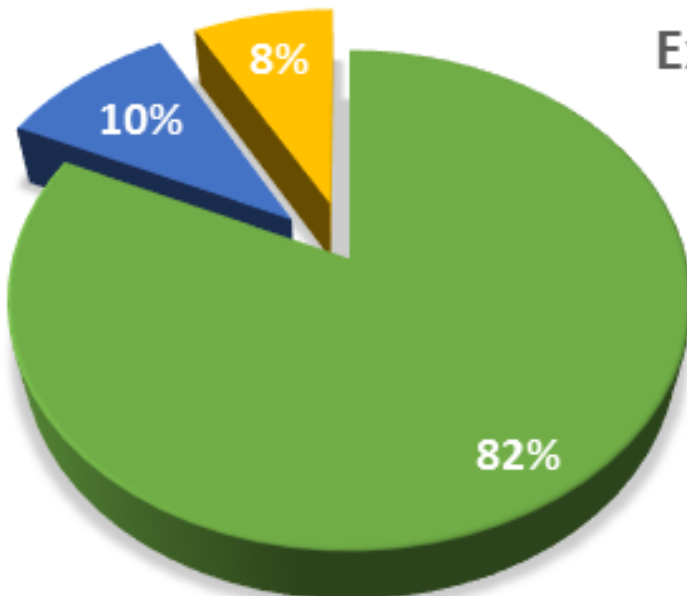
Clinical Tepeyac continues to experience financial growth. Revenues totaled nearly \$3 million and Expenses were slightly under \$2.9 million.

Revenue

- Grants
- Contracts
- Patient Fees
- Events
- In-Kind
- Donations



Expenses



- Program
- Administration
- Fundraising