



Grace Hill Health Centers, Inc.

ENABLING HEALTHY, PRODUCTIVE LIVES



2010

Report to the
Community



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MAP AND LOCATIONS

GRACE HILL HEALTH CENTERS, INC. (GHHC) HAS BEEN ENABLING HEALTHY, PRODUCTIVE LIVES FOR MORE THAN 100 YEARS. WE WERE FORMED IN 1906 AS A 501 (C)(3) NON-PROFIT CORPORATION, AND EVENTUALLY BECAME A FEDERALLY-QUALIFIED HEALTH CENTER. GHHC IS ACCREDITED THROUGH THE JOINT COMMISSION, THE BEST KNOWN HEALTH SERVICES ACCREDITING BODY IN THE U.S.

GHHC was originally part of the mission work of Holy Cross House. Called Holy Cross Dispensary, we were founded to treat people battling alcoholism. Realizing the great need for health care for the many immigrants living in the area, the volunteer providers and leaders in the Episcopal Church suggested that the community would be better served by a health center offering expanded services. GHHC has grown to provide primary, preventive, and enabling health care at six locations to more than 42,000 unique patients annually. A "safety net" for those in need of health care, our patients are primarily uninsured and underserved residents of St. Louis and surrounding communities.

HELLO TO OUR NEIGHBORS, FRIENDS AND DONORS...

Our board of directors, staff, and volunteers are honored to present our 2010 Report to the Community. For more than a century, Grace Hill Health Centers has enriched and helped sustain the lives of countless thousands in St. Louis and surrounding communities. We are extremely proud to continue our celebrated heritage.

The Patient Protection and Affordable Care Act, signed into law by President Obama in March, 2010, raised the bar for health care organizations across our country. Regulatory expectations and funding mechanisms are changing. Grace Hill Health Centers will remain flexible, prepare effectively, and adapt.

Through an extensive strategic planning process, we have renewed our commitment to providing high quality care and service. Expanding and renovating our facilities, offering additional services to our patients, and providing exceptional customer service are among our organizational commitments.

All of us at Grace Hill are truly grateful for your continued interest and your support of our mission!

Best regards,



Robert Jacobson
Chairman of the Board



Alan O. Freeman, MBA, FACHE
President/CEO

OUR MISSION: TO SERVE OUR NEIGHBORS BY PROVIDING HIGH QUALITY HEALTH CARE AND EXCEPTIONAL SERVICE, WHILE PROMOTING HEALTHY LIFESTYLES.

OUR CORE VALUES:

TRUSTED HEALTH CARE IS PROVIDED BY WELL-TRAINED AND DEDICATED CLINICIANS AT EACH OF OUR LOCATIONS. OUR PATIENTS, COMMUNITIES AND STAFF CAN COUNT ON US TO BE:

- **DEPENDABLE**
WE HONOR OUR COMMITMENTS AND ARE AVAILABLE AT CONVENIENT TIMES.
- **COMPASSIONATE**
WE DO WHAT WE CAN TO HELP THOSE WHO FACE CHALLENGING SITUATIONS.
- **DYNAMIC**
WE ARE FLEXIBLE AND INNOVATIVE, AND ADAPT TO CHANGES IN THE EXTERNAL ENVIRONMENT.
- **ETHICAL**
WE ALWAYS STRIVE TO DO THE RIGHT THING.

COLLABORATIVE PARTNERSHIPS

Grace Hill Health Centers, Inc. has established and maintains quality partnerships with a wide range of local corporations and community stakeholders. These groups come together to think, plan and implement best practices for the provision of health care to our patients. We gratefully acknowledge the following corporate partners. Each of them has invested resources to improve the lives of countless men, women and children living in challenged communities:

- BARNES-JEWISH HOSPITAL
- ST. LOUIS CHILDREN'S HOSPITAL
- SSM CARDINAL GLENNON CHILDREN'S MEDICAL CENTER
- WASHINGTON UNIVERSITY
- AMERICORPS
- AMERICAN HEART ASSOCIATION
- ST. LOUIS INTEGRATED HEALTH NETWORK
- ST. LOUIS REGIONAL HEALTH COMMISSION
- FAMILY CARE HEALTH CENTERS
- MYRTLE HILLIARD DAVIS COMPREHENSIVE HEALTH CENTERS
- BETTY JEAN KERR PEOPLE'S HEALTH CENTERS
- ST. LOUIS CITY HEALTH DEPARTMENT
- ST. LOUIS COUNTY HEALTH DEPARTMENT
- CRIDER HEALTH CENTER
- MISSOURI PRIMARY CARE ASSOCIATION
- MISSOURI FOUNDATION FOR HEALTH
- MATERNAL, CHILD, AND FAMILY HEALTH COALITION
- CASA DE SALUD

A UNIQUE PARTNERSHIP

GHHC has a unique partnership with its sister organization, Grace Hill Settlement House (GHSB). Though both organizations maintain their own governing boards and leadership, we work together under the banner of Grace Hill to assist individuals living in disadvantaged St. Louis neighborhoods.

