

MARILLAC NEWS

A report to the friends of the Marillac Clinic • Winter 2009



Our Core Values

Response to Need
Respect
Wholeness
Excellence
Stewardship



As 2008 drew to a close, we marked the end of the Clinic's 20th Anniversary year. It was a year of celebration and renewal. As we begin our third decade of service to the families of Mesa County, it is perhaps somewhat ironic that once again, the community faces some economic challenges, but we are far better equipped to meet those challenges today.

Twenty years of loyal local support and good stewardship have helped create a strong community clinic that annually serves thousands of our neighbors with quality health care. Every day, the lives of our patients, young and old are transformed. Pain is eased, and dignity restored.

These inspirational stories happen because our community has made the commitment to providing access to health care for all our citizens. As we continue this tradition of compassion and care, we want to take a moment to thank all of our wonderful supporters and friends, our patients, and perhaps most of all the dedicated providers, both paid and volunteer who make such a difference in our valley. We have come so far together. And we at Marillac, believe the best is yet to come!

Thank you one and all.



Patient-centered care is leading the way in delivering high quality health care and bringing down costs. . .

Steve Hurd, Ph.D.
Executive Director

A Primer on the Patient-Centered Medical Home:

In 1967, the American Academy of Pediatrics introduced the model of the Patient-Centered Medical Home (PCMH). The PCMH is a partnership between an individual provider and an individual patient manifested by seven key features: accessible, family-centered, coordinated, comprehensive, continuous, compassionate, and culturally competent.

In 2001, the Institute of Medicine defined patient-centeredness as “health care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patient wants, needs, and preferences and that patients have the education and support they require to make decision and participate in their own care.” Stated simply, a PCMH focuses on the health of the whole person rather than concentrating on a single symptom or disease.

While an impressive body of literature demonstrates that the PCMH improves outcomes and lowers medical costs, this model is not available to most people in our country.

What Happened? Unfortunately, the payment system in this country does not promote the PCMH model. It would take a column much longer than this to explain how the current system rewards consumption and utilization of services. Presently, reimbursement favors specialty care over primary care, and expensive procedures rather than strong and continuous patient-provider relationships.

What about Health Care Reform? A majority of Americans acknowledge that our current system is not working. Several organizations with a national perspective are meeting

regularly to discuss reform. Several pilot projects have demonstrated that emphasizing patient relationships and joint decision making effectively reduces costs while increasing patient satisfaction.

What about Marillac Clinic’s Role?

Marillac offers access to medical, dental, mental health, vision and pharmaceutical services conveniently located under one roof. Many Marillac patients utilize more than one line of service during a single visit.

Blended Funding: Marillac Clinic is one of a handful of clinics in this country that is not financed through the traditional fee-for-service model. Patients bring their co-payment to the clinic at the time of their appointments, thus minimizing expensive overhead to collect reimbursement. Even better, our clinicians can spend their time fully attending to the needs of the patients and are not distracted by the challenge of coding each encounter.

We are fortunate indeed in Mesa County to have a resource like Marillac in our community. It is a testament to the vision and leadership of this community. Marillac Clinic has established a record of patient-centered care that identifies the clinic as a leader in best practice for delivering high quality, low-cost health care services.

National Recognition: I recently attended an international conference on the Medical Home concept. People from Canada and several European countries participated. At the conclusion of the conference, the keynote speaker stated that if he could have medical care anywhere in the world, he would choose to live in Spain. However, if he lived in this

country, he would choose to receive care at Marillac Clinic in Grand Junction, Colorado! Imagine my surprise, delight and humility to hear our clinic highlighted before an international audience. You can be justifiably proud to have played a role in creating a resource that serves our community so well.

What does supporting Marillac mean to local donors?

Of course, there is still much work to be done. Last year, Marillac provided over 29,000 visits to 6000 people. However, we know that Marillac is serving only one-fourth of the uninsured residents in our community.

Many uninsured people with low and moderate incomes are not aware of this valuable resource. We work hard every day with outreach and screenings, ads, and public service announcements to spread the word to our residents. We ask you, our supporters, to help publicize the clinic, especially during this time of extraordinary economic challenges.

When you make the choice to support Marillac’s mission, you can be confident that your gift will be used in the most efficient and effective manner possible. Marillac’s track record of good stewardship matches the excellence of its health care services. And those 29,000 patient visits last year?

Without Marillac, a lot of those folks would present at area emergency rooms. That means Marillac is saving all of us money on our health care costs.

