

Providing Primary Health Care to those in need.
2009
Pueblo Community Health Center
Annual Report



P

C

H

C

2009



To provide primary health care to those in need



- We treat all our patients and each other with dignity and respect, regardless of race, age, gender, disability, values, lifestyle or interests.
- We believe compassion and empathy for others are crucial to the success of the organization.
- We believe honesty and integrity in all relationships are paramount.
- We are committed to providing the highest quality health care and customer service to our patients.
- We believe teamwork and developing cooperative working relationships are crucial to the success of Pueblo Community Health Center.



Arthur Yarbrough, Jr.
2009 Board President

Dear Friends of PCHC,

We are pleased to present PCHC's 2009 Annual Report reflecting the efforts of our Board of Directors and dedicated staff. Included in this report are the highlights of 2009 punctuated by the opening of our new 41,000 square foot Colorado Avenue Clinic in November 2009.

PCHC continues to meet the health needs of our patients. In fact in 2009, PCHC served 20,940 patients with 102,307 visits! With the expansion many of you supported, PCHC will be able to serve an additional 6,000 people by 2015!

In 2009, we delivered 534 babies, provided comprehensive case management services to 98% of our patients living with diabetes, served 741 Farmworker patients, and provided services to 703 students with 2,135 visits through our new School-Based Wellness Center partnership with Pueblo City Schools and Parkview Medical Center.

Without your support, none of this success would be possible. Thank you for believing in the possibilities!

Most sincerely,

Arthur Yarbrough, Jr.
2009 President, Board of Directors

Donald Moore
Chief Executive Officer



Donald Moore, CEO

Board of
PCHC
Directors

Arthur Yarbrough, Jr., President
Lorraine Nolan, President-Elect
Lisa Frazier, Treasurer
Charlene Trujillo, Secretary
Christine Nevin-Woods, DO, MPH, Past-President
Geri Davis
Lucille Gonzales
Amy Jimenez
Garrett Mumma
Jane Schifferdecker
R.J. Schultz, DDS
Mary Twinem, PsyD
Linda Yarnell



Executive
Team
Leadership

Donald Moore, Chief Executive Officer
Michael Barris, MD, Chief Medical Co-officer
David Fleurquin, Chief Financial Officer
David Krause, MD, Chief Medical Co-officer
Justin McCarthy, Chief Operations Officer
Karen Miller, DDS, Chief Dental Officer

Accomplishments 2009



- We served 20,940 patients, a 5% increase over 2008.
- We provided 102,307 medical, dental and mental health visits.
- We opened a new 3-story, 41,000 square foot clinic to serve even more people in need of high quality, affordable primary health care.
- We delivered a record number of babies—534—which is 1 out of every 4 babies born in Pueblo County.
- We secured more than \$3 million from individuals, businesses, private and public entities for the Building Healthy Lives expansion campaign.
- Our patients remain satisfied with their overall care and 98% would recommend PCHC to others.
- We served with distinction by following our Core Values, which remain vital to our success.

Direction 2010 Statements

Growth

- We must focus on our mission and continue to embrace our core values as we grow.
- We must actively manage our practice size and provide a medical home for at least 1,200 more patients.
- We must deliver high quality care and customer service to our patients.
- We must complete the 110 Routh Avenue and 2030 Lake Avenue building renovations.
- We must assure our special populations patients are served.

Electronic Health Records

- We must implement the NextGen electronic practice management system.
- We must adequately plan and prepare for NextGen electronic health records implementation.

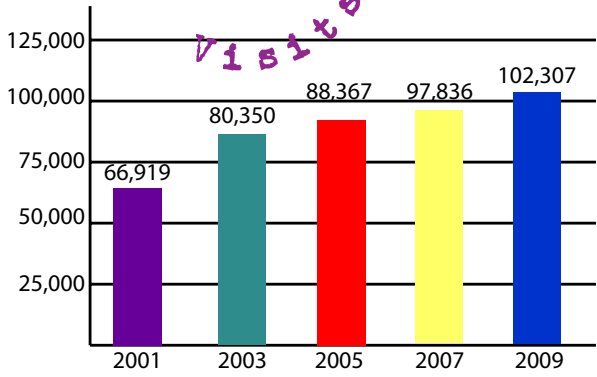
Sustainability

- We must recruit and retain providers and staff committed to our mission.
- We must generate revenues sufficient to achieve growth.
- We must manage operating expenses within available revenues.

