

2018

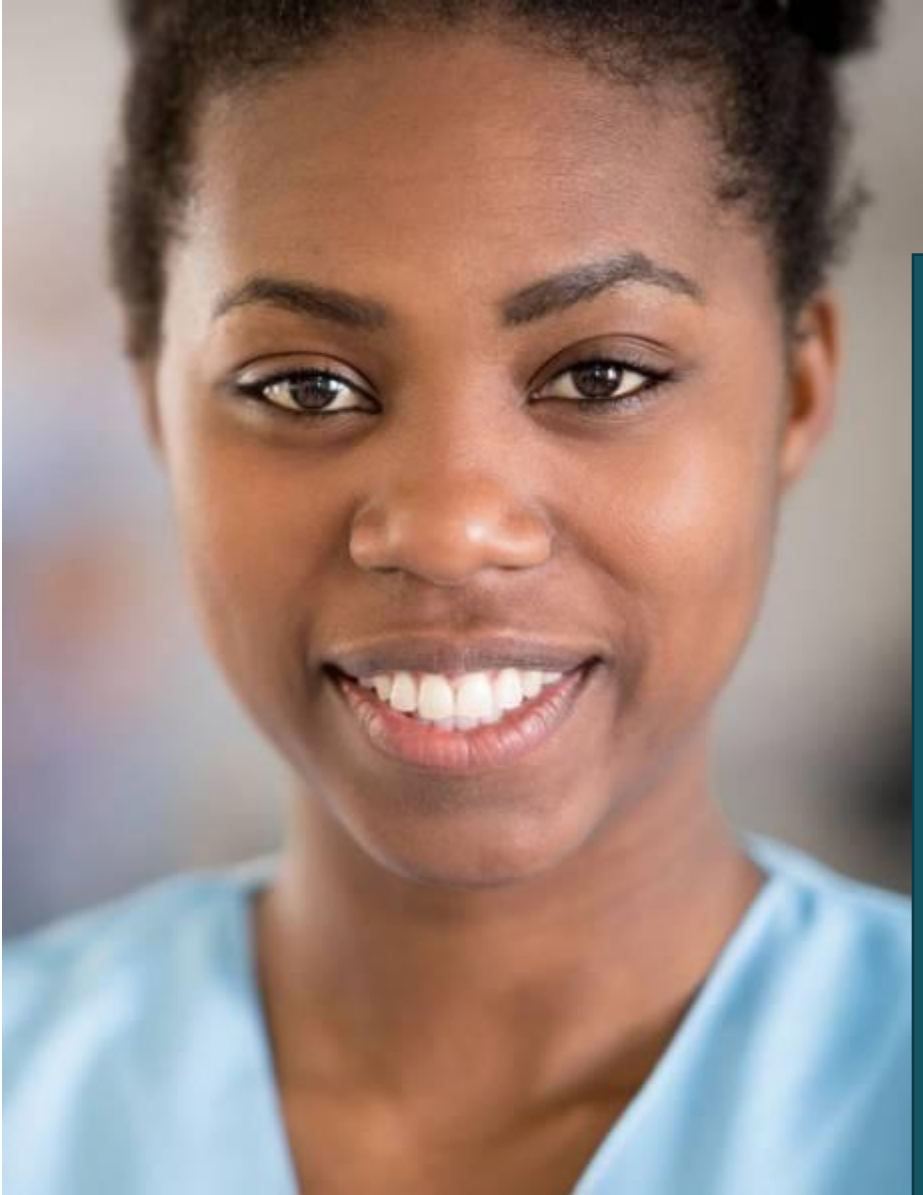


Annual Report

OUR MISSION

We deliver Quality Care that is
Accessible, Comprehensive, Innovative,
Compassionate and Culturally Sensitive
in an Atmosphere of Trust and Respect.





WHO ARE WE?

United Community Health Center is a Federally Qualified Health Center specializing in primary care services. UCHC is an organization made of up a team of dedicated healthcare professionals who are committed to fulfilling the mission of the organization; to deliver quality care that is accessible, comprehensive, innovative, compassionate and culturally sensitive in an atmosphere of trust and respect. We take pride in serving the rural, yet growing communities of Arivaca, Amado, Green Valley, Sahuarita, Three Points and Vail. We love what we do. We are passionate about helping our patients, our communities, and each other!

And we are GROWING!

THANK YOU, COMMUNITY PARTNERS - 2018

Arivaca Area Health Services

Arizona Department of Transportation

First Things First

SNAP

Joyner Green Valley Library

Delta Dental

Vail School District

Continental School District

Green Valley Sahuarita Chamber
of Commerce

Amado Food Bank

KGVY Radio

Pima County

United Way of Tucson

Country Fair White Elephant

Sahuarita Unified School District

Altar Valley School District

Greater Vail Area Chamber of Commerce

TRICO

Universalist Congregation Amado

Salvation Army

Freeport McMoRan Copper & Gold Inc.

