

Catherine's Health Center

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Annual

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Report

1211 Lafayette Ave. NE
Grand Rapids, MI 49505
(616) 336-8800



ABOUT CATHERINE'S HEALTH CENTER

Our Mission:

Catherine's Health Center provides access to high quality, compassionate and affordable healthcare. To achieve this, we collaborate with health agencies, hospitals, schools, churches, homes for the elderly, service clubs and neighborhood organizations.

Our Tagline:

Open Doors. Quality Care.

Open Doors - We exist to improve access for those in need of health care services. This may include helping find solutions within the broader health care delivery system.

Quality Care - We believe everyone deserves to have their health care needs met in a caring and dignified manner. Dedicated staff and volunteers strive to make this place a medical home for our patients.

An illustration of a modern, single-story brick building with a blue curved awning over the entrance. The building is set against a light blue sky with abstract white and blue curved lines. The foreground shows a patch of green grass.

 Catherine's
HEALTH CENTER

LEADERSHIP

Board of Directors

Dr. Jim Byrne - President
Ron La Mange - Treasurer
Shelli Zomer - Secretary
Cynthia Brant - Member
Sharon Esterley - Member
Kokob Joseph - Member
Alisha Lauchie - Member
Zachary Meyer - Member
Jacqueline Denhof - Member
Adrienne Goodstal - Member
Maria Speas - Member

Organization Leadership

Karen Kaashoek - Executive Director
Dr. Laura Vander Molen - Medical Director
Jess Eglinton - Development Director
Dustin Maynes - Finance and Operations Director

2020 OVERVIEW

In 2020, we served **1,100 patients** during **6,500 visits**. Here's how that looked:



Our services

- 3,462** medical visits
- 689** behavioral health visits
- 159** care management visits
- 858** health coaching contacts
- 101** health insurance navigation appointments

COVID-19 adaptations

- 2,482** Telehealth Visits
- 783** Calls to Patients about COVID-19 resources



KEY PROGRAMS

Telehealth

Catherine's launched telehealth services in order to provide safe care during the COVID-19 pandemic.

Behavioral health

Catherine's social workers provide behavioral health support and counseling in-person and through telehealth.

Health insurance navigation

Catherine's Navigators offered patients and community members help with determining eligibility and enrolling in affordable health coverage.

COVID-19 testing

Catherine's began COVID-19 testing on-site for patients suspected of having the virus.

Medication assistance

Catherine's provided patients with assistance accessing affordable medications.

Health coaching and education

Catherine's provided one-on-one health risk assessments and lifestyle change support for patients.



PROJECTS IN PROGRESS

In 2020, we became a Federally Qualified Health Center (FQHC)

In 2019, a large community health center relinquished their status as an FQHC and reallocated funding for their five community clinics. As a result, multiple clinics closed and 17,000 patients in these communities lost access to affordable and quality health care.

As the COVID-19 pandemic dramatically shifted the landscape of health in our community, the need was overwhelming and no other organization was willing to step in to care for these patients in need. We made the decision to apply for FQHC status in order to help meet this growing need for healthcare in our community, and started on a process of great change for our organization.

In August of 2020, we earned the designation as a full FQHC, with the responsibility to take care of 19,000 patients in the community. Our FQHC status meant that we had to meet a stringent set of requirements to provide high quality and affordable care to our community, and that we would receive funding from the federal government to meet these needs. It also meant that we needed to expand our services greatly to serve a much larger patient population.

We started on the process of providing healthcare for 19,000 patients

Once we received our FQHC status in August, we began work to fulfill our promise of growing our practice from 1,100 patients to 19,000. We knew that to reach that number of patients, we needed to expand our services and our physical locations quickly. In late 2020, located two areas of need that would eventually become our Catherine's Health Center at Streams of Hope and Catherine's Health Center Dental locations in early 2021. We also began the process of hiring new full-time staff to increase our capacity for growth and help serve our growing population of patients.

At the beginning of 2020, we were a single health center with a strong history in the north end of Grand Rapids. By the end of 2020, we were growing to fill two health centers and a dental center to provide care to communities in need all across the Grand Rapids area.



FINANCIALS

2020 Financial Statements

Revenue: \$2,481,867

Expenses: \$1,807,526

- Programs: \$1,300,194
- Administration: \$370,084
- Fundraising: \$137,248

Ending Net Assets: \$1,462,014

CONTACT US

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