



Denver Harbor Clinic
Airline Children's Clinic

2009 Annual Report
Informe Annual

A Message from the CEO / Un Mensaje del Presidente

Denver Harbor Clinic and Airline Children's Clinic



Since the founding of Denver Harbor Clinic more than ten years ago, our work has been focused on eliminating gaps in healthcare. **Denver Harbor Clinic** and **Airline Children's Clinic** provided record levels of medical, dental and mental health care in 2009. Our total patient base increased by 44 percent to 6,600 people. With the addition of dental and pediatric services, the number of patient encounters shot up 89 percent during the year to 19,605. These strong numbers clearly indicate we are meeting an important need.

Eliminating gaps in healthcare. In 2009 the gaps in healthcare widened and our role became even more critical. People at all income levels were feeling the primary health care pinch. Even those fortunate enough to have health insurance found a shortage of primary health care providers. In fact, Texas is one of nine states nationally that is swelling with the "medically disenfranchised," people who are essentially shut out of the health care system because they don't have a provider.

Providing value and reducing costs. Denver Harbor Clinic and Airline Children's Clinic and other federally qualified community health centers are a key part of the solution for the medically disenfranchised. We are beneficial not just for making primary health care available and accessible in neighborhoods, but because we can reduce the need for avoidable, costlier care like emergency room visits and hospitalizations. As teaching facilities, both clinics are also exposing the next generation of medical professionals to the unique and significant rewards of working in primary care.

Collaborating with impact. We are fortunate to have a long standing relationship with Methodist Hospital Family Medicine Resident Program, as well as new partnerships unfolding in 2010 with Texas Children's Hospital and Harris County Hospital District. With each, we are contributing an intimate knowledge of community needs and cultures to create greater access, better health outcomes and lower health care costs.

Engaging individuals and groups. Many of you have been with us since the beginning when Denver Harbor Clinic was operating just a few hours a week out of a local church. Some became supporters as we honed our strengths to expand and build sustainability. Others have just learned of our work and contributed this past year in response to the growing need. Every phase and form of support has been instrumental to our success and will be critical to the future as we continue to address health inequities. I hope you take great pride in our affiliation and will continue your support in the future.

Sincerely,

A handwritten signature in black ink that reads "Daniel Montez".

Daniel Montez
Chief Executive Officer
Denver Harbor Clinic & Airline Children's Clinic



Significant Accomplishments / Logros Significativos

Denver Harbor Clinic and Airline Children's Clinic

Prenatal care is on the rise

A women who receives early and regular prenatal care increases the likelihood of delivering a full-term, healthy baby. In 2009, 44 percent of pregnant patients in our service area began receiving prenatal care in their first trimester and continued the program through delivery of their babies. Our goal is for all pregnant women to be getting full prenatal care beginning the first trimester of pregnancy.

Children are immunized

Vaccination programs that target infants and children have dramatically reduced the prevalence of many serious diseases in the United States. At Denver Harbor Clinic and Airline Children's Clinic, 50 percent of patients between 19 and 35 months old had completed the full up-to-date immunization schedule, with an increase to 70 percent expected in 2010.

A health care home for 6,600

When basic medical and dental care is put off, simple problems can become expensive crises. Widening access to primary care is a critical step not only in improving health and fighting disease, but also in cutting costs and reducing reliance on hospital emergency rooms. Denver Harbor Clinic and Airline Children's Clinic were healthcare homes to 6,600 patients in 2009 in the medically disenfranchised areas of northeast Houston.



Expectant mothers participate in a community baby shower and tour of services at Airline Children's Clinic, co-sponsored by Community Health Choice



Airline Children's Clinic patient, Nadia de Leon, in for a check-up and immunizations



Denver Harbor Clinic provides a medical home in the neighborhood for Maria Archaga Rangel (center) and her children (from left to right) Arnold, Majorie and Karen

Significant Accomplishments / Logros Significativos

Denver Harbor Clinic and Airline Children's Clinic



Dr. Tiffani Sealock, M.D. (on right) with a medical student at Denver Harbor Clinic

Systems are more efficient

Both clinics adopted an electronic medical records (EMR) system in 2009, an accomplishment that is important in creating efficiencies and reducing health inequities. The EMR system helps ensure a smooth referral process to specialty and hospital care, making Denver Harbor Clinic and Airline Children's Clinic valuable and effective partners in the larger Houston health care system.

New physicians are experiencing the rewards of primary care

There's a shortage of primary care providers everywhere, and especially in Houston. As teaching facilities, both Denver Harbor Clinic and Airline Children's Clinic are exposing new medical professionals to the rewards of providing primary care in medically underserved areas. In fact, we are proud to note that Dr. Tiffani Sealock, M.D., a former resident, is now one of the newest attending physicians at Denver Harbor Clinic.

Future sustainability is improved

A high percentage of the people we serve are uninsured, making financial sustainability an ongoing challenge. Both clinics hold regular enrollment events to help patients learn about and apply for available coverage. With the addition of dental services, patients now access more services at each clinic, creating more efficiency and stability in operations.



