Acceptance and Rejection Lead to Risk Taking

By Bebe Kleinman, MNM
CEO of Doctors Care

What’s it like to be told you received a grant following hours of hard work, and what’s it like to be told you were not chosen? In 2015, Doctors Care was picked often. We had our share of disappointing moments, but overall we had more wins than losses. For this I am so grateful.

We have a team of staff and volunteers who willingly took some risks, closed their eyes and jumped into the unknown. Many of our “wins” are tied to new initiatives leading to practice transformation and improving our methods for delivering care. This is a necessary but challenging journey to enhance access and quality care to those in need. Luckily we have a strong and engaged board of directors that help guide the organization along the way, without taking us too close to the edge.

So in 2016, let’s continue to take some risks, be unafraid to fail, and lend a friendly hand to someone in need. Please don’t hesitate to get involved. Feel free to connect with me, our staff and volunteers, and our board of directors if you have ways to make us stronger, more viable, and financially adaptable for the future. There is much to do and many people are needed to get it done!

Doctors Care is in the Happiness Business

By Gary VanderArk, MD
Founder and Chair of Doctors Care

I trained in neurosurgery with the neurosurgeon who was the model for the book “Magnificent Obsession”. That best-selling book, by Lloyd Douglas, was made into a movie starring Rock Hudson as the neurosurgeon. The premise of the book is that the greatest happiness results from doing something wonderful for someone else. Every day, Doctors Care strives to do so by providing quality, accessible care to those in need.

Many years later I became aware of a Harvard Business School study that discovered that spending money on others actually makes us happier than spending it on ourselves. Doctors Care encourages that happy notion each time we ask for funding support from our community.

On the basis of those two facts we can conclude that Doctors Care operates in the happiness business. We specialize in opportunities for doing wonderful things for those less fortunate, and we are always asking people for funding to continue doing so. On that basis, it is apparent that 2015 was again a great year for our organization.

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Providing Comprehensive Care & Services

Doctors Care Clinic
The addition of critical services like dental hygiene, behavioral health and care coordination brought a new level of integration within the Doctors Care Clinic in 2015. The provision of additional quality services means more comprehensive care and convenience for our patients.

“I ended up getting all of my care in one building. I’ve never experienced that anywhere else. Anything I mentioned I was looking for, it seemed like they had it covered there.” - Doctors Care patient

The Doctors Care Clinic served as the medical home for over 3,000 low-income patients and provided over 7,500 sick- and well-care visits in 2015. Other clinic highlights include:

- Implementation of the Patient Portal
- Special recognition for our Reach Out and Read program
- Diaper giveaways with well-baby checkups, courtesy of BabiesNow! Foundation
- The addition of two Care Coordinators (experienced MD and RN) to address additional needs of our patients.

Health Access Programs
Increased outreach efforts and new community partnerships resulted in wider impact for Health Access Programs in 2015.

Connection to Coverage
An onsite Enrollment Event and Health Fair held at Doctors Care on November 7 kicked off the 2015-2016 enrollment period. The all-day event included over a dozen local community health resources and received positive media coverage. Seven Health Coverage Guides and five brokers offered enrollment assistance to the more than 200 individuals who attended the event. In 2015, 533 unique households were served and over 750 in-person appointments were completed.

Health Navigation
In its second full year of operation, the Health Navigation program continued to grow and evolve in 2015. The efforts of the Outreach Team led to a strong network of partners including South Metro Health Alliance, food banks, faith-based organizations, Sheridan Clinic, Littleton Public Schools, Littleton Car Care, Arapahoe Community College, CSU Extension Nutrition Program and Mental Health First Aid, including a staff certified trainer to address the wide-ranging needs of our clients. Our dedicated patient navigators served 179 individuals and completed 299 appointments last year.

Access for the Uninsured
The Health Access Team has worked to revise the Access for the Uninsured program to reflect the changing needs of the community following implementation of the Affordable Care Act. Conversations with various healthcare policymakers and stakeholders, along with extensive research, are paving the way for a pilot program to improve access for Medicaid patients in 2016.

“If it weren’t for Doctors Care, I really don’t know what would have happened to me!”

“I had a lot of pride. I had never used ‘the system’ before. But, I realized that I couldn’t do this alone.”

