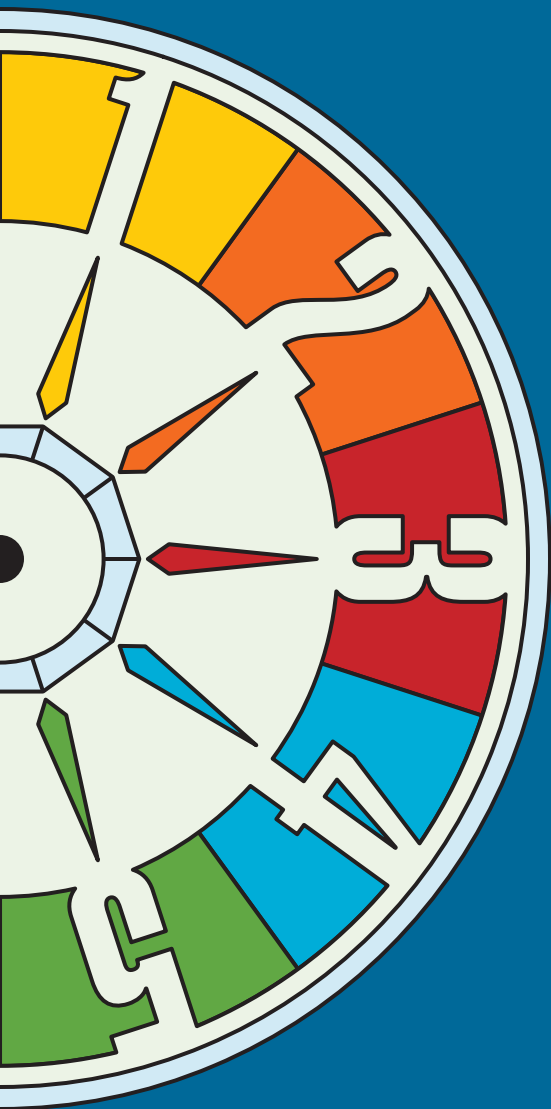


## Mountain Park Health Center: A Key Piece in the Game of Life





Since 1979, Mountain Park has provided our community the resources they need to keep healthy. Back then, we were a tiny health center with just three employees and a big dream. Over the years we have grown to become a leading healthcare organization. Patients at various stages of their lives come through our doors every day knowing we are here for them.

As a Patient Centered Medical Home, we go beyond traditional healthcare by making it a priority to learn about our patients, their families, life situations, health goals and preferences. We know the choices our patients make early on in life tend to shape their future, so we provide them with support and resources needed to lead healthy lives.

In our innovative pediatric department, children have access to an entire Care Team in one exam room. We connect patients of all ages with our in-house Integrated Health Team and also refer out to high-quality specialists. Our newly expanded Medical Legal Partnership empowers families with legal advice, and our Volunteer Program opens the door for our community members to get a perspective of what we are all about while giving back to the community.

In life, it's not how many obstacles we meet, but how we overcome them and who is at our side to guide us. Every day I am proud of the more than 800 employees that do this important work with me. Their commitment to inclusive and innovative healthcare is inspiring. I can't wait to see what 2017 has waiting for us, and I welcome you to dive in to see what we've accomplished in 2016.

**John Swagert, MD**  
Chief Executive Officer

## Keeping Smiles Healthy with Free Screenings

Imagine this: You're a parent taking your child to the doctor for a checkup, expecting nothing more than a routine medical appointment. As soon as the doctor steps out of the room, a dentist steps in. At Mountain Park, this happens every day. With our innovative dental department integration, we're able to bring a dentist and dental equipment right where children are.

Parents may not know how important a dental visit is for their child until it's too late. We focus on prevention as the key to keeping a healthy smile.

