



URGENT
CARE
FOUNDATION



2022 ANNUAL REPORT

Urgent Care
Foundation

A background image showing several hands of different skin tones and nail colors (including red) carefully placing white puzzle pieces together. The scene is set against a dark blue background, creating a sense of teamwork and collaboration.

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LETTER FROM BOARD PRESIDENT AND CEO

These are exciting times for the Urgent Care Foundation.

In 2022, we launched new initiatives, including the Leadership and Advocacy Conference, a Commission on Diversity, and the Dee Chapman Memorial Fund. We also reignited our Antibiotic Stewardship program with our first multi-year government contract. In addition, we continued to develop our leadership and clinical programs with the Thought Leaders and Clinical Consortium groups.

We also mobilized UCF volunteers who met personally with 30 House and Senate offices in Washington, D.C. during a Lobby Day event to share our story and the reality that Urgent Care has become the frontline of healthcare. We enrolled over 50 Urgent Care centers in our Antibiotic Stewardship program and committed to learning about and examining the organization's internal diversity, equity and inclusion efforts. UCF believes this is the first step in leading our industry in its responsibility to support inclusive practices and address healthcare disparities.

So, what's next for us?

In 2023, UCF is raising the bar for our research and programs. We have launched the new Urgent Care Philanthropic Grants Program to support research led by those practicing and focused on the advancement of Urgent Care Medicine. Additionally, we are increasing our support of those practicing Urgent Care medicine by developing new programs and educational resources for Antibiotic Stewardship and Sexual Health. These are two significant priorities currently facing Urgent Care. Finally, through our affiliation with the Urgent Care Association (UCA), we will continue to develop an organizational and industry commitment to diversity, equity, and inclusion in our industry with initiatives like a DEI report.

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.



Sincerely,
Steve Sellars
President, Board of Trustees
CEO, Premier Health

A handwritten signature in black ink that reads "Steve Sellars".



Lou Ellen Horwitz
CEO, Urgent Care Association

A handwritten signature in black ink that reads "Lou Ellen Horwitz".

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.



Steve Sellars, MBA
President
CEO, Premier Health



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President/CEO, STAT Health Immediate
Med Care



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President/Co-founder, CRH Healthcare



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Urgent Care



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Randy Johansen
Trustee
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Kim Youngblood
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Lori Vrajich, MPH
Trustee
VP of Operations (West Region),
HCA Healthcare



J.D. Zipkin, MD
Trustee
Chief Medical Officer, GoHealth
Urgent Care



ABOUT THE FOUNDATION

Mission

The Urgent Care Foundation is a 501(c)3 non-profit organization, and is the singular, nationally-recognized entity devoted to research activities, programs, and strategic initiatives in the field of Urgent Care.

Vision

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

UCF works to elevate Urgent Care medicine as an essential component of healthcare, supporting Urgent Care centers' impact in the communities they serve.

UCF had its origins in the desire to expand ongoing Fellowship Programs currently administered by the Urgent Care Association (UCA) and the College of Urgent Care Medicine (CUCM). In the spring of 2009, a group of industry thought leaders decided that a separate entity was needed to further support industry priorities.

UCF was created and incorporated in 2011, with a vision for the success of Urgent Care Medicine as an essential part of the healthcare landscape. UCF received its 501(c)3 approval from the Internal Revenue Service on August 17, 2012.

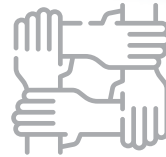
2022 YEAR IN REVIEW

Recognized 11 Urgent Care heroes with 2020, 2021, 2022 Urgent Care Industry Awards



First annual Leadership and Advocacy Conference and Lobby Day in Washington, D.C.

