



KEEPING OUR  
NEIGHBORS  
HEALTHY FOR  
44 YEARS



2013

ANNUAL  
REPORT



NEIGHBORHOOD HEALTHCARE

a californiah<sup>+</sup>center

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## WANT TO GET INVOLVED?

Call Connie Burke, Director of Philanthropy at (760) 520-8365 or email her at [connieb@nhcare.org](mailto:connieb@nhcare.org). You can find a list of all our health centers with contact information and hours on our website at [www.nhcare.org](http://www.nhcare.org). "Like us" on Facebook at [www.facebook.com/Neighborhoodhealthcare](http://www.facebook.com/Neighborhoodhealthcare)



# Creating Care Transformation



Tracy Ream, CEO

For the past 44 years, Neighborhood Healthcare has dedicated its efforts to our mission of providing quality health care that focuses on those most in need. Neighborhood Healthcare is proud to be in the forefront of improving care for our patients by embracing significant changes in how care is delivered.

While we talk of care teams and technology as the basis for engaging patients in their medical care, many of the same concepts are being used for our dental and behavioral health services, too. For that reason, the term Patient Centered Health Home best describes Neighborhood Healthcare's comprehensive approach to health care.

After more than a dozen years of creating and growing a large and successful hospitalist program serving the inpatient needs at Palomar Health, Neighborhood Healthcare was able to transition that program to another partner in order to focus on developing our care teams to address health center patient needs even more effectively.

Another big change for us is adopting the new CA Health + brand that has been adopted by many community health centers throughout the state. It helps identify us with a large system of health centers that offer comprehensive and high quality care. The brand is an opportunity for community health centers to help newly insured individuals who are seeking a medical home with a reliable brand.

This annual report is our opportunity to share with others the important ways in which Neighborhood Healthcare is having an impact on people's lives—patients, staff, and the community.

A handwritten signature in cursive script that reads "Tracy Ream".

Tracy Ream, Chief Executive Officer

*Ribbon cutting ceremony to celebrate the opening of our new health center in Temecula.*



# A Letter from our Chief Medical Officer

## Dr. James Schultz



*"I have always felt that our medical staff is second to none, and for the first time we are beginning to be able to prove this with lots of hard data that reflects not only on the medical staff but on the whole care team model."*

– Dr. James Schultz,  
Neighborhood Healthcare  
Chief Medical Officer

Neighborhood Healthcare has continued to further its mission in 2013 in many ways that we can all be proud of. It has been an exciting year.

Our medical staff continues to receive recognition from our peers in the area in many ways:

- Recipients of Six "Top Doc" awards
- Speakers at regional, statewide, and national conferences on clinical quality improvement, behavioral health integration, and various medical/disease issues.
- Chairs of local hospital departments (Family Medicine, Internal Medicine)
- Teachers/ professorships for Resident Physicians, Medical Students, Dental Students, Psychology and other Behavioral Health Students, and Nurse Practitioner and Physician Assistant students.

Even more exciting for me is the beginning of the transformation of Neighborhood Healthcare into a data-driven organization. While taking care of patients in the office remains our key activity, we have for the first time begun a more 'proactive' team-based care model where we identify our neighbors who need services and reach out to them to educate them and get them the services they need even outside of the typical office visit. Measurement of the quality of care is happening in diabetes, asthma, obesity, smoking cessation, hypertension, coronary artery disease, immunizations, cancer screening, and other areas. We have for the first time ready access to tools for quality improvement in real time while we are seeing the patient—and even before—that help us and our care teams get people healthier and prevent disease, disability, emergency room use, and hospital admissions.

I have always felt that our medical staff is second to none, and for the first time we are beginning to be able to prove this with lots of hard data that reflects not only on the medical staff but on the whole care team model.

There are a lot of changes in Medicine right now; Neighborhood Healthcare is taking advantage of the changing landscape to 'step our game up' and improve the way we deliver healthcare and preventive services. It is an exciting time to be at Neighborhood Healthcare.

A handwritten signature in black ink that reads "James H. Schultz, MD". The signature is written in a cursive, flowing style.

# Six Physicians Honored as TOP Docs

**T**he San Diego County Medical Society has named Neighborhood Healthcare Chief Medical Officer Dr. James Schultz a 2013 Top Doctor in Family Medicine. Additionally, Dr. Rakesh Patel, Dr. Karin Schiff, Dr. Julie Chuan and psychiatrists Dr. Rogelio Samorano and Dr. Gabriel Rodarte have also been named Top Doctors in their field. This prestigious award is peer-selected with votes from other board-certified physicians practicing in San Diego County. Each doctor mentioned above has been voted a Top Doc at least once, with most doctors receiving the award multiple years in a row. Neighborhood Healthcare patients can rest assured that we provide quality care for our patients with a dedicated staff of award-winning physicians.

