



# Annual Report 2020

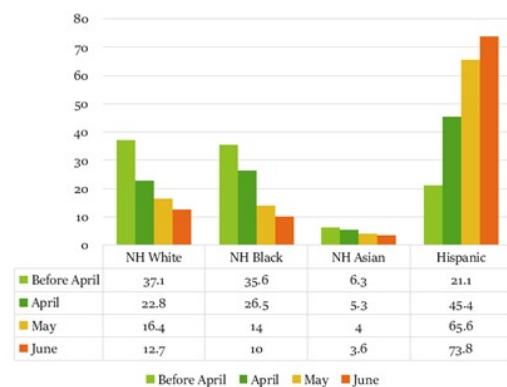
*Don't ever let injustice go  
by unchallenged*

2020 has been an extraordinarily challenging year and we are proud to have served our community during these trying times. The beginning of the year was filled with questions and uncertainty as the new unknown virus made its debut in Wuhan City (China). We communicated with our patients to reassure and inform them of what was known at the time and prepared for what was to come.

On March 16<sup>th</sup> Governor Hogan closed the schools and on March 18<sup>th</sup> Care for Your Health, Inc was able to deliver fully virtual services. From the very beginning of this pandemic, it was clear that those we have traditionally served, would be the most affected by the disease. When early on, you could not get tested without a doctor’s orders, those without a regular source of care were the ones that struggled to access the rare tests available. We were available through the CRISP Spanish line and our partnership with the Germantown Hub to provide this community with access to testing, as we continued to care for our patients. A significant amount of our elder patients were unable to access care through virtual means, so we expanded our home visiting program to serve them at home.

In July 10<sup>th</sup> we were summoned to an Emergency meeting with the County Council to discuss the dismal number of COVID affecting the Latino Community in the county. As a result, and under the auspices of the Latino Health Initiative, we became a partner of the County’s response to this Latino crisis *Por Nuestra Salud y Bienestar*.

As part of this program, we have conducted over 14000 tests in the community. Our testers have taken the concept of ‘Come Rain or Shine’ to a whole new level conducting tests under all kinds of weather conditions.





We have also started our Hospital at Home program, designed to keep patients safely at home. Through this program we have successfully treated patients with respiratory failure and COVID pneumonia, avoiding their hospitalization and freeing resources to care for the critical individuals in the hospital. We have

also developed the PNSB data platform so the program can continue to make informed decisions regarding the needs of county residents during this pandemic.

We have partnered with Holly Cross to administer flu vaccines in the community, having administered more than 600 shots by the end of the year.

Also during this year, we have found ourselves in a public health crisis of profound consequences; the resurgence of systemic racism that endangers the lives of our black and brown brothers and sisters at a much higher rate than others. At Care for Your Health, Inc we believe this is the intentional design of a social structure that subjugates some while lifting others. From access to capital and healthcare, to the quality of education or a criminal justice system that punishes based on color of your skin and power level, this structure stacks the cards against black and brown people making surmounting these obstacles impossible. So while we raise our voice to support a cry for social justice, we continue to work tirelessly to build a better world for all.

All the work and growth we were able to accomplish this year, could not have happened without the work we had done in the previous three years to establish a solid base for the organization. Whether the establishment of a better finance and billing infrastructure, to the enhancement of our HR processes they all contributed to ready us for the unprecedented growth of the organization and our response to a world crisis.

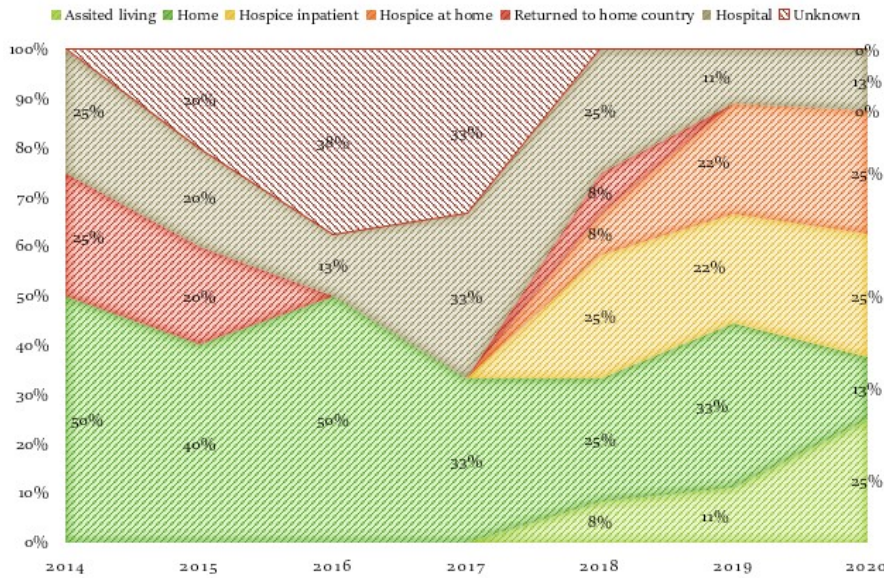
As we look to the future, we want to continue to offer a variety of services to the elders in our community, with special focus on multicultural efforts to ensure everyone receives the care they want and need, when they want and need it.

