



QUEENSCARE

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FACT SHEET

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What is QueensCare?

QueensCare is a 501(c)(3) public charity providing healthcare to low income and uninsured working individuals and families residing in Los Angeles County. It is unique in that it provides direct patient care, as well as charitable grants to other non-profit healthcare agencies.

QueensCare partners with the community, other funders, providers and governmental agencies, and by doing so, develops and implements critical healthcare programs.

QueensCare partners with QueensCare Health Centers (QHC) (formerly known as Franciscan Clinics and QueensCare Family Clinics) to operate six community health centers.

QueensCare has four divisions:

- QueensCare Direct Care Division
- QueensCare Health & Faith Partnership (QHFP)
- QueensCare Pastoral Care Division
- QueensCare Charitable Division

A faith-based organization, with roots in the Catholic Church, QueensCare observes the National Conference of Catholic Bishops' Directives for Healthcare.

How the QueensCare Healthcare Safety Net Works:

Outreach: Since 1992 QueensCare Health and Faith Partnership has been developing healthcare outreach programs with various faith communities (churches, schools and social service agencies).

These partnerships with trusted faith-based institutions give the underserved a point of access to healthcare that is both safe and personal. QHFP Parish Nurses are available weekly on a walk-in basis and provide free immunizations and screenings, as well as health education and counseling at each partner site.

When a parish nurse identifies someone who needs further medical help, they are referred to QueensCare Health Centers, a partner nonprofit of QueensCare, or other healthcare resources in the community.

Primary Care: QueensCare partners with QueensCare Health Centers to provide primary care to LA County residents, regardless of their ability to pay, at five locations across Los Angeles. QueensCare Health Centers is an independent 501(c)(3) non-profit corporation. QueensCare provides partial funding for the health centers, and offers referrals to specialists and hospitals for those health center patients who qualify (See: “Specialist Care” and “Hospitalization”). Health center physicians are bilingual or multi-lingual in the language appropriate to the community they serve. Dental and vision care are also provided in most health centers. In fact, QueensCare Health Centers is among the very few places available for low-cost dental and vision care. Two of the centers have pharmacies on site.

In 2007, QHC fully implemented its first electronic health records system, which was later replaced by Epic, a state of the art health record system used by major healthcare providers across the nation. By launching electronic health records (EHR), we have changed the face of medicine in our health centers. Doctors now have a complete medical record with laboratory results, prescribed medications, and general health history available at their fingertips.

Hospitalization: QueensCare pays for the hospitalization of patients whose household income, medical insurance status, and residency qualifies them for the QueensCare Inpatient Healthcare Program. It contracts with several non-profit hospitals for this purpose. Patients can be qualified for care by the contracting hospital or can be admitted to the hospital by QueensCare Health Centers’ providers or Chief Medical Officer.

Eligibility: QueensCare’s Articles of Incorporation require that most of its funds be spent on people who live in QueensCare’s Primary Service, are uninsured and don’t qualify for any governmental healthcare programs, and are low income - that is earn less than 200% of the Federal Poverty Level.

Pastoral Care: QueensCare’s Pastoral Care Division recognizes the impact of spirituality in healing and provides this counseling to patients of Hollywood Presbyterian Medical Center. Ministers of many faith traditions work directly with doctors and nurses to provide an essential element in whole-person care. In addition to the pastoral care provided in the hospital, the

chaplains also advise the hospital's ethics committee and provide assistance to patients wishing to complete advanced directives for medical care.

Charitable Grants: QueensCare grants funds each year to other non-profit healthcare agencies, which are serving the low-income uninsured residents of LA County. These grants are targeted to meet the purposes of each of QueensCare's thirteen healthcare-related funds established in its governing charter.

Collaborative Efforts: QueensCare seeks collaborative opportunities for developing healthcare programs which address critical needs of the underserved of our community. Some examples of community partners are LAUSD, USC and the Everychild Foundation.

Who Does QueensCare Serve:

Those living in Los Angeles County who:

- ♦ have no health insurance;
- ♦ do not qualify for any governmental health program (Medicaid / Medicare); and
- ♦ earn a household income of less than 200% of the Federal Poverty Level (FPL).

