

Providing Primary Health Care to those  
in need.  
2011  
Pueblo  
Community  
Health Center  
Annual Report

If you would prefer this report via e-mail instead of paper, please send an e-mail to [APepin@PuebloCHC.org](mailto:APepin@PuebloCHC.org)

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2011





Charlene Trujillo  
2011-12 Board President



Donald Moore, CEO

Dear PCHC Friends,

Improving the health of our community by taking care of patients is central to our mission as a nonprofit health care provider. For us, this means being available for our patients when they are ill and when they are in need of support to stay healthy and manage chronic health care conditions.

Pueblo Community Health Center is proud of the comprehensive model of care we provide: medical; dental; mental health; pharmacy; school-based wellness centers; individual and group health education; special services for homeless, migrant/seasonal farmworkers, and people affected by HIV/AIDS; and so much more! By providing all of these consistently high quality health care services for those in need—regardless of their ability to pay—PCHC is a strong community partner caring for people who work hard every day to make a difference.

Enjoy this update from 2011. As PCHC continues to grow, your commitment and dedication to our mission will thrive. Thank you for believing in the possibilities!

Most sincerely,

Charlene Trujillo  
2011-12 President, Board of Directors

Donald Moore  
Chief Executive Officer

*Our Mission  
Since 1983*

To provide primary health care to those in need

*Our Core Values*

- 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.

## *PCHC Board of Directors*

Charlene Trujillo, President  
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Lorraine Nolan, Past President  
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Jay Richter, MD  
Michelle Sandoval  
R.J. Schultz, DDS  
Linda Yarnell



## *Executive Leadership Team*

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





*Award Winning  
Infant Immunization  
Case Management Program*

PCHC's patients account for more than 25% of babies born in Pueblo each year. Keeping these new treasures healthy is a priority for PCHC's Infant Immunization Case Management Program. According to the Centers for Disease Control, "The diseases that vaccines prevent can be dangerous, or even deadly." Personal one-to-one care ensures appropriate life-saving immunizations are provided for more than 1,500 infant and toddler patients every year. In fact, our pediatric immunization rate of 87% in 2010 greatly exceeds the Healthy People 2020 national goal of 80% and the Colorado community health centers' statewide average of 76%! PCHC has the unique and impressive distinction of having the highest infant immunization rate among Colorado's CHCs for 14 consecutive years!

Rest assured that PCHC is helping babies and families stay healthy one person at a time!





## *Keeping Pueblo Healthy!*

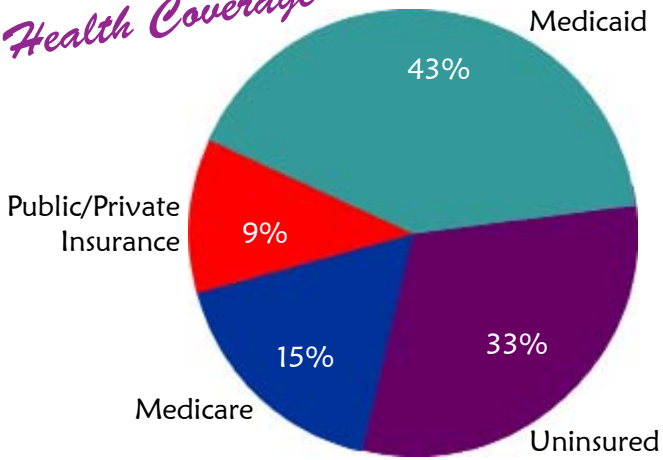
- 1 out of every 7 Pueblo residents receives their primary health care at PCHC.
- PCHC provided 106,927 medical, dental, and mental health visits to 23,104 patients.
- 25% of the babies born in Pueblo each year—or 1 out of every 4—are PCHC patients.
- PCHC reduces unnecessary usage of emergency rooms by offering same-day appointments; 100% of same-day appointments were used in 2011!
- PCHC has consistently exceeded local, statewide and national averages for the infant immunization rates for 14 consecutive years!
- Our waiting list continues to dramatically decrease: Before the Colorado Avenue Clinic opened, 2,600+ people were waiting to become PCHC patients; the list now has about 500 people on it.
- The percentage of our patients with controlled high blood pressure exceeds statewide and national community health center rates.
- PCHC provides a follow-up care appointment for every person who does not have a primary health care home when they are released from the hospital.
- PCHC achieved Patient Centered Medical Home accreditation along with three-year organization-wide accreditation by the Accreditation Association for Ambulatory Health Care, an independent, national professional entity.
- We saved 29 lives in 2011 by screening women for cancer and getting them into available treatment programs.

