HHM Health Impact Report 2022-2023





Dear HHM Health Friends,

It has been a busy year at HHM Health developing new programs, expansions, and clinics. In 2022, we hit a record number of 17,000 unique patients, with over 57,000 patient visits. We expanded to having an imaging center, pharmacy, and two additional pediatric centers. We can say without a doubt we provide excellent healthcare to our patients in Dallas. We believe healthcare is a right for everyone.

In May 2022, we opened our third floor in the Northwest Community Center in the Vickery Meadow neighborhood. This expansion includes an imaging center with mammograms, sonograms, bone density scans, and X-rays. The imaging center allows patients to get trusted imaging services done without waiting weeks or traveling a long way at another facility. Mammograms are still the best way to detect breast cancer early, and we want to be that resource for our patients. We also have a new 3D sonogram machine where our patients can get life-saving imaging in our Women's Clinic.

We opened our 340B Pharmacy, which allows our patients to receive medications at a highly-discounted rate. For example, the average price for someone without insurance who needs Ozempic pays \$930, but our patients would pay \$7. Patients will no longer have to choose between receiving life-saving medication or putting food on the table.

A Child's Play Therapy room was built with funds from the Crystal Charity Ball to take care of our pediatric patients who need extra help expressing their feelings. The strategies children learn from our Clinical Therapist will expand their self-expression, self-knowledge, self-actualization, and self-efficacy.

In November 2022, HHM Health opened a satellite clinic in Oak Cliff on the campus of Trinity Basin Preparatory. In Oak Cliff, the life expectancy is just 65 years old, and the disparities have only widened in the past decade. Now, patients without insurance are able to go to their neighborhood clinic to see us where they will get preventative care and access to healthcare providers at a reasonable cost.

HHM Health opened the Nutrition Education Center where we are teaching refugees how to use western appliances in their new American kitchen. Refugee women have learned how to make birthday cakes and pizza for their children and family. We emphasize the importance of health and being able to feed your family which starts when you know how to use your appliances.

From all of us at HHM Health, thank you for your generosity. With your help, we can improve patient outcomes and continue to serve at-risk patients in need with compassionate and quality healthcare.

Warm Regards,

Brian A. Hawkins, MHA Chief Executive Officer Maria Miller Chair of Board of Directors



Brian A. Hawkins, MHA Chief Executive Officer



Maria Miller Chair, Board of Directors

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2022 By The Numbers







Healthcare Hero

HHM Health's Women's Nurse Practitioner, Cathy Cornish, is a healthcare hero. Cathy started nursing in 2001 after she graduated from University of Texas at Arlington with her nursing degree. She obtained her Masters of Nursing from Texas Woman's University and became a Nurse Practitioner in 2005, having more than 18 years of experience.

Cathy came to HHM Health in 2018. She joined us in our Women's Health Clinic, seeing patients who are in need of obstetric and gynecological services which includes family planning services, routine well woman exams, high-risk obstetric care, prenatal care, officebased procedures, pap smears, and cervical cancer screening.



Catherine Cornish, WHNP-BC Women's Health Clinic

Cathy is an instructor for our Supportive Pregnancy Group, which is a new group for women to start when they are 10-20 weeks of their pregnancy to get their prenatal care in a group environment with other moms-to-be until 36 weeks of pregnancy. After 36 weeks, the patients return to traditional prenatal care until delivery with an obstetrician. Cathy teaches why prenatal care is important for a healthy pregnancy. The group receives education on pregnancy complications and warning signs, eating healthy during pregnancy, managing stress during pregnancy, child birth, breastfeeding, postpartum care, and newborn care. Patients can ask her questions from labor to postpartum. Her prenatal group is designed to eliminate healthcare disparities and prevent maternal mortality and complications.