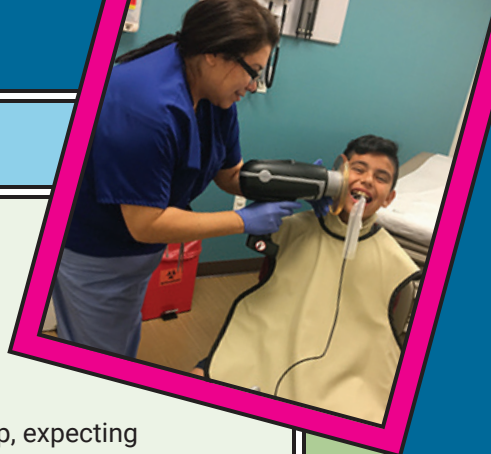
"Having a dentist come into the room is so great," Claudia, a parent from our Gateway Clinic shared. "It would have taken me a lot longer to bring my son to the dentist if it wasn't for the integrated dental program."

In Arizona alone, **52 percent** of kindergarteners experience tooth decay. Mountain Park wants to change that statistic, and this cutting-edge program is already helping us get there.

"What Mountain Park has is special," **Dr. Angela Relf**, Dental Chair said. "We are giving parents the opportunity to start their children off on the right foot as early as four months old. We get excited when we see tooth decay decrease in our patients."



[Check out our video to learn more about how we provide free screenings.](#)



Visit  
Dentist



## Bringing our Community into our Clinics

For nearly 40 years, we've been here for our patients' healthcare needs. For almost as long, our community has been asking to serve as volunteers at Mountain Park. This past October we answered that call.

Meet **Toral**, a student at Arizona State University. She spends her Tuesday mornings volunteering with us. She likes reading and coloring with children in our waiting rooms.

"I enjoy talking with the kids and getting to know them," Toral told us. "I believe this experience will help me when I begin my dental career."

Let's also meet **Malyun** who is pursuing a medical career. She has family members that are Mountain Park patients, so it was natural for her to volunteer with us.

"I chose Mountain Park Health Center to do my volunteering because I heard a lot of good things about this organization," Malyun shared. "I volunteer at Gateway because it's near my school."

Although there are many ways to volunteer with Mountain Park, reading to kids in the waiting room serves many purposes. Not only is the importance of reading highlighted, but kids are engaged while waiting for their appointment. Our volunteers add to the culture already in place here at Mountain Park—one that makes it clear that we are a place for everyone in our community.



**[Check out our video to learn more about our volunteer program and how you can get involved.](#)**

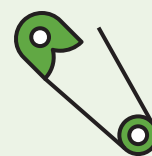






Schedule  
Checkup

## Treating Our Patients Like Family



**Maria Kramer** has been a patient at Mountain Park for nearly 20 years. She's a mother of six and has been bringing her children to see Dr. Carter since they were born. Although she doesn't live near our Baseline Clinic, she trusts Dr. Carter so much that she continues to bring her children across town so they can see him.

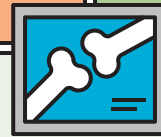
"We've followed Dr. Carter here. He cares about my children and their overall wellbeing, and wants to know things about them, like how they are doing in school," Maria shared. "To us, he's more than a doctor. We view him like a family member."

A trusting relationship between a doctor and a patient has been shown to have a positive impact on a patient's health. At Mountain Park we focus on providing our patients with patient-centered care that leads to better health outcomes.



*To learn more about Maria and how our providers go beyond the routine doctor-patient relationship, [click here.](#)*





Get Legal  
Advice

## Going Beyond the Exam Room

Mountain Park is known for innovative partnerships that benefit our patients. Our Medical Legal Partnership is a new way we approach challenging issues that get in the way of our patients' health.

"Two years ago I felt that I was being discriminated against at my job. I learned about the free legal program that Mountain Park offers and went for my first meeting," **Marlene**, a patient at our Baseline Clinic shared. "Without their help, I would have had a difficult time fighting my case."

Our Medical Legal Partnership empowers our patients to take action and advocate for their rights. From landlord/tenant issues to sensitive family relations, we provide our patients with resources and information while protecting their privacy and confidentiality.

"As the only Medical Legal Partnership in Arizona, when we expanded the program, we achieved whole health for our patients and helped eliminate barriers they may face," said Troy Foster, Sr. Director, Legal Affairs/General Counsel.



