Eisner Health is a quality-focused, federally qualified health center dedicated to improving the physical, social, and emotional well-being of individuals in communities we serve, regardless of income.
Message From Our Leadership

Dear Friends of Eisner Health,

2020 marked the 100th year of service Eisner Health has provided to Los Angeles, and I am so proud of the care that the team showed our communities and each other every day. This past year brought out the best in the Eisner Health family. We shared joys and successes, and fears and losses. My heart goes out to everyone who has suffered loss this year and to those who have had COVID-19 affect their family directly. We also remember those facing other challenges at this time.

The cooperation and collaboration that we developed through this pandemic is inspiring. Our team has gone above and beyond and found new ways to care for patients and each other. We met this challenge head on. I am so proud to see what we have accomplished.

At Eisner Health, we address health care and social disparities and improve health across Los Angeles County. We see health care as a right — not a privilege for those who can afford it. When people have regular access to integrated, culturally competent and affordable care, they get better long-term health outcomes. That means higher educational attainment, better career opportunities and family-supporting incomes.

Our whole team is grateful to you — our community partners and generous donors and our dedicated board members — for the continued commitment to providing care for our patients. As we look to the future and the next 100 years of service, we promise to serve our communities, regardless of their ability to pay.

“Ad Astra per Aspera” — or “To the Stars through Adversity.” Nothing sums up what we accomplished in 2020 better than that motto, and we will reach the stars, together.

Warren J. Brodine
President + CEO

Stan Berkman
Chairman, Eisner Health Board of Directors

Rupert Grant
Chairman, Pediatric + Family Medical Foundation Board
300+ the number of zip codes where our patients reside

93 patients elected to report they are transgender people, gender non-confirming or non-binary

65% Female 35% Male

97% of patients living at or below 200% of the federal poverty level

168,285 Total visits*

Data source: 2020 UDS Report

13% 13% 13% 10% 4% 3% 3% 7% 7%

0-5: 21% 6-11: 13% 12-17: 13% 18-24: 10% 25-64: 39% 65 or older: 4%

Visit Types

Medical: 81%
Dental: 8%
Supportive Services: 6%
Behavioral Health: 4%
Vision: 1%

Age Groups

Medicaid: 74%
Uninsured: 19%
Private: 4%
Medicare: 3%

Health Coverage Status

Hispanic/Latino: 70%
Mixed Race: 10%
Unreported: 9%
African-American: 7%
White: 3%
Asian: 1%

Patient Race and Ethnicity

*Does not include COVID-19 testing data

% Female

% Male
About Eisner Health

1920
Founded as the Anita M. Baldwin Hospital for Babies

1945
Renamed as California Babies’ and Children’s Hospital with our own 30-bed facility

1985
Moved to address at Olive Street

2002
Grew in size and changed our name to the Eisner Pediatric and Family Medical Center

2004
Received Federally Qualified Health Center designation

2007
Partnered with California Hospital Medical Center to deliver babies

2011
New clinic with residency program at California Hospital Medical Center

2015
New comprehensive clinic opened in Lynwood, launched the Women’s Health Center in DTLA, and partnered with MLK, Jr. Community Hospital to deliver all babies

2016
Updated our name to Eisner Health, launched optometry services, and began providing care in Panorama City, Van Nuys, and Sherman Oaks

2017
State-of-the-art dental clinic opened at Sherman Oaks location

2019
Partnered with L.A. Public Library to offer free dental screenings, expanded Sherman Oaks location, and opened L.A.’s only breast milk depot

2020
Launched telehealth services, which kept staff and patients safe during the pandemic. Maintained 69% of patient telehealth visits
Celebrating 100 Years of Service: 1920 – 2020

In 1920, we were founded as the Anita M. Baldwin Hospital for Babies. Ms. Baldwin founded the Hospital after losing her own twins shortly after birth. She took her tragedy and dedicated herself to supporting the health of mothers and babies, first occupying three beds on the campus of California Hospital. The Hospital continued to grow and by 1945, we opened the first preschool dental clinic in the western U.S. and oversaw 30 inpatient pediatric beds. In later years, our mission expanded from infants and children to community members across the lifespan.

Over the last two decades, Eisner Health has expanded to new locations and enhanced capacity to meet evolving community needs. With a transformative gift from the Eisner Foundation in 2002, our organization was renamed; and two years later we received certification as a Federally Qualified Health Center. In 2020, we celebrate our legacy and reaffirm our promise to improve the physical, social and emotional well-being of everyone we serve.
Telehealth Emerges to Increase Patient Care Amidst COVID-19

Before the national emergency was declared in March 2020 due to the COVID-19 pandemic, Eisner Health — like all Federally Qualified Health Centers (FQHCs) in California — was only permitted to use telehealth services in very limited circumstances with barriers that prevented any systemic capacity to be implemented. On March 23, 2020 these barriers were lifted, and Eisner Health immediately converted more than 75% of our patient visits to telehealth appointments.

