

MOMENTUM RISING

And we're just getting started.

2023 ANNUAL REPORT

A New Energy Across the Region



City of Kansas City, Missouri
Office of the Mayor Pro Tem
22nd Floor, City Hall
414 East 12th Street
Kansas City, Missouri 64106

As I look across Kansas City, I am inspired by the accelerated energy that’s driving so much positive change here. As Mayor Pro Tem, I am proud of our city’s actions to address housing needs, develop economic opportunities, and build safer and stronger neighborhoods.

I see an energized commitment to building out our services in preparation for the FIFA World Cup on the horizon, but also to making a brighter future for those who call Kansas City home. I see new forms of collaboration budding across the region, between grassroots organizations, neighborhoods, and the traditional sources of power.

Swope Health is one of the major drivers of that momentum. The region’s largest federally qualified health center, Swope Health in the last year expanded into Leavenworth County, added an Excelsior Springs KidsCARE clinic, launched a Hickman Mills healthcare hub and inaugurated the county’s only program for all-inclusive care for the elderly, the PACE KC Adult Wellness Center.

PACE KC’s Adult Wellness Center is the result of a \$15 million investment in the senior population of Kansas City. This innovative program provides personalized, cross-disciplinary, team-based support to help older Kansas Citians live safely at home. The programs are truly a lifeline, building independence, supporting rehab and exercise, teaching life skills and addressing loneliness – all in a beautiful community setting on the Swope Health campus.

And, importantly, while improving access to high quality healthcare, Swope Health is also building opportunities for careers, funding development in the city’s underinvested areas, and using its strong voice to advocate for equity. Any one of these would be noteworthy. All evidence of a powerful champion bringing positive change in Kansas City.

Swope Health is an inspiration and a role model for all of us. I’m proud of the work Swope Health does for us, and I invite you to join this groundswell of momentum rising with your support.

I can’t wait to see what the coming year brings!

With appreciation,

Ryana Parks-Shaw
Mayor Pro Tem, Councilmember 5th District, Kansas City, Missouri



It is the Dawn of a New Era for Swope Health

To experience the transformation of Swope Health, you need look back only a couple of years. In 2021, manifesting our strategy to bring Swope Health KidsCARE to school and community settings, we opened our first location – Emmanuel Family & Child Development Center.

Our pioneering expansion effort was a two-room clinic. Since then, our vision and scale have grown bigger and bolder. At the end of 2021, we launched a capital campaign for PACE KC’s 33,000-square-foot Adult Wellness Center – one of the largest initiatives in Swope Health’s history. We broke ground in 2022, opened the state-of-the-art facility in 2023, and began enrolling members in 2024.

But that’s not all. Swope Health added new KidsCARE centers throughout the region: Excelsior Springs, Hickman Mills, Waldo, and Leavenworth, marking our first expansion in Kansas since the 1980s. We launched a campaign for the new Swope Health Women’s & Children’s Health Center in downtown Kansas City, Kansas, as part of the KCK Community College’s Community Education, Health, and Wellness Center.

And we are just getting started:

- We have embarked on the journey to become a teaching health center, adding residency programs in Dentistry and Family Medicine.
- We have added specialty services and soon will expand our Behavioral Health residential services to support a group home for the developmentally disabled.
- We are investing in a transformational urban campus called Swope Health Village, to offer affordable housing, behavioral health services, and a vital community center on the East Side.

These are examples of a heartfelt boldness and unwavering commitment to drive change that addresses health disparities and serves marginalized communities.

I hope you will consider joining us. Together, we can advance health and wellness for all.

In partnership,

Jeron Ravin, J.D.
President & CEO, Swope Health



swope HEALTH

swope HEALTH
FOUNDATION

PACEKC
swope HEALTH

MESSAGE FROM THE BOARD OF DIRECTORS

Representing Our Community

I have the honor of serving as the leader of an accomplished and diverse team that provides oversight and support to the operation of Swope Health.

It is not hyperbole or exaggeration to describe this body as *diverse*. I'm proud of our representation of our community, encompassing many professions, cultures, religions, orientations, races, and ethnic heritages. This is true of the board and of the Swope Health workforce, nearly 700 strong.

And it is by design.

At Swope Health, we intentionally bring disparate peoples and professions into a common goal – **making care visible for patients, clients, and the community at large.**

At a time when our differences are often weaponized or treated as something to fear, we take the opposite view. We welcome all. That's our mission.

In making care visible, we also want to make sure you will be seen for who you are. There are others here who look and speak like you, share your cultural traditions, and above all, treat you with respect and dignity.

I hope you'll see that commitment come alive in the following pages, our summary of accomplishments of 2022–2023. I also hope you'll consider joining us, as a patient, associate, partner, or advocate.

Thank you,

Juan Manuel Rangel, Jr.
Chair, Swope Health Board of Directors



Stephanie Boyer



Alissia Canady



Jack Cannon III, CFA, CTP



Marvin E. Carolina, Jr.



Aaron G. Ellison, MD



Tresia Franklin



Melika T. Harris



Tom Kokjer



Jack McCanna



Zoraya Rowlands



Dred Scott, EdD



James G. Scott



Michelle Searcy



Dia Wall



Jerry Williams

MESSAGE FROM THE LEADERSHIP TEAM

Strategic Plan In Progress

The Swope Health Leadership Team has carefully and intentionally built a five-year strategic plan that plots a course for Swope Health's investments and developments. The plan addresses **commitments to growth, accessibility, people, quality, and value creation** – all to achieve our overarching vision of serving as the region's "provider of choice."

We also made a strategic commitment to spend upward of \$20 million with Black, Indigenous, People of Color (BIPOC)-owned Businesses over the next five years, part of our focus is to level the economic playing field for minority- and women-owned businesses in our community.

Closing out the 2023 year, we are on track to meet that goal with a partial spend of \$7.2 million on the completion of the PACE KC Adult Wellness Center.

In the pages of this report are highlights of the progress we've made in the four main objectives of our five-year plan:

	Quality & Whole-Person Care	Pages 6–15
	Access & Convenience	Pages 16–21
	Investing In Our People	Pages 22–25
	Value Creation	Pages 26–31

"In 2023, we met our goal to serve 50,000 patients—two years earlier than planned. This is incredible progress, but we still have a lot of work to reach all our goals by 2026."

Jeron Ravin, J.D., President & CEO



Brandi Finocchario
Chief Strategy Officer



Naomi Jamal, M.D., M.P.H., C.M.Q.
Chief Health Officer



Megan Krohn, D.D.S.
Executive Vice President, Dental



Mark Miller
Consultant, Behavioral Health



Josette Mitchell
Executive Vice President, Behavioral Health



Edward Murphy
Chief Administrative Officer



Kelly Murphy
Chief Human Resources Officer



Naimish Patel
Chief Financial Officer



Heath Rath
Executive Director, PACE KC



Angela Smart
Chief Development & Communications Officer, Executive Director of Swope Health Foundation



Thurston Smith, Ph.D.
Chief Information Officer



Kenneth Thomas, M.D.
Executive Vice President, Children's Services

In our first year, we provided basic medical services to approximately 2,000 patients. In 2023, we provided expanded services to 52,114 patients.