WHO DID WE SERVE IN 2020?

	OFFICE (Virtual and in person)	HOME CARE (Primary Care and Palliative)	COMMUNITY (Covid testing and flu vaccination)
Visits	1,152	633	15,092
Patients	392	110	10,348
Gender	<p>72% Female, 28% Male</p>	<p>56% Female, 44% Male</p>	<p>56% Female, 44% Male</p>
Age	<p>0-18: 0% 19-49: 25% 50-75: 54% &gt;75: 21%</p>	<p>0-18: 0% 19-49: 8% 50-75: 32% &gt;75: 59%</p>	<p>0-18: 15% 19-49: 51% 50-75: 31% &gt;75: 3%</p>
Race and Ethnicity	<p>Hispanic: 79% White: 21% African American: 5% Asian: 7% Other: 4% Declined: 2% (3%)</p>	<p>Hispanic: 61% White: 39% African American: 25% Asian: 6% Other: 4% Declined: 1% (3%)</p>	<p>Hispanic: 41% White: 59% African American: 21% Asian: 10% Other: 6% Declined: 4% (18%)</p>
Language spoken	<p>Spanish: 73% English: 20% Portuguese: 5% Other: 1%</p>	<p>Spanish: 53% English: 44% Portuguese: 3% Other: 0%</p>	<p>Spanish: 46% English: 40% Portuguese: 14% Other: 0%</p>
Risk Assessment	<p>Low risk (-1 to 3): 79% Moderate risk (4 to 15): 17% High risk (16 and over): 4%</p>	<p>Low risk (-1 to 3): 36% Moderate risk (4 to 15): 40% High risk (16 and over): 24%</p>	N/A