Cathy recognizes the importance of access to healthcare. She is passionate to help each and every person that comes her way, no matter where they are from or barriers they face. Cathy develops individual relationships with each of her patients. She is always listening and connecting with them, and that is why she is our **"Healthcare Hero."**

Pediatric Health Center

HHM Health's Pediatric Health Center offers a full range of services including:

- Annual check-ups
- Sick visits
- Immunizations
- Treatment of chronic childhood diseases
- ADHD/Autism

We have four pediatric clinics with an average of 398 patients per week. Our pediatric locations are located at:

- 8515 Greenville Ave
- 5750 Pineland Drive
- 8335 Walnut Hill Lane
- 919 E. Jefferson Blvd., Oak Cliff location



"HHM Health focuses on patient care and has been extremely helpful for me and my baby. I also bring my husband and 15year-old daughter here after the experience I had throughout my pregnancy." -Gabriella Martinez, HHM Health Patient



Gabriella came to HHM Health when she learned she was pregnant. She says since day one, HHM Health has helped her along the way. She received her prenatal care in our Women's Health Center. After Gabriella delivered her baby girl, Genevive, she enrolled her in our Pediatric Clinic.

Gabriella tells us she chose HHM Health because she lives close by and continued to see pregnant moms and families come in and out of our clinic doors. She thought it would be a good idea to try our clinic since the community seems to value the services at HHM Health. Gabriella says not only is the quality of care is superb, the clinics are affordable to families like hers.

Gabriella has never had private insurance and is new to Texas. She says it is a relief to be able to get support from a clinic that cares about the whole person, even beyond the clinic walls.

Women's Health Center



HHM Health offers quality obstetric and gynecological services to women. The women's clinic accepts patients with Medicaid, Medicare, and private insurance. For those who are uninsured, we provide a sliding scale fee and enroll the patient in Medicaid. The Women's Health Center sees an average of 186 patients per week.

The Women's Health Center's trusted team of providers offers high-risk obstetric care, access to quality prenatal care, family planning services, routine and yearly examinations, adolescent gynecology and counseling, office-based procedures, pap smears, and cervical cancer screening.

We have a 3D sonogram machine for our patients at our women's clinic. A sonogram can provide valuable information for diagnosing and directing treatment for a variety of diseases and conditions.

One of the first patients to get sonogram imaging done was Ashley, a mom-to-be with no insurance. After a scare of miscarrying the baby, Ashley was visiting the clinic for regular check-ups. At one of those follow-up appointments, one of the Nurse Practitioners couldn't hear the baby's heartbeat. Ashley was urgently sent to the new sonographer where it was found the baby was in distress with an enlarged heart, called Cardiomegaly. The baby needed immediate attention, and Ashley was sent to the hospital to get a C-section to save the baby.

If HHM Health did not have a sonogram machine and had not caught the diagnosis in time, it could have resulted in a tragedy.



"Without HHM Health, my baby's condition could have resulted in death. I am so thankful HHM Health has expanded their services to serve people like me and save a life." -Ashley Deckard, HHM Health Patient

Patient Perspective

Rigoberto Mendez wasn't feeling well. He was constantly tired, very thirsty, urinated a lot, often at night, and had numb or tingling hands or feet. He did not have insurance, which resulted in him continuing to ignore alarming symptoms.

He found out about HHM Health and decided to enroll. The clinics are close to his house so it was easy to get to HHM Health. HHM Health has been his primary source of medical care to control his diabetes.

Along with wellness appointments and lab tests, he participates in our Shared Medical Appointments to learn from a Registered Nurse on how to control diabetes, lower your A1c, eat healthy, and have a better quality of life.



"Healing Hands, to me, is compassionate. The quality attention I receive cannot be paid for. They have treated me in the best possible way."

- Rigoberto Mendez, HHM Health Patient

He completed his required SMA sessions and received a gift card, water bottle, HHM bag, a pill box, and a brand new SMART watch that can track his steps, distance, calories and heart rate. The watches were given out to those who need to continue to stay accountable in their health journey. The best part about completing the SMA's, he has lowered his A1c by one point!

Along with his medical care, he also goes to our dental clinic, behavioral health clinic, and vision clinic, and gets his medications from our pharmacy.

