



Annual
Report 2019

*Don't ever let injustice go
by unchallenged*

As Executive Director of Care for Your Health, Inc and in my capacity as geriatrician, I'm delighted to celebrate 12 years of service to the community. In particular, I am excited about the new prospects of our organization.

2019 was a challenging year where we undertook the restructuring of our organization focusing our services in the our southern region, centered in Montgomery County and offering services to residents of Montgomery, Howard and Prince George's County.

We have been closely monitoring changes in the population, in the needs of our patients and communities and the technological advances that will facilitate provision of healthcare. In response, we have spent the better part of 2019, restructuring our organization to better serve the community that has placed their health in our hands.

In 2020 we will be focusing on providing home care for the severely diseased patients and their caregivers. In addition, we will create a space for life transitions support with an important grief counseling component, which we believe will greatly increase the wellbeing of our patients and their caregivers. We strongly believe in primary and preventative health care and in supporting the village movement, which spearheads aging in place and healthy aging. In practice, this translates in more patients getting involved in shared decision making, in people being able to age in the communities they feel part of, in decreasing daunting and preventable visits to Emergency Departments and hospital admissions.

We are acutely aware of the very severe diseases of many of our patients. It is a reality that 50% of our home bound patients have cognitive impairment, many of them advanced dementia, and in most cases family caregivers take responsibility

for the needs of these people that cannot do without round-the-clock care. For these reasons, we have included the family caregivers in our *cluster visits*, where we make sure that these essential members of our community do not miss important medical appointments and screenings, and that they receive all the support society offers.

In 2020 we will also focus on the needs of the caregivers, establishing formal assessments and increasing our partnerships to support their needs.

Most importantly, at Care for Your Health, Inc we are committed to deliver all these advances to all the elderly in our community, irrespective of their economic circum-



Dr Anna Maria Izquierdo-Porrera MD PhD

Executive Director

WHO?