Overnight, we changed the way we are able to care for our community. Patients no longer put off a visit due to travel time, lack of daycare and/or lost wages, but can speak directly to their doctor at their convivence, whether that be at home or on a break at work. The ability for us to provide care in person, on the phone and through video calls is leading to better health outcomes for our patients and their families.
The chart above breaks down the type of visits we had throughout 2020 to showcase the importance of telehealth to our patients. Since we were unable to conduct telehealth appointments before the pandemic, within our electronic medical record system we did not have an option for a provider to indicate a telephone versus video visit. This new reporting feature was fully functional in May 2020.
Our Health Services

- Behavioral Health
- Care Coordination and Case Management
- Dermatology
- Eligibility Assistance
- Family Planning
- Geriatric Care
- Health and Nutrition Counseling
- Immunizations
- Labor & Delivery
  - Martin Luther King Jr. Community Hospital
  - California Hospital Medical Center
- Optometry
- Pharmaceutical Services
- Pediatric and Adult Dental
  - Specialty Dental Services
    - Cleft Lip/Cleft Palate Program
    - Orthodontics
- Primary Pediatric and Adult Care
- Well-Baby Care for Newborns, Infants and Toddlers
- Women's Health
  - Obstetrics/Gynecology
  - Certified Nurse-Midwifery Program
  - Pre- and Post-Natal Education Program

Eisner Health Highlights

Our Women's Health Center is the largest facility of its kind in the L.A. area, with the capacity to serve 11,000 women annually. We are also home to one of the few labor and delivery programs using certified nurse-midwives and OB/Gyns in California. We also partner with several clinics throughout L.A. County to accept high risk prenatal patients.

Eisner Health is the L.A. partner of the national Daddy Boot Camp program, providing monthly workshops in English and Spanish that prepare men to navigate their transformation into fathers.

We are the only community health center in L.A. County to provide periodontics, orthodontics, and palate treatment for our patients.
Eisner Health’s Supporters

JANUARY 1 – DECEMBER 31, 2020

Foundation + Community Supporters

$250,000+
Cedars Sinai
Community Family Care IPA
Essential Access Health
Health Resources and Services Administration (HRSA)
L. A. Care Health Plan
Northeast Valley Health Center

$100,000+
Good+Foundation*
Health Net
Tides Foundation

$50,000+
California Community Foundation
Care 1st Health Plan
Direct Relief*
First 5 Los Angeles
S. Mark Taper Foundation
The Eisner Foundation
University of Southern California Valley Presbyterian Hospital

$25,000+
Health Information Technology Care, LLC
NORCAL Group Foundation
OCHIN*
The Green Foundation

$10,000+
Access Dental Plan
Arthur J Gallagher & Co
California Health Care Foundation*
City National Bank
Community Partners
Davis Wright Tremaine LLP
Delta Dental Foundation
Kaiser Permanente
MedPoint Management
The Karl Kirchgessner Foundation

$5,000+
Hanson Bridgett LLP
Prima Waste Management
The Audrey & Sydney Irmas Charitable Foundation
The Ella Fitzgerald Foundation
The Walt Disney Company Foundation
Thrifty Management Services

$1,000+
Capital Group
CohnReznick
L.A. Net Community Health Resource Network
Los Angeles County Supervisor Hilda L. Solis
MLK Community Healthcare Preferred IPA
St. John’s Well Child & Family Center
The Creative Department
Vasquez & Company

$100+
Amazon SMILES Foundation
Daughters of Scotia Lady Cameron Lodge #64
MegaToys’
Oaktree Capital
Saban Community Clinic

* includes in-kind gifts
## Individual Supporters

### $10,000+

- Ellis Beesley M.D.
- Stan Berkman and
  Chris Murphy

- Brenda Aguilar
- Edward Matthews
- Eugene Veksler
- Jorge Banuelos
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- MLK Community Healthcare
- Mission City Community Network
- Mothers’ Milk Bank
- National Association of Community Health Centers
- National Health Foundation
- Northeast Valley Health Corporation
- Olive View-UCLA Medical Center
- Plunum Health
- QueensCare Health Centers
- Saban Community Clinic
- South Bay Family Health Care
- South Central Family Health Center
- Special Services for Groups (SSG)
- St. John’s Well Child & Family Center
- T.H.E. (To Help Everyone) Health & Wellness Centers
- Tarzana Treatment Centers
- The Los Angeles Trust for Children’s Health
- UMMA Community Clinic
- Universal Community Health Center
- Valley Community Healthcare
- Valley Presbyterian Hospital
- Venice Family Clinic
- Via Care Community
- Westside Family Health Center

### $5,000+

- Ian Wiener
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- Warren J. Brodine and
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- Martine Singer
- Michael H. Horner
- Pajmon Zarrineghbal
- Pamela Burgess
- Paulo Acuna-Gonzalez
- Suzanne Rosentswieg
- Terri McAuley
- Yuliana Zamora

