



2023 ANNUAL REPORT

URGENT CARE FOUNDATION



URGENT
CARE
FOUNDATION

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Letter From Board President and CEO

What an exciting year for the Urgent Care Foundation!

In 2023, we overcame challenges by expanding upon the foundation laid the year before and broadening the reach and the impact of our programs. We also strengthened ties with our local communities, which remains a cornerstone of our mission. Throughout 2023, we bolstered community engagement through collaborative initiatives, outreach programs and educational campaigns, aimed at making a meaningful impact beyond the confines of UCF.

We planned and executed an Antibiotic Stewardship Quality Improvement program, providing resources and tools to reduce inappropriate antibiotic use. We hosted ongoing, applicable training for clinicians to develop a strategic approach to antibiotic stewardship and recommended tools to implement CDC guidelines.

UCF also added a Syphilis Toolkit to the Learning Center library for Urgent Care professionals and held focus groups for clinicians to learn about the barriers and opportunities around providing Sexually Transmitted Infections care in Urgent Care centers.

We saw two exceptional organizations, the College of Urgent Care Medicine and PM Pediatric Care, become the recipients of our Urgent Care Philanthropic Grants Program Spring 2023 Grants, while American Family Care and Northwell GoHealth Urgent Care became the recipients of our UCPG Fall 2023 Grants.

So, what can we expect for 2024?

We will continue Driving Change on critical initiatives such as the improvements of Antibiotic Stewardship, the promotion of Diversity, Equity & Inclusion and the advancement of Urgent Care medicine.

Thank you for supporting the vision of UCF as we continue to elevate and increase the recognition of Urgent Care medicine as an essential component of our healthcare ecosystem.



Luis de la Prida, MBA
President, Urgent Care Foundation
Managing Partner, The NYBB Group



Lou Ellen Horwitz
Chief Executive Officer
Urgent Care Association

Board of Trustees

Trustees are recruited to serve, drawing on their expertise in the field as well as their belief in and vision for Urgent Care Medicine being an essential part of the healthcare landscape.



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Christopher Tobin
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About the Foundation

The Urgent Care Foundation looks to inspire and contribute to research, education, clinical and practice management leadership as well as innovation in new and emerging healthcare delivery models. With its origins cemented in the desire to expand an ongoing Fellowship Program, UCF was created to accomplish these goals and incorporated in 2011.

Mission Statement

The Urgent Care Foundation is a 501(c)(3) non-profit entity and is the singular, nationally recognized entity devoted to enabling Urgent Care viability through grants for original medical and operational research, special initiatives and raising awareness of Urgent Care.

Vision Statement

Universal recognition of Urgent Care medicine as an essential component of healthcare allows Urgent Care centers to make significant contributions to the health and wellness of the communities they serve worldwide.

2023 Year in Review

- Awarded the College of Urgent Care Medicine and PM Pediatric Care with our UCPG Spring 2023 Grants
- Awarded American Family Care and Northwell GoHealth Urgent Care our UCPG Fall 2023 Grants
- Added to a Syphilis Toolkit to the Learning Center library for Urgent Care professionals
- Granted support to UCA Learning Experience to produce a webinar series on Urgent Care operations
- Granted support to CUCM and UCA Learning Experience to host Clinical Consortium at Assembly
- Planned and executed an Antibiotic Stewardship Quality Improvement program as part of a CDC federal grant.
- Mailed ABS Patient Education Awareness Toolkits, in collaboration with Reckitt, to 900 Urgent Care centers
- Raised \$253,957 at the 2023 Urgent Care Foundation Celebration

Industry Awards

2023 AWARD RECIPIENTS

Each year, we acknowledge the work of those advancing Urgent Care at the annual UCF Celebration and Awards Ceremony.

The winners, nominated by their peers and selected by the Urgent Care Foundation Awards Committee, were recognized across five categories at the 2023 Urgent Care Foundation Celebration in Las Vegas: Lifetime Membership, Outstanding Achievement, Rising Star, Humanitarian and Becky Burress Unsung Hero. To learn more about each award and the past winners, please scan the QR code below.

Lifetime Membership



Joseph Toscano, MD, FCUCM

Outstanding Achievement



Kevin DiBenedetto, MD

Rising Star



Lidymar Ruiz, MBA

Humanitarian



Tracey Q. Davidoff, MD, FCUCM

Becky Burress Unsung Hero



Anupama Pani, MD



To learn more about each award and the past winners, please scan the QR code above.