Who did we serve at HOME during 2019

64%

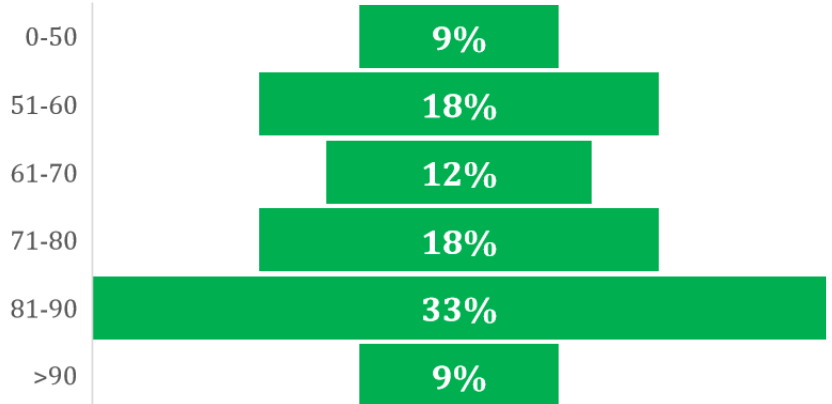


We served

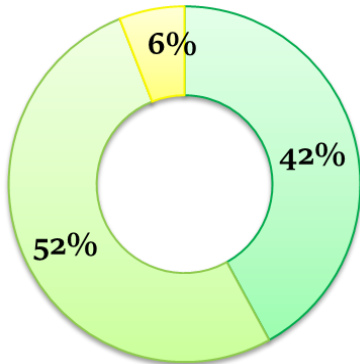
36%



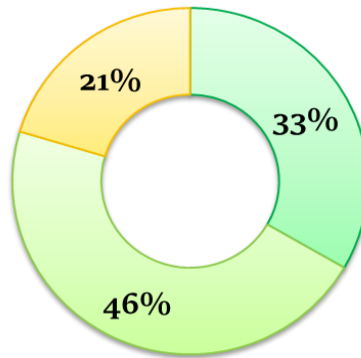
Age



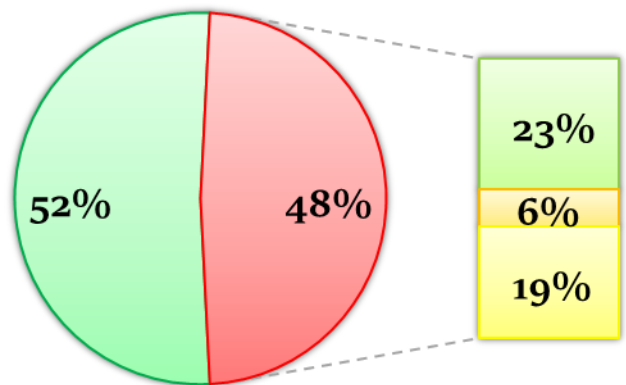
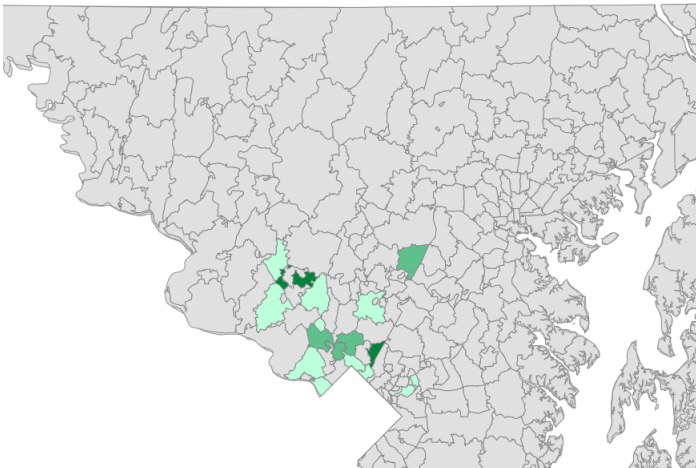
Spanish
English
Other



High risk (16 and over)
Moderate risk (4 to 15)
Low risk (-1 to 3)



Series1
1 3



Hispanic Black Asian White

WHO?