Swope Health Services



FAMILY MEDICINE

- Wellness exams
- Acute care
- Chronic conditions such as asthma, diabetes and high blood pressure and pain management
- Immunizations and vaccines
- Preventive health education
- Hepatitis C testing and treatment
- Mobile medical services

WOMEN'S HEALTH

- Ob/Gyn care
- Minor surgical procedures
- Prenatal and postpartum care
- Family planning
- Well-woman exams
- Cancer screenings

PEDIATRICS

- Well-child care
- Immunizations
- Acute care
- Special needs care

VISION

- Eye exams, diagnosis and treatment
- Glasses and contacts



PHARMACY

- 340B Drug Pricing Program
- Drive-thru services
- Delivery services

RADIOLOGY

- X-Ray, Mammography, Ultrasound

LABORATORY

- In-house lab testing and screenings



DENTAL

ADULT/PEDIATRIC PREVENTIVE CARE

- Exams, oral hygiene counseling, nutritional counseling, radiographs, risk assessment, dental sealants, and fluoride applications

PERIODONTICS

- Prophylaxis, periodontal maintenance, debridement, scaling, and root planing

RESTORATIVE

- Amalgam, resin and glass ionomers

ORAL SURGERY

- Tooth extractions
- Pre-prosthetic surgeries

ENDODONTICS

- Anterior and premolar root canals

PROSTHODONTICS

- Complete and partial dentures
- Single crowns
- Multi-unit bridge
- Lab work

ACUTE CARE

- Adult and pediatric

MOBILE DENTAL SERVICES



NEW! PODIATRY

- Diabetic foot care
- Arthritis and dermatitis care
- Fungal treatment including Athlete's Foot
- Ingrown toenail treatment
- Corn, callus, and bunion treatments



BEHAVIORAL HEALTH ADULT SERVICES

- Psychiatry
- Case management
- Individual and group therapy
- 24/7 crisis support
- Supported employment
- Substance use disorder treatment
- Medication-assisted treatment
- Residential care facilities

CHILDREN'S SERVICES

- Psychiatry
- Medication evaluation and management
- Case management
- Individual outpatient therapy
- Family therapy
- Play therapy
- 24/7 crisis support
- Adolescent substance-use disorder treatment
- School-based collaborations

OUTREACH

- Mobile medical and dental care
- Prescription assistance
- Healthcare for the Homeless
- Housing, employment/job training, and emergency assistance
- Disability application, food stamps, TANF assistance
- Outreach Pantry



SUPPORT

- Healthy Start program
- WIC program
- Missouri Medicaid and federal insurance Marketplace enrollment
- Transportation services
- Translation services

OUR HISTORY

1969 | E. Frank Ellis founds Model Cities Health Corporation, now Swope Health.

1970 | Relocated to a larger location at 4900 Swope Pkwy., Kansas City, MO.

1978 | Dental and Behavioral Health services are added.



1980 | Swope becomes a United Way agency. Corporate name change to Swope Parkway Health Center.

1981 | Curtis Franklin Lodge and Kazzetta Harris House established to provide housing and care for Behavioral Health patients.

1986 | Swope Health merges with Douglas Community Health Center in Kansas City, KS. Capital campaign completed and new facility (Swope Health Central) at 3801 Blue Pkwy. in Kansas City, MO opens.

1987 | A significant expansion of Behavioral Health Services is launched, adding mental health court services, faith- and school-based substance abuse prevention, children's psychiatric rehabilitation services, and behavioral health in primary care.

1969

1970

Model Cities Comprehensive Neighborhood Health Center opens in the basement of Metropolitan Missionary Baptist Church at 2310 E. Linwood Blvd., Kansas City, MO.

1978

1980



1981

National quality accreditation by The Joint Commission.

1986

1987

Healthcare for the Homeless program established.

1991

1993

Northland Health Clinic opens in Riverside, MO.

1995

2000

Brown Avenue Clinic (now Swope Health West) opens in the Quindaro area of Kansas City, KS.

2001

2002

Northwest Community Health Center (now Swope Health Independence) opens in Independence, MO.

2003

Corporate name change to Swope Health Services.

Serving Jackson, Cass, Clay, and Platte Counties in Missouri and Wyandotte and Leavenworth in Kansas



8 FAMILY CARE CLINICS

SWOPE HEALTH CENTRAL 3801 DR MARTIN LUTHER KING JR BLVD, KANSAS CITY, MO



SWOPE HEALTH BELTON
204 E NORTH AVE, BELTON, MO



SWOPE HEALTH HICKMAN MILLS
6406 E 87TH ST, KANSAS CITY, MO



SWOPE HEALTH INDEPENDENCE
11320 E TRUMAN RD, INDEPENDENCE, MO



SWOPE HEALTH MAPLE WOODS
3100 NE 83RD ST, STE 1001, #140, KANSAS CITY, MO



SWOPE HEALTH NORTHLAND
2906 NW VIVION RD, RIVERSIDE, MO



SWOPE HEALTH WEST
4835 STATE AVE, KANSAS CITY, KS



SWOPE HEALTH WYANDOTTE
21 N 12TH ST, #400, KANSAS CITY, KS



PACE^{KC} ADULT WELLNESS CENTER

4141 DR MARTIN LUTHER KING JR BLVD, KANSAS CITY, MO

11 KIDSCARE HEALTH & DENTAL CLINICS



TENNEY PEDIATRICS
6501 E 87TH ST, KANSAS CITY, MO



EMMANUEL FAMILY & CHILD DEVELOPMENT CENTER
4736 PROSPECT AVE, KANSAS CITY, MO



EXCELSIOR SPRINGS EARLY CHILDHOOD CENTER
500 N JESSE JAMES RD, EX SPGS, MO



OPERATION BREAKTHROUGH
3039 TROOST AVE, KANSAS CITY, MO



UNIVERSITY ACADEMY
6801 HOLMES RD, KANSAS CITY, MO



LEAVENWORTH PEDIATRICS
1001 6TH AVE, LEAVENWORTH, KS

KIDSCARE AND DENTAL CARE ALSO AVAILABLE AT SWOPE HEALTH CENTRAL, HICKMAN MILLS, INDEPENDENCE, NORTHLAND, AND WYANDOTTE.

7 BEHAVIORAL HEALTH TREATMENT & RESIDENTIAL FACILITIES



IMANI HOUSE TREATMENT CENTER
3950 E 51ST ST, KANSAS CITY, MO



BENTON HOME
2614 BENTON BLVD, KANSAS CITY, MO



CURTIS FRANKLIN LODGE
3860 E 60TH ST, KANSAS CITY, MO



KANZETTA HARRIS HOUSE
3859 E 59TH TERR, KANSAS CITY, MO



PENN PLACE
3915 PENNSYLVANIA AVE, KANSAS CITY, MO



SWOPE GARDENS
3830 E 60TH ST, KANSAS CITY, MO

BEHAVIORAL HEALTH TREATMENT ALSO AVAILABLE AT SWOPE HEALTH CENTRAL.

Swope Health acquires a state-of-the-art custom-built 39-foot Mobile Medical Clinic equipped with two exam rooms, laboratory, restroom, and wheel chair lift.

2006

2008 Mobile dental van begins service to children in several area school districts.

2009

Swope Health Services celebrates 40 years of service to the community.

2010

Swope Health East opens in Comprehensive Mental Health Services, Independence, MO.

2011

Behavioral Health residential facility Swope Gardens opens in Kansas City, MO.

2012

Behavioral Health residential facility Penn Place is acquired in Kansas City, MO.

2014

Swope Health Belton opens at 206 E. North Avenue.

2016

Swope Health Hickman Mills opens in the Loma Vista Office Building, Kansas City, MO.

2017

Swope Health Maple Woods opens in Northland Human Services building, Kansas City, MO.



2019

Swope Health celebrates 50 years of service and the appointment of new President and CEO, Jeron Ravin, J.D.

2020

Swope Health West opens in new location on State Avenue in Kansas City, KS. In response to the COVID-19 pandemic, Swope Health administered over 16,000 tests and vaccinations metrowide.

2021

Swope Health opens first KidsCARE clinic in Emmanuel Child & Family Center and first KidsCARE dental clinic in Operation Breakthrough.

2022

Groundbreaking held for the PACE KC Adult Wellness Center. Ribbon cutting ceremony held for the opening of Swope Health KidsCARE Tenney Pediatrics.