“There are so many resources here. It’s amazing to me.”

- Doctors Care patients
Doctors Care is committed to providing long-term solutions to access, which begin with coverage, extend to care and ultimately to our clients’ overall health and well-being.

- **3905 total individuals served**
- **179 navigation clients**
- **295 dental hygiene visits**
- **533 households helped with coverage**
- **750 in-person coverage appointments**
- **459 behavioral health visits**
- **598 on-site counseling visits**
- **7531 clinic medical visits**
- **850 diapers provided during well visits**
- **598 on-site counseling visits**
- **936 new clinic patients**
- **300 navigation appointments**
- **75 access for the uninsured clients**

**2015 IMPACT**

**INTEGRATED MEDICAL & HEALTH SERVICES PROGRAMS**

**Providing a Patient-Centered Environment**
Volunteer Spotlight: Maggi Anderson

Maggi Anderson has been volunteering at Doctors Care since 1997. In that time, she’s seen Doctors Care undergo a great deal of change. She began working in reception writing out patient files by hand and keeping them organized. Now, she scans medical records into our electronic system.

What Maggi likes most about volunteering at Doctors Care is the friendly atmosphere. She’s also enjoyed watching the clinic grow from one small exam room to our current location featuring multiple exam rooms, including space for an onsite Dental Hygienist and Behavioral Health Counselor. “It’s exciting to see how much our services have increased over the past 19 years,” Maggi says.

Thank you, Maggi, for your dedicated years of service at Doctors Care!

Board of Directors

During 2015, the Board of Directors implemented new systems to improve board capacity and engagement. Individuals with new areas of expertise joined the board, and new committees were formed that are ensuring the future of Doctors Care. We are grateful to enjoy the support and guidance of such talented, dedicated individuals.

The Spirit of Volunteerism

Doctors Care volunteers contribute in a variety of roles, serving as clinic providers, health access team navigators, health guides, front desk greeters and IT scanners. We value their significant contribution and are grateful for the dedication of each person.

In 2015, a number of groups generously donated time and materials to special projects at Doctors Care. COPIC Companies replaced ceiling tiles and painted stairwells and steps. Denver Seminary re-painted the basement conference room. Colorado Department of Public Health And Environment painted the first and second floor lobby walls and trim. And finally, a small group of ladies, deemed the “Doctors Care Divas” beautified Doctors Care inside and out by touching up paint in exam rooms and planting flowers.

Seventy-one individual and team volunteers donated over 10,000 hours of time in 2015.

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Thank you, Maggi, for your dedicated years of service at Doctors Care!

“I was impressed by the passion, dedication, and unwavering affection that everyone at Doctors Care has for the work they do.”

- Doctors Care Volunteer
Thank You!

Our appreciation goes out to each individual and organization that contributed to the Doctors Care mission by generously giving their time, talents or gifts. For complete lists of individuals and organizations that supported Doctors Care in 2015, please click below or visit: DoctorsCare.org/about/annual-report.

Four-Star Rating

Doctors Care has earned its fourth consecutive 4-star rating from America’s premier charity evaluator, Charity Navigator, for sound fiscal management and commitment to accountability and transparency. We are grateful for this endorsement and the assurance it provides to our valued donors as they support our mission.

New Doctors Care Web Site

In 2015, we began a re-design project to improve the Doctors Care web site with plenty of beautiful photos and an easy-to-navigate layout, easily viewed on a computer or mobile device. Visit DoctorsCare.org today!

Your Support Matters

Chelsie was a young mom concerned about the health of her son, Nathanyal, and felt she wasn’t being heard. Worries about his development were being discounted, attributed to her youth and lack of experience as a mom. All that changed when she brought Nathanyal to Doctors Care. At Doctors Care, impact is measured by more than the number of patients served. As a patient-centered medical home, Doctors Care strives to get to know our patients and families, and earn their trust. To see how this innovative approach helped Chelsie and Nathanyal during their challenging medical journey, see our video at DoctorsCare.org.

When you support Doctors Care, you spread hope to families like Chelsie and Nathanyal. Donate online at DoctorsCare.org/donate or contact Barb Hanson, Director of Development and Marketing at bhanson@doctorscare.org or 720-458-6173 for details.