*[Watch our video to learn more about our Medical Legal Partnership.](#)*



**STOP!**  
Build a New Clinic

## Expanding Quality Care in the East Valley

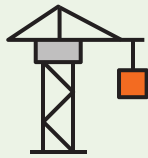
On September 2016, ground broke on our new Tempe Clinic located on the northeast corner of Broadway and McClintock. What once was Skipper Buds boat showroom was transformed into Mountain Park's newest state-of-the-art medical facility.

The 32,000-square foot space allows us to triple the amount of patients we can serve in Tempe and the East Valley. Our Family Medicine, Pediatrics, Women's Health, Eligibility and WIC departments will work together to ensure families are cared for under one roof. Outdoor walking paths, art installations, a grassy amphitheater and community space will help make a visit to our clinic something everyone, young and old, will look forward to.

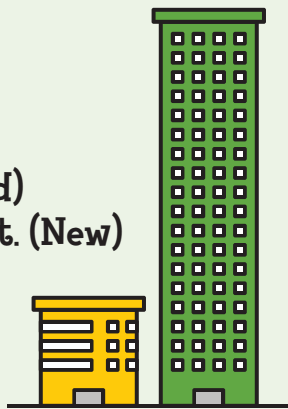
We cannot wait to share this new space with you!



[Check out our photos and the progress we've made on our new facility.](#)



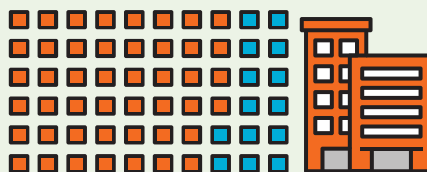
From 8,000 (Old)  
To 32,000-Sq. Ft. (New)



Dr. Swagert and Michelle Hernandez join Tempe Mayor Mark Mitchell and Councilwoman Lauren Kuby for a sneak peek of our new clinic.



From 14 exam rooms (Old)  
to 46 exam rooms (New)





## Innovating Medicine Delivery

With the nearest pharmacy over a mile away from our Gateway Clinic, it was especially difficult for our patients who walk or take the bus to get the medication they needed. Mountain Park partnered with Walgreens to create an innovative solution, the first of its kind in Arizona.

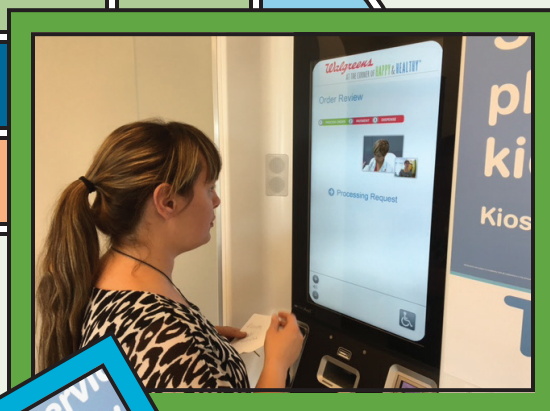
One day, a “pharmacy in a box” arrived on the second floor of our clinic. This machine gives our patients access to a live, virtual pharmacist as soon as they leave the exam room and touch the welcome screen. With this new service, we ensure patients go home with the medicines they need.

“We love sending our clients to Mountain Park because of their integrated services,” **Cyndie** told us. “It’s convenient, easy and we don’t have to go all over town. Having the pharmacy on-site just adds to the list of things we can get done at Mountain Park.”

After an appointment, a patient can go directly to the kiosk and get their medicine before they leave the clinic. Even if a patient didn’t have a prescription given to them during their visit, they can still speak with a pharmacist by touching the screen, and have all of their questions answered immediately.



[\*Check out our video to learn more about our pharmacy kiosk.\*](#)







## Reaching Goals One Pound at a Time

This year we met **Lucy**, a patient who has struggled with obesity and other health complications. At one point Lucy was close to 400 pounds. She knew she had to make lifestyle changes or she would not be around to see her grandchildren grow up.

