

Gratitude is Good Medicine



BEVERLY E. COLEMAN

NEVADA HEALTH
FOUNDATION

2020 COMMUNITY IMPACT REPORT

What. A. Year.

No matter what we call it — unprecedented, extraordinary, or downright bizarre — 2020 was a year like no other. We experienced unexpected challenges, profound loss, and unwelcome isolation. As a result, we also experienced a renewed focus on our fundamental needs as a community and a sense of urgency around community health.

As we reflect on the past months, we are filled with gratitude. Our gratitude is inspired by the support and dedication you provided as we navigated a “new normal” in every aspect of our organization — from safely caring for patients, to protecting staff, to engaging with community partners.

From the beginning of the pandemic we adapted and evolved, expanding telehealth services, opening drive-thru clinics and testing sites, procuring and distributing personal protective equipment (PPE), and increasing patient assistance — all to ensure that our community continued to have access to critical care and treatment without having to sacrifice other basic needs.

As we forge a path forward, we are reminded that nothing is permanent, and are reassured that anything is possible.

It's a genuine triumph of biomedical science that, in less than a year, multiple COVID-19 vaccines have been proven safe and effective, and have been approved for use. We have now begun the urgent work of vaccine distribution. Partnering closely with federal, state, and local health officials, our team is committed to addressing areas of high transmission, and we will continue to be on the frontlines, ensuring our elderly, communities of color, rural communities, and unhoused neighbors have access to the vaccine.

All of this work would not be possible without you. When you support the Beverly E. Coleman Nevada Health Foundation, you enable the work of the frontline healthcare professionals undertaking the crucial task of ending healthcare disparities in our communities. Physicians, physician assistants, nurses, dentists, behavioral health specialists, pharmacists, and health educators are our everyday heroes, dedicated to creating healthy, more inclusive communities.

From all of us at Nevada Health Centers (NVHC) and the Beverly E. Coleman Nevada Health Foundation, thank you for your continued support.

Walter B. Davis, *President and CEO*
Nevada Health Centers

Kelly LeGrow, *Chair*
Beverly E. Coleman Nevada Health Foundation
Board of Trustees



BEVERLY E. COLEMAN

NEVADA HEALTH FOUNDATION

The Nevada Health Foundation, the fundraising and development division of Nevada Health Centers, began in earnest in 2017, as the mechanism through which individuals, corporations, and other supportive entities could provide financial or in-kind support to NVHC programs and services. At the outset, longtime northern Nevada resident Beverly E. Coleman was tapped to lead this important venture, and with her unexpected passing in June 2019, we found it fitting and aspirational to pay tribute to Beverly's legacy and love of philanthropic pursuits by adopting a new name: **The Beverly E. Coleman Nevada Health Foundation**. Those privileged to engage with Beverly personally and professionally knew an intelligent, kind-hearted person who loved her family, supported her friends, embraced her faith, and pursued her work with unabated enthusiasm. We deeply feel the loss of our friend and colleague, and we join together in remembrance of someone who made our world inarguably brighter. As we reflect on Beverly's life and contributions, the work she began on behalf of Nevada Health Foundation continues in earnest.



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President and CEO, Nevada Health Centers
Carson City, NV

Addressing Health Equity — Today & Tomorrow

Every day, thousands of Nevadans face barriers to healthcare. Among them are lack of insurance, high cost, too few providers, and lack of culturally competent care. In 2020, the pandemic brought these barriers further into focus, shining a light on the long-standing and systemic inequities of our healthcare system.

Nevada Health Centers and the Beverly E. Coleman Nevada Health Foundation work to address and eliminate these barriers to ensure all Nevadans have the opportunity to be as healthy as possible.

Each year, we care for more than 50,000 Nevadans, promoting health and hope through a variety of clinical services that include family medicine, pediatrics, dentistry, behavioral health, and pharmacy. As we look to the future, we envision a more equitable system of care — one that continues to embrace the latest resources, technologies, and clinical talent to help all Nevadans prosper and thrive.