## Fellowship and Award of Excellence for Neighborhood Healthcare Doctor



Neighborhood Healthcare's Dr. Bill McCarberg has been honored with the 2013 National Institute of Medicine Award of Excellence and has also been selected by the Mayday Fund to participate in the MayDay Pain & Society Fellowship. A leading specialist in the area of pain management, Dr. McCarberg helps Neighborhood Healthcare patients manage chronic pain. During his Fellowship, he will develop skills to advocate on many of the issues he deals with every day. These issues include the under-treatment of pain, pain research and treatment, pain education and policies to improve pain care.



Front row: Dr. Karin Schiff and Dr. Julie Chuan. Second row: Dr. Gabriel Rodarte, Dr. James Schultz, Dr. Rakesh Patel and Dr. Roy Samorano.



# Healthcare for Over 67,000

*As a private, non-profit 501(c)(3) community health organization, we serve as a safety net for the community by providing 279,786 medical, dental and behavioral health visits to 67,222 people annually.*

**F**ounded in 1969 and incorporated in 1971, Neighborhood Healthcare is an award-winning organization that is known for excelling at its mission. As a private, non-profit 501 (c) 3 community health organization, we serve as a safety net for the community by providing 279,786 medical, dental and behavioral health visits to 67,222 people annually. Neighborhood Healthcare began as an all-volunteer clinic in Escondido and now has ten health centers located throughout San Diego and Riverside Counties.

Neighborhood Healthcare has consistently provided high quality care when compared to national standards. Services include medical care for all ages, prenatal care, family planning, HIV testing, dental and behavioral health services, health education, and pharmacy and lab services.

Tracy Ream, CEO, has served the organization for 27 years spearheading the expansion of the organization from a one-site health center with seven staff members to a ten site, two-county health system with more than 500 employees.





# Special Programs

**H** **Healthy Babies** – Each year, Neighborhood Healthcare helps bring almost 1800 babies into the world. Our prenatal program teaches moms-to-be how to maintain healthy habits during pregnancy, providing them with important information about prenatal vitamins, nutrition, prenatal tests, and more.

**Birthing Classes Reassure** – Childbirth Classes are offered to patient in their seventh month of pregnancy, teaching them about relaxation techniques, coping techniques, and more.

**Lactation Classes Offer Support** – Certified Lactation Consultant Leslie Munoz teaches lactation classes at Neighborhood Healthcare. In her classes, patients are provided with information about breastfeeding benefits, classic positioning and private consultations.

**Teen Programs Guide Youth** – Neighborhood Healthcare's Teens Take Care program helps teens and young adults ages 12 to 19 by offering specialized services that include family planning and health education services. The program was specifically designed to help young people make healthy choices and guide them through critical times in their development. Our teen care programs are making a difference in the lives of hundreds of young people every year.

*Our prenatal program teaches moms-to-be how to maintain healthy habits during pregnancy, providing them with important information about prenatal vitamins, nutrition, prenatal tests, and more.*

# Behavioral Healthcare: Our No Wrong Door Policy

*By Dr. Gabriel Rodarte, Clinical Director of  
Behavioral Healthcare Services*



*At Neighborhood Healthcare we have a “no wrong door policy” when it comes to behavioral health. We have placed therapists in our primary care clinics side by side with our primary care providers so that they can support and be available for immediate consultation when needed.*

**N**eighborhood Healthcare is at the forefront of a national movement to integrate behavioral health services into primary care settings. Studies have shown that as many as 75% of visits with a primary care doctor have a behavioral health component to them. It is also known that if a patient is referred to outside behavioral health services far less than 50% actually make it to the behavioral health provider. Furthermore, there is good data that a large percentage of people in the U.S. suffering from behavioral health issues go unrecognized and untreated.

At Neighborhood Healthcare we have a “no wrong door policy” when it comes to behavioral health. We have placed therapists in our primary care clinics side by side with our primary care providers so that they can support and be available for immediate consultation when needed. These therapists are part of the treatment team assisting in screening for behavioral health issues like depression or substance abuse and providing behavioral change interventions for conditions like Diabetes or Obesity that require significant behavioral change to improve.

For more complex behavioral health cases, we have psychiatrists who provide consultation support to staff therapists and primary care providers via a telephone call, a patient’s electronic medical record and tele-conferencing. If the case is extremely complex, we have a behavioral health clinic that can provide specialized services for those with severe mental illness.

In keeping with our “no wrong door policy,” we accept self-referrals at our behavioral health department. Two of our physicians at this center are board certified in both Psychiatry and Family Medicine. This benefits our patients by providing both psychiatric and primary care services to patients who are unable or unwilling to go to our traditional primary care sites for their primary care.

