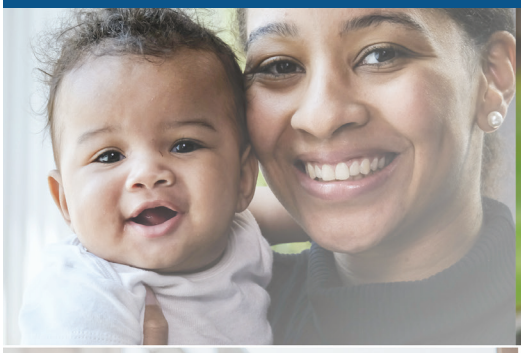
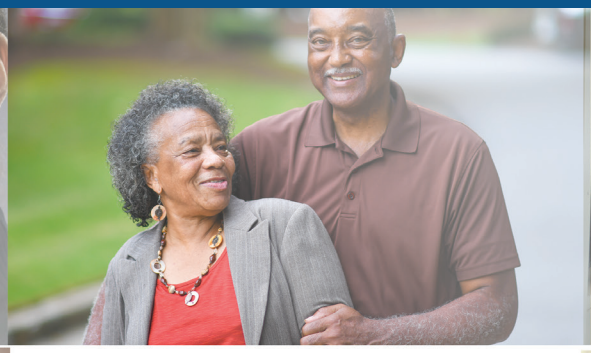
COVERAGE FOR ALL

Annual Impact Report FY 2018



Total Health Care You're Covered.

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Executive Statement

As we reflect on the past year, we are excited to share that Total Health Care has made great strides to ensure access to quality care focusing on "Coverage for All." We believe that each individual served by THC is at a unique phase in their life. So we are changing our efforts to serve you whether you are insured or uninsured; younger or older; employed or unemployed; an excited new parent or in your golden years. Quality health care is essential to enjoy all phases of life. From primary care, dental care, and mental health or substance abuse services Total Health Care has you covered.

We will celebrate your wellness goals as a provider of health care through all stages of your life. With the commitment of our staff, board of directors, local and state partners we were able to serve over 34,000 individuals in 2018.

That focus on service is part of a legacy that began over 50 years ago in West Baltimore, first as Constant Care Community Health Centers, and later as Total Health Care. We continue to expand our treatment and services with compassion for our patients.

As we go forth in 2019, we continue to be committed to being a Patient-Centered Medical Home for our patients and communities that also addresses in a systematic way the social determinants of health. As our team members continue to administer excellent care, we have a renewed dedication to place our patients at the center of everything we do.

Since we opened our doors, Total Health Care's Board and staff have strived to fulfill our mission to improve the health and quality of life in the communities that THC serve. We are grateful for our patients, community supporters, advocates, and partners who have joined with us over 50 years to provide excellent health care to our most vulnerable neighbors. As a result, we look forward to another 50 more with you by our side.

Danny Bellamy
Chief Executive Officer

Darien E. Nolin
Board Chair

Notable Achievements in 2018

Total Health Care began making provisions to beautify our aging facilities at the Mondawmin Mall, Kirk Avenue, Saratoga, and Division locations.

Our exam and waiting rooms will be more spacious and comfortable in order to serve a larger segment of the community in more patient friendly surroundings.

Total Health Care was the recipient of a Behavioral Health Department award to develop a fully integrated outpatient treatment program.

Some patients exhibit symptoms of substance abuse or addiction that mask symptoms of mental illness. At Total Health Care, we provide a whole-person care approach which addresses a key community need. In that vein, we trained our staff on enhanced patient engagement techniques so as to more readily identify and improve the continuity of behavioral health care.

Total Health Care's patient care services received a quality award from our federal funder that we utilized to continue to perfect our quality of care.

For example, by continuing to educate our patients on ways that they can lower their blood sugar, blood pressure, reduce their weight and learn to eat healthier, we continue to empower them as partners in their care.

Further, our clinical staff received training on motivational interviewing which allows us to coach our patients in culturally responsive ways. Our Community Health Workers received additional chronic disease education building up our community capital.

Mission, Vision and Values

Our Mission

To improve health and quality of life in the communities we serve.

Our Vision

By 2024, every person in the communities served by Total Health Care will have access to a patient-centered medical home that advances health equity across Maryland.

Our Values

We will achieve this mission by abiding to the following core values:

Respect: We treat everyone in our diverse community with dignity.
Quality: We deliver the best outcomes and highest quality services through the dedicated effort of every team member.
Integrity: We adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us.
Excellence: We do our best at all times to continuously improve our services and care.
Stewardship: We sustain and reinvest in our mission by wisely managing our human, financial and capital resources.
Innovation: We enhance the lives we serve by infusing creative new ideas that build on the unique talents of our staff and partners.