WHO WE SERVE:

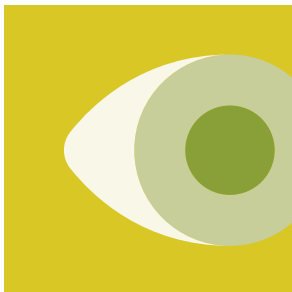
We provide high-quality, cost-effective healthcare services to everyone, regardless of insurance status or ability to pay. Our health centers accept private insurance, Medicare, Medicaid and offer sliding fee scale options. Many of our programs and services are made possible through generous grants and private donations, which help us to ensure all Nevadans have access to the care they need.

- 62% of NVHC patients are racial and ethnic minorities
- 30% of NVHC patients are uninsured
- 70% of NVHC patients are low-income (at or below 200% of the federal poverty level)
- 6% of NVHC patients report that they are experiencing homelessness

An Unwavering Mission

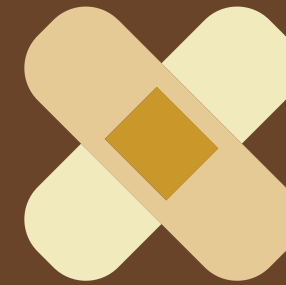
Beverly E. Coleman Nevada Health Foundation is an extension of Nevada Health Centers, with the primary purpose of raising funds to further Nevada Health Centers' mission to provide access to quality healthcare in communities throughout Nevada.

Nevada Health Centers was established in 1977. We've grown from one small health clinic to a network of 17 health centers; seven Women, Infants, and Children offices; and three mobile health programs, serving patients in every county of the state.



Our Mission — To provide access to quality healthcare services throughout Nevada.

Our Vision — To create an integrated, provider-led healthcare system that supports the delivery of safe, effective, quality-based primary care to all Nevadans.



Key Nevada Health Centers Staff

Nate Bigler, Chief Talent Officer

Julie Clyde, VP Provider Relations & Strategic Partnerships

Bill Cohen, VP Technology & Clinical Innovation

Tyree Davis, DDS, Chief Dental Officer

Lisa Dettling, EVP Ancillary Services

JC Flowers, EVP Revenue Cycle & Population Management

Samantha Ford, VP Operations South

Jassmin Martell Perez, VP Operations North

Ali Shahin, MD, MBA, Chief Medical Officer

Debra Toney, PhD, RN, FAAN, VP Quality Management

Kathy Triplett, EVP & Chief Financial Officer

Beverly E. Coleman Nevada Health Foundation Team

Whitley Walker, Vice President & Executive Director

Erika Albini, Development Officer

Steve Choman, Financial Analyst

Paula Guzman, Donor Engagement Liaison

Leslie Maple, Development Officer

Linda Tobey, Development Officer

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Cheri Glockner, Secretary

COVID-19 Emergency Fund

In response to the challenges and uncertainties Nevadans are facing because of the COVID-19 pandemic, Nevada Health Centers created a COVID-19 Emergency Fund. With generous support from our community, the fund provided support for our patients and staff throughout the year, and will continue to help us implement new safety measures at our facilities and procure critical PPE for those on the frontline.

As the pandemic continues to affect our state, NVHC is committed to doing whatever it takes to support the communities we serve. We have augmented call center staff to handle increases in the volume of calls, activated direct-to-consumer telemedicine to extend care beyond our health centers, and are filling in gaps in care, including behavioral health needs. We have created limited-contact COVID-19 screening and testing clinics and are now helping to coordinate equitable distribution of the vaccine.

TOTAL AMOUNT
RAISED
\$3,500,000

COVID-19 TESTS
ADMINISTERED
10,252

PATIENT CASES
MANAGED FOR COVID-19
2,231



Photo By: Keith Clark

PPE FUNDED:

150,000
Surgical Masks

26,000
N95s/KN95s

5,780
Boxes of Gloves

30,375
Disposable Gowns

584
Gallons of Hand Sanitizer

175
Gallons of Sanitizing Cleaner

A Heavy Dose of Caring and Connection

As cases of coronavirus began to soar in 2020, NVHC's complex case management team sprang into action. The small team led by Debra A. Toney, PhD, RN, FAAN, Vice President of Quality Management, took on a monumental task: monitoring of all NVHC patients with a positive COVID-19 diagnosis. The team checked in on patients by phone daily, evaluated progress, scheduled virtual care appointments, connected patients to wraparound services, and lifted spirits — all to achieve the healthiest outcomes.



