

CLÍNICA TEPEYAC

2013 ANNUAL REPORT

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**A GATEWAY TO HEALTH
FOR THE UNDERSERVED**

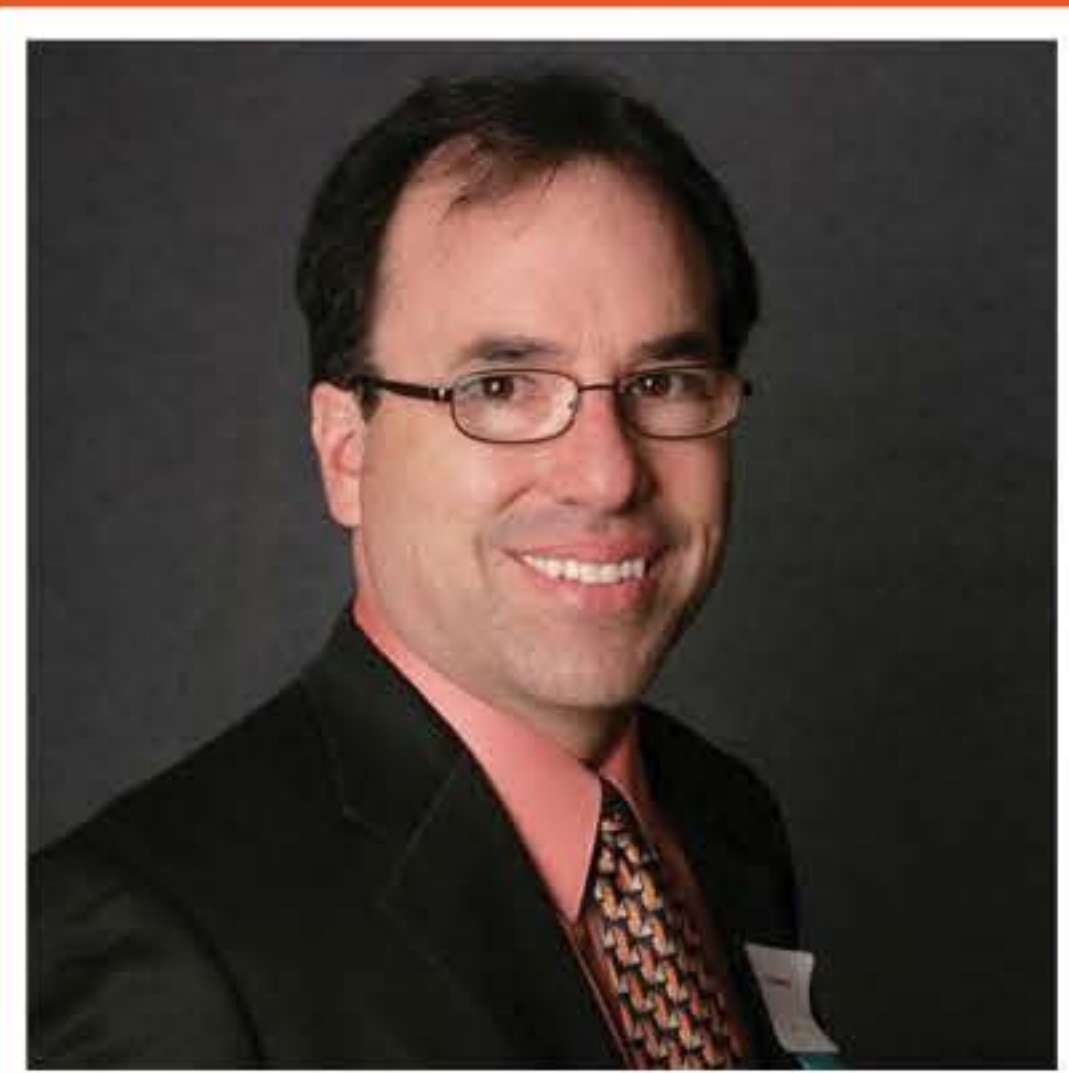
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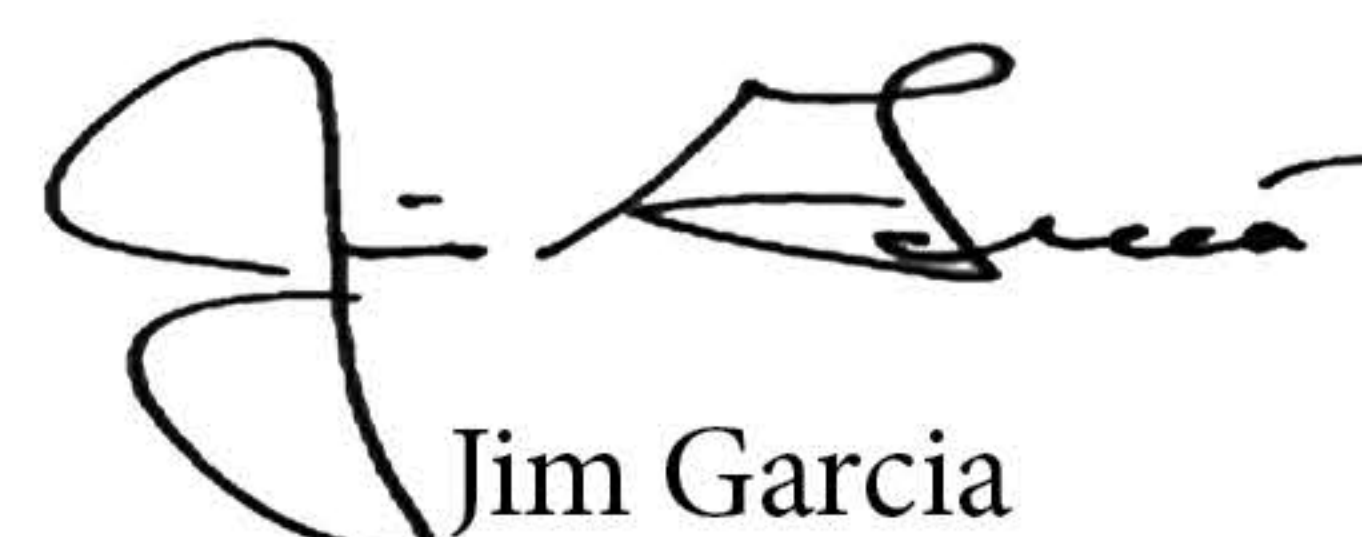
From The Desk of The Executive Director