After much needed care, Rigoberto has referred his friends and family to all of our service lines. He told his family it has been a great help. He never felt discriminated against due to his race or insurance status, and the staff has always been very pleasant and friendly. He has even told the Guatemala Consulate about our services to get their clients medical care they need. Rigoberto added that, "Healing Hands has their arms wide open to help all individuals that need it."

Family Health Clinic

HHM Health provides quality care in all three of our family health center locations. One is located in the heart of the Vickery Meadow neighborhood, another is at the corner of Greenville and Royal Lane, and the last location is at our Oak Cliff clinic.

All family clinics see patients for annual physicals, treatment for chronic diseases, vaccinations, and sick visits of any type. We see an average of 374 patients per week Monday through Friday. Most of our patients are refugees, uninsured, underinsured, and living at or below the poverty line.



"As a former refugee, I love being able to give back to my community and break down barriers refugees face. I love the diversity at HHM Health as well as the passion doctors have to ensure the refugee community receives quality healthcare."

-Ahsamee Jasan, HHM Health Interpreter



Our compassionate and professional team of practitioners, nurses, and medical assistants treat patients of all ages and backgrounds.

A large number of our patient population does not speak English. We have translators on staff to help us communicate with our patients who need care. The demographic makeup of our patient population is diverse and are from all over the world, resulting in 68 languages spoken among our patients. Our translators on staff speak Burmese, Mandarin, Somali, Hindi, and more, to eliminate any communication barrier patients may face.

Dental Clinic

HHM Health provides high quality dental services to our patients. The highly qualified dental clinicians are skilled in caring for children, teens, and adults of all ages. In 2022, the Dental Clinic saw an average of 131 patients per week.

HHM Health's Dental Clinic offers:

Chief Dental Officer

- Annual check-ups
- X-rays
- Root canals
- Crowns



"I am a very grateful person. The entire staff at HHM Health really cares about you and makes sure you are comfortable before, during, and after your visit." -Issa Rios, HHM Health Patient

HHM Health Dental is able to serve anyone who wants to be seen, no matter their financial situation. When Issa Rios came to HHM Health, he was happy to see that the clinic took such good care of him even though he had no insurance. He recommended his friends and family to be seen at HHM Health Dental and our other medical clinics. Issa says he is thankful to find a community healthcare center that takes care of you, regardless of what your socio-economic status.

Meet the Dental Team



Dental Hygienist

Rosewood Vision Center

The Rosewood Vision Center continues to thrive since founded in 2020. Our Optometrist sees adults, seniors, and children for annual eye exams, prescriptions for eyeglasses and contacts, and coordinated vision care related to chronic diseases. The Rosewood Vision Center offers free glasses for those who qualify through a partnership with the Essilor Foundation.

The Rosewood Vision Center manages the following eye conditions:

- Diabetic Eye Diseases
- Glaucoma
- Dry Eye Syndrome
- Hypertension (high blood pressure)
- Inflammatory Diseases
- Macular Degeneration
- Ocular trauma
- Retinal Diseases
- Cataract Evaluation
- Pediatric Amblyopia



Patient Perspective

Tiayana came to HHM Health when she learned she was pregnant. As she does not have insurance and her partner is underinsured, she was relieved to find a women's health center that would accept her as a new patient.

Tiayana says as soon as she walked through our clinic doors, she felt supported. Our team helped her get on Medicaid for pregnant women so she could get all of her prenatal care safely.

Baby girl, Laylani, was born early, but HHM Health was able to ensure mom and baby were healthy. After Laylani was born, Tiayana enrolled her in our pediatric clinic.

Being two months postpartum, Tiayana was removed from Medicaid, leaving her feeling hopeless about getting the postpartum care she despartely needed. HHM Health never turns away a patient, so we immediately put her on our slidingscale fee so she could continue to be seen by our providers.



"HHM Health has supported me through all the ups and downs that come with pregnancy. Add having no insurance, it is especially stressful. Having a clinic like HHM Health ensures families like me are seen, heard, and supported." -Tiayana Hardy, HHM Health Patient

HHM Health aims to improve access to healthcare and makes it an option for anyone, regardless of their ability to pay or their insurance status.

