Joaquina, A Patient’s Story

“Thank you Mountain Park for allowing this mother to continue to be with her children.”

In 2013 Joaquina’s health took an unexpected turn. She was a healthy wife and mom of two when a breast cancer diagnosis changed her life. As fast as the news became her reality, the assistance, support and guidance from the Mountain Park providers and staff quickly followed. Watch her story here.

Meet Joaquina:
Click here to watch video

To hear more of our patient and staff stories, visit mountainparkhealth.org/stories
Dear Supporters and Friends,

Our goal at Mountain Park is to create clinics that are living places which visually represent what health looks like to our communities. A playground for children to run, jump, and play; walkways wide enough for strollers and families to walk together; and comfortable spaces to wait for a ride and see a doctor. Our clinics are open, airy, welcoming, accessible and easy to navigate. From the inside out they are expressions of health.

Without compassion, caring and accessibility, healthcare is intimidating and unapproachable. For Mountain Park to meet the needs of our communities, we need to be beacons of health to our neighbors; providing healthcare in a convenient location when patients need it.

Medicine must also evolve to meet the needs of our communities. In 2015 we partnered with The Legacy Foundation to open clinics inside the Christown Legacy YMCA, the Marc T. Atkinson Middle School in the Cartwright School District and Sunrise Elementary School in the Deer Valley School District. Through the partnerships, we are able to provide pediatricians within these community centers and schools to better reach families. This is a testimony to our focus to provide convenient, accessible healthcare to our communities.

Taking care of 70,000 patients is a tremendous task. The best way to do it is by ensuring our staff is at their best. That’s why we’ve expanded our Wellness Program in order to help our team live a healthier lifestyle through healthy eating and exercise. We partnered with one of our patients to bring a farmers market to our clinics. Now, both staff and patients have easy access to fresh fruits and vegetables.

There are a few things as important as health. Enjoy this report and our examples of health you can see.

In Good Health,

John Swagert M.D.
John Swagert, M.D.
CEO, Mountain Park Health Center
Health in all Communities
Looking for a Mountain Park Health Center? There's one near you!
Baseline
635 E. Baseline Rd.
Phoenix, Arizona 85042
Mon-Fri: 7:30 a.m. - 8:00 p.m.
Sat: 7:30 a.m. - 4:30 p.m.

Gateway
3830 E. Van Buren St.
Phoenix, Arizona 85008
Mon: 8:00 a.m. - 5:00 p.m.
Tue: 8:00 a.m. - 8:00 p.m.
Wed-Fri: 8:00 a.m. - 5:00 p.m.

Goodyear
140 N. Litchfield Rd. Suite #200
Goodyear, Arizona 85338
Mon, Tue, Wed, Fri: 8:00 a.m. - 5:00 p.m.
Thu: 8:00 a.m. - 8:00 p.m.

Maryvale
6601 W. Thomas Rd.
Phoenix, Arizona 85033
Mon-Fri: 8:00 a.m. - 8:00 p.m.
Sat: 7:30 a.m. - 4:30 p.m.

Tempe
1492 S. Mill Ave. Suite #312
Tempe, Arizona 85281
Mon: 8:00 a.m. - 8:00 p.m.
Tue-Fri: 8:00 a.m. - 5:00 p.m.

Our New Pediatric Clinics
Christown YMCA
5517 N. 17th Ave.
Phoenix, Arizona 85015
Mon: 8:00 a.m. - 8:00 p.m.
Tue-Fri: 8:00 a.m. - 5:00 p.m.

Marc T. Atkinson
Middle School
4222 N. 51st Ave.
Phoenix, Arizona 85031
Mon-Fri: 7:30 a.m. - 4:30 p.m.

Sunrise Elementary School
17624 N. 31st Ave.
Phoenix, Arizona 85053
Mon-Fri: 7:30 a.m. - 4:30 p.m.
Voices of Health
Why our patients love Mountain Park

Meet Hawa and her Family:
Hawa is able to communicate her and her children’s needs thanks to our translation services, including Customer Service Representatives who come directly from her community.
Work with purpose:
Our staff shares why they love working at Mountain Park, a nonprofit community health center that truly cares about the communities we serve.