There were days when it was hard to keep up with the number of cases, but I'm so glad NVHC enabled our team to help patients in this way. I wonder where these families would be now if we were unable to help them through.

— Diane Swopshire, RN



For some patients, connecting with their case manager was truly a lifeline. Nurse Juan Uribe followed up with a mother and father who had tested positive. Both were experiencing severe symptoms and struggling to care for their four young children. Being undocumented, the couple was scared and unsure where to turn for help with food insecurity and other needs. Juan connected the family to one of NVHCs' licensed clinical social workers, who arranged food delivery and helped the family sign up for Medicaid and Supplemental Nutrition Assistance Program (SNAP) benefits.

"Some calls were difficult because we'd follow up and find out the patient passed away or we'd have to recommend that they go to the hospital," said Roberta Casteel, RN. "Even in those cases, the families often kept in touch and expressed tremendous gratitude. That's what kept us going, knowing our caring and connection were making a difference."

2020 Statistics



NVHC's model of care is designed to reduce health disparities by improving access, building trust, and delivering high-quality, culturally sensitive care. Because who you are and where you live shouldn't be barriers to your health.

— Ali Shahin, MD, MBA, Chief Medical Officer,
Nevada Health Centers

400
employees

100
providers





50,000 patients served

More than **166,000** total patient visits

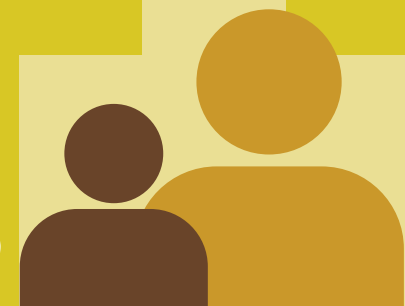
119,516 medical visits

9,296 behavioral health visits

28,195 telehealth visits

9,380 dental visits

(dental was shut down March–June due to COVID-19)



78,164 new mothers assisted

608 children served on our Nevada Children's Health Project medical mobile



687 children served on our Ronald McDonald Care Mobile®

(RMCN was shut down March–June due to COVID-19)



2,315 mammograms performed on our Mammovan



32,463 prescriptions filled

354,703 WIC participants



Our Patient-Centered Philosophy

Patient-centered care lies at the heart of everything we do at Nevada Health Centers. The bond between a patient and provider is sacred, and science shows that by involving a patient in their healthcare decisions, greater satisfaction and better clinical outcomes can result. Nevada Health Centers has received the Patient-Centered Medical Home designation from the National Committee on Quality Assurance, and we have adopted a team-based care model, connecting our patients to multiple resources and support during their time with us.



I am afraid of not having a reason to come visit your team because it is the only place I feel safe and supported.

— Homeless youth and NCHP patient



This means that the care we provide is:

- **PATIENT-CENTERED:** A partnership among our providers and patients helps ensure that decisions respect patients' needs and cultural preferences, and that patients have the health education and support they need to make decisions about their own care.
- **COMPREHENSIVE:** A team of care providers is accountable for a patient's physical and mental healthcare needs, including prevention and wellness, acute care, and chronic care.
- **COORDINATED:** Care is organized across all elements of the broader healthcare system, including specialty care, hospital, home healthcare, community service, and other support.
- **ACCESSIBLE:** Patients are able to access services with shorter waiting times, mobile care, and electronic or telephone access, regardless of ability to pay.
- **SAFE AND EFFECTIVE:** Our clinicians and staff advocate for enhanced quality improvements to ensure that patients can make informed decisions about their health.

