

# 2020 ANNUAL REPORT

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**UNITED COMMUNITY  
HEALTH CENTER**

*Serving Southern Arizona Since 1983*



# ABOUT UCHC

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UCHC IS MADE UP OF A TEAM OF DEDICATED HEALTHCARE PROFESSIONALS WHO ARE COMMITTED TO FULFILLING THE MISSION OF THE ORGANIZATION. WE TAKE PRIDE IN SERVING THE RURAL YET GROWING AREAS OF ARIVACA, AMADO, GREEN VALLEY, SAHUARITA, THREE POINTS AND VAIL.



## OUR VISION

*United Community Health Center will be a premier Federally Qualified Health Center dedicated to delivering the highest quality care to the people and communities we serve.*

## OUR MISSION

*We deliver quality care that is Accessible, Comprehensive, Innovative, Compassionate and Culturally Sensitive in an atmosphere of Trust and Respect.*





# WORDS FROM THE CEO

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I can say, with great confidence, that 2020 was a year full of challenges that resulted in a great deal of progress. Much of the realized gain came from the momentum that started in 2018 when the United Community Health Center management team and board of directors invested in the mission and vision during the strategic planning sessions that outlined the organizational initiatives and goals. However, other aspects resulted from the strength of a terrific team of health care providers and staff and a willingness to make difficult decisions and rally for the communities we serve. I can proudly say that UCHC is prepared for an even stronger future, where we are better aligned to help even more patients and their families meet their health care goals no matter which of the communities we serve and they call home.

In April of 2020, our management team and board of directors made the difficult decision to temporarily close our pediatric dental services during the height of the COVID 19 pandemic. We were forced to furlough most of our dental team but worked diligently to keep the staff informed and had them return to work as soon as the local restrictions permitted us to do so. Except for the pediatric dental services, we did not have to close any other clinics or furlough other staff thanks to the dedication of our team. Providers and staff rallied to embrace new technology and greatly expand our telehealth offerings in a very short period of time.

Our year-end financial results through all the pandemic ups and downs, show continued stability and strength as outlined in the audit results in this report. This has been further reinforced by continued support from HRSA and other federal programs that recognize the vital role that federally qualified health centers like ours play for the communities we serve. Even with a reduction in the total number of encounters served in 2020 the financial analysis of UCHC recognizes the operational consistency and strength we continue to demonstrate. Our successes, despite 2020 challenges, are my confidence that it is a strong indicator of a bright future.

One of the important commitments we are making as we move into the future is an investment in technology. Over the past year, we have continued to implement software platforms that help us improve the services we provide. From a more efficient electronic health record system and telehealth platform, to a new organizational business information system, to a refined patient outreach management system, we have invested to create solutions for our patients and employees alike.

I want to reiterate that it was our employees that made it possible for us to accomplish so much despite the unexpected events of this past year. I am honored to lead a team of people at UCHC that feel engaged and committed to helping us fulfill our mission for every service and program in every community. They are the heart and essence of what we do and how we can make a difference.

From financial stability to community progress to strengthened community partnership, this past year has been one of commitment, engagement, and forward movement. I am grateful to the UCHC staff, our management team, and our board of directors for all that was attained. Together we have established an incredibly strong foundation for continued growth and progress focused on innovation, accessibility, cultural sensitivity and trust and respect.



# BOARD OF DIRECTORS

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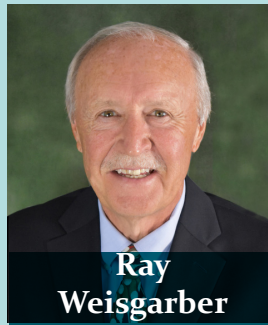
*United Community Health Center is honored to have members from the communities we serve volunteer as its Board of Directors. Our Board meets monthly and manages a broad array of responsibilities including; adopting policies, approving the annual operating and capital budgets, monitoring financial performance, and working closely with the chief executive officer. These volunteers bring years of skills, a wide range of knowledge, and proven expertise to our governance. These gifts and abilities assist the Management Team in developing long-term strategies designed to ensure that UCHC is ready to provide services and support wherever the need arises.*