Who did we serve in the OFFICE during 2019

We served patients

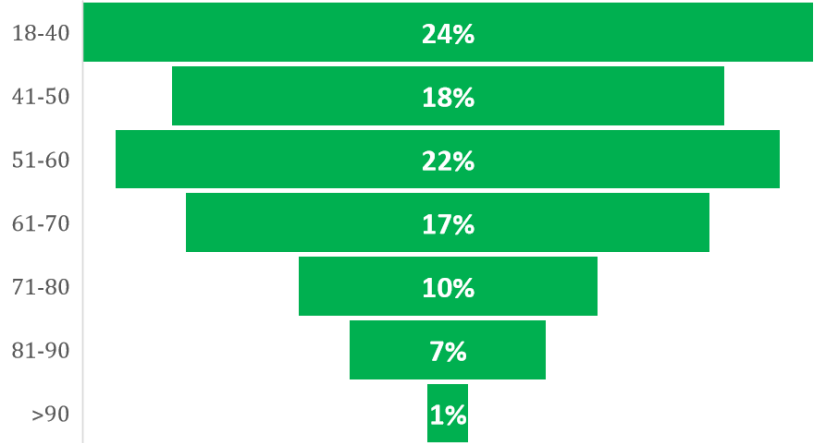
67%



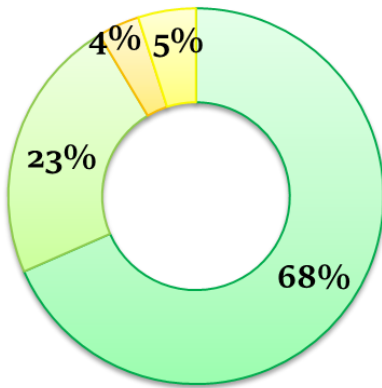
33%



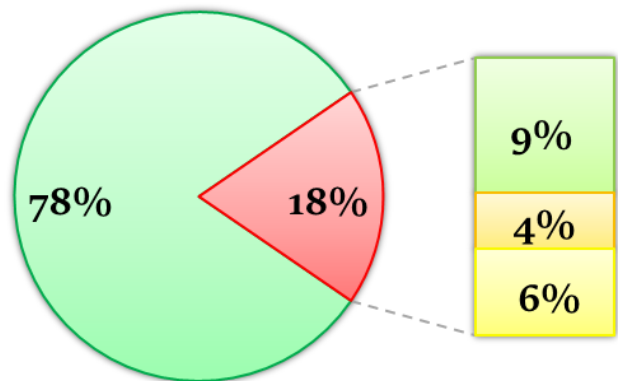
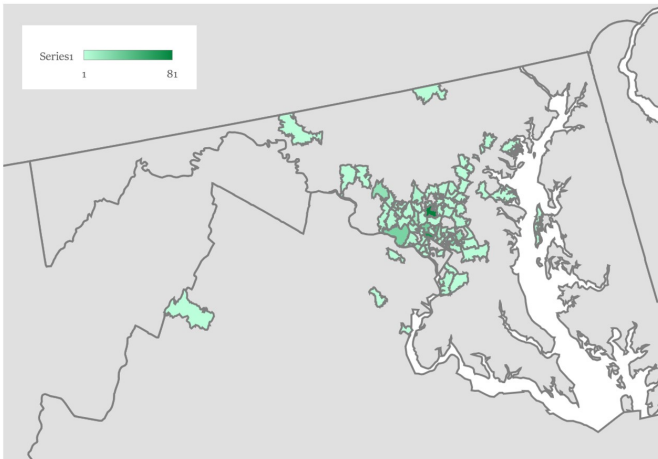
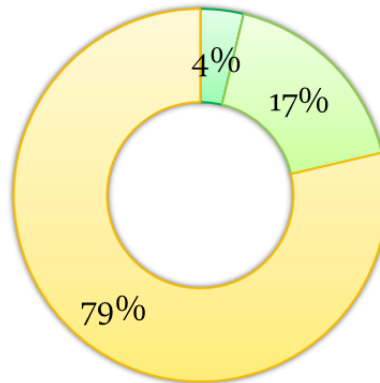
AGE



- Spanish
- English
- Portuguese
- Other



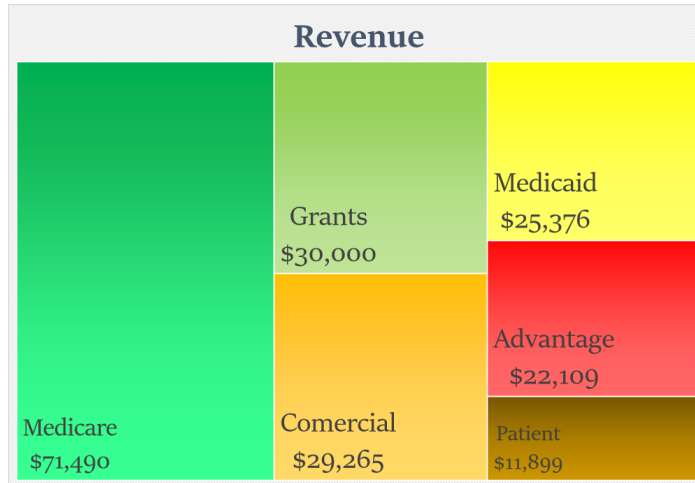
- High risk (16 and over)
- Moderate risk (4 to 15)
- Low risk (-1 to 3)



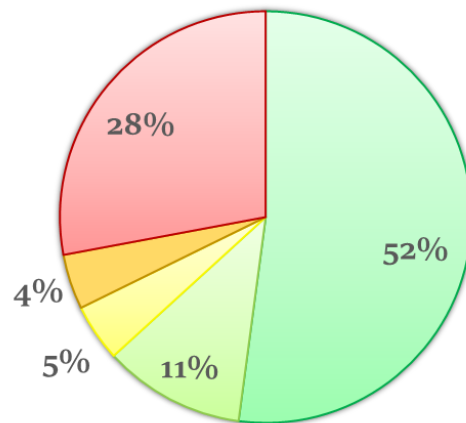
- Hispanic
- Black
- Asian
- White

HOW?