2023 Foundation Celebration and After Party

The annual Foundation Celebration, also encompassing the Award Ceremony and After Party, is the premier fundraising event for UCF. The evening celebrates the accomplishments of our members and inspires pressing forward with the mission to elevate the Urgent Care industry with research and programs for the community and professional development. This event continues to grow. Over 230 members attended the event in 2023, which took place at the Urgent Care Convention in Las Vegas. The memorable night included the annual Urgent Care Industry Awards—recognizing five heroes within our community—and a boisterous live auction and paddle raise emceed by Las Vegas performer and rock star, Marvelous Mark.



Thank You to Our 2023 Sponsors

CORPORATE SPONSORS

Antibiotic Stewardship Sponsor

bioMérieux

Reckitt

Celebration and After Party Sponsor

Abbott Rapid Dx North America, LLC

HCA Healthcare

Mythic Insurance

Polsinelli

Clinical Consortium Sponsor

Abbott Rapid Dx North America, LLC

bioMérieux

Cepheid

Pfizer, Inc.

Reckitt

Sekisui Diagnostics

Sexual Health Sponsor

Chembio Diagnostics

Visby Medical

CORPORATE AND ORGANIZATION DONORS

\$50,000 or more

Abbott Rapid Dx North America, LLC

Pfizer, Inc.

Sekisui Diagnostics

\$25,000 to \$49,999

bioMérieux

Reckitt

Chembio Diagnostics

Visby Medical

Cepheid

\$5,000 to \$14,999

HCA Healthcare

Premier Health

Mythic Insurance

Hippo Education

Polsinelli

\$1,000 to \$4,999

Experity

Health TrackRx

Solv

Davam Urgent Care

Henry Schein Inc.

NERUCA

Express Family Care

Summit Industries

Urgent Care Pros

WellStreet Urgent Care

U.N.I. URGENT CARE CENTERS

\$250 to \$999

UCP Merchant Medicine

Gurmu OccMed services inc.

Versea Health

\$150 to \$249

Brunswick Urgent Care

Chauburg, PLLC

Amazon Business

MedSurg Urgent Care

Up to \$125

NXTLVL Strategies LLC

GoHealth Urgent Care

UCA - Membership Department

INDIVIDUAL DONORS

\$20,000+

Payman Arabzadeh, MD
Robert G. Graw, MD, FCUCM

\$10,000 to \$14,999

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\$5,000 to \$9,999

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Kristin Rastatter

Jacqueline Stasch

Christopher Tobin

Melodie Turk, MHA

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RECURRING DONORS

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Luis de la Prida, MBA

Clinical Consortium

In partnership with UCA and CUCM, the Clinical Consortium consists of clinical, thought leaders from the largest Urgent Care organizations. This group meets annually at The Assembly to address future threats and opportunities related to public health, impacting clinical care delivery in the Urgent Care environment. To enhance the impact of the event, on-demand healthcare industry partners, public health experts, key Urgent Care players and other clinical stakeholders represent clinical leadership in Urgent Care organizations with regional or national footprints. The 2023 Clinical Consortium at the Assembly hosted chief clinical leaders and industry partners and Urgent Care chief executives for a three-day conference in Nashville, TN.

Key Activities Included:

*Assessing prior year threats, challenges, responses, and preparedness as they relate to opportunities for improvement, education, and short and long-term response.

*Identifying 1-3 key industry focus initiatives for the coming year.

- Reviewing the latest scientific research, trends and treatment protocols, and public health recommendations for infectious disease threats, as well as antibiotic and corticosteroid stewardship.
- Discussing the benefits, challenges and potential solutions associated with testing, diagnosis, treatment, and prevention.
- Identifying deficiencies in resources, clinical operations and other gaps in patient services that can be addressed to mitigate clinical barriers and optimize the Urgent Care industry response during the upcoming year.

Initiatives Launched

CDC GRANT - YEAR-3 PROJECT

During year 3 of a 5-year CDC grant agreement, UCA, UCF and CUCM planned and executed an Antibiotic Stewardship Quality Improvement program. Urgent Care centers signed up to participate and follow a structured program of intervention and reporting to implement resources and tools to reduce inappropriate antibiotic use. Ongoing training was hosted to provide applicable education and resources for clinicians to develop a strategic approach to antibiotic stewardship and recommend tools to implement CDC guidance.

The monthly reported data was analyzed, and trends were shared with participants to assist continuous improvement based on performance metrics related to implemented antibiotic stewardship. Monthly webinars supported participants to discuss and share successes and identify areas for continued improvement and adjust approach with additional intervention.