**Audrey  
Reida**  
President  
*Arivaca*



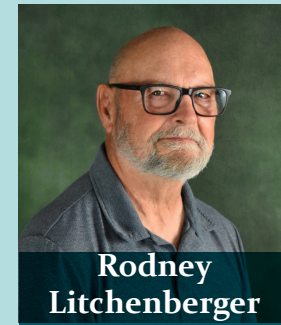
**Ellen  
Rigli**  
Vice President  
*Sahuarita*



**Ray  
Weisgarber**  
Treasurer  
*Green Valley*



**Mary Ann  
Dobson**  
Secretary  
*Green Valley*



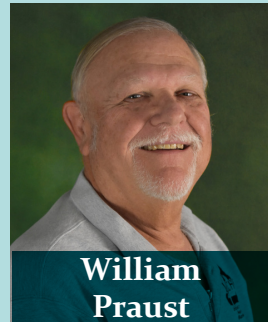
**Rodney  
Litchenberger**  
Director  
*Green Valley*



**Lucretia  
Free**  
Director  
*Vail*



**Guadalupe  
Aguirre**  
Director  
*Amado*



**William  
Praust**  
Director  
*Three Points*



**Margarita  
Salcido**  
Director  
*Three Points*



**Mary  
Esparza**  
Director  
*Green Valley  
Continental*



# MANAGEMENT TEAM

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United Community Health Center has a dedicated and experienced team of executives that focus on a balance between keeping the mission alive, providing quality healthcare to everyone, regardless of their ability to pay, and generating the revenue needed to maintain both. While this is a difficult balance to achieve at times, this group of business professionals has proven they have the skills, experience, and ability to do just that.



**Rodolfo Jimenez**  
*Chief Executive Officer*

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**Wendy Kibby**  
*Chief Operations Officer*

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**Claudette Pippin**  
*Chief Financial Officer*

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**COMPASSION  
CULTURE  
COLLABORATION  
COMMITMENT...**

# UCHC SERVICES

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## 1 COMPREHENSIVE PRIMARY CARE

There are currently eleven locations under the UCHC umbrella working collaboratively to provide comprehensive and quality healthcare services to the communities we serve which include Arivaca, Amado, Green Valley, Sahuarita, Three Points and Vail.

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## 3 DENTAL CARE FOR KIDS

We provide Quality, Compassionate, and Accessible dental services to the children of the communities we serve. In addition to our dental office located in Green Valley, UCHC provides a unique option for parents seeking a dental provider for their children; we will go to them! Two state-of-the-art dental RVs travel to schools in the Altar Valley, Continental, Sahuarita, and Vail School Districts.

## 2 BEHAVIORAL HEALTH

Caring for the mind is a crucial component to overall wellness and living a healthy life. UCHC launched Behavioral Health Services in early 2020. The Behavioral Health office is located at the Freeport location.

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## 4 PEDIATRIC MEDICAL CARE

La Canada Pediatrics is our dedicated pediatric location and is staffed with a team of healthcare professionals who specialize in pediatric medical care. This location has an additional space to expand our Dental Care for Kids department.

# PHARMBLUE PARTNERSHIP

(NOW AVITA PHARMACY)

UCHC Partnered with Pharmblue (now Avita Pharmacy) in 2015 to offer a new service to our patients and an alternative option for our community to obtain their prescriptions. Built into our Continental Family Medical Center location, which provides same-day acute care services to UCHC patients, the pharmacy serves as “one-stop shopping” for patients seen at this location. The pharmacy also offers a unique personalized small-town feel and exceptional customer service.

The pharmacy serves all UCHC locations and providers. Mail-order services are available. In 2019, the pharmacy was remodeled and expanded by 900 square feet to add much-needed storage and shelving. On average, the pharmacy fills 200+ prescriptions per day and accepts most major insurances, Medicare Part D and AHCCCS. The pharmacy is licensed to ship medications to Arizona, New Mexico, Texas, and Oklahoma.





