



Annual Report

2016

LETTER FROM THE CEO

Every day, more than 200 Tri-City Health Center employees strive to grow our legacy as a champion for community health in Southern Alameda County. After more than 40 years of service, our mission has continued to offer excellent health services in a caring, nurturing, and respectful atmosphere. Today, that means a full suite of personalized, quality services in primary care, dentistry, behavioral health, and vision.

At TCHC we pledge to keep our doors open to all who need care, no matter what their financial or immigration circumstances. But we're not only about access – quality is also fundamental to our mission, and we strive to be the provider of choice in Fremont and the surrounding service area.

Between providing our highest-ever count of patient visits – 120,777 – and the opening of our newly-constructed Irvington Dave Clinic, 2016 was a year of exciting growth and expansion at Tri-City Health Center. We welcome 2017 and beyond with optimism about the future, readiness to evolve along with our health care system, and an open heart for those in need. Our commitment to Southern Alameda County will never waver as long as our patients need our help.



Zettie Page, MD, Ph.D., MBA, MSW, MS
CEO of Tri-City Health Center



MISSION, VISION & VALUES



Our Mission

We are committed to delivering excellent health services in a caring, nurturing, and respectful atmosphere to improve the quality of life for every individual and family in our community.



Our Vision

To be the premier patient centered health home and provider of choice for individuals and families throughout Southern Alameda County.



Our Values

QUALITY:

Delivering the highest level of service, improving patient care, and ensuring high performance of the Board and Staff.

EQUALITY:

Serving individuals and families regardless of their ability to pay.

RESPECT:

Treating patients, Board and staff with dignity, and honoring the diversity of the community

COMMITMENT:

Embracing our vision, mission, and values, working with integrity, and respecting each individual's contribution.



SERVICES

We provide a wide continuum of healthcare, health education, and social services to everyone, without regard to financial status, ethnicity, language, culture, or sexual orientation.



Full-spectrum health care from Medical, Dental, Behavioral Health, and Vision providers



Ancillary support, including translation, nutrition counseling, transportation, and Medi-Cal enrollment



Five fixed site clinics and two mobile units



Care on the weekends and in the evenings to fit the schedules of working families



No questions asked about immigration status



Discounted fees based on income – including entirely free care for those unable to pay



Culturally competent providers and staff, who share languages and backgrounds with our patients

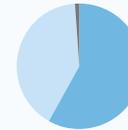


Holistic, preventative, and cost-effective services that care for the whole person – in over 20 separate languages

2016 PATIENT PROFILE

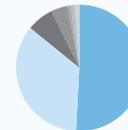
22,768 unique patients
120,778 total visits

GENDER



59% Female
41% Male
1% Transgender

RACE



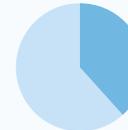
51% White
35% Asian
7% African-American
4% Multiracial
1% Hawaiian/Pacific Islander
1% American Indian
1% Unreported

CULTURE



37% Hispanic

LANGUAGE

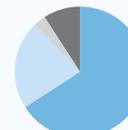


39% English not spoken at home

INCOME



70% In Poverty



66% Medi-Cal
22% Uninsured
9% Private/Other Insurance
3% Medicare

OUTCOMES

8/16, new Irvington Dave Clinic launches

Launched in August 2016, the Irvington Dave Clinic provides medical, dental, and behavioral health services, and offers walk-in, same day appointments, as well as evenings and Saturday availability.



11.9% more encounters than 2015

Between our dynamic Outreach team – who attended over 100 community events in 2016 – and our partnerships with community organizations like Second Chance and Abode Services, we provided almost 13,000 more unique visits than in 2015.

7,145 signups for crucial health benefits

Launched in 2016, our Eligibility Assistance team helps medically underserved residents to sign up for programs and benefits that they qualify for – but haven't enrolled in yet. Think Medi-Cal, Covered California, and CalFresh.

OUTCOMES

2,397 women screened for breast cancer

65.3% of our female patients ages 42 to 69 received mammograms while under Tri-City Health Center's care – catching 21 tumors. When cancer was found, our full range of emotional and family support services are activated to complement our primary care team.



272 received lipid therapy for heart disease

Coronary artery (heart) disease is a leading cause of heart attacks, strokes, and arrhythmias. Our patients addressed this condition not only with crucial medicine prescribed by Tri-City Health Center, but also with our support around diet, exercise, and stress.

