In 2016, we focused on developing a Team-Based Care approach to ensure efficient, quality care is the standard throughout Doctors Care.
WORKING TOGETHER TO ACHIEVE OUR MISSION

Doctors Care has a strong team of independent, motivated, and passionate staff and volunteers; and they are fearless. In 2016, we reached for opportunities considered long shots, in terms of being chosen and in the expectations required for acceptance. We added programs that took considerable time and energy to develop and implement. This required a highly skilled team with the ability to collaborate, both internally and outside the organization. This was also the year Doctors Care began embracing the QI (Quality Improvement) model for learning and change. Staff and volunteers at every level spent countless hours analyzing our processes for improvement and then implementing strategies for change.

We engaged our community at multiple levels including state, local, and regional committees, along with community partners and private citizens – all working to facilitate positive change. These combined efforts help prepare Doctors Care to quickly adapt our programs and services based on any changes to health care. We aim to be prepared and ready — to ensure our mission of providing access to care for those in need continues.

PROVIDING HOPE TO THOSE IN NEED

As it is with life, change is constant in health care, and it appears to be on the horizon again. As Doctors Care approaches a 30th anniversary, we reflect on a history that shows an incredible ability to adapt to change, particularly as it pertains to access to health care. Why? The answer lies in an old Rogers and Hammerstein song:

_Though your dreams be tossed and blown,
Walk on with hope in your heart._

**Hope.** Hope is essential to making positive change. Hope is what Doctors Care provides to people in need every day. Through leaders like Bebe Kleinman, whose heart is full of hope, Doctors Care is visionary when it comes to change. So, however the landscape of health care may shift, Doctors Care will continue to fulfill its mission to serve people in need.

Because of the generous support Doctors Care receives from individuals and organizations, we are assured of something equally important. For as the old song continues:

_With hope in your heart,
You will never walk alone._

Thank you for ensuring Doctors Care and the patients we are honored to serve may never walk alone!

OUR MISSION: Doctors Care provides access to quality, affordable health care and services designed to reduce barriers to health for low-income people in need.

OUR VISION: A community where people in need have equal access to health care and are engaged in their own well-being.

“I came into Doctors Care to see what my options were. They helped me get health insurance back. It couldn’t come at a better time to have this kind of help today.” – Connection to Coverage Client
Our commitment extends to the delivery of quality care by an entire health team, all dedicated to positive patient/client experiences and health outcomes.

**Doctors Care Clinic**

In 2016, the clinic tackled initiatives designed to enhance our medical home model by improving processes and protocols. The clinic staff and volunteers met or exceeded goals established in the team-based care initiative including utilizing team huddles, empaneling all patients for better continuity of care and clarifying roles and workflows throughout the clinic.

Other grants, such as the Colorado Health Access Fund for Increasing Access to Behavioral Health in Colorado and Community First Foundation for Early Childhood Behavioral Health provided the basis for adapting new behavioral health models of care.

The result of all these efforts is more comprehensive, integrated care including oral health, behavioral health, medical care and health navigation for every patient in need.

**Connection to Coverage**

For the fourth year, Doctors Care received a Connect for Health Colorado Assistance Site grant. This year, the grant allowed for expanded services into Jefferson County, which resulted in training of five new volunteers to serve as Health Coverage Guides. Partnerships with Mountain Resource Center in Conifer, Jefferson County Department of Human Resources in Golden, and the Jefferson County library system provided enrollment services throughout the county.

**Health Navigation**

By introducing a new patient engagement visit, Health Navigators screened over 500 clinic patients for psychosocial barriers to care, referring many to the resources and care they needed. In addition, a Reducing Food Insecurity grant awarded from Kaiser Permanente helped establish a standard screen provided to over 500 individuals for food insecurity, along with assistance in applying for the SNAP program.

**Doctors Care Advantage**

Newly evolved from the former Access for the Uninsured program, a new community-based program was designed to improve access to care and resources for uninsured and Medicaid patients in south metro Denver. Through patient management, referral coordination and health navigation services, individuals are helped with facing barriers to care and good health.

“Everyone is so caring and really made me feel comfortable. I got all my questions answered. Thank you!” – Doctors Care Clinic Patient
When I first arrived for my clinic appointment, I was unsure if I had health insurance or not. I got help with finding insurance on the spot!” – Doctors Care Clinic & Connection to Coverage Client

### 4 Core Services

![Image: Logo with heart symbol]

The connections between our Four Core Services provide quality, comprehensive care that impacts thousands of lives each year.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Data</th>
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| Doctors Care Clinic | Quality, integrated primary care for children and young adults up to age 35. | - 2,759 patients served  
- 879 new clinic patients  
- 1,920 unique patients received well visits  
- 7,795 total clinic visits  
- 509 behavioral health visits  
- 906 dental hygiene visits  
- 3,993 immunizations given  
- 450 Care Coordination patient follow-up contacts made |
| Connection to Coverage | Enrollment assistance for Connect for Health Colorado subsidized plans and Medicaid. | - 1,300 clients served  
- 1,105 appointments provided  
- 656 enrolled in Medicaid  
- 413 enrolled in Qualified Health Plans |
| Health Navigation | Addressing socioeconomic barriers to health and well-being. | - 327 clients served  
- 519 appointments provided |
| Doctors Care Advantage | In late 2016, a Premium Sponsorship Program was launched to assist eligible individuals with securing a Silver Level Qualified Health Plan. | - 325 households screened  
- 65 individuals enrolled |
I have volunteered at Doctors Care for six years because it is such a worthy organization that helps people in so many ways. I always feel so appreciated here. - Doctors Care Volunteer
A Big Heartfelt Thank You!

The ability of Doctors Care to provide quality healthcare and programs to reduce barriers to health and well-being is due to our many supporters. The generosity of the individuals and organizations who give their time, talents and gifts continues to make Doctors Care a model of lasting success and mutual community support. Click below to view complete lists or visit: DoctorsCare.org/annualreport.

Keep in Touch

Email Newsletter
Sign up to receive our email newsletter, The Pulse. Visit DoctorsCare.org/news/pulse.

Follow us on social media
Facebook facebook.com/doctorscarecolorado
Twitter @doctorscareco

Your Support Transforms Lives

From patients with complex medical and psycho-social issues to those facing difficulties accessing and utilizing health coverage, vulnerable Coloradans face a multitude of life challenges. Your generous support spreads hope that Doctors Care will continue to provide the care and services desperately needed by our community.

Give to Doctors Care today! Make a secure online donation at DoctorsCare.org/donate. Or, send a check in the mail to Doctors Care, Attn: Barb Hanson, 609 West Littleton Boulevard, Suite 100, Littleton, Colorado 80120.

Thank you!

Financial Report

Doctors Care is a financially efficient organization, driven for over 29 years by a diversified fundraising strategy. Doctors Care has earned five consecutive 4-star ratings from America’s premier charity evaluator, Charity Navigator, for sound fiscal management and commitment to accountability and transparency. Doctors Care is a 501(c)(3) organization.

Year Ended December 31, 2016
Total Revenue & Support.......$3,007,101*
Total Expenses ....................$2,514,220
Change in Net Assets ...............$492,881
*Includes temporarily restricted income.
For details, visit DoctorsCare.org/donate

Keep in Touch

Doctors Care
609 W. Littleton Blvd, Suite 100, Littleton, CO 80120 • 303-730-1313 • www.DoctorsCare.org

“I’m so thankful I could come here today and people would smile and take time out of their busy day to help me out. It means everything to me.” – Health Navigation Client