## *2012 Direction*

- We must fulfill our mission by embracing our core values.
- We must make more progress toward our goal of providing access to 6,000 more patients by 2015.
- We must actively manage our practice size to assure high levels of quality, access and customer service.
- We must assure our homeless, farmworker and HIV+ patients can access care and are served.
- We must find a way to provide more access to dental care.
- We must begin implementing NextGen electronic health records.
- We must participate in electronic exchange of health information in our community.
- We must assess our community's needs and determine our future strategic direction.
- We must recruit and retain providers and staff committed to our mission.
- We must generate revenues and manage expenses sufficient to achieve growth.
- We must adapt to health care reform changes at the state and national levels.
- We must advocate on behalf of people who lack access to quality primary health care.
- We must have excellent relationships with both hospitals and other providers essential to our system of care.
- We must include PCHC Foundation in our growth.



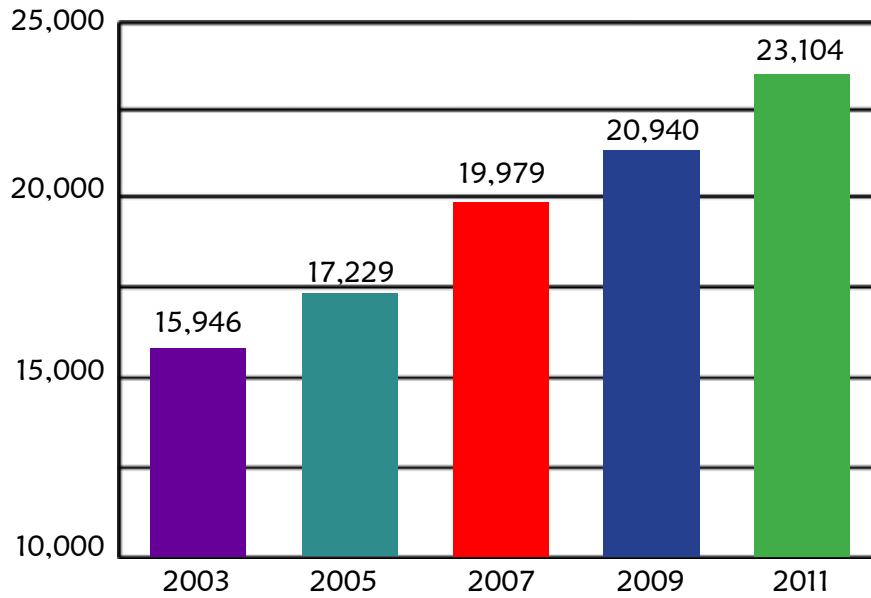
*2011 Patient Health Coverage*



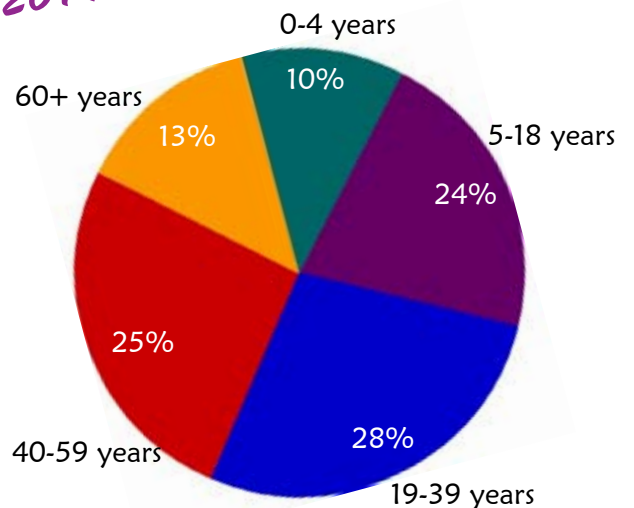
*Most Frequently Diagnosed Ailments*

- Diabetes
- Hypertension
- Ear Ache/Ear Infection
- Chronic Bronchitis/Emphysema
- Depression

