Doctors Care provides access to quality, affordable health care and services designed to reduce barriers to health for low-income people in need.
When I became Chair of Doctors Care’s Board of Directors last year, I faced the daunting reality of following long-time Chair and founder, Dr. Gary VanderArk. His enduring dedication to the mission of this amazing organization is legendary, beginning well over 30 years ago. On behalf of myself, and so many others, we thank him for leading the fight to ensure access to healthcare is a possibility for all.

As if having a new board Chair was not enough change, in 2019 we also added several new members to the board. These individuals bring skills and experience that enrich the impact we make, providing keen insight into the future of healthcare, and the sustainability of Doctors Care.

I was asked to speak to my hope and vision for Doctors Care. However, the world is now in the midst of a healthcare crisis that was unimaginable a few months ago. Each day we encounter challenges brought on by COVID-19, and as a physician, I share the same uncertainty about how to best move forward. While the unknowns are many, I remain certain about Doctors Care’s future. Built on a solid foundation, led by visionary leader Bebe Kleinman, and staffed with a team of committed, compassionate professionals, Doctors Care will continue to be a safe haven in the midst of a vitriolic storm.

Cliché or not, 2019 whizzed by in a flash. The year had many accomplishments, and it is all thanks to the people who are passionate about our work and the people we serve.

We saw patients taking advantage of our integrated services including behavioral and oral health, our volunteer workforce expanded and continued to grow in expertise and talent, and staff stepped up to new challenges, taking on additional responsibilities. The Board of Directors agreed to expand membership to include an exciting, talented, and experienced freshman class with a focus on building a strong organizational infrastructure inclusive of equity, improved patient outcomes, and fair compensation.

We enter 2020 with many unknowns when it comes to the evolution of health care, particularly for those already challenged by access to care. To help us prepare, Doctors Care is developing a new Strategic Plan that will help guide the organization’s efforts for the next two years. A big part of the plan focuses on keeping a pulse on the changing needs of those we serve, and being ready to adapt as needed. It is what Doctors Care has done well for over 30 years, and with the ongoing support of our community, will continue to do as we enter this new decade.
In 2019, the clinic focused on enhancing the integration of primary care, while also adding new programs and services to meet the comprehensive needs of our patients. Grant opportunities like the Contraception Access Change Project from Caring for Colorado Foundation, and the Behavioral Health Integration in Pediatric Practices: Ages 0-5 from the Community First Foundation and others, has allowed a greater depth of services that offer education, and address prevention on relevant health issues. New collaborations with organizations like Face It Together, offer unique addiction treatment support for those facing substance abuse issues.

**COMPASSIONATE CARE IN ACTION**

Lily had a tough start in life. Suffering from poor nutrition and inadequate growth, she was removed from her mother's care due to substance abuse. Her luck changed when Lily's paternal grandmother stepped forward to accept temporary custody. Once in her care, Lily visited Doctors Care regularly to get her health on track. Lily thrived under her grandmother's care, with support from the clinic team. Eventually, an out of state family member was awarded permanent custody of Lily. On their final visit to Doctors Care, grandmother handed the receptionist a note expressing how grateful she was for the care and support given to her and Lily. She included a donation to honor the staff who had been so kind and caring to them both.

**Volunteer providers add value to the clinic’s quality, integrated health care model.**
In 2019, the Health Access Team (HAT) improved service connections between the clinic and Health Access programs (Health Navigation, Premium Sponsorship, and Connection to Coverage). Enhanced communication and workflows between the clinic and HAT resulted in more real-time assistance to patients in need of resources to live healthier lives.

At Doctors Care, patients are screened for insecurities like food or housing, vision, dental or behavioral health care, and many others. Through the Denver Regional Council of Governments (DRCOG) grant program, additional screens are administered for social determinants of health such as domestic safety concerns. Positive screen results are addressed by the Health Navigation team, who provide appropriate assistance, connections, and resources.