2023

Swope Health KidsCARE expands service with clinics opening in Excelsior Springs, MO and Leavenworth, KS. Swope Health Village kicks off featuring a multi-phase urban redevelopment including clinics and housing. Completion of the new PACE KC Adult Wellness Center.

Who We Served

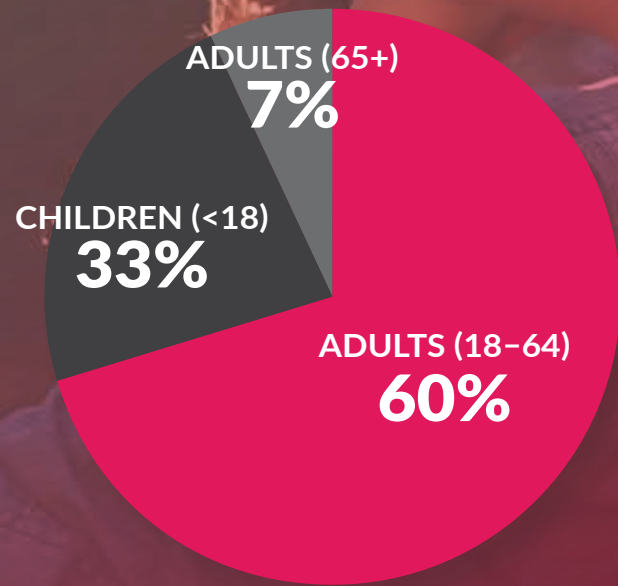
TOTAL PATIENTS SERVED IN 2023

52,114

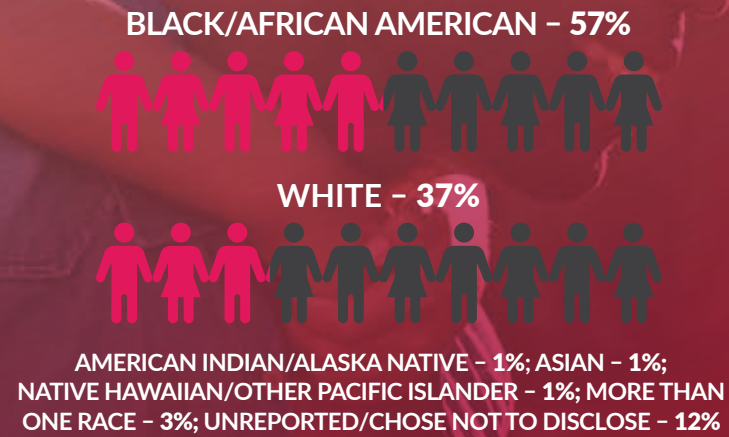
TOTAL NUMBER OF SERVICES PROVIDED IN 2023

333,108

PATIENTS BY AGE



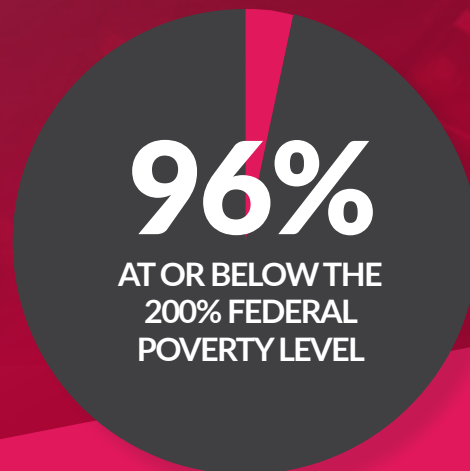
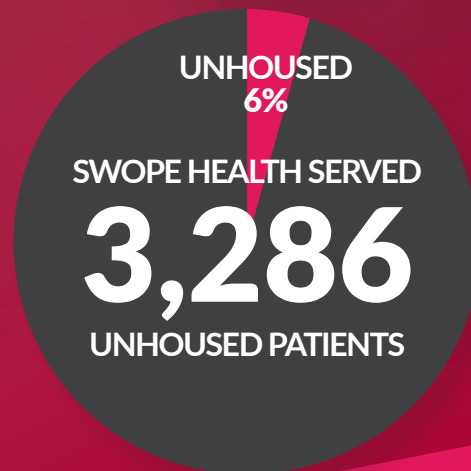
PATIENTS BY RACE