At Neighborhood Healthcare, we believe behavioral health is critical to maintaining a person’s overall health and, therefore, are continuing to develop and optimize our behavioral health services so that they are available to everyone in our community who needs them.



# Dental Services

## A High Demand for Affordable Services

Neighborhood Healthcare was one of the earliest providers of dental care in San Diego County. The program started in 1978 when Dr. John Ruzich, a dentist and board member, who as a dental resident went out to migrant workers and gave care, in particular to children. He founded the dental program at Neighborhood Healthcare and it was sustained by an all-volunteer staff until 1988.

Today, Neighborhood Healthcare provides dental services to children and adults through its three locations in Escondido, Pauma and Lakeside. The demand for affordable dental care in the communities we serve is extraordinary. Many patients are forced to neglect their oral health because they simply cannot afford the necessary treatment. Neighborhood Healthcare's three dental clinics help to lessen this problem, but the demand for our dental services far surpasses the capacity of our clinics; over 9,000 dental patients were served in 22,730 visits in 12 months.

By participating in the First 5 Commission of San Diego's Oral Health Initiative, oral health care is available to the smallest and most vulnerable of our patient population, children ages 0 to 5 and pregnant women. In 2013, Neighborhood Healthcare used grant funding from Delta Dental to conduct three one-day clinics targeting the adult working poor and one clinic for teens. The clinics were held among the three sites and ninety-two patients received care at no cost. The culturally competent oral health outreach efforts of Neighborhood Healthcare target the underserved with educational information and support.


The dental department provides preventive and restorative oral health services, primarily for children ages 0 to 18. A pediatric dentist is available for services requiring sedation. Along with the clinical aspects of dental care, program staff also emphasizes preventive education.

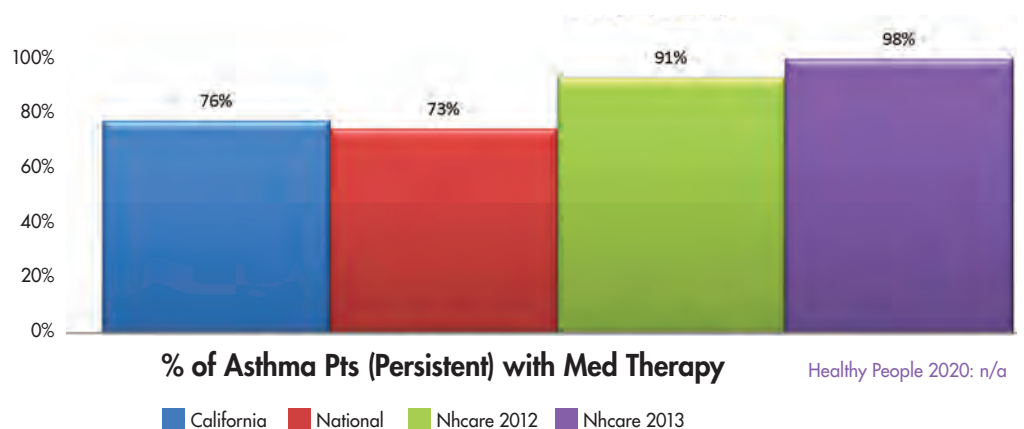
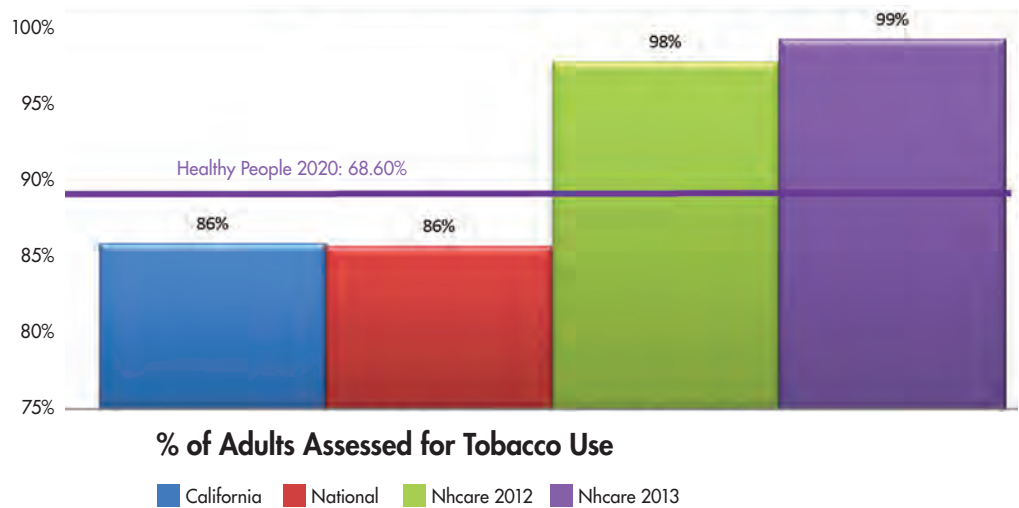
The three dental departments are excited to be transitioning to electronic dental records and digital x-ray imaging in the near future. The electronic dental record will help to track patients as they complete their treatment plans and the digital imaging will improve the speed of taking x-rays while minimizing radiation exposure.

