

Better Together

A Year in Review
2022



neighborhood
HEALTHCARE

A community where everyone is healthy and happy.

As a non-profit 501(c)(3) community health organization, Neighborhood served over 410,000 medical, dental, and behavioral health visits in 2022. Each was in pursuit of our mission:

To improve the health and happiness of the communities we serve by providing quality care to all, regardless of situation or circumstance.



Board of Directors

Our Board of Directors helps guide the organization in its mission to improve the health and happiness of the communities we serve. We thank them for their selfless dedication.

Alan Conrad, MD, President
 Laura Nunn, Vice President
 Katherine "KC" Schafer, Secretary
 William "Bill" Smith, Treasurer
 Cabiria "Bea" Lizarraga, Director
 Christopher Cruz, Director
 Cynthia Tam, Director
 Judith Descalso, Attorney at Law, Director
 Elmer Cameron, Director
 Fabiola Rivera, Director
 Federico Salas, Director
 Lisa Misraje, Director
 Nasir Al Samaraie, Ph.D, Director
 Thomas Jenkins, Director

Awards

Neighborhood received recognition from the Health Resources and Services Administration (HRSA) for providing quality healthcare and earned the following awards:



Better Together

To Our Philanthropic Friends

Social responsibility is a big concept with a straightforward approach: act in a way that leaves a positive impact. Be it donating, volunteering, or attending a Neighborhood event, you create a greater good for others. Thank you for your time, energy, and efforts to provide the resources necessary to provide quality healthcare to all, regardless of situation or circumstance.

To Our Community Partners

For the people of our communities, living a happier and healthier life means not only access to compassionate healthcare but access to services to support their entire well-being. We're better together. Your dedication allows for whole-person care for all our patients across each of their life's chapters.

To Our Clinicians and Staff

You are the lifeblood of our mission. Every day you help empower our patients to take control of their health. You are the reason we continue to see humanism in healthcare — caring about our patients as much as we care for them. Thank you for your integrity, your commitment, and your professionalism. You help our patients experience a better tomorrow.

To Our Patients

You are the center of what we do. Our promise and responsibility are to provide you with an excellent healthcare experience where you are always treated with dignity and respect. Thank you for entrusting us with your care. We appreciate you and will work tirelessly to help ensure you receive the care you deserve.

To All of You

These patient and partnership stories in our Annual Report are a small window into showing Neighborhood's dedicated efforts, not only in providing quality healthcare but in providing outreach and community services that go above and beyond. We are all truly...Better Together.

Rakesh Patel, MD, MBA, FAFP, CPE
 Chief Executive Officer



Caring Unconstrained: Going Above and Beyond

“
Everyone on our team
could not have been
kinder and more caring.”

—Greg, Neighborhood Patient

Greg showed up for his annual appointment with Dr. Cheryl Thompson at Neighborhood, a routine he had practiced diligently. With most things that become routine, you expect more of the same, often allowing the past to predict the future. Though what happened next was anything but predictable.

Dr. Thompson saw something in Greg's throat that concerned her. Without hesitation, she and her team contacted specialists outside of Neighborhood, expedited his care and ensured Greg was seen promptly. Unfortunately, the diagnosis confirmed cancer.

The next few months were overwhelming for Greg and his wife, Daniela. The cancer had spread to his lymph nodes. The chemotherapy treatment caused hearing loss, nausea and fatigue. The physical aspects of the treatments were devastating for Greg, and the emotional toll was worse. Dr. Thompson had the foresight to set up a comprehensive care plan for Greg to combat this disease, both physically and emotionally.

“She connected me with Neighborhood behavioral health specialists, so I could counter the anxiety and depression of going through the treatments. I would have never thought of that for myself,” said Greg. “Everyone on our care team could not have been kinder and more caring. Dr. Thompson and her colleagues treated me like I was the most important person.”

In addition to behavioral health services, Dr. Thompson went above and beyond to secure a continuous positive airway pressure device, also known as a CPAP, for Greg, to help him sleep and achieve as much restorative rest as possible. She also calibrated his medications to relieve the cancer therapy side effects. Dr. Thompson never stopped being the primary care contact and helping support Greg through his journey to recovery.

“She's been absolutely amazing and a big part of Greg's ability to get better as quickly as he did,” said Daniela. “Dr. Thompson continually checked in on us between appointments, asking what else we needed. I just can't say enough good things about her!”

Now in remission, Greg receives regular check-ups with Dr. Thompson, the behavioral health team, and the rest of the staff.

Greg made clear his appreciation, “I don't know where I'd be without this team of caring people.”



A Win-Win Partnership

Neighborhood's vision is a community where everyone is healthy and happy. Many of Neighborhood's patients live at or below 200% of the Federal Poverty Level. For an individual, that's less than \$25,760 per year. For a family of four, that's less than \$53,000 annually.

Of Neighborhood's approximately 87,000 patients, 74% rely on Medi-Cal, 8% rely on Medicare, 15% are uninsured, and 3% are enrolled in private insurance. Too often, most of Neighborhood's Medi-Cal and Medicare patients, both need-based programs, also experience food insecurity. That is why Neighborhood teams with Feeding San Diego for a common purpose: connect every person facing hunger with nutritious meals by maximizing food rescue efforts in our communities.

In 2022, Neighborhood became a certified food distribution center for Feeding San Diego. The monthly or bi-monthly event takes place at Neighborhood's Date health center. Centrally located in Escondido, the area is accessible by both car and foot. Neighborhood employee volunteers bag, sort and distribute food to families and children, the elderly, or anyone else in need. It is common for food to be exhausted long before the event's end, proving the need is far greater than one might realize.

Each car that drives through receives 50 pounds worth of dried goods, fresh produce, and pantry staples. For many, it represents hunger relief and a guarantee of much-needed nutrition for themselves and their loved ones. To date, Neighborhood and Feeding San Diego have provided food to nearly 3,000 households, including thousands of children; nearly 11,000 people in all.

This is just one example of the value of Neighborhood's partnerships. Our partners and employees are mission-minded, providing whole-person care and valuable resources both in and out of our health centers.

From Patient to Volunteer

In the summer of 1997, Bill was rushed to the hospital after suffering an inexplicable seizure. After his release, hospital clinicians recommended Bill follow up with Neighborhood to establish consistent primary care.

Bill took the recommendation and became a patient of Neighborhood. He saw Nurse Practitioner, Ruth Bravo, for the next 20 years until her retirement. After Ruth's retirement, Bill was diagnosed with Type 2 Diabetes. Neighborhood clinicians supported Bill as he learned to use insulin, improved his nutrition, and made challenging but rewarding lifestyle changes.