## HOW DID WE DO IN 2020?

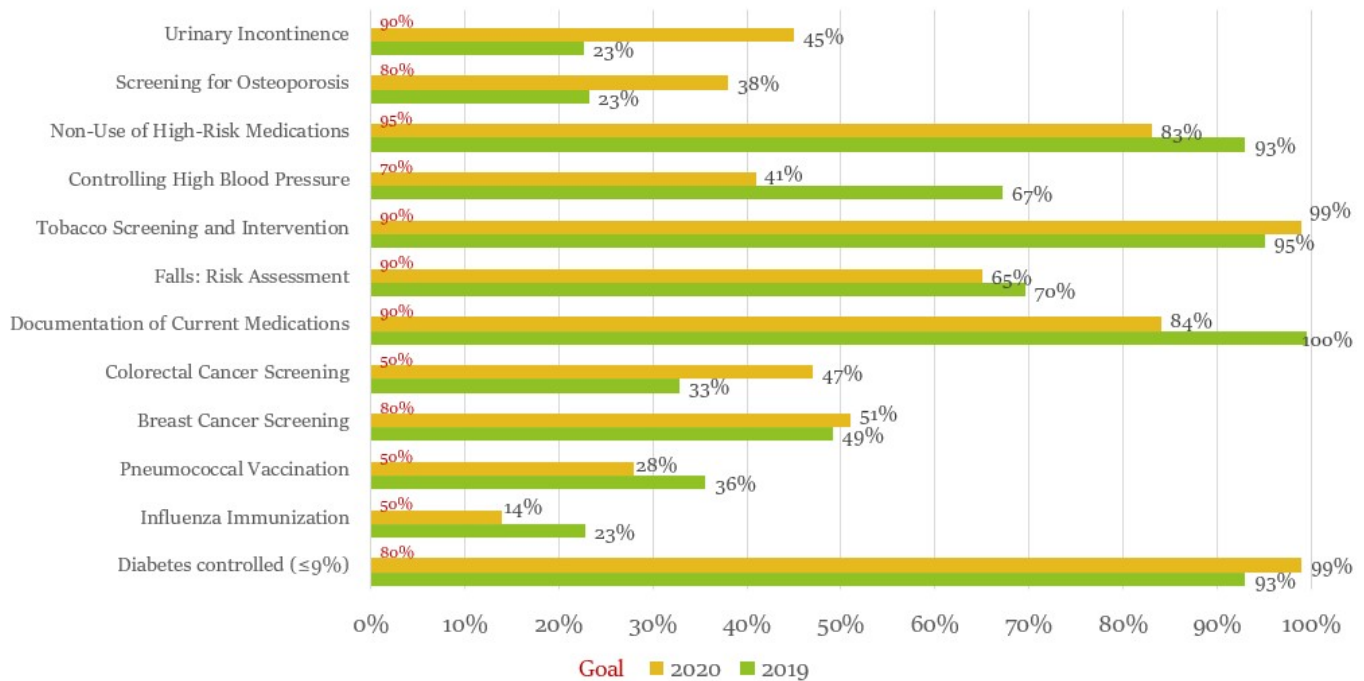
### QUALITY MEASURES – Place of death



In our work supporting Aging in Place, **positive** outcomes include: Assisted living, Home, Hospice, Hospice at home and Returning to Home country.

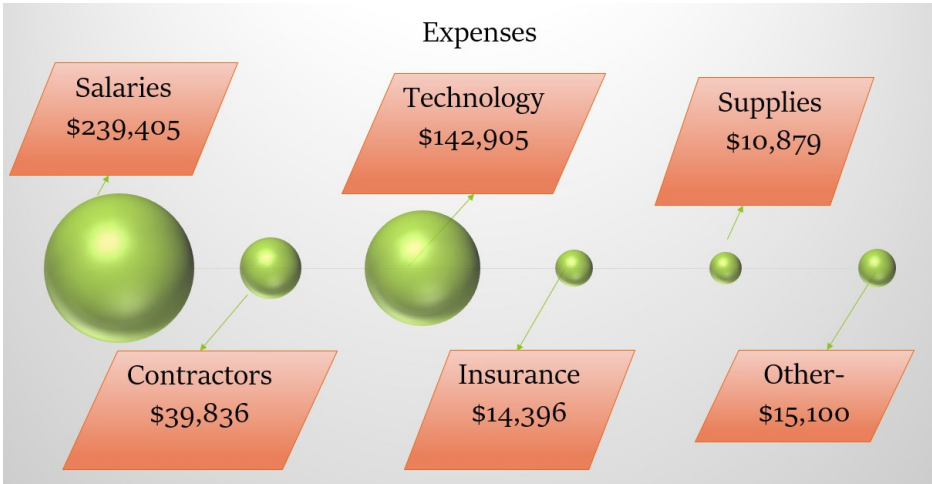
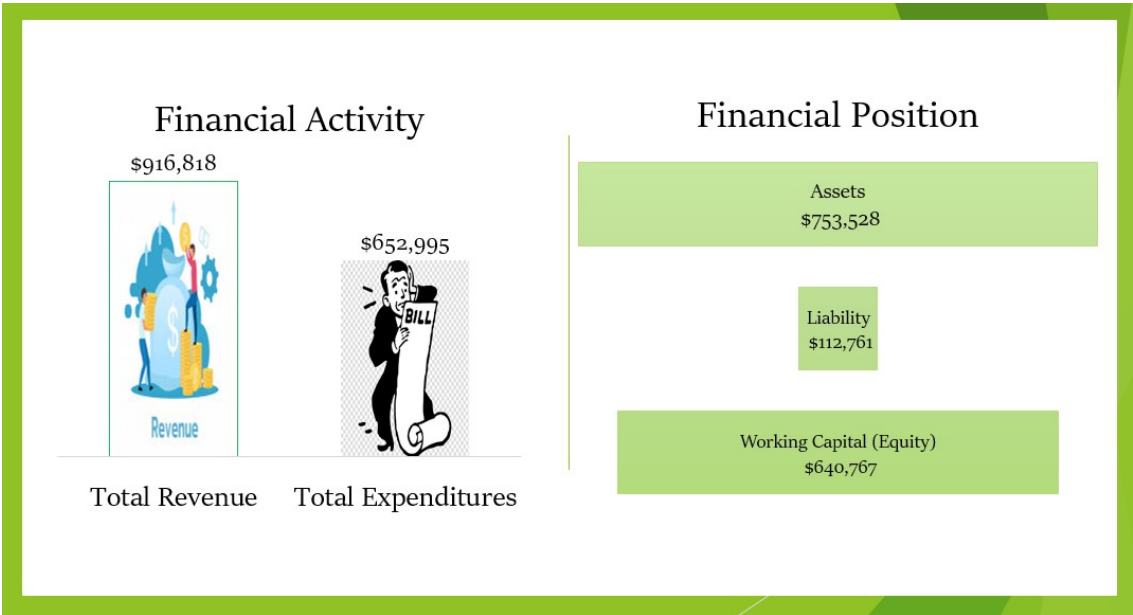
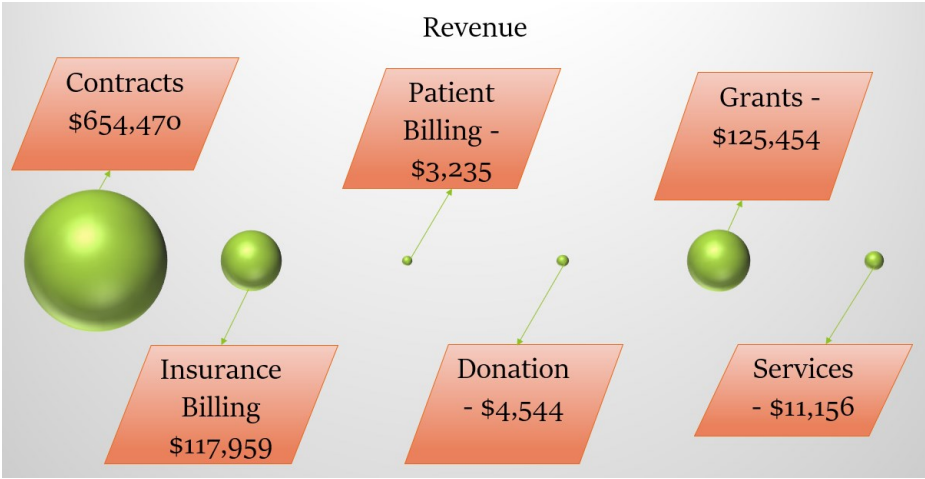
**Negative** outcomes include: Hospital and unknown.