*Neighborhood Healthcare's three dental clinics help to lessen this problem, but the demand for our dental services far surpasses the capacity of our clinics; over 9,000 dental patients were served in 22,730 visits in 12 months.*

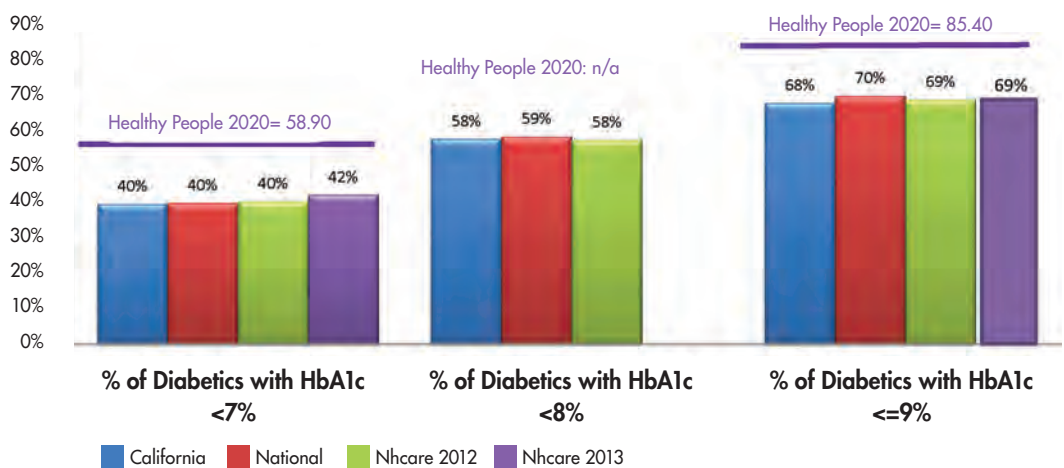
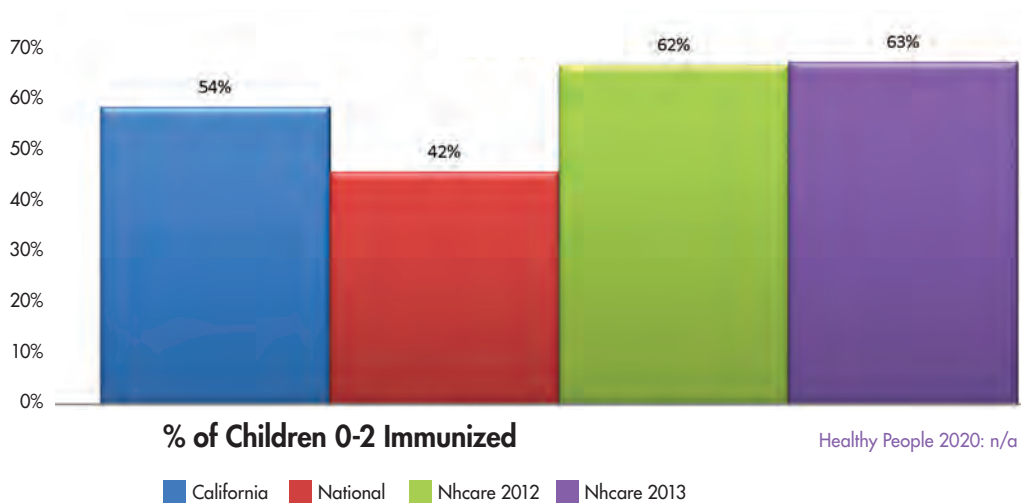
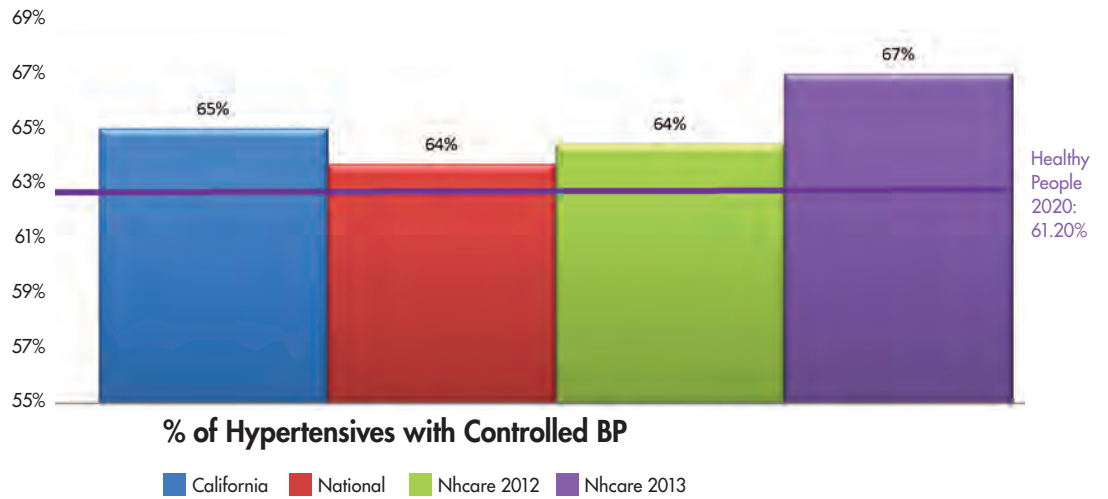