Please consider a gift to Marillac. When you help a less fortunate neighbor access quality health care, you make our community a better place for all of us to live! Visit us at www.MarillacClinic.org

GIFT PLANNING: SECURING YOUR LEGACY

Each person receiving this newsletter has made unique and wonderful contributions to Marillac Clinic. We hope you'll take a moment to reflect on what it is you have done for Marillac and how your contribution has combined with so many others to make 20 years of service possible. It really is quite remarkable when you think about it.

Longer term, perhaps you might consider a “legacy” contribution to the Clinic to carry on your tradition of caring for your neighbor:

- Name Marillac Clinic in your Will
- Designate the Clinic as a beneficiary of either an IRA, life insurance policy or savings bond
- Make a donation to Marillac’s permanent endowment fund at the Western Colorado Community Foundation
- Set up a Charitable Trust or Charitable Gift Annuity with Marillac as beneficiary

No matter what your age or station in life, being a part of something that serves others is a richly rewarding and satisfying feeling.

We hope that when your thoughts turn to giving and creating a legacy that celebrates your spirit and concern for your community, you will consider making Marillac a part of your plans.

When you give to Marillac, you know that your gift is going to support an organization with an unparalleled record for service and responsible stewardship.

To find out more about planned giving contact Claudia Ragar, Development Manager, at

255-6371 or visit us at www.MarillacClinic.org



ALL OF US AT MARILLAC ARE SO GRATEFUL FOR OUR COMMUNITY'S UNWAVERING SUPPORT! THANKS TO EVERYONE WHO DUG A LITTLE DEEPER TO SHARE THEIR GOOD FORTUNE AND HELP THEIR NEIGHBORS! INDIVIDUAL GIVING IS ALMOST ENTIRELY FROM LOCAL SOURCES. THANK YOU GRAND VALLEY!

MESA COUNTY CONTINUES TO DEMONSTRATE BROAD AND GROWING SUPPORT FOR THE CLINIC'S MISSION EVEN DURING AN ECONOMIC DOWNTURN...

Every November, Marillac sends a fund-raising letter to our donors and the community at large. We are happy to report that Marillac's annual appeal achieved excellent results in a year that was marked by many high profile campaigns and mailings and a serious economic downturn that has affected charitable giving throughout the state and country.

During the holiday campaign, hundreds of our fellow citizens responded to the Clinic letter with individual gifts totaling more than \$95,000

A particularly encouraging statistic was the number of new donors (140) who responded to the mailing. This is especially gratifying since donations to nonprofit organizations have declined across the state.

Once again we are reminded how fortunate we are to live in this generous community. The growing need for the Clinic's services continues and donations play an important role in funding the work of the Clinic all year long. If you were part of this holiday outpouring of generosity, thank you so much. Your gift is part of a wonderful Grand Valley tradition.



**IN FISCAL YEAR 2007-08
MARILLAC PROVIDED OVER
29,000 PATIENT VISITS.
MARILLAC'S FUND RAISING AND
ADMINISTRATIVE COSTS ONLY
AMOUNTED TO 12.5% OF ITS
BUDGET. THAT'S WELL BELOW
THE NATIONAL AVERAGE FOR
NON-PROFITS AND ANOTHER
EXAMPLE OF THE CLINIC'S
RESPONSIBLE STEWARDSHIP**

www.MarillacClinic.org

We are pleased to report that more and more visitors are finding a visit to our website is a great way to stay abreast of the Clinic's activities and services. Outreach events, news items, updates on health related happenings around our community and our state are all available at www.MarillacClinic.org.

Many donors are discovering that the website is a great way to make a donation to the Clinic as well. Great thanks to those of you who stop by on a regular basis. You're always welcome at the Clinic whether it's an actual visit or a virtual one.

AS ACCESS AND AVAILABILITY OF HEALTH INSURANCE BECOMES MORE AND MORE DIFFICULT FOR LOW AND EVEN MIDDLE INCOME FAMILIES, THE NEED FOR MARILLAC'S SERVICES GROWS!

IT IS NOW ESTIMATED THAT 47 MILLION OF US ARE WITHOUT HEALTH INSURANCE. 100 MILLION AMERICANS HAVE NO DENTAL INSURANCE OF ANY KIND. IN COLORADO, NEARLY 800,000 OF US ARE WITHOUT ACCESS TO HEALTH INSURANCE.

MOST OF THE PATIENTS AT THE CLINIC ARE EMPLOYED BUT WORK AT JOBS THAT DO NOT PROVIDE ACCESS TO HEALTH INSURANCE.