Connection to Coverage offers valuable assistance for those needing insurance coverage, including Medicaid and Connect for Health Colorado marketplace plans. People ineligible for Medicaid due to income, but who still struggle to afford insurance premiums, may be eligible for Premium Sponsorship, a program sponsored by Centura Health, that covers the costs of premiums for Silver Level Qualified Health Plans for up to a year.

In 2019, HAT served 60 individuals through the Premium Sponsorship program, 201 for Health Navigation, and 1,225 for Connection to Coverage.

"Thank you all! Yesterday I opened my utility bill and realized I would be doing without something major this month if I had to pay my health insurance premium at full market rates. Now I get heat, a roof over my head, and medications all thanks to Doctors Care."

- Premium Sponsorship Program Client

HEALTH CARE BEYOND A CLINIC VISIT

During a clinic psychosocial screen, an uninsured family identified a need for assistance negotiating large medical bills. Mom had gone through breast cancer treatment, and during the same time her young son had been to the Emergency Room for gastrointestinal issues. Mom was worried about how to pay their numerous hospital bills. The Health Navigation team helped clarify and negotiate the bills, and assisted the mother in applying for financial assistance. Staff also determined her son qualified for Medicaid, which was retro-activated to cover all of his medical bills. Mom is now cancer-free and her son’s health is good. She is grateful for him now being covered by Medicaid in case his problems persist.
In 2019, the Human Resources and Marketing and Development departments took actions that allowed Doctors Care to expand capacity, cultivate new partnerships, and increase exposure in the community. The collective results are that more individuals gained access to valuable health care and services that alleviate barriers to health and well-being.

Doctors Care hired four new employees including a new position, Clinical Team Nurse Manager, in the clinic to support the medical assistants and receptionists, and to manage the back office operations.

Through generous production support from the University of Colorado, Doctors Care developed a 5-minute video to serve as a general introduction to new staff and volunteers. The video speaks to the culture of Doctors Care, describing its mission and values, as well as the services and programs provided to those in need.

With grant support from The Colorado Health Foundation, the Marketing and Development team implemented outreach activities to broaden awareness of the Doctors Care clinic and other programs in the community. Through direct mail efforts, targeted messaging through Doctors Care’s electronic medical records system, eClinicalWorks, and a series of onsite Meet and Greet events, the clinic saw a 20% increase in new patients in 2019.

“\textit{I was not aware of the broad scope of services that this organization offers until my son needed a doctor desperately, and we found this safe haven in Littleton.}”

- Grateful Mother
VOLUNTEERISM

Tremendous talent, passion, and commitment to improving lives of those facing great challenges.

Doctors Care’s ability to provide the level of care and services we offer is largely due to our robust volunteer program that includes providers, greeters, health coverage and navigation guides, and students from Regis University’s nursing program. Their dedication and commitment to the mission surpasses expectations. Doctors Care is forever grateful for the time, passion, and investment they bring every day.

In 2019, 90 Community Members provided more than 11,000 hours of their time, valued at $549,000.

Corporate volunteer groups were instrumental in keeping Doctors Care’s facilities looking updated and fantastic! Thank you to Amp the Cause, COPIC, Chatham Financial, and Kaiser Permanente for giving your employees the opportunity to give back to the community.

Pre-med and other tech savvy students joined the scanning department, resulting in cost savings to the organization.

The volunteer Care Coordination Team helped sharply decrease the number of patients’ unnecessary ER visits through outreach and education. The team served over 3,600 patients in 2019.

A cardiologist joined the clinic to provide cardiology consults to patients.

See All Volunteers

“Doctors Care is such a kind and friendly environment. From the front desk to the medical assistants and staff members, everyone was smiling.”

- Regis University Student
In 2019, Doctors Care Board of Directors focused on identifying and recruiting six new members with expertise in areas that enhance current representation. In addition to board members that support access to care, new areas of expertise now include wealth management and state legislative insight, as well as other unique connections that will lead to growth in fundraising efforts.