Bill shares, "I appreciate Neighborhood because they send you to specialists." In two decades of care, Bill has been referred to neurology, cardiology, and ophthalmology specialists, receiving comprehensive care for any medical need.

During their trusted relationship, Ruth gave Bill a non-healthcare-related recommendation: "Ruth told me I should volunteer somewhere, and I couldn't think of anywhere else but Neighborhood," recalls Bill, "and I liked Neighborhood! I just decided it would be a good place to help."

Bill started volunteering in the Medical Records department at the Elm Street location in Escondido. In his years of volunteer service, Bill has answered phones, welcomed patients, monitored patient wait times, and learned the organization's Electronic Medical Records system that moved paper charts to computerized charts in 2005.

Bill is still a patient at Neighborhood for regular medical and podiatry care. Regular podiatry care is an important aspect of diabetes care and helps identify specific health risks and potential nerve damage resulting from diabetes.

And, at 79 years old, Bill volunteers two mornings a week with our Philanthropy and External Affairs departments, dedicating his time and talent to helping Neighborhood's future. "Volunteering has been a very rewarding experience, adding to my personal life's adventures. I am proud to be a part of Neighborhood and Neighborhood will always be a part of me!"

“I am proud to be a part of Neighborhood and Neighborhood will always be a part of me!”

—Bill, Neighborhood Patient and volunteer



Back Pain be Gone

31-year-old Alexis suffered chronic back pain that came from years of high-intensity workouts. He tried therapy after therapy but felt all the care options only masked his discomfort. That is until he had his first acupuncture treatment at Neighborhood.

"I discovered some of the sports athletes I follow got acupuncture regularly and thought I should give it a try," said Alexis. "I admit it was a bit scary to think about needles helping to relieve pain, but I knew this would be for my own good and I'm not the only one feeling that way. I'm glad I made that first appointment. It's been a blessing ever since!"

By stimulating specific points on the body, acupuncture can alleviate pain and help treat various health conditions. Acupuncture benefits include reduced frequency of headaches, chronic pain relief, assistance in cancer and chemotherapy recovery, and more.

Alexis, a Neighborhood patient since 2021, receives regular acupuncture sessions through the organization's Date Street Escondido office licensed acupuncturists.

"Neighborhood has been in the community for a long time. There's a reason for that," said Alexis. "The environment is always welcoming, and their services are great. I must give everyone I've encountered their 'flowers' of praise. I'm a big fan of what they do and how they do it!"

"I trust [Neighborhood] to care for my family and me."

—Alexis, Neighborhood Patient

Alexis now actively recruits others to become Neighborhood patients, including many of his immediate and extended family members. "When friends ask about my experience, I tell them they should give Neighborhood a chance. I trust them to care for my family and me. I hope that speaks to how much I look up to the organization!"

Clean, Sober and Happy

Richard sought Neighborhood's help in 2020 after completing his most recent prison sentence. Throughout young adulthood, his dependency on narcotics led to reincarceration time after time. It seemed he might not break the cycle through his twenties and into his thirties. That is until he received whole-person care from Neighborhood.

He saw Nicolas ("Nico") Corvini, Psychiatric Physician's Assistant, in Neighborhood's Hemet facility. Nico created a customized medication regimen to address Richard's chemical dependency imbalance. Together, they addressed his social determinants of health such as his socioeconomic factors, physical environment, and current behaviors. Nico helped provide Richard with the right care, at the right place and time. Two years later, Richard is clean, sober, and happy.

"Since day one, Nico was understanding and always available," said Richard. "I never felt judged by him or the entire team. Even today, I am always treated with dignity."

Research shows that medication-assisted approaches are safe and effective in treating substance use disorders with no adverse effect on individuals' intelligence, mental capability, physical functioning, or employability.

Neighborhood utilizes a range of treatments for individuals struggling with substance use disorders. Medical staff follow thorough guidelines and evaluate each case individually. A customized program for each patient may include medication management, counseling, group education, and social service referral support. Neighborhood's goal is to support everyone's ability to make positive choices to improve the quality of their life.

"It took some time to get the medications just right, but now my visits are routine," said Richard. "I wish I had had this opportunity years ago. I would have saved myself and a lot of people in my life a lot of heartaches."

“

I am always treated with dignity

—Richard, Neighborhood Patient



Finding a Way Through

In 2014, Doug found himself out of work for eight months. "It was financially the worst year of my life," Doug said. Behind two months on rent, Doug didn't know how much longer he could go on before being evicted. He and his daughter, Angelique, feared the worst.

In constant pain, spending 8–12 hours a day at a computer desperately looking for work, Doug needed help.

He says, "For the time I was on Medi-Cal, I had to apply for a health center where I wanted to go. Coming from a tribal background and working with them before, I applied for a tribal medical clinic for my health care. But I did not get assigned there."

Instead, Doug was assigned to Neighborhood's El Cajon location, just blocks from his home. He scheduled an appointment with Nurse Practitioner, Connie Lapadat. She helped find the right treatment for Doug's chronic shoulder and elbow pain. "I wasn't sleeping well. I couldn't lift things. It affected me in a lot of ways," Doug said. Cortisone injections and exercises helped relieve the pain.

Doug's daughter was 12 years old and attending middle school next to Neighborhood. "I've told her for many years when things get tough, it's you and me against the world, and somehow, we're going to get through this. We always do. We find a way through," shares Doug.

Doug raised Angelique as a single father since she was five. "I won custody of my daughter and raised her by myself. She is now completing her junior year at UC Santa Cruz."

Doug saw an opportunity and applied for a security position with Neighborhood. When Neighborhood offered him the job, he accepted.

"Now employed with Neighborhood for more than eight years, I am the Security Supervisor. I oversee 15 security officers at more than 20 sites across San Diego and Riverside counties," Doug said. "Life has changed for the better and a lot of it started by being a patient in a lot of pain. It was a blessing that things happened the way they did, and life is now a thousand times better."

"I definitely recommend patients to Neighborhood. And I am grateful every day to have a job at Neighborhood where I can make the best use of my skills and personal experiences to help others and support my daughter as she chases her dreams."

Neighborhood is equally, if not more, grateful for Doug.



Nathan McFarland, MD, Chooses Neighborhood for 20+ Years

“I knew early in my career that I wanted to practice medicine in an underserved community.”
—Nathan McFarland, MD
Neighborhood Healthcare

Dr. Nathan McFarland started at Neighborhood's Lakeside health center in 2003. "I knew early on in my career that I wanted to practice medicine in an underserved community," said McFarland. "It's an opportunity for me to propose solutions that are applicable to the specific needs of the community, and to make myself a resource."