**"Dr. Manwaring** was concerned about me," Lucy said. "I knew that I had to lose more than a little weight."

Our Patient Centered Medical Home healthcare model ensures our medical team provides accessible, effective and efficient care to all patients. Using this model, Dr. Manwaring helped Lucy set self-management goals, working alongside her registered dietitian and behavioral health consultant to ensure the goals would be reached.

Integrating different healthcare providers into the doctor's office is something Mountain Park does to help patients find and stay on the healthy path of life. Last year alone we helped our patients set over **52,000** self-management goals. With the help of her Care Team, Lucy lost 80 pounds in just over a year and has seen noticeable improvements in her health, including her diabetes.

"I'm so grateful for everyone at Mountain Park," she said. "It's thanks to my Care Team that I have been able get off one medicine already and look forward to getting off another soon."



**[Watch our video if you want to learn more about Lucy.](#)**



## 2016 by the Numbers

### Current Assets

as of November 30, 2016

Cash and Investments	17,711,274
Accounts Receivable	17,691,433
Grants and Pledges Receivable	1,381,691
Inventory, Prepaid Expenses, and Other (Deposits, Bond Issuance)	704,165

**Total Current Assets** **37,488,563**

### Long-Term Assets



Land, Buildings, Improvements	38,411,230
Furniture, Equipment, Other (Construction in Progress)	13,166,710
Accumulated Depreciation	(11,292,595)

**Total Long-Term Assets** **40,285,345**

**Total Assets** **77,773,908**

### Current Liabilities

Accounts Payable and Accrued Liabilities	6,315,180
Current Maturities of Long Term Debt	464,233

**Total Current Liabilities** **6,779,413**

Long-Term Debt	26,180,763
Net Assets	44,813,732

**Total Liabilities and Net Assets** **77,773,908**

### Revenue

Patient Revenue	59,887,651
Federal Grants	8,600,880
State & Local Grants	5,365,629
Other	1,817,152
Contributions	86,931
In-Kind Donations	3,677,975



**Total Current Revenue** **79,436,218**



### Expenses

Salaries and Benefits	44,297,717
Supplies	4,477,099
Other (Contractual, Depreciation, In-Kind, etc.)	22,865,853



**Total Expenses** **71,640,669**

**Net Income** **7,795,549**

Thank you to all of our donors. Your support allows us to continue providing our patients with the high quality healthcare they've come to expect from Mountain Park.



Donations up to \$400 or \$800 may qualify for a dollar-for-dollar credit on your Arizona state return. If you'd like to help, visit [mountainparkhealth.org/donate](http://mountainparkhealth.org/donate)

(T) Donations supporting the construction of our new Tempe Clinic (B) Donations supporting our Baby Box program



### \$10,000 +

Alliance Bank of Arizona  
Frys Food and Drug Stores  
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### \$2,500 +

Anonymous Donors  
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Children's Museum of Phoenix  
Cosmopolitan Medical Communications  
Hernandez Companies  
Keep It Cut  
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First Things First  
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Chris and Michelle Hernandez  
Chris Knorr (B)  
Dr. Keith Lindor  
Practical Art  
John R. Swagert, M.D. and Karen E. Kolbe (B)