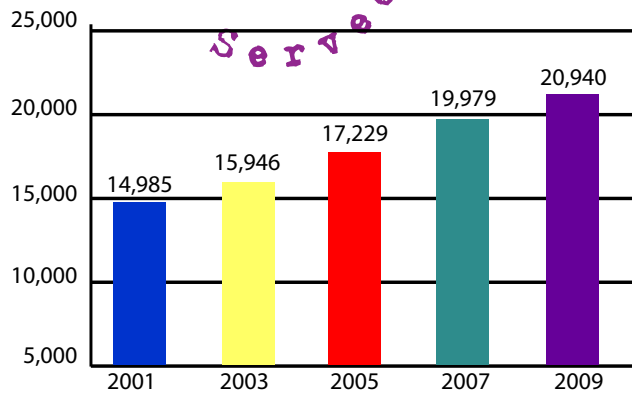
Strategic Partnerships

- We must continue to advocate on behalf of people who lack access to quality primary health care.
- We must be a partner in community efforts relevant to our mission.
- We must have excellent relationships with both hospitals and other providers essential to our system of care.
- We must assure PCHC Foundation's Capital Expansion Campaign is successfully completed.

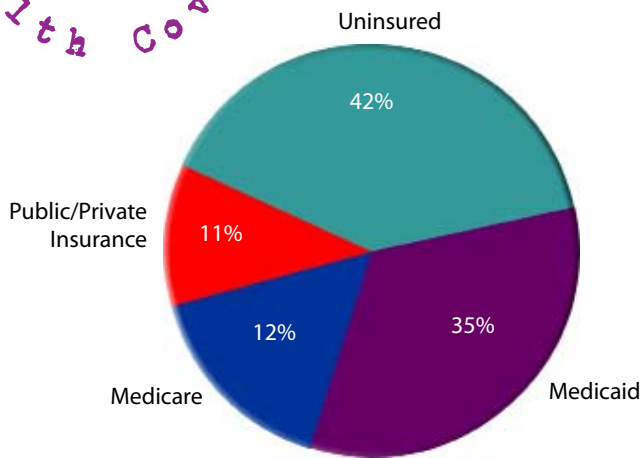
Patient
2009
Visits



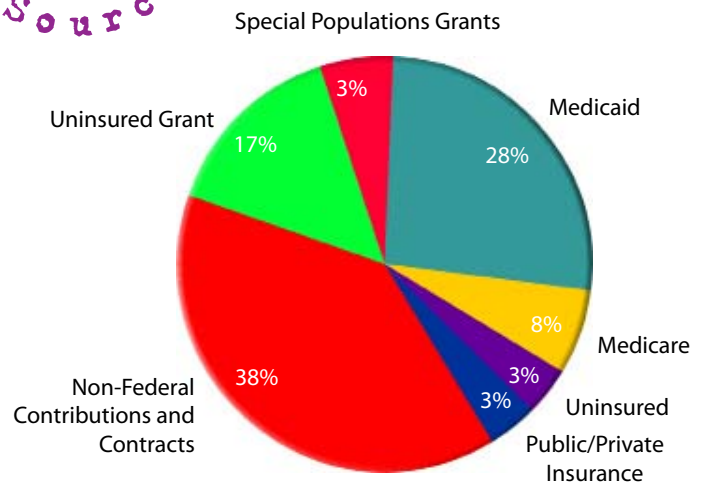
Patient
2009
Served



Patient
2009
Health Coverage



Revenue
2009
Sources



Building H



Henry Roman, EdD
Building Healthy Lives Chairman

With health care reform on everyone's mind, expanding access to care is a top priority in Pueblo County. The comments from community leaders, patients, neighbors and citizens throughout PCHC's recent capital expansion have been extremely positive.

