



2018

ANNUAL REPORT



EISNER
HEALTH

Message from our **LEADERSHIP**

Dear Friends of Eisner Health,

What a year it has been! We are overwhelmed by those who have pledged their support to stand with us and renew their promise to care for all Angelinos. Having access to quality healthcare is something that can be easily taken for granted. At Eisner Health, our staff come to work every day ready to care for the mother with postpartum depression, the child with asthma, or the retail worker with back pain. We serve as the medical home for many who, without us, would delay or not seek care at all. We strive to provide our patients with comprehensive and culturally-appropriate care in a safe environment. While a lot has changed in recent years, our beliefs remain the same: that healthcare is a right, and everyone deserves access.

We invite you to look through the work of the past fiscal year, and the amazing things that we have achieved. Some highlights from 2017-2018 include:

- Held the first annual **Promise of Care** luncheon
- Officially launched the **new dental clinic** at our Sherman Oaks Health Center
- Provided above and beyond for our patients during the holidays with a **costume and toy drive**
- Established the first ever Eisner Health **Young Professionals Group**
- Took to the phones and online to **advocate against the repeal of the ACA** and to defend DACA

We take pride in the work you see on these pages, as well as the work that isn't pictured. We are grateful to our dedicated staff, board members, community partners, and generous donors for their commitment to providing high level, quality care to our patients. Looking forward, we are excited to build upon our promise to care and to meet the growing needs of the communities we serve. Without your continued support of our mission, none of this would be possible.

With gratitude,



Warren J. Brodine
President + CEO



Stan Berkman
Chairman, Eisner Health
Board of Directors



Rupert Grant
Chairman, Pediatric & Family
Medical Foundation Board

What You Helped Us Achieve



We're advancing the health of our patients

The Quality Improvement (QI) team plays a major role in our efforts to improve the care and health of our patients by providing data-driven solutions. Improving preventive cancer screening rates, childhood immunizations rates, and diabetes care are only a few of the many efforts that QI leads to improve health outcomes. The QI team helps conduct "Plan-Do-Study-Act" cycles, which allow our teams to react and respond to the needs of our patients. We celebrate the growth of our QI department, and with such a robust program, we look forward to continuing to improve how we deliver care and help our patients achieve positive health goals.

We're improving the patient experience

In order to increase our patients' access to care, Eisner Health has been piloting the Patient Experience Initiative (PEI) at our Olive Street campus. PEI focuses on improving how we provide excellence in health care from the view of the patient. This includes reducing wait times, increasing communication, and improving patient satisfaction. Over the past year, we received high satisfaction scores from our patients, pointing to the impact of the work being done behind the scenes. We will continue to respond to the needs of our patients and provide the care that they deserve.

We're committed to our promise

At Eisner Health, we believe in care for all people. In May 2018, we renewed our promise to provide compassionate care to all. Alongside new friends, donors, and partners, we celebrated three Community Health Champions. These champions demonstrated a strong commitment to community health through their service and advocacy, and we were proud to showcase their work. Our President & CEO, Warren

Brodine, highlighted a common thread found throughout the organization – respect and dignity. Without the support of our donors and partners, we would not be able to continue our longstanding commitment to treat those we serve with that respect and dignity. We are grateful to those who stand up with Eisner Health, and promise to care for all Angelinos.



