A "StarBurst Year" of Accomplishments
Mission: To provide high quality health care and exceptional service, while promoting healthy lifestyles

Vision: Affinia Healthcare is the patient-centered health home of choice in St. Louis, and is recognized locally and nationally as a dynamic and transformative leader among community health systems.

Values: Our patients, communities and staff can count on us to be dependable, compassionate, dynamic, and ethical in all aspects of our jobs.
Our (uncommon) charge
We believe it is our role to listen to our patients carefully, to understand them first.

For the greater good
Through an uncompromising compassion to provide exceptional care, we are changing lives, one patient at a time.

Guiding with heart and mind
By connecting compassionate care and our vision of what tomorrow’s healthcare can become, we are redefining our future.

The balance of health and care
Through the delivery of high-quality health care, we can ensure a balanced, healthy future, giving everyone access to reach their health potential.
Affinia Healthcare is an organization of 400+ staff members who are led by 35 management professionals. Six of those leaders are members of a senior executive team that provides oversight of Affinia Healthcare operations.

Alan O. Freeman, FACHE (center), is president and CEO. He joined us in 2006. His professional experience spans more than thirty years, including chief executive roles in two hospitals and two community health centers.
**Services**

- Audiology
- Chronic Disease Management
- Chronic Pain Management
- Chiropractic Care
- Dentistry
- Family Practice
- Functional Medicine
- Health Outreach Services
- Homeless Services
- Internal Medicine
- Interpretation Services
- Mental Health
  - Adult Behavioral Health
  - Substance Abuse
  - Child Development Centers
  - Medication Assisted Treatment
- Mind Body Classes
- Mobile Medical and Dental Services
- Laboratory Services
- Obstetrics/Gynecology
- Optometry
- Patient Centered Health Home
- Podiatry
- Pediatrics
- Pharmacy
- Primary Care Cardiology and Nephrology
- Psychiatry
- Psychology
- Prenatal and Pediatric Care Management Support
- Public Housing Services
- Referral Planning
- Transportation Services
- Urgent Care
- Women, Infants, and Children (WIC) Services
- X-Ray and Digital Ultrasound Services

**Partners**

- All Access Interpreters
- Archdiocese of St. Louis Schools
- A.T. Still University Missouri School of Dentistry and Oral Health
- Beyond Housing
- Behavioral Health Network
- Bridgeway Behavioral Health
- BJC HealthCare
- BJC Behavioral Health
- Center for Hearing and Speech
- Confluence Academy
- Flance Early Learning Center
- For the Sake of All
- Grace Hill Settlement House
- Hazelwood School District
- International Institute of St. Louis
- Junior League of St. Louis
- Legal Services of Eastern Missouri
- Logan College of Chiropractic
- Maryville University
- Metro Market
- Missouri Foundation for Health
- Missouri Primary Care Association
- National Association of Community Health Centers
- Midwest Podiatry Associates
- Normandy Schools Collaborative
- Operation Food Search
- St. Louis College of Pharmacy
- Saint Louis University
- Salvation Army
- Southern Illinois University - Edwardsville
- St. Louis City Department of Health
- St. Louis Community College
- St. Louis Integrated Health Network
- St. Louis Regional Health Commission
- St. Mary’s Hospital
- St. Patrick Center
- St. Louis Public Schools
- Urban Strategies
- University of Missouri - St. Louis
- Washington University
- Wyman
- YMCA
It is an honor to serve as the Chairman for Affinia Healthcare’s Board of Directors in 2018. I look forward to our continued expansion of services throughout the St. Louis area, decreasing health disparities, and ensuring that no one within our community goes without quality health care. When it comes to serving the St. Louis community, I have a choice as to where I can have the greatest impact ... I choose the best ... I CHOOSE Affinia Healthcare.

David Walters
Chairman of the Board
2018
2017 board of directors

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Mitchell Baris
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David Walters
Vice Chair
Jean Frazee
Treasurer
Gilbert Peoples
Secretary

General Advisors
Robert Jacobson
Immediate Past Chair
Riisa Easley
Kimball McMullin
Vickie Lomax
John Lynch, MD
Jan Vest

Ex-Officio
The Rt. Rev. George Wayne Smith
Alan Freeman

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Elizabeth Coleman
Tondaleria Curry
Joan D’Ambrose
Sreenu Dandamudi
Paula Davis
Harry Dengler
Gwendolyn Hall
Georgia Harris
Debra Leonard
Dirk Robinson
Laurel Tinsley
William Van Luven
Alexis Sleet
a “starburst year” of accomplishments

Affinia Healthcare at 6763 Page Avenue opened to provide access to primary and preventive health care to the Pagedale community.

Affinia Healthcare at Normandy High School opened to provide medical and behavioral health care to students in the Normandy School District.
The Affinia Healthcare Foundation was formed.

The 1st Annual Starburst Gala was held at the Peabody Opera House (additional gala photos beginning on page 24).

Continued our tradition of earning accreditation from the prestigious Joint Commission.