# 2013 Clinical Performance Measures

 ur performance measures cover dozens of healthcare issues and track quality of care for our patients. Please see a few examples of how Neighborhood Healthcare is measuring up.







Dr. Rakesh Patel,  
East Regional Medical Director

# Unique Patient Needs in El Cajon



*At our El Cajon site, we continue to embody the mission of our organization. As we have learned about the culture of our patients, we have learned to tailor the care we provide to be most effective.*

**D**id you know that one of our sites is really different than the others? Our El Cajon health center is that site. El Cajon has become the main Middle Eastern refugee resettlement site here in the U.S. Refugees first started coming to the U.S. in 2007, and approximately 11,000 have come to the San Diego area (mostly in El Cajon) since that time. With the changes in the community that we serve, our health center has learned to adapt to the different needs of this unique population. The initial barrier to care was language. At first, we started with one interpreter on staff, but with the continuing influx of new patients we are now at six full time interpreters. Language was our easiest barrier to overcome, others have been more challenging.

Our Middle Eastern patients came to the U.S. to escape from things that most of us would find unthinkable. Unfortunately, many have been victims of atrocities that have left them depressed, anxious and/or suffering from post-traumatic stress disorder. In taking care of these patients, we know we are most successful when we integrate their mental health with their routine medical care. To that end, we have two therapists, who work side by side with our medical providers to help our patients feel better, and more importantly getting them to be hopeful for a better tomorrow.

And on the medical side, we see patients routinely that never had a chance to see a doctor until now. Explaining the concepts of preventative medicine, screening for cancer, is so foreign for our patients who grew up in rural villages with no access to care. For those that did have access to care, the system was quite different; as an example there was a very heavy reliance on antibiotics for the simple cold.

At our El Cajon site, we continue to embody the mission of our organization. As we have learned about the culture of our patients, we have learned to tailor the care we provide to be most effective. Through education and awareness, we have helped our patients and surrounding community to become healthier and happier. Our screening rates for various cancers have increased and the quality measures for our chronic disease patients have improved. It is anticipated that there will be another 1,500 refugees this year moving to El Cajon, a daunting number to say the least, but we will be ready to become their medical home.



# Neighborhood Healthcare Opens Two New Health Centers

**N**eighborhood Healthcare~Valley Parkway replaces the agency's health center that was located on Hickory Street in Escondido. The new location offers easier access for patients provides more parking for the health center's campus and provides additional services including a dedicated teen classroom.

Services provided include comprehensive primary care services, including a focus on women's breast and cervical cancer detection prevention, adolescent health and wellness, pregnancy testing, and reproductive services for men and women. The goal of the Teen Wellness program is to reach more adolescents who typically don't seek care unless they are sick but who will benefit from immunizations, physical exams, and prevention and education.

Last November, Neighborhood Healthcare, opened its newest health center in Temecula. Neighborhood Healthcare~Temecula replaces the agency's health center that was located on Winchester Road in Temecula. The new location offers easier access for patients and provides additional services including meeting and classroom space. Services provided include general medicine and primary care for all ages, and a women's clinic focusing on reproductive health and women's breast and cervical cancer detection and prevention. Over 15,000 patients rely on Neighborhood Healthcare Temecula every year.