Total Health Care: Fast Facts

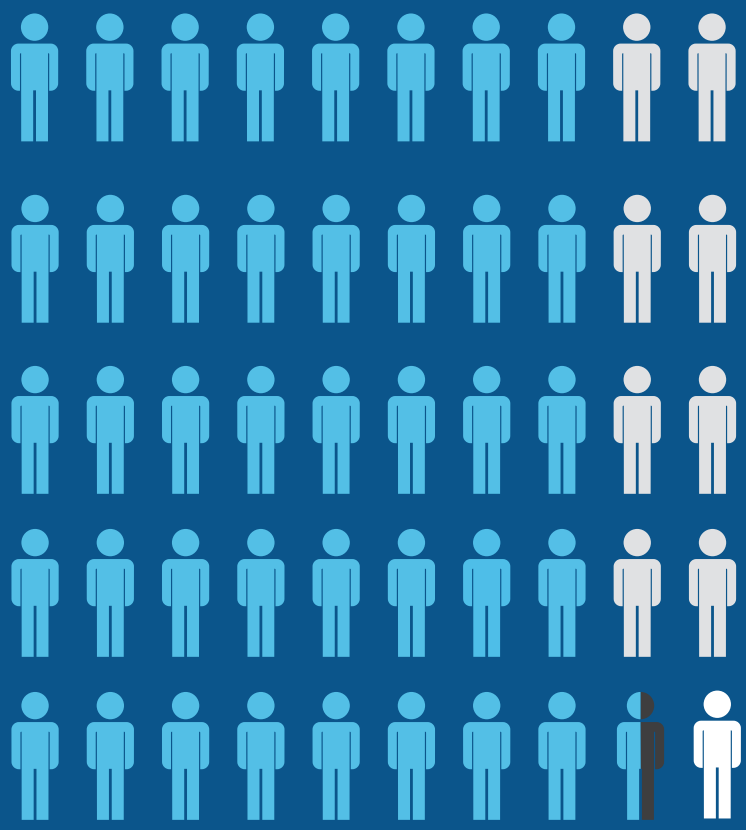
Total Health Care works with our patients to positively impact their lives from childhood into their senior years thereby potentially increasing their longevity and well-being.

9 Health Centers
Baltimore City and Anne Arundel County

6 Pharmacy Locations
Open to All Community Members

33,783
Patients Served

124,859
Total Patient Visits



79% Diabetic Patients Controlled Glucose Levels

80% Adolescent Patients Received Nutritional Counselling

80% HIV Patients Adhered to Their Medication

80% Pediatric Patients Received Necessary Immunization

86% Pediatric Patients Received Childhood Lead Screening

Programs & Services

Our Patient-Centered Medical Home is not a building, a house, or a hospital. It is a coordinated team of medical experts who make sure our patients can reach the best health results possible. The care team coordinates everything that our patients need to have addressed. This includes testing, physician visits, immunizations, follow-up visits, medication reviews, nutritional and self-care information.

Women's Health Care

Whether you're pregnant, a new mom, or neither, your health is important.

Women have special health needs that are different from men. From pregnancy to childbirth and breast-feeding to menopause and everything in between, our experts diagnose and treat women's issues with care and compassion. We see more than 7,000 women each year for routine physical exams and health screenings, family planning and pregnancy, and other female health concerns.

For our pregnant patients, we provide education and support for all stages of the pregnancy and afterwards in an atmosphere of compassion.

Pediatric Care

Quality care for our young patients is a passion for our board-certified pediatricians and family practitioners. Our doctors are experienced in dealing with all child medical issues including flus and breathing problems, asthma and allergies, skin diseases, sprains and strains, and much more. Total Health Care also offers teen services including sports physicals, confidential visits and contraceptive management. Our specialists have worked with children from birth through age 17 depending on family needs. At Total Health Care, all children feel comfortable and all parents have peace of mind.

Adult Medicine

Total Health Care has board certified physicians who are specially trained to care for adults.

Our doctors provide preventive services including annual physical exams, immunizations and screenings. Total Health Care has same-day appointments for the convenience of our patients that provides diagnosis and treatment in a timely manner to begin healing quickly. We also work to help our patients manage serious diseases like diabetes, asthma, high cholesterol and high blood pressure. Together, we manage these health problems through nutrition counseling and education, as well as medications—our on-site pharmacy has most daily medications in-stock making it easy and convenient.