The new building's design complements the neighborhood historic components and many environmental elements were included to maximize energy efficiency. In fact, PCHC now boasts one of the largest privately owned solar panel system in Southeastern Colorado! To honor this location, which was the site for St. Paul United Methodist Church for 100+ years before we built the new clinic, we incorporated limestone features from the church into the clinic's design.

Thanks to the support of individuals, businesses and other private entities, the Building Healthy Lives Committee (see next page for Committee member names) exceeded our goal of securing at least \$100,000 from the local community. The actual amount our local volunteers raised was \$137,776 and we have YOU to thank!

All of our best,

A handwritten signature in blue ink that reads "Henry Roman".

Henry Roman, EdD, Chairman
Building Healthy Lives



Cora Zaletel, PCHC Foundation President,
speaks at the Colorado Avenue Clinic Grand
Opening Ceremony.

Healthy Lives



Dr. Henry Roman, Chairman	Donald Moore
Janet Fieldman	Ruth Nerenberg
Byron A. Geer	Amber Pepin
Lucille Gonzales	Tracy Samora
Michael Hurtado, DDS	Jim Wessely
John Klomp, PhD	Cora Zaletel



Grand Opening Ceremony for the new Colorado Avenue Clinic
November 18, 2009

Pictured (l-r): State Representative Sal Pace; The Colorado Health Foundation's CEO Anne Warhover; PCHC Board President Arthur Yarbrough; PCHC Foundation President Cora Zaletel; Pueblo City Councilman Randy Thurston; Dan Lane Houston Construction Project Manager; PCHC's Former CEO Byron Geer; Pueblo County Commissioner Anthony Nunez; Pueblo City Councilman Ray Aguilera; Pueblo City Councilwoman Barbara Vidmar; PCHC CEO Donald Moore.



Pueblo Community Health Center *Foundation*



Cora Zaletel
PCHC Foundation President



Janet Fieldman, MBA, CFRE
Chief Foundation Officer

Dear Friends of PCHC Foundation,

As you have witnessed through the pages of this 2009 Annual Report, this was an amazing year for PCHC and PCHC Foundation. Never in PCHC's 26-year history has there been such a surge of growth in terms of facilities and patient service combined with successful planning for the coming years.

PCHC Foundation defied the critics who claimed that attempting a Capital Campaign to support expansion needs during an economic downturn was ridiculous and impossible. Through it all, we were able to obtain an unheard of \$4-for-\$1 match from the Colorado Health Foundation; secure one-time economic stimulus funds; and ultimately raise more than \$3 million from local and statewide individuals and organizations.

We are now preparing to renovate the former medical clinic to accommodate a larger patient pharmacy, as well as expand the dental clinic from 8 operatories to 13. With continued generosity from people like you who care, both renovations will be complete by early 2011.

It is difficult to find the words to accurately convey our appreciation of your commitment, dedication and support as we aim to care for even more people in need of primary health care services.

Most Sincerely,

Cora Zaletel, President
PCHC Foundation

Janet Fieldman, CFRE
Chief Foundation Officer

Board of Foundation Directors

- Cora Zaletel, President
- Jarvis Ryals, MD, President-Elect
- Dan Hewitt, Treasurer
- Deb Kalb, Secretary
- Carol Chiarito
- Marian Heesaker

- Donald Moore
- Michael Nerenberg, MD
- Lorraine Nolan
- Doug Piersel
- Henry Roman, PhD
- Tracy Samora





Grant
Contributions

- Avon Foundation Breast Care Fund
- Bureau of Primary Health Care
- Caring for Colorado Foundation
- Colorado Department of Public Health and Environment
- The Colorado Health Foundation
- Colorado Primary Care Fund
- Colorado Women's Wellness Connection
- Comprehensive Primary and Preventive Care Fund
- David & Lucile Packard Foundation
- El Pomar Foundation
- Helen K. and Arthur E. Johnson Foundation
- Newborn Hope, Inc.
- Pueblo Area Agency on Aging
- Pueblo City-County Partnership
- R.M. Watts Foundation
- Rose Community Foundation
- Ryan White Early Intervention Services
- Susan G. Komen for the Cure-Southeastern Colorado Affiliate
- United Way of Pueblo County