Our history in St. Louis is long and our commitment in the community runs deep. Our dedication to our patients, our neighbors, and St. Louis is immeasurable. As we grow to meet the community's needs, we will endeavor to continue enabling healthy, productive lives.



OUR BOARD OF DIRECTORS, SENIOR STAFF AND PRESIDENT'S COUNCIL

MEMBERS OF THE PRESIDENT'S COUNCIL SERVE AS KEY ADVISORS IN GUIDING STRATEGY AND HELPING TO LEVERAGE CORPORATE RELATIONSHIPS FOR GRACE HILL.

BOARD OF DIRECTORS

Robert Jacobson, Board Chair
Joan D'Ambrose, Vice Chair
Sandra Mahr, Secretary
Ronald Evans, Treasurer

MEMBERS

Thomas Boudinet
Peter Bunce
Dr. William Campbell
Elizabeth Coleman
Tondaleria Curry
Harry Dengler
Debra Fox
Jessella Fulsom
Gwendolyn Hall
Debra Jones
Vickie Lomax
Kimball McMullin
Gilbert Peoples
Alexis Sleet
William Van Luven
Jannelly Villegas
Sherry Young

GENERAL ADVISORS

Mitchell Baris
Sister Betty Brucker
Leola Draper
Jean Frazee
John Meyer, MD

EX-OFFICIO

The Rt. Rev. George Wayne Smith
Alan O. Freeman, MBA, FACHE
Roderick Jones, Ed.D., MPA

SENIOR STAFF

Alan O. Freeman
MBA, FACHE
President and Chief Executive Officer

Barbara Bailey
RN, BSN, MHA, FCHCEM
Vice President, Chief Operating Officer

Alice Boon
MHRD, PHR
Vice President, Human Resources

Yolette Brown
MD, FAAP
Vice President, Clinical Affairs

Yvonne Buhlinger
MSW, FCHCEM
Vice President, Community Health Services

Craig Glover
PMP, FCHCEM, CHC
Vice President, Compliance and Health Information

Veronica Richardson
RN, MBA, FCHCEM
Vice President, Quality Improvement

Janet Voss
CPA
Vice President, Finance

PRESIDENT'S COUNCIL

Joe Adorjan
Advent Capital Partners

Ronald Barnes
Midwest BankCentre

Peter F. Benoist
Enterprise Financial Services

Lawrence Biondi, S.J.
Saint Louis University

Peter H. Bunce
Grand Center

J. William Campbell, MD
St. Luke's Hospital

Henry L. Citchen
ServiceMaster OMS, Inc.

Jill Davidson
Grace Hill Health Centers, Inc.

Dirk Elsperman
Tarlton Corp.

Kevin Geers
ACE Construction & Engineering Co.

Nancy Hamilton
Monsanto Company

Kendra Holmes
Grace Hill Health Centers, Inc.

Robert Jacobson
HY-C Company, Inc.

Sally Lemkemeier
Grace Hill Settlement House
Director Emeritus

John S. Meyer, MD
St. Luke's Hospital

John S. Meyer, Jr.
Capes, Sokol, Goodman & Sarachan, PC

Richard Miles
CMS

Peter H. Raven
Missouri Botanical Garden

David Richardson
Husch Blackwell Sanders LLP

Frank E. Thurman, Jr.
Enterprise Rent-A-Car

Wanda Trotter, NP
Grace Hill Health Centers, Inc.

William R. Van Luven
Grace Hill Health Centers, Inc.
Board of Directors

G. H. Walker, III
Former Ambassador to Hungary
Stifel Financial Corp – Chairman Emeritus
Stifel, Nicolaus & Co-Chairman Emeritus

Henry S. Webber
Washington University

Paul Wirth
J. W. Terrill

The President's Council maximizes the capacity of Grace Hill (collectively, Grace Hill Health Centers, Inc. and Grace Hill Settlement House) to fulfill its role as a network of settlement houses and community health centers; thereby, advancing the lives of individuals, families and communities of the greater St. Louis community. Consequently, those living in challenged communities are active and contributing members to the social and economic strength of St. Louis and to America as a whole.

OUR PROGRAMS & SERVICES

PRIMARY CARE SERVICES

Family Practice
Adult Medicine
Children's Developmental Centers
Dental Services
Mental Health Services
OB/GYN
Optometry
Pediatrics
Podiatry

HOMELESS SERVICES

Mobile Dental Team
Respite Care Services
Community Health Nursing at shelters
Monthly clinical exam services by volunteer providers at shelters

PUBLIC HOUSING SERVICES

Primary Care

HEALTH SUPPORT SERVICES

Pharmacy
Clinical Social Work
Nutrition
Women, Infants and Children (WIC)
Family Support Division

COMMUNITY HEALTH

Health Outreach
Prenatal Classes
Centering Pregnancy
Maternal Child Department

CHRONIC DISEASE MANAGEMENT

Asthma
Cancer Prevention
Breast
Prostate
Colon
Uterine
Mobile Mammography Van
Cardiovascular Disease
Diabetes
Smoking Cessation



BECOME A FRIEND OF GRACE HILL HEALTH CENTERS, INC.

