



## **United Community Health Center-Maria Auxiliadora, Inc.**

1260 S. Campbell Rd. Bldg. 2

Green Valley, AZ 85614

Ph. 520-407-5600 Fax: 520-625-8504

[www.uchcaz.org](http://www.uchcaz.org)



*"We deliver quality care that is accessible, comprehensive, innovative, compassionate and culturally sensitive in an atmosphere of trust and respect"*

# **ANNUAL REPORT 2016**



# CONTENTS

- 3 - Message from the Management Team
- 4 - Mission/Additional Program Highlights
- 5 - Programs Impact
- 6 - UCHC Impact
- 7 - Programs
- 8 - 2016 Activity Highlights
- 9 - Highlights Continued
- 10 - Staff Training & Development
- 11 - Clinical Locations

# Message from the Management Team

UCHC Staff 2016 Annual All Staff Training Day

Dear Friends,

Another year of growth and organizational development has passed all too quickly for United Community Health Center. In 2016 the team had many accomplishments including the opening of the 9th Primary



healthcare site located on the campus of the recently opened Green Valley Hospital. Jim McDowell Enterprises and their construction team worked with the management team to create a functional and aesthetically pleasing facility that offers comprehensive medical services to patients of all ages. The close proximity to the freeway and the conveniences of a hospital campus location make this site a great choice for patients in Green Valley and Sahuarita as well as areas south of Green Valley.

In addition to a new clinical location, the dream of an onsite pharmacy was also realized. Through a partnership with PharmBlue, a national specialty pharmacy, a full service pharmacy was established at the Continental Family Medical Center location in Green Valley, AZ. This Pharmacy is open to the community and is especially convenient for our patients, as they can now fill their prescriptions at the time of their medical appointments. Mail order and courier pharmacy services are also available to patients outside of the local Green Valley area.

United Community Health Center's, CEO Rodolfo Jimenez, D.O. reflects on the past year with the following sentiment: "We have been blessed through the different partnerships, collaborations and support from the different organizations in the communities we serve. The continued dedication and commitment from our Board of Directors and staff assures that the ever changing needs of our patients are met. In 2016 we added three new pediatric providers. We expect our pediatric practice to be more accessible to provide the best care possible to our younger population."

Our more than three decades of success have been dependent on strong vision, direction and action. In the coming years we will continue to strive for success in every endeavor and we have set the bar high for the 2017 goals and objectives.



From left: Wendy Kibby, UCHC COO; Dr. Rodolfo Jimenez, UCHC CEO; Clinton Sanders, PharmBlue PIC; Michael Nelson, PharmBlue CEO; Tom Murphy, UCHC Community Liaison

## UCHC Board of Directors

Rodney Lichtenberger - **President**  
Audrey Reida - **Vice President**  
Ellen Rigli - **Secretary**  
Guadalupe Aguirre - **Treasurer**  
Lucretia Free - Vail  
Mary Esparza - Continental  
Giau Le - Sahuarita  
William Praust - Three Points  
Margarita Salcido - Three Points

## Executive Team

Rodolfo Jimenez DO MBA  
**Chief Executive Officer**

Wendy Kibby RN BSN MHA  
**Chief Operations Officer**

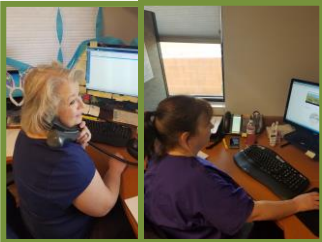
Thomas Woodworth MBA  
**Chief Financial Officer**

Amy Rosenberg MD  
**Medical Director**

# Mission

*"We deliver quality care that is accessible, comprehensive, innovative, compassionate and culturally sensitive in an atmosphere of trust and respect"*

## Additional Program Highlights



### Case Management Services

RN Case Managers are a key component in efforts to establish healthier communities. Our case management team is diligent in efforts to connect patients with needed community resources like, education, meals, and medication assistance. In addition, new patients wishing to establish with one of our providers can participate in a new patient intake, where registration, health history and benefit eligibility coordination are conducted prior to the provider visit in an effort to make the first visit more effective and efficient.