Now, on our sliding-scale fee, Tiayana and Laylani can make appointments on the same day backto-back with the Women's Health Clinic and Pediatric Center on the same floor.

Behavioral Health

HHM Health is able to see behavioral health patients starting at 4 years old. We have built a new Child's Play Therapy room for children to meet their therapist. Child's Play Therapy differs from regular play in that the therapist helps children to address and resolve their own problems. Through play therapy, children learn to communicate with others, express feelings, modify behavior, develop problem-solving skills, and learn a variety of ways of relating to others.

Our counselors are prepared to treat mental, behavioral, and emotional problems or disorders with expertise and compassion. Diagnoses they treat are those with depression, anxiety, PTSD, postpartum depression, and parenting coaching.

HHM Health's Behavioral Health Center has also added group therapy classes. Those groups include Pregnancy Support Group, Postpartum Depression Support Group, Anxiety & Stress Workshops, Trauma Support Group, and Parenting Support Group.



Clinical Therapist, Dominique Salinas, with a patient in our Child's Play Therapy Room.



"Being able to be supported while finding myself is incredible. Once you learn how to make a change in certain situations in your life, you are able to use the tools you've learned in therapy. I also love participating in the group therapy sessions to feel peer support since we are going through similar issues, channeling our creative side to participate in art therapy to express our feelings."

- Kimberly Jones, HHM Health Patient

Population Health

HHM Health launched Population Health in 2021 to elevate health for the population by doing outreach, education, and health improvement projects. Since it's creation, our Population Health team has done various vaccine mobile clinics, health education, enrollment events, and partnered with other organizations to continue to make Dallas a safer community.

In the past year, Population Health has reached patients and members of the community in various ways taking down barriers to healthcare.

One of the first things they launched and continue to do is mobile vaccine clinics, taking vaccines and supplies in our HHM Health van and going to schools, churches, and community centers to make vaccines available to all.

Another way Population Health increased access to health education is through Shared Medical Appointments, which consists of a group of patients who have the same diagnosis and similar demographics, focusing on diabetes, pediatric obesity, first-time parent education, and hypothyroidism. Together, they learn how to manage their diagnosis.

In 2022, Population health hosted 107 outreach events which include back-to-school clinics, refugee enrollment, community fit club, and health education events. The team also reaches out to patients who have visited the emergency room to connect them to care at HHM.

Population Health continues to give access to our vulnerable community by studying patients' social determinants of health, which have a major impact on patients' well-being and quality of life.



Pharmacy

HHM Health's 340B Pharmacy provides HHM Health patients lower out-of-pocket costs, including enhanced reduced pricing. HHM Health Pharmacy was implemented to continue to fight health disparities for our vulnerable community and build a healthier community. We are able to work closely with our providers to meet patient needs.

Drugs we can dispense are:

- Prescription drugs
- Over-the-counter drugs
- Biologics
- Insulin

Another benefit of our pharmacy is we have over-night shipping. Currently, HHM Health Pharmacy is available to HHM Health patients only.



Medication (30 days)	Other Retailers (average price)	HHM Health
Humalog KwikPen	\$165	\$7
Lantus SoloStar Pen	\$350	\$7
Novolin 70/30 Vial	\$110	\$7
Ozempic	\$930	\$7
Invokana	\$600	\$7
Janumet	\$545	\$7
Eliquis	\$550	\$45
EpiPen 2- pack	\$635	\$7
Flovent HFA	\$285	\$7

This price comparison chart showcases how beneficial it is to be our patient and take advantage of these costs. These comparisons are those who are on our sliding fee Class A Tier, which means these patients are living below the poverty line, do not have insurance, and have to pay out of pocket.

HHM Health Expansions

HHM Health's efforts to keep the Dallas community safe and healthy continues to be our number one priority. In honoring our mission, we have expanded in the community with a new pharmacy, imaging center, nutrition education center and satelittle clinic in Oak Cliff on the campus of Trinity Basin Preparatory.

We decided to expand to the Oak Cliff community because 20% of the population lives below the poverty with no insurance and/or transportation. Now, we are in the heart of Oak Cliff where residents do not have to travel more than a mile to get quality healthcare.

