



QUEENSCARE

Bringing Healthcare to the Community



QUEENSCARE



OUR MISSION

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

A MISSION OF COMPASSION

QUEENSCARE IS A 501(C)(3) NONPROFIT ORGANIZATION that provides accessible healthcare to low-income and uninsured Los Angeles residents. Furthering the mission originally established by the Franciscan Sisters of the Sacred Heart, QueensCare brings preventative and direct care to the communities it serves through treatment and educational initiatives. In addition to providing direct patient care, QueensCare gives charitable grants to other nonprofit healthcare organizations and works with the community, providers, and governmental agencies to develop and implement healthcare programs.

QueensCare partners with QueensCare Health Centers (formerly Franciscan Clinics and QueensCare Family Clinics) in operating community health centers within the Los Angeles area. Additional collaborative program partners include some 50 different faith communities across the city, Los Angeles Unified School District, and the University of Southern California. QueensCare also has long standing relationships with numerous community clinics in Los Angeles County, including Saban Community Clinic; Asian Pacific Health Care Ventures; Venice Family Clinics; and KHEIR (Korean Health, Education, Information, and Research Center).

QueensCare is comprised of four divisions to furnish care: the Direct Care Division, QueensCare Health & Faith Partnership (QHFP), the Pastoral Care Division, and the Charitable Division. These divisions provide qualifying patients with primary, preventive, and acute care, as well as health education and pastoral care. As a faith-based organization, QueensCare cares for the whole person, in a culturally sensitive and appropriate manner.

A COMMITMENT TO THE COMMUNITY

QUEENSCARE PROVIDES HEALTHCARE to low-income individuals and families in underserved Los Angeles County communities. The individuals who make up this population often work multiple jobs, but are typically uninsured and do not qualify for any governmental health programs. Their household income is below 200% of the Federal Poverty Level and they come in all ages, from children to the elderly. The organization's primary service area is the 10 zip codes in the Hollywood/Wilshire area of Los Angeles: 90004, 90005, 90006, 90020, 90026, 90027, 90028, 90029, 90038, and 90057. The secondary service area is a 20 mile circle whose center point is the intersection of Fountain and Vermont Avenues, while the remainder services area includes all other parts of Los Angeles County not included in the primary and secondary service areas.

PASTORAL CARE DIVISION

THE PASTORAL CARE DIVISION embodies QueensCare’s belief in the importance of spirituality and the organization’s desire to address this essential element in holistic interdisciplinary care. Like the Franciscan Sisters of the Sacred Heart before them, the chaplains of this division tend to the spiritual needs of patients experiencing illness and hospitalization. They also help patient’s family members and staff cope with fear, pain, and suffering related to severe illness and injury. Chaplains bring solace and counseling to the suffering, visiting the hospital daily and conducting religious services that are attended by families, caregivers, and medical staff alike. The Pastoral Care Division engenders love, respect, and comfort for those who are going through difficult times. These interdenominational chaplains, who come from all over the world and represent the diversity of the communities that QueensCare serves, pray with and for patients and their families in a multilingual, multicultural setting.

CHARITABLE DIVISION

QUEENSCARE WORKS WITH MANY OUTSIDE ORGANIZATIONS, agencies, and programs to achieve its mission of providing quality care in the Los Angeles area. The Charitable Division supports the efforts of these other entities and individuals with grants and scholarships to provide, increase, or improve healthcare services for populations within the service areas. By combining these resources with those of other health-related organizations, QueensCare is able to extend its impact beyond its immediate reach.

The Charitable Division, which operates with the participation and oversight of its Grant Committee and Charitable Board, distributes resources to meet the purposes of QueensCare’s thirteen healthcare funds established in its governing charter (see page 7). The Charitable Board has awarded funds to like-minded organizations such as John Tracy Clinic, Los Angeles Christian Health Centers, St. Anne’s Maternity Home, and Project Angel Food.

The Charitable Division also includes the Gene & Marilyn Nuziard Scholarship and Loan Repayment Program, which was established in 2005 to assist exceptional, low-income students studying to enter the healthcare field. This fund also helps professionals who work in medically underserved areas repay their student loans.

QUEENSCARE HISTORICAL TIMELINE



JUNE 12, 1998

QueensCare, as it is known today, is officially founded.

1999

QueensCare establishes its Mobile Vision Program to provide free vision services and glasses to LAUSD middle school students.

