



Eisner Health

2020 Annual Report

Caring for Los Angeles since 1920

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.

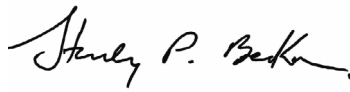
At Eisner Health, we address health care and social disparities and improve health across Los Angeles County. We see health care as a right — not a privilege for those who can afford it. When people have regular access to integrated, culturally competent and affordable care, they get better long-term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



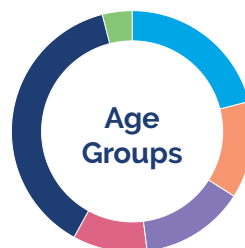
168,285 Total visits*

65% Female **35%** Male

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



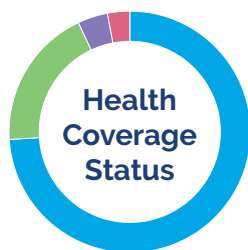
- Medical: 81%
- Dental: 8%
- Supportive Services: 6%
- Behavioral Health: 4%
- Vision: 1%



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

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

300+ the number of zip codes where our patients reside



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

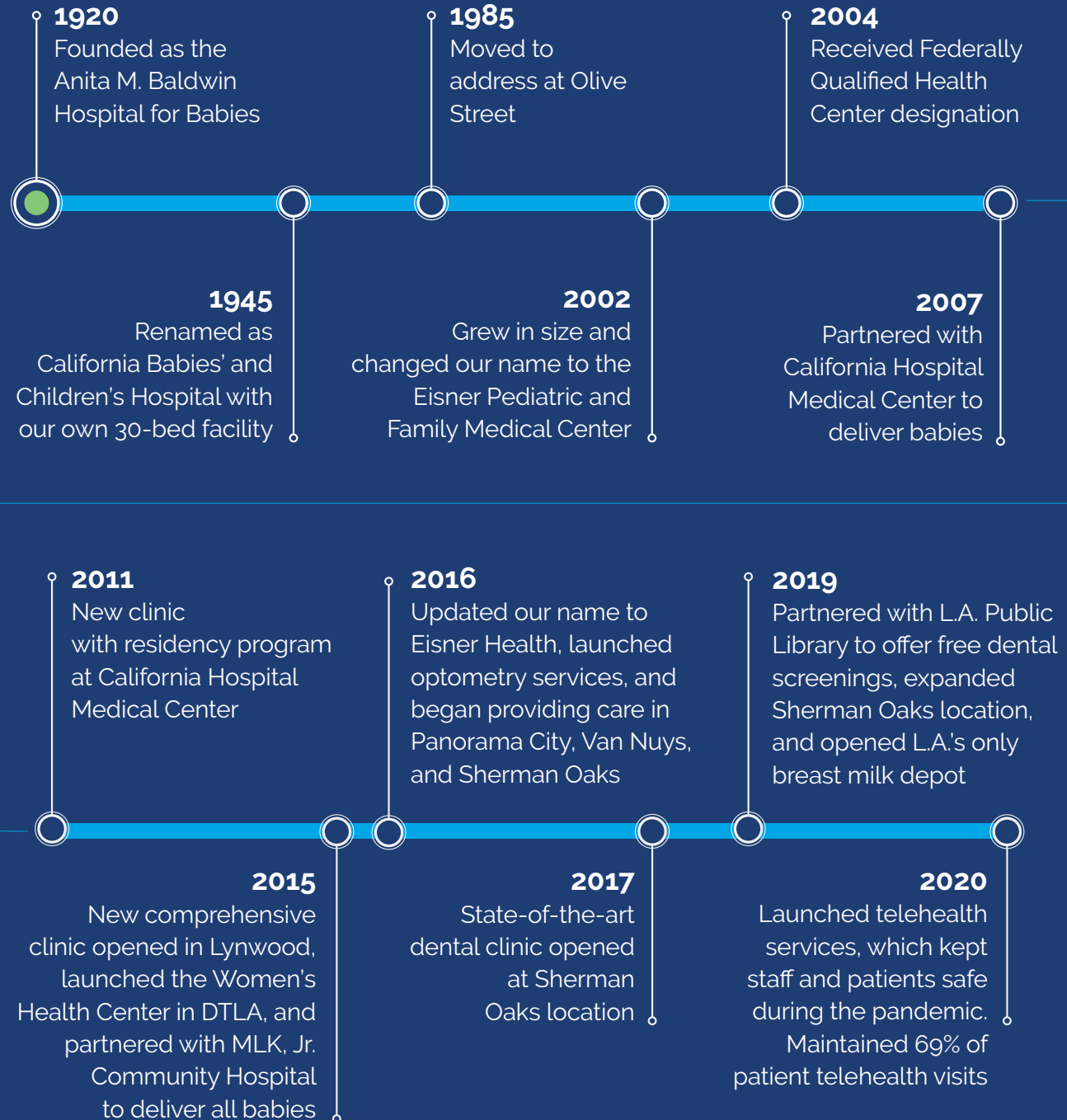


- Hispanic/Latino: 70%
- Mixed Race: 10%
- Unreported: 9%
- African-American: 7%
- White: 3%
- Asian: 1%

Data source: 2020 UDS Report

*Does not include COVID-19 testing data

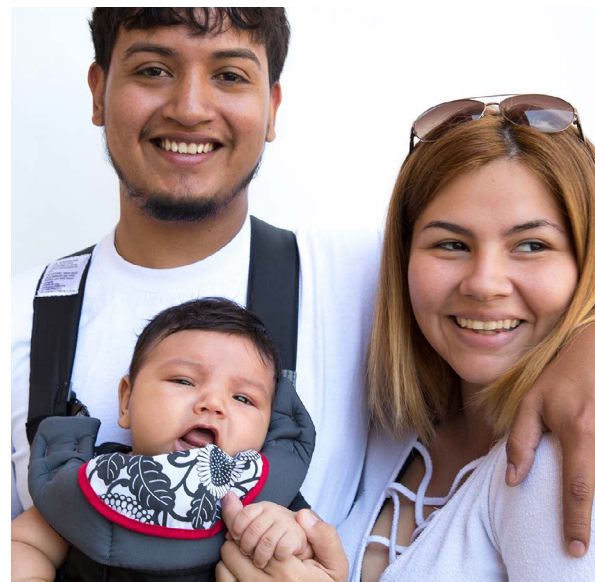
About Eisner Health



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.