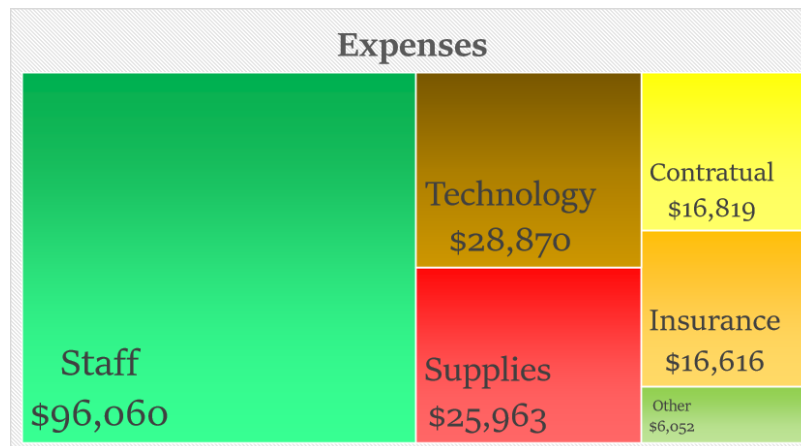
How do we support services



Payor Mix



■ Medicare ■ Medicaid/MCO ■ Advantage plans ■ Patient ■ Commercial



HOW?