Established Commission on Diversity and launched 3-year strategic plan



Created the Dee Chapman Memorial Fund to advance industry thought leadership

Top Urgent Care thought leaders, clinical and industry partners assembled at the 3rd annual Clinical Consortium



Awarded first federal grant by the Centers for Disease Control and Prevention (CDC) to further Antibiotic Stewardship in the Urgent Care industry

Launched Urgent Care Philanthropic Grants program to invest and provide funding for innovative Urgent Care industry research



LEADERSHIP & ADVOCACY CONFERENCE



“

Participating in UCA Advocacy Day in Washington, D.C. provided a great opportunity to share the impact that our industry had during the pandemic and the important role Urgent Care plays in the overall health care system. Sharing these stories with our congressional leaders helped to emphasize the importance of including Urgent Care in their planning and the impact that public policy decisions have on our ability to remain viable and available to the patients in our community.”


*– Todd Martin, MBA, FACHE,
Executive VP, COO, Emergency One*

In 2022, UCF presented the first annual Leadership and Advocacy Conference and Lobby Day inviting 67 CEOs and CMOs representing the largest Urgent Care centers in the country and industry partners. The conference brought these leaders to Washington, D.C. to discuss industry advocacy priorities and meetings with key lawmakers.

Keynote speaker was the Assistant Secretary for Preparedness & Response (ASPR), of the U.S. Department of Health and Human Services, coordinating the nation’s COVID-19 response.

The agenda included personal meetings with members of Congress and their staff to continue educating legislators developing awareness concerning the Urgent Care industry. Key messages shared were:

- Urgent Care centers must be included in any new pandemic response plans approved by Congress or other regulatory agencies
- Urgent Care centers must be prioritized for emergency funding, supplies (including PPE), diagnostics and treatments



The 67 attending Urgent Care leaders represented 970 centers nationwide, and met in-person with elected officials and legislative staff to education on the industry.

- *A total of 30 individual meetings took place with Senators and House Representatives from each of the following states: Alabama, Arkansas, California, Florida, Georgia, Illinois, Louisiana, Minnesota, Missouri, North Carolina, New York, Oregon, Texas, Utah, Virginia, Washington*

INDUSTRY AWARDS

2020 Award Recipients



Humanitarian

Lynda Gerberg, MD



Quality and Safety

Frank Illuzzi, MD



Lifetime Membership

Eric McDonald



Quality and Safety

Amanda Montalbano, MD,
MPH, FAAP



Lifetime Membership

Pamela C. Sullivan, MD, MBA,
FACP, FCUCM, PT



Becky Burress Unsung Hero

Becky Burress



Outstanding Achievement

David Stern, MD, CPC

2021 Award Recipients



Lifetime Membership
Sean M. McNeeley, MD, FCUCM

2022 Award Recipients



Lifetime Membership
Richard Park, MD



Lifetime Membership
Laurel Stoimenoff, PT, CHC



Becky Burress Unsung Hero
Dee Chapman

15 Years of Honoring Excellence Within Urgent Care

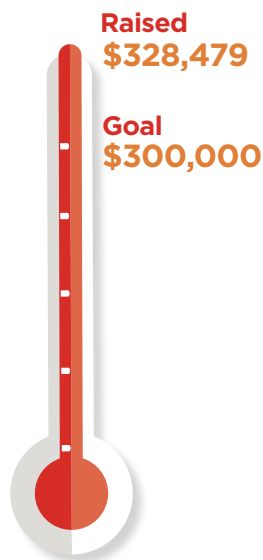
View past honorees



2022 FOUNDATION CELEBRATION AND AFTER PARTY



The funds raised during the UCF Celebration assisted in the creation and execution of the following programs and initiatives in 2022: Clinical Consortium, Leadership & Advocacy Conference, Thought Leaders and the Commission on Diversity, Equity and Inclusion. Perhaps most exciting, donations made possible the new Urgent Care Philanthropic Grants Program supporting member-led Urgent Care research.



The annual Celebration, also encompassing the Award Ceremony and After Party, is the premier fundraising event for the Urgent Care Foundation. 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 300 members attended the event in 2022, which took place during the Urgent Care Convention in Las Vegas. The memorable night included the annual Urgent Care Industry Awards—recognizing 11 heroes within our community—and a boisterous live auction and paddle raise emceed by Las Vegas performer and rock star, Marvelless Mark.

Thank you to our 2022 Celebration sponsors and donors for raising their hand in support of Urgent Care!