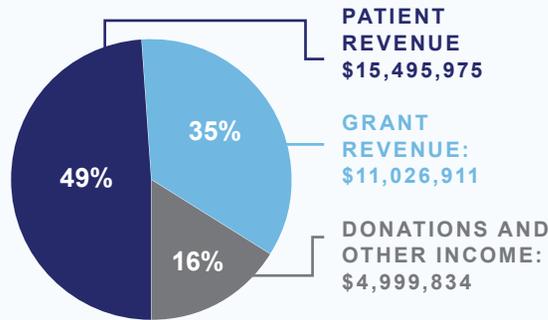


1,740 got their asthma under control

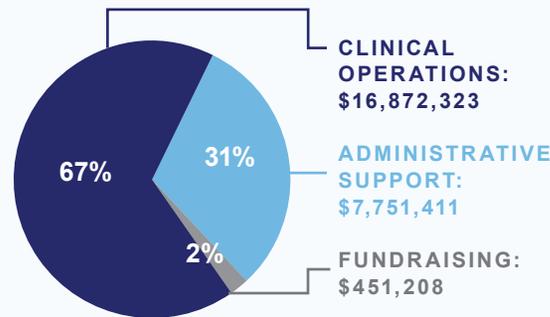
96.7% of our 5 – 40 year old asthma patients controlled their asthma with Tri-City Health Center's help. Managing asthma keeps people out of the emergency room, and contributes to quality of life by enabling success at school, work, and exercise.

2016 FINANCIALS

Revenue
\$31,522,720



Expenses
\$25,074,942



Net Income
\$6,447,778

LEADERSHIP

Executives



Dr. Zettie Page,
MD, Ph.D., MBA, MSW, MS
Chief Executive Officer



**Dr. Harsha
Ramchandani,** MD
Chief Medical Officer



Jagat Sheth
Chief Financial Officer

Board of Directors

Robert J. Wyckoff *Chair*
Kobin Lee *Vice Chair*
Brenda Quillin *Secretary*
Louis Chicoine *Treasurer*
Jackie Belser Welch
Jenny Feng
Naja Hamid

Ana Alvarez
Philip Johnson
Elaine Nagel
John Nguyen-Cleary
Stephanie Reddell
Steve Zhu

A PROVIDER'S STORY

My parents came to America as refugees from war-torn Afghanistan.

Before the war started, my father had plans to attend medical school. He excelled in academics, and at a young age he taught the other students English. But when the war started, my parents lost everything – including 96 family members. In 1983, a family in Colorado sponsored my parents to come to Denver. They hoped that America would be a safe, new beginning for them.

My father and mother worked hard to make ends meet and provide for their family. Due to my father's love of languages and good English, he landed a job in social services. He worked hard to help other needy families make it, from locals to refugees.

After two great years in Colorado, we drove cross-country to see our Afghan refugee cousins. Sadly, along the way, my family suffered an accident in a blizzard, killing my youngest brother and putting my other brother into a coma. Even with everything they had been through, my parents continued to be strong. After saying goodbye to my brother, we packed our bags, sold

our humble home, and moved to California to be close to family and start a new life again.

Here in California, we lived in Fremont, home to many Afghan refugees. Growing up, I remember going to appointments with my mom here at Tri-City Health Center (TCHC). She used to tell me what was bothering her, and I would translate and explain it to the doctor. There was one provider, Dr. Dickey, who was so kind and patient with my Mom. I never felt intimidated or scared to tell him what was going on, because he was such a great listener – he always made us feel comfortable. He always understood and treated my mom's ailments well, and coming to TCHC to see Dr. Dickey made my mom and I confident that she was well taken care of.

“Tri-City Health Center (TCHC) has been a huge part of the success not only of this community, but also of my family. I wouldn't be here without them.”

As I grew up, I realized that just like my father, a job serving others was the best option for me. I also wanted to work hard and build a better future for myself, so I was elated when I received my acceptance letter to attend UC Berkeley. Upon graduating, I pursued a career in healthcare as an Optometrist. I had worked a few jobs after graduation when I came upon an opening at TCHC. I was so excited to apply.

When I spoke to the recruiter, I explained how I too was Afghan American, and deeply influenced by people like Dr. Dickey. It was also my dream to give back and serve the immigrant and refugee community – as their story was my family's story. Imagine my excitement when I discovered that Dr. Dickey still worked at TCHC – and I could work alongside him!

That was in 2015, and now it's been two great years already at TCHC. Every day, I love coming to work, helping my patients, and connecting with them about more than just eye care. TCHC has been a huge part of the success not only of this community, but also of my family. I wouldn't be here without them.



Above: Dr. Dickey and Dr. Nasiri

“He always understood and treated my mom's ailments well, and coming to TCHC to see Dr. Dickey made my mom and I confident that she was well taken care of.”



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