With a commitment to providing a healthcare home for patients, medical and dental services are available at both Denver Harbor and Airline Children's Clinics

Communities We Serve / Comunidades Que Servimos

Denver Harbor Clinic and Airline Children's Clinic

Eliminating the gaps in accessible healthcare

Denver Harbor Clinic and Airline Children's Clinic are located in the northeast part of Houston, one of the most medically underserved areas in the nation.

Uninsured rates are the highest in the country and many residents are working people who lack access to a health care home. Most go without care or rely on emergency room services.

The overall health of the Harris County community is poor by many measures. Infant mortality rate is an important indicator of a population's well being and a predictor of the health of the next generation. While the rate has improved nationally, Harris County stands out as an area in which infant mortality has been on the rise since 2000.

Expensive emergency room visits are often the *only* source of medical care for residents in Harris County. Approximately 52 percent of emergency room visits by Harris County residents in 2006 were for primary healthcare related issues, indicating the strong need for accessible preventative healthcare in the community.

Denver Harbor: Isolated and medically underserved

The Denver Harbor neighborhood of northeast Houston is isolated by an expressway, a canal and railroad tracks. It is a relatively stable community with a high rate of home ownership that has been medically underserved for generations. For the 28,000 or so residents Denver Harbor Clinic is the answer to their prayers.

Airline: 28,000 children and a shortage of medical providers

The Airline service area includes the Aldine, Independence Heights and Settegast neighborhoods. Residents are predominantly Hispanic, with 65 percent speaking English "less than very well," including nearly 28,000 children 17 years old and under. Approximately 33 percent of the children in Airline live below the federal poverty level.



Both clinics are located in northeast Houston, one of the most medically underserved areas in the country



For the residents of the isolated community of Denver Harbor, the clinic is an answer to their prayers



The Airline community, with 28,000 children, has a shortage of medical providers

Communities We Serve / Comunidades Que Servimos

Denver Harbor Clinic and Airline Children's Clinic



Airline Children's Clinic patient in for a back-to-school exam



Denver Harbor Clinic is the health care home for the Garza family, pictured from front to back (front) Jasmine Garza, Juvenal Garza, Paola Garza (middle) Christina Garza, Carmen Flores, Leslie Castro, Jesus C. Garza (back) Bianca Flores



Both clinics offer regular enrollment events to assist patients in learning about and applying for Medicaid, CHIP and other available health insurance.



Denver Harbor Clinic provides well-woman exams and other preventative services to help women maintain health



Both clinics keep children up-to-date on immunizations



Highlights from Denver Harbor Clinic

Informacion Sobresaliente sobre Denver Harbor Clinic



"I like it here because nurses speak Spanish and they translate what the doctor is saying."

— Maria Salazar, a patient at Denver Harbor Clinic for two years. Because of her positive experiences, she has convinced her husband and mother in law to become patients and get annual exams.



Denver Harbor Clinic is proud to be the home of Methodist Hospital's Family Medicine Residency Program

The growth of Denver Harbor Clinic has been solid and steady since operations began in 1999.

With a newly expanded building fully operational, the patient base grew to nearly 5,000 people in 2009, representing approximately 18 percent of the surrounding community.

The Clinic provided a record 15,819 medical, dental or mental health visits during 2009, up 53 percent from 2008.

New dental services accounted for approximately 18 percent of the total patient encounters, demonstrating the clinic's success at providing patients with a full range of medical services at one location.

Denver Harbor Clinic's services are becoming interwoven into the fabric of the neighborhood. Thousands of families who went without medical care just a few years ago now have a trusted health care home in their neighborhood.

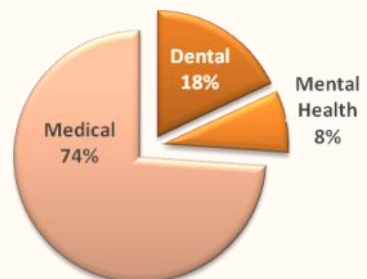
Steadily growing patient base



53% increase of patient encounters in 2009



Diversity of health care services



Highlights from Airline Children’s Clinic

Informacion Sobresaliente sobre Airline Children’s Clinic



“Airline Children’s Clinic is not only affordable, the quality and attention to medical care is incredible.”

—Miriam Velarde, mother of a 10-year old son and 13-year old daughter who are patients of Airline Children’s Clinic. Before discovering the clinic, the children did not have a medical home. Impressed with the quality of care for her children at Airline, she and her mother have made Denver Harbor Clinic their own medical home.



Texas Children’s Hospital®

Airline Children’s Clinic is proud to be a partner to Texas Children’s Hospital

Airline Children’s Clinic did extremely well in its first year as it transformed from a family clinic to a pediatric specialty clinic.