### Enrollment & Outreach

Enrollment and Outreach Specialists provide eligibility, enrollment, and patient advocacy services to the public in all of our clinical locations. The team consists of three Certified Application Counselors able to assist the public in navigating the Affordable Care Act systems. The 2016 open enrollment period for both the expanded Medicaid program (AHCCCS) and the Health Insurance Marketplace took place from November 1st to

January 31st. Throughout the open enrollment period, our enrollment specialists assisted Arizona residents in enrolling in or renewing healthcare coverage to fit their needs. For more information or to schedule an appointment with an enrollment specialist, please call 520-407-5900 ext. 5907.



### Transportation Services

Transportation services are offered to our patients in all service locations. A fleet of three transportation vehicles have been made available through funding from DES, Pima County and CAA. Rides are available by appointment, Monday - Friday, to clinic, lab and radiology appointments. ADA transport provisions with wheel chair lift are also available. UCHC's belief is that an individual's circumstances should not impede their access to medical and dental health care. During the year 2016, the transportation

fleet covered more than 53,000 miles and 2,276 patients were transported to their medical/dental appointments. To schedule a transportation appointment, please call 520-407-5600 Opt.1; 48 hour advance notice is requested. All of the above mentioned services are provided free of charge.



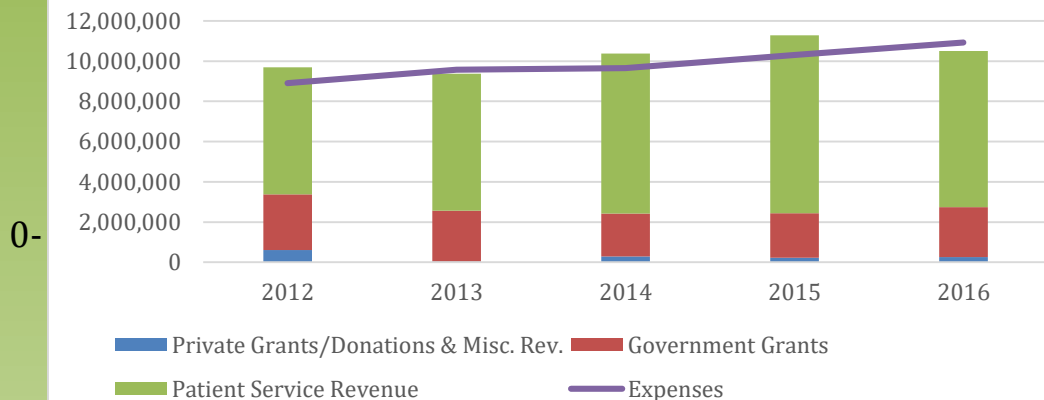
# Program Impact

## UCHC 2016 CLINIC UTILIZATION

**TOTAL PATIENTS:**  
17,378

**TOTAL VISITS:**  
51,259

### 2016 SOURCES OF REVENUE & EXPENSE



UCHC continues striving to be good stewards of all available resources. We value the trust placed in us by our partners and patients throughout the communities we serve. During 2016 the financial team completed a large accounts receivable cleanup that impacted our net patient service revenue. The team is confident that 2017 will reflect a positive bottom line.

United Community Health Center's success is due largely to the overwhelming support of our patients and the communities we serve. Without this support the services and resources such as education, outreach, and transportation would not be possible. We would like to extend a heartfelt thank you to the following supporters for their continued generosity and commitment to a shared mission of cultivating healthier communities.



UCHC Board of Directors, Executive Management and Staff at the Sahuarita State of the Town Address

Arivaca Area Health Services  
Arizona Dept. of Transportation  
First Things First  
SNAP  
Joyner Green Valley Library  
Delta Dental  
Vail Unified School District  
Continental School District  
Green Valley Chamber  
Amado Food Bank

KGTV Radio  
Pima County  
United Way of Tucson  
Teal  
Country Fair White Elephant  
Rancho Resort  
Sahuarita Unified School District  
Altar Valley Unified School District  
Vail Chamber

TRICO  
Universalist Congregation Amado  
Salvation Army  
Freeport McMoran Copper & Gold, Inc.  
United Way Valley of the Sun  
Sahuarita Baptist Church  
Green Valley Hospital  
Green Valley News/Sahuarita Sun  
Valley Assistance Services

# PROGRAMS

REACHING HEALTH CARE GOALS WITH A QUALITY FOCUS

"We deliver quality care that is accessible, comprehensive, innovative, compassionate and culturally sensitive in an atmosphere of trust and respect"



## QUALITY CARE SINCE 1983

NURSING CASE MANAGEMENT SERVICES FOR NEW PATIENTS, CHRONIC CARE & COMMUNITY RESOURCES

### SUPPORTIVE SERVICES

#### RN CASE MANAGERS



- CHRONIC CARE
- EDUCATION
- COMMUNITY RESOURCES
- CARE GOALS
- ADVOCACY

**260 encounters in 2016**  
**over 1,700 patients impacted**  
Services included follow-up for annual visits,  
chronic conditions, & resource connection

#### Health & Wellness Community Events

#### Community Giving

### Community Awareness is key...

Health and Wellness Fairs and events are a great way for the UCHC staff to connect to the community and teach healthy habits and preventative health techniques. 2016 marked another year with a full calendar of events in all of the communities we serve.