### \$400 +

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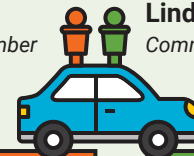
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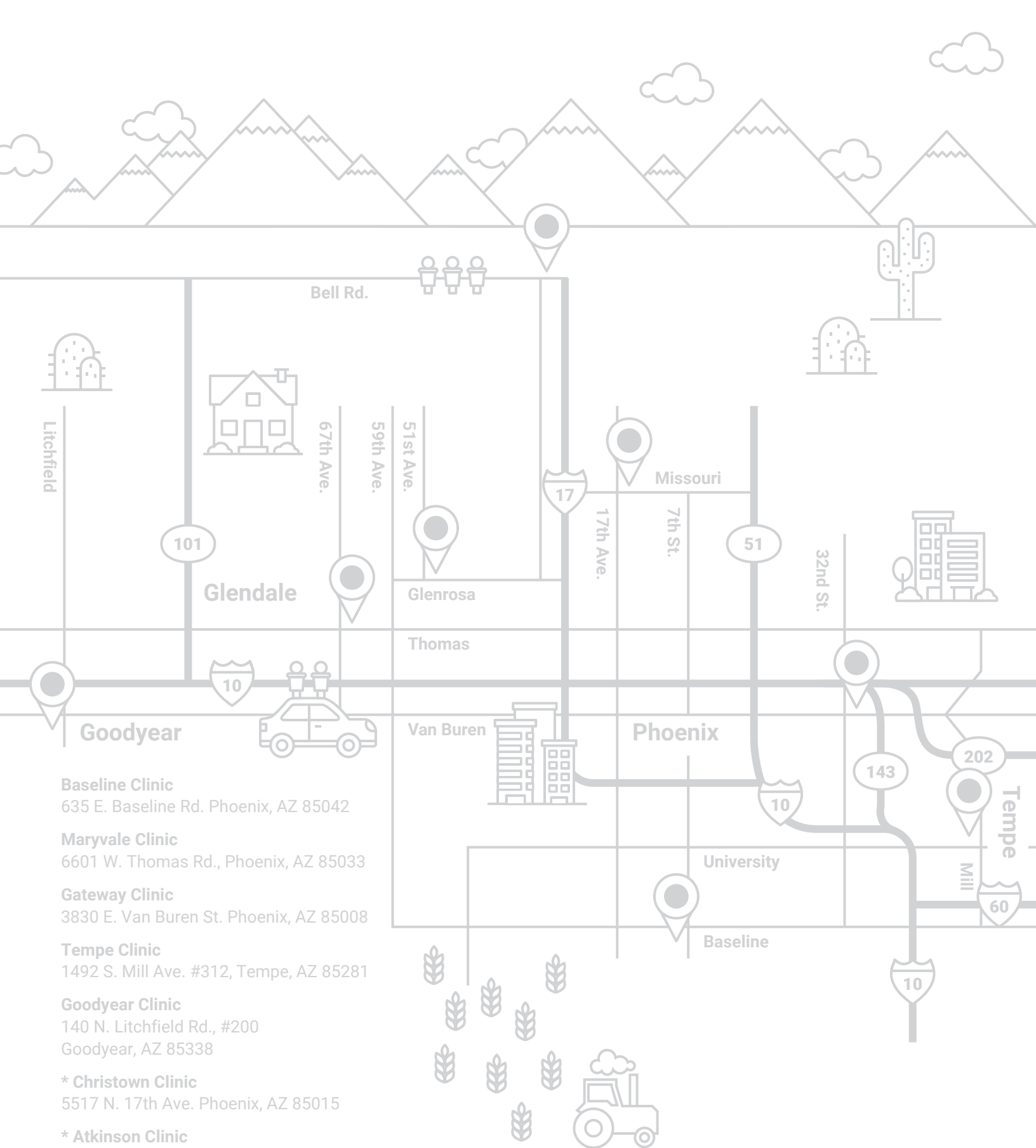


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**Baseline Clinic**

635 E. Baseline Rd. Phoenix, AZ 85042

**Maryvale Clinic**

6601 W. Thomas Rd., Phoenix, AZ 85033

**Gateway Clinic**

3830 E. Van Buren St. Phoenix, AZ 85008

**Tempe Clinic**

1492 S. Mill Ave. #312, Tempe, AZ 85281

**Goodyear Clinic**

140 N. Litchfield Rd., #200

Goodyear, AZ 85338

**\* Christown Clinic**

5517 N. 17th Ave. Phoenix, AZ 85015

**\* Atkinson Clinic**

4222 N. 51st Ave. Phoenix, AZ 85031

**\* Sunrise Clinic**

17624 N. 31st Ave. Phoenix, AZ 85053

\* pediatrics-only clinics