Meet Alberto:
A former pediatric patient who volunteers to read to patients during the summer, Alberto shares how Mountain Park’s Dr. Elizabeth Perez inspired him to become a doctor.

Meet Silvia:
Many members of Silvia’s family passed away from diabetes. With her own determination and help from Mountain Park she took the steps necessary to not only change her life, but that of her other members of her family and her community.
“By giving this Baby Box to every expectant mother at Mountain Park, our goal is to provide the estimated 2,000 babies we’ll deliver this year a safe place to sleep, and their moms with supplies and services to help give these babies a healthy and safe start in life.”

~Dr. Swagert, CEO, Mountain Park Health Center
Health from the Very Start

In December, Mountain Park kicked off its much anticipated Baby Box project. Modeled after the 70-year Finnish tradition, the Baby Box is used as a comfortable, safe place for babies to sleep and is filled with safe, cute and practical products for baby and mother to use. The box includes clothing, blankets, a health kit and other newborn necessities, and when empty, the box itself has a covered mattress intended to serve as the baby’s first bed to keep the baby safe.

Our Baby Box project is the largest initiative of its kind in the United States. The Baby Box is credited with helping Finland achieve one of the world’s lowest infant mortality rates and the tradition is designed to give all children in Finland, no matter what background they’re from, an equal start in life.
Growing for Health

As a part of Mountain Park Health Center’s ongoing commitment to the community, we were excited to open the doors to our newest clinic on January 20, 2015.

Community feedback inspired the vibrant outdoor playground which helps children enjoy coming to see their doctor. Families can wait comfortably in our waiting area that is designed to feel more like home than a medical center. The colorful full-service clinic is complete with the artwork of local students from Brunson Lee Elementary School.
See Our Grand Opening:

Mountain Park’s CEO Dr. John Swagert, Gateway Clinic staff and patients cut the ribbon together commemorating the opening of our newest clinic.
Health Through Art

Our Art in Schools program encourages students (many who are patients of Mountain Park) to produce thoughtful, one of a kind, health and wellness themed artwork, and have their work displayed at our clinics.

This year we partnered with Brunson Lee Elementary School at our Gateway Clinic and Andalucia Middle School and James W. Rice Primary School at our Maryvale Clinic.
Health Through Innovation

We aren’t just innovative in our clinics and surrounding communities, we also use inventive methods to attract the best staff to our team. Mountain Park’s Medical Assistant Bootcamp program launched in March 2015 with the goal of teaching new staff the Mountain Park way, and has proven to be extremely successful. The intensive three-week training experience provides a great foundation for new staff and prepares them to best serve our patients. Since its inception, almost 100 Medical Assistants have graduated and gone on to work in our clinics. "The program was really great," Jazmin Carmona, Gateway Clinic MA said. "I learned how Mountain Park works and how we should care for patients."

Work at Mountain Park:
A great team could start with you. Be a part of the difference. Hear from our employees why working at Mountain Park is so rewarding.
Health Through Nutrition

As part of our wellness program initiatives, Mountain Park has established a “Farm to You Partnership” with Orchard Community Learning Center, Fresh Express and the International Rescue Committee’s (IRC) New Roots Program. The Orchard, Fresh Express and IRC, along with other local farmers, support our efforts to provide fresh, naturally grown produce for Mountain Park employees, patients and the communities we serve. Many of our local farmers are also Mountain Park patients!

The Mountain Park Farmers Markets are open to everyone and are located just outside the front doors of our clinics.
Health Through Education

This summer Dr. Gabe Martinez, a Mountain Park pediatrician at our Maryvale Clinic, donned his doctor’s coat and talked with kids at the Goodyear Library about the work he does every day. Then he revealed his secret superhero T-shirt, and explained how healthcare providers are superheroes for families all around us. The children made health-themed crafts and learned that going to the doctor isn’t scary at all!

