



Doctors Care

2018 ANNUAL REPORT

A YEAR TO CELEBRATE, A YEAR TO INNOVATE



LETTERS FROM OUR LEADERS

BEBE KLEINMAN, MNM **CEO**

The American way, a peaceful transition of leadership, the changing of the guard... whatever you want to call it, Doctors Care did just that in 2018. After 30 years of leadership, and visionary spirit, Gary VanderArk, MD handed the board leadership to Ellen Burkett, MD. Dr. VanderArk continues to have a permanent position on the board. For as long as he can say, "We can, we must, we will", he has promised to remain committed to our mission of access for all.

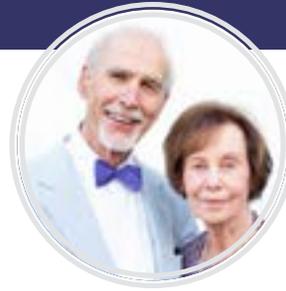
Personally for me it is a little scary. 2019 will be my 20th year at Doctors Care, and Dr. VanderArk has been my champion and cheerleader that entire time. Together, we grew the organization, bought and renovated a building, and expanded our capacity by serving patients up to age 50. We jumped through challenging hoops to integrate dental and behavioral services, and brought care coordination, navigation and coverage support for all our consumers.

Reflecting on Doctors Care's long history, I realize 30 years is an amazing accomplishment and it secures my confidence in the future of Doctors Care. We are surrounded by passionate and committed board members, community partners, and people we serve. We have talented, dedicated staff and volunteers who show up every day to be present in our patients' lives.

As we venture into the next 30 years, I thank all of you. Be assured that our strength as an organization is reflected in the eyes of all that have touched us, nudged us forward, challenged us to evolve and adapt, and simply believed in our ability to continue serving the many struggling members of our community.



A handwritten signature of Bebe Kleinman in cursive script.



DR. VANDERARK, **FOUNDER AND CHAIR**

In 2018 Doctors Care celebrated 30 years of providing access to health care in south metro Denver. And we had a great party to celebrate the occasion!

As we look back, what is important to me is that Doctors Care made a difference in the lives of so many. We made sure all individuals, no matter their specific challenges and economic circumstances, have an opportunity to receive quality health care.

So, it's time to say, "thank you!". Thank you to all the physicians and health care clinicians who provided care for our patients. Thank you to the south metro area hospitals for your partnership. Thank you to the wonderful staff at Doctors Care for your daily dedication to helping achieve our goals. Thank you to the many volunteers for giving your valuable time and talents. Thank you to Bebe Kleinman for providing continuous passion and visionary leadership. Together, we have made a difference in the lives of those we pledged to serve, and in ourselves. As the saying goes, the more you give, the more you get back.

2018 was also a personal milestone for me. After 30 years of chairing the Doctors Care board, it was time to change course. I'm pleased to leave my post in the hands of Dr. Ellen Burkett. Her vast experience and willingness to lead will ensure continual positive impact on the Doctors Care organization. My final board meeting as chair gave me the long awaited opportunity to say, "Thank you" to our wonderful board for their dedicated service.

From the bottom of my heart. THANK YOU!

A handwritten signature of Dr. VanderArk in cursive script.

DOCTORS CARE CLINIC

A medical home and more

Affordable, high-quality care, provided five days a week for patients from newborn to 50 years old. The Clinic accepts Medicaid, CHP+, and uninsured patients.

What sets us apart? We offer mental health counseling, women's health care and dental hygiene services to provide comprehensive patient-centered care.

4 Core Services

- Doctors Care Clinic
- Health Navigation
- Connection to Coverage
- Doctors Care Advantage

Advancing Access in the Clinic

On July 1, 2018, Doctors Care opened its doors to patients up to age 50. The age change (previously set at 36 years), was made to increase clinic capacity and improve access to quality health care for many older Medicaid recipients, often faced with challenges in finding accepting providers. Providing appropriate care for a new population of patients was facilitated by staff providers completing additional training in adult health care. The shift was also helped by several new volunteer providers who joined the clinic, adding support to the care of new adult patients.

Another advancement was made in the area of women's health services, demand for which is expected to increase with age expansion. Boosted by the support of volunteers with expertise in women's health issues, the clinic can offer more comprehensive care around family planning, sexual dysfunction or reproductive issues. Their knowledge and expertise also serve to educate and advise clinic primary care providers related to women's health issues.

Access to specialty care is a challenge for Medicaid patients, and one to which Doctors Care provides a unique solution. Care Coordinators, all retired health professional volunteers, offer valuable support to clinic patients. In addition to making follow up calls to any patient released from a hospital visit or a reported ED visit, they also make important connections to Medicaid-accepting specialists for patients in need of specialty care.

Increasing the age of clinic patients, and providing new levels of service enhances the model of patient-centered, integrated care currently available through medical, dental hygiene and behavioral health care for all patients.