Name: _____

Company/Organization Affiliation: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Email: _____

- I would like to receive Grace Hill Health Centers, Inc. publications. I have enclosed a donation.
- I am interested in volunteering with Grace Hill. I would like to receive e-news.

FOR MORE INFORMATION, CALL US AT 314-898-1700.

PLEASE MAIL TO:
Grace Hill Health Centers, Inc.
2524 Hadley Street
St. Louis, MO 63106

SUPPORTING OUR PHYSICIANS & CLINICIANS FOR MUTUAL SUCCESS.

THE PHYSICIANS AND OTHER PROFESSIONALS AT GRACE HILL HEALTH CENTERS COME FROM A WIDE RANGE OF DISCIPLINES. THEY HAVE BEEN INVOLVED IN THE HEALTH CARE AND WELL-BEING OF COUNTLESS PATIENTS WHO COME THROUGH OUR DOORS. EACH OF THEM IS COMMITTED TO OUR COMMUNITY OUTREACH ENDEAVORS THAT HELP RAISE THE AWARENESS OF THE PROGRAMS AND SERVICES WE OFFER. THEY WORK ALONGSIDE OUR DEDICATED STAFF AND VOLUNTEERS TO MAKE A POSITIVE IMPACT ON THE LIVES OF THE PATIENTS WE SERVE. WHAT FOLLOWS IS A GLIMPSE INTO THE LIVES OF ONLY A FEW OF OUR ESTABLISHED CLINICIANS, WHOSE DEDICATION AND COMMITMENT TO OUR MISSION ENRICH THE LIVES OF OUR PATIENTS.



CLIFTON WHITWORTH, DDS

For Dr. Clifton Whitworth, DDS, working as Grace Hill's Director of Dental Services has been one of the most rewarding experiences in his 40 years of practicing dentistry. A native of Roanoke, Va., Dr. Whitworth joined Grace Hill in 2005, and quickly became affectionately known as "Dr. Whit." A graduate of Fisk University's Meharry Medical College in Nashville, Tenn., he manages a team of eight dentists, three hygienists, and 15 dental assistants at three locations. As part of its community outreach initiatives, last year, the Dental Department visited 15 schools and provided dental care to 2,500 students. Over the years, GHHC has strengthened its commitment to care for underserved communities by forging collaborative alliances and partnerships with schools and other community groups.

"Our team of dedicated dentists, hygienists and dental assistants is fully committed to the precise needs of every one of our patients."



AMY RAVIN, MD

To aspiring medical professionals entering the health care field, Dr. Amy Ravin, a board-certified obstetrician and gynecologist, advises: "Only do it if you really love it. There are great challenges, but great rewards." Since joining GHHC in 2000, Dr. Ravin has served as the department head of OB/GYN. Her tenure with GHHC is guided by the love she has for working with our patients and her colleagues. Originally from Toledo, Ohio, Dr. Ravin received her undergraduate degree from the Massachusetts Institute of Technology (MIT). She attended medical school at the University of Chicago, and performed her residency at the University of Pittsburgh, Magee Women's Hospital.

"Only do it if you really love it. There are great challenges, but great rewards. I get a sense of satisfaction from the idea that I can make a difference for our patients."



YOLETTE V. BROWN, MD, FAAP

Dr. Yolette Brown is a shining beacon of hope for America's most vulnerable. It didn't take long for her to realize that taking care of society's tiniest citizens was her calling. As Grace Hill's Vice President of Clinical Affairs, Dr. Brown brings more than 30 years of health care experience to caring for the area's most underserved children. A board-certified pediatrician, graduate of the City University of New York and Washington University School of Medicine, Dr. Brown has worked at GHHC for the past 19 years. Over the years, she's seen significant changes in the way pediatric medicine is practiced. An increase in chronic diseases in children, such as obesity, diabetes, asthma and sexually transmitted diseases, has altered the course and methodology.

"The health and well-being of children is very important and directly related to their overall development, both during childhood and into adulthood."



MARGARET BAUM, MD

Dr. Margaret Baum, an OB/GYN physician, grew up in St. Louis, and graduated Summa Cum Laude from Saint Louis University. After graduating SLU, she attended The Johns Hopkins University School of Medicine and received her medical degree. She came to Grace Hill in 2005. When she's not delivering babies, or performing gynecologic surgeries, she teaches residents the art of OB/GYN. Asked what inspires her to do what she does? "I'm inspired by the belief that health care is a right, not a privilege."

"I strive to provide the same quality care that I would expect for myself or a family member. I promote the health of women and deliver healthy babies."