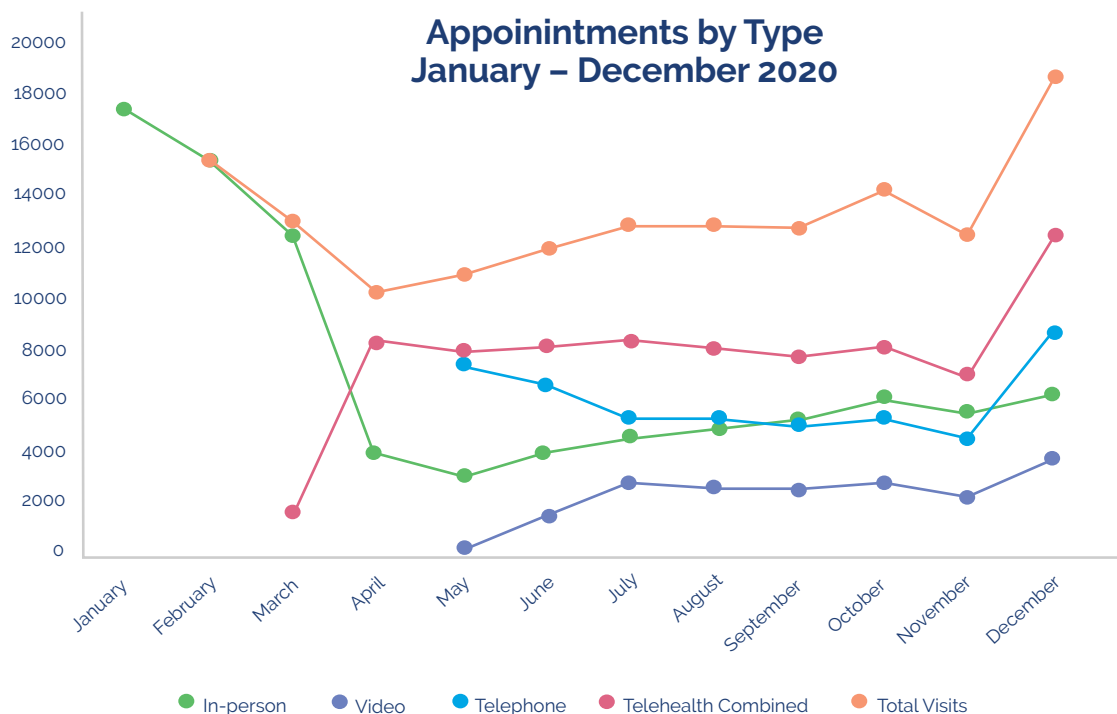


Telehealth Emerges to Increase Patient Care Amidst COVID-19

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 convenience, 