The combination of newly-attributed Medicaid patients, along with the clinic patient age increase, will result in greater impact as more low-income, medically underserved lives find the care they need at Doctors Care.



HEALTH ACCESS PROGRAMS

Improving access to care and well-being for our community

Doctors Care Health Access Programs aim to improve access to care and well-being for underserved individuals. Each program seeks to alleviate barriers to care including lack of health coverage, limited access to specialty providers, and socioeconomic barriers that prevent individuals from positive health outcomes.

4 Core Services

- Doctors Care Clinic
- Health Navigation
- Connection to Coverage
- Doctors Care Advantage

Achievements in 2018 were largely possible due to a team of staff and volunteers dedicated to increasing integration with the clinic and support of individuals with complex life challenges. The program includes: 9 Health Coverage Guides, 3 Health Navigators, 7 Psycho-social Screeners, 4 Administrative Support (5 staff, 20 volunteers).

Health Navigation

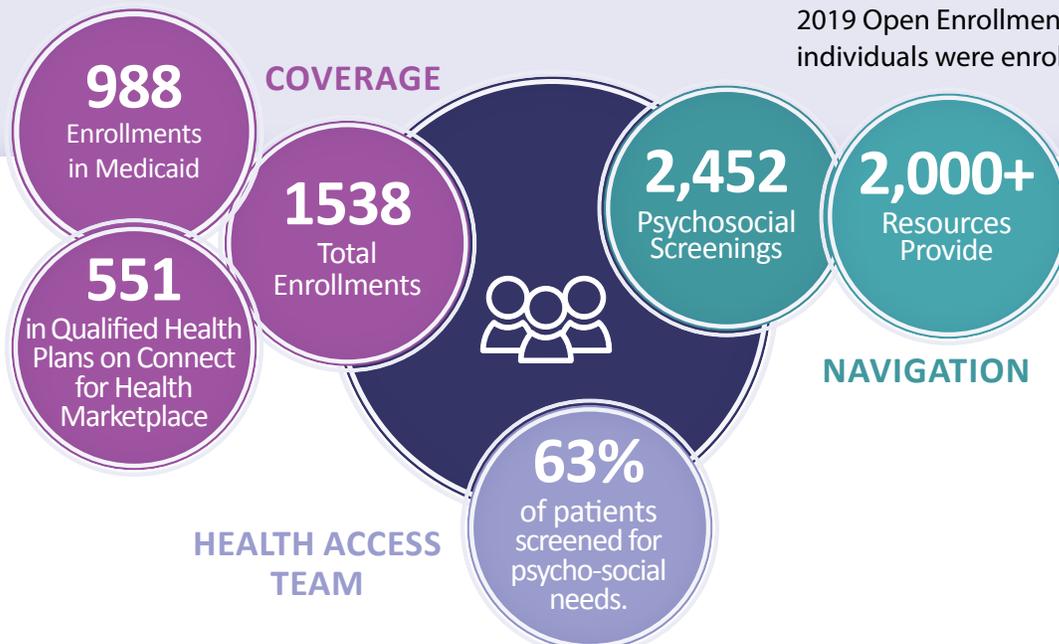
The Health Navigation team serves as a bridge between patient/client medical care and psycho-social needs to improve health outcomes. The goal is for all individuals receiving services at Doctors Care to be screened for needs such as food or housing insecurities, vision, dental care or behavioral health care, prescription assistance, etc. The team works hard to provide follow up on all positive screens and offer the necessary resources to address individual challenges.

Connection to Coverage

In 2018, the Connection to Coverage team increased the number of individual clients seen by 19%. Total enrollments (Connect for Health Marketplace, Medicaid or CHP+) increased by 30%. To support client knowledge regarding the use of health coverage, the team implemented standardized enrollment packets. These and other useful resources and reference materials were provided to clients who enroll in coverage.

Doctors Care Advantage/Premium Sponsorship Program

After a successful pilot program in 2017, the Premium Sponsorship Program secured two years of funding for 2019 and 2020 insurance plan years, in late 2018. Designed to improve access to care and coverage, the program covers participants' Silver Level Qualified Health Plan premium costs for up to one year. By the end of 2019 Open Enrollment, 52 households, comprised of 57 individuals were enrolled in the program.



As part of Doctors Care's continued effort to support broad community well-being, the Health Navigation Program Manager delivered three Mental Health First Aid trainings in 2018.



We could not be more thankful for their passion, time and investment in our mission.

VOLUNTEERISM

The Doctors Care volunteer program continued to grow and thrive in 2018. Over 80 members of our community devoted nearly 10,000 hours of time valued at \$463,000 in roles that include clinic providers, health navigators, health coverage guides, care coordinators, scanners, front desk greeters, administration and building maintenance.



New volunteer providers joined the clinic to help meet the needs of older patients as a result of the patient age increase to 50 years.



The Health Access Team utilized volunteers as Psycho Social Screeners, Health Coverage Guides and Health Navigators to help address the social disparities of health for patients and clients.