2001

QueensCare acquires, with a grant from the Everychild Foundation, its first 48-foot mobile dental trailer with three dental operatories. In a collaborative program with LAUSD, QueensCare contracts with USC’s Ostrow School of Dentistry to provide the program’s dental services to elementary schools in central LA. The program has since grown to four dental trailers with 12 dental chairs and is a regular rotation for USC dental students.

2002

QueensCare Health Centers (formerly known as Franciscan Clinics) becomes independent of QueensCare, applying for and being granted Federally Qualified Health Center (FQHC) look-alike status.

DIRECT CARE DIVISION

THE DIRECT CARE DIVISION provides direct primary, specialty, and inpatient care. Through its partnership with QueensCare Health Centers, patients can access quality primary care services (adult, pediatric, obstetrics, vision, and dental), as well as specialty care. Inpatient care is provided through contracts between QueensCare and numerous local non-profit hospitals for qualifying low-income patients.

The Direct Care Division also includes QueensCare's Mobile Vision Program and Mobile Dental Program. The Mobile Vision Program was established in 1999 to provide vision screenings and glasses at no cost to LAUSD middle school children. The Mobile Dental Program, which was started in 2001 as a collaborative effort with LAUSD, brings University of Southern California's Ostrow School of Dentistry students to elementary schools to provide much needed dental care. This program features QueensCare's fully equipped trailers, which have been made possible by contributions from the Everychild Foundation and the W.M Keck Foundation. Ongoing operational support for the program has been provided by St. Joseph's Health Support Alliance.

QUEENSCARE HEALTH & FAITH PARTNERSHIP

SINCE 1992, QUEENSCARE HEALTH & FAITH PARTNERSHIP has implemented healthcare outreach programs that meet the unique needs of communities throughout Los Angeles, in cooperation with numerous churches, faith-based schools, and social service agencies. These participating organizations form "health cabinets" that identify gaps in healthcare within their own communities and, with the leadership of the parish nurse, develop plans to address them. The ultimate goal of these partnerships is to provide the underserved with a point of access to healthcare that is both safe and personal. To accommodate this, QueensCare parish nurses are available at partner sites to members of the congregation or the neighborhood on a walk-in basis, providing low or no cost immunizations and screenings to children and adults as well as health education and counseling. Additionally, parish nurses refer those requiring further medical attention to QueensCare Health Centers or other healthcare resources within the community.

This division also extends their services to many in the homeless population and often assists those in need of housing, basic resources, and healthcare. Encountering issues as diverse and delicate as food insecurity, mental health problems, substance abuse, and medication adherence, parish nurses work with skill and compassion to build trust with patients and coordinate services.

2003

When QueensCare Health Centers receives its first grant from the Health Resources and Services Administration, becoming a full-fledged FQHC, QueensCare and QHC form a partnership for providing care to those in need that exists to this day.

2005

The Gene & Marilyn Nuziard Scholarship and Loan Repayment Fund is established to assist outstanding, low-income college students studying to enter a healthcare profession.

2008

On its 10th anniversary, QueensCare is awarded an official commendation by the Los Angeles County Board of Supervisors in recognition of the organization's work over the past ten years.

TODAY

QueensCare continues to provide accessible healthcare to low-income Los Angelinos.

A LEGACY OF CARE

THE HISTORY OF QUEENSCARE BEGINS IN THE 1870S with the Franciscan Sisters of the Sacred Heart in Bismarck, Germany when the government in power threatened persecution of the Roman Catholic Sisters, forcing them to flee to America. In 1898, at the behest of San Francisco's Archbishop Riordan, the Sisters established St. Joseph's Hospital (St. Joseph's), which would quickly become a recognizable and beloved icon in the city. In 1926, the Sisters founded Queen of Angels Hospital in Los Angeles to serve the medical needs of Los Angelinos with care and compassion. This institution, formed from the hard work of the Sisters who laid its foundation, would later evolve into QueensCare.

While the Franciscan Sisters of the Sacred Heart planted the roots of QueensCare, two individuals are largely responsible for the organization as it is today: financial advisor Art Barron and attorney J.J. Brandlin. Barron, who was hired by Queen of Angels in 1951, and Brandlin, who came on in 1963, made up the team that would create the vision that has been realized in the organization we know today. By 1987, Queen of Angels Hospital was at the heart of the medical community in Los Angeles. In contrast, neighboring Hollywood Presbyterian Medical Center (HPMC) stood on the brink of bankruptcy. In an attempt to save the struggling hospital, the State of California made a proposition to Queen of Angels that would encourage its leaders to purchase HPMC and expand the hospital's operations and impact within the community.