2019 Members of Doctors Care’s Board of Directors

Ellen M. Burkett, MD - Chair
VP Primary Care Strategy
Centura Health Physical Group

Gary VanderArk, MD - Past Chair

Katie Spong Lozano, MD - Vice Chair
Past President
Colorado Medical Society

Morre Dean, Sr. VP - Secretary
Chief Integration Officer, Centura

Kathy Ashenhelter - Treasurer
HCA/HealthONE

Chase Aalborg, COO/CFO
Castle Rock Adventist Hospital

Monique Butler, MD, CMO
Swedish Medical Center

Andrea Chase
Executive Director, ADE Medical Society

Mark Dennis, CPA
Dennis & Company, P.C.

Dakeana Jones-Bishop, HR VP
Delt Services

Jason Kelly, MD, CMO
Sky Ridge Medical Center

Mary Ann Littler
Board Member
Castle Rock Adventist Health Campus

Steve Logan
Managing Director, Citibank, N.A.

Jillyan McKinney, MBA, CEO
Littleton Adventist Hospital

Mary Newell, R.PH
Colorado Professional Employees
USW Local 920 – Pharmacist

Beverly Razon, MBA
VP, Public Affairs, COPIC

LaNee Reynolds, PHR
VP, Human Resources
COPIC

Mary White, Vice President
HCA/HealthONE

Yata Williams
Yata Apparel and Fitness

Brad Winslow, MD
Medical Director
Swedish Family Medicine Center

Larry Wood, MD
Community Volunteer
Helping people in need receive medical care and services to lead healthy, productive lives is not possible without our donors. Because of you, children receive vaccinations to keep them healthy; women get family planning education and services; those living complicated lives receive dental care in the same convenient setting as their medical care; the uninsured get assistance enrolling in coverage, parents and guardians from all backgrounds have a safe place to bring their kids for quality, compassionate health care.

We are grateful to all who lend their support to Doctors Care in so many ways!

Doctor’s Care Earns Its Eighth Consecutive 4-Star Rating!

America’s premier charity evaluator, Charity Navigator, has given a 4-star rating to Doctors Care for strong financial health and commitment to accountability and transparency. Doctors Care is grateful for this endorsement and the assurance it provides to our valued donors as they support our mission to provide affordable, high quality care to underserved individuals and families.
Doctors Care is supported by individuals, corporations, and foundations dedicated and committed to our mission. With a grateful heart, we say THANK YOU to those who provided additional opportunities for Doctors Care patients to get the care they need to be healthy.

**Community Collaboration**

Going beyond Doctors Care’s four walls - providing whole-person health care.

Doctors Care is supported by individuals, corporations, and foundations dedicated and committed to our mission. With a grateful heart, we say THANK YOU to those who provided additional opportunities for Doctors Care patients to get the care they need to be healthy.

**Community Partners**

- All Health Network
- Asarch Center Dermatology
- Blue Sky Neurology
- Judy Chiang, MD - C Dermatology
- Children’s Hospital
- Colorado Allergy and Asthma
- Colorado ENT Specialists
- Colorado Podiatry Consultants
- Comfort Dental
- Comprehensive ENT
- Dr. James R. Deline - Surg One, Englewood
- Highlands Ranch Oral & Facial Surgery
- Kids Dentistry
- Littleton Dental Studio
- Mile High OB/GYN
- Mile High Psychiatry
- National Jewish Health, Sleep Center
- New Health Pain Center
- Peak Pediatric Therapy & Rehab
- Physical Therapy of the Rockies
- Rocky Mountain Gastroenterology
- Select Physical Therapy
- Solace Home Health
- South Denver Cardiology
- South Denver Gastroenterology
- South Denver OB/GYN
- Swedish Family Medicine - Residency
- UC Health
- UC Health South Urology

**Community Partners**

- Castle Rock Adventist Hospital
- Littleton Adventist Hospital
- Parker Adventist Hospital
- Porter Adventist Hospital
- Sky Ridge Medical Center
- Swedish Medical Center
- BabiesNow! Foundation
- Colorado Access
- Community First Foundation/Colorado Gives
- Community Shares of Colorado
- Dry Creek Sertoma Club
- Reach Out & Read Colorado