Dr. McFarland took to the profession at an early age. "I was interested in biology and physiology in college," he said. "When I finished my undergraduate degree, I wanted to continue studying those things."

A graduate of the University of Alabama Medical School, Dr. McFarland decided to practice internal medicine and pediatrics, allowing him to perform primary care medicine for adults and kids.

"At that time, there weren't a ton of 'Med-Peds' programs. I chose to start my residency at UC San Diego. San Diego was special. Initially surfing was a big draw. I learned to love surfing on the Gulf Coast. Once you get here, you're likely to stay. I've been in San Diego ever since."

Dr. McFarland supports a growing need for medical care in Lakeside. Since 2003, the health center has grown from two to four clinicians and added a dental clinic. Services also include women's health, behavioral health, podiatry and chiropractic.

Throughout the year, Dr. McFarland also oversees residents. In the beginning, these new physicians shadow Dr. McFarland. As their training advances, the residents see patients independently with increased autonomy. "This process helps me as well," said McFarland. "The residents' training is up to date, which keeps me up to date. I enjoy hearing about new evidence-based best practices for varying patient populations because medicine is always changing. The relationship between myself and the residents benefits our patients as well."

Patients of Dr. McFarland stay with him for decades and often include subsequent generations of the same family. Knowledgeable, trusting, caring and attentive are words used often to describe Dr. McFarland's style of practice.

"We operate with a community-centric approach. The strengths and needs of the community drive our approach to care. The rewards of working in medicine are stronger when you feel what you're doing is essential. Identifying needs in the community and envisioning solutions – and the freedom to enact those solutions – is what keeps me at Neighborhood."



Healthcare Despite the Odds

Pregnant with her second child, Alma trusted Neighborhood for her prenatal visits. Her clinician noticed some inconsistencies at a regular check-up and referred her to a specialist for further evaluation. While in the womb, her second child, Alexander, was diagnosed with a genetic mutation known as Achondroplasia.

Achondroplasia is short-limbed dwarfism. Many children with this genetic disorder do not live for more than a few days after birth. Neighborhood's medical staff supported her physically, mentally, and emotionally during her pregnancy. Knowing the worst could happen, they also offered support services surrounding funeral expenses and arrangements along with many other "what ifs" due to his condition.

Months later, Alma gave birth to Alexander. He remained healthy until he was admitted to the hospital at seven months old for an infection that progressed to pneumonia. After a month in the hospital, resilient Alexander was discharged and ready to go home. A follow-up appointment was scheduled with Alexander's Neighborhood Pediatrician, Dr. Byron Chow.

No one could have predicted this appointment would lead to a series of lifesaving events. During check-in, Dr. Chow's trusted medical assistants noted Alexander had a lower temperature than normal. Within seconds, he stopped breathing.

Instructing the team to call 9-1-1, Dr. Chow and the onsite nurse resuscitated Alexander, keeping him warm and alert until emergency services arrived. Alexander was then rushed to Rady Children's Hospital – San Diego.

Alma recalled this as the day Neighborhood saved Alexander's life. She adds, "It was a big scare for everyone. I completely froze. Dr. Chow's team knew exactly how to react. Alexander was not yet a year old and had just been in the hospital for several days before this visit. For a mom, one scary situation after another is too much without support."

“
[Neighborhood]
saved his life.”

—Alma, Neighborhood Patient

At four years old, Alexander is growing and thriving. Dr. Chow and his team are still instrumental in monitoring Alexander for complications or illness and refer Alexander to specialists when needed. The team acts as a liaison between the family and these specialists, helping them navigate the medical system. They even coordinate with Alexander's educators to provide the best learning tools for him. Dr. Chow and his team joyfully celebrate all of Alexander's smiles and accomplishments, ensuring he continues to live a happy, healthy life.

Program of All-Inclusive Care for the Elderly (PACE) in Practice

In 2017, Silverio suffered a stroke that weakened his right side, impacted his ability to speak and walk, and kept him from completing everyday tasks which many of us take for granted. Silverio moved in with his sister, Monique when other care fell through. "He was in really bad condition without proper medical or physical treatment," Monique shares.

Silverio joined Neighborhood's newly created Program of All-Inclusive Care for the Elderly (PACE) in November of 2021. PACE provides participants with medical, dental, and social services, in one location, to live independently. The program includes transportation, meals, activities, and most health-related care.

Silverio received a complete evaluation by the PACE multi-disciplinary team, which included physical and occupational therapy.

"We learned he had a stroke several years prior and he did not feel that he was going to improve," Occupational Therapist Tina Solis, OTD, OTR/L, said. She continues, "Upon initial assessment, I had a good feeling we could help."

“We couldn't have done it without Neighborhood.”

—Silverio, PACE Participant

Physical therapy looks at one's ability to get around. Occupational therapy looks at one's ability to perform important daily activities, including dressing and making meals.

Silverio's physical and occupational therapy plans are working to maximize his independence. When Silverio started treatment, his grip was weak. Now, he can deliver a firm handshake! Silverio is currently working on fine motor skills to improve his ability to pick up silverware and smaller items. Silverio also practices proper ankle mobility, leg strength, and balance. He can now vacuum his own room and do his own laundry.

"He's able to do all his activities of daily living independently. He is getting dressed and showering by himself. He is doing these things now because of his improved arm function and use of assistive devices," Tina says.

Silverio can also proudly claim he accomplished one of the first goals he set for himself upon arriving at PACE: walk without using his cane!

"Sometimes people who have had strokes, heart issues, or other problems, think they will not get better. In PACE, they can. We provide the medical support, the classes, and the tools needed to live a life of wellness. Silverio is a perfect example," shares Astrid Forbito, PACE Center Director.

Monique shares, "The activity he's doing here at PACE helps him to have more of a family and life. We couldn't have done it without Neighborhood."

When Monique turned to her brother, prompting him to comment on the interdisciplinary care team at PACE, his off-to-the-side smile appeared as he said, "Estan bien. Estan bien. Todos."



Trust is Precious

Adriana had always struggled with fear of the unknown and a constant, buzzing anxiousness. During COVID-19, with the outside world closing in, she felt incapacitated. With no idea where to turn, she eventually found herself at Neighborhood.