We opened an imaging center which includes a mammogram, sonogram, bone density scan, and an X-ray machine housed on the third floor at our Pineland location. Patients no longer have to wait weeks to get their imaging done when referred out, and can be seen same day as their appointment in the clinic.

Our Nutrition Education Center is being used to teach refugees how to use western appliances and eventually learn how to prepare an entire meal. This program was launched because we recognize the importance of health in the kitchen and if you do not know how to use your kitchen appliances, you will not be able to feed your family.



HHM Health Nurse Practitioner seeing a patient in the new Oak Cliff clinic



HHM Imaging opens for the vulnerable community



Refugees in our Nutrition Education class after learning how to make a birthday cake

HHM Health's 2022 Financials

<u>Expenses</u>	
Administration	\$4,242,030
Behavioral Health-Greenville	\$320,718
Dental-Greenville	\$1,017,120
Family Practice	\$3,047,615
Pediatrics	\$4,456,427
Pharmacy	\$238,242
Vision	\$296,512
Women's Health-Vickery	\$1,889,401
Imaging	\$194,466
Fundraising	\$307,608
Other Health Service	\$1,274,895
Total Expenses	\$17,285,034

Revenues	
Patient Services Revenue	
Family Practice	\$1,040,547
Pediatrics	\$2,960,333
OBGYN	\$1,451,163
Dental	\$483,584
Behavioral Health	\$81,855
Vision	\$59,697
Pharmacy	\$37,772
Imaging	\$2,349
Total patient service revenue	\$6,117,250
Contributions	\$2,443,631
Grant Revenue	\$4,483,632
Contract Revenue	\$3,923,904
Other	\$27,188
Net Assets released from restrictions used for operations	\$656,129
Total Revenues	\$17,651,734

HHM Health's 2022 Financials



\$0.74 of every \$1 donated goes directly to patient care

HHM Health's Highlight Reel



NBC DFW and CBS DFW visited our Oak Cliff clinic to cover the much needed medical clinic in the neighborhood. 20% of the surrounding area lives in poverty and have no way of getting to a clinic, which is why HHM Health decided to build one there.



WFAA, NBC DFW, and the Dallas Morning News highlighted our free birth control counseling intiative. Through a grant with Trust Her, we are able to provide free birth control to Dallas County residents.



HHM Health Clinical Therapists went on the news several times thorughout the year to talk about various mental health issues the country is facing.



HHM Health hosted the Back To School fair where we gave out free backpacks with school supplies as well as free school physicals. CBS DFW, WFAA, NBC, and The Advocate all highlighted our efforts.



CBS DFW and The Advocate covered our Grand Opening in October 2022 which included tours of the pharmacy, imaging center, and the child's play therapy room. The news highlighted the new service lines we offer our patients at a highlydiscounted rate.



WFAA and CBS DFW highlighted the Festival of Lights event in the Vickery Meadow neighborhood. They talked to our Population Health team about the importance of going out into the community and giving residents accessible healthcare.



Spectrum News and Fox highlighted our refugee enrollment event. Partnering with DFW Refugee Outreach Services, we are able to get our new neighbors accessible, quality healthcare.



HHM Health's Behavioral Health team responded to the Uvalde shooting by answering questions from reporters from CBS DFW, NBC, Telemundo, and the Dallas Morning News. She gave advice on how to handle PTSD, talking to your children about tragedy, and anxiety.



Spectrum News highlighted our Supportive Pregnancy Group. This group is for women 10-20 weeks pregnant to get their prenatal care and eliminate the gap of disparities among minorities who need women's health care.



Spectrum News, CBS DFW, and the Dallas Morning News covered the opening of our Nutrition Education Kitchen where HHM volunteers teach refugees how to use their new kitchen and western appliances.



Spectrum News talked to one of our providers and patients about the diabetes epidemic the U.S. is facing, and how HHM Health hosts Shared Medical Appointments to combat the epidemic.



HHM Health's CEO was on Texas Today and Good Morning Texas to highlight the Healing Hands Luncheon and HHM'S fight against health disparities in Dallas.