# UCHC LOCATIONS



**UCHC at Freeport McMoran  
Copper & Gold Building**  
1260 S. Campbell Rd. Bldg # 2  
Green Valley, AZ 85614  
520.407.5400



**UCHC at Continental  
Family Medical Center**  
1260 S. Campbell Rd. Bldg #1  
Green Valley, AZ 85614  
520.407.5900



**UCHC at Sahuarita Heights**  
2875 E. Sahuarita Rd.  
Sahuarita, AZ 85629  
520.576.5770



**UCHC at Santa Cruz Valley  
Regional Hospital**  
4475 S. I19 Frontage Rd. Suite 139  
Green Valley, AZ 85614  
520.407.5910



**Posada Health by UCHC**  
670 S. Park Centre Avenue  
Green Valley, AZ 85614  
520.648.8900



**UCHC at Old Vail  
Middle School**  
13299 E. Colossal Cave Rd.  
Vail, AZ 85641  
520.762.5200



**UCHC at Arivaca**  
17388 W. 3rd St.  
Arivaca, AZ 85601  
520.407.5500



**UCHC at Amado**  
28720 S. Nogalas Highway  
Amado, AZ 85645  
520.407.5510



**UCHC at Three Points**  
15921 W. Ajo Way  
Tucson, AZ 85735  
520.407.5700

## PEDIATRIC LOCATIONS



**UCHC Dental Care for Kids**  
1260 S. Campbell Rd. Bldg #1  
Green Valley, AZ 85614  
520.407.5617



**UCHC at La Cañada Pediatrics**  
18857 S. La Cañada Dr.  
Sahuaria, AZ 85629  
520.407.5800

# UChC by the numbers...Patient Encounters

## Medical Encounters

### Pediatric Encounters

**2018:** 18,281  
**2019:** 19,056  
**2020:** 16,453

### Adult Encounters

**2018:** 36,300  
**2019:** 43,173  
**2020:** 42,444

### Total Medical Encounters

**2018:** 54,581  
**2019:** 62,229  
**2020:** 58,897

## Behavioral Health

**2020:** 858

## Case Management

**2018:** 365  
**2019:** 464  
**2020:** 1

## Pediatric Dental

### Office Encounters

**2018:** 4,752  
**2019:** 4,185  
**2020:** 4,881

## Pediatric Dental

### RV Encounters

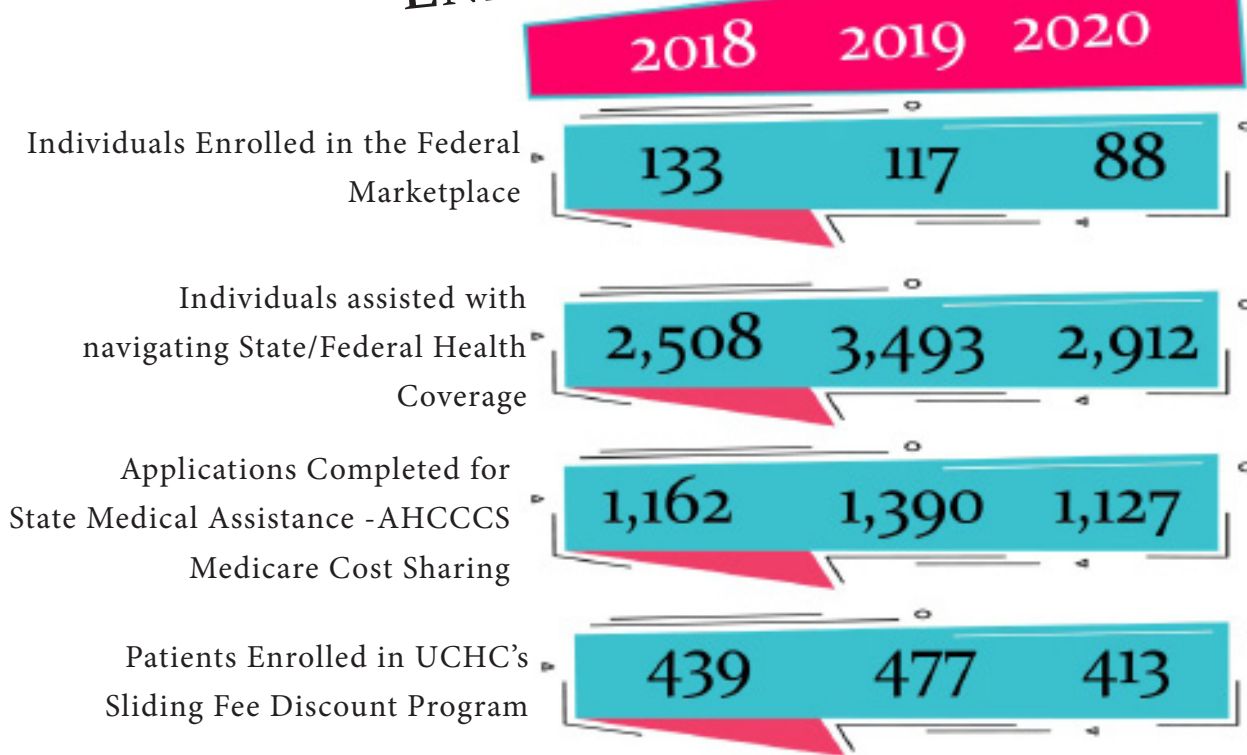
**2018:** 1,207  
**2019:** 1,451  
**2020:** 1,484

