



WHO WE ARE

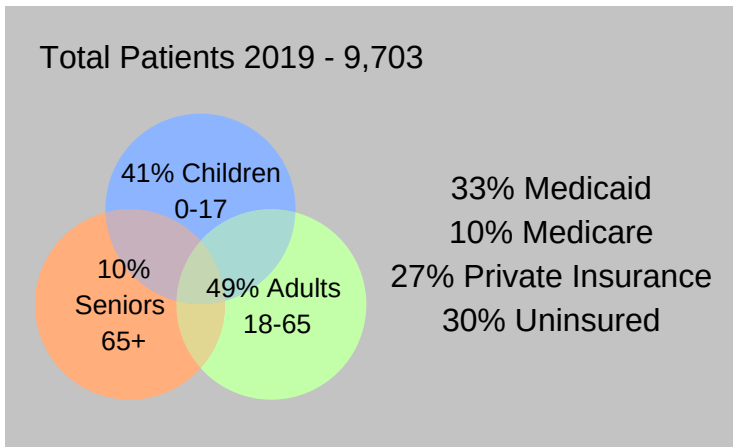
MEHOP is a community health center providing high quality preventive and primary care services for Matagorda and Wharton Counties along with neighboring communities.

WHO WE SERVE

At MEHOP we provide health services for everyone. We welcome patients enrolled in Medicaid, Medicare, or private/employer based insurance as well as patients with no health coverage and Veterans.

WHY WE SERVE

Many residents of Matagorda and Wharton Counties along with neighboring communities face disparities in healthcare. MEHOP was created to meet the needs of area residents, including medically vulnerable populations who have limited ability to pay for services.



OUR COMMITMENT TO VALUE

At MEHOP we are committed to delivering the best possible value in return for the resources entrusted to us. We are accountable for delivering value to our patients, our service partners, our funders, and our community. We demonstrate value by addressing local health needs, providing vital services, putting patients and families first, delivering high quality care, controlling health care costs, supporting community and economic development, and innovating for excellence.

PUTTING PATIENTS AND FAMILIES FIRST

MEHOP puts patients and families first in everything we do. This includes:

- Engaging patients and families as partners within a team-based model of care.
- Asking for and listening to patients and families feedback.
- Equipping our patients and families with education, counseling, quick responses to questions about their health and health care.
- Helping our patients and families coordinate services across multiple providers and community resources.
- Helping patients and families manage health conditions in their home and community settings.

ADDRESSING LOCAL HEALTH NEEDS

MEHOP is continuously identifying and responding to local health needs. We do this by:

- Organizing as a nonprofit organization with community representatives on our Board of Directors.
- Continually assessing community health needs.
- Advocating at state and federal levels
- Working with community partners to:
 - Address health needs and health conditions within the community;
 - Partner to bring needed resources and services to community;
 - Combine local resources to enhance service reach; and
 - Provide rapid response in the event of disease outbreaks and emergencies.

Our Mission

To provide access to all healthcare services for any patient: to be advocates and change makers to impact the social determinates of health.



Our Community

MEHOP serves a four county region through their service sites; Matagorda, Wharton, Jackson and Brazoria counties.



Services

- Family Medicine & Behavioral Health – Bay City, Palacios & Wharton
- Women's Health - Bay City & Wharton
- Pediatrics – Bay City
- Family Dental – Bay City
- Gastroenterology - Bay City & Wharton
- Ophthalmology - Bay City

PROVIDING ACCESS TO VITAL SERVICES

MEHOP provides access to vital health services that are open to everyone, especially those who are medically vulnerable. We do this by:

- Welcoming everyone regardless of insurance.
- Serving more than 9,500 patients.
- Emphasizing wellness and prevention.
- Providing comprehensive preventive and primary care services.
- Connecting patients to health support services such as case management, food assistance, housing assistance, child safety seats and transportation assistance
- Providing same day appointments, after-hours clinical advice, extended hours, and an informative website and patient portal.
- Helping patients enroll in private or public health coverage programs for which they are eligible.