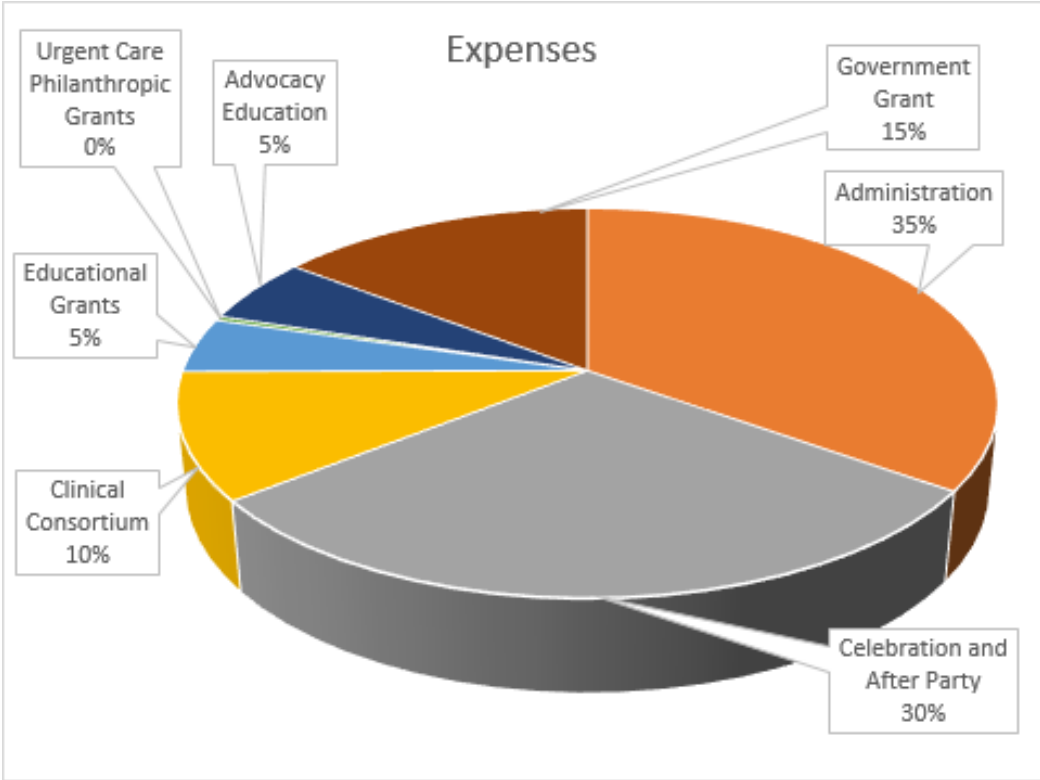
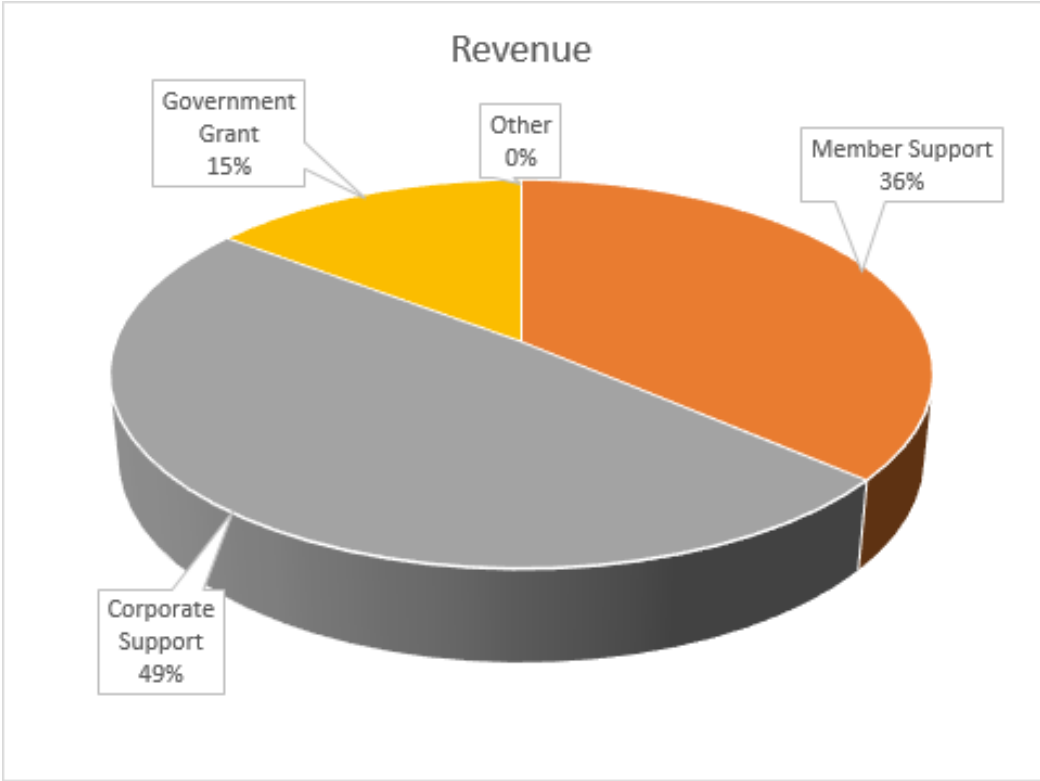
The project successfully recruited more than 50 centers to participate in the Quality Improvement program. As the first act of commitment, aligning with the core elements of outpatient antibiotic stewardship as developed by the CDC, participating centers signed the CUCM Antibiotic Stewardship Commitment Statement. The resources distributed to participants were robust, including CDC materials, tools and bilingual resources.

