



# ANNUAL REPORT

2019-2020 Fiscal Year: July 1, 2019 to June 30, 2020

marin community clinics

A publication of Marin Community Clinics

## CEO MESSAGE



Marin Community Clinics had another successful year of growth, despite a number of difficult community-wide challenges – devastating fires, crippling power shutdowns, and the coronavirus pandemic as well as the related impact they had on our financial health. Despite the fact that we needed to make some difficult operational decisions, I'm pleased to say that we continued to ensure the safety of our patients and staff while providing high quality care.

Most importantly, these challenging times have demonstrated that we are always willing to do what it takes to care for our patients and community. And when I say *we*, I'm talking about *you* too – our resilient and dedicated staff, devoted volunteers, loyal and generous donors, and committed supporters.

None of this would be possible without you. Thank you!

Mitesh Popat, MD, MPH, CEO

## KEY ACCOMPLISHMENTS

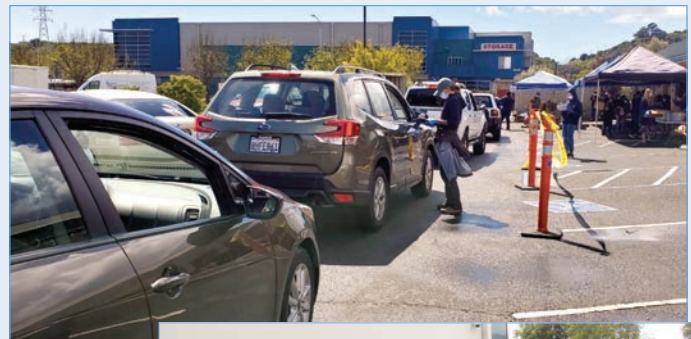
- Implemented additional safety protocols and installed new equipment to increase patient and staff safety in response to COVID-19
- Rapidly adopted telehealth across all clinics when the coronavirus pandemic started
- Formed a new partnership with CenterPoint — a key provider for rehabilitation and treatment services
- Secured a mobile dental clinic to expand services
- Began providing dental screenings at local schools
- Acquired a new building in the West End of San Rafael for a dental clinic in response to the high demand
- Enrolled over 1,000 individuals into the CMSP Path to Health program — the first health insurance for undocumented adults
- Provided support to Marin Health and Human Services Department during Sonoma's Kincadee fire by sending personnel, supplies and medication

### Current Staff Total: 545, including:

- 49 Physicians
- 38 Dentists
- 51 Nurse Practitioners & Nurses
- 18 Behavioral Health Providers
- 75 Dental Assistants
- 83 Medical Assistants
- 231 Other Staff

### Community Outreach and Support

- 37,350 visits to the San Rafael and Novato Health Hubs, reaching an estimated average of 11,634 household members monthly; over 500 health screenings conducted
- 3,726 community members received eligibility and enrollment assistance for health insurance and other public benefit programs



Photos: MCC Staff

(over)

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

# QUALITY

*Marin Community Clinics strives to deliver the highest quality standards of care to its patients. We take pride in the care and support we provide.*

Photo: M. Santana



Joseph Charles, FNP, during a telehealth visit

## Patient Satisfaction

- 79.5% of patients felt their needs were always or usually met at their visit
- 87.3% of patients felt their providers always or usually treated them with respect

## Prevention

- 78.5% of women between 24-64 who were due for a cervical cancer screening received timely care
- 83.4% of patients over the age of 12 who are due for a depression screening received one in a timely manner

## Awards & Recognition

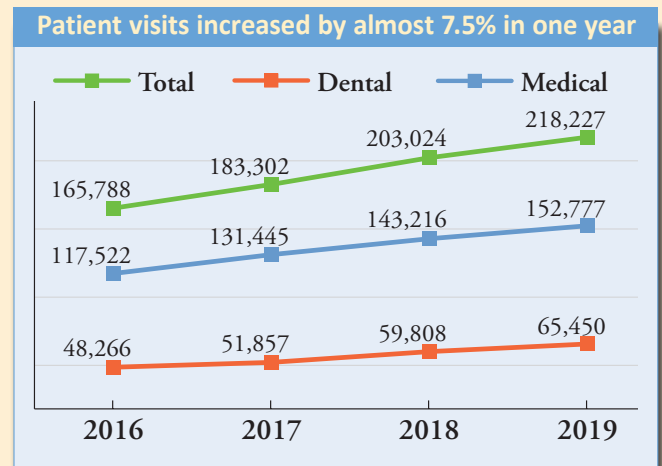
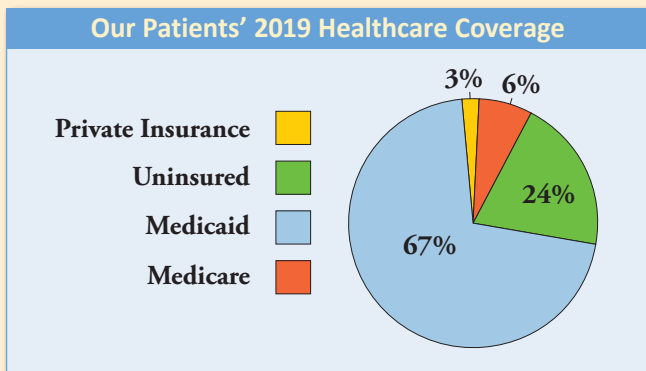
- Partnership HealthPlan Quality Improvement Program award for \$2.3 million
- Designation as “top performer” by Partnership HealthPlan for Quality Improvement Program. Top 10 percentile in 14 Northern California counties out of 265 organizations
- \$4.8 million in grants and awards from the U.S. Health Resources & Services Administration

## Technology

- Telehealth implemented at the Clinic’s Call Center paving the way for a complete roll out during the coronavirus pandemic.

# OUR PATIENTS




*Marin Community Clinics is the largest health center in Marin providing vital care and support regardless of ability to pay.*



# 2019-2020 AT A GLANCE

- Clinics in San Rafael, Novato, and Larkspur
- Recognized Patient-Centered Medical Home
- Continuing partnerships, including with the County of Marin, Extrafood.org, School of Optometry, Operation Access, SF/Marin Food Bank, Kaiser Permanente, North Marin Community Services, University of California Berkeley, Huckleberry Youth Program
- 38,500 patients, a 4% increase from previous year (35% are children)
- 345,187 calls to Patient Call Center
- 18,064 specialty care referrals received & processed by Referral Team
- \$1,951,085 in foundation and non-federal government grants
- \$1,129,887 raised through philanthropy
- Total Revenue: \$49.9 million\*
- Total Expenses: \$46.6 million
- Net Operating Income: \$3.3 million

\*Received \$2.5 Million through the CARES Act

Want to learn more? Visit [www.marinclinics.org](http://www.marinclinics.org) • Find us on Facebook, LinkedIn and Instagram     
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