



CHIRICAHUA COMMUNITY
HEALTH CENTERS, INC.

2010

ANNUAL
REPORT

Chiricahua
Community
Health Centers, Inc.





EXECUTIVE SUMMARY

**Jennifer “Ginger” Ryan, MBA/Ph.D.
Chief Executive Officer**

Newton’s Third Law of Motion states “For every action there is an equal and opposite reaction.” Have you ever stepped off a boat and watched it move away from you? This Law of Motion is evident in the political arena where we have seen a year of great uncertainty with towering budget deficits. With the emphasis on spending cuts on both the state and national levels, it is our responsibility to ensure that lawmakers recognize the value of community health centers both in improving health and reducing health care costs.

The following pages draw a poignant picture of an organization that, in concert with the Third Law of Motion, has moved consistently away from debt and uncertainty. CCHCI’s reaction has been one of fiscal responsibility, strategic growth and improved patient outcomes.

In Ivan Doig’s novel *Ride With Me, Mariah Montana*, a character asks Mariah, “How good are you going to get?” She replies, “How good is there?” That is where we are headed – toward greater excellence in patient care underwritten with strong financial viability.

MISSION

To provide quality, efficient health care to all in Cochise County and beyond; regardless of ability to pay.

VISION

CCHCI is a self-supporting, primary health care network that provides a full range of coordinated, accessible and valued health services to persons of all ages throughout Cochise County and beyond.

MEDICAL DIRECTOR'S REPORT

John Haun, MD

Due to CCHCI's tremendous growth over the past several years two physicians from our staff, Dr. Jonathan Lee-Melk and Dr. Stephen Lindstrom, have joined me to form a Medical Director's Team. The goal is to increase efficiency and improve quality at all levels of patient care. Dr. Lee-Melk assumed the role of Medical Director for Community Pediatrics in March and was joined in October by Dr. Lindstrom as the Medical Director of Family Services.

On going recruitment activities have focused on family practice physicians and clinical care coordination for adults (to accompany the existing pediatric program) and the chronic disease clinical pathways and depression clinics.

Jonathan Lee-Melk, MD

This past year was an intense and exciting period for CCHCI Pediatrics. An obvious highlight was the design and construction phase for the renovation of the historic 15th Street School in Douglas into our new Pediatric Center of Excellence. All members of our pediatric team played an active role in this process, incorporating advanced child-friendly design and mission that would be unusual to find in a rural community anywhere. We, as well as many in the surrounding communities, are excited about seeing the school building that had served the area's children for ninety years now serve a renewed mission of providing extensive pediatric health and wellness services. The space is scheduled to open in June, 2011.

Our state-of-the-art Mobile Medical Clinic (MMC), donated to us by the Children's Health Fund, began its services in earnest in June, 2010. Attending to both children and their families, the MMC is staffed by a highly-motivated team skilled at working in this unique environment, and includes a family nurse practitioner and two board-certified pediatricians--all newly-recruited. The MMC has thus far served primarily uninsured patients in the Sierra Vista area.

CCHCI Pediatrics relies heavily on a true teamwork model. However, no matter how committed our providers, care coordinators and support staff have proven to be, up to this point the community's need has thus far regularly surpassed our capacity to meet the demand. Therefore, recruitment and retention of highly-qualified pediatric providers remains a top priority for this coming next year. With more interest from outside professionals in our pediatric program than ever before and with an additional pediatrician already signed on for this coming summer, we and the families that we serve have a great deal to look forward to.

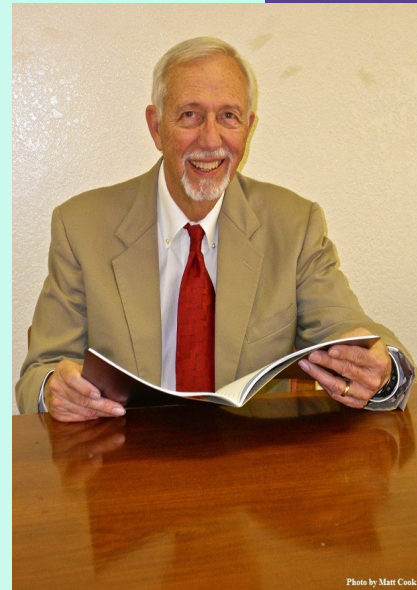


Photo by Matt Cook



PROVIDERS - Medical Staff



John Haun, MD
Medical Director
ABFM, ABMM, FAAFP
Family Practice



Jonathan Lee-Melk, MD
Medical Director of
Community Pediatrics
Board Certified Pediatrician