The project resulted in an improvement in reducing inappropriate antibiotics prescribing 27% for bronchitis and 21% for viral illness, with an overall improvement of 25% from baseline measurements.

STI EDUCATION

Focus groups were held with Urgent Care clinicians to learn more about the state of Sexually Transmitted Infections care and its barriers and opportunities. Additionally, a Syphilis Toolkit for Urgent Care Professionals, produced by Chembio with BioSynex Group, was added to the Learning Center Library.

Financials



Financials

REVENUE

Member Support	\$246,576.00
Corporate Support	\$322,200.00
Government Grant	\$99,686.00
Other	\$39.00
Total Revenue	\$678,501.00

EXPENSES

Administration	\$236,164.00
Celebration and After Party	\$200,931.00
Clinical Consortium	\$71,467.00
Educational Grants	\$31,000.00
Urgent Care Philanthropic Grants	\$2,535.00
Advocacy Education	\$37,034.00
Government Grant	\$99,686.00
Total Expenses	\$678,817.00
Net Income	-\$316.00

Looking Forward

URGENT CARE PHILANTHROPIC GRANTS PROGRAM

Spring 2023 Grant Recipients

We're proud to recognize the College of Urgent Care Medicine (CUCM) and PM Pediatric Care as the recipients of our 2023 Urgent Care Philanthropic Grants Program.

CUCM's project, "Benchmarking Urgent Care Clinicians' Confidence Level with Common Procedures," and PM Pediatric Care's initiative, "Promoting Equitable Care Through the Establishment of Industry-Wide Pediatric Urgent Care Quality Benchmarks," have ignited our excitement and admiration.

These pioneering projects, which aim to improve standards and quality in the Urgent Care industry, reflect the dedication of CUCM and PM Pediatric Care. We cannot wait to see their work come to life and support the Urgent Care industry. Together, we will make a significant impact on the Urgent Care landscape.

Fall 2023 Grant Recipients

We extend our heartfelt congratulations to American Family Care and Northwell GoHealth Urgent Care, the recipients of our UCPG Fall 2023 Grants.

American Family Care's "Antibiotic Stewardship Program in the Urgent Care Setting - A Measure of Clinical Impact" and Northwell GoHealth's "Empowering Autism-Friendly Urgent Care: Bridging Gaps, Fostering Inclusivity, and Enhancing Patient-Centric Care" projects have demonstrated a commitment to excellence in the healthcare industry.

American Family Care's innovative approach to Antibiotic Stewardship and Northwell GoHealth's dedication to fostering inclusivity in Urgent Care are both exemplary. We are privileged to collaborate with both organizations as they continue to lead the way in accessible and comprehensive healthcare.

We look forward to transforming healthcare delivery and improving the lives of patients together. We thank you for your incredible work, and we are excited to support your mission in the coming months.

CDC Grant

In May 2022, UCF was awarded a grant from the Centers for Disease Control and Prevention (CDC) to further Antibiotic Stewardship (ABS). This grant - the inaugural federal award for UCF - funds Urgent Care Association and College of Urgent Care Medicine ABS activities as part of a five-year cooperative agreement with the CDC (2020-2025).



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