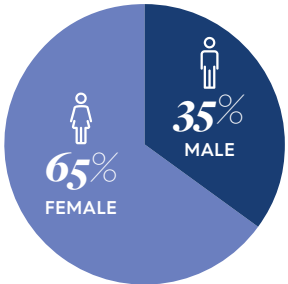
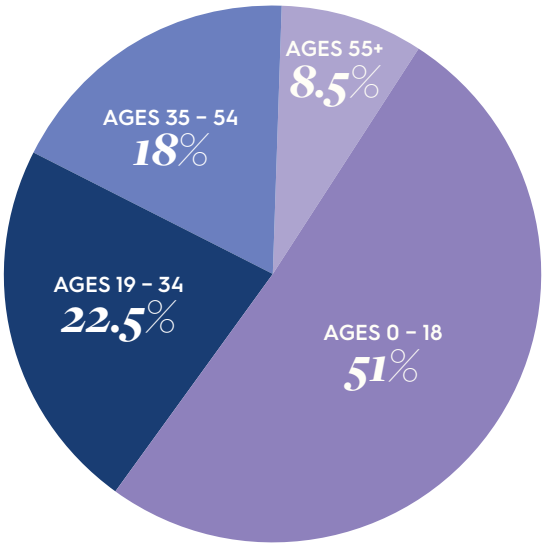


IMPACT



Total number of patient visits for fiscal year 2018:

201,136



School-Based Health Centers

Visits
5,896

Patients
1,373

School-Based Dental Program

Visits
1,469

Patients
321

MEDICAL
79.8%

DENTAL
15.4%

BEHAVIORAL
HEALTH
4.3%

VISION
0.4%

Unduplicated patient total for fiscal year 2018:

52,244



Snapshots

Prenatal

Your support helped us bring 2,500 babies into the world, provided 1,100 women with prenatal education, and prepared nearly 200 expecting dads through Daddy Boot Camp®.



Adult Care

Thousands of adults with chronic conditions benefited from the care and support they needed to manage their diseases and live a healthier life.



Pediatrics

Our clinicians provided 15,000 well-child visits, administered over 6,000 developmental screenings, and addressed the specialized needs of 1,100 asthma patients.



Dental

Over 700 children received dental sealants, a thin protective coating on their teeth, critical for preventing tooth decay.

Reproductive Health Services

Over 5,000 women, men, and teens received contraceptive management care, and over 2,000 women chose long-acting reversible contraceptives.



Community Outreach and Enrollment

Our staff assisted 6,414 individuals enroll in a health plan and reached over 35,000 community members through events and outreach.



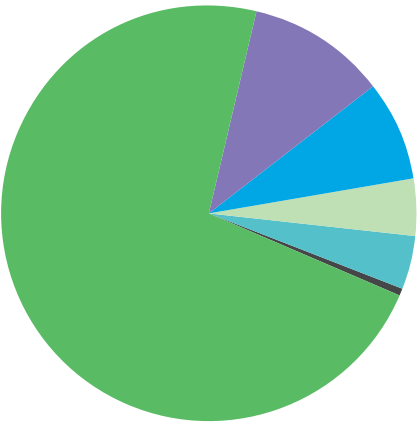
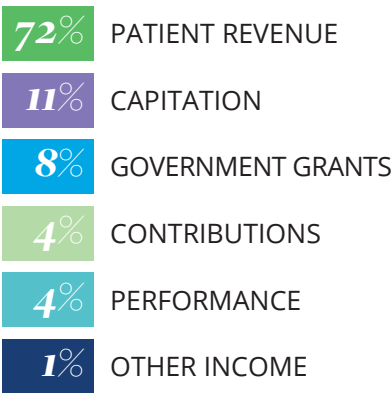


Financial Statements

We rely on your support to fulfill our mission, so we handle all resources provided to us with the utmost care and respect. In recognition of this commitment, we are happy to share our financial information.

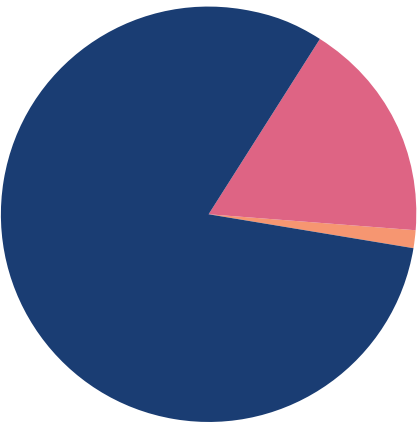
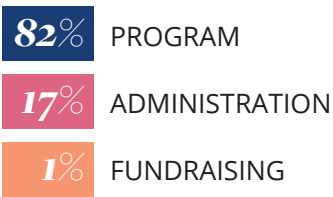
INCOME

\$49,446,219



EXPENSES

\$47,129,155



Eisner Health's

SUPPORTERS

(July 1, 2017 – June 30, 2018)



Without you, we wouldn't be able to provide quality and compassionate care to the 50,000 infants, children, and adults we see each year. Eisner Health would like to take the opportunity to thank the following individuals, foundations, and partners for their contributions.