Our commitment to providing services where they are needed most could not be more evident. Through a partnership with The Legacy Foundation, we now serve pediatric patients at the Christown YMCA, Marc T. Atkinson Middle School and Sunrise Elementary School.
Portal Man & Woman know everything about our Patient Portal and how to have a little fun.
Health Through Technology

This year Mountain Park developed and launched a fresh new website. Staff and community partners provided feedback to help design a website with three basic but important elements in mind:

1. **Make it easy** for our patients to find what they need, including location information and profiles of all our care team members.

2. Tell the **story** of Mountain Park through pictures, videos and testimonials.

3. Attract great people and organizations to work at and partner with Mountain Park.

We also **expanded** our ability for patients and providers to **communicate** electronically by adding new features to our **Patient Portal**.
IN 2015 MOUNTAIN PARK PROVIDED:

- 69,068 Individual Patients Care
- 1,750 Baby Deliveries
- 2,821 Mammograms
- 17,629 Flu Shots
- 26,890 Dietician Consults
- 5,166 Dental Fillings
Thank you to our donors!

We couldn’t provide the care we do without your generous support.

$1 - 250
Alicia Alvarez
Celia Acosta
Eduardo Acosta
Israel Aldama
Valeria Alvarez
Rosa A. Alvarez
Brittany Andrus
Bianca Angulo
Alice Antonescu
John Bambulas
Kevin and Karen Blakley
Monica Bobadilla
Elizabeth Bromley
William Bruno
Karinta Buice
Melanie Burn
Cassidy Campana
Maria Campos
Maria Carrasco
Bertha Carrillo
Luz Castro
Katherine K. Cecala
Dennis Cesen
Keith Chandler
Inez Chavarría
Lynda Cipriani
Stephanie Conner
Christina Daniels
Tatiana Daughtrey
Hon. Hercules Alexander Dellas
Svetlana Drobysh
Nerek Betsabe Duarte
Lacey Duffin
Wilson Ejim
Olga Enriquez
Magali España
William Michael Estoup
Maria Estrada
Rich Frazier
Janice Freeman
Maria Galindo
Adriana Garcia
Nancy Garcia
Christine Garcia
Tatiana Daughtrey
Hon. Hercules Alexander Dellas
Svetlana Drobysh
Nerek Betsabe Duarte
Lacey Duffin
Wilson Ejim
Olga Enriquez
Magali España
William Michael Estoup
Maria Estrada
Rich Frazier
Janice Freeman
Maria Galindo
Adriana Garcia
Nancy Garcia
Christine Garcia
GoodThoughts, Inc.
Sarah Grant
Anthony Groseta
Carmen Guevara
Esperanza Gutierrez
Leticia Gutierrez
Nancy A. Hagener
Kristina Hallberg
Jenny Hernandez
Valentina Hernandez
Priscila Hernandez
Rene Herrera
Nikki Hicks
Juanita A. Howard
Glady's Huerta
Rhonda Huffman
Nadeem Husain
Lydia Infante
Matthew Jewett
Kate Kealy
Jennifer Kennedy
Rachel Kimani
Ann Kinziger
Claudia Kirch
Steve Kittridge
Chris Knorr
Mary Jo Lancaster
Char Lee
Brian Lien
Margarita Lopez
Alma Lopez
Linda Lopez
Ana Lopez
Rosemary Luna
Carlos and Yvette Luna
Sally Mahoney
Maríana Martínez
Rosa Martínez
Camellia McClendon
Sen. Debbie McCune Davis
Rachel Molina
Gregorio Montes de Oca
Laura Moraga
Shawn Moran
Angelic Morton
Mandy Nebblett, NP
Khanh Nguyen, PharmD and
Nikki Khraizat
Amy Nunez
Lizbeth Ochoa
Maria Olivares
Vianey Olivarria
Kasey Opel
Yessenia Ortiz
Melanie Ortiz
Courtney Parks
Mayra Perez
Natividad “Nati” Perez
Kim Perry
Kadi Christine Peterson
Donna Porter
Alexandra Redman
Elizabeth Reyes
Veronica Rivas
Raqueł Rivera
Judy Robertson
Emily Rodriguez
Yaneisis Rodríguez
Roger Grancorvitz
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JoAnn Woodward, NP
Sherrye Zimmerman