## Transportation Rides

**2018:** 1,313  
**2019:** 937  
**2020:** 1,361



# ENROLLMENT NUMBERS



The Enrolment /Outreach Specialists (EOS) assist families and children in the communities we serve. Enrolment/Outreach Specialists assess individuals and families to enroll, educate and assist with affordable health insurance options through Medicaid/AHCCCS (AZ Health Care Cost Containment System), the Health Insurance Marketplace, Medicare Cost Sharing, and the Sliding Fee Discount Program.

The team also enrolls and assists clients with SNAP (Supplemental Nutrition Assistance Program). Outreach diminishes the rates of uninsured individuals, families, and children. The EOS team works with our Marketing Department to recruit new schools, community partners, and sites in outreach, enrollment, and retention activities. The team also focuses on creating new strategies and approaches to improve the outreach and enrollment of eligible patients.

# UCHC COVID-19 RESPONSE: COVID VAN

In early 2020, UCHC purchased the “COVID Van” and launched a mobile response team to conduct COVID testing, flu vaccines, and most recently, COVID-19 Vaccines in all of UCHC’s service areas. UCHC partnered with the Sahuarita Police Department and the Town of Sahuarita to provide COVID testing to officers and staff and the Sahuarita Unified School District to test student-athletes to minimize the spread of COVID-19. UCHC also formed a partnership with a network of community volunteers to help with vaccine administration.



**Moderna**  
**11,879**  
 Doses



**Johnson & Johnson**  
**1,484**  
 Doses

**UCHC has FULLY  
 Vaccinated  
 7,733 people!  
 (As of 06/2021)**

**Pfizer**  
**48**  
 Doses

**13,351**  
 COVID-19  
 Vaccine Doses  
 Administered  
 (As of 06/2021)



# UCHC COVID-19 RESPONSE: MASK MAKING

THE MASK MAKING TEAM MADE OVER 1000 MASKS TO HAND OUT TO STAFF AND FAMILY MEMBERS IN APRIL 2020.



UCHC CASE MANAGER, DEB WENT ON TO MAKE OVER 1500 MORE MASKS FOR ROBLES ELEMENTARY SCHOOL AND UCHC STAFF.

## Case Management



RN Case Management is vital to keeping our community healthy. Case Managers help patients connect to resources that provide meals, education, and medication assistance. In addition, case management coordinates with other health care agencies in the area to prevent hospital readmission by ensuring the receipt of records from the Health Information Exchange and that the patient is scheduled for follow-up as recommended by their hospitalist.

Case Management is working hard to close gaps in healthcare, ensuring that our patients receive quality and comprehensive healthcare services.

## Transportation



UCHC provides free transportation to our patients for all of our eleven locations. We provide transportation to UCHC appointments, labs & radiology. Delivering quality care that is accessible is a part of our mission and is critical to ensuring all of our patients have access to their healthcare provider and the care they need.

The UCHC transportation fleet was made possible by a grant from the Arizona Department of Transportation (ADOT) and Pima Associated Governments (PAG). Patients can request a ride at the time they schedule their appointment.



# UCHC'S 2018 GRAND OPENING OF LA CANADA PEDIATRICS



*Rodolfo Jimenez, CEO, Wendy Kibby, COO, Mayor Tom Murphy, Dr. Bynum Neal, Dr. Weissauer, UCHC Board Members and Green Valley Chamber Members.*



*UCHC mascot Doc Tubby and Pediatric patient.*



*Wendy Kibby, COO, Rodolfo Jimenez, CEO, & Erika Mach from the Arizona Community Health Center Alliance.*

## RED FOR ED CHILD CARE CHALLENGE

In 2018 when Arizona teachers went on strike, children were unable to go to school and many parents were left without a place to send their kids during the work day, including UCHC staff who work hard to care for our communities. UCHC opened its doors to their children and provided temporary assistance with child care needs. Our UCHC family took turns caring for their co-workers children, keeping them occupied with fun activities while parents continued to provide healthcare services.