THOMAS KUCIEJCZYK-KERNAN, MD

Dr. Thomas Kuciejczyk-Kernan, a family physician with GHHC since 1989, seeks to give people a practical understanding of themselves and what ails them. A multi-faceted medical practitioner, Dr. Kernan says he guides his patients "in mobilizing their innate capacity for healing and providing them with the best assistance medicine has to offer." He has served as chairman of GHHC's Quality Assessment Committee. He's been the Clinical Computing Project Leader, Spanish Language Service Physician Leader, and was chairman of the Adult Medicine, Family Practice Department. Dr. Kernan holds a Medical Degree from the Saint Louis University School of Medicine; and a Bachelor's of Science Degree from the University of Illinois.

"It's important for me to work in a setting where people in need are not turned away because they don't have money or insurance."



REBEKAH HASSLER, CNM

Rebekah Hassler, a certified nurse midwife with GHHC, was recently selected to receive the "Standing Up for Mothers and Babies Award" from the Maternal, Child & Family Health Coalition (MCFHC). The award is given to people who advocate for improvements in maternal and child health. Rebekah holds Master's and Bachelor's of Science in Nursing Degrees from Saint Louis University, where she graduated Magna Cum Laude. She also graduated the Frontier School of Midwifery, and received the school's highest award - the Kitty Ernst Award for Academic and Leadership Excellence. She joined GHHC in 1997, and has worked mostly in a maternal/child practice. Rebekah takes call once a week for low risk deliveries of GHHC patients at Barnes-Jewish Hospital. She is the only midwife in St. Louis to receive privileges to do deliveries at a hospital.

"I believe what I do is a calling, both spiritually as well as professionally. Being a Midwife is the best part of who I am."

OUR SERVICES & PROGRAMS

PRIMARY MEDICAL CARE

Grace Hill Health Centers, Inc. is nationally recognized for the quality of primary health care provided to patients, as well as unique health and wellness programs. Patient care is our top priority. We have effective information management systems that measure clinical data and outcomes. Grace Hill's comprehensive primary health care programs are provided through our community health centers. We provide a safety net to those most in need. Medical services include adult medicine, pediatrics, family practice, and OB/GYN. Ancillary and support services include mammography, medical social services, WIC, and out-stationed Family Services Division workers at each health center site. Grace Hill also operates pharmacies at two centers.

OPTOMETRY

Grace Hill collaborates with the University of Missouri-St. Louis School of Optometry to provide optometric services. Optometry services are located at the Murphy-O'Fallon Health Center. Through this service, patients can receive eye exams on a sliding fee scale.

CHILDREN'S DEVELOPMENTAL CENTER

Grace Hill's Children's Developmental Center (CDC) provides help to children who are challenged in their emotional, behavioral, neurological and/or intellectual development. With a team of specialists consisting of three psychologists, a pediatric neurologist, clinical social workers, and case managers, the CDC evaluates children, considers environmental factors, and offers treatment plans. The ultimate goal is to improve the social, neuro- developmental, behavioral, and general health outcomes of each child. Grace Hill's CDC serves children from infancy to high school.

HEALTH EDUCATION

The Health Education Department assists the various health center sites by providing accurate, current, and easy-to-understand health information. Our Health Educators coordinate training in a variety of subjects for staff, including CPR instruction, new employee orientation, and on-line health education. In addition, Health Educators conduct courses for patients on a number of health topics, including regularly scheduled classes on childbirth, prenatal care, lead poisoning prevention, and HIV/AIDS education. These sessions are conducted in the community in a variety of venues such as health fairs, schools and community events.



HOMELESS SERVICES/RESPITE CARE

Over the years, Grace Hill has forged a coalition of homeless service agencies who provide comprehensive health care to transient people. GHHC's Health Services for the Homeless Program strives to ensure that these individuals have access to high quality, affordable health care. Grace Hill contracts with three other community health centers and the St. Louis County Department of Health to provide primary care to the homeless. We also work with the Salvation Army's Harbor Light Shelter in the provision of substance abuse services. GHHC services include primary care community health nursing and case management, respite care, on-site services provided by Grace Hill's mobile dental van, and volunteer shelter screening sessions. GHHC serves about 30 shelters in St. Louis.

RESPITE CARE

Grace Hill's Respite Care Program was developed to serve homeless patients who were recently hospitalized and need post-acute care. Grace Hill contracts with the Salvation Army Harbor Light Shelter for 25 shelter beds each day. Patients admitted into the Respite Care Program are provided with a bed and meals while they continue their recovery. GHHC nurses make daily visits to these patients, to provide services that include monitoring of their health status and recovery, wound management and dressing changes, medication supervision, health education, and referrals.

WOMEN, INFANTS, & CHILDREN (WIC)

Grace Hill offers WIC services through staff located at four of Grace Hill's health centers, and also at Barnes-Jewish Hospital and St. Louis Children's Hospital. The WIC program provides supplemental infant formula and other nutritional food supplements to pregnant, postpartum and breastfeeding women,

and their children under age five. Grace Hill nutritionists and dietitians offer nutritional counseling, education and assessments. The WIC Program also provides breastfeeding peer counseling support and education to clients who choose to breastfeed their infants.