Clínica Tepeyac had an extraordinary year in 2013. We put key infrastructure in place that will support our vision for expanding integrated and culturally-competent care to the medically underserved. Let me share with you a few highlights that your support helped make possible.

- Thanks to a two-year Colorado Health Foundation grant and much planning, we implemented an electronic health record system in October. Although it will take us a few months to become proficient in its use, this will allow us to enhance the quality of care we provide to patients as well as begin to track aggregate health outcomes for our population.
- We moved our behavioral health, health promotions, and administrative offices to the historic Elyria School at 47th and High Street, about 1 mile east of the clinic. Although it was sad to move out of our original home on Kalamath Street, we were able to double the number of counseling rooms for our behavioral health program. We are especially excited about having space for both family and group therapy that will create more opportunities to partner with other mental health and Latino-serving nonprofits.
- We served 5,941 unduplicated patients in 15,769 visits, and provided 6,222 health promotion contacts. This is well over our patient and community goals. We expected our patient visits go down as our staff learned to use the new electronic health record, but instead they stayed steady with 2012 thanks to our amazing staff and to increasing access by adding one hour on weekdays and opening on all Saturdays.
- Clínica has experienced steady and healthy financial growth. Revenue was \$3.1 million and expenses \$2.7 million (unaudited), and Clínica ended the year with 3.4 months of cash reserves, nearing its goal of 4 months of reserves.

The last two years we have hit a ceiling in the number of unduplicated patients and total visits. Therefore, a big focus for 2014 will be an expansion of the clinic that allows us to serve 20% more patients annually and to move to a “pod” model with integrated care teams. An equally large focus will be building the infrastructure to accept and bill for Medicaid. We will also complete the full integration of the electronic health record, significantly grow the behavioral health program and infrastructure in the new space, and celebrate our 20th anniversary.

Clínica couldn't have experienced this success or take on such ambitious plans without the support of our board, staff, volunteers, donors and community partners. Thank you for all you do, and I look forward to working with you in 2014.



Jim Garcia

SERVICES

Medical Care

Exceeded its 2013 goals for all four diabetes care improvements (foot exams, retinopathy, and screening LDL cholesterol and A1C hemoglobin levels), and has seen modest improvements in clinical health outcomes (e.g. reductions in LDL and A1C levels). Much of these improved clinical outcomes were due to the hard work of our quality improvement team and technical assistance from HealthTeamWorks which provided support for the diabetes registry. Quality measures were implemented, including a diabetes management flow sheet, training all medical assistants to perform retinal scans so they could be offered more frequently, and integrating a patient health coach and navigator into the clinical care model.



Purchased two important pieces of equipment – a Mindray DC-7 ultrasound and a vaccine refrigeration unit with temperature controls. Clínica's preterm rate and low birth weight in the prenatal programs remains nearly half that of the state average .

Behavioral Health



Provided 778 appointments and built infrastructure for seeing more patients. We doubled the number of counseling rooms, which has made offering group therapy possible. Expanded relationships with university partners increased the number of bilingual interns who can see patients.