Programs & Services

At Total Health Care, we partner with our patients. Patient empowerment encourages them to assist in their own health care. We provide the team of experts and specialists to ensure the best care is available. Together, we write a care plan just for each individual based on their needs. Our patients help to decide what is right for themselves and their families.

Dental

Dental hygiene is important because not only does a healthy smile increase self-confidence, but it also reduces facial or oral pain, and reduces the risk of gum disease.

Total Health Care has made dentistry a key part of its services for adults and children. Our licensed dentists provide all the dental services including exams, x-rays, cleanings, fillings, and dentures. Our latest equipment gives our experts the tools to provide the latest dental advances for patients including the newest techniques in dental hygiene, treatments for gum disease.

Behavioral Health

Our clients range from children to teens to young adults to the elderly. Our team consists of licensed psychiatrists, psychologists, social workers, counselors, psychiatric nurses and public health administrators. We provide high-quality services to those with physical barriers and behavior and mental health issues.

Our top priority is to help our patients live successfully within the family and community, form healthy bonds with others, and grow in positive relationships. Ultimately, we strive for successful self-management for individuals, couples and the entire family or community unit. We also teach skills to relieve grief and loss, discrimination, and fear.

Pharmacy

Total Health Care has pharmacies located in six of our community health centers to provide the necessary medications need as prescribed by local physicians and they are readily available in name brand and generic form.

Whether the patient is a Total Health Care patient or not, new or refill prescriptions are filled easily and conveniently by our licensed pharmacists, usually within 20 minutes. We work closely with physicians to determine the best medication for the medical situation. Physicians are able to send the pharmacy orders electronically so they can be ready when you arrive.

Executive Team

DANNY BELLAMY

CHIEF EXECUTIVE OFFICER

Danny Bellamy is the Chief Executive Officer of Total Health Care.

Prior to joining Total Health Care, Mr. Bellamy has demonstrated over 30 years of experience in the management and development of health care programs that impact Medicaid and commercial populations.

Mr. Bellamy has an extensive history with the HSC Health Care System, having previously served as the COO for the health plan and subsequently as the Director of Contracting and Business Development for the Foundation.

Mr. Bellamy has a bachelor's degree from Georgia Southern University and is currently seeking a master's degree in health informatics. He is a board member for the Maryland Association of Community Health Centers and has served as a board member for the Medicaid Health Plans of America. He has also served on the Jurisdictional Advisory Committee on Early Childhood Development.

MIRIAM VEGA, PhD

EXECUTIVE VICE PRESIDENT

Dr. Miriam Vega is the Executive Vice President of Total Health Care and is an experienced health care executive of non-profits, including having served as CEO of a Federally Qualified Health Center (FQHC).

While a health care executive, Dr. Vega also identifies as a scientist-advocate, particularly in the HIV/AIDS field. Her research focuses on how community trauma, stigma, social media and marketing impact access, availability and acceptability of health care. In that vein she founded the Institute for Hispanic Health Equity

She has a PhD in social psychology from the University of California, Berkeley, and a BA in psychology from Vassar College. She currently serves on the Committee on Health Equity at the American Public Health Association and was recently selected as a HOPE Public Service Bi-National Fellow.

WYNDY WEBB, PharmD

CHIEF OPERATIONS OFFICER

Dr. J. Wyndy Webb is the Chief Operating Officer at Total Health Care.

Previously, she served as Vice President of Operations for Total Health Care. As a member of Total Health Care's executive team, she is responsible for operations of the clinics and project management oversight of strategic operational initiatives including Pharmacy, Dental, Laboratory, Optometry, Health Information Management, Call Center, Population Health, IT, Mail room and subspecialty services.

She has extensive experience and expertise in operations, project management, internal controls, policy and procedure development, business process improvement, regulatory compliance, financial analysis and IT System Lifecycle Development (SDLC).
Dr. Webb has earned her BS in chemistry, MBA, and Doctor of Pharmacy degrees.

MARCEE WHITE, MD

CHIEF MEDICAL OFFICER

Dr. Marcee White is the Chief Medical officer at Total Health Care. She is a board-certified pediatrician with over 10 years of direct clinical patient care experience, and over 8 years as a Medical Director in a top 5 pediatric hospital.

She formerly served as the Medical Director of the Children's Health Center at THEARC, Mobile Health, and the Prince George's County School-Based Wellness Program at Children's National Health System.