Sponsors

Sekisui Diagnostics
SenseBio
Solv.
Cepheid
HCA/CareNow
Abbott Rapid Dx North America, LLC
Quality Urgent Care
Smart Medical Solutions

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Allscripts
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CDT Healthcare, LLC
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Cura Health Partners
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Henry Schein, Inc.
Hippo Education, Inc.
NERUCA
NxGen MDx
Ochsner Health System
Premier Health
Quickmed Urgent Care

Individual Donors

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Ben K. Azman, MD
Mindi Barber
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Lisa Bishop
Stanley Blaylock
Christina Boyd

Hector Cabrera, MD
Nicole Campbell
William Cartwright
Christopher Chao, MD
Winston Chapman
Joseph Chow, MD
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Dale King
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John Koehler, MD
Peter Lamelas, MD, MBA
Keith LeBlanc
Max Lebow, MD

Xiaobin Li, MD
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Louis Lopez
Rob Mahan
Andrea Malik Roe
Andrea Malpass
Debra Margolis
Jenny Marsh
Kyle Martens
Jackie McDevitt, PA-C
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Christopher Meyer
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Terence O'Neil, MD
Richard Park, MD
Brittany Parker
Nimesh Patel
Scott Prysi, MD
Seema Quon
Tiffany Reguera, NP
Glenn Rizzardi
Ashley Ronkowski
Lynne Rosen
Matthew Schmitz
Steve Sellars, MBA
Johnny Shen, MD
David Shih, MD

James B. Short, MD
Nicholas Simoni
Spencer Smith
Lynda Smithers
Clover Springer
Ryan Stefanski
David Stern, MD
Laurel Stoimenoff, PT, CHC
Pamela C. Sullivan, MD, MBA, FACP, FCUCM, PT
Michael Swedenburg
Brooke Tomlinson
Joseph Toscano, MD
Nichole Treeter
Angelo Trosclair
Tom Tryon, MD, MBA, FAAP, FCUCM
Jennifer Vanantwerp
Navila Veytia
Haley Vick
David Wasserman, MD
Brian Webb
Russell Williamson
Chandler Wilson
Rachel Worsham
Jeanne Zucker

Gave more than \$5,000



CLINICAL CONSORTIUM



Being a part of the Clinical Consortium is a unique opportunity for me to connect with fellow clinical leadership to candidly discuss the challenges my center faces from staffing, provider development and evaluating how trends in healthcare will impact our practice. Between the guest speakers from the CDC and Urgent Care colleagues, it's a powerful resource."

– Lori Japp, PA-C, VP of Urgent Care and Employer Solutions, UCHealth

The Clinical Consortium, hosted in partnership with the UCA and College of Urgent Care Medicine (CUCM), invites the clinical thought leaders from the largest Urgent Care organizations and on-demand healthcare industry partners, public health experts, key Urgent Care partners, and other clinical stakeholders to address future threats and opportunities related to public health impacting the clinical care delivery in the Urgent Care environment.

The 2022 assembly hosted 36 chief clinical leaders and industry partners and 20 Urgent Care chief executives for a two-day conference in the beautiful Napa Valley of California.

Guest speakers included Tim Uyeki, MD, MPH, Chief Medical Officer of the CDC's Influenza Division; Heather Saunders, MPH, RN, of the Johns Hopkins University School of Medicine; and a panel of UCA members discussing the way forward to advance the Urgent Care specialty.

Through presentations, a panel discussion and workshops, there were two key takeaways:

- 2023 Learning Experience focus and essential Urgent Care Convention sessions are required to improve Urgent Care medicine and provider competencies towards advancing Urgent Care medicine as a specialty.
- Priorities were outlined to support the industry's approach to elevate the perception of Urgent Care medicine as a specialty and quality care.

STRATEGIC ADVISORY GROUP

The Strategic Advisory Group, formerly known as UCA Thought Leaders, is comprised of the chief executive officers from organizations with 30 or more centers. These leaders have been convening since 2017 to discuss top industry challenges and provide guidance on how UCA can best support strategies to ensure Urgent Care advancement and long-term success.

