The mission of Neighborcare Health is to provide comprehensive health care to families and individuals who have difficulty accessing care; respond with sensitivity to the needs of our culturally diverse patients; and advocate and work with others to improve the overall health status of the communities we serve.

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Dev = Development Committee
Fin = Finance Committee
QI = Quality Improvement Committee
Dear Friends,

We are proud to share with you this report on the year 2011, and the accomplishments achieved with your support.

In 2011, our medical, dental, school-based and programs for homeless patients all made improvements in their ability to serve our community. A highlight was the opening of our new Rainier Beach Medical and Dental Clinic, greatly expanding services to the South Seattle community.

Even as we grappled with the loss of state funding that once supported our work, donors stepped up to give more of their own dollars to help make up the difference. We are grateful for such extraordinary personal generosity and corporate leadership.

And in a time of great economic difficulty, our patients continue to inspire us with their bravery, strength and personal aspirations.

We are honored by the extraordinary dedication of our staff and volunteers. Their compassion and talents never falter.

Looking forward, we will dramatically change the face of community health care in the north end of Seattle, and greatly expand our role in schools, one of the most important avenues to reach low-income families.

On behalf of everyone at Neighborcare Health, thank you for being our partner in meeting the health care needs of our most vulnerable neighbors. We hope you’ll stay with us for the years ahead. Great things are coming.

With sincere gratitude,

Mark Secord,
Neighborcare Health Executive Director
In 2011, with the support of our community, we advanced our mission and ultimate goal of ensuring everyone has access to quality health care.

We touched more lives and expanded the scope of our services:

- **49,636 patients** received care;
- The new **School-Based Health Center at Mercer Middle School** opened its doors;
- The new Rainier Beach Medical & Dental Clinic opened, increasing access to care for its community by 40%;
- **8,041 people who were homeless or recently homeless** received care; and
- **504 new babies** came into the world with a healthy start.

We helped improve the overall health of the community:

- **8,132 emergency dental visits** helped ease pain for people with no other source of relief;
- Cancer screenings were coordinated through **2,111 mammograms and 3,819 PAP tests**;
- Preventive care was delivered through **7,642 immunizations, 9,547 flu vaccinations** and **7,784 fluoride treatments**; and
- Staff built bikes for **70 low-income families** at our all-staff meeting.

We secured funding and partnerships to support our work:

- We were one of only three stand-alone health centers in the nation to be awarded a grant to link low-income children with health care coverage through the **Children’s Health Insurance Program**;
- Our six primary care clinics were all selected to be part of a national **Medicare Advanced Primary Care Demonstration project** (see full story on page 5); and
- We were awarded funding to nearly double the size of our **Ryan White program** to provide dental care to low-income people living with HIV/AIDS.
49,636 people received care at Neighborcare Health.
In October 2011, six of Neighborcare Health’s medical clinics were selected to participate in a Medicare demonstration project administered by the Center for Medicaid/Medicare Services. Over the next three years, we will be adjusting our clinical processes to achieve Patient-Centered Medical Home (PCMH) recognition, a national distinction based on meeting clear and specific quality standards. This will help standardize care across our medical clinics, and guarantees our providers and practices are committed to organizing care around patients and working in teams, as well as coordinating and tracking care over time. Achieving PCMH recognition means our care is efficient, coordinated and responsive, and that patients receive care when and where they need it in a culturally and linguistically appropriate manner.

Our patients tell us we’re already doing a good job, but to receive PCMH recognition we will demonstrate that our care meets a host of quality measures, including continuous quality improvement incorporated into our practices, showing that our care is patient-centered and focused on building long-term, coordinated patient-provider relationships. Many components of PCMH are already in use at our clinics and other changes will be incorporated over the next three years.

In addition to the quality care we already provide, we are implementing a web-based patient portal, which will enable patients to communicate with their health care team, access lab test results, refill prescriptions, send and receive confidential documents, and browse health education resources.

A home is where the heart is, a place that’s welcoming, supportive, provides peace of mind. At Neighborcare Health we believe everyone deserves and needs a place to call their health care home, regardless of income or insurance status. A health care home is where a team of medical, dental and mental health professionals work in collaboration with each patient to develop a personal health improvement plan. We believe that PCMH recognition is an important first step towards establishing a health care home for our patients, but we envision so much more for them.

