2016-2017
Annual Report

The Heart of CARE
Since 1971

3515 Broadway, Kansas City, MO 64111  816-753-5144  kccareclinic.org
A LETTER FROM OUR CEO

It’s hard to believe that it’s Kansas City CARE Clinic’s 46th year of operation. As the time flies by, we continue serving those most in need in our community. Regardless of healthcare changes and a patient’s status—uninsured, underinsured, or insured—we’re here to care for everyone.

In 2017, KC CARE acquired beloved physician Dr. Elaine Joslyn’s family practice, upon her retirement, in Northeast Kansas City. This established practice in an area of high need increases our pediatric reach, expands our geographic scope, and prevents the displacement of a large number of patients.

New partnerships with Kansas City’s Cornerstones of Care and Rose Brooks Center provide important links to onsite medical care for children and families in crisis. We’ve also significantly increased the number of Community Health Workers (CHWs) serving Wyandotte County, thanks to a collaboration between KC CARE and the Community Health Council of Wyandotte County, with funding from the United Health Foundation. KC CARE’s CHWs work alongside clients to increase access to care, provide education, promote wellness and self-sufficiency, and reduce unnecessary use of resources.

As a Patient-Centered Medical Home and Federally Qualified Health Center, we serve the entire family, from children to seniors. Our focus is on the whole patient, an integration of primary medical, oral health, and behavioral health care. Patient navigators, financial counselors, and CHWs help educate and empower our patients to partner with us for better health.

Crafting individualized care for our patients requires a whole host of people within the Clinic. Our work is never finished. But with our committed staff and volunteers at the core of our integrated care system, built on a foundation of support from our many dedicated program partners and generous funders, we’re confident that the Clinic will provide Care, Access, Research, and Education to our community for decades to come.

On behalf of our patients and everyone at the Kansas City CARE Clinic, we thank you.

Shei Wood
2016 in Review

12,000+ people served ▪ More than 70,000 visits

HIV
Patients received a spectrum of our nationally recognized HIV services:
▪ 780 in HIV primary care
▪ 485 in peer treatment adherence
▪ 1,434 in HIV case management

Behavioral Health
1,410 patients accessed behavioral health services

Dental
670 patients received dental care

Education & Screenings
Community outreach and education for 20,000+ people annually

Percentage of KC CARE Clinic’s patients who are uninsured
77%

Percentage of our patients who live below the poverty line—$24,300 for a family of four
74%

Percentage of patients with complex medical needs—with one (or more) chronic condition, such as hypertension, diabetes, obesity, or hyperlipidemia
60%
Who Do We Serve?

Those impacted by HIV...
A black man in his 20s recently discovered he is HIV+.
A Clinic case manager supports him and helps get the insurance coverage he needs to stay healthy.

![Image of two people]

The gay community...
A young man comes to the Clinic for PrEP services. He met a member of our prevention team at a PRIDE event and is now empowered to protect himself from HIV through PrEP.

Those who have done without...
A middle-aged white man gets long-overdue dental care after being in chronic pain for months. Our dentist helps him with a plan to improve his oral health.

Those who can be overlooked...
A white baby boomer tested positive for Hepatitis C. She gets coordinated treatment at the Clinic to cure her Hep C infection and prevent ongoing liver damage that could cause cancer.

The whole person...
A 40-something white woman's anxiety is interfering with daily life. A Clinic mental health therapist helps her cope with her symptoms through medication and therapy.

Those with chronic conditions...
A black woman in her 50s calls the Clinic her medical home and counts on us to help her manage her hypertension and diabetes. She gets vital medications through our onsite pharmacy at a discounted price she can afford.

![Quote]
"My patient came in feeling defeated, unsuccessful, and misunderstood. We worked together to connect her to care for her and her children. Sometimes all a patient wants is for someone to listen to them. In return, they are willing to make the changes needed to achieve their goals and live a healthier lifestyle."
— KC CARE Community Health Worker

Whole families...
A 30-something Latina woman’s children have insurance, but she does not—they all receive care at the Clinic. She uses our evening hours to schedule around work and school obligations.

Generous patients...
Our patients contribute to their care as they are able, even by making additional donations to cover care for others.
Volunteers

From helping us serve patients to making events like Bloom successful, our volunteers are the heart of KC CARE. They make what we do possible, for as many as possible. In 2016, 700 volunteers donated over 23,000 hours of time—valued at more than $800,000!

"I have volunteered for 20 years at KC CARE, which has changed my life and made me a better doctor and a better person. I have learned to care for all people, regardless of ability to pay. I look forward to my dermatology clinics with great nurses and Clinic staff. We all want to help others make it through another day.