This group of volunteers advises and guides UCA and UCF to provide accountability for UCA and ensure our current initiatives align with what our members need both now and in the future. In 2022, there were two in-person meetings to discuss the following:

Future Trends and Industry Predictions on the Evolution of Urgent Care

The Urgent Care industry has consistently evolved to meet patient needs and demand (e.g., adaptation of telehealth, at-home OTC diagnostics, etc.). Industry experts facilitated sessions on predictions for future trends that may have an impact on current traditional models of Urgent Care.

Strategic Advisory Group Urgent Care Organizations

American Family Care	NextCarePatient First
Carbon Health	PM Pediatrics Care
CareWell Urgent Care Centers	Premier Health
ConvenientMD Urgent Care	Providence Health & Services
CRH Healthcare	Summit Health CityMD
Doctors Care	Urgent Care Group Network
ExpressCare Urgent Care	(Total Access, Medac, MEDcare, Health Choice)
Fast Pace Urgent Care	Urgent Team
FastMed Urgent Care	UrgentMED Network
GoHealth Urgent Care	WellNOW Urgent Care
HCA/CareNow	WellStreet Urgent Care
MedExpress Urgent Care Corporate	XPress Wellness Urgent Care
MedStar	(Williams Medical Group Practice, LLC)
MultiCare Health System	Zoom Care



INITIATIVES LAUNCHED



Commission on Diversity

UCA created the Commission on Diversity to lead the industry in the creation of an overall diversity, equity and inclusion strategic plan. The COVID-19 pandemic underscored the responsibility of Urgent Care as an industry that treats patients from diverse communities and backgrounds to recognize and address existing healthcare disparities among some of our most vulnerable patients.

The core mission of the Commission is to:

- Advance diverse leadership within UCA
- Advance diverse leadership within the Urgent Care industry
- Reduce healthcare disparities and inequities among the patients we serve

This year, the Commission on Diversity established its vision and developed a two-year initial strategy to collect industry and internal association data, identify industry knowledge and practice gaps, and outline frameworks for diversity and inclusion strategies as best fit for Urgent Care business models.

Initial steps accomplished in 2022 include:

- Internal survey of UCA staff, UCA Board and Leadership
- UCA staff diversity training
- Launch of first DEI industry survey

5-year Federal Grant Supporting Antibiotic Stewardship

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 UCA and CUCM ABS activities as part of a five-year cooperative agreement with the CDC (2020-2025).

As the first project for this cooperative agreement, UCA and CUCM reviewed and updated the Antibiotic Stewardship Toolkit to address the most recent data from the CDC to inform best practices. A webinar on ABS best practices was hosted, with experts from the CDC, Illinois Department of Public Health, and Seattle Children’s Center for Clinical and Translational Research, and recorded as an enduring resource for clinicians.

Why Antibiotic Stewardship?

- 30% of antibiotic courses prescribed in the outpatient setting are unnecessary¹
- 46% of inappropriate prescribing for viral respiratory infections across outpatient settings are prescribed in Urgent Care²
 - Compared to: 25% Emergency Department; 17% Medical Offices; 14% Retail Offices

Progress is being made with recent data showing that in the past four years, Urgent Care antibiotic prescriptions have decreased by nearly half.³ Projects such as the five-year cooperative agreement with the CDC can further improve the Urgent Care industry course on appropriate antibiotic prescribing.



1. Palms DL, Hicks LA, Bartoces M, et al. Comparison of Antibiotic Prescribing in Retail Clinics, Urgent Care Centers, Emergency Departments, and Traditional Ambulatory Care Settings in the United States. *JAMA Intern Med.* 2018;178(9):1267–1269. doi:10.1001/jamainternmed.2018.1632
2. Measuring Outpatient Antibiotic Prescribing. *Centers for Disease Control and Prevention.* 2022. <https://www.cdc.gov/antibiotic-use/data/outpatient-prescribing/index.html>
3. Urgent Care is Correcting Course on Antibiotic Prescribing. *Journal of Urgent Care Medicine.* 2022; 17(2):57. <https://www.jucm.com/documents/jucm-november-2022.pdf/>