Upon entering the health center, she experienced a crippling anxiety attack – she was shaking, disoriented, breathless, and dizzy. Prepared to act as first responders, Andres Bravo, Physician Assistant, and his team were able to provide Adriana with oxygen. From the moment she walked in, Adriana was never left alone. She had constant physical, mental, and emotional care provided to her while under Neighborhood's roof.

After receiving whole-person, compassionate care for her anxiety, Adriana returned again after similar symptoms started appearing. She reported being unable to get out of bed due to extreme fatigue, saying, "Yo sabía que no era normal que me sintiera así."

"I knew it was not normal that I felt like this."

Her physician, Dr. Maritza Wilson, reviewed her electronic medical records and prior lab work. Dr. Wilson noticed abnormal metabolic panels that had not been appropriately addressed.

Bilingual, Dr. Wilson spoke to her saying, "Vamos a revisar todo y juntas vamos a encontrar la solución. Te tienes que sentir como te miras."

"We are going to check everything and together we will find a solution. You need to feel as you look."

Eventually, a solution was found to balance her metabolic panels, help her to feel energetic, and reduce her anxiety. When asked about her time at Neighborhood, Adriana shares, "Neighborhood es mi clínica favorita, me encanta el servicio de todos ustedes."

"Neighborhood is my favorite healthcare center. I love the services provided by you all."

Now, Adriana is happier and healthier than ever. She continues, "Me encanta mi doctora, me voy a quedar con ella por mucho tiempo. Ella habla mi idioma y se me hace muy fácil comunicarme con ella."

"I love my doctor and I will stay with her for a long time. She speaks my language, and it is very easy to communicate with her."

Dr. Wilson shares a similar sentiment. "Gaining a patient's trust is among the most precious part of being a physician."

“
I love my doctor.

—Adriana, Neighborhood Patient

Unfunded Care to the Rescue



Rosie could no longer stand the chronic pelvic pain. It brought her to a breaking point. Any approach to “curb the pain” and “make it bearable” was no longer sustainable. She made an appointment with Neighborhood’s Women’s Health services.

While under the care of Nurse Practitioner, Kristi King, Rosie disclosed she could not pay for any further examinations or treatments. Rosie’s care team vowed to help and referred her to receive an ultrasound – all covered by Neighborhood’s Unfunded Care Program. The program, funded by philanthropic donations, ensures Neighborhood never turns any person away due to lack of insurance or ability to pay.

Rosie’s care team also encouraged her to contact Neighborhood’s Certified Enrollment Counselor to see if she might qualify for health insurance.

At her appointment, Rosie learned she was eligible for coverage under the new Medi-Cal Expansion. This changed Rosie’s life forever: it was the first time she had health insurance.

Rosie received more good news: she qualified for Full Scope Medi-Cal and was now eligible for additional healthcare services through UC San Diego’s Women’s Gynecology Department. A pelvic ultrasound revealed she had developed non-cancerous and treatable growths, which had caused the intense pain.

Recalling her experience with Neighborhood, Rosie says, “Si me duele algo, o tengo una duda, yo voy con ustedes. Yo sigo las recomendaciones de mi doctora de comer saludable y hacer ejercicio moderad. Todo mundo es muy amable, generoso, muy humano.”

“If something aches or I have a question, I go to Neighborhood. Following my doctor’s recommendations, I now balance a healthy diet with moderate exercise. Everyone is very amiable, generous, and humane.”

There is power in discovering a name and explanation for one’s pain. Even more so, when surrounded by healthcare providers and health insurance experts to help you along the way.

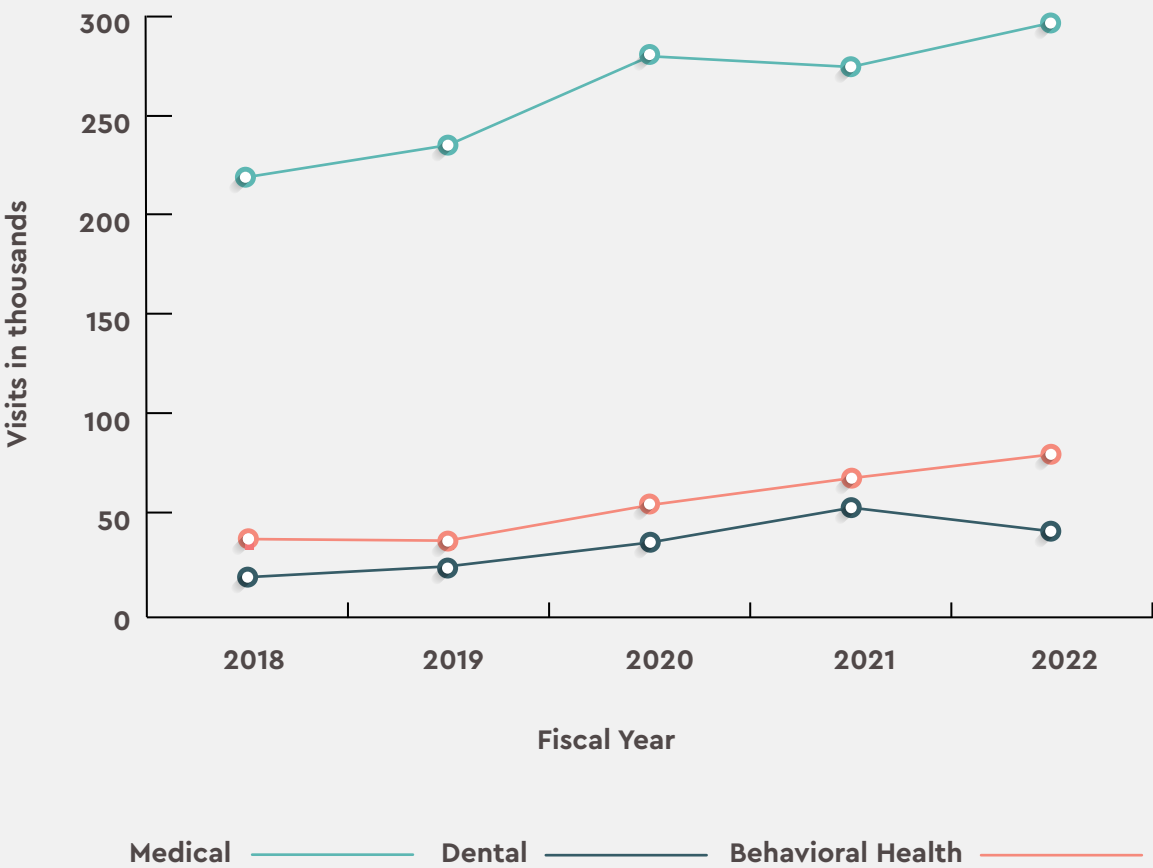


The financial information contained in this annual report represents a condensed version of the Fiscal Year 2022 audited financial statements. A complete set of audited financial statements, with accompanying notes and report from an independent accountant, is available at Neighborhood Healthcare's administrative offices.