The only goal is to help people and the only reward is beyond value—it is the feeling of worth we all give to each other. The patients are our equals and friends, not just our patients. The Clinic gives me faith in the chance at a better tomorrow for us all."

— John C. Hall, M.D.
In recent years, growth and expansion have been synonymous with KC CARE. We’ve had challenges around every corner—but thanks to our dedicated staff, volunteers, partners, and donors, we feel stronger than ever as we look ahead.

Our 2015 recognition as a Federally Qualified Health Center (FQHC) continues to help us serve our community’s most vulnerable residents. We’ve added services to extend care to the entire family, from children to seniors, and improved our administrative practices. Throughout the last year, we’ve expanded KC CARE’s capacity and reach through several avenues of growth and collaboration.

Expanded Capacity and New Partnerships

**Third Clinic Location**

KC CARE returned to Kansas City’s Northeast area with the April 2017 acquisition of retiring physician Dr. Elaine Joslyn’s family practice. This site:

- Is an established clinic in an area of high need. KC CARE’s practice provides familiarity and minimizes interruptions in patient care, widens the Clinic’s impact geographically, and significantly increases our pediatric reach.
- Employs Dr. Joslyn’s staff, easing practice transition and providing continuity for existing patients.

**Pediatrics**

The Clinic is now serving more children in our primary care and dental programs.

- Significant expansion of our pediatric practice with the new Northeast Clinic.
- Expanded capacity and introduction of pediatric dental services, thanks to a 2016 HRSA Oral Health Service Expansion grant for $350,000.
- A new partnership with Cornerstones of Care. The Clinic provides onsite pediatric care several hours a week at Cornerstones’ Gillis and Ozanam locations.
- Working with Rose Brooks Center to offer onsite primary care for the women and children they serve.

"Dr. Joslyn's mission: Be a beacon in the neighborhood. Treat everyone with kindness and respect. Give them all the help they need. With KC CARE, her presence lives on."

— Longtime Joslyn employee Anne Maschger, now with KC CARE
Onsite Pharmacy

KC CARE opened a full-service pharmacy, converted from its onsite dispensary, at the Broadway location in September 2016. The pharmacy provides significant improvements and advantages to both the Clinic and our patients.

- Increased patient benefits:
  - Onsite convenience, facilitating "one-stop" service
  - Lower-cost medications from the federal 340B pharmaceutical pricing program, thanks to our FQHC designation
  - Medication assistance programs
  - Support from our pharmacists and Pharm D training program in partnership with the University of Missouri-Kansas City

- Improved health outcomes through integrated care among pharmacists and other providers. Promoting adherence, answering patient questions, and addressing side effects are especially important for chronic care patients with conditions such as diabetes, high blood pressure, and HIV.

- An important revenue opportunity that can benefit all Clinic programs.

Enhanced Sustainability

Recent years not only presented challenges for KC CARE, but have also brought new opportunities and several notable ways to address sustainability.

- Greater financial stability achieved through billing third-party payers for services provided to patients covered by Medicare, Medicaid, and private insurance.

- New funding possibilities available, thanks to our FQHC status. These opportunities have resulted in federal funds to help us provide dental care to more patients; expand into pediatric dental care; and provide fully dedicated staff for the health insurance Open Enrollment period.

- Revenue from our onsite pharmacy: our insured patients' prescriptions generate revenue, which plays a vital role in subsidizing care and medication access for our uninsured patient population. This allows us to stock more medications and hire additional staff to support other Clinic needs.

Quality and Financial Improvements

- Implementation of a new electronic medical record in April 2016 for a more fully integrated, efficient care delivery system, with more accurate diagnoses and treatments, and improved data management.

- Welcoming a new Chief Financial Officer to lead the implementation of best practices for patient billing and the pharmacy, as well as a new accounting system.
Financials

**REVENUE – $14,366,471**
- Government Grants – $7,325,912
- Private Grants & Contributions – $3,834,676
- Patient & Pharmaceutical Revenue – $1,432,457
- Other – $1,773,426

**EXPENSES – $14,658,756**
- Medical, Dental, Behavioral Health – $6,968,142
- HIV – $4,276,219
- Supporting Services – $3,141,587
- Fundraising – $272,808

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**Our Mission**
The mission of Kansas City CARE Clinic is to promote health and wellness by providing quality care, access, research, and education to the underserved and all people in our community.

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**The VALUE of a DOLLAR**

- $10: Equivalent to 1 Medical Visit for a patient who cannot afford a copay
- $25: Equivalent to HIV Testing and Counseling for one person
- $50: Equivalent to 5 Behavioral Health Visits for a patient who cannot afford a copay
- $100: Equivalent to 5 Dental Visits for a patient who cannot afford a copay