Friends of Healing Hands

HHM Health has a group called Friends of Healing Hands where members act as ambassadors to share the story of Healing Hands. Through educational and serviceoriented activities, members get together three times a year to get updated on the latest news at HHM Health. While at these meetings, you can sign up to volunteer, hear about the newest programs at HHM Health, and mingle with like-minded people who want to help their community.

If you are interested in becoming a member of Friends of Healing Hands, make sure to go to our website and click "Get Involved". For more information on our next gathering, you can contact the Development Team at 214-221-0855 ext. 2004 or email development@hhmhealth.org.



Lisa Sides with Terri Heard



Anne Marie Drummond with Pat Kelly



Betsy Halford, Carol Baker, Carol Toler, Joan Walne, and Terri Heard

Healing Hands Luncheon April 21, 2023



Shannon Graham, Scott Hamilton, Julia Sands and Tucker Enthoven



Virginia Rose accepting the Healthcare Innovator Award for Texas Health Presbyterian Hospital Dallas with Brian Hawkins

The annual Healing Hands Luncheon had a record turnout in April 2023. HHM Health raised \$261,000 to help fight health disparities in Dallas. WFAA Sports Anchor Joe Trahan was the Emcee for the afternoon. He was joined by Olympic Gold Medalist and Cancer Survivor Scott Hamilton as the guest speaker. Together, they talked about the importance of quality healthcare as well as Scott's Olympic career and his battles overcoming cancer many times.

Julia Sands Cunningham and Shannon Graham were the Luncheon Co-Chairs. Tucker Enthoven was the Honorary Chair.

Texas Health Presbyterian Hospital Dallas received the Healthcare Innovator Award, highlighting our partnership and delivering quality healthcare to thousands of patients.



The 300-plus guests enjoyed lunch at the Arts District Mansion.



Our Presenting Sponsor, Lisa Cooley, with Scott Hamilton

WFAA Sports Anchor Joe Trahan with Olympic Gold Medalist Scott Hamilton

Healing Hands Luncheon Featuring Olympic Gold Medalist Scott Hamilton







Michal Powell, Scott Hamilton, and Gina Betts





Shannon Graham and Julia Cunningham Luncheon Co-Chairs



Lynn Fisher, Stan Cunningham, Julia Cunningham, Ben Leal, and Cesar Reyna



Brian Hawkins, Scott Hamilton, and Vercilla Hawkins



Shannon Graham, Jean Buys, and Lisa Cooley

Give The Gift That Keeps Giving Through Charitable Gift Planning

Gifts That Cost You Nothing Now

If you want to make a significant gift but you do not want to part with with funds today or have assets you no longer need, we have several simple solutions.

Wills or Trusts

Make a bequest by naming HHM Health in your will or trust. If your documents are already in place, you can add an addendum to a trust or to your will.

Beneficiary Designations

You can name HHM Health as the beneficiary of a retirement plan, life insurance policy, bank or investment accounts and real estate. Giving retirement plan assets to charity and other assets to your loved ones may mean your loved ones receive more.

How to make your gift:

To name HHM Health as a beneficiary, contact your retirement plan administrator, insurance company, or financial institution for a change-of-beneficiary form and include this information: HHM Health, Dallas, Texas, Taxpayer Identification Number: 65-1259379

Endowments

You can help HHM Health build a strong foundation for healthcare by creating an endowment that can:

- Honor or memorialize a loved one
- Provide permanent funding to a specific program
- Be created with a current gift or through your estate
- Be funded by a donor advised fund or with appreciated assets instead of cash

\$100,000+

Anonymous The Dallas Foundation Margot B. Perot

\$99,999 - \$50,000

American Cancer Society Rush Family Foundation Bayer / Direct Relief Harold Simmons Foundation The Rosewood Foundation

\$49,999 - \$20,000

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> Donations listed are from June 1, 2022 - May 31, 2023

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\$999 - \$250

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Providing quality healthcare to all its neighbors with love, compassion, and respect

> 214-221-0855 www.hhmhealth.org