Boards of
&
Volunteers
Directors

PCHC Board of Directors Contributors

- | | | |
|---------------------|---------------------------|-----------------------|
| Gerri Davis | Amy Jimenez | Dr. R.J. Schultz |
| Lisa Frazier | Garrett Mumma | Charlene Trujillo |
| Lucille Gonzales | Dr. Christine Nevin-Woods | Dr. Mary Twinem |
| Marian Heesaker | Lorraine Nolan | Arthur Yarbrough, Jr. |
| Dr. Michael Hurtado | Jane Schifferdecker | Linda Yarnell |

PCHC Foundation Board of Directors Contributors

- | | | |
|-----------------|-----------------------|------------------|
| Carol Chiarito | Deb Kalb | Doug Piersel |
| Byron A. Geer | Donald Moore | Dr. Jarvis Ryals |
| Marian Heesaker | Dr. Michael Nerenberg | Tracy Samora |
| Dan Hewitt | Lorraine Nolan | Cora Zaletel |

Building Healthy Lives Committee Contributors

- | | | |
|----------------------|----------------|-----------------|
| Janet Fieldman | Dr. John Klomp | Dr. Henry Roman |
| Byron A. Geer | Donald Moore | Tracy Samora |
| Lucille Gonzales | Ruth Nerenberg | Jim Wessely |
| Micahel Hurtado, DDS | Amber Pepin | Cora Zaletel |



Individuals & Corporations

80 Twenty Wines
 Paulina Adjei
 Mario and Eliana Aguilera
 Crystal Alarid
 Melissa Alcon
 Sandra Alcon
 Abigail Algiene
 All-Phase Environmental Consultants
 Dr. & Mrs. Robert & Judy Alsever
 Angelo's Pizza Parlor
 Lee Applbaum
 Kathryn Aragon
 Alice Aranda
 Linda Archuleta
 LaLena Arellano
 John Armstrong
 Armstrong Jewelers
 Kimberly Baca
 Alice Bachman
 Paul & Jane Bailey
 Dr. Elissa Ball & Dr. Jay Richter
 Nicole Barela
 Sarah Barrett
 Dr. & Mrs. Michael & Nancy Barris
 Nancy Barth
 Deirdre Baxin
 Marcia Beachy
 Johnnie Becerra
 Analee Beck
 Jean Belding
 Luciano Benavidez, Jr.
 Margaret Bennett
 Betty Martinez Realtors
 Black Hills Energy
 Antonnette Bookout
 F. Michael Boyd
 Leon and Treva Bright
 Herbert E. Brockman
 Don Bruestle
 Thomas & Claire Bruss
 Dr. & Mrs. Michael & Beth Bryant
 Joe Bulow, PA-C
 Wendy Bulow, PA-C
 Rev. & Mrs. Ken & Barbara Butcher
 Carmen Caldera
 Brandie Campbell
 Dr. Richard Capek
 Victor Carabello
 Cardinal Health
 Donna Casper
 Heather Cathcart
 Sylvia Cernoia
 Carol Cervi
 Katie Champlain
 Sokunvithyea Chhun
 Carol Chiarito
 Dean J. Chiarito
 William & Jacqueline Chinn
 Commissioner Jeff Chostner
 Jim & Kyle Christian

Raymond L. Cid
 Donald & Eddie Clark
 Edith Clason
 Matt Coffman
 Mary Coggins
 Colorado Outdoor Performing Arts
 Colorado State University-Pueblo
 Common d
 Blanca Cordova
 Karen Cordova
 Denise Cordova
 Peter E. Cornish
 Country Oven Bakery
 Dr. Anne Courtright
 Ila Cox
 Dr. & Mrs. Mike & Sue Cozzetta
 Mindy Cranmer
 Steven & Janet Cruz
 Sandra Cunningham
 Merritt & Marion Cushing
 D Street Hair Design
 Patricia Daugherty
 Dr. Scott Davidson
 Geri Davis
 Robert & Cleo Day
 DC's on B Street
 Carole Defusco
 Dave & Cathy Dehn
 Priscilla Delgado
 Eileen Dennis
 Michele DesLauriers
 Details Salon
 Deuces Wild Casino Rentals
 Maria Diaz
 Marisela Diaz
 James & Lecial Diven
 Ron & Nina Dockery
 Doug's Window Tint
 Barbara Dragon
 Julie Drake-Biby
 Kenneth Drew
 Penelope Dukes
 Dorothy Dunlap
 Geraldine Duran
 DeeDee Dwight
 Nancy Eagleton
 Patrick & Debra Edelman
 Engineered Systems, Inc.
 Edward & Carole Englar
 Lisa Esquibel
 Euphoria
 Evraz Rocky Mountain Steel Mills
 Robert & Lucille Ewing
 Michael & Lana Fairbanks
 Misty Falcon, CNP
 Karen Farbo
 Kathy Farley
 Rose Farmer
 Ralph & Patricia Fausone
 Pete Ferris
 Ray & Alice Fetty