Stephen Lindstrom, MD
Medical Director of
Family Services
Board Certified Pediatrician



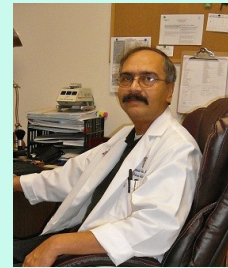
April Alvarez-Corona, MD
Pediatrician



Karen Crockett, MD
Family Practice



Jack Hoffman, MD
Internal Medicine



Shahedul Islam, MD
Board Certified
Internal Medicine



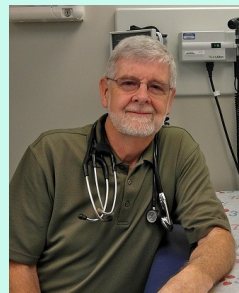
Deborah Moroney, MD
Family Practice



Prido Polanco, MD
CCHP



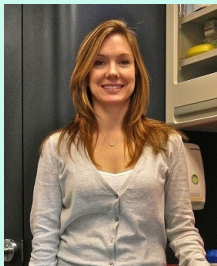
Darlene Ray, MD
Board Certified
Pediatrician



John Seward, MD
Board Certified
Pediatrician



Elizabeth Fabry, NP-C
Certified Adult Nurse
Practitioner



Dia Madden, FNP-C
Certified Family Nurse
Practitioner



Mario Moreno, ANP
Adult Nurse
Practitioner



Carlos Peña, PA-C
Certified
Physician
Assistant



Lanaya Turner, FNP-BC
Certified Family Nurse
Practitioner

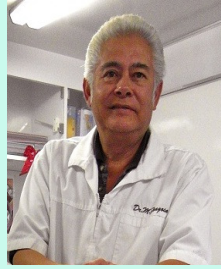


Jane Williamson-Davenport, FNP-BC
Certified
Family Nurse
Practitioner

PROVIDERS - Dental Staff



Dale Parry, DDS
Director of Dental
Services
Board Certified
Dentist



Mario Fragoso, DDS
Dentist



Behnam Kamvari, DMD
Dentist



Michael Lindstrom, DDS
Board Certified Dentist

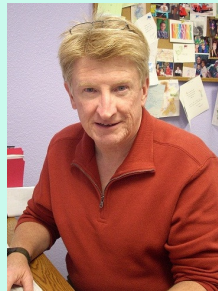


Jane Sobel
Registered Dental
Hygienist

PROVIDERS - Behavioral Health



Russell Christopher, MD
Board Certified
Psychiatrist



Kenny Miller
ACSW, LCSW



**Tina Buck Ph.D.,
CRC, LPC**
Behavioral Health
Services



Marybeth Webster, Ph.D.
Registered Art Therapist

BOARD OF DIRECTORS

Betty Piper, President - Elfrida
Mary Gomez, Vice-President - Bisbee
Michael Holland, Secretary/Treasurer - Bisbee
Manny Alvarez - Elfrida
Dan Beauchamp - Bisbee
Irene Cornejo - Douglas
Elisa de la Cruz - Elfrida
Bob Fernández - Douglas
Lourdes Fernandez - Douglas
Carrie Gustavson - Bisbee
Phil Koop - McNeal
Glenn Law - Elfrida
Penny Law - Elfrida

2010 Highlights

JANUARY

The Change of Scope is approved for the new Mobile Medical Clinic

FEBRAURY

CCHCI leases space in Sierra Vista to house the new Mobile Medical Clinic and staff

CCHCI assumes ownership of the 15th Street School in Douglas, AZ to house the new Pediatric Center of Excellence.