# Clara Loera: 2013 Volunteer of the Year

## Interns Gain Experience for Future Career Goals

*During this past year, our volunteer and internship department had a very diverse group of participants including medical assistants, RN students, midwives, medical billers, teen interns, volunteers and more. Many of these people gained valuable work experience to help them learn about a new profession and move toward their dream of working in the healthcare field. For more information about becoming an intern or volunteer, please contact Ruth Manzano, Community Connections Director at (760) 520-8324 or [ruthm@nhcare.org](mailto:ruthm@nhcare.org)*

**N**eighborhood Healthcare honors a very special volunteer every year. This individual is someone who goes above and beyond in his or her service, commitment and passion for Neighborhood Healthcare. This year we honored, Clara Loera, who volunteers with our Teen Wellness program.

Some of Clara's contributions include:

- Volunteering more than 250 hours to Staff our Teen Clinics since July 2012
- Generously donating time to create successful Teen Weekend Outreach Events to recruit teens for wellness program
- Regularly share a spirit of commitment and passion for teen wellness and our organization's mission
- Proudly serve as a role model for teens. As Clara begins her second year at CSUSM, she is an inspiration to both staff and teens.

We wish Clara the best with her college and career goals and thank her for being part of the Neighborhood Healthcare Family.





A poster for the 'Fly Me to the Moon' gala. It features a large, bright full moon in a dark blue night sky. In the foreground, a couple is silhouetted against the moon, standing on a reflective surface that shows their reflection. A large, stylized, golden cursive text 'Fly Me to the Moon' is on the right. Above it, 'Join Us' is written in white. Below the title, '16th Annual Pace Setter Gala' is written in white. At the bottom, the date and location 'Saturday, May 31, 2014 - Orfila Vineyards, Escondido' and the ticket information 'Online ticket sales start April 1, 2014 at www.nhcare.org/giving' are written in white and yellow.

Join Us

# Fly Me to the Moon

16th Annual

## Pace Setter Gala

Saturday, May 31, 2014 - Orfila Vineyards, Escondido

Online ticket sales start April 1, 2014 at [www.nhcare.org/giving](http://www.nhcare.org/giving)

# Pace Setter

16th Annual Pace Setter Gala

**Saturday, May 31, 2014**

Orfila Vineyards, Escondido • 5:30-9:00 pm

You are invited to help us celebrate 45 years of caring for our neighbors in need. Founded in 1969—the same year that Apollo 11 landed on the moon—Neighborhood Healthcare's gala theme "Fly Me to the Moon" takes us back to an era where anything was possible.

Online ticket sales start April 1, 2014 at [www.nhcare.org/giving](http://www.nhcare.org/giving).  
Tickets are \$150 each.

Special thank you to our title sponsor: BioMed Realty.

Thank you in advance for your generous sponsorships.

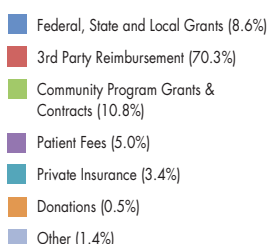
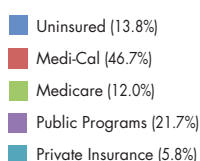
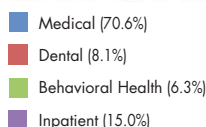
Proceeds benefit Neighborhood Healthcare patients and unfunded care for children in need

For more information, please call Connie Burke, Director of Philanthropy at (760) 520-8365 or email her at [connieb@nhcare.org](mailto:connieb@nhcare.org).

# Growth & Vision Of The Future

The financial information contained in this annual report represents a condensed version of the Fiscal Year 2013 audited financial statements. A complete set of the audited financial statements, with accompanying notes and report of independent accountant, is available at Neighborhood Healthcare's administrative offices.

## Fiscal Year 2013



## Growth (5-Year Trend)

FY	Annual Visits	Total Expenses	Total Assets	Total Net Assets
2009	258,543	31,620,862	23,817,039	16,487,277
2010	268,814	33,867,514	27,498,573	19,893,742
2011	248,008	35,660,146	30,246,390	20,435,969
2012	281,196	38,468,862	29,270,539	21,517,948
2013	279,786	41,422,504	32,360,693	24,074,908

## Visits by Program

FY	Medical	Dental	Behavioral Health	Inpatient	TOTAL
2010	188,599	18,874	11,238	50,103	268,814
2011	168,972	18,733	12,448	47,855	248,008
2012	197,800	19,285	15,172	48,939	281,196
2013	197,535	22,734	17,734	41,783	279,786

## Visits by Payor (5-Year Trend)

FY	Uninsured	Medi-Cal	Medicare	Public Insurance	Private Insurance	TOTAL
2009	47,239	106,519	35,743	55,325	13,717	258,543
2010	43,510	118,572	36,290	54,969	15,473	268,814
2011	41,087	107,574	36,552	47,960	14,835	248,008
2012	41,216	131,367	37,292	53,248	18,073	281,196
2013	38,550	130,528	33,696	60,719	16,293	279,786

Note: Public Insurance includes FPACT, CMS, MISF, CDP, Ryan White, MHSA, CI, Impact, Healthy Families Medical & Dental programs. Medi-Cal and Medicare include Managed Care.