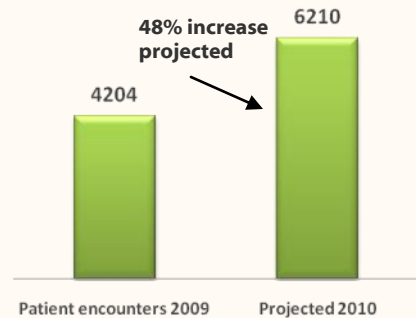
The clinic became the medical home to more than 1,200 children from birth through age 18 and provided more than 4,200 medical encounters in 2009.

Most of the patients in the Airline service area qualify for some form of insurance, and the clinic holds regular events to help parents understand and apply for appropriate coverage. As a result, Airline Children’s Clinic boasts a strong base of insured patients. This offsets the higher ratio of uninsured patients at Denver Harbor Clinic and contributes to the sustainability of both clinics.

Strong growth is projected for the future as the Clinic works with Texas Children’s Hospital to address the shortage of healthcare providers in the Airline service area, with an estimated 32 additional physicians needed to adequately meet community need.

The Clinic is projecting a 48 percent increase in the number of medical and dental encounters it provides in 2010.

Strong growth projected



Most patients are insured



Financial Report / Informe Financiero

Denver Harbor Clinic and Airline Children's Clinic

The percentage of net revenue from patients increased approximately five percent from 2008. This positive trend is expected to continue as a result of decreasing per-patient costs and a growing base of pediatric patients, most of whom are insured.

While medical and dental reimbursement from third-parties, including Medicaid, Medicare and private insurance are key to the financial health of both clinics, the support from grants and contributions continue to be critical to offset the costs to provide care for the under- and uninsured patients.

Operating Revenue

Net Patient Revenue	\$ 1,533,459
Grants and Contract Revenue*	3,312,978
Other Revenue	<u>7,098</u>
Total Operating Revenue	\$ 4,853,535

Operating Expenses

Salaries, Wages and Benefits	\$ 2,992,162
Supplies and Expenses	1,035,344
Depreciation and Amortization.....	135,859
Interest Expenses	30,030
Provision for Bad Debt	608,746
Total Operating Expenses.....	\$ 4,732,141

Excess Revenue Over

Expenses/Loss from Operations	\$121,394
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*Monies Allocated to Capital Expenditures\$425,826

Supporters / Partidarios

Denver Harbor Clinic and Airline Children's Clinic

2009 Board of Directors

The following community members, philanthropists, health and business professionals generously donated their time and expertise to help advance the mission of Denver Harbor Clinic and Airline Children's Clinic in 2009:

Chair - Phyllis Cohen

Vice Chair - Wade Upton

Secretary - Andres Ortiz

Treasurer- Edward Tyrrel

Dario Arellano

Raymundo Carrizal

Emily Croswell

Otalia Lopez

Ruby Lozada

Lindy McGee

Miguel Quinones

Robert Saladino

Albert Smith

Past and current supporters

The following organizations have contributed to the development and success of Denver Harbor Clinic and Airline Children's Clinic to date:

Albert & Ethel Herzstein Charitable Foundation

Andrews Foundation

Baylor/ Methodist Community Health Fund

The Brown Foundation, Inc.

CHRISTUS Health

The Cullen Trust For Health Care

Dunn Research Foundation

The Elkins Foundation

The Enrico & Sandra di Portanova Charitable Foundation

Fiesta Mart

First Data Western Union Foundation

The Florence and William K. McGee Jr. Family Foundation

Frank and Brenda Gallagher Family Foundation

George & Mary Josephine Hamman Foundation

Gillson Logenbaugh Foundation

Harris County Health Facilities Development Co.

Harry S. and Isabel C. Cameron Foundation

Healthy Houston Foundation

Houston Endowment, Inc.

The Houston Foundation

Jackson Foundation

JP Morgan Chase Bank

The Junior League of Houston, Inc.

Journey Foundation

Kappa Kappa Gamma Charitable Foundation

Lyons Foundation

Mabee Foundation

Meadows Foundation

The Methodist Hospital System

M.D. Anderson Foundation

The Powell Foundation , Inc.

Robert Wood Johnson Foundation

Rockwell Fund, Inc.

Salners Family Foundation

The Simmons Foundation

Strake Foundation

Sisters of Charity of the Incarnate Word

St. Luke's Episcopal Health Charities

St. Luke's United Methodist Church

Texas Department of State Health Services

Weekley Family Foundation

The Frees Foundation

William Stamps Farish Fund

Get involved! / Como involucrarse!

Denver Harbor Clinic and Airline Children's Clinic

Denver Harbor Clinic and Airline Children's Clinic exist because of the generous support of organizations and individuals who are committed to eliminating health inequities in Houston.

Our future impact depends on continued community support and involvement and we welcome interest and contributions in all forms.

Please contact us to learn more about how you can be involved.

Marisa Ponti
Community Liaison
713.343.5453

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On the cover: Airline Children's Clinic patient Justin Avila. photographed by Neena Arora, Performance Analyst for Denver Harbor Clinic and Airline Children's Clinic