Earned Level 3 (the highest level) designation from the National Committee for Quality Assurance.
I was between jobs and really could not afford insurance. I thought high-quality care was out of the question, but I was wrong. I learned about Affinia Healthcare from a friend. I called and made appointments. The doctors and staff were caring and listened to my concerns. Because of Affinia Healthcare, I was able to receive all needed exams and peace of mind. When it comes to my healthcare, I chose the best ... I CHOOSE Affinia Healthcare.

Geneva S.
Affinia Healthcare
Patient
2017 patient demographics

43,367
Total Number of Patients

95%
Patients with household incomes below 100% of the federal poverty level

44%
Receive Medicaid

40%
Did not have insurance

8%
Were homeless

10%
Have private Insurance

6%
Receive Medicare

10%
Within all racial categories, 10% of our patients identified as Hispanic/Latino

Racial Categories
68% - African American
27% - Caucasian
2% - Asian
3% - Other/Unreported
It is such a pleasure being a pediatrician at Affinia Healthcare and providing care to our younger patient population. Access to quality health care is vital to creating a healthier community. My job is to ensure that babies in St. Louis have a healthy foundation ... a solid start to building a lifetime of successes. When it comes to providing pediatric care to the St. Louis community, I have a choice as to where I will serve ... I chose the best ... I CHOOSE to impact young lives through Affinia Healthcare.

Amal Antoun, MD
Board Certified Pediatrician
Affinia Healthcare
2017 community Impact

218,352
Total Number of Service Encounters

Medical Care Services: 88,357
Dental Services: 46,960
Substance Abuse Services: 46,424
Enabling Services: 16,257
Mental Health Services: 12,641
Other Professional Services: 7,713
(Podiatry, Audiology, Vision, Speech Therapy, and other services)
Affinia Healthcare’s board of directors and senior leadership are cautious stewards over our organization’s financial resources. As a matter of good business principle, we endeavor each year to earn a modest profit from operations, so that we remain a vibrant and sustainable community health center.

In 2017, we posted a net income of $146,288, or .037% of total revenues of $39,445,960 for the year. Reimbursements through Medicaid and other insurances, and patient co-pays, represent about 68% of our revenues. Federal grant sources that offset the cost of care provided to people who qualify for our sliding fee scale represent 24%. Another 8% of our revenue is derived from other grants and donor support.

The total cost to provide and support medical, dental, mental and behavioral health, and pharmaceutical services absorbs more than 80% of our expense budget. The provision of case management, WIC, interpretation, community education and outreach services, and other enabling services receive the balance of our financial support.
## 2017 Income Statement

### Unrestricted Revenues, Gains and Other Support

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Patient Service Revenue</td>
<td>26,936,184</td>
</tr>
<tr>
<td>Grant Revenue</td>
<td>9,850,972</td>
</tr>
<tr>
<td>In-kind Donations</td>
<td>5,616,282</td>
</tr>
<tr>
<td>Other</td>
<td>2,699,869</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>45,103,307</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages and Employee Benefits</td>
<td>26,033,874</td>
</tr>
<tr>
<td>Purchased Services and Professional Fees</td>
<td>4,603,841</td>
</tr>
<tr>
<td>Supplies</td>
<td>4,947,097</td>
</tr>
<tr>
<td>In-kind Donations</td>
<td>5,616,282</td>
</tr>
<tr>
<td>Other</td>
<td>3,755,925</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>44,957,019</strong></td>
</tr>
</tbody>
</table>

### Change In Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change In Net Assets</td>
<td>146,288</td>
</tr>
</tbody>
</table>
We added walk-in appointments to ease access to care for those needing same-day services, and who had missed prior appointments.

Our Trauma-Informed Care Team was implemented in 2016.
We removed the glass barrier at our 1717 Biddle location’s front desk to create a more welcoming and stress-free patient experience.

We continue to train our staff on Trauma-Informed Care and Stress Management. During new employee orientation, we introduce our new staff members to Trauma-Informed Care.

We make trauma-informed decisions on policies, procedures and new programs.

We are mindful of the potential stressors for patients and staff in daily workflow and operations.

We implemented “warm introductions” to behavioral health consultants by other providers.

We are implementing kid-friendly wall art to improve the patient experience.

Meditation and deep breathing exercises are provided to patients on compact disc.

We provide Mind-Body Skills groups for patients twice a month to build resilience and promote healing.

We provide Seeking Safety (trauma support) sessions for our patients weekly.

We provide trauma-informed care awareness and stress management training to community organizations.

We offer free Yoga classes every Saturday at our 2220 Lemp location.
Over the past 35+ years of providing service to our community, it is with gratitude that I am able to continue the Affinia Healthcare tradition of providing our patients compassionate care and high-quality dental services. When it comes to providing dental care to the St. Louis community, I have a choice as to where I can serve ... I chose the best ... I CHOOSE to create healthier smiles through Affinia Healthcare.