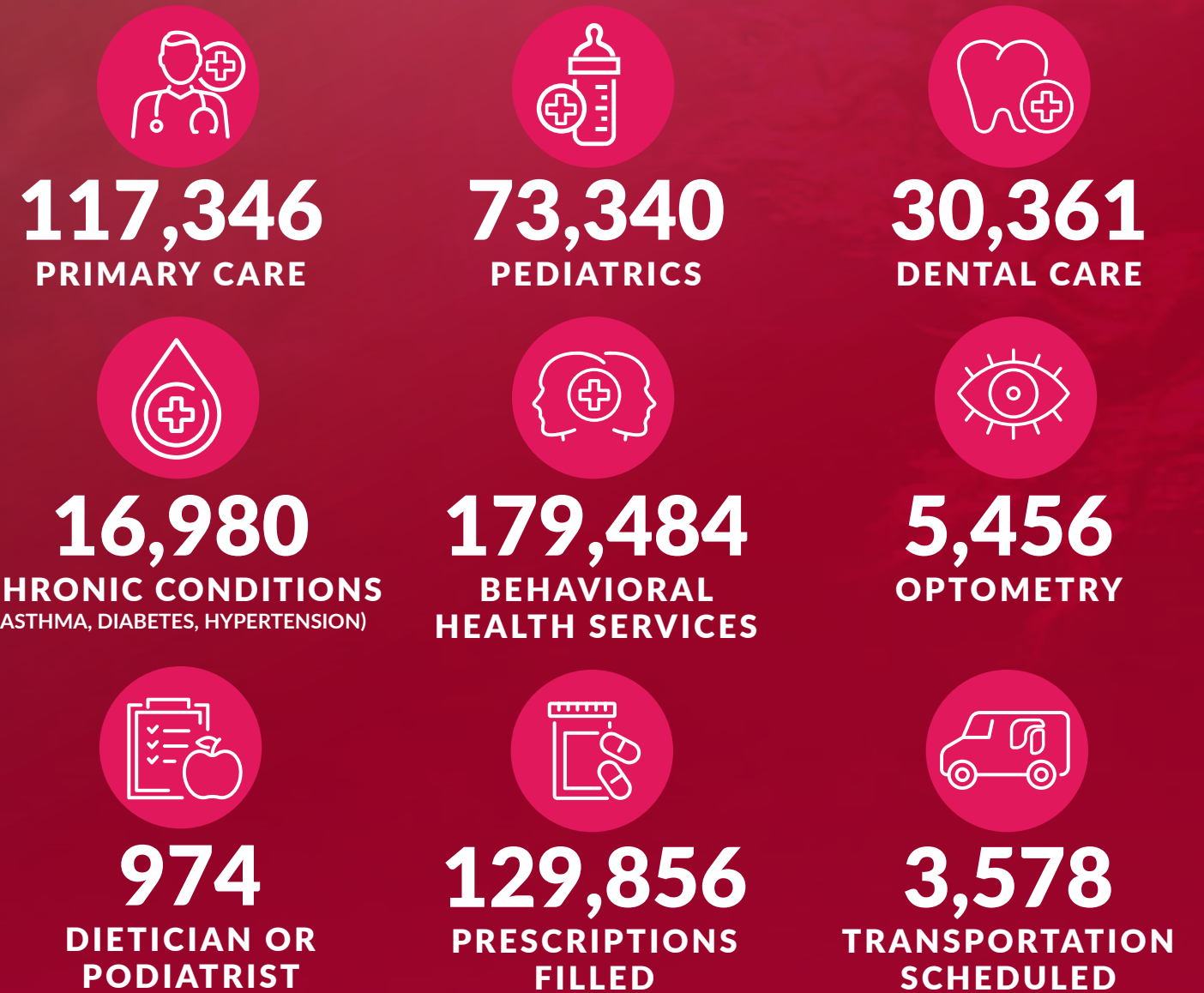
PATIENTS BY ETHNICITY



PATIENT CHARACTERISTICS



SWOPE HEALTH PATIENTS BEST SERVED IN LANGUAGE OTHER THAN ENGLISH - 13%



PATIENT INSURANCE STATUS

UNINSURED	10,888
MEDICAID/CHIP	27,014
MEDICARE	3,733
PRIVATE INSURANCE	8,120

Swope Health Quality Initiative National Achievements

- Swope Health is the **ONLY** federally qualified health center in the nation designated as a **Certified Community Behavioral Health Center (CCBHC)** and that operates a **Program for the All-Inclusive Care for the Elderly (PACE)**.
- Full accreditation by **The Joint Commission** – Just 20% out of all the community health centers in the United States are accredited by the commission.
- **National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home** certification maintained at all eligible Swope Health locations.
- Certification maintained from the **Commission on Accreditation of Rehabilitation Facilities**.
- Received four quality awards in 2023 from the **Health Resources and Services Administration (HRSA)**. HRSA-funded health centers are the healthcare home for many of America’s historically underserved communities, including people in poverty, uninsured people, rural residents, and military veterans.



Finding Joy in Fatherhood

Father Focus is a new six-week peer counseling program at Imani House, designed to help men build better relationships with their children. The program celebrated its first graduating class of 20 men on June 1, 2023.

The Father Focus program combines an evidence-based curriculum with group discussion and counseling, said **Frederick Wilson**, Peer Specialist for Substance Use Disorders. Wilson, who launched the empowerment program, was honored as the 2023 “Professional of the Year” from First Call, a non-profit agency that provides clinical, educational and prevention services to individuals impacted by substance abuse disorder.

One of the core goals of the program is teaching men new skills. It appears to be working, and producing effective and positive change in the families of the men in the program.

“This program taught me to be the person I wanted to be with my children,” said **Ron Carr**, a Kansas City native with more than 20 years in a high-stress corporate role, which produced cycles of addiction and depression. Carr said he had not been a communicative father to his daughters, but in the program learned how to be open.

The program gave him the confidence to show his daughters a willingness to change. The bonds of trust are building, he said, noting with some surprise – and delight – that now his daughters call him and he receives texts and photos from the grandkids. “These are grown women who will call me to talk about issues and problems, and I’m there to

receive. I’m totally involved.” **Joe Vesper Owen III** is another member of the inaugural Father Focus graduating class who’s building a new chapter with his family.

Father Focus taught Owen how to play with and talk with his three grandsons, ages 7, 4 and 3. “I never knew how negative swear words can be on growing minds,” he said, noting that he is breaking habits of cursing, like threatening a “whopping.”

“I am so very grateful for what this program has taught me. I’m able to break the cycle,” he said. “My grandchildren -- they are my purpose.”

Owen, who lives in Oak Grove, credits Imani House with helping him gain his self-respect and a new attitude. “I am a different person, inside and out. I am learning who I am, and my gratitude is immeasurable.”



Lessening the Impact of Diabetes for Everyone

Swope Health is a leader in diabetes prevention, care, and treatment, with programs designed to support and educate patients on this common chronic illness.

Swope Health estimates 15 percent of its patients have diabetes, many with conditions exacerbated by social disparities like income and access to healthcare. To address this health inequity, Swope Health developed a groundbreaking Nurse Care Manager program for uninsured patients with uncontrolled diabetes.

“At Swope Health, we take action to prevent diabetes where possible, and we work closely with patients to manage their condition and keep

diabetes under control,” said **Dr. Naomi Jamal**, Chief Health Officer at Swope Health.

The nurse care manager’s goal is to help patients keep existing diabetes conditions under control through medication, diet, and exercise.

Part of this care includes consultations with a registered dietitian, who assists with nutrition, cooking tips, and more, personalized for each patient’s needs.

Swope Health added a podiatrist in 2023, who assists patients with diabetes. According to the CDC, about half of all diabetes patients have some form of nerve damage, and nerves in the feet and legs are most often affected.

Additionally, Swope Health participates in a Health Equity Learning Action Network project which examines the disparity between people with uncontrolled diabetes who have insurance and those who do not have insurance. Understanding that not having insurance produces worse health outcomes, Swope Health provides nurse care managers to work specifically with those uninsured patients with uncontrolled diabetes.

The project also considers the social drivers of health – non-medical factors that influence health outcomes, including economic stability, education, and healthcare access.

HIV—Navigating a New Treatment Course

With recent advances in technology, there are now medications that can help prevent HIV or Human Immunodeficiency Virus, the virus that can lead to AIDS (Acquired Immunodeficiency Syndrome).

Swope Health is at the forefront of a movement to reduce the spread of HIV and prevent the disease. HIV can affect anyone, but people of color, especially Black and Hispanic men, continue to be disproportionately affected.

The National HIV/AIDS Strategy sets a bold target to end the HIV epidemic in the U.S. by 2030.

Swope Health supports this strategy

by screening all patients age 15 and older for HIV during regular physical examinations or by appointment.

Swope Health pays special attention to screening not only for HIV, but also for the social drivers that can impact a patient’s ability to obtain medication and achieve a positive health outcome.

At Swope Health, this special attention is embodied in a Nurse Care Manager dedicated to HIV prevention and a Community Health Worker who focuses on addressing social drivers of healthcare.

This program also provides HIV education and works to create an environment that reduces the stigma of the disease.

Combining those steps with PrEP (Pre-Exposure Prophylaxis) medication that lowers a patient’s risk of becoming infected, Swope Health is charting a path toward better patient outcomes and a future without epidemic spread of HIV.

National Leadership in Hepatitis C Testing and Treatment

In 2019, Swope Health launched a program for Hepatitis C Treatment. Led by **Rachel Melson**, Doctor of Nursing Practice, Outreach Clinic Director, this program focused on increasing testing and treatment for Hep C, including with nurse care management to support patients with high risk or additional complexity from other health issues. A nurse care manager works with each patient in an individual plan to address their specific needs.

Rachel serves on the Advisory Committee for the National Viral Hepatitis Roundtable and is a subject matter expert in Hepatitis C for the National Healthcare for the Homeless Council.

Swope Health has cured more than 300 patients of chronic Hepatitis C virus infection over the last four years through the treatment program, and has taken a leadership role in helping state and national clinics achieve similar results.

She worked with the Council to create a Hepatitis C Symposium, held virtually on April 5, 2023, with more than 200 people from across the nation participating to learn about treating Hep C in an unhoused and underserved population. Rachel was a speaker at the national conference on the topic of “Hepatitis C Treatment: Harm Reduction & Meeting Complex Needs.”

She also served on a state task force that developed a plan for universal testing, treatment, improving outcomes for people living with Hepatitis C and preventing new infections in the state. As part of the Missouri stakeholders’ group, Rachel provides guidance to other clinicians in the state who are starting to treat Hepatitis C as a clinical expert through the Show-Me ECHO platform.

Rachel also chaired the Provider Development pillar on the state’s Hep C elimination plan.

As part of this group and drawing on her successful programs at Swope Health, she helped develop a Hepatitis C Provider “Pocket Guide” as a resource to other healthcare providers across the state. This pocket guide also served as the basis for a national guide.

“I want to ensure everyone has access to testing and treatment for Hepatitis C,” Rachel said.



“To see an end to Hepatitis C, we need more people screened, we need more providers treating Hepatitis C, and we need improved ways to connect people to that care.”

Rachel Melson, Doctor of Nursing Practice, Outreach Clinic Director

PACE KC Hosts Opening Ceremony

In May 2022, construction began on the \$15 million, 34,000-square-foot PACE KC Adult Wellness Center, a first-of-its-kind facility to support older adults. On October 12, 2023, the completed facility was triumphantly unveiled to the community.