How did we do do we support services

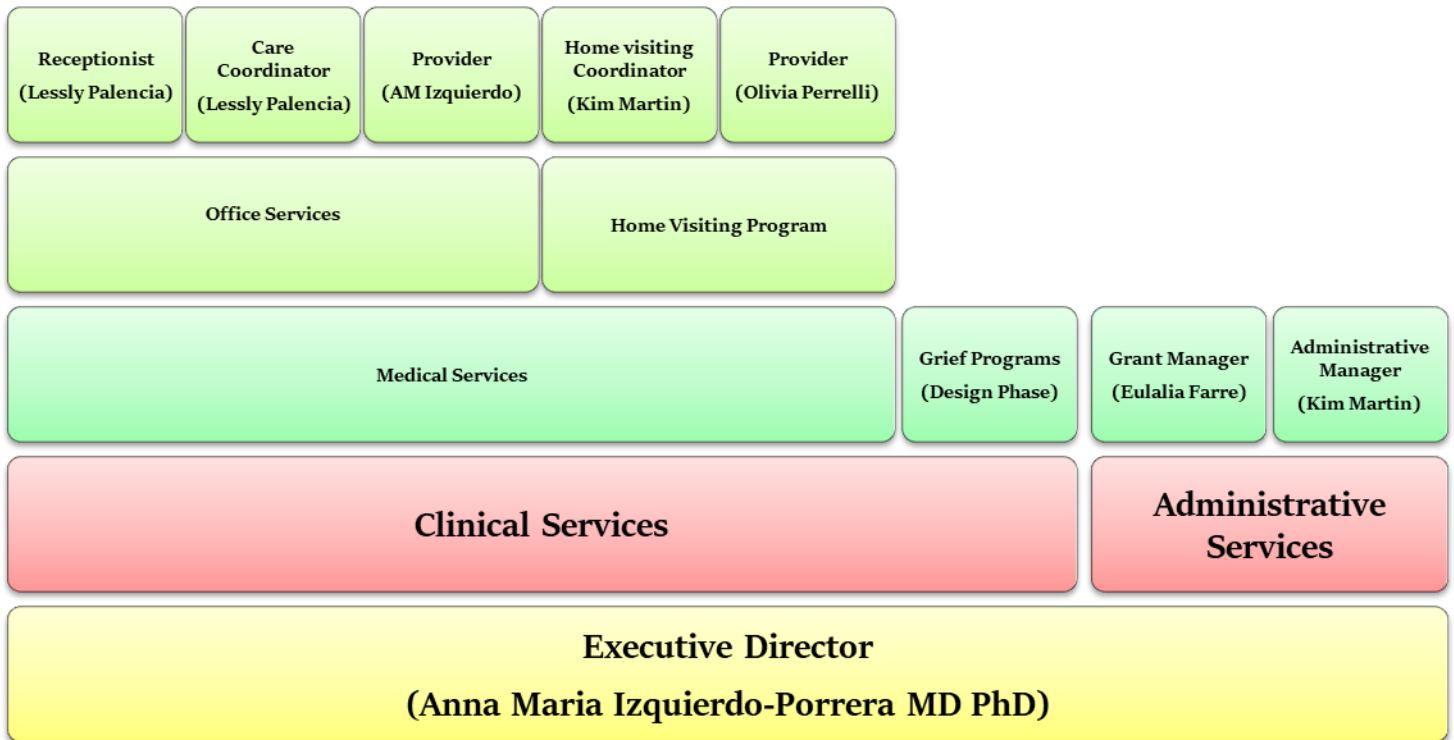
OFFICE SITE

13925 New Hampshire Ave

Silver Spring



Organizational Chart

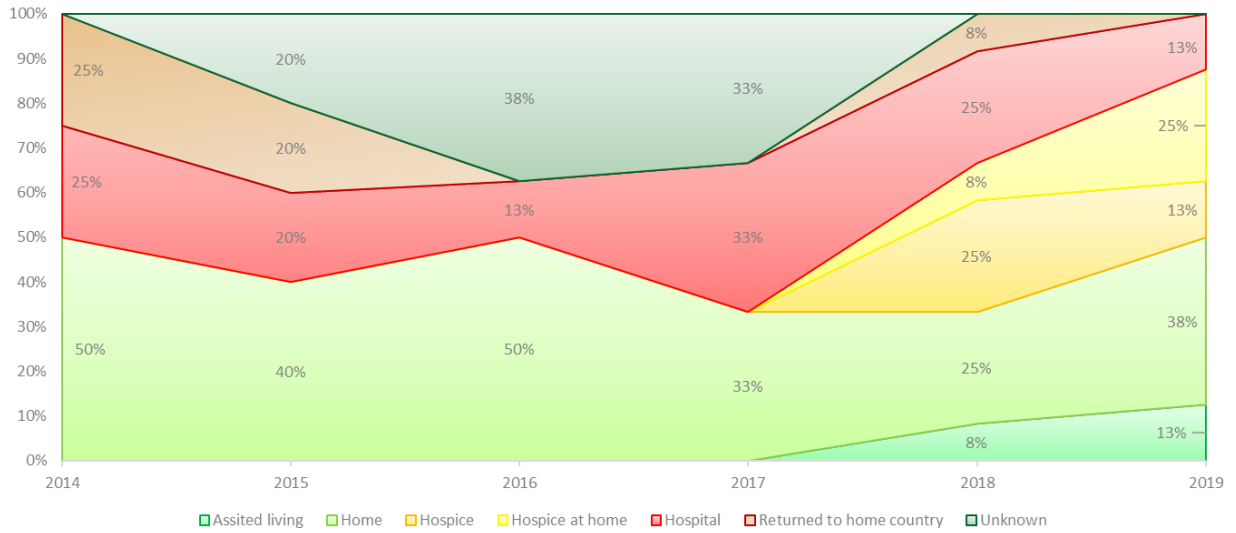


Organizational chart

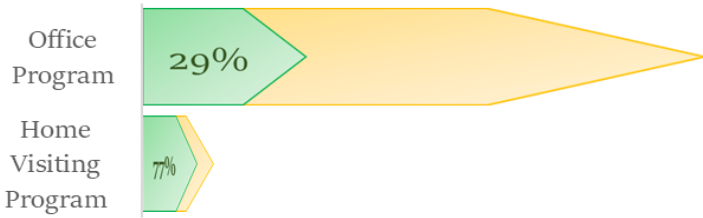
WHAT?

What are our outcomes?

OUTCOME – Place of death.