MEMBER SUPPORT AND SPONSORS

2022 Donors

\$15,000 or more

Eric McDonald
Richard Park, MD
David Stern, MD

\$10,000 to \$15,000

Markintosh Barthelemy, MD
Randy Johansen, MBA
Joseph Toscano, MD

\$5,000 to \$9,999

Payman Arabzadeh, MD
Stanley Blaylock
Ryan Japp, PA-C
Martin Jones
Ben Liptak
Lynne Rosen
David Shih, MD
Spencer Smith

\$2,000 to \$4,999

Kevin DiBenedetto, MD
Tal Eidelberg
Selena Gurley
Afraz Haque
Frank Illuzzi, MD
Andrea Malpass
Terence O'Neil
Tiffany Reguera, NP
James B. Short, MD
Laurel Stoimenoff, PT, CHC
Russell Williamson
Jeanne Zucker

\$500 to \$1,999

Ben K. Azman, MD
Jasmeet S. Bhogal, MD, MBA, FCUCM
Hector Cabrera, MD
Nicole Campbell
Joseph Chow, MD
Tracey Davidoff, MD, FCUCM
Caesar Djavaheerian, MD
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John Fudickar
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Maria Khan
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Max Lebow, MD
Rob Mahan
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Gordon Maner
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William Miller
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Pamela Sullivan, MD, MBA, PT
Brooke Tomlinson
David Wasserman
Brian Webb

\$250 to \$499

Luis de la Prida, MBA
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Kyla Howrish
Dale King
Xiaobin Li
Jenny Marsh
Jackie McDevitt, PA-C
Matthew Schmitz
Jodi Strock
Pamela C. Sullivan, MD, MBA, FACP,
FCUCM, PT

Up to \$250

Mindi Barber
Lisa Bishop
Christina Boyd
William Cartwright
Christopher Chao, MD
Winston Chapman
DeLisa Clift
Lawrence Dudley, III
Rinat Elimelech

Petter Etholm, MBA
Debbie Feinberg
Brandon Fruzia
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Navila Veytia
Haley Vick
Chandler Wilson
Rachel Worsham
Siva Yadavalli, MD



“

The Foundation’s work in advancing research activities, supporting educational resources and advocating for Urgent Care providers is critical in ensuring the Urgent Care industry continues to meet the needs of the communities being served. I am confident that my contributions to the Urgent Care Foundation are being stewarded with maximum impact for my organization and the industry at-large.”

– Suzanne Beauvoir Jackson, FACHE, VP Urgent Care, HCA Healthcare

MEMBER SUPPORT AND SPONSORS

2022 Corporate and Organization Sponsors

\$100,000 or more

Abbott Rapid Dx North America, LLC
Cepheid
Solv.

\$50,000 to \$99,999

bioMérieux
Pfizer, Inc.

\$25,000 to \$49,999

Reckitt
Sekisui Diagnostics
Thermo Fisher Scientific

\$10,000 to \$24,999

HCA/CareNow
Premier Health
SenseBio

\$5,000 to \$9,999

Medline Industries, Inc.
Neon Screens LLC
Quality Urgent Care
Quidel Corporation
Smart Medical Solutions

\$1,000 to \$4,999

Allscripts
CalUCA
Davam Urgent Care
Henry Schein Inc.
Hippo Education
Hippo Education, Inc.
NxGen MDx

\$500 to \$999

Belay Group
Blue Ridge Imaging Technologies
Clinton Urgent Care
Express Family Care
Ochsner Health System
Quickmed Urgent Care

\$100 to \$499

AdvancedMD
AFC Urgent Care
CDT Healthcare, PLLC
Cura Health Partners
Kamin Health
Montefiore Medical Group

Up to \$100

iCare
MedSurg Urgent Care
OnPointe Care
Quick Solve Medical Urgent Care
Unicare Plus PLLC
Urgent Care Northwest

VOLUNTEERS AND PARTNERS

UCF volunteers make things happen! We appreciate the expertise and time given by our members in guiding these initiatives and maintaining accountability so each program properly continues to serve the needs of Urgent Care.