She earned her medical degree from George Washington University School of Medicine and a BS degree in biology pre-medicine from Xavier University of Louisiana. She completed her pediatric residency training from the combined Children's National/Howard University Community Health Track and served as Chief Pediatric Resident. Dr. White has a certificate in leadership development from the George Washington University Master Teacher Leadership Development Program.

RICHARD GREENE

CHIEF FINANCIAL OFFICER

As Chief Financial Officer, Richard Greene oversees all finance functions of Total Health Care that include revenue cycle, financial reporting, grants, treasury management, and financial analyses.

Mr. Greene is both a CPA and attorney. Mr. Greene was the chief counsel to the Baltimore City Department of Finance, providing legal opinions and counsel to that department. He has over 20 years of experience in the health care field. Mr. Greene served as the Chief Financial Officer for Behavioral Health Systems of Baltimore, Baltimore Mental Health Systems,

Mr. Greene is a graduate of the University of Baltimore School of Business and its School of Law. He holds a BS in accounting and a JD in law. He also holds an MBA from Morgan State University and a Masters Degree in legal letters from Georgetown University.

GWENDOLYN YOUNG, RN

CHIEF COMPLIANCE OFFICER

Gwen Young joined Total Health Care with over 25 years of experience in working with Federally Qualified Health Centers (FQHCs). Young is an experienced executive-level leader with quality improvement training, knowledge and experience.

Young came to Total Health Care from the District of Columbia Primary Care Association (DCPCA) where she served as Director of Quality Improvement and Operations. In her role, she was responsible for the core functions of the PCA and HRSA program compliance, Young was the Chief Compliance Officer/COO for the Family Health Centers of Baltimore.

Young has extensive education and training in the healthcare field. She completed certification in the Institute for Healthcare Improvement College Breakthrough Series and also served as Faculty Associate at John Hopkins School of Nursing.

BRIAN BAILEY

CHIEF TALENT OFFICER

As Total Health Care's Chief Talent Officer, Brian Bailey's major focus is the development and implementation of key initiatives that build a diverse and impactful organizational culture.

Brian Bailey has over 20 years of executive experience. He served in the District of Columbia for several years and was able to implement one of the first Continuum of Care conferences for more than 1,000 professionals.

He has developed and implemented programs and models for organizations including the District's major government agencies: DCPS, CFSA, DMH, DBH, DPR and various managed care organizations.

Brian Bailey holds a Bachelor's degree in sociology / criminal justice and a Master of Arts degree in counseling psychology from Bowie State University and is currently completing a Master's degree in leadership development.

Board of Directors

Kendall Pryor-Total Health Care Board Member, Peer Recovery Specialist

"Why do I serve on the board of Total Health Care? I remember that I received good care at Total during my treatment and recovery days. I received services back in 2001-02, I entered behavioral health treatment in January of 2010 successfully. At the treatment center, it was suggested that I get a therapist and psychiatrist. Since I lived in Baltimore, Total Health Care was the "go-to place" and I received services for two years at Total. I had an amazing therapist! It was some of the hardest work that I have ever done and it has paid off the most. I have a great appreciation for the work that you do here at Total Health Care, and I am proud to be a part of that work now that I'm on the board of directors."

DeNotta Teagle, Senior Director of Clinical Operations

"With 16 years at Total Health Care, I have seen THC change as the healthcare industry has changed. What has kept me at Total is my realization that as a Federally Qualified Health Center, our impact to the community is so important. It's not like a private medical office. Our work not only impacts our patients but we impact our entire community. When I began with Total 16 years ago, we had five locations. I've seen us grow and this is directly in response to the needs in our communities of Baltimore and Odenton. Our logo, the tree, symbolizes our commitment to providing care and coverage to our patients. We are rooted in the communities we serve. We do outreach into the community and our focus is to create and maintain a "patient centered medical home" for each patient so that the patient is at the heart of everything we do. We partner with the patient, provider and nursing staff to help our patients find resources throughout the community to address their issues. Improving quality of life gives our patients the ability to address their actual health situations."