PACE stands for Program of All-Inclusive Care for the Elderly, a health insurance plan that includes access to healthcare services, supports, and assistance for healthy independent living. PACE KC is the first and only provider of PACE services in Jackson County.

The PACE KC Adult Wellness Center has multiple clinical spaces to provide primary care, medical services, and other therapies, as well as a day center, rehabilitation gym, computer lab, library, arts and crafts room, bathing suite, low-stimulation memory care area, outdoor recreation space and meeting rooms.

“This milestone brings the gold standard of home and community-based care for older adults, PACE, to Kansas City, Missouri, for the first time,” said **Heath Rath**, executive director for PACE KC. “The services provided by PACE KC are poised to be a lifeline for individuals aspiring to age gracefully in the homes and communities they love.”

In addition to providing much-needed support for adults 55 and older, the program represents Swope Health’s largest capital investment since the development of Swope Health Central in 1995. The facility construction intentionally drove investments in Black- and minority-owned firms, amounting to 35 percent of the total spend.

The grand opening ceremony drew more than 200 participants, including a representative from the National PACE Association, elected officials, community leaders, and healthcare executives.

PACE KC began enrolling members in March 2024.



LIVING ROOM



REHABILITATION SUITE



DAY CENTER



EXAM ROOM



A ribbon cutting for the PACE KC Adult Wellness Center was held October 17. Helping cut the ribbon (L-R) are Heath Rath, Executive Director of PACE KC; Mark Miller, PACE KC Board member and Swope Health Director of Behavioral Health; and Juan Manuel Rangel, Jr., Chair of the Swope Health Board of Directors

PACE KC Adult Wellness Center

35.22%
BIPOC/MBE/WBE
PARTICIPATION

\$7.2M
BIPOC/MBE/WBE
PROJECT SPENDING

This intentional focus provided opportunities for more than a dozen companies providing services in construction management, earthwork and utilities, fireproofing, fixtures and furnishings, glazing, drywall and carpentry, equipment, flooring, painting, plumbing, HVAC, and electrical work.

Swope Health KidsCARE Launches New Clinic in Excelsior Springs

In September 2023, Swope Health unveiled a new KidsCARE facility at the Excelsior Springs School District's Early Childhood Center, 500 N. Jesse James Road, Excelsior Springs, Missouri.

Swope Health has long provided mobile pediatric healthcare and dental services through a partnership with MARC's Head Start program and the Excelsior Springs schools. Thanks to grants from **North American Savings Bank, Delta**

Dental, T-Mobile, and the **Association of Clinicians for the Underserved,** the onsite clinic became a reality.

At the new clinic, Swope Health provides preventive, early intervention, and treatment services covering medical, dental and behavioral healthcare.

"This is a shared commitment to support the health, well-being, and academic success of children," said Dr. Kenneth Thomas, Swope Health executive vice president for children's services. "When children have access to healthcare, they do better in school. And when children do better in school, their potential for success in life improves."

KidsCARE Clinic Opens in University Academy

Our newest Swope Health KidsCARE clinic is at University Academy, a pre-kindergarten through 12th grade college preparatory public charter school in the Kansas City Public Schools district. The new clinic provides behavioral health and dental services, including preventive and restorative dental care, for the 1,100 students in University Academy.

"Swope Health's dedication and commitment to providing high-quality dental care allows our students to remain at school while receiving professional dental services that would otherwise require parents to miss work and students to miss out on learning opportunities if they receive those services outside of UA," said **Rebecca Gudde**, superintendent of University Academy.



Swope Health Creates Healthcare Hub in Hickman Mills

On December 18, 2023, Swope Health opened a new, expanded full-spectrum family medical clinic offering pediatric care, prenatal care, preventive medicine, acute care, and dental care for all ages at a newly built, state-of-the-art facility at 6406 E. 87th St., Kansas City, Missouri.

Swope Health Hickman Mills is now located across the street from Swope Health KidsCARE Tenney Pediatrics, acquired by Swope Health in 2022, creating a healthcare hub for the community. The clinic's move from its former location on Blue Ridge Boulevard is a significant step forward in improving healthcare access to the community of South Kansas City. In support, new clinic staff has been added to the clinic to expand capacity.

Jacquelyn Bailey, M.D., a physician who specializes in family medicine and provides care across the lifespan, including pediatric and prenatal care, and **Mohammed Nuru, D.D.S.**, a dentist who provides care for adults and children, have joined the Hickman Mills staff and are accepting new patients.

Dental is a new service offered in the Hickman Mills clinic and fills a significant gap in the area for adult patients seeking dental providers who accept Medicaid.



"The new Hickman Mills facility allows us to serve more patients—particularly, the underserved—with greater convenience and access."

Jeron Ravin, J.D., President & CEO



Swope Health KidsCARE Expands into Leavenworth, Kansas

In July 2023, Swope Health acquired the pediatric clinic of **Dr. Lori Ann Golon** and in December added the pediatric clinic of **Drs. Debra Heidgen and Vernon Mills**, also of Leavenworth.

The resulting clinic is named **Swope Health KidsCARE Leavenworth Pediatrics**, and is located at 1001 Sixth St., Suite 210, Leavenworth, Kansas.

The clinic's pediatricians and staff are highly esteemed and bring deep community connections to their work. Dr. Heidgen has served the area for four decades, and Dr. Mills has served for more than five decades. Their practice supported 4,600 patients. Additionally, Dr. Golon's practice has a 23-year history of providing quality cost-effective medical care to children in the Leavenworth area.

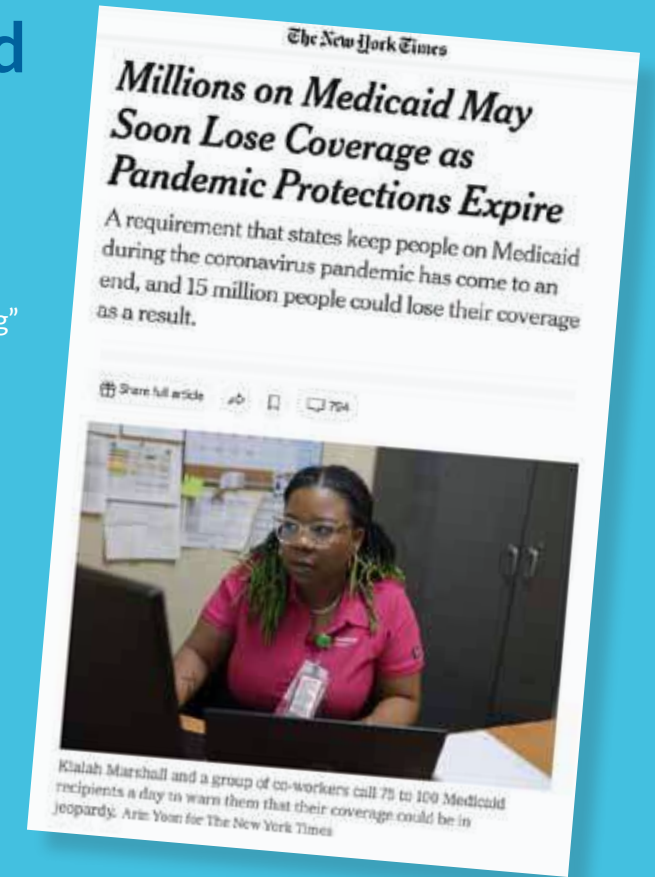
Swope Health KidsCARE Leavenworth Pediatrics offers well-child visits, immunizations, preventive care, acute illness treatment, and chronic disease management, with expanded capacity. The clinic accepts most insurance plans and serves the needs of uninsured and underinsured patients through its sliding fee program.

Swope Health's addition in Leavenworth marked its first expansion in Kansas since the 1980s.