Although the Sisters supported the acquisition, they worried that the related debt would be too much of a burden on their community. Additionally, being an Illinois-based religious community, few sisters were available to operate a California hospital. The solution was one they had used in the past: turn sponsorship of the medical center over to a business board to be formed by Barron and Brandlin, with St. Joseph's as its corporate member. In 1989, under the oversight of this business board, Queen of Angels integrated its operations into the new Hollywood Presbyterian location, and the resulting entity was named Queen of Angels-Hollywood Presbyterian Medical Center (QA-HPMC). It was a remarkable union for a number of reasons, not least of which was that it marked a combination of two faith traditions, Catholic and Presbyterian, to pursue a common mission of healthcare for those in need.

With managed care becoming more and more entrenched in California healthcare in the 1990s, it was challenging for a single, stand-alone hospital to survive, as it had little bargaining strength with the large managed care operations of the day. After considering several options, including purchasing other hospitals to form a system, the QA-HPMC Board of Directors decided to sell the hospital. On June 12, 1998, Queen of Angels-Hollywood Presbyterian Medical Center sold its hospital operations and its name to a large hospital system. Following the sale, the resulting entity was renamed QueensCare and a new healthcare operation was born.

QueensCare's operations were made up of the following programs, which were started by the hospital and remained with QueensCare after the sale: Greater Hollywood Health Partnership, now known as QueensCare Health & Faith Partnership; the hospital's chaplaincy program; a charitable grants program; and a network of outpatient clinics known as the Franciscan Clinics. QueensCare would soon establish additional programs and services (see pages 4-5), expanding its reach further into the community.

Up until 2002, St. Joseph's was the corporate member of both the Franciscan Clinics and QueensCare, which both operated as affiliated sister non-profit organizations. In 2002, that changed when the Franciscan Clinics, now known as QueensCare Health Centers, needed to become independent of St. Joseph's and QueensCare in order to achieve status as a Federally Qualified Health Center (FQHC). Recognizing their long common history and shared mission of caring for the underserved in Los Angeles, a partnership was formed between the two now independent organizations to continue to provide accessible, quality healthcare to all, regardless of race, religion, country of origin, or ability to pay.

ALLOCATING WELLNESS

QueensCare's governing charter allocates its Investment Fund, composed of most of the organization's assets, into thirteen Expenditure Trust Funds that serve a specific program purpose. Each fund and its purpose is described below.

THE INPATIENT HEALTHCARE FUND

is used for the sole purpose of providing inpatient healthcare to medically indigent persons residing within the service area.

THE OUTPATIENT HEALTHCARE FUND

provides outpatient healthcare to medically indigent persons residing within the service area.

THE EMERGENCY MEDICAL SERVICES

FUND is used to fund emergency room care and related inpatient care at general acute care hospitals.

THE GREATER HOLLYWOOD HEALTH

PARTNERSHIP FUND funds the operations of QueensCare Health & Faith Partnership, which provides screenings, immunizations, and education to vulnerable individuals who are often excluded from traditional avenues of healthcare.

THE FRANCISCAN CLINICS FUND is used for the management, financing, and support of QueensCare Health Centers, which offer primary and preventive medical care, dental, vision, and other services to those in need.

THE PASTORAL CARE SERVICES FUND

is used to minister to patients of all faiths facing illness or injury in the hospital.

THE TRANSPORTATION FUND

provides transportation services to patients requiring inpatient or outpatient care, as well as to their families.

THE BILINGUAL ACCESS AND

TRANSLATION FUND is used to fund linguistic services for a diverse patient population who are not proficient in English.

THE GRANTS FUND is used to award grants to various causes that facilitate QueensCare's service mission.

THE AIDS SERVICES FUND provides health care services for AIDS and ARC patients.

THE RESTRICTED GIFTS FUND, consisting of funds donated to QueensCare, is used to fulfill the donor's intent as set out in the gift.

THE EDUCATION AND OUTREACH FUND

is used to educate the community on the importance of early primary and preventive healthcare, as well as how to obtain such care.

THE RESIDUAL FUND is used to enhance or increase funding from any of the other 12 funds and is used for the specific purpose of the fund being supplemented.





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