Foundation and Community Supporters

\$100,000+

Dignity Health California Hospital
Medical Center
FIGS Scrubs
First 5 Los Angeles
Good+ Foundation
Health Resources
Services & Administration
Much Too Much
The Ahmanson Foundation
Valley Presbyterian Hospital
Wholesome Wave

\$50,000+

Cedars-Sinai Medical Center
Essential Access Health
Good Hope Medical Foundation
Health Care LA, IPA
Kaiser Foundation Hospitals

\$25,000+

L.A. Care Health Plan
Shelly's Dance and Costume
The Eisner Foundation
The Green Foundation
University of Southern California

\$10,000+

Blue Shield of CA Foundation
City National Bank
Delta Dental Community Cares
Foundation
Kaiser Permanente Downey
Kaiser Permanente Panorama City
Karl Kirchgessner Foundation
Mark Hughes Foundation
Panchura Quas Family Foundation

\$5,000+

Arthur J Gallagher & Co.
Audrey & Sydney Irmas
Charitable Foundation
Beacon Health Options
Community Family Care IPA
Davis Wright Tremaine LLP
Keck School of Medicine, USC
MedPoint Management
Preferred IPA
Prima Waste Management
Shelter Partnership

\$1,000+

CBRE
Centene/Health Net
Coast Plaza Hospital
D&D Engineering
Ella Fitzgerald Charitable Foundation
Henry Schein
Jewish Federation of Cleveland
Martin Luther King Jr.
Community Hospital
McKesson
Medical Asset Management

Individual Supporters

\$5,000+

Ellis Beesley
Stan Berkman and Chris Murphy
Rupert and Jean Grant
Kevin Kroeker
Leeba Lessin
Terry Peters

NonStop Administration
and Insurance Services
Nora Roberts Foundation
Northern Trust
OakTree Capital Management
QueensCare Foundation
Quest Diagnostics Laboratory
Salimpour Medical Group
The California Endowment
The Walt Disney Company Foundation

\$500+

Financial Partners Credit Union
Jewish Community Foundation
of Los Angeles
The Creative Department
Woods/Liddell Group

\$100+

Beachfront Cinemas
Daughters of Scotia
Los Angeles Philharmonic Association
South Bay Family Healthcare Center
Southside Coalition
of Community Health Centers

\$2,500+

Randi Becker
Warren J. Brodine and Mark A. Rhein
Chris Isola
Kevin Rossi
Paul Song
Ian Wiener
Cindy J. Winebaum

\$500+

Anonymous
Jerry and Susan Becker
Jim Berliner
Cheryl J. Cooper
Jeffrey Cunningham
Curt and Alexes Degenfelder
Chona de Leon
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Alexander Irvine
John P. LeCrone
Sam and Ashan Leslie
Anthony Mistretta
Nancy Monk and Allan Gordon
David Morin
Peter Roan
Daniel Romo
David and Susan Rosenblum
Sherry Sexton
Andrew Signey
Joey Torres
Ilene Willinger
Chris Poole Wing

Friends (\$100)

Richard Ayoub
Jorge Banuelos
Carol L. Becker
Alexandra Bronk
Clare Bronowski and Jeff Lee
David M. Carlisle
Karen Daniels
Chris Feifer
Caroline Graham
Michael H. Horner
Susan Hubbard
Mary B. Hunt
Carolyn Johnson