Visits by Program

For the fiscal years 2018 to 2022

	2018	2019	2020	2021	2022
Medical	219,239	241,034	277,735	273,568	287,822
Dental	22,791	29,306	45,765	49,999	37,717
Behavioral Health	38,875	35,898	48,416	67,647	72,456



Visits by Payor

For the fiscal years 2018 to 2022

	2018	2019	2020	2021	2022
Uninsured	19,593	22,255	27,820	27,297	28,169
Medi-Cal	221,316	241,291	293,374	311,347	311,573
Medicare	26,840	29,637	37,729	39,547	43,753
Public Insurance	11,002	10,639	10,373	9,697	9,845
Private Insurance	2,154	2,416	2,620	3,326	4,655
Total Visits	280,905	306,238	371,916	391,214	397,995

Community Outreach and Enrollment

For the fiscal years 2021 to 2022

	2021	2022
Cal-Fresh	1,935	1,997
Covered CA	957	688
Medi-Cal	12,813	13,489
Total Engagement	15,705	16,174
Cal-Fresh	975	1,030
Covered CA	628	451
Medi-Cal	8,669	8,489
Total Number of Patients Enrolled	10,272	9,970

More than
130,000
COVID-19 vaccines
administered!

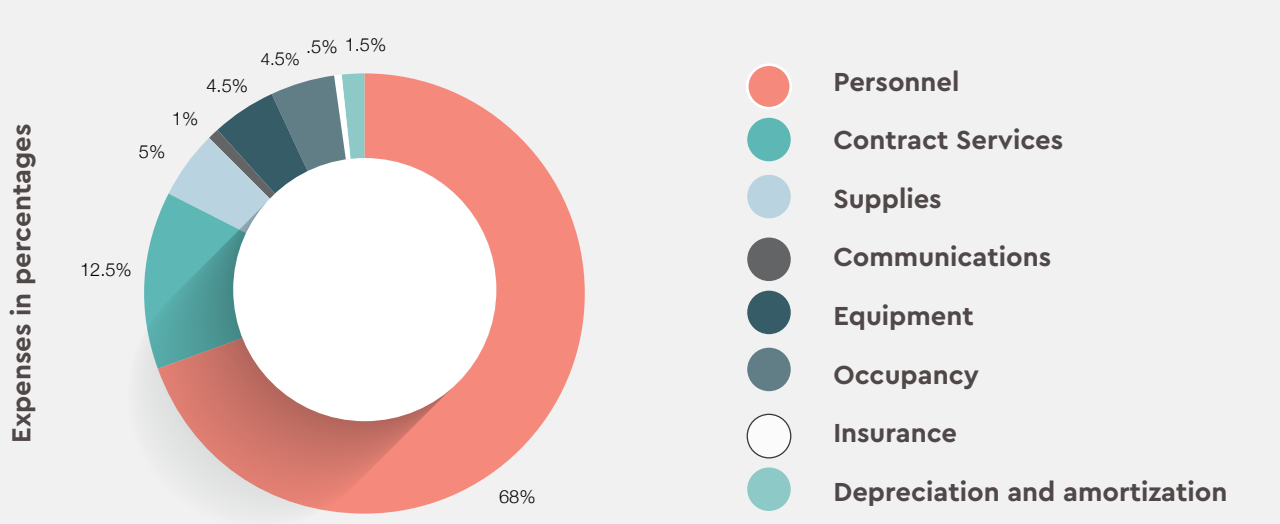
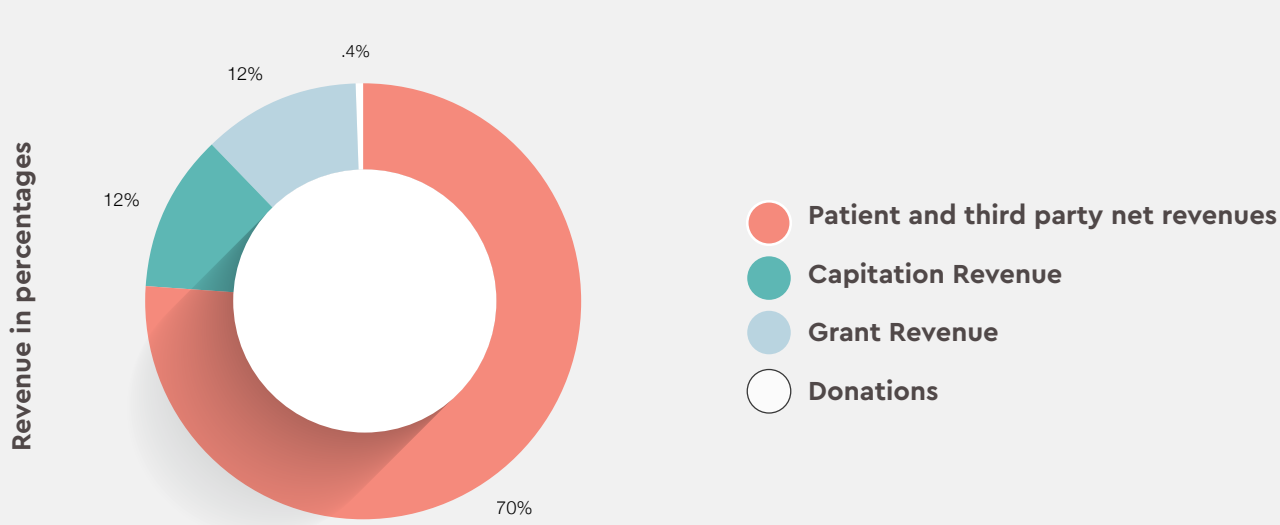
Statement of Activities

For the fiscal years 2021 and 2022

	2021	2022
Patient and third party net revenues	\$91,793,455	\$111,437,797
Capitation revenue	\$15,486,710	\$17,390,044
Grant revenue	\$15,689,059	\$17,831,122
Donations	\$447,596	\$519,551
Other	\$7,161,669	\$(3,558,354)
Total Revenue and other support	\$130,578,489	\$143,620,160
Personnel	\$66,146,597	\$79,773,342
Contract services	\$19,257,798	\$14,890,101
Supplies	\$4,897,798	\$5,704,754
Communications	\$897,124	\$1,167,646
Equipment	\$4,471,247	\$5,506,588
Occupancy	\$3,491,933	\$5,344,083
Insurance	\$274,209	\$619,669
Depreciation and amortization	\$1,495,492	\$1,754,002
Other expenses	\$2,012,515	\$3,235,992
Total Expenses	\$102,944,713	\$117,996,177

Revenue

For the fiscal year 2022



By the Numbers

Number of visits
CY 2022

414,995

Providing quality, affordable, and compassionate health services to a growing number of our patients in the community.