MARCH

Dr. Shahedul Islam, Board Certified Internist, and Dr. Behnam Kamvari, Dentist, join CCHCI

Dr. Jonathan Lee-Melk assumes the role of Medical Director for Community Pediatrics

The Reconciliation Act of 2010 and the Patient Protection and Affordable Care Act, taken together as the health care reform package, is approved by Congress

APRIL

CCHCI is featured on American Idol Gives Back, Larry King Live and CNN

Dr. Ryan is appointed, by a unanimous vote of the Arizona State Senate, to a third term on the Arizona Health Facilities Authority Board

CCHCI wins the statewide “Arizona Big Shot” award from The Arizona Partnership for Immunization for Outstanding Achievement

Dale Parry DDS appointed Director of Dental Services for CCHCI.

MAY

Jeanne Butler is honored as Employee of the Year

Bids are opened for the construction phase of the 15th Street Pediatric Center of Excellence

JUNE

The Annual Strategic Planning Retreat is held at the new Sierra Vista Administrative site

Drs. Ryan and Wood attend the Ventanilla de Salud Program meeting at the Ministry of Foreign Affairs in Mexico City

2010 Highlights

JUNE CONT'D

Dr. Darlene Ray, Board Certified Pediatrician, joins CCHCI's Pediatric Team

Tina Buck, Ph.D., joins CCHCI's Behavioral Health Team

JULY

Unball invitations are mailed

Jody Pirtle, University of Arizona Doctoral Candidate, conducts a special research study on the "Effects of Parent Education on the Language Skills of their Child" utilizing the Therapeutic Playroom of the Jennifer "Ginger" Ryan Clinic in Douglas.

Collaboration begins with Sunset Community Health Center in Yuma for outreach to the farm worker population in the lettuce fields

Dia Madden, Certified Family Nurse Practitioner, joins CCHCI's Mobile Medical Clinic Team

AUGUST

CCHCI places an employee, Blanca Villa, in the Mexican Consulate in Douglas, AZ in the Ventanilla de Salud Program

SEPTEMBER

Financial Auditor, Larry Fester, presents his annual report to the Board of Directors

Diana Verdugo becomes CCHCI's first official Risk Manager/Compliance Officer

OCTOBER

Children Health Fund's Annual Meeting in Austin, TX

Dr. Stephen Lindstrom assumes the role of Medical Director of Family Services

NOVEMBER

Dr. Ryan presents at Region IX Western Clinicians' Conference in Universal City, CA

Dr. John "Pete" Seward, Board Certified Pediatrician, joins CCHCI's Pediatric Team.

DECEMBER

Twenty CCHCI employees participate in the Yuma Health Fair for farm workers

Michael Lindstrom, DDS, joins CCHCI's Dental Team

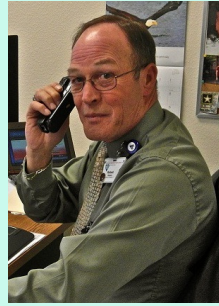
Leadership



Jennifer "Ginger" Ryan, MBA/PhD
Chief Executive Officer



Gary "Mac" McPherran
Chief Financial Officer



Richard Sampson
Director of Facility Operations/IT



Julie King, PHR
Director of Human Resources



John Haun, MD, ABFM, ABMM, FAAFP
Medical Director



Jonathan Lee-Melk, MD, FAAP
Medical Director of Community Pediatrics



Stephen Lindstrom, MD, FAAP
Medical Director of Family Services



Dale Parry, DDS
Director of Dental Services



Edith Sampson, RN BSN
Director of Nursing



Diana Verdugo, RN BSN
Risk Manager



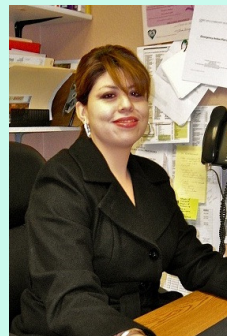
Susan Lange, RN BSN
Director of Community Outreach



Noemi DeCastro
Community Relations



Linda Noga
Elfrida Clinic Manager



Melissa Ramirez
Bisbee Clinic Manager



Sally Holcomb
Director of Children's Programs and Pediatric Center of Excellence Clinic Manager

PATIENT SNAPSHOT

20,000 PATIENTS SERVED IN 2010

Uninsured	51%
Medicaid	25%
Under the age of 18	23%
Below the federal poverty level	60%

