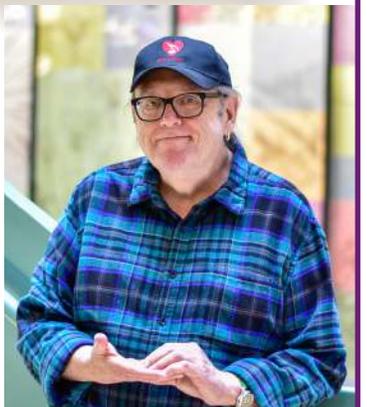




Church Health
care for one another

IMPACT REPORT

2018



Church Health:

The same quality of care you'd want your mother to receive



At Church Health, quality means caring for the whole person. We offer services based on best practices and aligned with national standards. Each member of our team plays a role in ensuring both clinical and non-clinical operations meet the standards set by the nation's leading authorities on quality.

This year, we were recognized as a **Patient-Centered Medical Home** by the National Committee for Quality Assurance. This rigorous standard of care delivery encourages close partnerships between patients and their providers.

Caring at Church Health also includes and engages the community – our patients, families, volunteers, neighbors, employees, donors and partners. We foster a culture of excellence that **prioritizes person-centered, trusted care**. To monitor our improvement, we track current performance and incorporate partners, technology and patient feedback to yield a great experience.

Patients like Dianne Sykes can speak to this difference firsthand. Dianne never knew she was diabetic until she started having trouble with her eyesight in November 2017. After her initial diagnosis, Dianne started two different types of insulin in addition to oral medication. She worked closely with her provider, Dr. Veronica Swannigan, and her health coach, Gisela Guerrero, to learn everything she could about diabetes and how to better manage her health. By March 2018, her A1C's had gone down, she had lost 15 pounds, and she no longer needed insulin.

But quality is not simply for the clinic. During fiscal year 2018, Church Health's Quality Improvement team developed a **Quality Curriculum Course** available to employees across the organization. Staff from any department – including communications, patient assistance, dental, human resources, referrals, fundraising, health ministry, and nutrition – now may participate in a 10-hour onsite course and learn methodologies to identify challenges, test and analyze solutions, and drive better results.

FY2018: A Year of Growth



Baptist Healthcare Church Health Family Medicine Residency

Church Health partners with Baptist Memorial Health Care to train new doctors in our integrated, whole-person model of care based on the **Model for Healthy Living**. Our Family Medicine Residency fosters physician leaders who understand the role that health systems and social disparities play in the lives of patients. Residents learn how to empower families and heal communities through opportunities with Church Health Outreach Partners including Perea Preschool and Dorothy Day House.

With the arrival of four new residents in July 2018, the Baptist Healthcare Church Health Family Medicine Residency is now at full capacity and offers continuity of care to patients and their families.

Learn more: ChurchHealth.org/Residency



Church Health Dental Clinic, a Gift by Anne and John Stokes

Dental care is a crucial component of our offerings at Church Health, and with the move to Crosstown Concourse, it has become a very robust operation. The Church Health Dental Clinic sees more than 400 patients each week. Visits often require complicated procedures to relieve pain, eliminate disease, and rectify tooth loss. With help from generous partners and donors, Church Health provided \$3.5 million worth of dental services in 2018, yielding not only healthy mouths but improved “smile confidence,” which many patients had never before experienced.

The facility features 24 dental chairs — up from 10 at the former office on Cleveland — and a variety of new equipment and technology, donated by Delta Dental of Tennessee, to ensure Church Health provides efficient and exceptional quality care.

Learn more: ChurchHealth.org/ClinicalServices/Dental



Church Health Nutrition Hub, a Gift by FedEx in honor of T. Michael Glenn

The Church Health Nutrition Hub is committed to fostering training programs and experiences to help people understand that *food is medicine*. Class participants learn to select and prepare food to address their health issues and reduce risks. The Nutrition Hub also helps make healthy food more accessible to Memphis. Church Health offers the Goldring Center for Culinary Medicine curriculum for hands on, interactive cooking and nutrition classes to medical providers and community cooking classes to individuals and groups. From Kids in the Kitchen to the Art of Dinner, from the Jewish Cooking Series – in partnership with Temple Israel – to ramen-making corporate events, the kitchen fosters learning and provides experiences which reinforce the Model for Healthy Living.

“Taking these classes helped me prepare healthier food,” explains participant Olga Page. “And yes, it’s helped me reduce my blood pressure. But the support system and encouragement have given me more confidence. And now I cook for my family and friends.” **Learn more:** ChurchHealth.org/Nutrition

The Model
for Healthy
Living





2018 By The Numbers

PATIENT ENCOUNTERS..... 54,622
(Up 17% From Fy17)

UNIQUE INDIVIDUAL PATIENTS..... 13,771

VOLUNTEER HOURS SERVED..... 38,668