The volunteer Care Coordination Team followed up on Doctors Care patients' ED visits, and provided valuable connections to specialty care, as determined by their PCP.



Volunteer front desk greeters handed out donated blankets, hats, mittens, scarves, teddy bears and more to our grateful patients and clients.



The Heritage High School Community, COPIC Community Relations and many others helped to re-stock our popular "Little Free Pantry".

"I think that all of our volunteers are happy to be here because they know they are making a difference in people's lives."

– Dr. Gary VanderArk

"What has stayed the same are the people who come in for care, and then also want to give back. That's the really touching part of the cycle of life for Doctors Care."

– Bebe Kleinman, CEO



CELEBRATING 30 YEARS

2018 represented 30 years of Doctors Care helping medically-underserved individuals and families access quality, affordable health care – and that called for a celebration! Marked by an event in August, the 30th Anniversary was also an opportunity to honor the rich past, celebrate the present and share Doctors Care’s hope for the future.

Dr. Gary VanderArk, Founder and Chair, spoke about Doctors Care’s early days and described how the organization adapted through the years to fit the changing needs of the community. Gratitude was also a theme - for

those who were there in the early days, and the many who have lent their support through the years. Event attendees included Doctors Care board members, staff, volunteers, foundation representatives, community businesses and leaders, and many others who were on hand to commemorate the occasion.

A very special thank you to all the sponsors, board members, volunteers, individual donors and organizations that supported Doctors Care's event, as well as our entire 30th Anniversary year!



THANK YOU TO OUR SPONSORS

Champions



Centura Health.
 Castle Rock Adventist Hospital
 Littleton Adventist Hospital
 Parker Adventist Hospital
 Porter Adventist Hospital



Katie Lozano, MD, FACP,
 and John Lozano, III
 In loving memory of Gustavo Lozano



**LEADING HOSPITALS.
 TRUSTED CARE!**
 Sky Ridge Medical Center
 Swedish Medical Center

Partners



The Brackett Family
 in loving honor of
 Ann Brackett

Dr. Liz Herr &
 Dr. Fred Lewis

Craig & Laura
 Sargent

Bruce
 Madison, MD

Supporters



Dr. Gary & Phyllis VanderArk
 Morre & Katrina Dean
 Dr. Jason & Jennifer Kelly
 LaNee & Luke Reynolds
 Dr. Frank Sargent

Friends



Kathy Ashenfelter
 Dr. Jerome & Susie Buckley
 Sandy & Peter Burg

Cheryl Curry
 Dennis & Company
 Mark & Sarah Dennis
 Dry Creek Sertoma Club

Bebe Kleinman & Jim
 Bowlby
 Sandee Walling



DOCTORS CARE BOTTOM LINE

Financially efficient and effective — driven by a diversified strategy.

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

2018 FINANCIAL SNAPSHOT

Total Revenue & Support \$2,750,235
Total Expenses \$2,720,638
Change in Assets \$29,597
For complete details, visit [Doctors Car.org/donate](http://DoctorsCar.org/donate)



As a community-based safety net clinic, Doctors Care relies heavily on the generosity of donors to carry out our mission. When you donate to Doctors Care, you help people whose lives are difficult. Challenges like accessing quality health care, having no insurance, needing dental care, worrying about how to pay for a next meal, or a needed prescription are struggles they face every day, and you can help. Your donation to Doctors Care enables us to provide compassionate, comprehensive care to those who need it most.

**A huge
Thank you
to all who
supported
Doctors Care
in 2018!**

DONORS

VOLUNTEERS

SPECIAL CONTRIBUTIONS

BOARD OF DIRECTORS

COMMUNITY PARTNERS

Broadening Impact

In 2018, Doctors Care increased the clinic age limit to 50 years. Now, in addition to babies, children and young families, people like Charles* have a medical home where all their health care needs are met.

Charles, 48 came to the clinic for a physical exam as a new patient. He had recently moved to Denver to be near family and experienced difficulty finding a clinic that would accept him - until he found Doctors Care. During his first visit, he felt comfortable discussing the various stressors in his life because the staff was "so nice and welcoming". In addition to a

medical exam, he received a dental screen and had two behavioral health

counseling sessions to help with his stress. He also met with the Health Access team for housing/food insecurities and received assistance and resources. Charles was extremely grateful to find Doctors Care and experience the depth of services and assistance available to him.

* Not patient's real name.



4-stars for Doctors Care

Doctors Care has earned its seventh consecutive 4-star rating from America's premier charity evaluator, Charity Navigator, for sound fiscal management and commitment to accountability and transparency. This rating identifies Doctors Care as an organization that adheres to good governance and consistently executes its mission in a fiscally responsible way.



SIGN UP FOR OUR eNEWSLETTER THE PULSE AT WWW.DOCTORS CARE.ORG/NEWS/PULSE

SPREAD THE WORD! Follow us on Facebook and Twitter.