## Organizations/Educational Affiliations:

- APLA Health
- Comprehensive Community Health Centers
- El Proyecto del Barrio
- Harbor-UCLA Medical Center
- AltaMed Health Services Corporation
- Arroyo Vista Family Health Center
- Benevolence Health Center
- California Hospital Medical Center-Dignity Health
- California Primary Care Association
- California State University Fullerton
- Central City Community Health Center
- Central City Community Health Center, Inc.
- Central Neighborhood Health Foundation
- Clínica Msr. Oscar A. Romero
- Community Health Center
- Community Clinic Association of Los Angeles County
- Cooperative Health Care for the Homeless Network
- KHEIR Clinic Los Angeles

## Government Entities

- County of Los Angeles Health Resources and Services Administration (HRSA)
- Los Angeles County Department of Health Service
- Los Angeles County Department of Public Health
- Los Angeles County+University of Southern California Medical Center (LAC+USC)
- Los Angeles Public Library
- Los Angeles Unified School District
- State of California
Sara is 15 years old, and during a telehealth visit with her provider, she shared she felt disconnected from her teachers and peers and was having anxiety and panic attacks. Sara was referred to an Eisner Health therapist who helped her build healthy coping skills and reduce anxiety due to the impact of COVID-19 and social distance learning. As part of frequent telehealth visits, Sara’s therapist worked with her and her family, which includes five other school-age children, to create home structures that fostered a positive learning environment for all. Sara completed the year engaged with her teacher and classmates to complete her assignments.
Integrated Telehealth, the New Paradigm

How telehealth gave this mom with diabetes a second chance.

CM is a 42-year-old Hispanic mother of four children with diabetes and hypertension. Her children range in age from 16 years old to 9 months. Her oldest child has special needs and requires around-the-clock care. Her husband works during the day, so she is the sole caretaker. Before telehealth, CM would bring her oldest son and the baby to her doctor’s appointments. It was very stressful for her, so she would regularly skip her doctors’ appointments or rush through them as she had her children with her. Thus, her diabetes got very out of control.

With the convenience of telehealth, CM is able to access her provider from the convenience of her own home while her kids are relaxed and entertained in their living room. She now has time to listen to her provider during visits, and since her telehealth appointments began, she has learned a lot about her diabetes. She has even been able to see an Eisner Health nutritionist via telehealth, and her diabetes is now under better control than it has been in years.
Thank you to the Good+Foundation for donating over 10,000 diapers and other child care essentials. Their generous donations in 2020 resulted in over $100,000 of life-saving baby care products helping build a better future for families.

Prenatal Care in the Age of COVID-19
How one older expectant mom found support.

Cándida, a mid-40-year-old patient, was expecting her second child after giving birth 16 years ago. Her first child was delivered via C-section. She was referred to Eisner Health because she wanted a VBAC delivery (vaginal birth after cesarean), a practice Eisner Health specializes in. However, Cándida developed gestational diabetes and was referred to an Eisner Health dietician by her OB/Gyn. Cándida was able to meet with her dietician frequently because telehealth made access easier. Her sugar levels were controlled, and she was able to have a VBAC delivery.

Safe Baby
• Car seats
• Cribs
• Carriers
• Basinet
• Strollers
• Bouncers
• High chairs

For Moms
• Breast-feeding accessories

Baby Spa
• Bath products
• Bedding
• Boxes
• Bibs
• Potty seats
• Diapers

Baby Fashion
• Clothing
• Books
• Toys
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- Leigh Stenberg
  Senior Director, Development
  Communications

Our Locations
Downtown Los Angeles
1500–1530 S. Olive Street
Los Angeles, CA 90015

Family Medicine Center at California Hospital
1400 S. Grand Avenue, Suite 101
Los Angeles, CA 90015

Women’s Health Center
1513 S. Grand Avenue, Suite 250
Los Angeles, CA 90015

California Hospital Medical Center
1401 S. Grand Avenue
Los Angeles, CA 90015

MLK, Jr. Community Hospital
1680 E. 120th Street
Los Angeles, CA 90059

Lynwood
3680 East Imperial Highway
Suite 200
Lynwood, CA 90262

Panorama City
15251–15253 Roscoe Boulevard
Panorama City, CA 91402

Sherman Oaks
15477 Ventura Boulevard
Suite 300
Dental Clinic Suite Lower Level
Sherman Oaks, CA 91403

Van Nuys
6618 Van Nuys Boulevard
Van Nuys, CA 91405

Partner Locations
National Health Foundation
Women Infant Children (WIC)

Student and Family Wellness Center at Santee Educational Complex

Family Planning Clinic at Los Angeles High School

San Pedro Street Elementary
Nevin Elementary
Wadsworth Avenue Elementary
If you have any questions, please reach out to Beth Cole at development@eisnerhealth.org

Our new ride in 2021! More to come...