PRENATAL CLASSES

Many women from the surrounding communities have received personalized prenatal care through Grace Hill's prenatal classes. The classes are held at one of four Grace Hill Health Centers: Grace Hill Water Tower; Soulard-Benton; Grace Hill South; or the Murphy-O'Fallon Health Center. Prenatal classes provide an opportunity for prenatal women to apply for Medicaid and Women, Infants and Children (WIC) services. Patients also can talk to a nurse about their health, learn about a healthy pregnancy, meet other expectant mothers, and have their height, weight, blood pressure, and temperature checked. Women attending the classes can get necessary laboratory tests performed, see the provider, and arrange for their next clinic appointments.





VOLUNTEERS

Volunteerism is one of many ways in which Grace Hill enjoys strong community support. The goal of the Volunteer Services Program is to expand and enhance the services that we provide to our patients. Volunteer opportunities are plentiful, and GHHC volunteers range in age from 14 to 84. They play an indispensable role in keeping the health centers running smoothly.

DENTAL SERVICES

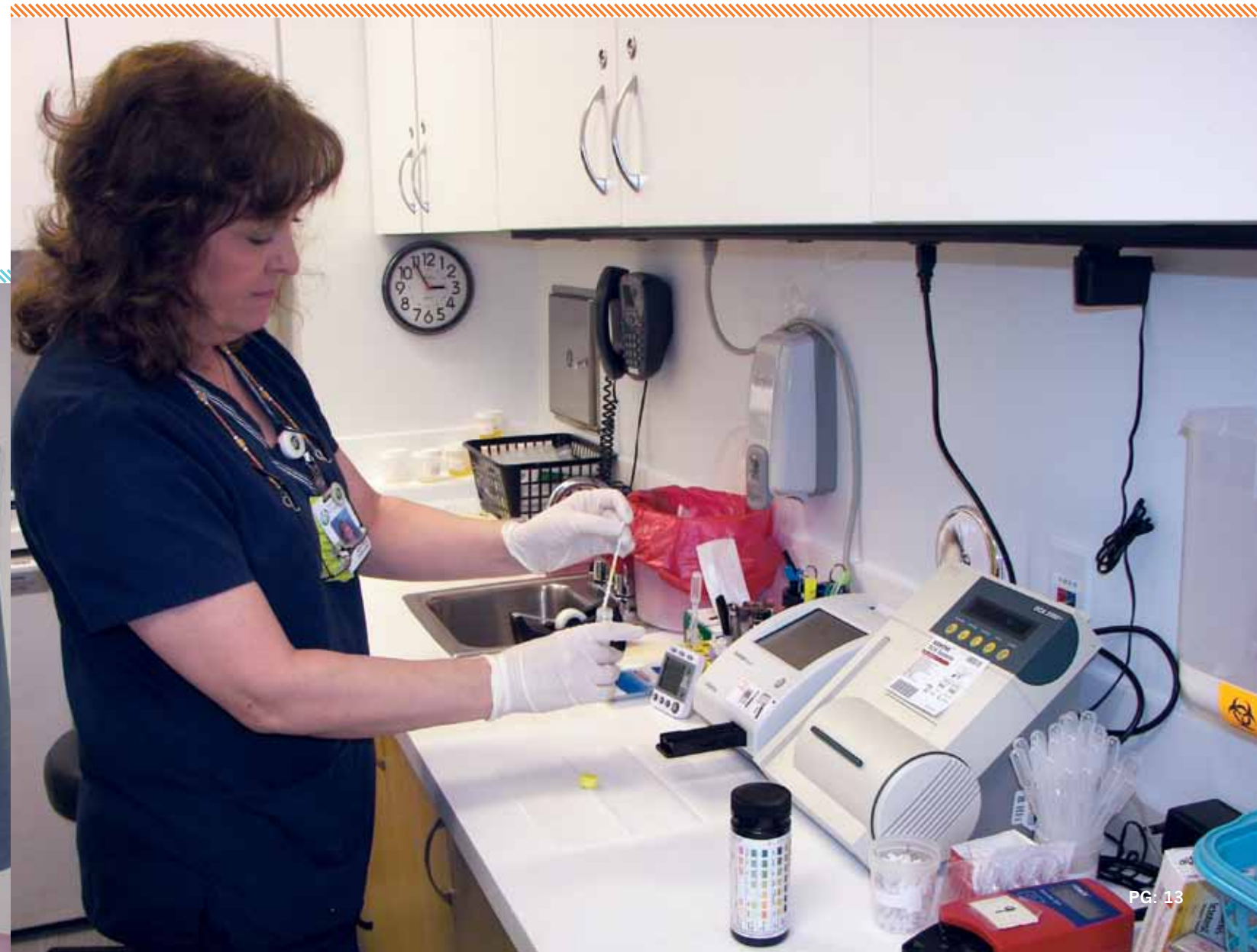
The clinicians within Grace Hill Dental Services pride themselves on delivering quality care to informed patients in a comfortable and convenient setting. Our dentists strive to provide the very best oral health services available. These services are delivered through our Water Tower, Soulard-Benton and Murphy-O'Fallon Health Centers. We also have a mobile dental van that is staffed by a dentist and a dental assistant. They provide comprehensive dental services to homeless patients on-site at several homeless shelters. At Grace Hill, we have a dedicated team of highly-trained professionals who know the field and can effectively diagnose and treat our patients. Our dentists and hygienists provide a wide range of preventive services, including cleanings, fluoride applications, sealants, and periodontal therapy. Routine care including restorations, minor surgical procedures and removable prosthetics are also available. Patients needing specialized services such as most orthodontics, complicated oral surgery, and limited endodontic or fixed prosthetics are referred to area specialists. Grace Hill has also instituted a system to encourage pediatric and prenatal patients to see the dentist at the time of their medical visit.

