

2015



North Coast Health

A faith-based charitable clinic

ANNUAL REPORT

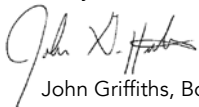
Dear Friends:

For 29 years, North Coast Health has kept our fingers on the pulse of the needs of the medically underserved in our community, and beyond. Our leadership and staff have held steadfast to the belief that healthcare is a basic human need and the inability to pay should never be a barrier to care. We are proud to hold the highest level of recognition as a patient centered medical home and shoulder the responsibility of providing not only affordable care, but care that is individualized, coordinated and of the highest quality. Every day we strive to end health disparities and inequities by providing access to healthcare that is comparable to the care received by individuals of higher socioeconomic status. We know that one size never fits all and work to ensure that our services are personalized to meet each patient's unique needs. And, while meeting these needs is challenging — especially for a population that faces numerous hardships, including complicated medical and behavioral health needs — it's not optional!

Healthcare coverage and delivery continues to evolve. Navigating this system is complicated. North Coast Health remains diligent in identifying gaps that have closed, as well as new gaps that have opened, as a result of changes in the healthcare delivery system despite implementation of the Affordable Care Act and Medicaid expansion. The individuals we serve continue to have unmet needs. People still struggle with affordability of care. Many remain uninsured and others simply cannot afford the expensive premiums and deductibles which can be as high as two thirds of their annual household income. For many, there is nowhere else to go for care.

Early in 2015, Charles Garven, MD joined our team as Medical Director. The retirement of Lee Elmore, Executive Director, in December brought the year to a close. The transition of North Coast Health's new leadership went smoothly and a new chapter lies ahead. North Coast Health, as a safety net provider, remains positioned to help bridge the gaps, expand services and be the needed medical home to the thousands of individuals who come to us for care each year. We thank our donors, volunteers and community partners for their support and look forward to our future together.

Sincerely,



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Statement of Activities and Net Assets

Year Ended December 31, 2015

Changes in unrestricted net assets:

Revenue and other support

| | |
|--|--------------------|
| Contributed goods..... | \$1,065,503 |
| Patient services, net of contractual allowance and discounts | \$433,313 |
| Contributed services | \$276,701 |
| Foundations and grants..... | \$599,831 |
| Individual contributions and other | \$275,219 |
| Special events, net | \$138,050 |
| Interest income..... | \$224 |
| Total revenue and other support..... | \$2,788,841 |

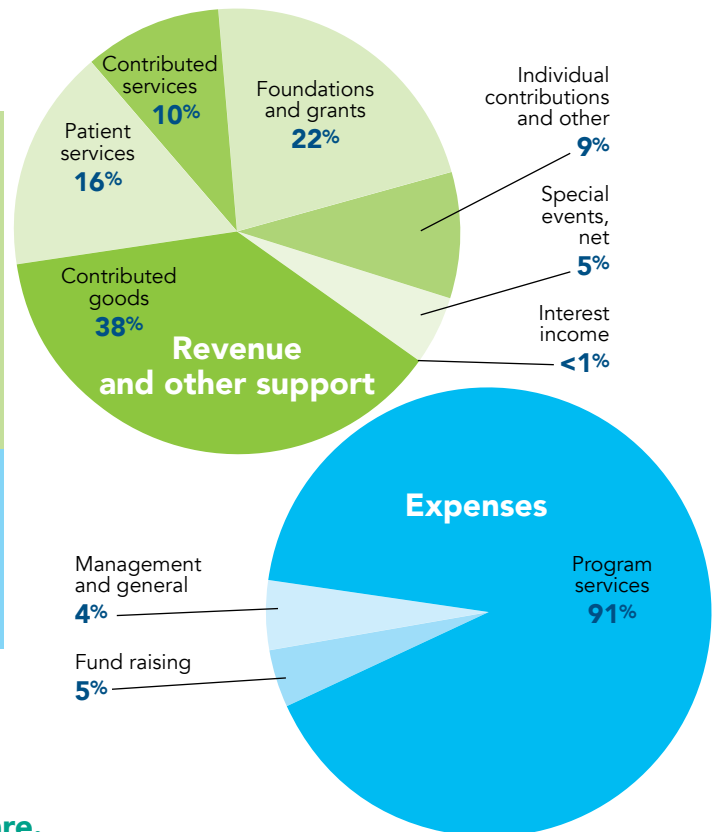
Expenses

| | |
|------------------------------|--------------------|
| Program services | \$2,467,301 |
| Management and general | \$101,865 |
| Fund raising..... | \$150,811 |
| Total expenses | \$2,719,977 |