Clifton Whitworth, DDS
Director, Dental Urgent Care
Affinia Healthcare
Affinia Healthcare uses DMAIC (Define the problem, Measure the process, Analyze, Implement, Control phase) and Lean Six Sigma methodology as frameworks for identifying and implementing changes to systems and work flows.

Throughout Affinia Healthcare, quality improvement teams and individual departments have been tasked to identify and act upon opportunities to improve patient care, customer service and safety.

The purpose of the new Foundation is fundraising that supports Affinia Healthcare. By raising additional money, we help increase access to care and strengthen our organization. Our Foundation will promote the annual Starburst Gala, and shepherd our fundraising activities and campaigns.

The eight (8) influential and well-respected persons offering their service on the inaugural board are:

Joan D’Ambrose, Chair
Dr. William Campbell, Treasurer
Clint Hasse, Secretary
Traci O’Bryan
Art Perry
John Meyer, Jr.
Brian Fabiano
David Walters

Yvonne Buhlinger, our Vice President of Development and Community Relations, supports and facilitates the Affinia Healthcare Foundation. Alan Freeman, President and CEO, helps to lead its ongoing development and is ex-officio on the Foundation Board of Directors.

We are so very grateful to this impressive group of volunteers and leaders for their willingness to champion our new Foundation and advance our vital mission.
The following donors have generously helped Affinia Healthcare provide the care and resources our patients need to lead healthier and more productive lives. We thank them for their invaluable support!

**Donors over $2,500**
- Dr. and Mrs. David A. Fischhoff
- Dr. Melissa Tepe and Mr. Michael McFarlane
- Dr. John S. and Mrs. LaVerna Meyer, Sr.
- Dr. and Mrs. Tom Doerr
- Joan D'Ambrose and Linda Detring
- William Van Luven
- Alan and Dee Freeman
- David Walters
- Mary Dolan
- Dr. Kendra Holmes

**Donors over $1,000**
- Dr. John William Campbell
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- Dr. Poonam Jain
- James and Diane Anderson
- Ron and Yvonne Buhlinger
- Janet Voss
- Jean M. Frazee
- Isaac Butler
- Brian Fabiano
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- John Meyer, Jr.
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- Arnaud Adam
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- Dr. John Constantino
- Mitchell Parker
- Cheryl Robinson-Moore
Donors over $500

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Mary Goggins

Donors over $100

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Wesley Blevins
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Kevin Webb
William Carson
Dr. Michele Abidin
Dr. Margaret Baum
Angelina Holloway
Rajeev John
John and Allison Kertz
Jocelin Reatiraza
Dr. and Mrs. Jonathan Rill
Naomi Walcott

All other donors
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Dr. Ravi Johar
Sharon Neumeister
Mikel Whittier
Eva Enoch
Jill Amos
David Branch
Kristy Brown
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Danna France
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We express our appreciation to David Fischoff for being our largest individual donor at $5,000 in 2017!

This is a list of our corporate donors in 2017. The range of corporate sponsorships was between $500 to $10,000.

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Arcturis
Battelle
Benco Dental
Capes Sokol
Carrollton Bank
Centaur Building Services
Centene
Delta Dental
Enterprise Bank and Trust
Home State Health
J.P. Morgan
Junior League of St. Louis
KSDK/Tegna
Lipic's Engagement
McCormack Baron Salazar
Mercy
Missouri Health +
Missouri Primary Care Association
 Mutual of America
NDX/Keller Dental Labs
Quest Diagnostics
Robert Half
Signature Medical Group
St. Louis Children's Hospital
St. Louis College of Pharmacy
St. Louis Integrated Health Network
St. Louis Regional Health Commission
The Daniel & Henry Co.
The Rome Group
U.S. Bancorp Community Development Corporation
United Healthcare
Urban Strategies
Washington University School of Medicine - Emergency Medicine Team
Washington University School of Medicine - Internal Medicine Department

Thank you to our largest corporate donor, Signature Medical Group!
2017 “starburst gala”
access to healthcare

4414 North Florissant Avenue
St. Louis, MO 63107

2220 Lemp Avenue
St. Louis, MO 63104

3930 South Broadway
St. Louis, MO 63118

1717 Biddle Street
St. Louis, MO 63106

6763 Page Avenue
St. Louis, MO 63133

Affinia Healthcare at Normandy High School
6701 St. Charles Rock Road
St. Louis, MO 63133

Affinia Healthcare
BJC Behavioral Health
1430 Olive Street, Suite 500
St. Louis, MO 63103

Affinia Healthcare
St. Louis Dental Center
1500 Park Avenue
St. Louis, MO 63104

Affinia Healthcare
Flance Early Learning Center
1908 O’Fallon Street
St. Louis, MO 63106

Affinia Healthcare
Midtown Service and Treatment Center
2900 Washington Avenue
St. Louis, MO 63106

Affinia Healthcare
Program Office
2524 Hadley Street
St. Louis, MO 63106
Inspired by the Patients We Serve

Affinia Healthcare
PO Box 551
St. Louis, MO 63188

Main Line: (314) 898-1700