2022 Celebration Committee

Steve Sellars, MBA, Chair
Tracey Davidoff, MD, FCUCM
Roger Hicks, MD
Peter Lamelas, MD
Keith LeBlanc
Marc Salzberg, MD
Laurel Stoimenoff, PT, CHC
Pamela C. Sullivan, MD, MBA, FACP, FCUCM, PT
Brooke Tomlinson

2022 Award Committee

Steve Sellars, MBA, Chair
Marc Salzberg, MD
Laurel Stoimenoff, PT, CHC
Pamela C. Sullivan, MD, MBA, FACP, FCUCM, PT

2022 Commission on Diversity

Cassandra Donnelly, DO, Chair
Seema Awatramani, MD
Suzanne Jackson, FACHE
Jasmeet Singh Bhogal, MD, MBA, FCUCM
Hector Cabrera, MD, MPH
April Gillam
Khairuniza Lao, APRN, FNP-C

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Patrick Dolan, MD
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Cindy Liu, MD, MPH, PhD
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Theresa Noe
Catherine Paradiso, NP
Richard Park, MD
Stephen Sonnenfeldt-Goddard
Eric Wattenburg, MD
Adam Winger

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Robert Graw, Jr., MD
Shaun Ginter, MBA, FACHE
Todd Martin, MBA, FACHE

FINANCIALS

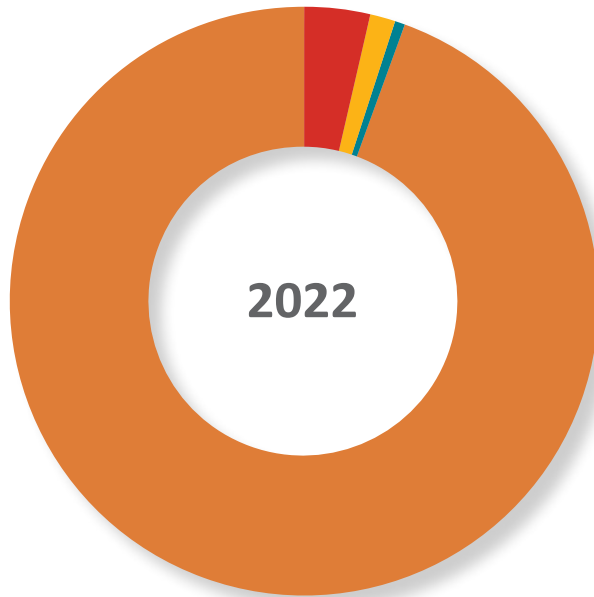
In 2022, UCF doubled revenue year over year:

2021 Revenue: \$586,997

2022 Revenue: \$1,223,494

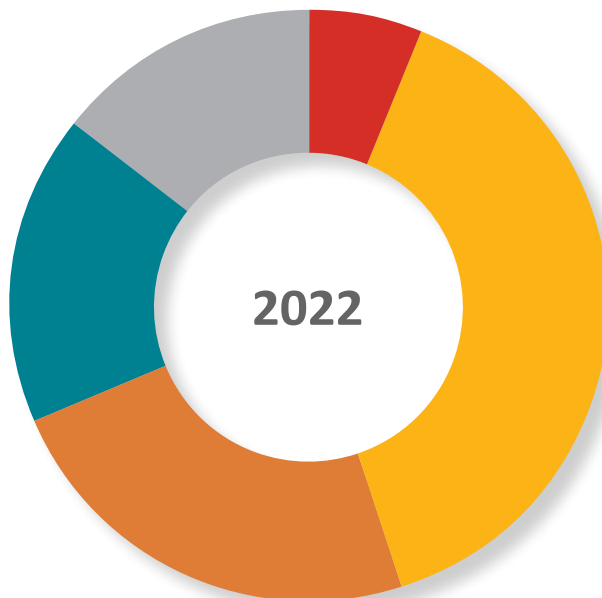


Member Support



- General
\$9,943
- Donated Faculty Honoraria
\$3,700
- Strategic Initiatives
\$900
- Celebration and After Party
\$272,729

