



# Annual Report 2016: Quality Health Care — for All

marin community clinics

A publication of Marin Community Clinics

Photo: Stuart Lirette



As is usually the case at Marin Community Clinics, we had an exciting and productive year! Our 2016 highlights included major expansion of our Novato Campus, addition of key specialty medical services, and our well-attended weekly Health Hubs. Plus, we've added staff, expanded programs to meet growing patient needs, and increased our prevention efforts to keep the community healthy.

A big “thank you” to everyone who supports us – you are critical to our success!

*Linda Tavaszi*  
Linda Tavaszi, PhD, CEO

*“Given the continuing uncertainty on the national scene, the coming years may be challenging. But we are strong and will remain fully dedicated to our mission.” – John Boland, DDS, MSD, Board Chair*

## 2016 at a Glance\*

- 9 clinics at 6 sites (medical, dental, and teen)
- Patient Centered Medical Home model (Level III – the highest possible)
- 363 employees
- 43 clinical specialists
- 12 active clinical volunteers
- 1,400 referral requests/month to our Specialty Referral Team
- \$43 million annual budget
- \$1.08 million raised through philanthropy
- Continued strong partnerships with the University of California Schools of Dentistry and Optometry
- Recipient - Spirit of Marin, Business of the Year award

## Key Accomplishments\*

### New or Expanded Patient Services

- Expanded Novato Campus (including 21 exam rooms, radiology, and 3 additional dental chairs)
- Patient Care Navigator Program
- Onsite orthopedics and cardiology consultations
- Patient education and support groups
- Group acupuncture sessions
- Case management for patients with complex medical needs
- Telemedicine for psychiatric patients

### New Staff

- 11 physicians                    ■ 79 other staff
- 12 dentists                    ■ plus, 21 clinical specialists
- 11 nurse practitioners/nurses

### Community

- Weekly Health Hubs served 25,410 households and an est. 85,342 individuals; provided 839 health screenings
- Health insurance enrollment assistance provided to 2,127 community members

*(Data based on Fiscal Year July 1, 2015 – June 30, 2016)*



Photo: Tim Porter



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Photo: MCC Staff



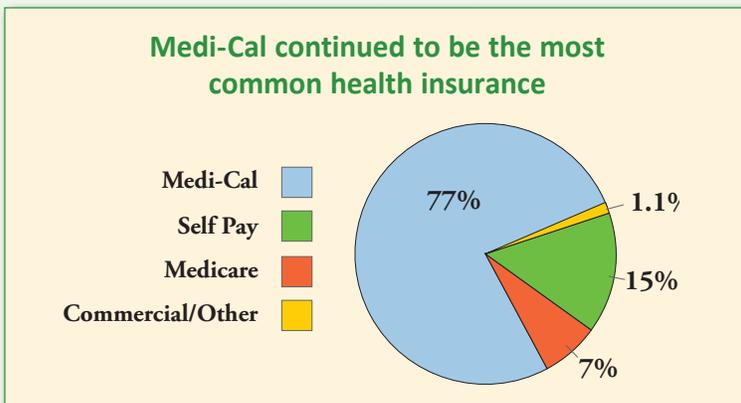
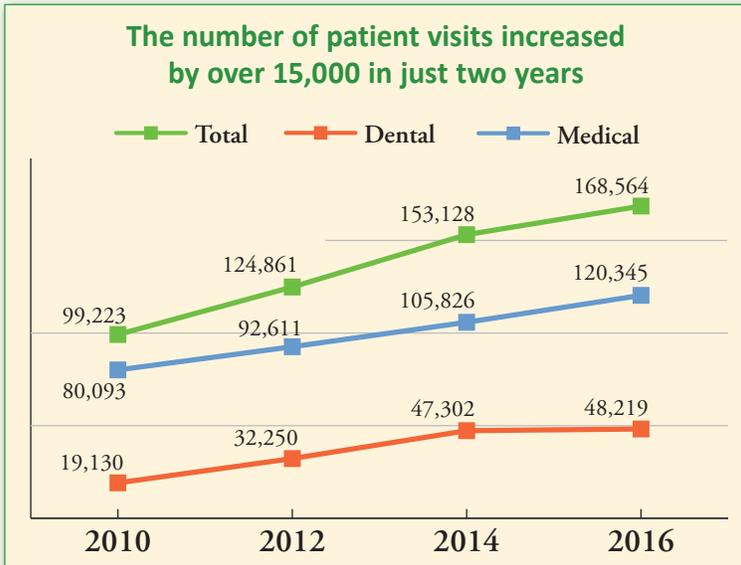
Photo: Stuart Lirette

**OUR MISSION:** To improve the health of our patients and community by providing high quality, cost-effective, culturally sensitive, patient-centered health care.

*(over)*

## Patient Growth

We are the largest safety net provider of primary care in Marin, serving a significant portion of Marin residents; 43% of our patients are children.



## Quality

Providing high quality care is a top priority of Marin Community Clinics team, and our efforts are paying off.

### Patient Satisfaction

- 85% of our patients would recommend us to others

### Prevention

- Among top performers nationwide for cervical cancer screening (75th percentile)
- Number of patients receiving depression screening increased by 20% since 2015
- Number of patients receiving colorectal screening increased by 40% since 2013



Photo: Tim Porter

### Awards & Recognition

- Patient Centered Medical Home model recognized by the National Center for Quality Assurance (3rd consecutive year)
- Received \$1.4 million in Quality of Care awards for quality improvement, leadership, and PCMH efforts
- Designated a “top performer” by Partnership Health Plan for quality improvement program



## What's Coming Up

Our 2017 theme: “Enhancing Care to Treat the Whole Person”

In 2017, our focus will be on solidifying and enhancing what we do.

- Increased focus on integrated care – linking prevention, education, medical, dental, and behavioral health services
- More emphasis on wellness
- Exploring the use of new technologies

We'll also continue to prepare for likely changes in the health care arena - doing whatever we can to ensure that our patients continue to receive high quality, accessible and affordable care.



Photo: Tim Porter

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