The Honorable & Mrs. Steve Fieldman
 Andee Fitzgerald
 Dr. Josefina Fitzgerald
 G. Rae Flanigan
 David & Mary Fleurquin
 Ben Flores
 Peggy Fogel
 Tamara Forte
 Maria Fox
 Christi Franklin
 Lisa Frazier
 Dr. Joy Furman
 Sylvia Fransua
 Tex Freeman
 Sandra Gallegos
 Emily Garcia
 Kathy Garcia
 Rachel Garcia
 Susie Garcia
 Georgia Gardner
 Bruce Geer
 Byron & Joanie Geer
 Lauren Geer
 Dr. and Mrs. Jeff Geller
 Linda Gigliotti
 N.D. Giltner
 Beth Gladney
 David and Linda Glover
 Juanita Gomez
 Sarah Gomez
 Barbara Gonzales
 Gene & Lucille Gonzales
 Henry & Frances Gonzales
 Patricia Gonzales
 Toni L. Gonzales
 Michelle Gonzalez
 Meriam Good
 Betsy Goodwin
 Beatriz Granillo
 Kathryn Griggs
 JoAnn Grove
 Greg Gouveia
 Ansel Gower
 Douglas & Janet Graf
 Tara Griffin
 Mavis Groeneveld
 Rita Guerrero
 Samuel & Gloria Guerrero
 H.W. Houston Construction
 Chester Haddan, Jr.
 Catherine Halcomb
 Katherine J. Haling
 Judi Hamlin
 Renay Hammond
 Michelle Haynes
 Marian Heesaker
 Matt Heimerich
 Chad Hess, PA-C
 Robert Hernandez, Jr.
 Dan Hewitt

Andrea Higgins
 Edward & Katherine Hill
 Pat Hill
 Art & Marjorie Hilvitz
 Chris Hinz
 Yolanda Hoffman
 Dorothy Holloran
 Hollydot Golf Shop
 Hopscotch Bakery
 Jeannine Horan
 Jin Hu
 Paul Huber
 Howard Hurley
 Kristen Hurley, PA-C
 Dr. Michael Hurtado
 Dr. Donovan C. James
 Michael & Pamela James
 JEM Communications
 Amy Jimenez
 Cynthia Jimenez, LCSW
 Joe & Angie Jimenez
 Otelia Johns
 William & Eleanor Jones
 Deb Kalb
 Byron & Ethyl Kelham
 Darla Keller
 Steve Keys
 Dr. John Klomp
 Dr. Anthony Knowlton
 Dr. Rona Knudsen
 Misty Koehn-Martinez
 Linda & Ray Kogovsek
 Dr. & Mrs. David & Cathy Krause
 Dr. & Mrs. William Krause
 La Renaissance
 Thomas Lacerte
 Ann Ladd
 Robert E. Landreth
 Geraldine Lane
 Joyce Largent
 Marvin Lasater
 Tom & Jean Latka
 David Lawrence
 Christina Leal
 Dennis J. Lee
 Crystal Lerma
 Larry Lewis
 Dawn Leyba
 Lynn Leyba, CNM
 Martina Leyva
 Little Caesar's Pizza
 Valerie Lobato
 Dr. Annette Long
 Faustino Lopez
 Rose Lopez
 Jeanne Lucero
 Joni Lugert
 Bernadette Lujan
 Debra Lynch
 Andy Maestas
 Dr. Victoria Mallon