CHRONIC DISEASE INITIATIVES

Grace Hill's focus on Chronic Disease Management started in 1998 with the diabetes collaborative sponsored by the HRSA Bureau of Primary Health Care and the Institute for Health Care Improvement. Since then, Grace Hill has participated in four other Bureau-sponsored collaboratives: cancer screening and treatment; re-design the patient visit; attention deficit hyperactivity disorder (ADHD); and asthma. Grace Hill has initiated several in-house collaborations using the chronic care models. The in-house collaborations include smoking cessation, lead poisoning, and cardiovascular disease. The Chronic Disease Management Department provides in-home coaching and support to patients who



suffer from chronic diseases. Health care coaches educate patients on the importance of ownership of their medical care management. Also, in conjunction with physicians, the coaches provide self-management options to improve quality of life. Cluster clinics and support groups have been established to provide peer support.



A LIFE CHANGED { JONES FAMILY MAKES VISITING GHHC A LIFE-LONG TRADITION }

Beverly Jones is a single mother with four beautiful daughters: Linda, 32, Patricia, 28, Danielle, 26, and Anita, 20. She prides herself on being an educated woman, having worked diligently to receive a Master's degree in management from Fontbonne University. Ms. Jones grew up in North St. Louis County, where she was a patient at the Pine Lawn Health Center.

She was introduced to Grace Hill Health Centers when she relocated from St. Louis County to St. Louis City, and chose to select another health care facility in her new neighborhood. She immediately felt comfortable with the health care she received during her prenatal visits with her first child in 1979.

Asked about her experiences receiving care from Grace Hill providers, she immediately mentioned her children's pediatrician – Dr. Yolette Brown. “Dr. Brown has taken excellent care of my children, physically, mentally, emotionally and spiritually,” she said. “She has always made me feel at ease during the examination, because of her genuine concern for all children.”

Ms. Jones and her daughters have been coming to Grace Hill since the late 1970s. Two of her daughters have asthma. Dr. Brown was an advocate for encouraging her and other parents to increase their knowledge of chronic diseases.

“I could always count on Dr. Brown for motivation in seeking education for the wellness of my children,” said Jones. For her, Grace Hill is a home away from home. “Grace Hill has enriched my and my family's life through the friendly staff, the knowledgeable providers; and a neighborly atmosphere.”

Ms. Jones has taken advantage of the wide array of comprehensive services offered at Grace Hill. She has used the dental services, Women, Infants, & Children (WIC) program, and the outreach services. She readily refers to Grace Hill Health Centers as a jewel in the community. “It is truly enriching to have a community health center that offers a variety of services to uninsured patients and continues to treat us with respect,” she said. “I love Grace Hill and everything that comes with it.”



NEW AND IMPROVED IN 2010

WATER TOWER HEALTH CENTER

This beautifully-designed, 18,500 square foot structure, located at 4144 N. Florissant, was built to replace our former Water Tower location that was destroyed by fire in April 2009. It opened on May 3, 2010, following a highly-visible and well-attended open house on April 30. Missouri Gov. Jay Nixon was our keynote speaker for the event. Our new Water Tower Health Center features state-of-the-art audio/visual equipment, and staff-friendly technology and workflow processes that help magnify the patient experience. Grace Hill received \$2 million in funding through an appropriation by the Missouri State Legislature, which was used to leverage additional capital to construct the facility.

GRACE HILL SOUTH HEALTH CENTER

A \$1.6 million award through the American Recovery and Reinvestment Act of 2009 help fund renovation of our new Grace Hill South Health Center. It is situated in the Alexian Plaza Building at 3930 S. Broadway. We opened our doors on August 23, 2010, following highly-visible and well-attended open house events on August 11 and 12. Relocation to the 9,800 square foot location increased our capacity for service by 30 percent. The new space was designed with beautiful, modern décor and functional patient care and waiting areas.

WE ARE GRATEFUL TO THE FOLLOWING PROFESSIONAL INSTITUTIONS AND FIRMS FOR THEIR SERVICE ON OUR CONSTRUCTION AND RENOVATION PROJECTS IN 2010.

- UMB BANK
- DUFFE-NUERNBERGER REALTY
- DON C. MUSICK CONSTRUCTION
- ARCTURIS
- PARIC CONSTRUCTION
- CAPES, SOKOL, GOODMAN & SARACHAN, P.C.