Health Promotion

Increased community contacts by 60% to over 6,200. Most of this growth was in exercise offerings such as the mujeres running group and boot camps as well as recruiting/educating people on Connect for Health Colorado. Promoting exercise and nutrition along with educating patients on medical conditions is part of Clínica's wellness model to help families make healthy choices.



PATIENT STORIES



Rosario, age 16*

I have diabetes.

It got bad when I was 14. I lost 50 pounds in just 6 months, was dizzy and developed cataracts in both eyes. I could see only shapes and had to drop out of school. My parents were afraid to take me to a hospital but heard that Clínica is a place we could trust. They got me well and sent me for eye surgery or I would be blind.

Today, I have good vision and am in high school planning for college.

*Name has been changed

Clínica Tepeyac's comprehensive approach to wellness helped Rosario get her Type I diabetes under control and manage it. She met with doctors, learned proper use of medication, and took advantage of a health coach and health promotions classes that encourage nutrition and exercise.

Her specialist and cataracts surgeries were possible because of the **Patient Assistance Fund**.

Clínica Tepeyac negotiates lower rates for specialists and compensates them upfront. Then we sit down with families on what payment plan they can afford and help them apply to the Patient Assistance Fund to provide the balance.

2013 Milestones

Patient Care

unduplicated patients - 5,941

98% were Latino

85% were below 100% FPL

426 were children

patient visits - 15,769

778 behavioral health visits

789 immunizations

health promotions - 6,222

60% growth in contacts

volunteers

36% growth in hours

Clínica Tepeyac received the
Rosa Parks Award for Diversity
from the
University of Colorado at Denver

**Clínica
Tepeyac**

**Jim
Garcia**

Jim Garcia received the
NFL Hispanic Heritage Leadership Award
from the Denver Broncos

FINANCIALS



Grants	53%
Patient Fees	16%
Contracts	14%
Events	8%
In-Kind	5%
Donations	4%

Total Revenue \$3,067,169



Program	84%
Administration	9%
Fundraising	7%

Total Expenses \$2,606,218

84%
of funds go directly to patient care and health education programs

Net Assets \$2,234,051

CLÍNICA TEPEYAC

Corporations:

Aetna Foundation
American Cancer Society
American Diabetes Association
Cancer League of Colorado
Capital Cigars
Colorado Nonprofit Association
Colorado Rockies Baseball
Community College of Denver
Denver Health Foundation
Denver School of Professional Studies
Drain Genie
Entravision
Escuela Tlatelolco
Evolve Communications
Genentech
Health Center of Auraria
HealthTeamWorks
Heinrich Hispanidad
John Snow, Inc
Kaiser Permanente
McKesson
Metropolitan State University
Nicks Garden Center and Farm Market
Palo Alto, Inc.
Pfizer Corporation
Que Bueno Restaurant
Regis University
Rite Aid
Robinson Management
Ronald McDonald House
Rose Medical Center
Schwab Charitable Fund
Servicios de la Raza
Shepherd of the Hills Presbyterian Church
Sisters of Charity of Leavenworth
Solera National Bank
Source Office and Technology
Stadium Management
Suncor Energy
TJ Maxx/TJX Foundation
Union Pacific Railroad
Venoco, Inc.
Walgreens
Wells Fargo

Foundations:

Abarca Family Fund
Anschutz Family Foundation
Avon Foundation for Women
Temple Hoyne Buell Foundation
Build a Bear Foundation
Cancer League of Colorado
Caring for Colorado Foundation
Colorado Health Foundation
Colorado Legacy Foundation
The Colorado Trust
Community First Foundation
Community Shares
Denver Foundation
Hispanics In Philanthropy
AV Hunter Trust
Helen K. and Arthur E. Johnson Foundation
Kenneth King Foundation
Susan G. Komen For The Cure
Latino Community Foundation of Colorado
March of Dimes – Colorado Chapter
Robert R. McCormick Foundation
Melvin & Elaine Wolf Foundation
Newborn Hope
Nord Family Foundation
Piton Foundation
Schlessman Foundation

Government:

CDOT Office of Transportation Safety
CDPHD Office of Health Equity
CDPHE Women's Wellness Connection
CDHCPF - Primary Care Fund
Colorado Colorectal Screening Program
Connect for Health Colorado
Denver Health – CRAFT+
Denver Office of HIV Resources

Individuals:

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Perla Duran	Behavioral Health Coord	Yolanda Ortega	Special Events Coord	Irving Zalazar	Medical Assistant

Volunteers

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Xochilt Alamillo	Clara Campos	Connie George RN	Graciela Maldonado	Benjamin Salazar-Chatt MD
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