



**Buddhist Tzu Chi
Medical Foundation**
Serving with Compassion

2024

ANNUAL REPORT



About Tzu Chi Medical Foundation



Tzu Chi Medical Foundation (TCMF) is committed to delivering holistic and integrated healthcare services to uninsured and underinsured individuals across the United States. Guided by compassion, our healthcare professionals and volunteers serve all communities, with a dedicated focus on vulnerable and underserved populations.

TCMF operates three Tzu Chi Health Centers in California – one in Alhambra, one in South El Monte, and one in

Wilmington. Designated as Federally Qualified Health Center (FQHC) Look-Alikes, the centers provide patient-centered medical, dental, vision, and acupuncture services through multilingual teams responsive to community needs.

In collaboration with the Tzu Chi International Medical Association (TIMA), TCMF regularly organizes free, large-scale medical outreach events throughout the U.S., Latin America, and the Caribbean, expanding access to essential care in many communities.

To further extend our reach, TCMF deploys a fleet of 12 Mobile Clinics that deliver vital healthcare services directly to underserved neighborhoods. We also empower individuals through our Healthy Community Program, which offers educational workshops and health fairs that promote preventive care and overall wellness.



Chairman’s Message



Dear Friends,

Preparing an Annual Report provides an opportunity to pause and look back; to reflect on what has been achieved while keeping in mind what remains to be done in service to our mission.

In 2024, we continued to strive to achieve high patient satisfaction and quality outcomes as part of delivering patient-centered care. On the community clinics’ side, our patient service counts increased by more than 16% while revenue derived from patient services increased by more than 25% in 2024. On the charitable care side, the total number of outreach events nationwide (mobile and non-mobile medical outreach) increased by 45%, and the number of service encounters from mobile operation and medical outreach activities increased by 42% in 2024.

Tzu Chi Medical is proud to offer top-quality health care to everyone, regardless of their ability to pay. In 2024, approximately 16% of our patients were uninsured. In addition, approximately 70% of our patients were medically underserved by the definition under the Public Health Service Act.

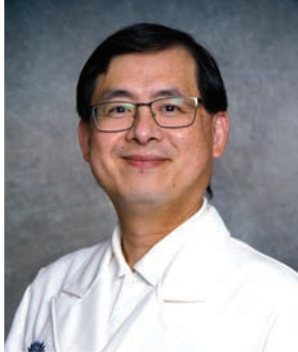
As a safety-net provider in the San Gabriel Valley, the most populated region of Chinese Americans in the United States, we held and participated in 27 community health education events in 2024, most of which were conducted in Chinese and other languages.

Even as opportunities grow, staffing and retention remain a challenge as the health industry reported major shortages of primary care physicians and nurses. Nevertheless, we are committed to maintaining sustainability by maximizing relationships with our patients and our community as we continue to become more engaged within the communities we serve and with our partners. I hope you are inspired by Tzu Chi Medical’s work as you read this report, and take pride in being part of our community.

Tim Chang

Tim Chang, Esq.
Chairman, Board of Directors

CEO's Message



Dear Friends and Family,

As we reflect on 2024, I am deeply grateful for the compassion, dedication, and resilience that continue to define the Tzu Chi Medical Foundation. Guided by the spirit of Great Love, we remained steadfast in our mission to provide accessible, high-quality care to those most in need – offering not only treatment, but also dignity and compassion. Earning the 2024 Platinum Seal of Transparency is a meaningful recognition of the tremendous effort and commitment of our team.

At our Tzu Chi Health Centers, patients received a full spectrum of services, including medical, dental, and vision care, as well as acupuncture treatments. This integrative approach reflects our belief that true healing requires attention to the whole person – body, mind, and spirit. In addition to direct care, we also provided preventive health education, wellness support, and compassionate listening, helping patients achieve both physical well-being and peace of mind.

Beyond the walls of our health centers, we expanded our outreach into underserved communities through mobile clinics and partnerships. These efforts ensured that individuals and families facing barriers to health centers were not left behind. Every encounter reminded us that kindness and empathy are as essential to healing as medicine itself.

None of this would be possible without the tireless dedication of our healthcare professionals, volunteers, community partners, and supporters. Your unwavering support allows us to relieve suffering through compassionate patient-centered care.

With your continued support, 2025 will be a year of growth as we strengthen our health centers, deepen community outreach, and expand partnerships – bringing integrated, compassionate care to more individuals, families, and communities in need.

Gratefully,

A handwritten signature in blue ink, appearing to read "Stephen Denq".

Stephen Denq, MD
Chief Executive Officer

Delivery of Care



Health Centers

Tzu Chi Medical Foundation (TCMF) has three Tzu Chi Health Centers in California – one in Alhambra, one in South El Monte, and one in Wilmington. In 2020, these health centers attained designation as Federally Qualified Health Center (FQHC) Look-Alikes – which they continue to maintain – greatly expanding TCMF’s capacity to provide health care for local communities and underserved populations. Among the three, one provides comprehensive medical, dental, acupuncture, and vision care. Conversely, another offers medical and dental care alongside acupuncture, while the third specializes in acupuncture services.



Mobile Clinics

For over 20 years, TCMF’s Mobile Clinics have delivered high-quality healthcare services to the doors of communities nationwide at no cost. In 2023, a fleet of 12 Mobile Clinics served underprivileged communities in California, including Fresno, San Jose, and Los Angeles, and also expanded its service area to Las Vegas and New York. Mobile Clinic services include medical, dental, and vision care. This year, our Vision and Dental Mobile Clinics in Los Angeles have achieved qualification as FQHC Look-Alikes.