# UCHC DENTAL CARE FOR KIDS

AFTER



BEFORE



The Dental RV travels to school's in the Altar Valley, Continental, Sahuarita and Vail School Districts to bring quality and accessible dental care to kids. Not only does this service reach children who may not otherwise receive dental care, it is also a great option for parents who are unable to leave work for their child's dental appointment.

By the summer of 2020 the RV wraps had met their match in the Arizona sun and were in desperate need of replacement. Both RV's underwent a beautiful transformation.



In early 2020, renovations started on UCHC's Continental Pediatrics location to transform this location into our new Dental Care for Kids office. This larger space created three additional dental exam rooms and more workspace for dental staff.

While the COVID-19 pandemic temporarily shut down non-emergency dental services, our new dental office was up and running in time for all dental services to resume.





## DEDICATION FOR AN EXCELLENT COMMUNITY

United Community Health Center participates in and sponsors numerous community events each year. These events include health fairs, parades, community festivals, awareness walks and more. The Marketing and Enrollment & Outreach departments also attend many school events such as Kindergarten roundups, open houses, and registration events as part of UCHC's efforts to educate our communities about services available to them. All the events we take part in assist UCHC in forming strong community connections and help us get to know the needs of our communities.

For the safety and wellness of our communities, 2020 events were cancelled and/or postponed into the 2021 season. We miss you all and we look forward to getting back out there!



Amado Food Bank  
Amado Community Alliance  
Arivaca Area Health Services  
Arivaca Connection  
Arivaca Fire Department  
Arizona Department of Transportation  
Altar Valley Unified School District  
Alzheimer's Association  
American Red Cross  
American Cancer Society  
Better Together  
Church of Latter-Day Saints-Green Valley Ward  
Church of Latter-Day Saints-Sahuarita Ward  
Church of Latter-Day Saints-Vail Ward  
Continental School District  
Country Fair White Elephant  
CPAC Community Performing Arts Center  
Coffee News  
Delta Dental  
Desert Hills Lutheran Church  
Desert Times  
FICO  
First Things First  
Freeport McMoRan Copper & Gold Inc  
Friends Indeed  
Friends of Robles Ranch  
Green Valley Sahuarita Chamber of Commerce  
Greater Vail Area Chamber of Commerce  
Green Valley News

Green Valley Food Bank  
Green Valley Council  
Green Valley Recreation  
Greater Green Valley Community Foundation  
Grace Lutheran Church  
Green Valley Pecan Company  
Green Valley Firefighters Foundation  
Green Valley Health Fair  
Green Valley Fire District  
KGVY  
La Posada  
Masonic Lodge Sahuarita  
Pima County  
Posada Life Community Services  
Quail Creek  
Rancho Resort  
Rancho Sahuarita Club House  
Reach out and Read  
Rincon Valley Fire Department  
SNAP  
Sahuarita Unified School District  
Salvation Army  
Sahuarita Baptist Church  
Serenity Baptist Church  
Sahuarita Police Department  
Santa Cruz Valley Regional Hospital  
Sahuarita Food Bank  
Sahuarita Times  
The Fence Post

*THANK YOU  
COMMUNITY  
PARTNERS!*

The Salvation Army  
The Vail Voice  
Trico  
Town of Sahuarita  
United Way of Tucson  
United Way of the Sun  
Vail Unified School District  
Valley Presbyterian Church  
Valley Assistance Services  
Vail Preservation Society  
Valley Verde Rotary



# REACH OUT AND READ

The Reach Out and Read program centers on early literacy intervention in a medical office setting. When a trusted provider offers guidance about reading to infants, toddlers, and preschoolers and provides a book to read, parents have an opportunity to give their children the best start in life. The pediatric providers who participate in the Reach Out and Read program offer books for children ages 6-months to 5 years old. Each child received a brand new (developmentally appropriate) book. The parents also receive comprehensive advice on why it's important to read aloud and often to their child and how to keep their child engaged when reading. Thanks to the Trico Power grant, United Community Health Center and Reach Out and Read have continued their partnership and provided thousands of books to the children of UCHC! Through Reach Out and Read and [allaboutbooks.com](http://allaboutbooks.com), UCHC can purchase brand-new discounted books. To learn more about the Reach out and Read program, visit [www.reachoutandread.org](http://www.reachoutandread.org)



2018-2020 UCHC GAVE AWAY 2,972 BOOKS!