*2011 Unduplicated Individual Patients*



*2011 Patients' Ages*







Cora Zaletel  
PCHC Foundation President



Janet Fieldman, MBA, CFRE  
Chief Foundation Officer

Dear PCHC Foundation Supporters,

PCHC Foundation turned five years young in 2011. During this short time, we have focused on our mission *to secure short- and long-term financial resources for Pueblo Community Health Center as it endeavors to provide primary health care to those in need.*

We are grateful to have had you solidly by our side as we raised more than \$3 million to build PCHC's beautiful new Colorado Avenue Clinic. The addition of this location already has made a significant impact on the well-being of Pueblo's families:

- An additional 2,164 individual patients have been added as patients since 2009 when the Colorado Avenue Clinic opened, which is a 10.3 percent increase!
- PCHC's waiting list was reduced from 2,600+ to about 500 individual people today!

We could not have accomplished these incredible results without the financial commitment from you, your friends, local businesses, private funders, pulling together to make a positive impact on Pueblo's health. In fact, PCHC Foundation's base of support has more than tripled in five years to ensure long-term success as more people invest in our cause. It is difficult to find the words to accurately convey our appreciation for your commitment, dedication, and support as we strive to care for even more people in need of primary health care services.

Thank you for truly making a difference.

With much appreciation,

Cora Zaletel  
President, PCHC Foundation Board of Directors

Janet Fieldman, CFRE  
Chief Foundation Officer

*PCHC Foundation  
Board of Directors*

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Carol Chiarito  
Marian Heesaker

Donald Moore  
Lorraine Nolan  
Doug Piersel, Esq.  
Henry Roman, EdD  
Jarvis Ryals, MD  
Tracy Samora





## *Grant Contributions*

Avon Foundation Breast Care Fund  
 Bureau of Primary Health Care  
 Caring for Colorado Foundation  
 The Colorado Health Foundation  
 The Colorado Trust  
 Colorado Primary Care Fund  
 Colorado Women's Wellness Connection  
 Newborn Hope, Inc.  
 Nurse-Family Partnership  
 Pueblo Area Agency on Aging  
 Pueblo City-County Partnership  
 Ryan White Early Intervention Services  
 Susan G. Komen for the Cure - Southeastern Colorado Affiliate  
 United Way of Pueblo County

## *Individuals & Corporations*

80 Twenty Wines  
 Mr. and Mrs. Mario & Eliana Aguilera  
 All-Phase Environmental Consultants  
 Dr. and Mrs. Robert & Judy Alsever  
 American Furniture Warehouse  
 Angelo's Pizza Parlor  
 Ms. Rae Ann Armijo  
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 Mr. F. Michael Boyd  
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 Centennial Insurance Agency LLC  
 Ms. Carol Chiarito  
 Mrs. Jacqueline Chinn  
 Ms. Carol Coatney  
 Ms. Valerie Cody

Ms. Mary Coggins  
 Colorado State University - Pueblo  
 Comcast Spotlight  
 Common d  
 Country Oven Bakery  
 Dr. Anne Courtright  
 Ms. Ashley Cox  
 Dr. and Mrs. Mike & Sue Cozzetta  
 CSU-Pueblo Alumni Association  
 D Street Hair Design  
 Ms. Geraldine Davis  
 Ms. Tricia DeHaan  
 Mr. and Mrs. Dave & Cathy Dehn  
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 Ms. Ruth DePalma  
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 Details Salon  
 Deuces Wild Casino Rentals  
 Ms. Marisela Diaz  
 Mr. and Mrs. Ron & Nina Dockery  
 Mr. Chris Dolge  
 Ms. Dorothy Dunlap  
 El Pomar Foundation  
 Edward & Carole Engler  
 Ent Federal Credit Union

Euphoria Salon  
 Evraz Rocky Mountain Steel Mills  
 Ms. Karen Farbo  
 Ms. Kathy Farley  
 The Honorable and Mrs. Steven & Janet Fieldman  
 Mr. Michael Gage  
 Ms. Renee Gallegos  
 Ms. Valerie Gallegos  
 Mr. and Mrs. Byron & Joanie Geer  
 Gobin's Inc.  
 Mr. and Mrs. Gene & Lucille Gonzales  
 Mr. and Mrs. Henry & Frances Gonzales  
 Ms. Rebecca Goodman  
 Mr. and Mrs. Douglas & Janet Graf  
 Mr. and Mrs. Zane & Jeanette Grant  
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 Ms. Judi Hamlin  
 Ms. Holly Hanson  
 Ms. Marian Heesaker  
 Ms. Barbara Hegarty  
 Mr. and Mrs. Steve & Patsy Hicks