Where We Work

CARSON CITY/STOREY COUNTY:

Carson City, Virginia City

- 3 Health Centers

ELKO COUNTY:

Carlin, Elko, Jackpot, Wendover

- 4 Health Centers
- 1 Dental Site
- Residency Program with the University of Nevada, Reno School of Medicine

LANDER COUNTY:

Austin

- 1 Health Center

CLARK COUNTY:

Henderson, Las Vegas, North Las Vegas

- 8 Health Centers
- 7 WIC Programs
- 1 Dental Site
- Nevada Children's Health Project Mobile Care
- Residency Program with Sunrise Health/HCA

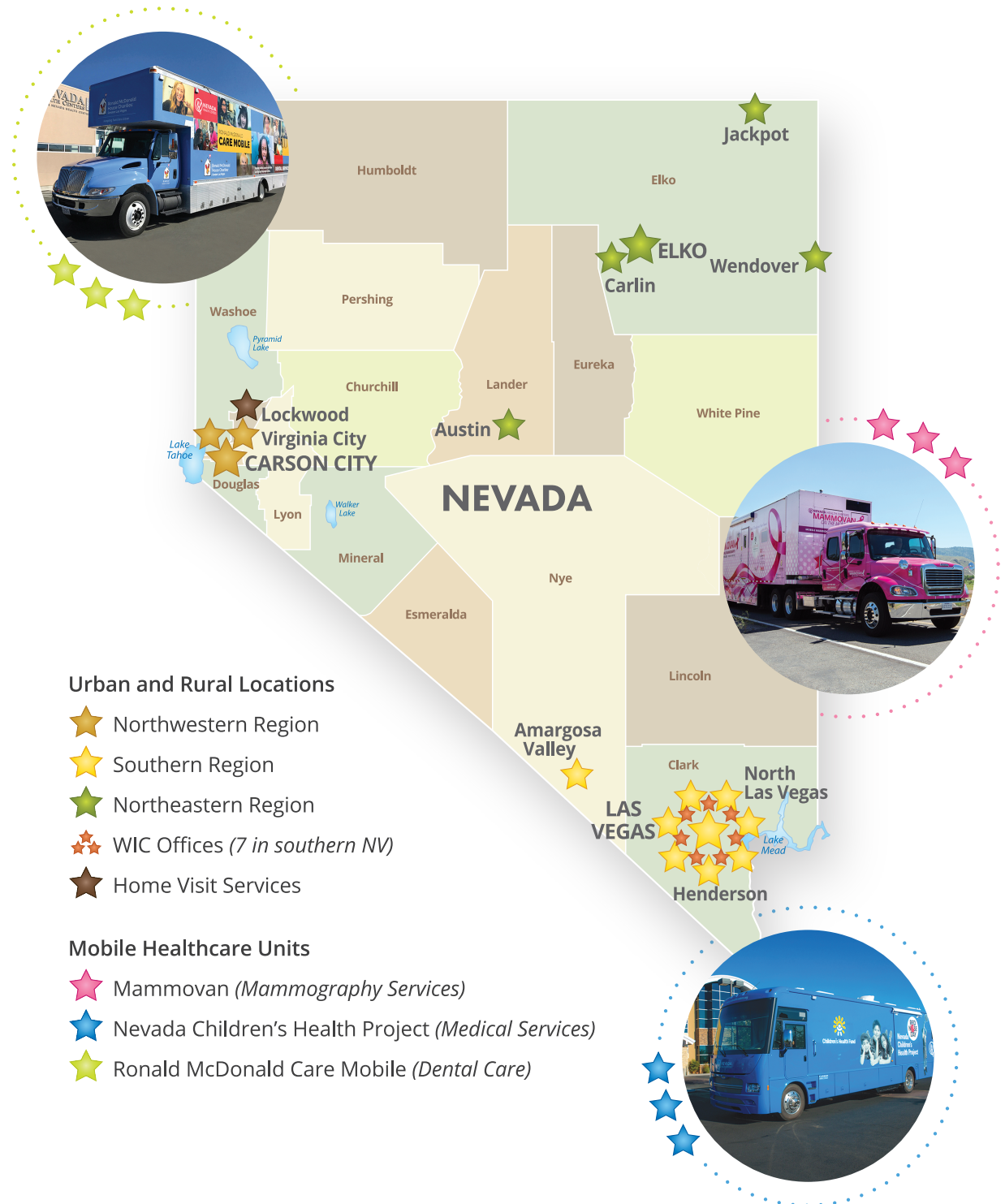
NYE COUNTY:

Amargosa Valley

- 1 Health Center

ALL COUNTIES:

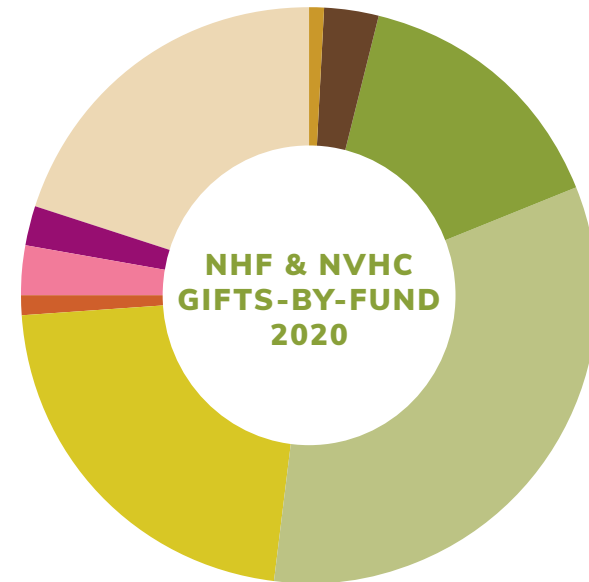
- Ronald McDonald Care Mobile®
- Mammovan












Financials

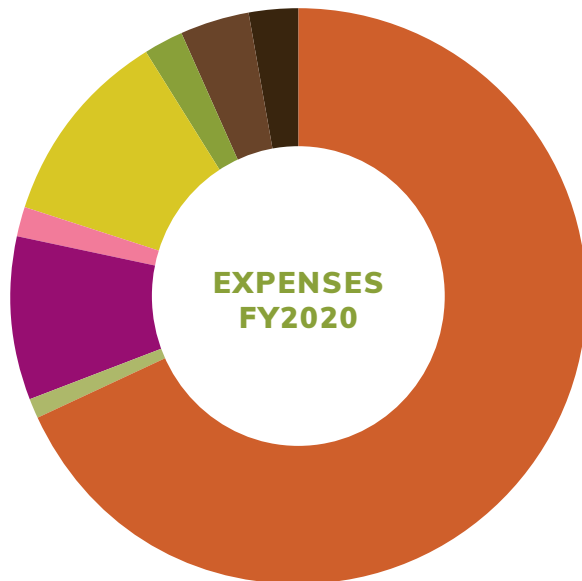
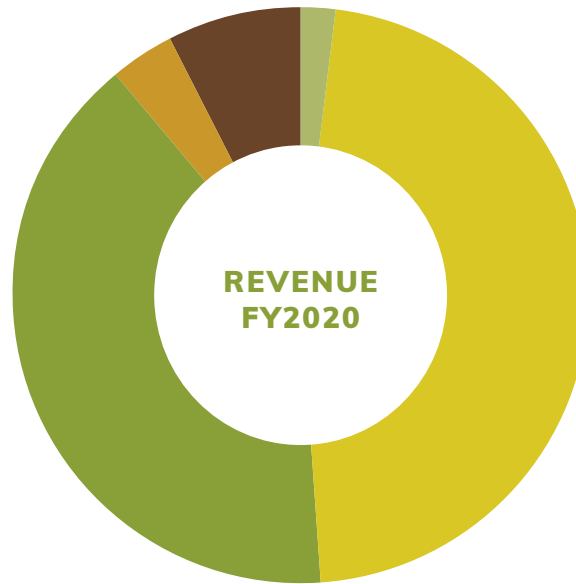
Nevada Health Centers is a consumer-driven and patient-centered organization that serves as a comprehensive and cost-effective primary healthcare option for Nevada's most underserved communities. Improving the health and wellness of underserved communities requires a dedicated team of clinical providers and support staff, as well as a variety of financial resources.

We are fortunate to have partners at the federal, state, and local level, as well as private donors that provide funding to help NVHC expand upon and deliver these services. As a not-for-profit, NVHC reinvests earned revenue into new facilities, equipment, services, and staffing.