2021: 1,700 BOOKS HAVE BEEN PURCHASED!

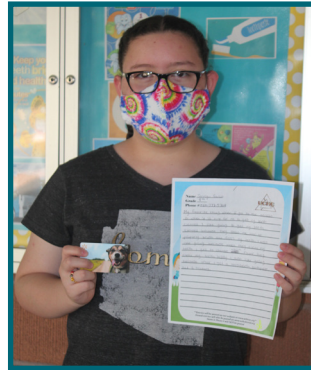
# 2020 NATIONAL HEALTH CENTER WEEK

## COMMUNITY HEALTH CENTERS

### LIGHTING THE WAY FOR HEALTHIER COMMUNITIES TODAY AND IN THE FUTURE

National Health Center Week is an annual celebration of community health centers. It's purpose is to raise awareness about all of the good work health centers do in their communities. In 2020, UCHC hosted a Kids Writing Contest to celebrate NHCW.

“Tell us your favorite part about coming to see your UCHC Doctor, Nurse or Dentist”



### Here is what some of our winners had to say:

*“I like taking my shoes off. I like the doctor because she was nice. She looked in my eyes and ears and made sure my body is healthy. Apparently, I eat too much pizza. I think it's good to go to the doctor regularly. They help keep you healthy. I'm really happy that I don't have to get shots until I'm 11!”*

*“I really like that my dentist is super friendly. When I go to see her, I feel calm because everyone there makes it feel like a spa day, the kind I have with my mama. I never worry about being uncomfortable or in pain. She even uses a fancy mermaid tail to help me while she fixes my teeth. I wish there was a way to thank her for making me feel special”*

*“My favorite thing when I go to the dentist is when it is time for me to get my teeth clean. I like going to get my teeth cleaned because they show me how to properly brush and floss my teeth. I also like going because when they clean my teeth, I get to choose which flavor they clean my teeth with.”*

# COMPANY HIGHLIGHTS

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## 2018

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- **UCHC at La Canada Pediatrics**  
*After much anticipation, we were finally able to gather and celebrate the opening of La Canada Pediatrics. This location also provides space for future growth of UCHC's Dental Care for Kids department. The building also includes a specialty suite leased to various medical specialists*
- **Community Resource Coordinator**  
*A grant from the White Elephant made this position possible. UCHC was able to connect patients with needs outside of their medical care to other great local organizations that can help them.*
- **Red for Ed Child Care**  
*See page 9*
- **CFMC Construction**  
*New Paint and Floors at Continental Family Medical Center.*

## 2019

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- **UCHC at La Posada-Posada Health**  
*Through a partnership with La Posada, UCHC opened an additional location on the La Posada Campus. This location is open to the public and is an added convenience for the residents of La Posada.*
- **New Transportation Van**  
*UCHC was awarded a grant for the purchase of a new van to continue to provide free transportation to UCHC patients.*
- **New Phone System**  
*To improve the patient experience, UCHC implemented a new phone system.*
- **Solar Panels & Grating Project**  
*Construction on UCHC's main campus in Green Valley took over the parking lot in 2019. The installation of solar panels and landscape grating now provide a renewable energy source and divert water away from the building.*

## 2020

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- **Dental Care for Kids**  
*Received a grant to provide dental screenings at La Canada Pediatrics as part of a EPSDT visit.*  
*Transitioned from Open Dental EMR to the ECW medical records system utilized by all UCHC locations.*  
*See page 10*
- **Behavioral Health Services**  
*Two Psychiatric Mental Health Nurse Practitioners were brought on board and launched UCHC's Behavioral Health Department.*
- **Telehealth**  
*The addition of Telehealth to UCHC's list of services offered patients an alternative way to get the healthcare that they still needed during the pandemic without physically going into the clinic.*
- **Amado Clinic Construction**  
*Two additional exam rooms, medication room, nurse office and a bigger front desk area were added to this location.*
- **TED Center (Training, Education and Development Center)**
- **COVID Van**  
*See page 16*



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