{ Thank You! }

NEW INITIATIVES

BEGINNING IN 2011

- IMPLEMENTATION OF DIGITAL RADIOLOGY SERVICES AT OUR MURPHY-O'FALLON AND SOULARD-BENTON LOCATIONS.
- IMPLEMENTATION OF MAMMOGRAPHY SERVICES, THE ADDITION OF FOUR NEW EXAMINATION ROOMS, AND RESTROOM RENOVATIONS AT OUR SOULARD-BENTON LOCATION.
- RELOCATION OF ALL CLINICAL SERVICES BASED AT OUR MURPHY-O'FALLON LOCATION FROM THE LOWER LEVEL TO THE UPPER LEVEL OF THE FACILITY.
- ENCLOSING PORTIONS OF THE ATRIUM ABOVE THE CONFERENCE ROOM AT MURPHY-O'FALLON TO MAKE WAY FOR CLASSROOMS ON THE MAIN FLOOR LEVEL.

- RELOCATING GRACE HILL HEALTH CENTERS' SENIOR ADMINISTRATIVE SERVICES AND OUR MURPHY-O'FALLON HEALTH INFORMATION MANAGEMENT SERVICES TO MURPHY O'FALLON'S LOWER LEVEL.
- RELOCATING OUR IT, FACILITIES, SECURITY, PATIENT APPOINTMENTS AND CALL CENTER DEPARTMENTS TO OUR HADLEY LOCATION.
- SHARING BEST PRACTICES TO IMPROVE PATIENT SATISFACTION THROUGH OUR NEW SELF-DIRECTED TEAMS.
- IMPLEMENTING OUR NEW PATIENT-CENTERED MEDICAL HOME MODEL THAT BUILDS AND STRENGTHENS RELATIONSHIPS BETWEEN CARE PROVIDERS AND PATIENTS.



GRACE HILL SOUTH





WATER TOWER



AWARDS

OVER THE YEARS, OUR STAFF HAS WORKED HARD TO IMPROVE THE QUALITY OF CARE WE DELIVER. THE RESULTS OF OUR HARD WORK ARE INDICATIVE OF THE RECOGNITION WE'VE RECEIVED. WE'VE EARNED THE:

- 2011 NCHPH Public Housing Primary Care Pioneer's Award
- 2011 HealthCorps Community Service Award
- 2011 Maternal, Child, & Family Health Coalition Advocacy Award
- 2010 Joint Commission Accreditation
- 2009 Recipient of KMOX-AM Radio's Voice of Caring Campaign
- 2009 NACHC Health Center Advocate Video Contest Award
- 2008 Calvary Community Development Corp. Community Service Award
- 2005 Healthcare USA Quality Award

GRANTS

GRACE HILL HEALTH CENTERS, INC. RELIES ON GRANTS TO HELP US MEET THE DAILY NEEDS AND DEMANDS OF ENABLING HEALTHY, PRODUCTIVE LIVES. WITHOUT THE GENEROUS SUPPORT OF OUR PARTNERS, WE WOULD NOT BE ABLE TO IMPACT THE LIVES OF THE PEOPLE WE SERVE. WE GRATEFULLY ACKNOWLEDGE THOSE ORGANIZATIONS AND ENTITIES FOR THEIR FINANCIAL SUPPORT. FOLLOWING ARE THE SIGNIFICANT COMMITMENTS GRACE HILL HEALTH CENTERS RECEIVED THAT EXTEND BEYOND DECEMBER 31, 2009 AND DECEMBER 31, 2010.

- 2009-2010 – \$5,107,541
Consolidated Health Centers
(Community Health Centers, Migrant Health Centers, Health Care for the Homeless, and Public Housing Primary Care Health Centers)
- 2009-2010 – \$1,686,610
ARRA-Capital Improvement Program
- 2009 – \$773,465 - 2010 – \$772,465
ARRA – Increased Services to Health Centers
- 2009 – \$4,950,000
Community Development Block Grants/Brownsfields Economic Development Initiative (Lead Prevention and Remediation)
- 2009 – \$576,457 - 2010 – \$643,381
Special Supplemental Nutrition Program for Women, Infants and Children (WIC Program)
- 2009 – \$153,698 - 2010 – \$122,958
Family Planning Services
- 2009 – \$138,000 - 2010 – \$113,575
National Association of Health Centers – HealthCorps (AmeriCorps Program)
- 2009 – \$310,948 - 2010 – \$282,245
Missouri Primary Care Association – Service Expansion
- 2009 – \$161,663 - 2010 – \$147,875
Missouri Primary Care Association – Oral Health
- 2009-2010 – \$127,374
Missouri Primary Care Association – Women's and Minority Health Care Outreach
- 2009 – \$727,536
Missouri Foundation for Health – Diabetes
- 2009 – \$100,000 - 2010 – \$95,500
Missouri Primary Care Association – Primary/Behavioral Health Care Integration Initiative
- 2009 – \$59,700 - 2010 – \$77,575
Susan G. Komen for the Cure
- 2009 – \$2,300,000
Missouri Primary Care Association – Capital Expansion
- 2010 – \$100,000
Lutheran Foundation of St. Louis – Children's Mental Health
- 2010 – \$2,147,821
Affordable Care Act – Capital Development Grants