Swope Health Recognized for Medicaid Patient Outreach

In the April 3, 2023 edition of *The New York Times*, Pulitzer prize-winning reporter Noah Weiland's story about "Medicaid unwinding" described the efforts at Swope Health to reach and educate patients who were slated to lose Medicaid coverage. Weiland had visited Swope Health and interviewed associates who spoke of their work with intention and urgency to help patients navigate Medicaid policy changes and preserve their coverage.



Second Mobile Dental Unit Broadens Capacity to Serve Children

Resurrection, A United Methodist Church, with 23,000 members across six locations in the Kansas City metropolitan area, named Swope Health one of the recipients of its 2023 Candlelight Christmas Eve Offering. This major gift, estimated at \$500,000, allows Swope Health to purchase a second mobile dental unit to expand access to children's dental care at community- and school-based sites.

Through its mobile dental services program, the Swope Health mobile dental unit team serves more than 2,500 children annually in collaboration with 85 Kansas and Missouri organizations. Purchasing a second dental mobile unit will open capacity for more children to be served each year.

"This partnership reflects an intersection of mission and vision," said **Jeron Ravin, J.D.**, President and CEO of Swope Health. "Resurrection has a vision to close opportunity gaps and provide a future with hope for all children, which perfectly complements our mission to provide accessible, comprehensive, quality care to all—particularly, to those in marginalized and underserved communities."



Resurrection
A UNITED METHODIST CHURCH





Celebrating Excellence: Swope Health Associate Awards

On May 20, at Swope Health's annual associates family fun event at the Kansas City Zoo, President and CEO **Jeron Ravin, J.D.**, recognized several associates for their outstanding service in 2023. Honored individuals received a certificate, a customized plaque, and monetary awards.

Swope Health Patient Access Award: **Laura Frisbee**



Laura is the lead Customer Service Representative at Swope Health Central's Dental clinic. When a new scheduling system was piloted, she championed the implementation of a new template, trained the call center, and continues to ensure that dentists are scheduled with patients correctly.

Swope Health Patient Experience Award: **Delana Pickens**



Delana is a Customer Service Representative in Independence, nominated by one of our community partners for working "above and beyond" to assist in taking care of a patient with multiple physical challenges. She makes her patients feel they are her No. 1 priority.

Swope Health Support Award: **Rush Patel**



Rush, Accounting Supervisor, stepped up last year to work on several non-traditional federal/state/county funding sources for Swope Health. He is an experienced, compliance-focused associate who works with diligence and attention to detail, and also is always customer-oriented and approachable.

Clinical Support Award: **Leticia Shelton**



Leticia is clinic lead in the Adult Medicine clinic and has served as a nurse at Swope Health for several years. As lead nurse, she made herself available to bridge the gap between clinical service delivery and administrative tasks. Always willing to lend a hand, she steps in if there are absences or staff shortfalls, performing whatever is needed – rooming, patient care coordination, assisting others.

Rush and Leticia are pictured with Angela Smart, Chief Development & Communications Officer and Executive Director of Swope Health Foundation.

Dental Provider of the Year: **Dr. Khiara Drew**



Dr. Drew serves as Dental Clinic Director of Swope Health Wyandotte, and is consistently highly rated in customer satisfaction scores. In her three years with Swope Health, her team has developed a cohesive rapport and positive culture, showing dedication to their KCK community.

Behavioral Health Provider of the Year: **Sonia Kalia**



Sonia is a psychiatric nurse practitioner and brings the unique experience of having served in primary care before transitioning to Swope Health's Behavioral Health division. She's the first associate to model the movement of practitioners

between divisions, and her expertise in primary care, coupled with her experience in behavioral health care, enables her to provide whole-person care to Swope Health's patients.

Medical Provider of the Year: **Taylor Walker**



Taylor is a physician's assistant at the Northland Clinic who's always been willing to provide coverage with quality patient care whenever and wherever needed – Independence, Maple Woods and Northland. She is a provider who goes above and beyond for her patients and the community, and it shows in her exemplary patient experience scores.

Volunteer of the Year: **Tamika Reliford**



Tamika is a Patient Advocate Supervisor who enjoys representing Swope Health at community events throughout the years. She is known for being positive and for greeting people with a big smile. Tamika recently represented Swope Health to a national audience, as one of the associates featured in an article about Medicaid unwinding in The New York Times.

Clinic of the Year: **Outreach Program**



Robert Kenemer, Outreach and Intake Case Manager, and **Alina Gargesh**, Outreach Case Manager, accepting the award on behalf of the entire program

The Outreach Program was adversely impacted by COVID-19 yet provided care to more patients. The program accommodated overflow from adult medicine and continued to provide care to an extremely vulnerable patient population. They've gone out in community and worked with multiple partners to increase access and improve health outcomes.

Summer Sizzler 2023 brought together our associates along with family and friends to recognize and award them for their hard work in "Making Care Visible."



Winner of Swope Health's Shark Tank 2023: The FitCHEFS Wellness Program submitted by Priscilla Schmid, Clinical Registered Dietician



The FitCHEFS Wellness Program will teach families to develop healthy lifestyle practices, including how to Cook Healthfully and Economically in a Fun and Simple way (CHEFS). The program will include patients and their families who are interested in making healthy eating a priority in their lives. Our model will also provide a structure for the Missouri Medicaid reimbursing Medical Nutrition Therapy (MNT) for Obesity Interventions. Including assessing the patient's health knowledge as it relates to nutrition and fostering self-reliance for healthy food selection and preparation. Providing a solid foundation for obesity care, the FitCHEFS program could become a broadly accepted treatment model.

Pilot Program Supports Swope Health Associates in Becoming Homebuyers

Habitat for Humanity of Kansas City and Swope Health have launched a strategic partnership and first-of-its-kind benefit program to support Swope Health associates in becoming homebuyers.



This unique program, the first of its kind in Kansas City, creates a pathway for Swope Health associates to become homeowners and build the assets that create generational wealth.

Extensive research shows that a decent, affordable house can have a significant impact on a family's health, while affordability raises a family's standard of living and relieves the psychological pressure of being forced to make tough trade-offs just to make it through the month.

"We view this initiative as a core tenet of our mission," said Jeron Ravin, J.D., President and CEO of Swope Health. "Not only do we have a responsibility to deliver high-quality healthcare, but also to lead the work that health systems can enact to eradicate health disparities and disrupt structural racism."

Participants will receive individualized support to work through various obstacles to becoming mortgage-ready, including credit management, income-to-debt ratio, tax readiness, and financial management. Income-eligible team members may qualify for down-payment assistance.

Honoring Dr. Dhana Rengachary

On any given workday over the last 50 years, you would likely find Dr. Dhana Rengachary in the women's health clinic, caring for patients.

From visit to visit, she recalled details about each patient's children and home life; asking for updates on jobs, school, and personal interests; and sharing celebrations and life events important to each patient. She makes a point of understanding the whole of a person's life.

In medical textbooks today, this would be called structurally competent and culturally responsive care. For Dr. Rengachary, it is a natural extension of her warm and caring persona and her unwavering belief that all people deserve quality healthcare.

In her 50-plus years of practice, Dr. Rengachary's patient list included women whose daughters and even granddaughters visited her for trusted care.



Prior to joining Swope Health, early in her career, she worked alongside Dr. Samuel U. Rodgers, the trailblazing advocate for quality healthcare for underserved Black and minority communities, at the Wayne Minor Health Center. Dr. Rodgers was known as both an Ob/Gyn and a teacher, working at General Hospital No. 2, at the time the only medical option for Black Kansas Citians and a leading regional training center for Black medical students and graduates. The Wayne Minor center was renamed for him in 1988.

Dr. Rengachary also taught cohorts of medical students, serving as an assistant clinical professor at UMKC from 1972 to 2000. In addition to the clinical lessons, she showed students how to encounter every person respectfully and humanely, as fully deserving quality care.

