The Clinic’s 2019 Brag Sheet

For those who like quantitative outcomes:
- We added 200 new patients last year; the most new patients in 5 years
- We had 2,500+ patient visits last year
- We added more than 100 new volunteers last year
- We added more in-house specialty services

For those who like qualitative outcomes:
- 100% of our volunteers would recommend Clinic by the Bay as a place to volunteer
- 100% of our patients would recommend Clinic by the Bay as a place to receive quality medical care
- 90% of our patients report an improved ability to work
- Our diabetic patients have better outcomes than patients on Commercial insurance or Medicaid
- Our hypertensive patients have better outcomes than patients on Commercial insurance or Medicare

For those who care about fiscal soundness and transparency:
- Clinic by the Bay has a Platinum Level seal of transparency on GuideStar – less than 1% of all non-profits (regardless of size) are at this level
- Our 2018 audit was clean, with no “Adjusting Journal Entities” (usually, a non-profit will have 6-8)

For those who care about community support/partnerships:
- We have more than 100 active volunteers; and have had nearly 1,000 since we opened in late 2008
- More than half of our annual budget is provided in kind and/or pro bono
- We do not rely on government funding and receive 99.6% of our funding from individuals, corporations, and foundations
- We collaborate with a vast array of medical service providers and community based organizations – literally dozens of different entities
- We host Kaiser, Sutter/CPMC, and UCSF students and residents, who do supervised clinical rotations at CBTB. They get exposed to patients with medical problems that are often quite different than what they are exposed to at their training institutions, and have an opportunity to interact with patients without the time constraints of other clinic settings. They often rate CBTB as their favorite elective experience.
- We promote mentoring and multi-generational community among our volunteer cohorts with volunteers ranging in age from 18 to 80. Students and new graduates learn from the vast combined experience of our retired doctors and nurses.

For those who like forward thinking/innovation:
- We were the first Volunteers in Medicine clinic to utilize tele-health technology (for interpreters, specialist consults, etc.), and maintain a “paper free” electronic medical records system
- We partner with several agencies to address the social determinants of health—particularly around the issue of diet & nutrition as well as mental health
- We are in the process of developing and launching a free pharmacy
- We are in the process of adding much needed dental services