Scan with your smartphone to watch Neighborcare’s new video, “A Health Care Home”
Preventive care was delivered through 7,642 immunizations, 9,547 flu vaccinations and 7,784 fluoride treatments.
2011

PATIENT DEMOGRAPHICS

Total visits
Medical visits 200,336
Dental visits 136,217
Mental health visits 48,840

Total patients 49,636

Patients at or below 100% poverty level 69%
101-200% of poverty level 22%
Over 200% of poverty level 9%

Uninsured 43%
Homeless / Recently Homeless 16%
Under Age 18 31%

20 most commonly spoken languages by our patients
1. English
2. Spanish
3. Somali
4. Vietnamese
5. Cambodian/Khmer
6. Amharic
7. Tagalog
8. Tigrinia
9. Laotian
10. Thai
11. Khmer
12. Oromo
13. Mien
14. Arabic
15. Cantonese
16. Hmong
17. Russian
18. Nepali
19. Samoan
20. Mandarin

Black / African / African-American 28%
Asian / Hawaiian / Pacific Islander 17%
Hispanic / Latino 18%
White / Caucasian 32%
American Indian / Native Alaskan 2%
Multi-Racial 3%
emergency dental visits helped ease pain for people with no other source of relief.
Neighborhood Health helps expecting families and their babies get off to the best possible start by providing maternal and childbirth care from both family practice physicians and certified nurse midwives. Patients choose the model that works best for their lives and families. Regardless of the provider families choose, they all have access to maternity support services at multiple clinic sites.

Women who choose Neighborhood’s midwifery practice work with certified nurse midwives, nurse practitioners with advanced training in prenatal, postpartum and labor and delivery care. Midwives care for women with low-risk pregnancies, attend women throughout their labor, and strive to reduce cesarean-section rates, traumatic deliveries and unneeded medical intervention. They also work with women to design a birth plan that safely aligns with their wants, needs and cultural values. Midwives connect patients with community resources, often functioning as virtual case managers, nutritionists, counselors, advocates and translators of the often-confusing medical world.

2011 was a particularly significant year for the practice:

- Midwives delivered 330 of Neighborhood’s 504 new babies.
- The primary cesarean-section rate was 13% (excludes women who scheduled repeat cesarean-sections), significantly lower than the national rate of 23%.
- 40% of the program’s patients who had a previous cesarean-section attempted a VBAC (vaginal birth after cesarean) and 61% of those women were successful (compared to the VBAC national rate of 57%).
- Nurse midwife Ann Darlington, was the primary author of a paper entitled Group Health’s Family Beginnings: A Successful Collaborative Practice in Maternity Care in Seattle and Provider Group Histories, published by the American Congress of Obstetricians and Gynecologists about successful models for certified midwives and OB-GYN collaboration.
- Neighborhood expanded its midwifery services to the 45th St. Medical Clinic. The first 45th St. Clinic midwifery baby was born on September 28, 2011, followed by eight more that year.
504 new babies came into the world with a healthy start through our OB, midwifery and maternal support services programs.
Operating Income and Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>2011 Audited Actuals</th>
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</thead>
<tbody>
<tr>
<td>Program Revenue</td>
<td>$23,367,281</td>
</tr>
<tr>
<td>Government Grants</td>
<td>$10,620,941</td>
</tr>
<tr>
<td>Private Contributions &amp; Events</td>
<td>$1,966,243</td>
</tr>
<tr>
<td>Other*</td>
<td>$2,351,102</td>
</tr>
<tr>
<td>In-kind</td>
<td>$1,216,807</td>
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<tr>
<td>Total Operating Income/Revenue</td>
<td>$39,522,374</td>
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</tbody>
</table>

*Includes investment return and other miscellaneous income/revenue.