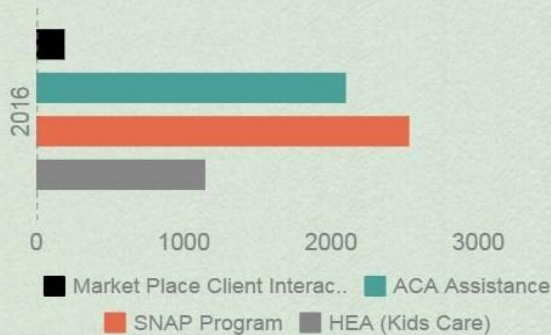
### Food & Diaper Drive 2016

The UCHC staff across all clinical locations is committed to giving back to the community every year. In 2016 food and diapers were collected and distributed to the local food banks in Green Valley, Sahuarita, Three Points, Vail and Amado.

Christmas was also a time of giving for the staff. Donations were collected for a family in need in each clinical geographic location and UCHC matched funds to make sure these families had an extra special holiday season!

# UCHC COMMUNITY IMPACT

## COMMUNITY ENROLLMENT & OUTREACH



Navigators are funded through federal grant funds and must complete comprehensive federal Navigator training, criminal background checks, and state training and registration (when applicable), prior to assisting consumers.

## Food Distribution Partnerships

Good Shepherd-Three Points  
Sahuarita Baptist Church  
Community Connect-Green Valley  
Amado Food Bank  
Arivaca Human Services  
Green Valley Food Bank  
Sahuarita Food Bank  
Three Points Food Bank  
Vail Food Pantry



*Working together to achieve the mission through advocacy, outreach, prevention, public awareness, collaborative relationships and providing a quality, cost-effective continuum of care*

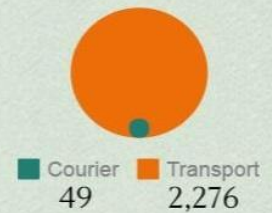
## Free Transportation



**TRANSPORTATION SERVICES**

- TO APPOINTMENTS
- TO LAB
- PRESCRIPTION COURIER TO CLINIC
- WHEEL CHAIR ACCESSIBLE ADA
- FREE OF CHARGE 48 HOUR NOTICE

### Community Benefit



# MOBILE PEDIATRIC DENTAL

1,435 DENTAL VISITS FOR SCHOOL CHILDREN IN 2016



Three Points Altar Valley School District  
Sahuarita Unified School District  
Continental School District

Vail School District  
Arivaca Action Center

Find us at [www.uchcaz.org](http://www.uchcaz.org)



## Southern Health Care Coalition Member

The Southern Healthcare Coalition consists of Cochise, Graham, Greenlee, Santa Cruz and Pima counties. Its mission is to improve all-hazard medical response for the region through support of the health care organizations, providers and regional partners by facilitating all-hazards planning, coordinated exercises and real-event response during the mitigation, response and recovery phases.

# 2016 Activity Highlights



PharmBlue CEO-Michael Nelson, UCHC CEO-Rodolfo Jimenez, Pharmacist Clinton Sanders

## PHARMBLUE ARIZONA JOINS UCHC CAMPUS PHARMACY

In 2014, United Community Health Center and PharmBlue LLC formed a partnership in order to better serve the community and UCHC's patients. In April 2016, UCHC and PharmBlue celebrated the grand opening of this collaboration with PharmBlue Arizona's onsite pharmacy opening. The pharmacy accepts most major insurances and is open to the public. The new location is housed inside UCHC's Continental Family Medical Center located on 1260 S Campbell Rd, Green Valley AZ. It is open Monday - Friday, 9:00 am - 5:00 pm. Clinton Sanders, PharmD, RPh, is the Pharmacist in Charge (PIC) and can be reached at 1-800-609-1575.