Eleanor Manriquez
 Victoria Markowski & Rod Townley
 William and Patricia Martin
 Adrienne Martinez
 Becky Martinez
 Christina Martinez
 Gwen Martinez
 Juan Martinez
 Lee Anne Martinez
 Lita Martinez
 Michelle Martinez
 Natalie Martinez
 Renee Martinez
 Douglas Matuzak
 Janet Mazur
 Jayne Mazur
 Michelle McAteer
 Justin McCarthy
 Norma McCarthy
 John McClave
 Susan McComsey
 Kimberly McCullah, RDH
 Pauline McDonald
 Kimberly McManaman
 Kristina Medina
 Teresita Medina
 Joetta Meigs
 April Melton
 Patricia Mercado
 Holly Metz
 David & Cristin Metz
 Russ & Helga Meyer
 Gregory & Susan Miketa
 Amy Miller, PA-C
 Dr. Karen Miller
 Tammy Miller
 Francie Mills
 Suchoon & Judith Mo
 Mobile Record Shredders, LLC
 Kimberly Monjesky
 Rick Montanari
 Veronica Montanez
 Anthony Montoya
 Benedict C. Montoya
 Lena Montoya
 Mary Montoya
 Rene Montoya
 Donald & Raelene Moore
 Dr. Janet Morales
 Moreschini Dental Office
 Dr. Renae Moreschini
 Doris Morgan
 Lorna Morgan
 Penny Moring
 Elizabeth Moulder
 Garrett Mumma
 Joseph & Katherine Murgel
 Joe Musso

John & Marilyn Neri
 Gary & Karen Neet
 Rose Nekola
 Dr. & Mrs. Michael & Ruth Nerenberg
 Dr. Christine Nevin-Woods
 Cecelia Newman
 Diem Nguyen
 Jennifer Nobel
 Lorraine Nolan
 Brenda Oliver
 Cecilia Ornelas
 Mary Jo O'Rourke
 Patti O'Rourke-Perkovich &
 Lawrence Perkovich
 Kathy Orta
 Timothy Ortiz
 Jerry & Barbara Osterman
 Lynne Parker, CNM
 Dr. Pam Parks
 Parkview Medical Center
 Earl Payne
 Amber Pepin
 Mr. Telesforo Perez
 Perfect Image
 Raymond & Audrey Perko
 Lisa Persons
 Sister Mary Hugh Peterson
 Jan Pfannenstiel
 Doug Piersel
 Melissa Pino
 Charlotte and Kenny Ponce
 Rachel Porco
 Louis and Rosa Pratt
 Shyla Prijatelj, RDH
 Pueblo Bank & Trust
 Pueblo Marriott
 Pueblo Records & Tapes
 Virginia Quintana
 Kristin Randlett
 Wendy Raso, CNM
 Angela Reed
 Virginia Reid
 Avanye Renner
 Ronald & Beverly Renoux
 Josefina Reyes
 Mike & Marla Ribarich
 Duane & Sherry Richert
 Frank & Terra Riggio
 Linda Rikhoff
 Dr. Dana Riley
 Isabelle Rios
 Natalie Rios
 Carlos & Kristine Rivera
 Phyllis Rivera
 Scott & Myra Robb
 Rhonda Roberts
 Scott Robertshaw
 John Robida