Patients: 87,099
Patients under 18: 22,667

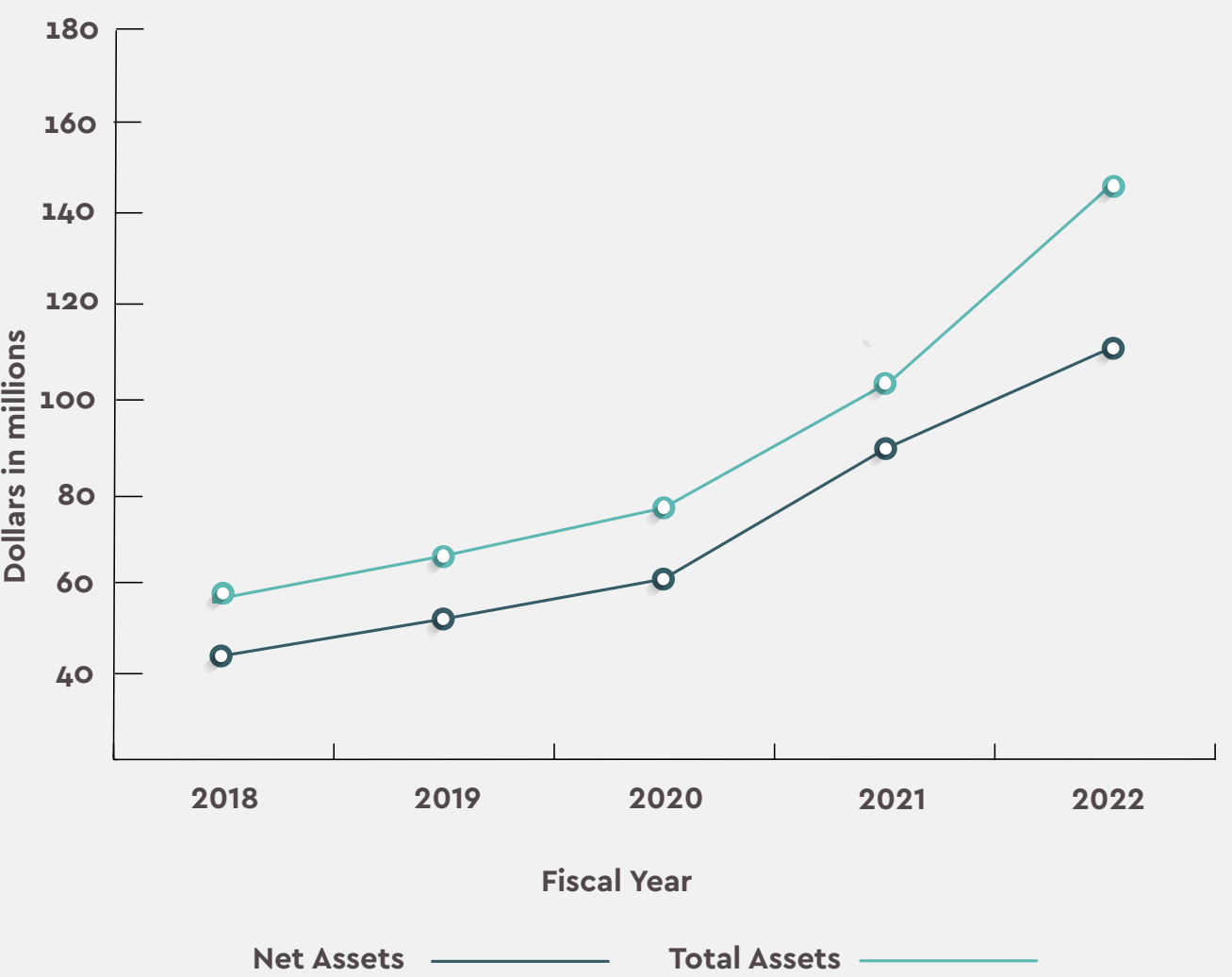
Neighborhood Healthcare's
Affiliate Partners for CY 2022

Affiliate Partners: 17
Medical patients: 7,920
Dental patients: 4,056
Visits: 38,064