Teri Jolin
Kelly Jones
Megan Juring
Marie-Jose Kaasenbrood
Deborah Lerner
Greg Lewis
Bryan Lewitt
Luis E Lopez
Susan Manabo
Frank P. Matricardi
David Morris
Zahra Movaghar
Becky Murphy
Charles F Mustachia
Mark Nelson
Rosemary Occhiogrosso
Judy Okun
Gregory Padilla
Elizabeth Pak
Juliana Panchura
Elizabeth Ramseyer
Dr. Yolanda Rebollo
Howard Robinson
Lizett Rosales
John Scholz
Gerry Seminars
Andrew Shapiro
Dee Shaw
Martine Singer
Katie Tell
Cheryl Trinidad
Douglas L. Turley
Laurie Tyler
Sanjay Vaswani
Eugene Veksler
Angie Weber
Stephen Wiley
JoAnne Yokota
Pajmon Zarrineghbal



Center Board

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Kerwick Capital
Consumer Vice-Chair
Edward Matthews*
self-employed
Vice-Chair
Rupert Grant*
Capital Management Company
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Irell & Manella, LLP
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Atlas Marine Inc.
Kevin Rossi, MD*
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City of Hope
Martine Singer
Children's Institute

* Designates consumer board member

Foundation Board

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David Geffen School of Medicine at UCLA
Trent Stamp
The Eisner Foundation

Eisner Health's LEADERSHIP

Executive Team

Senior Team

President + CEO
Warren J. Brodine
Senior VP + Chief Operating Officer
Chona de Leon
Senior VP Medical Affairs + Chief Medical Officer
Deborah Lerner, MD
VP Business Services + Government Affairs
Andrew Signey
VP Clinical Operations
Becky Murphy
General Counsel
Pajmon Zarrineghbal
Director of Development
Emily Bush
Director of Finance
Sergey Navolnev

Locations

- 1 Downtown Los Angeles**
1500-1530 S. Olive Street
Los Angeles, CA 90015
- 2 Lynwood**
3680 East Imperial Hwy Suite 200
Lynwood, CA 90262
- 3 Sherman Oaks**
15477 Ventura Blvd.
Suite 300
Dental Clinic Suite LL
Sherman Oaks, CA 91403
- 4 Van Nuys**
6618 Van Nuys Blvd.
Van Nuys, CA 91405
- 5 Panorama City**
15251-15253 Roscoe Blvd.
Panorama City, CA 91402
- 6 California Hospital Medical Center**
Certified Nurse-Midwife & Ob/Gyn
Call Panel
1401 S. Grand Avenue
Los Angeles, CA 90015
- 7 MLK Jr. Community Hospital**
Certified Nurse-Midwife & Ob/Gyn
Call Panel & Hospitalist Program
1680 E. 120th Street
Los Angeles, CA 90059
- 8 Eisner Health Family Medicine Center at California Hospital**
1400 S. Grand Avenue, Suite 101
Los Angeles, CA 90015
- 9 Women's Health Center**
1513 S. Grand Avenue, Suite 250
Los Angeles, CA 90015

PORTABLE DENTAL CLINICS

- 10 Nevin Avenue Elementary**
1569 E. 32nd Street
Los Angeles, CA 90011
- 11 San Pedro Street Elementary**
1635 S. San Pedro Street
Los Angeles, CA 90015
- 12 Wadsworth Avenue Elementary School**
981 E. 41st Street
Los Angeles, CA 90011
- 13 Women Infant Children (WIC)**
1649 Washington Boulevard
Los Angeles, CA 90007

SCHOOL-BASED FAMILY PLANNING CLINICS

- 14 Metropolitan High School**
727 Wilson Street
Los Angeles, CA 90021
- 15 Los Angeles High School**
4650 W. Olympic Blvd.
Los Angeles, CA 90019
- 16 Santee Education Complex**
1921 Maple Avenue
Los Angeles, CA 90011





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www.eisnerhealth.org