In addition, QueensCare is restricted to specific geographic areas for funding:

- ♦ The majority of funds must be spent in the Primary Service Area: the 10 zip codes including 90004, 90005, 90006, 90020, 90026, 90027, 90028, 90029, 90038, 90057.
- ♦ The Secondary Service Area, a ten-mile radius from Fountain and Vermont Avenues, also receives a significant portion of the funding available.
- ♦ Finally, the Remainder Service Area includes the entire area outside the Primary and Secondary areas, but within LA County.

QueensCare History / Background:

QueensCare carries the commitment and tradition of compassionate, whole-person care, first established by the Franciscan Sisters of the Sacred Heart in the early 1900s at Queen of Angels Hospital, and continued at Queen of Angels-Hollywood Presbyterian Medical Center.

QueensCare's name and current operations began following the sale of Queen of Angels-Hollywood Presbyterian Medical Center in 1998 to a for-profit corporation. Because the sale involved non-profit assets, the California Attorney General was responsible for overseeing the transaction. The endowment, created from the proceeds of the sale and accumulated earnings of the hospital prior to the sale, is used to fund program services and grants described previously.

QueensCare Mission Statement:

As a faith-based organization, QueensCare strives to provide, directly and with others, accessible healthcare for low-income and uninsured working individuals and families residing in Los Angeles County.

Special Programs

Prior to separating from QueensCare the following programs were founded and funded by QueensCare. All of these programs are continuing to this day under the administration of QueensCare and / or QueensCare Health Centers.

Mobile Vision Program: The Mobile Vision Program screens approximately 18,000 students at nearly 30 middle schools each year. Of those, over 3,000 receive an optometric exam, almost all of whom also receive free prescription glasses. The program operates in middle schools in the Primary and Secondary Service Areas, among the poorest, most densely populated and culturally diverse areas of the county.

Mobile Dental Program: The QueensCare Mobile Dental Program operates from four (approximately 48-foot-long) mobile dental trailers, each containing three dental chairs. The trailers operate in pairs, visiting qualifying LAUSD elementary schools in the Primary and Secondary Service Areas on a rotating basis. The original dental trailer was funded by a grant from the Everychild Foundation. The second and third trailers were funded through the generosity of the Ahmanson Foundation, the Weingart Foundation, W.M. Keck Foundation, and others. The fourth trailer, a retired unit of the Ostrow School of Dentistry, was donated by USC. The program provides a full range of dental services including exams, fillings, teeth cleaning and sealants at no cost to the student.

QueensCare Affiliated Hospitals

QueensCare has contractual relationships with the following local area non-profit hospitals to provide inpatient care to the people QueensCare serves:

- California Hospital Medical Center
- Cedars-Sinai Medical Center
- Children's Hospital Los Angeles
- Glendale Memorial Hospital
- Good Samaritan Hospital
- Los Angeles County/USC Medical Center
- St. Vincent Medical Center
- White Memorial Medical Center

Affiliated Clinics

QueensCare has "affiliate" relationships with numerous community clinics in LA County, reimbursing those clinics for patients whose household income falls between 134% and 200% of the Federal Poverty Level. Among others, they include:

Clinica Msg. Oscar Romero	Saban Community Clinic
KHEIR	Asian Pacific Health Care Ventures
Eisner Family and Pediatric Health Center	Venice Family Clinic

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Executive Officer
Anitha Mullgani, MD, Chief Medical
Officer

Eloisa Perard, Vice President,
Human Resources
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BCACP, Chief Operating Officer

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QueensCare Health Centers' Locations and Services:

For information on the health centers and their services, please request a Fact Sheet or call (323) 635-1140. *Languages spoken (English, Spanish, Korean, Tagalog, Armenian, and more) and services offered (pediatrics, adult medicine, OB/GYN, optometry, dental) vary at each location.*

Eagle Rock

4448 York Boulevard, Los Angeles
(323) 344-5233

Hollywood

4618 Fountain Avenue, Los Angeles
(323) 953-7170

East 3rd Street

4816 East 3rd Street, Los Angeles
(323) 780-4510

Bresee

184 S. Bimini Place, Los Angeles
(213) 858-5126

Echo Park

150 N. Reno Street, Los Angeles
(213) 380-7298