Dr. and Mrs. Harold Robinson
 Julie Rodriguez
 Lola Rodriguez
 Nicholas Rodriguez, LCSW
 Rosanna Rodriguez
 Dr. & Mrs. Henry and Anna Roman
 Lillian Romero
 Debbie Rose
 Bill & Joan Ross
 RTA Architects
 James Ruffin
 Jerry Russell
 Dr. & Mrs. Jarvis Ryals
 Sandy Sabo
 Terrie Sajbel & Dr. John Hardy
 Norma Salinas
 Steven & Beverly Samek
 Tracy Samora
 Sara B. Sanchez
 Nancy Sandoval
 Gus & Sue Sandstrom
 Fred Santistevan
 Nanette Santos
 Doug & Jane Sawvell
 Jane C. Sawvell
 Jane Schifferdecker
 Marlene Schmidt
 Dr. R.J. Schultz
 Schuster's Printing
 Dr. Mark Schwartz
 James Schwartzberger
 Linda Scott
 Adrian & Graciela Sehlmeier
 Amy Shawcroft
 Diane Shumard
 James Sibert
 Josephine Siegel
 Lonnie & Nancy Singleton
 Richard & Joan Smith
 Sally Smith
 Frances Solano
 Michelle Solis
 Louise Spugnardi
 Eileen Squires
 St. Mary-Corwin Medical Center
 Patricia Stacy
 Brandy Statezny
 Wally & Sharon Stealey
 Joyce Storm
 Robert & Kris Strader
 Sally Stricca
 Paul & Rebecca Stringer
 Sunflower Bank
 K.R. Swerdfeger Construction, Inc.
 Robert Swick
 Brenda Tallman
 Target Distribution Center
 Kirk & Cassy Taylor

Ms. Sandra Taylor
 Mr. Richard Thomas, Sr.
 Ginger Todd, PA-C
 Drs. Robert and Sara Tonsing
 Juanita Torres
 Lamar Trant
 Robert & Creta Trevithick
 Adelia Trujillo
 Antonio Trujillo
 Charlene Trujillo
 Crystal Trujillo
 Donald L. Trujillo
 Juan & Lilly Trujillo
 Karen Trujillo
 Paula Trujillo
 Sandra Trujillo
 Dascha Tursi
 Dr. Mary Twinem
 United Steelworkers of America
 Beatrice Valdez
 Joseph & Isabelle Valdez
 Mary Valdez
 Gerald & Janet Valentine
 Geraldine Vallejos
 Frank Van Bergen
 Erica Vargas
 Ron Vasquez
 Jose & Alberta Vega
 Shawna Vega
 Judy Velasquez
 Patricia Velasquez
 Charlie & Desi Vial
 Sandy Vidana
 Diana Vidmar
 Frank J. Vigil
 Grace Vigil
 Virginia Vigil
 The Honorable Rosalie Vigna &
 Mr. Warren Nolan
 Dr. Elmer Villalon
 Ruth VonMosch
 John & Mary Walker
 Mary Walter
 Kevin & Garilyn Warmack
 Greg & Iris Weatherford
 Jim & Sally Wessely
 Norm Westhoff
 Eva White
 Eva Whittmore
 James Wickers
 Melanie Williams
 Ralph and Janice Williams
 Lovie Wofford
 Wendy Wolfe
 William Woolford
 Dee Dee Wright
 Arthur Yarbrough, Jr.
 Cora Zaletel

Pueblo Community
Locations
Health Center

Colorado Avenue Clinic

300 Colorado Avenue
Pueblo, Colorado 81004
(719) 543-8711

Park Hill Clinic & Pharmacy

1302 East 5th Street
Pueblo, Colorado 81001
(719) 543-8711

O'Rourke Dental Clinic

2030 Lake Avenue
Pueblo, Colorado 81004
(719) 564-4823

Avondale Clinic

328 Avondale Boulevard
Avondale, Colorado 81022
(719) 947-3344

Grand Avenue Clinic

1008 North Grand Avenue
Pueblo, Colorado 81003
(719) 584-3964

Pharmacy

310 Colorado Avenue
Pueblo, Colorado 81004
(719) 543-4545

Administration & Foundation

112 East Pitkin Avenue
Pueblo, Colorado 81004
(719) 543-8711

Central High

School-Based Wellness Center

216 East Orman Avenue
Pueblo, Colorado 81004
(719) 253-6156

East High

School-Based Wellness Center

9 MacNeil Road
Pueblo, Colorado 81001
(719) 549-7730

Freed Middle

School-Based Wellness Center

715 West 20th Street
Pueblo, Colorado 81003
(719) 253-6310

Risley Middle

School-Based Wellness Center

625 Monument
Pueblo, Colorado 81001
(719) 549-7915

Walsenburg OB Clinic

129 Kansas Avenue
Walsenburg, Colorado 81089
(719) 738-2718