Financial Growth

Growth in Assets for the fiscal years 2018 to 2022

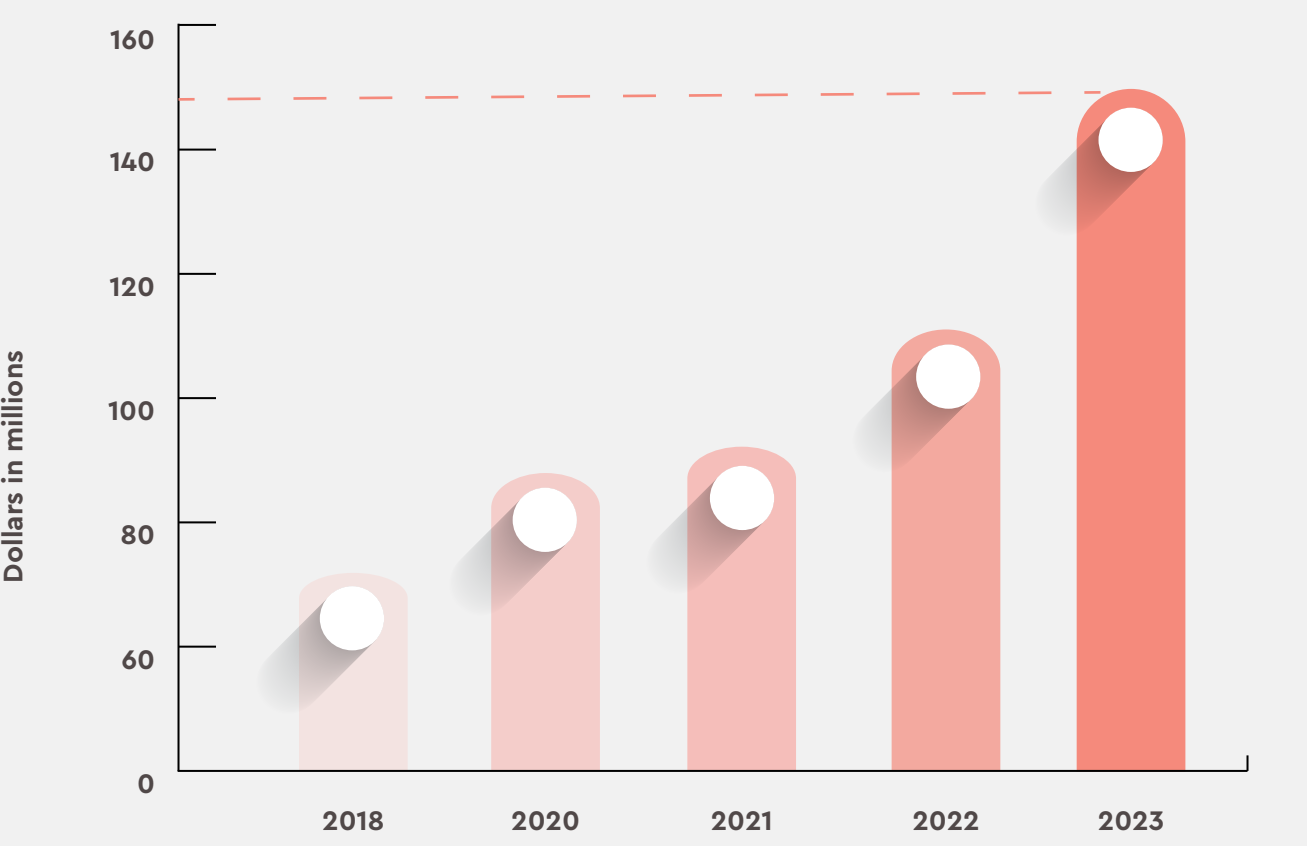
	2018	2019	2020	2021	2022
Total Assets	\$57,606,319	\$62,260,441	\$76,651,787	\$105,405,269	\$143,902,623
Net Assets	\$44,339,870	\$47,124,720	\$59,975,143	\$87,874,741	\$113,310,290



Operational Budget

For the fiscal years 2019 to 2023

	2019	2020	2021	2022	2023
	\$74,611,888	\$89,254,013	\$93,538,416	\$111,723,388	\$148,638,468





Neighborhood's Affiliate Partners

Neighborhood Healthcare and our healthcare teams go above and beyond to meet the needs of our patients. We give quality and compassionate care to all medical, dental, and behavioral health needs. Patients also need these necessary services to be easily accessible. Through our Affiliated Partners Program, we collaborate with medical, dental, and behavioral health professionals to provide access at locations closer to patient's homes to help fulfill the ever-growing need.

The Affiliated Partners Program focuses on finding health care partners who closely align with our mission, culture, and values.

"Our patients know every time they walk through our doors, they can expect quality treatment from professionals who care," says Alejandro Nunez, Chief Growth Officer. "When we select an affiliated partner, we know they will give patients the same amazing patient experience as Neighborhood."

At the conclusion of 2022, Neighborhood has partnerships with two medical locations, two behavioral health companies and 13 dental locations. Over the last year, our partners saw more than 7,500 people for healthcare or behavioral healthcare and more than 3,500 dental patients.

Daisy Fresh Dental in Escondido has partnered with Neighborhood for three years and is one of our largest affiliates.

"Our collaborations have helped many patients with dental health needs," says Dr. Ali Sadduk, DDS, and owner of Daisy Fresh Dental. "Neighborhood is always there to help, even providing much needed personal protective equipment during the pandemic when we were in short supply, allowing us to continue seeing patients for emergencies."

“
Our patients... can expect
quality treatment from
professionals who care.

—Alejandro Nunez
Chief Growth Officer
Neighborhood Healthcare

Neighborhood supports each partner with technology updates and training. A newly designed automated referral system notifies our team when a patient has not received recent dental care. Our Neighborhood Patient Access Specialists contact the patient and schedule an appointment with one of our dentists or directly with one of our dental affiliate partners.

With the growing number of people experiencing mental health symptoms, Neighborhood is also adding new partnerships to fulfill the needs of our clients across San Diego and Riverside Counties. With these partnerships, and our current behavioral health partners, Neighborhood hopes to add more telehealth capabilities to serve patients in their homes, removing barriers to accessing care.

Thank you to our Affiliate Partners for your dedication to expanding access to quality healthcare to our Neighborhood patients.

Neighborhood's Innovative Spirit

Our innovative spirit is strong at Neighborhood Healthcare. We are dedicated to improving our processes and tools to bring the best care to our patients.

A focus for 2022: Automation. Neighborhood is actively changing manual or repetitive processes which were time-consuming in the past and making them more efficient. This approach allows our clinicians and care teams to give more time to our patients.

Here are some examples: more of our pre-appointment forms are available to patients by text message, saving time and reducing errors. Patients can now message their care team directly without having to call, reducing call wait times for everyone. Automated emails and text messages increase outreach, remind patients of post-visit actions, and allow medical staff to follow up with patients quickly.

"Providing these advanced tools for our clinicians and their teams is part of our dedication to quality care and excellent patient experience," comments Jeffrey Glenn, Chief Operating Officer. "This has been part of Neighborhood's continuous process improvements. We focus on continuous improvements based on our solid foundation. We are asking all our employees for their ideas and making them a reality."

"Our entire Neighborhood staff is encouraged to see these innovations," continues Mr. Glenn. "We are dedicated to going above and beyond, bringing advanced care to our patients."

In 2022, we built upon our cutting-edge COVID response programs. Our best practices include video visits, mobile health services, and mobile blood-draw services to patients' homes.

We also expanded our remote blood pressure and blood glucose monitoring systems. Neighborhood started these programs to manage patients with chronic disease during COVID, when many patients could not be seen in person. Almost 2,000 patients are connected to blood pressure monitoring technology. Our clinicians review the patients' stats for critical alerts and respond within hours should further care be necessary.

Neighborhood has also enhanced the blood glucose monitoring systems program, with more than 650 patients enrolled. Clinicians can review real-time feedback on glucose levels to give precise medical advice.

"Real-time feedback allows us to review the person's blood sugar level along with time of day and activity levels," said Dr. James Schultz, Chief Medical Officer. "Combined with nutritional information, we can accurately advise our patients on how to manage their blood sugar levels. This intervention can be as effective as prescribing medication."

Pursuing these innovative technologies allows Neighborhood to help the people of our communities live happier and healthier lives, regardless of situation or circumstance.