2020 GIFTS-BY-FUND		\$10,256,500
	Beverly E. Coleman Endowment	3%
	Capital Projects	15%
	COVID-19 Emergency Fund	33%
	Dental Fund	22%
	Homeless	1%
	Mammovan	3%
	NCHP - Big Blue	2%
	Other Program Funding	20%
	Patient Care Fund	1%

REVENUE FY2020		\$42,363,795
Contracts	2%	
Patient	47%	
Government Grants	40%	
Other	4%	
Other Gifts, Grants & Awards	7%	



EXPENSES FY2020		\$41,250,976
Personnel	68%	
Contractual Labor	1%	
Supplies & Minor Equipment	9%	
Travel	2%	
Purchased Services	11%	
Rent	2%	
Other	4%	
Depreciation	3%	



Our Programs



BEHAVIORAL HEALTH

Integrating care of the body and the mind is the overarching mission of our behavioral health team. Our licensed clinical social workers work hand in hand with our primary care providers to identify mental and behavioral health issues, creating treatment plans that include services like talk therapy and addiction management to treat the whole person.



MAMMOVAN

Traveling the highways and byways of the Silver State, the Mammovan provides more than 2,500 screenings annually to Nevadans whose access to imaging services may be limited by geographic, social, or economic barriers. Celebrating 20 years on the road, the Mammovan has provided breast cancer screenings and breast health education to more than 63,000 clients in need.



Make an appointment, keep it. Don't be afraid; it could save your life, and early detection is the key. It's not always a 'lump'; you can't always feel it. But a mammogram can detect it.

— Breast cancer survivor and Mammovan patient



PATIENT ASSISTANCE

The Patient Assistance Fund supports those unable to afford prescriptions. Our community health pharmacies serve all Nevadans, with in-person locations in Carson City, Elko, and Las Vegas, as well as a robust mail-out program for maintenance medications. The Fund also provides vital support for low-income seniors needing dental services.



RONALD MCDONALD CARE MOBILE®

Unresolved dental issues can have big impacts on children's future health and well-being. To help address this challenge, the Ronald McDonald Care Mobile travels the state, providing preventive and restorative dental services and oral healthcare education to Nevada's youth. A joint partnership with Ronald McDonald House Charities® of Greater Las Vegas, the care mobile treats more than 800 economically disadvantaged, uninsured, and underinsured Nevada children annually, regardless of ability to pay.



NEVADA CHILDREN'S HEALTH PROJECT

In partnership with the Children's Health Fund, our mobile medical unit — affectionately called Big Blue — stands as a symbol of hope and healing for homeless and disenfranchised youth and families in southern Nevada. The Nevada Children's Health Project is a safe space in which adolescents and young adults can receive care, compassion, and stability from a committed team of medical professionals and support staff, and access other critical services from our partner agencies.



Meeting Nevada's Growing Need

ELKO

Construction to expand the Elko Family Medical and Dental Center is underway in Elko. The project, made possible through community support and contributions to Nevada Health Centers' Elko Capital Campaign, is expected to open more than 4,000 additional appointments annually, and it will expand access to healthcare services in Elko and surrounding rural communities.

In addition to enhancing the interior and exterior of the 50-year-old building, the renovation will include:

- Newly expanded lobby and patient waiting area
- Larger exam rooms
- New dental care areas
- On-site pharmacy

LAS VEGAS

At our Martin Luther King Family Health Center in Las Vegas, we are augmenting services to best meet the needs of our southern Nevada residents.

Updates will include:

- Expansion of the overall size of the MLK Health Center
- New behavioral health suite
- On-site pharmacy

CARSON CITY

At our Sierra Nevada Health Center in Carson City, plans are underway to meet growing community need, including:

- Addition of a 14,000-square-foot second story to the existing clinic
- New dental suite
- Additional exam rooms
- Expansion of telehealth program
- Expansion of behavioral health program



BEVERLY E. COLEMAN
**NEVADA HEALTH
FOUNDATION**



Your team is truly kind. You really care in a world that is now many times selfish and scared to reach out to others in need.

— Syrian refugee and NCHP patient