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Paul Alessio
Evita Bateman
Myron and Marcene Brower
Misty Crawford, NP
Eugene Elliott
Foster & Chapman P.C.
Troy Foster, Esq.
Liliana Garcia
Linda Golmer
Elizabethe Gonzalez
Robert S. Gorman, M.D.
Leticia Graham
Jessica Guzman
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Bart Hohimer
Carl and Alana Podwika
Keith Kintig
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Genoveva Ledeza
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Dr. Keith Lindor
Tony Ludden
Jed Maddela, M.D.
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Tim and Norma Martens
Roseanna Martinez
Steve and Elizabeth McNamee
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Rachel Prell, NP
Magnolia Reyes
William Rosenfeld M.C., L.P.C.
SmithGroup JIR
Kelly Sommers
St. Luke's Health Initiatives
Manuel Tarango
TIAA-CREF
Varsity Contractors
W. R. Van Arsdell, M.D. and
Carmen Arocho-Vera, M.D.
George and Stella Xenakis

$501-2,500
AAS Holdings
Aetna, Inc.
James Baik, DMD
Cancer Treatment
Centers of America
Janna C. Castro
Aniela Contreras
Cosmopolitan Medical
Communications
Maritza Fuentes
Chris and Michelle Hernandez
John Swagert, M.D. and
Karen Kolbe
William Kirkland
Deborah Loving
Jothi Nadarajah, DDS
Ehsan and Allison Otu
Linda and Chuck Redman
Veronica Rendon
Sonora Quest Laboratories
Source Aim, LLC
Duncan Tang, M.D.
The RoomStore

$2,501-10,000
Executive Council Charities
Financial Health Strategies, Inc.
Kathryn W. Kolbe and
William Rapp
William Leinheiser
Lovitt and Touche, Inc.

+$10,000+
Fry's Food Stores
Mountain Park’s Love Your Block Canal Clean-Up kicked off from our Gateway Clinic.

Our very own Language Access Manager, Rabah Radhi, and her daughter volunteering at the cleanup.

Hundreds of volunteers helped paint a mural behind our clinic and cleaned up the area around the canal.

### 2015 Fiscal Health

**Current Assets as of 11/30/2014**

<table>
<thead>
<tr>
<th>Asset</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>10,343,317</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>14,234,002</td>
</tr>
<tr>
<td>Grants and Pledges Receivable</td>
<td>1,325,109</td>
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<tr>
<td>Inventory and Prepaid Expenses</td>
<td>275,279</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td><strong>26,177,707</strong></td>
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</tbody>
</table>

**Long-term Assets**

<table>
<thead>
<tr>
<th>Asset</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land, Buildings, Improvements</td>
<td>17,257,397</td>
</tr>
<tr>
<td>Furniture, Equipment, Other</td>
<td>3,918,179</td>
</tr>
<tr>
<td>Construction in progress</td>
<td>9,538,843</td>
</tr>
<tr>
<td>Accumulated Depreciation</td>
<td>(9,331,335)</td>
</tr>
<tr>
<td>Net Property and Equipment</td>
<td>21,383,084</td>
</tr>
<tr>
<td>Other long-term assets</td>
<td>2,427,013</td>
</tr>
<tr>
<td><strong>Total long-term assets</strong></td>
<td><strong>23,810,097</strong></td>
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</table>

**Total Assets**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>49,987,804</strong></td>
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</tbody>
</table>

**Current Liabilities**

<table>
<thead>
<tr>
<th>Liability</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable and Accrued Liabilities</td>
<td>4,062,637</td>
</tr>
<tr>
<td>Refundable Advances</td>
<td>61,762</td>
</tr>
<tr>
<td>Current Maturities of Long-term Debt</td>
<td>236,600</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td><strong>4,360,999</strong></td>
</tr>
<tr>
<td>Long-term Debt</td>
<td>14,306,600</td>
</tr>
<tr>
<td>Net Assets</td>
<td>30,861,338</td>
</tr>
</tbody>
</table>

**Total Liabilities and Net Assets**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>49,987,804</strong></td>
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</tbody>
</table>