Mr. Chris Hinz  
 Hopscotch Bakery  
 Ms. Annette House  
 HUB International Insurance Services  
 Mary Hund-Snyder, CNM  
 IPCThe Hospitalist Group  
 JEM Communications  
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 Mr. Carlos Jimenez  
 Mr. and Mrs. Joe & Angie Jimenez  
 Ms. Melissa Jimenez  
 Ms. Sarah Joseph  
 Mr. Jeff Joubert  
 Mr. and Mrs. Anthony &  
 Brigitte Juarez  
 Ms. Deborah Kalb  
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 Mr. Dan Ludwig  
 Ms. Victoria Markowski &  
 Mr. Rod Townley  
 Marriott of Pueblo  
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 MBD&G, PC  
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 Mr. Tom Miller  
 Mobile Record Shredders  
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 Ms. Penny Moring  
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 Mr. and Mrs. John & Debbie Ortega  
 Dr. Stephanie Parker  
 Dr. Pam Parks

Parkview Medical Center  
 Jenna Pechek  
 Ms. Amber Pepin  
 PepsiCo  
 Ms. Diane Porter  
 Mr. and Mrs. Louis & Rosa Pratt  
 Pueblo Bank & Trust  
 Pueblo City-County Health  
 Department  
 Mr. Sollie Raso  
 Wendy Raso, CNM  
 Ms. Joy Retrum  
 Mr. John Robida  
 Rocky Mountain Eye Center  
 Rocky Mountain Records Managers  
 Dr. and Mrs. Henry & Anna Roman  
 Mr. Robert Romero  
 Mr. and Mrs. Bill & Joan Ross  
 Dr. Charles Ruzkowski  
 Ms. Terrie Sajbel and Dr. John Hardy  
 Ms. Tracy Samora  
 Ms. Sara B. Sanchez  
 Mr. and Mrs. Doug & Jane Sawvell  
 Dr. R.J. Schultz  
 Schuster's Printing  
 Mr. and Mrs. Adrian &  
 Graciela Sehlmeier  
 Mr. and Mrs. Lonnie &  
 Nancy Singleton  
 Southern Colorado AIDS Project  
 Southern Colorado Emergency  
 Medical Associates  
 Ms. Vicki St. Clair

St. Mary-Corwin Medical Center  
 Mr. and Mrs. Wally & Sharon Stealey  
 Mr. and Mrs. Robert & Kris Strader  
 Sunflower Bank  
 Ms. Bobbi Swallow  
 Mr. Robert Swick  
 Mr. Strider Swope  
 Ms. Brenda Tallman  
 Mr. Rob Taylor  
 Ms. Bernadette Tiffany  
 Mr. and Mrs. Robert &  
 Creta Trevithick  
 Ms. Charlene Trujillo  
 Dr. Mary Twinem  
 Ms. Cathy Valenzuela  
 Mr. Frank Van Bergen  
 Vectra Bank  
 Dr. and Mrs. Jose & Alberta Vega  
 The Honorable Rosalie Vigna &  
 Mr. Warren Nolan  
 Ms. Ruth VonMosch  
 Mr. and Mrs. John & Mary Walker  
 Mr. and Mrs. Bryan &  
 Michelle Weimer  
 Wells Fargo Bank of Pueblo  
 Mr. James Wickers  
 Mr. and Mrs. John & Connie Wilbar  
 Ms. Deserae Wilson  
 Dr. Philip Woods &  
 Dr. Christine Nevin-Woods  
 Mr. Arthur Yarbrough, Jr.  
 Ms. Linda Yarnell  
 Ms. Cora Zaletel



If we inadvertently omitted your name, we apologize. Please contact Janet Fieldman (JFieldman@PuebloCHC.org or 719-543-8718 x 152) for all corrections.





Pueblo Community  
*Locations*  
Health Center

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

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 & Administrative Services  
110 East Routh 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

