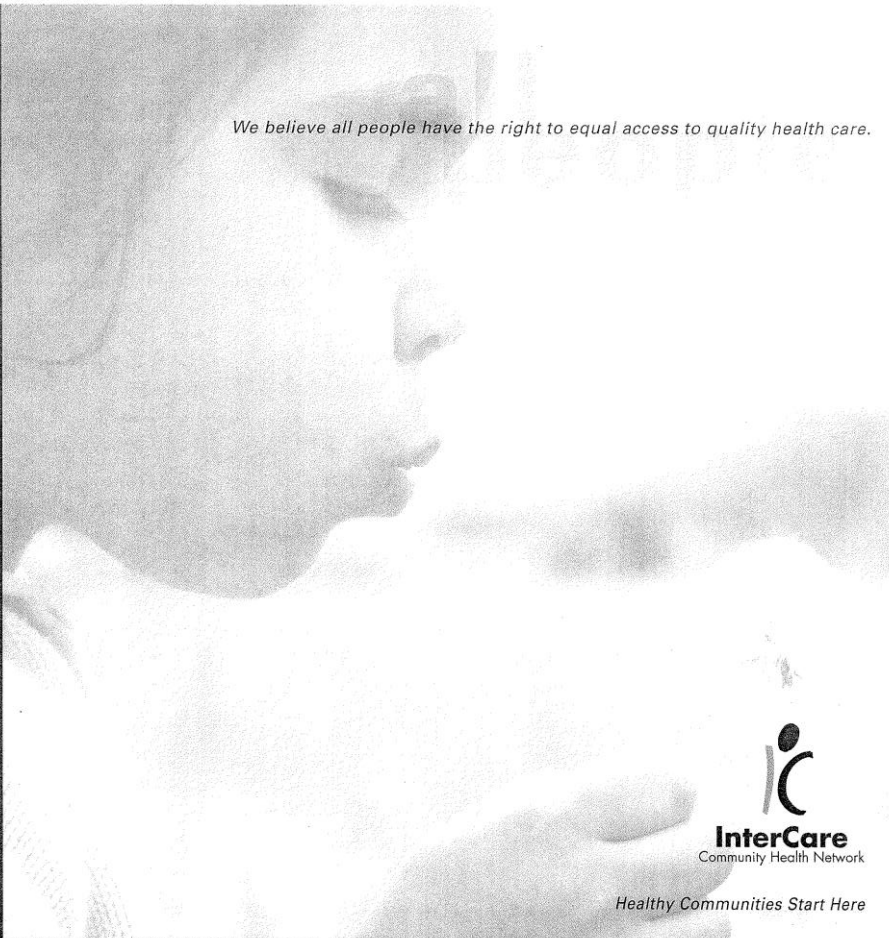
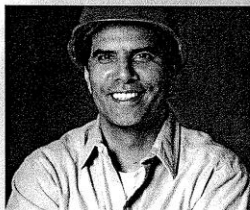


We believe all people have the right to equal access to quality health care.



InterCare
Community Health Network

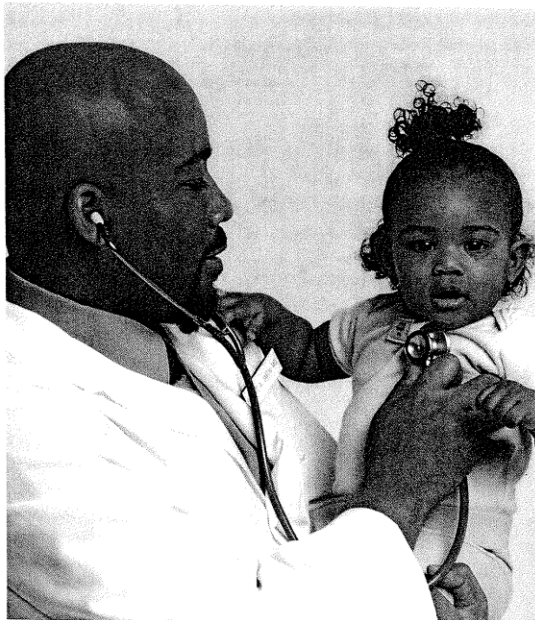
Healthy Communities Start Here



www.intercare.org

MISSION

The mission of InterCare Community Health Network is to improve individual health by providing high quality, comprehensive community-based primary health care services.



At InterCare, we recognize a discrepancy in health between select groups and the majority of the population. Without access to adequate health care, members of certain racial, ethnic and low-income groups are at high risk for disease, disability and premature death. Our goal is to close this gap by improving the health of medically underserved populations in Southwest Michigan.