## Revenue

FY	TOTAL	Government	Patient Services	Non-Government Grants & Contracts
2009	34,076,393	2,541,522	23,368,975	4,215,735
2010	36,913,364	4,183,124	23,193,088	4,168,278
2011	35,532,840	3,577,303	23,165,340	4,874,891
2012	39,514,743	2,854,473	26,985,962	4,391,683
2013	43,270,119	3,736,414	30,403,294	4,653,827

FY	Patient Fees	Private Insurance	Contributions	Other
2009	1,852,152	1,647,715	297,987	152,307
2010	1,766,687	1,951,840	1,391,703	258,644
2011	1,544,454	1,548,371	385,419	437,062
2012	2,118,401	1,682,305	267,360	1,214,558
2013	2,175,194	1,465,023	202,973	633,394



## Statement of Financial Position

June 30, 2013 and 2012

<b>Assets</b>		<b>2013</b>	<b>2012</b>
Current Assets		14,739,917	13,326,331
Property and Equipment		16,278,554	14,853,033
Board Designated Endowment		1,342,222	1,091,175
<b>TOTAL ASSETS:</b>		<b>32,360,693</b>	<b>29,270,539</b>
<b>Liabilities &amp; Net Assets</b>			
Liabilities:			
Current Liabilities		4,040,821	3,633,228
Long Term Debt		4,244,964	4,119,363
<b>TOTAL LIABILITIES:</b>		<b>8,285,785</b>	<b>7,752,591</b>
<b>Net Assets:</b>			
Unrestricted		24,074,908	21,517,948
Temporarily Restricted	-	-	-
<b>TOTAL NET ASSETS:</b>		<b>24,074,908</b>	<b>21,517,948</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS:</b>		<b>32,360,693</b>	<b>29,270,539</b>

## Financial Growth

Growth in Assets from 2009 - 2013					
	6/30/13	6/30/12	6/30/11	6/30/10	6/30/09
Total Assets	\$32,360,693	\$29,270,539	\$30,246,390	\$27,498,573	\$23,817,039
Net Assets	\$24,074,908	\$21,517,948	\$20,435,969	\$19,893,742	\$16,487,277

## Statement of Activities

For the Years Ended June 30, 2013 and 2012

<b>Revenue And Other Support</b>		<b>2013</b>	<b>2012</b>
Patient and third party revenues, net		34,043,512	30,786,670
Grant Revenue		8,390,241	7,246,155
Donations		202,973	267,360
Other		633,394	1,214,558
<b>TOTAL SUPPORT AND REVENUE:</b>		<b>43,270,120</b>	<b>39,514,743</b>
<b>Expenses</b>			
Personnel		32,080,692	30,226,566
Contract Services		2,800,530	2,240,450
Supplies		2,471,191	1,963,203
Communications		362,253	405,034
Equipment		690,724	552,046
Occupancy		1,262,674	1,272,598
Insurance		152,724	143,896
Depreciation and amortization		704,482	744,175
Other expenses		897,234	920,894
<b>TOTAL EXPENSES:</b>		<b>41,422,504</b>	<b>38,468,862</b>

<b>Annual Patient Visits: Growth</b>		<b>2012</b>	<b>2011</b>
Patient Service Fees		38,550	41,216
Medi-Cal (Fee for service and Mgd Care)		130,528	131,367
Medicare		33,696	37,292
Public Insurance		60,719	53,248
Private Insurance		16,293	18,076
<b>TOTAL PATIENT VISITS:</b>		<b>279,786</b>	<b>281,199</b>

*"Net assets grew by \$2.6 million as we provided increased services in our Dental and Behavioral Health Departments and implemented data tracking systems to prepare for a patient centered medical home. With net assets of over \$24,000,000, electronic health records fully implemented, and a historically low cost per visit, Neighborhood Healthcare is in a strong position for healthcare reform."*

*– Lisa Daigle,  
Chief Financial Officer*

### Special Note:

*Annual visits decreased this past year. This is due to the termination of our hospitalist program at Palomar Health. These services transitioned to another partner.*

# Grant Funding Received

## Fiscal Year 2012/2013

### 2013 BY THE NUMBERS

*Providing behavioral health, inpatient care and wellness education for over 44 years to those most in need.*

