2014: A Year of Transitions

From the President, Gary VanderArk, MD

“God grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference.” - Reinhold Niebuhr

Doctors Care has never been through so much change! For the past 26 years we have remained flexible so we could adapt to change. When access for children and families on Medicaid or uninsured was challenged, we started a clinic and began accepting both. The Affordable Care Act led us to be very proactive by becoming an Assistance Site for Connect for Health Colorado. Health Coverage Guides began to offer assistance in shopping and enrolling in Medicaid and private insurance plans, and a majority of our uninsured patients gained coverage. The medically underserved population in south Denver is changing. Doctors Care is changing to meet their needs. It is what we do.

I have never written a President’s Report without saying, “Thank you.” Thank you for your patience. Thank you for your generosity. Thank you for caring. Thank you for doctors that do care!

From the CEO, Bebe Kleinman, MNM

Folks who know me well understand I don’t spend much time dwelling in the past. Instead, I spend time dreaming about the future and how Doctors Care can positively contribute to improving the lives around us.

2014 was a year that allowed us to build a stronger foundation. The strategic planning process gave us room to discuss how we could optimize our clinical opportunities, expand healthcare coverage and navigation, and increase care coordination. We also experienced changes within our board as several board members elected to move on. My appreciation goes out to Rick Schaler, MD; Mary Hewett; Kathleen Conti; Steve Conner, MD; Kent Voorhees, MD and Carol Clarke. They leave big shoes to fill.

Doctors Care’s future shines bright and is enhanced by the passion our staff, board, donors, and volunteers have for the mission. It is to all of you that I am most grateful.

2014 was a transitional year for Doctors Care; however the overarching goal of the organization remains the same - to build a strong safety net for people in need.
Access for the Uninsured

While many individuals now qualify for affordable insurance, others do not. Immigration status and other circumstances can prevent a person from accessing Medicaid or financial assistance in paying for insurance. Doctors Care’s Access for the Uninsured program continues to provide health access to these individuals. Last year, 158 uninsured individuals utilized specialty care services from the volunteer provider network.

Converting Coverage to Access

“This is great! I’ve finally got insurance! Now what…?”

Doctors Care’s Connection to Coverage program continues to provide hundreds of individuals with assistance in enrolling in health care coverage. This is an important step in improving health access for the medically underserved, however many still face significant barriers to health. Issues such as transportation, language, anxiety and a basic need for insurance education exist for many individuals.

Doctors Care’s Health Navigation program addresses these and other issues that prevent those in need from getting health care by offering services and resources that address barriers to health. By integrating navigation services into Doctors Care’s model of health care delivery, we aim to treat the whole patient. Engaging individuals in a full range of physical, psychological, social, preventative and therapeutic factors leads to a healthy life.
A kind gesture can reach a wound that only compassion can heal.
– Steve Maraboli

I would not have good news to share if it weren’t for you! Thank you for sticking with me and researching on my behalf!
– Health Navigation Client

The team is super great, professional, knowledgeable and very kind. They make you feel at home.
– Clinic Patient

I just want to thank the whole Doctors Care team for helping us out with finding the health insurance plan that fit us.
– Connection to Coverage Client

Join us in Making a Difference!
Doctors Care’s vision is for a community where people in need have equal access to health care and are engaged in their own well-being. You can help make this vision a reality by donating to Doctors Care at DoctorsCare.org/donate or contact Barb Hanson, Director of Development and Marketing at 720-458-6173 or bhanson@doctorscare.org for more details on how a gift to Doctors Care can help.

No one is useless in this world who lightens the burdens of another.
– Charles Dickens
Thanks to a grant from Caring for Colorado, Doctors Care underwent a robust strategic planning period in 2014. The process analyzed the organization’s programmatic strengths and weaknesses, and provided recommendations for future growth. The end result is helping us build a more solid infrastructure, as well as determine new directions and actions necessary to meet challenges inherent in both health reform and financial sustainability.

**Our Mission:**

Doctors Care provides access to affordable health care, through a coalition of health care providers, to the medically underserved in South Metro Denver.

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**The Many Faces of Volunteerism**

**On-Site Volunteers**

Doctors Care volunteers provide a variety of valuable services. Our dedicated volunteer team includes providers in the clinic, navigators and health coverage guides within the Health Access Team, greeters at the front desk, and other administrative help. **In 2014, sixty-one volunteers donated over 10,000 hours of volunteer time valued at over $451,000.**

**Special Projects**

Several organizations in the metro Denver area donated their time to assist with special projects. COPIC Companies helped spruce up the outside area surrounding the building with eco-friendly landscaping projects. Denver Seminary transformed our formerly-dingy basement meeting room and hallway to a freshly painted, usable Lower Level Learning Space. Centennial Bank and Kaiser Permanente each sent a talented team to paint beautiful child-friendly murals on exam room walls.
The Value of Partnership

Community Collaboration

Partnerships with other organizations have provided Doctors Care with an increased community presence and greater awareness of the multitude of issues faced by those in need. We are grateful for ongoing collaborations and support from the following:

- Arapahoe Douglas Mental Health Network (ADMHN)
- BabiesNow!
- ClinicNET
- Cavity Free at Three
- Dry Creek Sertoma
- Reach Out and Read
- Tri-County Health
- South Metro Health Alliance
- Community First Foundation/ColoradoGives.org
- Community Shares of Colorado
- Bright by Three

Stay Connected!

Thank You

We are so grateful for each and every person and organization who helped us fulfill Doctors Care’s mission in 2014. Thank you for your time, talents and gifts. With you, all things are possible. For a complete list of individuals and organizations who supported Doctors Care in 2014, please click on the boxes below or visit: DoctorsCare.org/About/2014-Annual-Report.

Partner Hospitals

- Swedish Medical Center
- Porter Adventist Hospital
- Littleton Adventist Hospital
- Sky Ridge Medical Center
- Parker Adventist Hospital
- Castle Rock Adventist Health Campus

The six South Metro Denver hospitals and medical centers generously donate inpatient and outpatient services including those from their laboratories, pharmacies and a residency program. Support from Arapahoe Douglas Elbert Medical Society (ADEMS) and member practices and providers ensures increased access to medical care for Doctors Care uninsured and Medicaid patients.