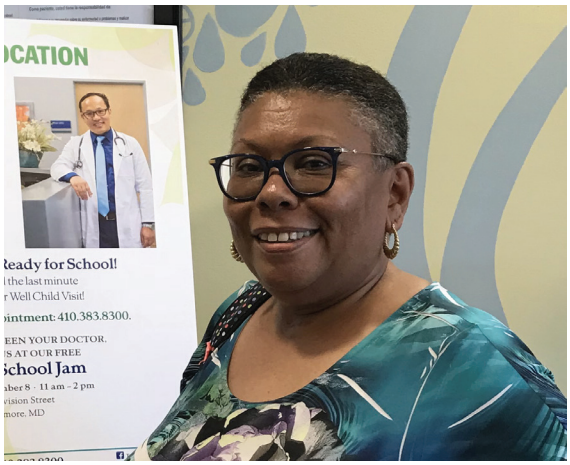
Lisa Phillips, Life-long Patient

"In the 1970s, Total Health Care was called Constant Care. We lived in the projects across Martin Luther King Boulevard, so we would walk to the little house on Dolphin Street when I was five years old. I have been a Total Health Care patient all of these years because I understand and appreciate the doctors' approach to healthcare at Total. They realize that a person can get a job and health insurance, then lose that job and the accompanying health insurance, but you can still come to Total and get great care. When you have a life that's challenging, you need to be able to count on receiving good healthcare, regardless of your circumstances. No one ever made me feel bad if I didn't have insurance or money for that matter. My friends ask me now, why I continue to come to Total for my healthcare, since I can afford to go anywhere and I have health insurance. I tell them, my care has always been consistent and high quality-no matter what my personal situation was. I still get that care and good feeling when I come to Total today."

Dr. Jacqueline Fulton, Pediatrician

"I have been with Total Health Care for many years, back when we were called Constant Care. It's a new day for Total Health Care. We're working to engage with and encourage our young patients in pediatrics to keep their appointments and improve their health. We've come a long way as an organization from the days of Constant Care. Constant Care was started over 50 years ago by African American physicians who were committed to working in the West Baltimore community. We persevered and kept the doors open. We did fish fries and car washes. Some physicians took out a second mortgage on their home because of the love for our community, our patients and a belief in what Total Health Care does."

Joyce Waters, Community Health Worker - Odenton



"I work for Total Health Care because I love people! In 2015, I was recruited from my job of 15 years to interview at Total. The only way I know how to work is to go above and beyond for our patients. I work hard to help our people in Odenton, regardless of what they need. If they need for me to go with them to an appointment-even if it is somewhere in addition to Total, I will go with them. Odenton Total Health Care is my home and my baby. And you know, when we show our love and concern for our patients, they respond to it and appreciate what we do for them and their families. I always greet everyone with "Welcome to Total. You are now a part of our family. How may I help you?"

Dr. Adrian Dixon, Retired Physician & THC Volunteer

"I started at Constant Care 42 years ago. During that time, we moved to Mondawmin Mall and then moved to the Division Street location and Provident Hospital was right across the street. We only had 2 sites when we moved to this location at Total Health Care. Our services have expanded quite a bit but I still see some of our older patients. I retired from the medical profession and I came back to volunteer. I think I am doing an important job here helping support Dr. Fleurimond. I fill out her forms while she is seeing patients. It would be impossible for her to complete reports and see all of the patients that she sees. I have a real heart for Total so I came back! I think our patients are appreciative for the good, convenient medical care that we provide. This neighborhood is difficult to live in, and we bring the care that is needed right to our community's doorstep basically. A lot of our patients really love us. People will come in and tell me that I treated their mothers and fathers years ago. So the family legacy continues its' care at Total."

Financial Report

Statement of Financial Position	2018	2017
Assets		
Cash	$1,475,815	$818,307
Accounts Receivable	$3,944,754	$7,785,419
Investments	$14,447,329	$13,861,158
Property and Equipment	$3,668,860	$4,708,135
Others Assets	$3,974,463	$667,057
Total Assets	**$27,511,221**	**$27,840,076**
Liabilities and New Assets		
Current Liabilities	$4,262,360	$5,406,858
Net Assets	$23,248,861	$22,433,218
Total Liabilities and Net Assets	**$27,511,221**	**$27,840,076**
Statement of Activities and Changes in Net Assets		
Grant Revenue	$8,567,328	$10,023,525
Patient Service Revenue	$37,636,103	$37,240,787
Contributions	$77,877	$86,852
Other Income	$1,189,156	$2,130,287
Total Revenue	**$47,470,464**	**$49,481,451**
Expenses		
Salaries & Benefits	$22,248,978	$24,620,453
Professional Fees	$7,005,912	$8,465,281
Occupancy Costs	$2,247,252	$3,305,099
Supplies & Other	$15,152,679	$12,940,287
Total Expenses	**$46,654,821**	**$49,331,120**
Net Income	$815,643	$150,331