During 2007, we continued our efforts to increase access to high quality health care in our communities. A \$600,000 federal grant, awarded in 2006, allowed us to expand facilities in Eau Claire and our mobile medical program. We have added three doctors and three dentists to our family of caregivers, and InterCare was recognized as one of *West Michigan's 10 Best and Brightest Companies to Work For* for the fourth consecutive year.

I am pleased to present you with InterCare's 2007 Annual Report which contains highlights from the past year. I invite you to review our accomplishments and hope you will support our mission in the years to come. With your support we can ensure that no one in our community has to be without medical and dental care.

Respectfully,

Velma Hendershott,
President & CEO

INTERCARE COMMUNITY HEALTH NETWORK

InterCare Community Health Network is part of a national primary care safety net that serves more than 16 million people in 3,000 health centers every year. Federally funded and nonprofit, InterCare serves community residents and migrant farmworkers in six counties in Southwest Michigan: Allegan, Berrien, Cass, Kent, Ottawa and Van Buren.

Founded in 1973, today InterCare offers medical, dental and prenatal care to all regardless of their ability to pay. In 2007, we served nearly 40,000 patients in six health centers.

Access to health care is most limited by economic factors. Significant percentages of InterCare's patients do not have health insurance and the vast majority are at or below 200% of the federal poverty level. By emphasizing primary health care services and prevention, InterCare strives to improve the health of the communities we serve and reduce the frequency of serious illness and disease.

Among our patients:

- 70% are of an ethnic minority group
- 55% are uninsured
- 35% are on Medicare/Medicaid
- 1/3 speak only Spanish
- 1/3 are children aged 14 and below
- 1/4 are migrant or seasonal farmworkers

SERVICES

InterCare employs 13 board certified physicians, 11 dentists, seven nurse practitioners/physician assistants and seven dental hygienists. The total workforce is nearly 300 including 40 who work at the administrative office in Bangor.

- Medical Care
- Dental Care
- Lab
- Prenatal Care and Obstetric
- Pharmacy
- Immunizations
- Cancer Screening
- Behavioral Health
- Prevention
- Migrant Outreach
- WIC/MIHP
- MiChild/MOMS-BCCCP

Fees for InterCare's services are strictly based on need—not income—to ensure everyone can have access to affordable health care. InterCare's federal grant funds are used to offer services on a "sliding fee" basis to uninsured and under-insured individuals who are income-eligible for the program. Patients who qualify pay a flat fee or a percentage of charges.



2007 ACHIEVEMENTS

- 38,000 people received medical care
- 15,000 accessed dental services
- 12,000 patients used WIC services (third largest caseload in Michigan)
- 3,000 participated in the Outreach Program
- 1,000 patients used the mobile dental van
- 500 patients in migrant camps received care on the medical van
- 500 women received prenatal care
- \$15,000 grant received from the Holland Zeeland Community Foundation for charity care vouchers
- Initiated acquisition of Mercy Health Clinic in Benton Harbor
- Fully re-accredited by the Joint Commission (JCAHO)
- Recognized by the Susan B. Komen Foundation for the highest mammogram referral rate for low income women
- Recognized as one of West Michigan's 101 Best and Brightest Companies to Work For for the fourth consecutive year
- Recruited three new dentists
- Recruited three new doctors



HEALTH CENTERS

InterCare Community Health Network serves six counties in Southwest Michigan – Allegan, Berrien, Cass, Kent, Ottawa and Van Buren. Four counties in InterCare's service area are ranked in the top ten of Michigan's seasonal census of agricultural workers, with Berrien and Van Buren ranking first and second in the state.



Bangor
308 Charles Street
269.427.7967
800.331.9876

Benton Harbor
697 Weld Street
269.927.5400

960 Agard Avenue
269.927.5162

Eau Claire
6270 W. Main Street
269.461.6927
800.563.4113

Holland
285 James Street
616.399.0200
800.653.9428

Pullman
5498 109th Avenue
269.236.5021
800.248.7446

Sparta
540 S. State Street
616.887.3800

www.intercare.org

InterCare is accredited by the Joint Commission on the Accreditation of Health Care Organizations (JCAHO). JCAHO is a widely respected nonprofit group that has been surveying and evaluating health organizations since the early 1950s. InterCare's JCAHO re-accreditation serves as a symbol of our commitment to quality and safety. We have met national patient care standards and strive to improve performance on all levels.







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