Corporate Support



- Celebration and After Party
\$55,750
- Strategic Advisory Group
(Formerly known as Thought Leaders)
\$342,000
- Clinical Consortium
\$207,500
- Leadership & Advocacy Conference
\$150,000
- Strategic Initiatives
\$125,000

Revenue	
Member Support	\$ 287,272
Corporate Support	\$ 880,250
Government Grant	\$ 33,172
Other	\$ 22,800
Total Revenue	\$1,223,494
Expenses	
Administration	\$ 316,437
Celebration	\$ 290,182
Strategic Advisory Group (formerly, Thought Leaders)	\$ 75,430
Clinical Consortium	\$ 101,773
Leadership and Advocacy Conference	\$ 111,433
Educational Grants	\$ 25,000
Government Grants	\$ 33,170
Advocacy	\$ 24,433
Strategic Initiatives	\$ 40,884
Total Expenses	\$1,018,739
Net Income	\$ 204,755

The programs and initiatives in 2022 were a great success due to the support of our member donations and corporate sponsors. With the financial generosity and volunteer hours of all who contributed, Urgent Care Foundation programs have grown year-over-year, continuing to raise the bar on the number of and quality of opportunities and resources provided to clinicians and clinic operators through UCF efforts.

Looking forward, the funds raised from this year will be reinvested to elevate existing programs and initiatives, such as the Clinical Consortium at the new event, The Assembly, and the Antibiotic Stewardship imperative; and establish new initiatives to align with the evolving priorities of our clinicians and Urgent Care industry, such as expanding resources available on sexual health, and funding member-led research that advances Urgent Care medicine as a specialty.

LOOKING FORWARD



Antibiotic Stewardship

For the third year of the CDC federal cooperative grant, UCF, with the support of UCA and the Antibiotic Resistance Action Center at the Milken Institute for Public Health, George Washington University (ARAC), continues to lead an ABS Quality Improvement program. Participating Urgent Care centers are provided a guided experience to implement effective ABS interventions and measure quality improvement via data tracking. Each center and its clinicians receive complimentary resources and educational materials for staff and patient education needs, personalized feedback and mapped center data trends. By reaffirming their commitment to ABS, participants are actively improving patient quality and addressing the worldwide effort to mitigate antimicrobial resistance.

Sexual Health Initiative

During the COVID-19 pandemic, there was a decrease in the rate of new sexually transmitted infections (STIs); however, there is evidence STIs have resumed to pre-pandemic rates with all signs pointing to exceeding prior levels. Moreover, STIs are the second largest reason why patients visit Urgent Care centers. Patients often choose Urgent Care to protect their anonymity, or in many cases, because they do not have a permanent primary care provider. STIs are prominent among the top ten tests frequently administered in the Urgent Care setting. In recent years there has been an increase in STIs such as HIV, chlamydia, gonorrhea, and syphilis, and this has resulted in a significant rise in volume for patients seeking diagnosis and treatment at Urgent Care centers.

Throughout 2023, the Urgent Care Foundation is elevating awareness of these trends in volume and treatment of STIs in Urgent Care and developing access to knowledge and resources for providers and industry partners.

Urgent Care Philanthropic Grants Program

In 2023, UCF is advancing its mission to support educational and scientific excellence in the field of Urgent Care medicine by inspiring and contributing to research. The Urgent Care Philanthropic Grants Program invites UCA members to apply for funding to support projects and research that serve to further Urgent Care medicine as a specialty, contribute to the library of published research on Urgent Care, address known industry gaps and create pathways for continued industry progress.

Grants will be awarded for small, limited projects, as well as mid-size projects with larger audience impact and up to a three-year timeline. The goal of the Urgent Care Philanthropic Grants Program is to build the library of Urgent Care research and encourage the publication of thought leadership from our Urgent Care organizations and providers who are actively practicing Urgent Care medicine. There is currently a limited amount of scholarship specific to the Urgent Care setting, and by increasing the data and discussion there is opportunity to advance Urgent Care medicine as a specialty and demonstrate the important role of Urgent Care within the healthcare ecosystem.