United Way Valley of the Sun

Sahuarita Baptist Church

Green Valley Hospitals

Green Valley News

Valley Assistance Services

Green Valley Sahuarita Food Bank

Serenity Baptist Church

Town of Sahuarita

Rancho Sahuarita Clubhouse

Green Valley Council

Green Valley Recreation

OUR LEADERS

BOARD OF DIRECTORS

Rodney Lichtenberger -President

Bill Praust -Vice President

Ellen Rigli -Secretary

Ray Weisgarber -Treasurer

Mary Ann Dobson -Green Valley

Mary Esparza -Continental

William Praust -Three Points

Margarita Salcido -Three Points

Audrey Reida -Arivaca

Guadalupe Aguirre -Amado



EXECUTIVE TEAM

Rodolfo Jimenez, DO, MBA

Chief Executive Officer

Wendy Kibby, RN BSN, MHA

Chief Operations Officer

Claudette Pippin

Chief Financial Officer

UHC SERVICES



PRIMARY CARE

Providing quality care is accessible and is part of our mission



PEDIATRIC MEDICAL CARE

Reduce expenses of medical supplies by eliminating the need to buy at market value



PEDIATRIC DENTAL CARE

kids have access to quality and Compassionate dental care services



LAB SERVICES

We offer quality lab services



FREE TRANSPORTATION

UCHC provides courtesy transportation to our patients for all of our eleven locations. We provide transportation to UCHC appointments, labs & radiology. It is critical to ensuring all our patients have access to their healthcare provider. The UCHC transportation fleet was awarded through a grant with the Arizona Department of Transportation (ADOT) and Pima Associated Governments (PAG). Patients can request a ride at the time they schedule their appointment



ENROLLMENT

CASE MANAGEMENT



2018 ACTIVITIES

GRAND OPENING OF UCHC AT LA CAÑADA

On August 15th, 2018 UCHC celebrated the grand opening of UCHC at La Cañada Pediatrics during National Health Center week. We hosted this event with a Block Party, UCHC style; equipped with amazing staff, food, raffle prizes, and an appearance from the one and only Doc Tubby.



We would like to say
"THANK YOU" to our community
for coming out and supporting us
on this long-awaited day.



DENTAL CARE FOR KIDS



United Community Health Center offers pediatric dental care services at our Green Valley Freeport location. In addition to our office, UCHC dispatches two dental RV's across 20 different schools and childcare centers in the Green Valley, Sahuarita, Three Points, Arivaca and Vail areas. In the office and on the RV, UCHC is working hard to ensure all kids have access to quality and Compassionate dental care services.

1,891 Patients Served

6, 536 Total Dental Visits 1,486 RV Dental Visits

To reach our Dental Department, Call 520-407-5617



PHARMBLUE ARIZONA

UCHC partnered with Pharmblue in 2015 to bring a new service to our patients and our community. With the help and referrals from UCHC, Pharmblue continues to increase in volume and patient enrollments. On average, PharmBlue now fills 200+ prescriptions per day and has plans to expand its current space by 900 square feet. More storage and shelving space will be added and current space will be remodeled to increase work- flow. Pharmblue Arizona accepts most major insurances, Medicare Part D and AHCCCS. The pharmacy is licensed to ship medications to patients in Arizona, New Mexico, Texas

PharmBlue is staffed by:

Clinton Sanders, PharmD, RPh (Pharmacist-in-Charge)

Sima Molla-Hosseini, PharmD, RPh

Melissa Delgado, RPhT, Senior Pharm-Tech

Crystal Mejia, RPhT, Pharm-Tech/Medication Concierge



REACH OUT AND READ (ROAR)

The Reach Out and Read program centers on early literacy intervention in a medical office setting. When a trusted physician 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. From July 2018 – January 2019, the six pediatric providers who participate in the Reach Out and Read program had a total of 1,024 well child visits for ages 6 months to 5 years old. Each child received a brand new, developmentally appropriate book. The parents also received 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 were able to continue their partnership for another year. United Community Health Center received a \$2,500 grant award from Trico which was put towards purchasing children's books from all about books. com, a discount book website that Reach Out and Read partners can utilize to purchase brand new, discounted books. A total of 1,625 books were purchased using the Trico grant award.

CASE MANAGEMENT

RN Case Management plays an important role in keeping our community healthy. Case Management helps patients in need to connect to resources that can help to 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 records are received from the Health Information Exchange and the patient is scheduled for follow up as recommended by their hospitalist. Case Management is working hard to close gaps in patient healthcare, ensuring that our patients receive quality and comprehensive healthcare services. In 2017, UCHC provided 238 Case Management visits and saw an increase in 2018, providing 356 Case Management visits.



COMMUNITY RESOURCE

As our community and UCHC grow, our needs grow as well. Our Community Resource Coordinator is working hard to fill the needs of our patients and other members of our community. With the support of our community, Andrea has been able to assist those in need obtain wheelchairs, walkers, glasses, hearing aids, utility assistance, rental assistance and has even assisted someone in need obtain a car! Thank you Jim Click!