"Dr. Rengachary dedicated her life to this community and to her patients," said Dr. Naiomi Jamal, Chief Health Officer at Swope Health. "She had many options, but she genuinely believed she could create greater impact here. She truly cared about her patients and giving them the best care possible."

Dr. Jamal continued: "She is such an inspiration to me, personally, and to all of the care team at Swope Health. She is as much of a legend as Dr. Rodgers, a role model for generations, for her commitment to healthcare as a basic human right."

Dr. Rengachary was also a patient herself at Swope Health. From the beginning of her career here, she and her children and family came to Swope Health for medical and dental care – a quiet attestation to the quality of care here.

"We are proud to honor Dr. Rengachary for her 50 years of service at Swope Health, and for her lifetime of advocacy for quality healthcare for all."

Dr. Naiomi Jamal, Chief Health Officer

Swope Health At The NFL Draft



The U.S. Department of Health and Human Services invited Swope Health to partner in its COVID-19 Public Educational Campaign during the NFL Draft in Kansas City, April 27-29, 2023.

Swope Health, with its mobile medical unit, was located on south lawn of the National WWI Museum and Memorial to administer free COVID-19 booster vaccinations as part of the HHS We Can Do This campaign. Swope Health was honored to assist with vaccine protection at this historic event.

Swope Health's mobile medical unit at the NFL Draft offered a unique opportunity to ensure a large national crowd of 300,000 stay current with recommended COVID-19 vaccines.

A Winning Partnership

The reigning champion Kansas City Monarchs and Swope Health are gearing up in 2024 for the third year of a winning partnership.

In 2023, the Monarchs brought home the American Association of Professional Baseball championship, and in 2022, the team won its Division. Both years, Swope Health was loudly cheering as the team's first exclusive healthcare partner. In 2021, when the partnership was first formed, the Monarchs again were reigning champs of the league.

As the voice of community health, Swope Health teams up with the Monarchs for new connections with the community, like the "Connecting Families to Care" back-to-school events, mobile medical unit appearances at games, and an array of promotional events that drive health initiatives.



As a champion for healthcare access and social equity, Swope Health supports the history, tradition, and mission of the Negro Leagues Baseball Museum and its Kansas City Monarchs.

Addressing the Social Drivers of Health

The Centers for Disease Control and Prevention defines social determinants of health as the nonmedical factors that influence health outcomes. They are the conditions in which people are born, grow, work, live and age and the wider set of forces and systems shaping the conditions of daily life.

These factors are broadly categorized as:

- Economic policies and systems, impacting economic inclusion and stability
- Education and access to education
- Access to healthcare and quality of healthcare
- Housing and the built environment, including access to clean water, green space, healthy food
- Social justice policies, political systems, racism

Other determinants may include impacts of climate change, access to transportation, development agendas, social norms and more.

Swope Health recognizes, understands, and advocates for change to address these factors. Swope Health acts to affect change to improve health outcomes for our community.

In 2023, Swope Health launched a series of public town hall discussions with preeminent Kansas City leaders and policymakers on these issues stemming from racism, oppression, and prejudice:

VIOLENCE PREVENTION: Kansas City Police Chief **Stacey Graves**, Kansas City Public Schools Superintendent **Dr. Jennifer Collier**, longtime activist **Alvin Brooks**, joined in conversation with **Jeron Ravin, J.D.**, president and CEO of Swope Health. (April 5, 2023)

HEALTH EQUITY: **Sharla Smith, Ph.D.**, KU associate professor and researcher in maternal health disparities; **Carla Gibson**, vice president of programs for REACH Healthcare Foundation; **Michael Wells**, senior special collections librarian and historian; and Swope Health's **Jeron Ravin** discussed racism and health injustice in Kansas City. Led by **Ruth Ramsey**, publisher and CEO of *Our Health Matters*. (June 15, 2023)

ECONOMIC EQUITY: Held in February 2024, this event featured a conversation with **Ebony Reed**, author of the acclaimed book *Fifteen Cents on the Dollar*, discussing the lack of access to capital in Black communities and steps to improve economic equity.

More events are in development for 2024 and are co-sponsored by the REACH Healthcare Foundation.



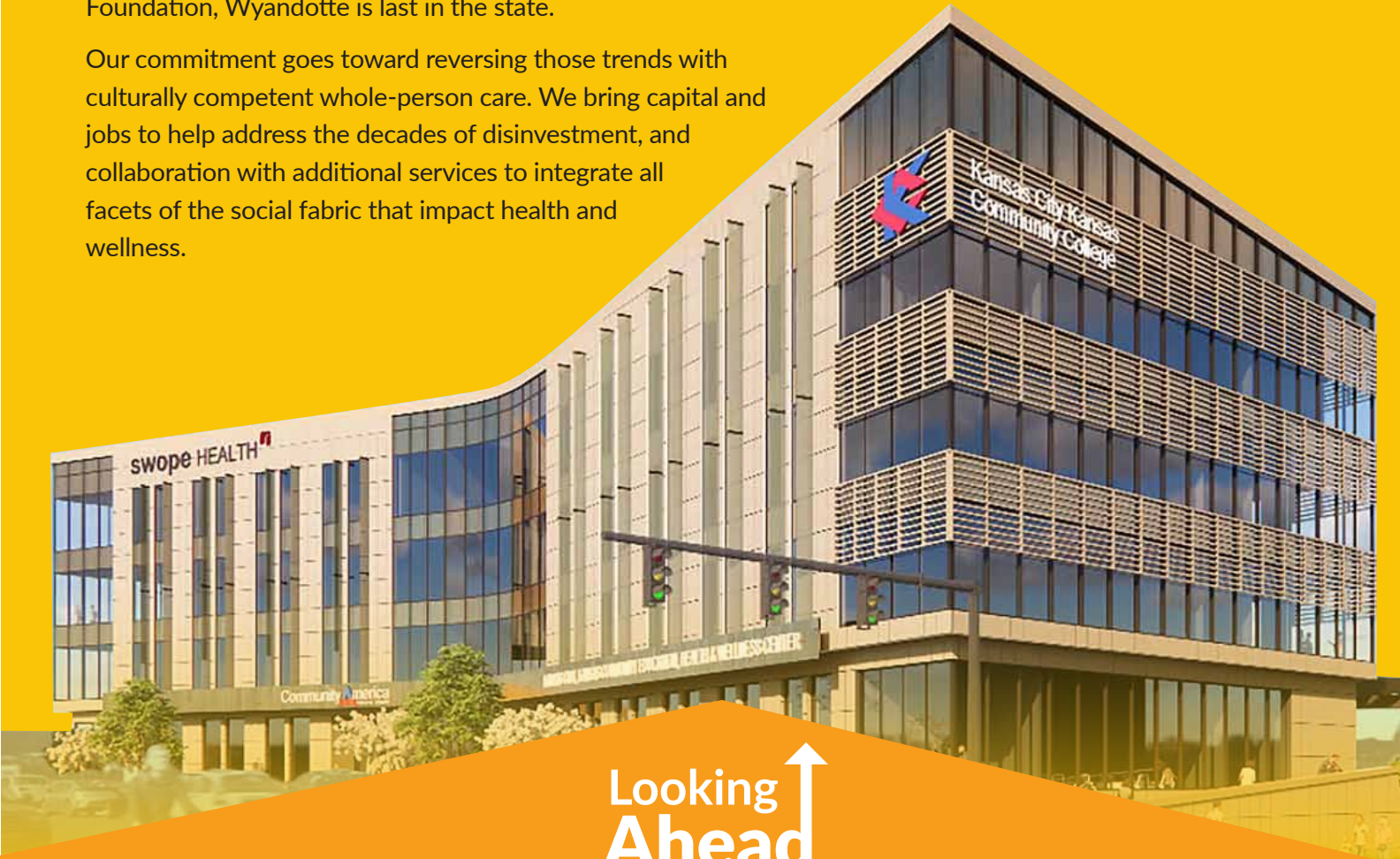
State-of-the-art Women's and Children's Health Center Coming to KCK

In Kansas City, Kansas, there is steady progress toward the construction of a new central hub to address health and educational inequities – the KCK Community College's Community Education Health and Wellness Center.