New Neighborhood Mobile Health Centers are Open

In the fall of 2021, the American Academy of Pediatrics declared a national emergency in child and adolescent mental health. The agency called for action to bring mental health resources into schools and create more community-based mental health programs.

Neighborhood Healthcare answered the call. With its new behavioral health Mobile Health Center, Neighborhood and the Escondido Union High School District are partnering to improve student access to such services at its five high schools.

"Bringing this program to the schools eliminates barriers for students to access care, such as transportation, insurance, or time to attend doctor appointments," said Gabriel Rodarte, MD, Behavioral Health Medical Director at Neighborhood Healthcare. "We are grateful to UnitedHealthcare, our private donors, The San Diego County Board of Supervisors and The US Health Resources and Services Administration for their financial support."

Dr. Rodarte adds, "This mobile health center allows us to deliver quality and compassionate care directly to students in a safe and supportive environment."

The mobile health center vehicle visits campuses weekly. Both students and parents have access to educational resources. Licensed therapists provide counseling with the full support of Neighborhood's Behavioral Health Department should any student need enhanced care.

In addition to the mobile behavioral health services, Neighborhood also serves students, Pre-K through high school, in Riverside as part of Neighborhood's Mobile Dental Services program. Children need regular dental care two to four times per year, and many students do not have access to a dentist. The mobile health center allows Neighborhood to bring dental equipment directly to the schools. Neighborhood has helped more than 2,000 children at more than sixty schools and plans to expand services next year.

Untreated cavities in children can cause pain and infections and lead to problems eating, speaking, and even learning.

"In many of our communities, children have no access to dental care, and we want to make sure they grow up with healthy teeth and gums to help avoid other health concerns," says Dr. Joseph Jordan, Neighborhood's Dental Director.

"We will see any child at no cost to the family," Dr. Jordan continues, "We are here to provide not only the basic services at the schools but can also refer the children to in-person and more advanced services in our clinics."

With parental consent, our registered dental clinicians provide comprehensive dental exams, teeth cleaning, x-rays, photos, Fluoride treatments and sealants. The results are sent home to the parents to review along with educational materials to help parents teach their children about healthy dental habits.

Neighborhood's Mobile Dental Services program also serves children in San Diego County and is a valuable resource for our communities' dental and overall health.



Neighborhood Healthcare Institute of Health

Clinical trials offer participants the most advanced therapies, tools, and medical treatments. Everyone should have access to these trials. The requirements are often complex and not part of the community health centers' patient care plans. This can reduce patient diversity in clinical trials. That is why Neighborhood started our Institute of Health, to help our patients have direct access to the state-of-the-art medical care they deserve.

"Less than 5% of people ever participate in a clinical trial, and the majority of those people are not from a diverse background," explains Dr. James Schultz, Chief Medical Officer. "Trust, language barriers and lack of knowledge about clinical trials are huge factors in why people do not participate. We are working directly with pharmaceutical companies and have received multiple grants to help break through these barriers, remove the stigma from clinical trials, and expand diversity in health research."

The members of our Institute of Health team have years of healthcare experience. They guide our patients through the entire clinical trial process. Working with primary care clinicians, the team determines eligibility, provides translation if needed, helps with the application process, and continues supporting the patient throughout the clinical trial. Patients retain complete control over their participation, and our team is available anytime to answer questions. Our team even helps with other areas in the lives of our participants, arranging medical appointments and transportation to those appointments.

In just a year since its beginning, our Institute of Health has been active in five studies. Currently, our patients are participating in three ongoing clinical trials. These include two studies on diabetes, a leading cause of kidney disease and other health risk factors. The first is researching a once-a-week vs. daily insulin to help people with diabetes. The second studies how different risk factors, such as cardiovascular disease and obesity

affect people with pre-diabetes. Another active research study is working to find better treatment options for Chronic Obstructive Pulmonary Disease (COPD). Two other studies just concluded research on COVID-19 prevention and treatment.

Dr. Schultz adds, "These studies are important for medical research, but also directly contribute to the well-being of our patients. Our team focuses on whole-person care. They take the time to explain risk factors, provide lifestyle coaching, and even help our patients with medical needs that may not be related to the study."

Neighborhood's Institute of Health not only brings clinical trials directly to our patients, but we are also helping our employees and care teams learn about the importance of medical research. The goal for 2023 is to have ten active studies and dozens of participants. These efforts will continue to grow as Neighborhood provides quality and compassionate healthcare and support that will benefit all our patients in the future.

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Our team focuses on
whole-person care.

—James Schultz, MD
Chief Medical Officer
Neighborhood Healthcare

Servant Leader of the Year Award

Thirty-four years of dedication, integrity, time and talent, heart and passion, support, and collaboration. That is exactly how long Judith (Judi) Descalso has been supporting Neighborhood Healthcare.

Neighborhood honored Judi with our Servant Leader of the Year Award at our Annual Fundraising Gala. The Gala began and has continued as a result of Judy's dedication and commitment to the health and happiness of Neighborhood patients.

"Affordable and quality healthcare is essential to the happiness and well-being of everyone," adds Judi. "Neighborhood is expanding health, behavioral health, and dental services to help the growing needs of the people in our community. I attribute this to the incredible skills and compassion of our dedicated leadership, employees, and volunteers."





Jack and Caroline Raymond

Alan and Debbie Gold Gary and Maxine Kreitzer



Judi Descalso and Dave Ferguson

Alex Nunez • Jeffrey & Marybeth Glenn
Dr. Rakesh & Rina Patel

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Visit nhcare.org/gala or email Philanthropy@nhcare.org to learn more about the 2023 gala, purchase tickets, or become a sponsor. Want to give back? Visit nhcare.org/donate or contact Philanthropy@nhcare.org to learn more about donating, volunteering, and other ways to keep our communities happy and healthy.

Fundraising Gala

Neighborhood Healthcare breaks all-time record at 2022 fundraising gala.



neighborhood HEALTHCARE 09.09.23
CASINO ROYALE
FUNDRAISING GALA

Join us for a
NIGHT OF BOND
Saturday, September 9
5:30pm – 9:00pm
Lexus Escondido
1205 Auto Park Way
Escondido, CA 92029

Our Values



We Are Compassionate

We view kindness and empathy as essential to the health of our community.



We Have Integrity

We cultivate trust by treating everyone with dignity and respect.



We Are Professional

We are health experts committed to delivering excellent patient experience.



We Are Collaborative

With patients, colleagues and partners, we work together as a team.



We Go Above & Beyond

When it comes to helping others, we are never satisfied with good enough.

neighborhood