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.

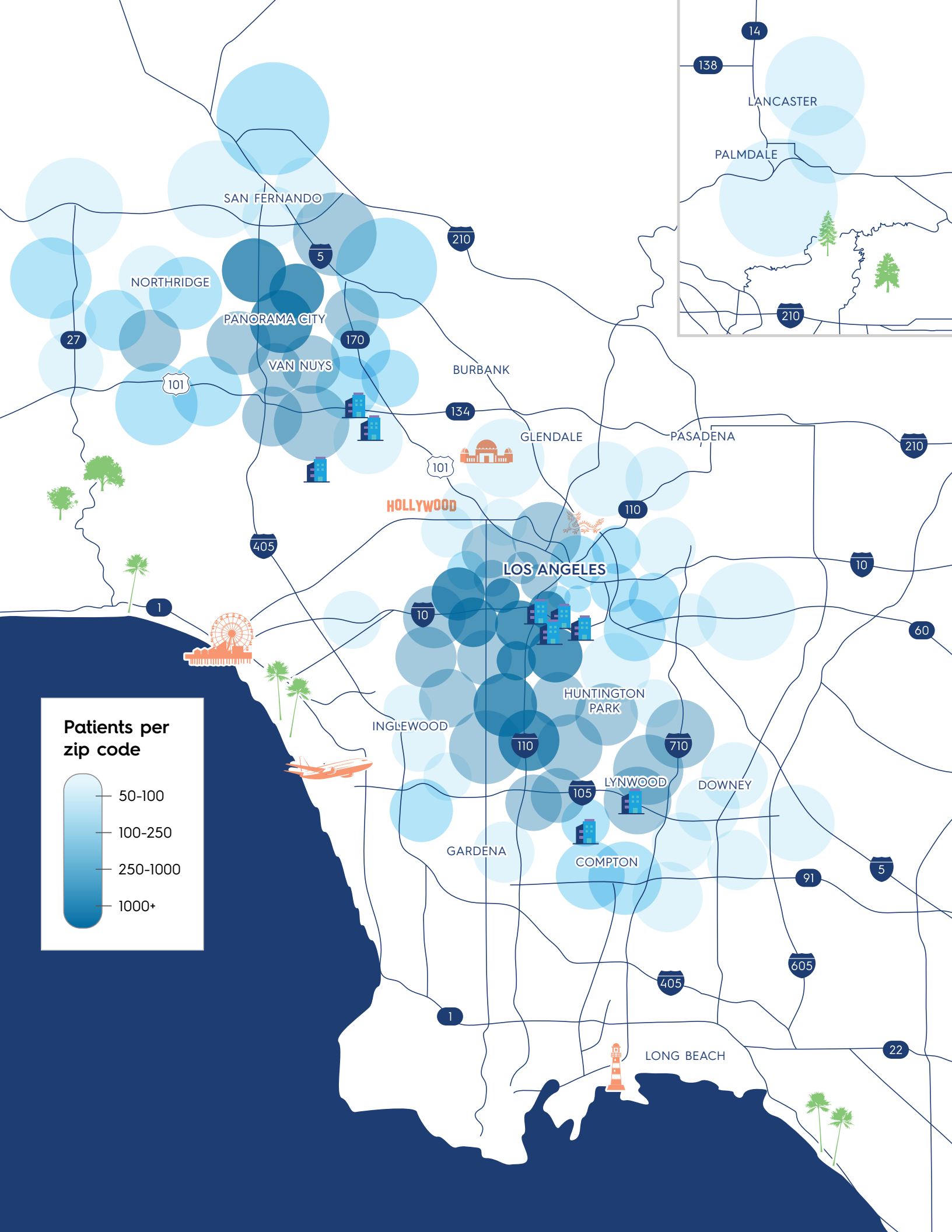
The Importance of Telehealth Services for Community Health Centers