DELIVERING HIGH QUALITY CARE

MEHOP is committed to providing high quality services to all of our patients. We do this by:

- Using evidence-based guidelines for informed care decisions
- Addressing critical health risks such as tobacco use, poor diet, and obesity.
- Addressing serious health conditions such as asthma, cardiovascular disease, diabetes, depression, respiratory disease, and oral health problems.
- Meeting or exceeding quality standards established by the federal government, state agencies, and accrediting agencies.
- Reporting to the public on quality performance.
- Meeting or exceeding national benchmarks on key quality indicators

CONTROLLING HEALTH CARE COSTS

MEHOP works to control health care costs by providing access to high quality health care. We do this by helping our patients:

- Avoid ER visits for non-emergency conditions.
- Avoid hospitalizations that can be prevented with proper primary care.
- Avoid preventable re-admissions for patients who are discharged into our medical home.
- Manage medications to avoid adverse reactions.
- Minimize the use of unnecessary tests and procedures.
- Manage their conditions in ways that reduce lifetime costs of healthcare.

INNOVATING FOR EXCELLENCE

MEHOP is continuously searching for better ways to deliver value for our patients, partners, funders, and community. Examples include:

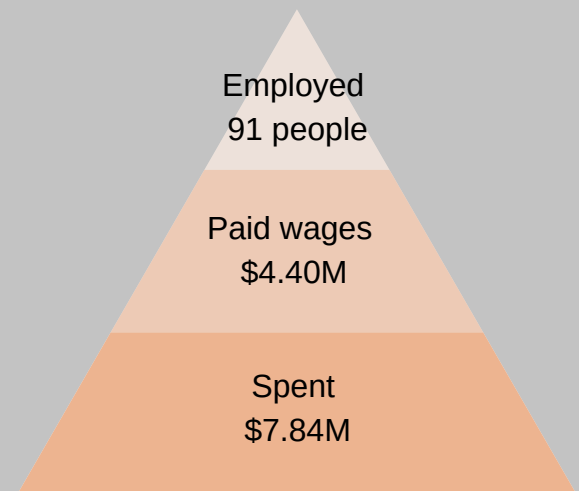
- Opening new clinic locations to serve the Palacios community and Wharton County.
- Obtaining recognition as a Patient Centered Medical Home from the National Committee for Quality Assurance (NCQA).
- Offering Extended Hours to help more patients obtain services in the evenings and on weekends.
- Offering secure web-based Patient Portal allowing real time access to communication with Care Team and components of personal health records.
- Offering Medication Assistance Programs to help patients obtain free or discounted medications.
- Providing Certified Application Counselors to help clients navigate the open enrollment process for the Health Insurance Marketplace.
- Obtaining certification as an Adolescent-Centered Environment through the Texas Youth Friendly Initiative.
- Forming strategic partnership with U.S. Army Partnership for Youth Success (PaYS) program
- Building Partnerships with institutions of higher learning as an educational site.
- Establishing the Nina Sicking Memorial Scholarship fund at Texas A&M - Corpus Christi

SUPPORTING COMMUNITY AND ECONOMIC DEVELOPMENT

In addition to providing essential health services, MEHOP supports community and economic development for our local region. We do this by:

- Attracting revenue to the community from federal, state, and private sources.
- Creating jobs for community members.
- Providing wages and salaries that are spent in community settings.
- Directly purchasing goods and services from local vendors.
- Helping our adult patients be healthy, productive, and ready for work.
- Partnering with community development organizations on efforts to strengthen housing, food security, neighborhood safety, education, and other community services.
- Supporting a wide range of activities to promote the local region as a great place to live and work.

Economic Impact Summary 2019



Total Revenue - 7.43M

Collections - 5.09M

Federal - 1.91M

State/Local - 0.10M

Private Grants - 0.54M

Other - .93M