Operating Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$31,476,292</td>
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<tr>
<td>Administrative Overhead</td>
<td>$6,364,487</td>
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<tr>
<td>Fundraising &amp; Grants*</td>
<td>$613,330</td>
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<tr>
<td>Investment In Reserves**</td>
<td>$1,068,265</td>
</tr>
<tr>
<td>Total Operating Expenses</td>
<td>$39,522,374</td>
</tr>
</tbody>
</table>

* This expense covered the cost to raise $12,684,870 (private contributions & events for annual operations -- $1,996,243, government grants -- $10,620,941, Rainier Beach Medical & Dental capital campaign -- $67,686)

** Funds invested in reserves provide for future capital projects and to meet emergency needs.
Our new Rainier Beach Medical & Dental Clinic increased access to care for the South Seattle community by 40%.
Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2011.

**$1,000,000+**
- Bequest from Estate of Martin Dempsey *

**$100,000 - $250,000**
- The Market Foundation
- The Burning Foundation
- The Charities Foundation
- Premera Blue Cross
- The Seattle Foundation
- Sheng-Yen Lu Foundation

**$25,000 - $99,999**
- The Frederick Foster Trust Fund fbo K Milan Fund
- Fidelity Charitable Gift Fund
- F5 Networks
- East Shore Unitarian Church *
- Ragnar J. Dahl
- Cooper-Levy Trust
- Patricia Clayton

**$10,000 - $24,999**
- Harvest Foundation
- Lenore Hanauer Foundation
- National Assembly on School-Based Healthcare
- Paul Glaser Foundation
- Rite Aid Foundation
- Roberts Family Foundation
- Safeco Insurance Foundation
- Seattle-King County Dental Foundation *
- Swedish Medical Center
- Richard Barbiere & Lyn Tangen

**$5,000 - $9,999**
- Anonymous
- Community Health Plan
- Justin Failstrom
- Jamal Crawford Foundation
- Laura Secord *
- Lucky Seven Foundation
- Miller Hayashi Architects LLC
- Muckleshoot Indian Tribe
- The Munson Family Foundation
- OneFamily Foundation
- Virginia Mason Medical Center
- Wells Fargo
- Wheeler Family Foundation

**$1,000 - $4,999**
- Peter Ackroyd & Joan Alyworth
- Aetna Foundation
- Anonymous (5)
- Amerinett *
- Amtrak
- Andrew Anschell
- Shoshannah Barnett & Michael Jolson
- Ethan & Erin Bernau
- George Bickerton
- Paul & Debbi Brainerd
- Jeanette Brandal
- J. Brewster & Janice Bede *
- Scott & Renae Bond *
- Mark Bustos & Maureen Lee
- Chidamoyo Christian Hospital Inc
- Clark Nuber PS
- Patricia Clayton
- Cooper-Levy Trust
- Ragnar J. Dahl
- East Shore Unitarian Church *
- FS Networks
- Rose Feliciano
- Fidelity Charitable Gift Fund
- Elizabeth Flett & Tommer Peterson
- Frederick Foster Trust Fund fbo K Milan Fund
- Group Health Cooperative
- Philip J. Haas & Eda Lee Haas
- Bill Hagerty & Julie Schott

**$500 - $999**
- Harrington-Schiff Foundation *
- Helen Karl Charitable Lead Unitrust
- Horizons Foundation
- Japan International Transport Institute, USA *
- Jeffirs Wood Foundation
- Johansen Mechanical, Inc.
- Tied & Kris Johnson
- Kawabe Memorial Fund
- Joyce Lament, MD
- Liberty Mutual Matching Gifts
- Donald Marbet
- Kevin McCollum & Jennifer Stitzel
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- Microsoft Giving Campaign (also *)
- Mark & Susan Minority
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- North Coast Electric Company
- Steven Olsen
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- Jo Ann Riggs
- Al Robertson & Sally Clarke
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- The Potsch Rubin Family
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- Seattle Children's
- Seattle International District Rotary Club Foundation
- Seattle Steam
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- Service Linen Supply
- Gerald R. Smith
- Sosio's Fruit & Produce
- Stripes39
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- United Healthcare Services, Inc.
- University of Washington School of Dentistry
- Vulcan, Inc.
- Washington Dental Service Foundation
- Watson Furniture Group
- Whole Foods Market Interbay
- John D. Wynn, MD
- Rebecca A. Zerngaas, DDS

**$100 - $249**
- Martha J. Welch

(Donors marked * contributed to the Rainier Beach Medical & Dental capital campaign)