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.

77,189
Total number
of telehealth
visits





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

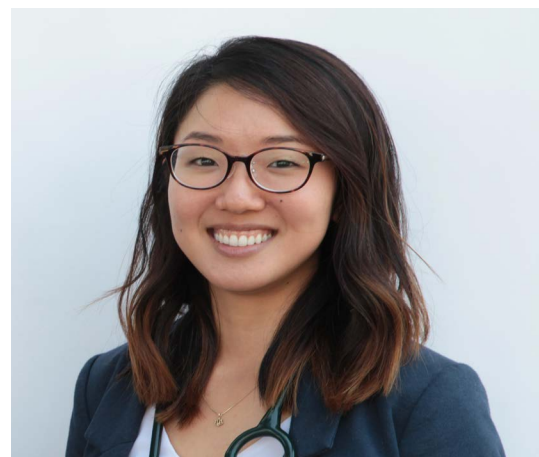
\$1,000+

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

\$5,000+

Ian Wiener
Kevin Kroeker and
Mindy Miyamoto

\$1,000+

Chris Isola
Donald Spencer
Jerome M. Becker
Jerry and Susan Becker
Kevin Rossi
Paul Song
Pejman Salimpour
Randi and Nathan Becker, M.D.
Sam and Ashan Leslie
Sherry Sexton and Daniel Striepeke
Warren J. Brodine and
Mark A. Rhein

\$500+

AJ Kennedy
Andrew Signey
Anne Rodia
Becky Murphy
Candy Rabago-Villa
Chona de Leon
Elizabeth Rivera
Lisa Isola
Matthew Gibson
Sergey Navolnev

\$100+

Abigail and Adam Spiegel
Alejandra Rosas
Ana Alvarez

Brenda Aguilar
Edward Matthews
Eugene Veksler
Jorge Banuelos
Joshua Englander
Judy Okun
Leigh Stenberg
Lizett Rosales
Martine Singer
Michael H. Horner
Pajmon Zarrineghbal
Pamela Burgess
Paulo Acuna-Gonzalez
Suzanne Rosentswieg
Terri McAuley
Yuliana Zamora

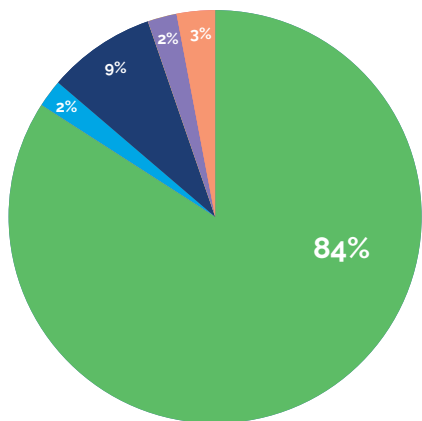
Organizations/ Educational Affiliations:

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
Clinica 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

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

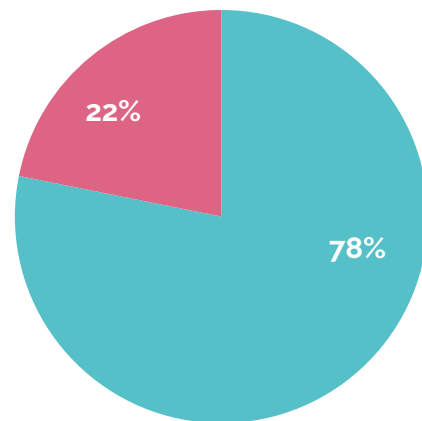
Government Entities

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



Operating Revenues and Support

Patient Services	\$46,049,047
Quality of Care Incentives	\$1,185,474
Government Grants	\$4,630,197
Donor Contributions	\$1,253,483
Other	\$1,639,466
Investment Income	\$189,191