(Andrea Fimbers, Roland Salinas, and Deb Ardrey)

TRANSPORTATION



1, 333 Patients Transported, 49,396 Miles Traveled, 2, 113 Different Trips

ENROLLMENT & OUTREACH

Enrollment /Outreach Specialists (EOS) provide assistance to families and children in the communities we serve. Enrollment/ Outreach Specialists assesses 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 Sliding Fee Scale. The team also enrolls and assists clients with SNAP (Supplemental Nutrition Assistance Program). Outreach is conducted in effort to diminish rates of uninsured individuals, families and children. The EOS team works in conjunction with our Marketing Department to recruit new schools, community partners and sites in outreach, enrollment and retention activities and development of new strategies and approaches to improve outreach and enrollment of eligible patients.

To contact the Enrollment/Outreach team please call 520-777-3912

ENROLLMENT & OUTREACH

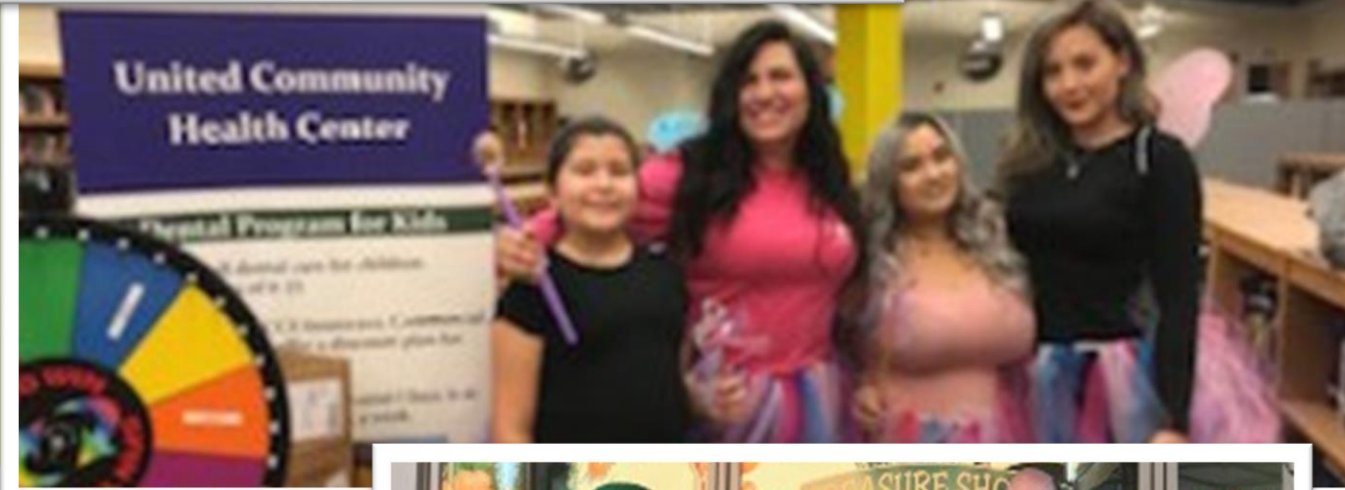
In 2018, the UCHC Marketing Department and Enrollment & Outreach Department attended 27 community events including Health Fairs, Parades, Community Festivals and Awareness walks. These same departments also attended 34 school events including Kindergarten Round-Ups, Open Houses and Registration days as part of our outreach efforts to educate the community about

Enrolled 133 individuals during the 2018
open enrollment season
Assisted 2,508 individuals YTD with
navigating the Affordable Care Act
Completed 1,162 applications YTD for state
medical assistance via Healthy Arizona
(AHCCCS and Medicare Cost Sharing)
439 patients YTD enrolled in the UCHC
Medical Discount Plan
29 children enrolled YTD in the UCHC
Dental Discount Plan

UCHC was a sponsor of the 2018 Alzheimer's



UCHC dental staff at the 2018 Vail Community Resource Fair



Community relationships are important to UCHC. It is with these relationships that we are able that we are able to stay true to our vision, fulfill our mission and continue to grow. Thank you to all of our community partners for providing us so many opportunities to be a part of the communities we serve.

COMMUNITY

UCHC was a sponsor of the 2018 Hunger Walk



“Making Music Together” was the theme of the Annual White Elephant Parade held in October 2018. Below, UCHC’s Bandstand featuring a live performance by Doc Tubby and his band. Thank you, White Elephant, for putting on this awesome event for our community.

MAKING MUSIC TOGETHER



Our staff is made up of 155 employees across 11 locations including 28 healthcare providers.

OUR STAFF



WE ARE THE PATIENT EXPERIENCE
All staff meeting 2018

SUMMARY

In 2018, UCHC provided health care services to:

11,571 adult patients and
7,225 pediatric patients.