Patients  
**67,222**

Children (12 and under)  
**16,255**

Outpatient visits/day  
**941**

Inpatient visits/day  
**114**

Outpatient visits/year  
**238,003**

Inpatient visits/year  
**41,783**

Employees  
**511**

Licensed Medical, Dental, and Behavioral Healthcare staff  
**141**

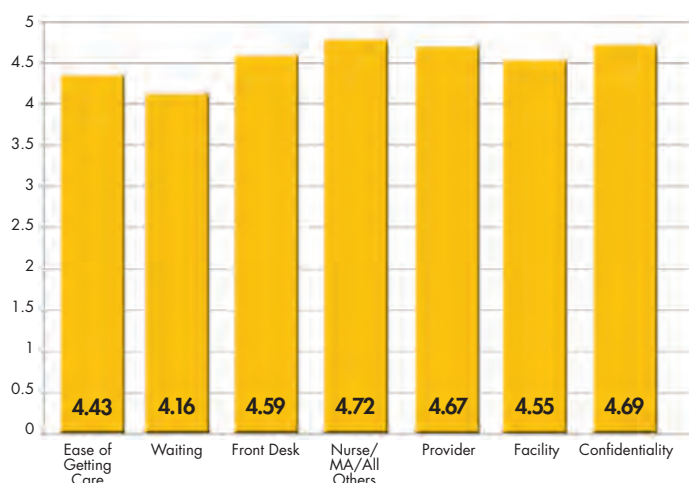
Neighborhood Healthcare Physicians who are board certified eligible:  
**100%**

DATE	Title/Summary	Funding Source	Location	Amount Received
July 2012	Optimizing the Patient Experience	Center for Care Innovations (CCI) and Blue Shield Foundation	All	25,000.00
Aug 2012	Core Support	Blue Shield Foundation	All	20,000.00
Sep 2012	Patient-Centered Medical Home	Kaiser Permanente Riverside	Temecula	16,294.00
Sep 2012	Patient-Centered Medical Home	HRSA	All	60,000.00
Sep 2012	Dental and Sealant/Varnish Clinics	Delta Dental	Date, Pauma	10,000.00
Nov 2012	Colposcopy	Las Patronas	Escondido	13,334.00
Dec 2012	Teen Room	The Parker Foundation	Escondido	10,000.00
Dec 2012	Location Support Services	California Department of Public Health	Escondido	25,500.00
Feb 2013	Safety Net Innovation Challenge	Center for Care Innovations (CCI) and Blue Shield Foundation	All	10,000.00
May 2013	Improved Care Quality and Better Access Through Care Teams	Kaiser Permanente San Diego	Escondido	25,000.00
May 2013	Dental Care	Delta Dental	All	10,000.00
<b>TOTAL</b>				<b>\$3,860,830.00</b>

## Patient Satisfaction Survey

In 2013, more than 700 patients were surveyed each quarter. The survey results are shared throughout the organization and drive our ongoing quality improvement efforts. Neighborhood Healthcare is proud of how patients enthusiastically express their satisfaction with the care they receive at the health centers and the friendliness of support staff and providers.

**Neighborhood Healthcare Patient Satisfaction Survey 2013**  
Rankings on a scale of 0 to 5



# Grant Funding

Continues To  
Help Us Move  
Forward



*Healthcare teams are proactive in reaching out to patients to ensure they are getting care needed whether it is preventive or chronic care services or both. Care coordination, quality reporting using data analytics, and patient education support the healthcare teams in engaging, motivating and treating every patient at the highest level possible.*

Neighborhood Healthcare remains mission-oriented and has made significant progress in moving its already high standard of care to a new level. We are known for great clinical outcomes and great service outcomes. Through surveys and discussions, staff and patients have been engaged in prioritizing actions that help us meet our guiding principle of “patients first.”

Our health centers have achieved Patient-Centered Medical Home national certification earning us formal recognition as an organization that follows rigorous standards and guidelines for providing care. The ongoing implementation of population health management is helping us achieve higher quality, greater efficiency and a better patient experience, by providing the right care in the right place at the right time.

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**We are grateful to our community partners. Due to their passion for our mission and their generous funding, we are able to achieve these transformative achievements.**

Thanks to organizations such as Blue Shield Foundation, Kaiser Permanente, and Center for Care Innovations who understand the critical role of community health centers. Their foresight is admirable as they recognize the specific needs health centers have in order implement the Affordable Care Act. Neighborhood Healthcare continues to “wow” our patients’ expectations because of their generous funding.





#### **Vision Statement**

Neighborhood Healthcare will be the provider of choice in the community, an innovative leader in clinical outcomes, and an advocate for the uninsured.

#### **Mission Statement**

Neighborhood Healthcare is committed to providing quality health care and promoting wellness to everyone in our communities, focusing on those most in need.



NEIGHBORHOOD HEALTHCARE

a californiah<sup>+</sup>center

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