Operating Expenses

Program Salaries/Benefits	\$40,732,404
Management/General	\$11,387,938
Fundraising	\$167,960

Total Expenses: **\$52,288,302**

Total Revenue:

\$54,946,858

Surplus:

\$2,658,556

Teenage Mental Health During a Pandemic

Sara faces her anxiety and panic attacks with the help of her Eisner Health therapist.

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.





2,236

Prenatal
patients

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.



Prenatal Care in the Age of COVID-19

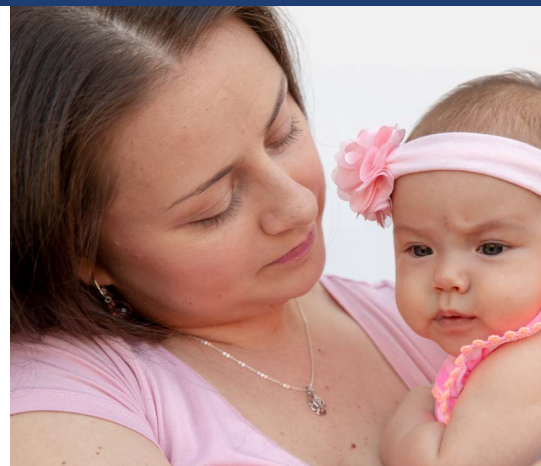
How one older expectant mom found support.

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.



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.



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

Eisner Health Center Board

Officers

- **Stan Berkman, Chair**
Kerwick Capital
- **Edward Matthews, Consumer Vice-Chair**
Self-Employed
- **Rupert Grant, Non-Consumer Vice-Chair**
Maine Consulting LLC
- **Ian Wiener, Esq., Treasurer**
Irell & Manella, LLP
- **Irma Avila, Secretary**

Members

- **Victor Aguirre**
McNicholas & McNicholas
- **Alejandra Rosas**
Atlas Marine Inc.
- **Kevin Rossi, MD**
Kaiser Permanente
- **Martine Singer**
Children's Institute

Eisner Health Foundation Board

Officers

- **Rupert Grant, Chair**
Maine Consulting LLC
- **Joshua Englander, Vice-Chair**
Suffolk Construction
- **Alexes Degenfelder, Treasurer**
Community Volunteer
- **Chris Isola, Secretary**
Jones Lang LaSalle Brokerage

Members

- **Kevin Kroecker, Esq.**
SCAN Health Plan
- **Kevin Rossi, MD**
Kaiser Permanente
- **Pejman Salimpour, MD, FAAP**
David Geffen School of Medicine at UCLA
- **Trent Stamp**
The Eisner Foundation

Executive Team

- **Warren J. Brodine**
President + CEO
- **Chona de Leon**
Chief Operating Officer
- **Deborah Lerner, MD**
*Senior VP Medical Affairs
+ Chief Medical Officer*
- **Andrew Signey**
*VP General Services
+ Government Affairs*
- **Becky Murphy, RN, BSN**
VP Clinical Operations
- **Pajmon Zarrineghbal, Esq.**
General Counsel
- **Sergey Navolnev**
Chief Financial Officer
- **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

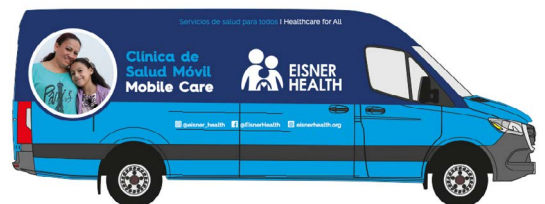
Wadsworth Avenue Elementary





If you have any questions, please reach out to **Beth Cole** at development@eisnerhealth.org

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



 eisnerhealth.org

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 [@eisner_health](https://www.instagram.com/eisner_health)