Swope Health is a proud partner in this endeavor, looking forward to unveiling a Women's and Children's Center – a state-of-the-art medical clinic providing Ob/Gyn, pediatrics, well-woman care, WIC Services – plus onsite behavioral health services and a dental clinic. This will be our fourth clinic in Kansas.

Study after study has shown increasing maternal mortality and low-birth weight infants in areas impacted by disinvestment and discrimination. In 2023, Wyandotte County ranked 103rd (of 104 counties) in health outcomes, with only Edwards County scoring lower. In social determinants of health, according to the Robert Wood Johnson Foundation, Wyandotte is last in the state.

Our commitment goes toward reversing those trends with culturally competent whole-person care. We bring capital and jobs to help address the decades of disinvestment, and collaboration with additional services to integrate all facets of the social fabric that impact health and wellness.



Looking Ahead ↑

“This exciting project is another example of Swope Health taking bold steps to address health inequalities, opportunity gaps, and injustices in our communities.”

Jeron Ravin, J.D., President & CEO

Taking Steps to Become a Teaching Health Center

Nationally, the United States is facing an immense shortage of primary care physicians and other healthcare professionals in all areas. To help alleviate the issue locally and build a sustainable pipeline of medical and dental professionals, Swope Health has embarked on the process to become a teaching health center.

“This is another example of our commitment to dismantling the historical barriers that Black people, individuals living in poverty, and other historically neglected communities have faced in seeking professional medical education,” said **Dr. Naomi Jamal**, Chief Health Officer. “We intend to nurture a next generation of physicians and dentists who can offer culturally competent and quality healthcare to the communities we serve.”

Swope Health is already active in this mission, holding leading roles in the **Kansas City Health Equity Learning Action Network** project, which drives broad multi-sector actions to address the factors that lead to inequalities in health access, treatment, and outcomes. Swope Health offers a one-month Quality and Health Equity rotation for **UMKC School of Medicine, UMKC School of Dentistry, and ATSU Missouri School of Dentistry & Oral Health** students through our clinics, giving them a chance to experience our commitment to “health equity in all policies.”

“Our program brings deep understanding of the social drivers of health and engages an integrated team approach to contribute to better overall health and quality of life,” Dr. Jamal said. “We can actively teach compassionate care while helping improve our community’s access to medical and dental care.”

The process to become a teaching health center began in 2023 with a grant from HRSA, which led to partnerships between Swope Health and **UMKC School of Medicine, Kansas City University**, and other community partners. Discussions are ongoing with historically Black colleges and universities.

The accreditation process, through the **Accreditation Council for Graduate Medical Education** and the **Commission on Dental Accreditation**, should wrap up mid-2025. We expect our first medical/dental learners to begin residency at Swope Health in July 2026.



Looking Ahead

A Transformational Initiative on the Horizon

Swope Health Village is a bold and daring new initiative, bringing new investment in affordable residential care, behavioral health services, and a vibrant community center to Kansas City’s East Side.

This project follows a series of workshops involving members of the community and Swope Health, which led to an envisioning of a new intergenerational community in the heart of the Town Fork Creek neighborhood. The project site runs along Swope Parkway from 59th Street to 60th Street.

The Swope Health Village project is designed to address three priorities:

- Residential behavioral health services for under- and uninsured people at low-income levels.
- Primary healthcare services for unhoused people and those in the residential treatment facility.
- Quality affordable housing for seniors, enhanced with services to help them safely age in place.

The first phase of the project, now underway, preserves the St. Louis Catholic Church and transforms it into the centerpiece of community behavioral health services, providing outreach, substance use disorder treatment, counseling and therapy, and residential services.

The second phase focuses on additional residential services and single-unit housing for seniors, along with additional site infrastructure work, utilities, and parking. The final phase of development creates a neighborhood with four four-story buildings of 50 apartments each, for low-income senior housing.

In total, the project will have approximately 200 senior living units, 72 Behavioral Health units, an 8,000-square-foot clinic, and a 20,000-square-foot community center.



Looking Ahead

“We are investing in the community, bringing our expertise and commitment, and nurturing health and wellness to an area that is so often overlooked and dismissed.”

Jeron Ravin, J.D., President & CEO

A Thank You to the Community

For the third year in a row, Swope Health hosted a community celebration at Loews Kansas City Hotel Event Lawn, an extraordinary evening of festivity with partners and community leaders.

The event is a chance to connect and network, to reflect on the year's accomplishments and look ahead. In 2023, the event added a recognition for the accomplishments of **Kevin Willmott**, who won an Oscar for best adapted screenplay for "BlacKkKlansman."

Willmott delivered a presentation both sobering and inspirational, drawing on his research on the Black experience in healthcare in Kansas City. In tracing the history of segregated medical care in the city, including the Black-only General Hospital No. 2, Willmott also gave a salute to the work underway – and Swope Health's leading role – in dismantling systemic inequity in healthcare.

In 2024, the celebration is scheduled for Wednesday evening, September 25, again at Loews.

In 2023, Swope Health secured one of the largest private foundation grants in our history. The Sunderland Foundation granted \$2.5 million to Swope Health for the construction of the KCK Community Education, Health and Wellness Center.

This is in addition to a \$1.25 million grant Sunderland Foundation made when we started fundraising in 2021. We are so grateful to the Sunderland Foundation team for the investment in the project, in improving downtown Kansas City, Kansas, and in making quality Women's and Children's care accessible to those living and working in KCK.



"The annual Community Celebration brings together Swope Health partners, friends, and family to reflect on accomplishments of the year and what's ahead. I hope to see you there in 2024."

Jeron Ravin, J.D., President & CEO

Swope Health Extends Deep Appreciation To All Who Contributed To Our Work In 2023

FOUNDATIONS, FUNDS & TRUSTS

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 Association of Clinicians for the Underserved
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 Benco Dental
 Blue Cross Blue Shield of Kansas City
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 Next Group/Kelvin Simmons
 Perfect Promotions
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Prairie Capital Management
 REACH Healthcare Foundation
 Resurrection Church
 The Research Foundation
 Shirley & Barnett Helzberg Foundation
 Sophic Solutions
 UMKC Dental Hygienists Alumni

PUBLIC RESOURCES

Centers for Medicare & Medicaid Services
 Children's Services Fund of Jackson County
 City of Kansas City Public Health Department/Health Levy
 Community Care Network of Kansas
 Community Mental Health Fund
 Health Resources and Services Administration
 Jackson County COMBAT
 Kansas Department of Health and Environment Pandemic Assistance & Vaccine Equity
 MARC-Mid America Regional Council

Missouri Department of Economic Development – Community Revitalization
 Missouri Department of Health and Senior Services
 Missouri Department of Social Services

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 Rachel Cook
 Gayle Doll
 Wesley Fields
 Lorraine Green
 Donald J. Hall
 Charlie and Judy Jackson
 Nancy Lee Kemper
 Jonathan and Nancy Lee Kemper
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IN-KIND We gratefully accept in-kind items such as printing, advertising, and supplies. We accept new clothing, shoes, personal hygiene products, and non-perishable food items for our homeless outreach program. For more information, please reach out by email at info@swopehealth.org.

VOLUNTEER Volunteers are always welcome to serve as greeters, information desk staff, and patient navigators. If you want to help, please email info@swopehealth.org.





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OUR MISSION

Swope Health improves the health and wellness of the community by delivering accessible, quality, comprehensive patient care.

OUR VISION

To be a regional healthcare provider of choice in the communities we serve.