Increase (decrease) in net assets **\$68,864**

Net assets, beginning..... **\$819,965**

Net assets, ending..... **\$888,829**



North Coast Health is proud to report that 91% of all funds raised go directly to patient care.



2015 Service Overview

North Coast Health (NCH) is a faith-based charitable clinic that provides and optimizes access to health care for the medically underserved. Since 1986, NCH has played a vital role in Northeast Ohio's healthcare safety net by ensuring that all people can obtain the health care they need, regardless of their ability to pay. As a patient centered medical home, a coordinated team based approach is used to provide primary medical care including prevention and wellness, management of chronic disease and treatment of acute illness and minor injury. Sixty-five percent of patients report that without NCH they would have nowhere else to go for care except the emergency department.

In 2015,

- ◆ Over 60 volunteer physicians, nurses and others provided over 3,435 hours of service; valued at over \$150,000.
- ◆ North Coast Health was recognized as a Gold Star Practice by Better Health Partnership, a Regional Health Care Improvement Collaborative, for Outstanding Improvement in Caring for Chronic Illness for diabetes and hypertension.
- ◆ 25% of people reported fewer emergency department visits since becoming a patient at North Coast Health

North Coast Health Provided
11,670
Total Services

4,646
primary care
visits onsite

93
primary care
visits offsite

2,216
specialist
referrals

313
behavioral health
counseling visits

1,764
prescription assistance
and med pick up

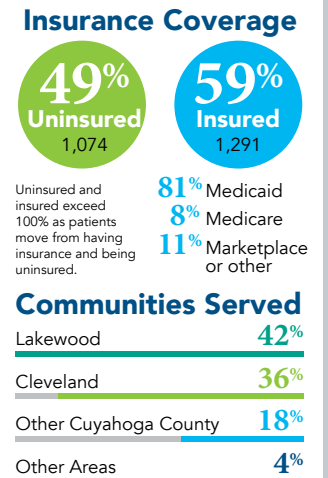
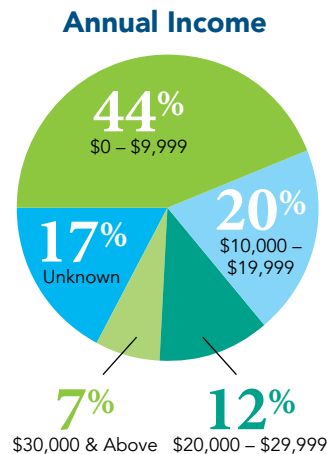
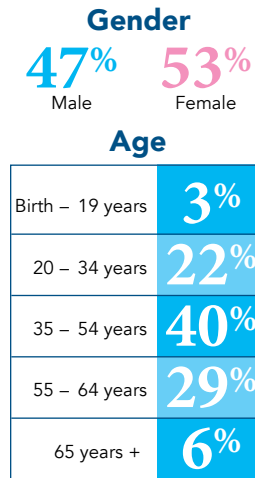
531
application appointments
for health care coverage

230
nurse visits

1,877
lab and diagnostic testing

2,193
Unduplicated Patients

822
New Patients



Dispensed Over
\$1 Million
In Prescription Medication
To Uninsured Individuals

\$465,766 medications through pharmaceutical patient assistance programs

\$375,374 medications through Astra-Zeneca patient assistance program

\$199,709 sample medications

\$23,716 drug repository medications

\$938 AmeriCares prescription programs



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CVS Caremark Charitable Trust ♦ Dominion Foundation ♦ Ginn Foundation
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Thank you for helping us, help others.