WITHOUT MARILLAC, A SIGNIFICANT NUMBER OF OUR PATIENTS WOULD GO TO LOCAL EMERGENCY ROOMS. THAT ENDS UP INCREASING EVERYONE'S HEALTH CARE COSTS.

Marillac Clinic outreach programs reaching more patients earlier and more efficiently...

Unfortunately, people without health insurance often wait to seek treatment until their conditions and symptoms are advanced and more difficult to treat. At Marillac, we know that the earlier a condition is diagnosed and treatment begun, the better the outcome.

For that reason, we continue to pursue an aggressive and proactive program of outreach and prevention efforts by the Clinic. Working with employers, schools, churches, and other human services agencies, Marillac participates in a series of health events and community outreach opportunities to help people without insurance identify and begin treatment for conditions that will likely grow worse if ignored. This approach of treating people "upstream" has long been recognized for its efficiency and effectiveness.

- **Recently, we have participated in an outreach event at Toys for Tots, speaking to hundreds of families about the importance of early treatment and diagnosis.**
- **Every month we are at local City Markets speaking to families about eligibility for Marillac services.**
- **Other recent or upcoming events include: Give Kids a Smile (a free dental day for uninsured kids, Mission Fair at First Presbyterian Church, Fruita's Annual Heart Health Fair, Riverside Community's Health Carnival screening event, ongoing dental screenings at District 51 schools.**

If you know of an organization that would like to partner with Marillac in such an outreach effort, contact Director of Community and Consumer Relations, Kristy Schmidt, at 244-2877 for more information.

In Memoriam...

Long time supporter and devoted friend of Marillac Clinic, Ernest Buescher, passed away on December 25, 2008. Ernie was a successful businessman associated with the local Pepsi production facility and West Star Aviation. He was active with many community organizations and enjoyed a round of golf. Ernie is survived by his wife, Blanche, and son, Louis. He will be greatly missed.

Dr. Thomas Moran, D.D.S. who passed away in January, contributed more than ten years of volunteering with the Marillac Dental Clinic. He was a friendly and easy-going volunteer and had a smile for all. We will always remember how honored he felt when shown his photo on the Dental Volunteer Honor Wall. We will all miss him very much!

Josephine Malensek is remembered by Marillac Clinic staff as an avid volunteer who helped wherever needed in the Clinic's medical front areas. She volunteered from September 1992 through January, 2006, contributing approximately 1,253 volunteer services hours. Josephine passed away on December 31, 2008.

MARILLAC CLINIC DONORS

The list included in this newsletter reflects those donors who gave to the clinic between June 1, 2008 and December 31, 2008

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**WHEN YOU GIVE TO HONOR A SPECIAL
 PERSON IN YOUR LIFE, OR REMEMBER A
 LOVED ONE WHO HAS PASSED ON, YOU GIVE
 A GIFT THAT CELEBRATES LIFE AND HOPE AND
 CARING. MARILLAC THANKS YOU FOR
 LETTING US BE A PART OF THAT SPECIAL
 COMMEMORATION.**

**REMEMBERING THE CLINIC IN YOUR WILL
 IS A GREAT WAY TO ENSURE THAT YOUR
 LEGACY OF CARING AND GIVING LIVES ON
 AFTER YOU.**

**TO DISCUSS THIS OR OTHER PLANNED
 GIVING OPTIONS, PLEASE CONTACT
 CLAUDIA RAGAR, DONOR DEVELOPMENT
 MANAGER AT
 (970) 255-6371**

**WE DO OUR BEST TO LIST OUR FRIENDS
 CORRECTLY. PLEASE LET US KNOW IF WE
 HAVE INADVERTENTLY OMITTED YOUR
 NAME OR LISTED IT INCORRECTLY. THANK
 YOU.**





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**Marillac Clinic
Vision Statement**

**Marillac Clinic welcomes
the underserved and
provides them with
compassionate,
innovative and essential
health care.**

**Marillac Clinic takes a
leadership role in our
community to insure that
access to health care is
available to all.**

If by some chance you have received an extra copy of the newsletter, why not pass one along to a friend who shares your passion for helping a neighbor access quality health care?

DETACH AND RETURN TO MARILLAC

Yes! I want to do my part to help the Clinic.

\$

Please indicate if you have a preference how the Clinic is to use your gift (check one box)

*(please make check payable to Marillac Clinic
2333 N. 6th Street • Grand Junction, CO 81501)*

- Where needed most (an unrestricted gift allows the Clinic to use its resources in the most effective and responsive way)**
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*To explore other giving opportunities, contact Claudia Ragar, Development Manager, at (970) 255-6371.
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