### Quality Measures – Clinical Quality





# FINANCES IN 2020?



# WHO MADE IT POSSIBLE in 2020?

## Staff

Job Description	PROGRA M	HOME BASED	OUTPATIENT CARE	COMMUNITY SERVICES	ADMINISTRATI ON	DIRECTORS/ MANAGERS/
Provider	GERIATRIC & COMMUNITY PALLIATIVE HEALTH			COVID RESPONSE		
Nursed	Martha Valero NP - Anna Maria Izquierdo-Porrera MD PhD	Agatha Medina RN				MEDICAL DIRECTOR AM Izquierdo-Porrera MD PhD
Remote Monitoring Technician		Natalia Renteria				
Health Promoter			Rosario Herrera - Irma Justiniano			
Patient Support Specialist		Raquel Monterroso				
Intake specialist		Gabriela Arvalo				OPERATIONS MANAGER Lessly Palencia
COVID Tests						
COVID data/ Results						
Logistics					Ramon Reyes	
Grief Counselor			Juan Carlos Goujon			SPECIAL PROGRAMS MANAGER TBD
Academy						
Admin Staff						ADMINISTRATIVE MANAGER Kim Martin
Grants Writer						GRANTS MANAGER Eulalia Farré

EXECUTIVE DIRECTOR: Anna Maria Izquierdo-Porrera MD PhD

## Board of Directors



## Partners



## *WHY DO WE CONTINUE TO WORK in 2020?*



### **OUR MISSION**

To provide multicultural health care to elders that promotes aging in place, supports 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.

*Thank you*

The staff of Care for Your Health, Inc wants to thank all that made this year possible through their volunteer work (particularly our Board of Directors and testing volunteers), personal donations, grants (Montgomery County, Maryland Community Health Resources Commission , Greater Washington Community Foundation, MD Department of Housing and Community Development's, CloudBreak Foundation, Healthcare Initiative Foundation), and all of you for your simple and pure encouragement.

Thank you very much!