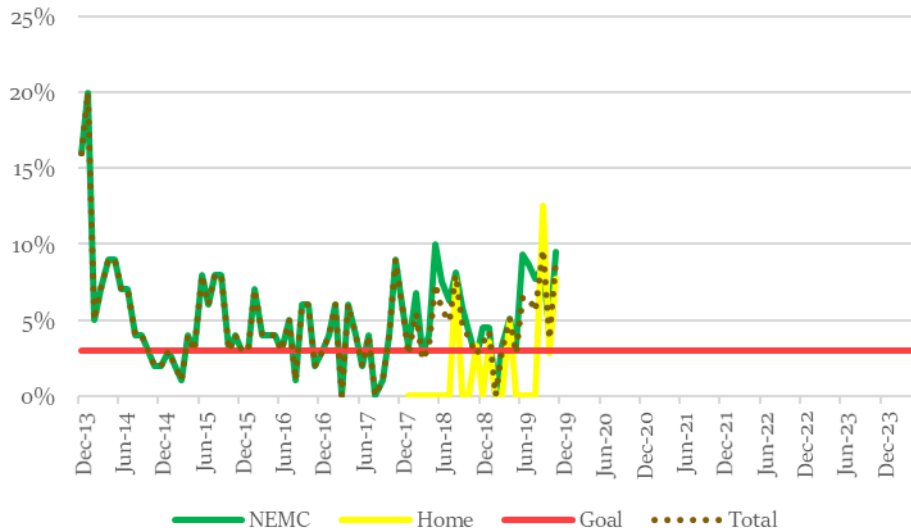
PROCESS – Advanced Directives



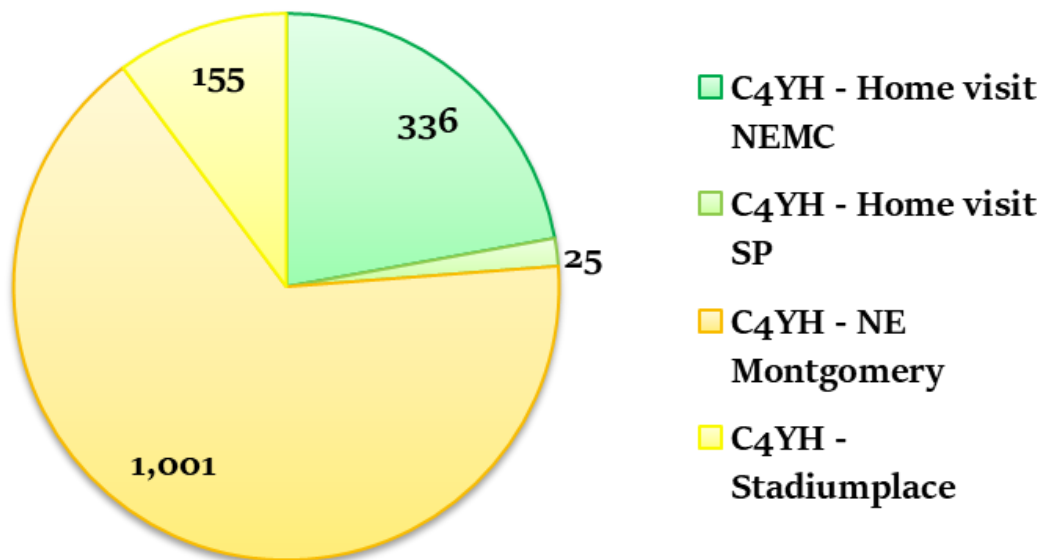
WHAT?

What are our outcomes?

PROCESS — No-show Rate



OUTPUT — Utilization



WHY?

This is our Mission and Vision



OUR MISSION

To provide multicultural health care to elders that promotes aging in place, support life changes and enhances enjoyment.

OUR VALUES

- ◆ Access to high quality health care regardless of age, socioeconomic status, race, nationality, sex, background, belief, or circumstance.
- ◆ Health care must be holistic, patient-centered and culturally competent.
- ◆ Aging is better accomplished at home.
- ◆ End-of-life care should be based on the beliefs and values of the individual.
- ◆ The wellbeing of our staff is as important as that of the patients we serve.