**Revenue 2014**

<table>
<thead>
<tr>
<th>Revenue Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient &amp; Pharmacy Revenue</td>
<td>40,640,596</td>
</tr>
<tr>
<td>Federal Grants</td>
<td>7,212,707</td>
</tr>
<tr>
<td>State &amp; Local Grants</td>
<td>4,536,724</td>
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<tr>
<td>EHR Incentive Program</td>
<td>119,000</td>
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<tr>
<td>Contributions / Other</td>
<td>835,940</td>
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<tr>
<td>In-Kind Donations</td>
<td>2,253,255</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>55,598,222</strong></td>
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</tbody>
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**Expenses**

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Benefits</td>
<td>30,445,549</td>
</tr>
<tr>
<td>Supplies</td>
<td>2,903,345</td>
</tr>
<tr>
<td>Other (Contractual, Depreciation, In-Kind, etc.)</td>
<td>15,535,771</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>48,884,665</strong></td>
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**Change in Net Assets**

<table>
<thead>
<tr>
<th>Amount</th>
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<tbody>
<tr>
<td><strong>6,716,238</strong></td>
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</table>

**Net Assets Beginning of Year**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24,145,100</strong></td>
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</table>

**Net Assets Year End**

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>30,861,338</strong></td>
</tr>
</tbody>
</table>
A few members of Mountain Park’s best band! Senior Grants Director, Stella Xenakis; Senior Director of Clinical Informatics and Pharmacy, Alana Podwika; Senior Director of Diversity and Community Affairs, Essen Otu, Medical Director, Dr. Davinder Singh; Senior Director of Marketing and Engagement, Michelle Hernandez; Chief Financial Officer, Chris Hewett, and Mountain Park CEO, Dr. John Swagert.

Diversity and Community Affairs Coordinator Krista Roy with Samer Hassan from IRC and fellow friend rocking out at the event.

A night where Mountain Park staff join community members and supporters for music, food and to learn about the great work we do at Mountain Park!

Our Board Member, Jarrett Sharp, and his wife having fun at our event!

Change on Three playing some smooth jazz.

Cancer Program Manager, Raquel Acosta, East Valley Director of Operations, Claudia Kirch, and Operations Director of Baseline Pediatrics, Roseanna Martinez, making their own music at the event!
Health Through Activity

Patients, staff, community members and their families joined us for our 5th Annual 5k Run/Walk hosted at our Goodyear Clinic. We also co-hosted a “Bike Rodeo” safety event with City of Phoenix Councilwoman Kate Gallego.
Health Through Community

This year Mountain Park launched our Community Ambassadors Program which works to support and engage the communities we serve through volunteerism.

In November Mountain Park hosted the Love Your Block - Grand Canal Clean-Up at our Gateway Clinic. Mountain Park’s Community Ambassadors led the event, along with nearly 200 volunteers, to beautify and revitalize the canal behind our Gateway Clinic.

There was a tremendous amount of support from city officials, including City of Phoenix Mayor Greg Stanton and Councilwoman Kate Gallego, local businesses, non-profits and residents from our Gateway neighborhood. The Grand Canal is an asset to our community and Mountain Park is proud to be part of the Canalscape project. Next fall, the goal is to add lighting, paved walkways and art installations along the canal.

In the fall Mountain Park staff was invited to join House Leader Nancy Pelosi, Arizona Congressman Ruben Gallego and Councilwoman Kate Gallego in announcing the $10.3 million Tiger Grant award making these efforts possible.
Meet Julius:
An independent man appreciated the way we listened to him when discussing his health. Now he’s in control of his diabetes.
Health Through Partnerships

This year our Sangre Por Salud (SPS, blood for health) Biobank partnership with Mayo Clinic and Arizona State University celebrated the participation of our 1,500th patient. This partnership’s mission is to address health inequities in the Latino community. The partnership is guided by a 14-member Community Advisory Board who advise on ethical, legal, policy and social issues of using DNA research. The voluntary group is comprised of Mountain Park patients, SPS Biobank participants, and community members who are all committed to seeing new treatments develop or improve patient care at Mountain Park.

Watch Julius, a dedicated Community Advisory Board member talk about how Mountain Park helped him manage his diabetes.