These member-led research projects are made possible through the Dee Chapman Memorial Fund and the generosity of donors to the Urgent Care Foundation.



Learn More About The Urgent Care Philanthropic Grants Program



LOOKING FORWARD



Clinical Consortium at The Assembly

New in 2023, the Clinical Consortium will extend its footprint as a thought leadership group meeting at intervals during the year to continue discussions around key clinical priorities for Urgent Care medicine.

The meeting for this invitation-only group will be at The Assembly, a new event. UCF is continuing to collaborate with the UCA and CUCM to host the Clinical Consortium at this meeting, inviting the clinical thought leaders from the larger Urgent Care organizations and on-demand healthcare industry, public health experts, key Urgent Care partners, and other clinical stakeholders to address future threats and opportunities related to public health impacting the clinical care delivery in the Urgent Care environment.

Diversity, Equity and Inclusion

In 2023, UCA will continue advancing its Diversity, Equity and Inclusion (DEI) initiative by:

1. Producing an Urgent Care industry DEI report
2. Continuing data collection to ensure that we are addressing education gaps and improving standards of care among the patients we serve
3. Offering a new DEI Commendation program in partnership with the UCA Quality and Accreditation Department

Why Diversity, Equity and Inclusion?

Improve Patient Satisfaction

- The demographics of patients turning to Urgent Care are diversifying to include younger age groups and growth in all areas: urban, suburban and rural.¹ Moreover, Urgent Care is positioned to serve the preferences and needs of growing minority patient populations.²
- Studies show patients have an increased comfort level and trust with providers of similar cultural experience and background, demonstrating the need for continuing efforts to build awareness and inclusivity among the Urgent Care workforce.³

Employee Retention

- There is a direct correlation between employees' willingness to leave an organization and their perception of DEI as not being a company priority⁴
- Healthcare workers are highly impacted when they don't feel diverse backgrounds are valued
 - They are 4.3 times less likely to stay at an organization if they feel there is no DEI, and 4.6 times less likely to stay if offered a job elsewhere⁵
- A sense of belonging is important, especially within high-stress, high-burnout environments

Higher Revenue

- Companies with diverse/inclusive workforces are 35% more likely to outperform in profitability⁶
- Diverse leadership teams deliver 19% higher revenue⁷

1. *Urgent Care Fast Facts*. Urgent Care Association. Mar 2022. Sep 30, 2022. https://www.ucaoa.org/Portals/80/Urgent%20Care%20Fast%20Facts.pdf?ver=x1KucJv_23OgOALhe4YQMQ%3d%3d
2. Scott DR, Batal HA, Majeres S, Adams JC, Dale R, Mehler PS. *Access and care issues in urban urgent care clinic patients*. BMC Health Serv Res. 2009;9:222. Published 2009 Dec 4. doi:10.1186/1472-6963-9-222
3. *Study finds patients prefer doctors who share their same race/ethnicity*. Nov 9, 2020. Penn Medicine News. <https://www.pennmedicine.org/news/news-releases/2020/november/study-finds-patients-prefer-doctors-who-share-their-same-race-ethnicity>
4. *DE&I critical to talent retention, especially among younger employees, according to Buck HR survey*. Jun 2, 2022. Buck. <https://www.prnewswire.com/news-releases/dei-critical-to-talent-retention-especially-among-younger-employees-according-to-buck-hr-survey-301560145.html>
5. Dr. Tejal Gandhi, MPH, CPPS. *Why healthcare diversity and equity are central to employee retention*. Jan 26, 2022. PressGaney. <https://info.pressganey.com/press-ganey-blog-healthcare-experience-insights/why-healthcare-diversity-and-equity-are-central-to-employee-retention>
6. Abigail Matsumoto. *Data shows prioritizing DEI may be the key to retaining employees*. Re-Shape. Jan 21, 2022. <https://www.momentive.ai/en/blog/dei-key-to-retaining-employees/>
7. *10 stats that demonstrate diversity, equity and inclusion are good for business*. Nov 29, 2022. Cigna. <https://newsroom.cigna.com/10-stats-diversity-equity-inclusion-good-for-business>



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