FINANCIAL HIGHLIGHTS { SOLID PERFORMANCE, DRIVEN BY EXECUTION }

BASED ON 2010 AUDITED INFORMATION:

CURRENT RATIO.....	1.58 TO 1
DAYS CASH ON HAND.....	47 DAYS
UNRESTRICTED NET ASSETS.....	\$7,626,165
DECREASE IN UNRESTRICTED NET ASSETS.....	\$171,326

2011 OPERATING BUDGET

FEDERAL REVENUE.....	\$6,181,361
PROGRAM REVENUE.....	\$23,590,089
TOTAL REVENUE.....	\$29,771,450
OPERATING EXPENSES.....	\$29,045,418
EXCESS OF REVENUE OVER EXPENSES.....	\$726,031

OUR PATIENTS

2010 WAS ANOTHER EXCITING YEAR AT GHHC. WE ACHIEVED A RECORD LEVEL OF REVENUES AND SOLID OPERATING RESULTS.

PATIENTS BY INCOME LEVEL

UP TO 100% OF THE FEDERAL POVERTY LEVEL (FPL).....	84.4%
101-200% FPL AND BELOW.....	3.5%
UNSPECIFIED.....	12.1%

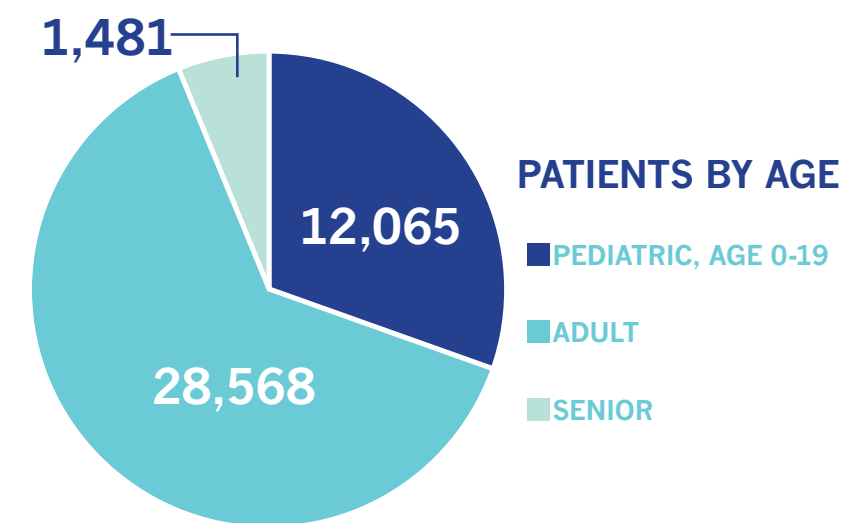
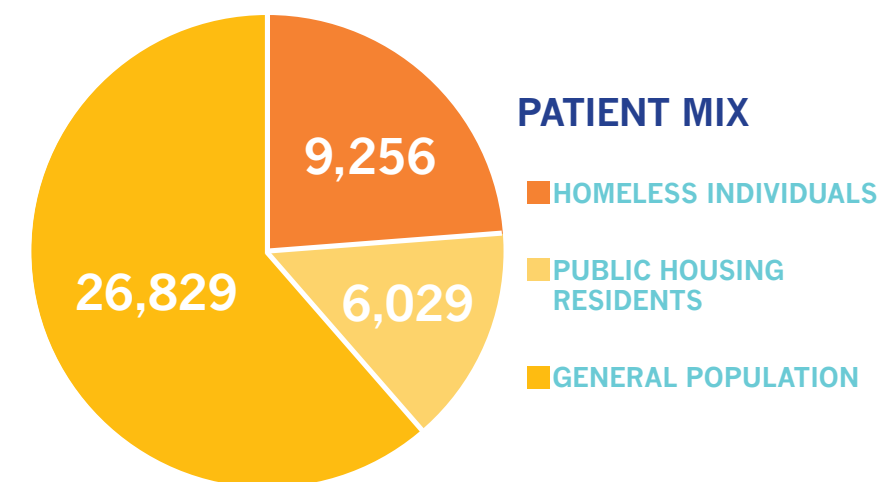
PAYOR MIX

UNINSURED.....	59.1%
MEDICAID.....	32.7%
MEDICARE.....	5.0%
PRIVATE.....	3.2%

ENCOUNTERS

MEDICAL.....	99,008
DENTAL.....	19,967
OPTOMETRY/PODIATRY.....	3,777
MENTAL HEALTH.....	6,200
SUBSTANCE ABUSE.....	8,657
CASE MANAGEMENT.....	10,001
OTHER ENABLING.....	1,818
TOTAL ENCOUNTERS.....	149,428

{ GRACE HILL HEALTH CENTERS CARED FOR 42,114 UNIQUE PATIENTS IN 2010. }



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