## Community Wellness

### FIRST THINGS FIRST

First Things First (FTF) is a federal program that is one of the critical partners in creating a family-centered, comprehensive, collaborative and high-quality early childhood system that supports the development, health and early education of all Arizona's children birth through age five. Since 2014, UCHC has proudly distributed FTF's Arizona Parent Kit Bags as well as educational information regarding early education.

### REACH OUT AND READ

Partnering with the Reach Out and Read Program which promotes early literacy during well child checks. Children ages 6 months-5 years are provided age appropriate books by UCHC's pediatric providers. Parents are encouraged to read with their children daily. In 2016, 1,075 books were given to children through UCHC's collaborative Reach Out and Read program.

### UNITED WAY PARTNERS

Sponsored by the United Way of Tucson and Southern Arizona and funded by the First Things First South Pima Regional Partnership Council, the Southern Pima County Coordination of Services brings together organizations that offer services to families with young children in Southern Pima County. Many of the other partner organizations are targeting the same geographic region of South Pima County. Coordination of services helps avoid duplication of services, and increases the reach for organizations serving families with young children.

## UCHC SYSTEM UPGRADES

In 2016, UCHC saw several changes and upgrades to programs, and technology. One of the major components of this change was in regard to the company wide telephone and messaging system. In response to community concerns regarding the past system's functionality and usability, a complete hardware, software, and network upgrade was completed. This upgrade included updates to the physical network hardware and connectivity. Communications. Concurrently, the phone hardware was upgraded to a Mitel integrated business system. In order to make an even greater impact on our availability to our patients, the menu options as well as the internal staffing roles were also restructured. The idea behind these changes is to give patients a more direct access to their clinical care team and talk to staff that have been specially trained to meet their specific needs.



# Highlights Continued



## COMMUNITY OUTREACH EVENTS

Every year, UCHC makes community involvement a priority. In 2016, twenty-four community outreach events were attended, ranging from health fairs, to fundraisers and parades. Over twenty school functions were also attended, varying from orientations, registrations and open houses. This provided great opportunity to interact with parents and share about the services we offer. UCHC staff volunteers their time to attend these community events year round, in the communities of all 9 clinical locations throughout Southern Pima County.

## WHITE ELEPHANT PARADE

In October 2016, nearly 100 entries walked down La Cañada Drive in Green Valley as part of the White Elephant Parade. The theme was “The Magic of Giving.” UCHC staff participated in putting together a float and won first place under the Service & Charitable category. Thank you, White Elephant, for all you do for our community. Huge thank you to all UCHC staff who brought the magic of the float to life.



## NATIONAL HEALTH CENTER WEEK

The goal of National Health Center Week (NHCW) is to generate community pride and build support for the health center’s program. National Health Center Week provides an ideal occasion to celebrate the long record of success in the delivery of high quality, cost effective, and accessible care across the nation. For NHCW 2016, Dr. Jimenez, CEO, hosted a “Kick-Off Brunch” and gave guests a presentation on the history of UCHC and its services to Southern Pima County. Guests included Shay Saucedo, Southern Arizona Outreach Coordinator for the Office of Sen John McCain; Julie Katsel, Southern Arizona Director for the Office of Jeff Flake; Nancy Heiser, Constituent Service Representative for the Office of Representative Martha McSally; Christina Corieri, Health & Human Services Policy Advisor for the Office of Governor Ducey; Juan Ciscomani, Director of Governor Ducey’s Southern Arizona & Sonora Office; Senator Andrea Dalessandro, LD 2; Representative Rosanna Gabaldon, LD 2; Erika Martinez, Arizona Alliance for Community Health Centers Grassroots Coordinator; Bill Bracco, Vice-Mayor Town of Sahuarita; Dr. Tom Purdon, Vice-President Green Valley Council and Chair of GVC Health & Human Services Committee; and Dr. Manny Valenzuela, Superintendent Sahuarita Unified School District.



# Staff Training & Development

## All Staff Training

As we focus our efforts on being accessible, comprehensive, innovative, and compassionate we also balance a culturally sensitive environment that instills a strong sense of trust and respect. In order to accomplish this mission, UCHC has dedicated resources and begun concentrated efforts to make sure this is embraced by all staff. The staff at UCHC are the backbone of the organization's ability to make a positive impact in our community. In order to achieve the best outcomes the management team at UCHC feels that it is imperative to bring the staff together on a regular basis to instruct, encourage, and develop them at all levels throughout the year.