DEMOGRAPHICS BY AGE 2010

Pediatrics (0-17)	23%
Adults (18-54)	49%
Seniors (55+)	28%

INSURED STATUS OF OUR PATIENTS 2010

Medicaid	25%
Uninsured	46%
Private Insurance	19%
Medicare	5%
Self Pay	5%

DEMOGRAPHICS BY ETHNICITY 2010

Hispanic	67%
Anglo	21%
Native American	1%
African American	1%
Unreported	10%



FINANCIALS

2010 FISCAL YEAR IN REVIEW

REVENUE AND PUBLIC SUPPORT

Federal Grant	\$3,435,794
Patient Generated Revenue	\$4,544,551
Other Grants	\$665,397
Donations	\$15,890
In-Kind Contributions	\$351,668
Other Income	\$41,376

**TOTAL REVENUE AND
PUBLIC SUPPORT** **\$9,054,676**

EXPENSES

Medical, Dental, BH	\$6,094,625
Administration	\$1,745,864
Depreciation	\$281,628
Interest	\$20,224
In-Kind Expenses	\$351,668

TOTAL EXPENSES **\$8,494,009**

UNRESTRICTED NET ASSETS **\$4,657,623**



CLINICS AND MOBILE UNITS



Elfrida

- Cliff Whetten Clinic
- Community Garden
- Mobile Dental Clinic



Cochise County

Sierra Vista

Elfrida

Bisbee

Douglas

Sierra Vista

- Administration
- Mobile Medical Clinic



Bisbee

- Clinic
- Diabetic Education Center



Douglas

- Jennifer "Ginger" Ryan Clinic
- Administration/Business Office
- Pediatric Center of Excellence

CLINIC LOCATIONS

Jennifer “Ginger” Ryan Clinic

1100 F Avenue
Douglas, AZ 85607
520.364.3285

Monday - Thursday 8 a.m. - 7 p.m.

Friday 8 a.m. - 5 p.m.

Saturday 9 a.m. - 3 p.m.

Administration/Business Office

1205 F Avenue
Douglas, AZ 85607
520.364.1429

Cliff Whitten Clinic

10566 Highway 191
Elfrida, AZ 85610
520.642.2222

Dental Services:

Monday - Thursday 7 a.m. - 5 p.m.

Friday 8 a.m. - 5 p.m.

Saturday 9 a.m. - 3 p.m.

Medical Services:

Monday - Tuesday 7 a.m. - 6 p.m.

Wednesday - Friday 8 a.m. - 5 p.m.

Bisbee Clinic

108 Arizona Street
Bisbee, AZ 85603
520.432.3309

Monday - Friday 8 a.m. - 5 p.m.

Saturday 9 a.m. - 3 p.m.

Sierra Vista /Mobile Medical Clinic

4655A Commerce Dr.
Sierra Vista, AZ 85635
520.459.3011

Diabetic Education Center/Ryan White

310 Arizona Street
Bisbee, AZ 85603
520.432.3168

CLINIC SERVICES

- General Physicals
- Chronic Disease Management (Diabetes Care and Education)
- Women’s Health
- Pre-natal Care
- Pediatric Center of Excellence
- Dental Care
- Patient Assistance Prescription Medication Program
- CDL Physicals
- Family Planning Services
- On-Site Laboratory Services
- Behavioral Health Services
- Art Therapy
- Twenty-four hour call
- Transportation Services
- Flu Shots
- School Physicals

SPECIAL SERVICES

Jennifer “Ginger” Ryan Clinic - Douglas

- Pre-natal care
- Pediatric Center of Excellence
- Well Women Health Check Program
- Chronic Disease Management Program
- Domestic Violence Prevention and Services

Cliff Whitten Clinic - Elfrida

- Family Dentistry
- Well Woman Health Check Program
- Chronic Disease Management Program
- Mobile Dental Unit
- Sembrando Salud/Sowing Wellness
- Elfrida Community Garden and Farmer’s Market

Bisbee Clinic

- HIV/AIDS Care
- Behavioral Health Services
- Chronic Disease Management Program
- Pediatrics
- Case Management
- Minor Procedures