In 2016, the organization conducted its annual all staff training at the Sahuarita School District auditorium. Through a valuable partnership with the school our staff was able to benefit from an all-day in service that consisted of all staff large group forums and departmental small group sessions. All staff department heads were invested in this training program and really helped to make it a great success. In addition to planning this large all day event, the department heads and the training and development committee were also able to put together quarterly ½ day sessions to do more concentrated departmental trainings.

## UCHC'S ANNUAL COMPANY SPRING PICNIC AND HOLIDAY PARTY

At United Community Health Center, we take pride in having caring and dedicated staff to help carry out the mission of delivering high quality health care to our patients. In 2016, UCHC revived two traditional all staff gatherings, the Spring Picnic and the Holiday Party. UCHC wants to show employees how grateful we are for their loyalty and hard work; bringing everyone together for a day of casual fun activities and food is one of the ways this is accomplished.



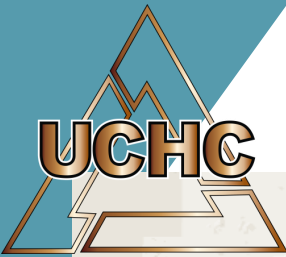
Clinic Locations	Phone Number	Hours of Operation
United Community Health Center at Continental Family Medical Center (CFMC) 1260 S. Campbell Road, Building 1 Green Valley, Arizona 85614	520-407-5900	Monday-Friday (Same Day Acute Care) 9:00am-6:00pm (PharmBlue Pharmacy) 9:00am-5:00pm
United Community Health Center at Continental Pediatrics 1260 S. Campbell Road, Building 1 Green Valley, Arizona 85614	520-407-5800	Mon, Thurs, Fri: 8:00am-5:00pm Tues Wed: 8:00am-7:00pm
United Community Health Center at Freeport McMoRan Copper & Gold Building 1260 S. Campbell Road , Building 2 Green Valley, Arizona 85614	520-407-5400	Monday-Friday 8:00am-5:00pm
United Community Health Center's Dental Care for Kids at Freeport McMoRan Copper & Gold Building 1260 S. Campbell Road , Building 2 Green Valley, Arizona 85614	520-407-5617	Monday-Friday 8:00am-5:00pm
United Community Health Center at Green Valley Hospital 4475 S. I-19 Frontage Road, Suite 139 Green Valley, Arizona 85622	520-407-5910	Monday-Friday 8:00am-5:00pm Sat. Peds 2pm-6pm
United Community Health Center at Amado 28720 S. Nogales Highway Amado, Arizona 85645	520-407-5510	Mon: 1:00pm-5:00pm Tues, Wed, Thurs: 8:00-7:00pm Fri: Closed
United Community Health Center at Arivaca 17388 W. 3rd Street Arivaca, Arizona 85601	520-407-5500	Tues & Fri: 9:00am-4:00pm Thurs: 8:00am-3:00pm 3rd Saturday/Month: 9:00am-12:00pm
United Community Health Center at Sahuarita Heights 2875 E. Sahuarita Road Sahuarita, Arizona 85629	520-576-5770	Monday: 8:00am-7:00pm Tuesday-Friday 8:00am-5:00pm
United Community Health Center at Three Points 15921 W. Ajo Way Tucson, Arizona 85735	520-407-5700	Mon, Wed, Thurs, Fri: 8:00am-5:00pm Tuesday: 8:00am-7:00pm
United Community Health Center at Old Vail Middle School 13299 E. Colossal Cave Road Vail, Arizona 85641	520-764-5200	Monday-Friday 8:00am-5:00pm
United Community Health Center Administration and Mailing Address 1260 S. Campbell Road, Building 2 Green Valley, Arizona 85614	520-407-5600	Monday-Friday 8:00am-5:00pm

### 2017 Plans For Continued Growth...

The management team is excited to announce the purchase of our newest clinical location. This location on LaCanada Dr. in Sahuarita is a prime location, in the center of the community's growth plan. The 7100 sq. ft. space will house our new pediatric location that will staff three full time pediatric providers to meet the increasing community demand. The building is slated to open summer 2017.



UNITED COMMUNITY HEALTH CENTER - MARIA AUXILIADORA, INC.  
1260 S. CAMPBELL ROAD, BUILDING 2  
GREEN VALLEY, ARIZONA 85614



*United Community Health Center Committed to providing quality comprehensive health care to all in need*



**United Community Health Center Service Area**