Healthy Community Program

TCMF’s Healthy Community Program provides preventive health information and services to individuals in need. The Program’s holistic design aims to cultivate healthier lifestyle choices within communities plus bridge community needs for services beyond those provided at Tzu Chi Health Centers. Collaborating and building strong partnerships with local stakeholders, the Healthy Community Program organizes and delivers healthy living modules, health workshops, educational outreach, cancer awareness information, and patient support groups.



Domestic and International Outreach

Tzu Chi International Medical Association (TIMA) has licensed medical professionals and logistics volunteers in its membership. TIMA utilizes the expertise of its members to facilitate patient-centered medical services for vulnerable populations affected by disasters and poverty locally and worldwide. This platform is also for volunteer healthcare professionals to share their practice and to learn from each other on how to serve local communities better. In addition to providing medical, dental, vision, and acupuncture services, TIMA also offers health education, flu and COVID-19 vaccinations, and training programs for local volunteer leads.

Summary of Operations

Our Federally Qualified Health Center Look-Alike certified Tzu Chi Health Centers in California (Alhambra, South El Monte, and Wilmington) remain dedicated to delivering integrated healthcare services to underserved populations, ensuring access to essential care for all.

In 2024, these three Tzu Chi Health Centers collectively administered 33,162 consultations and treatments, an increase of more than 4,500 service counts from 2023. The multilingual healthcare providers and staff at our health centers are committed to continuously improving and addressing the community's evolving healthcare needs. To further safeguard patients' well-being, we have implemented new approaches such as personalized phone calls, messages, and welcome cards in English, Chinese, and Spanish. These initiatives remind patients of their annual physical check-ups, referrals, vaccinations, and more. Additionally, our Dental Mobile Clinic in Los Angeles fosters a partnership with Mountain View School District to bring vision and dental services to children in need.

TCMF Mobile Clinics have played a crucial role in extending vital healthcare services directly to the doorsteps of uninsured and underinsured communities. This year, two additional mobile clinics were assigned this crucial role, expanding care to Las Vegas and New York. With the steadfast support of 1,316 volunteer healthcare professionals and the dedication of 4,391

general volunteers, we were able to conduct 363 medical outreach events and operate 12 mobile clinics nationwide. Through these endeavors, we facilitated an impressive total of 33,108 consultations and treatments, encompassing vision, dental, and medical care services, complemented by the provision of free medication to those in need. Thanks to TCMF having overcome logistical challenges to offering blood work during medical outreach events in Southern California in 2023, our volunteer providers could continue to promptly identify symptoms and monitor patients' health more effectively in 2024 as well.

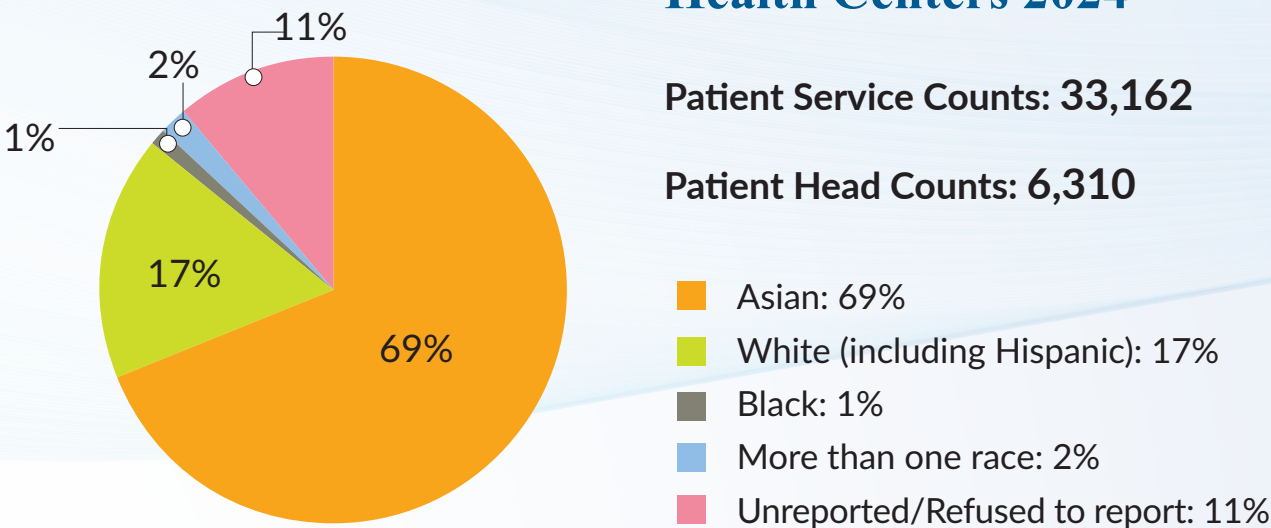
TCMF's Healthy Community Program focuses on implementing preventive practices to foster long-term community health, complementing the services offered by Tzu Chi Health Centers. Working together with local Tzu Chi International Medical Association (TIMA) chapters, we utilized social media to conduct 27 health education webinars to reach audiences in all of the states. Webinars were then recorded and uploaded to TCMF's YouTube channel (<https://www.youtube.com/@tzuchimedical>), providing a timeless resource on various health topics. Our webinars, offered in English and Chinese, impacted hundreds and thousands within the community, fostering healthier lifestyles. Team members also engaged in healthy community events to promote Tzu Chi Health Centers' compassionate services, assist with Medi-Cal applications, and encourage individuals to explore TCMF's YouTube channel for health-related content to support ongoing wellness.

Patient Demographics

Health Centers 2024

Patient Service Counts: 33,162

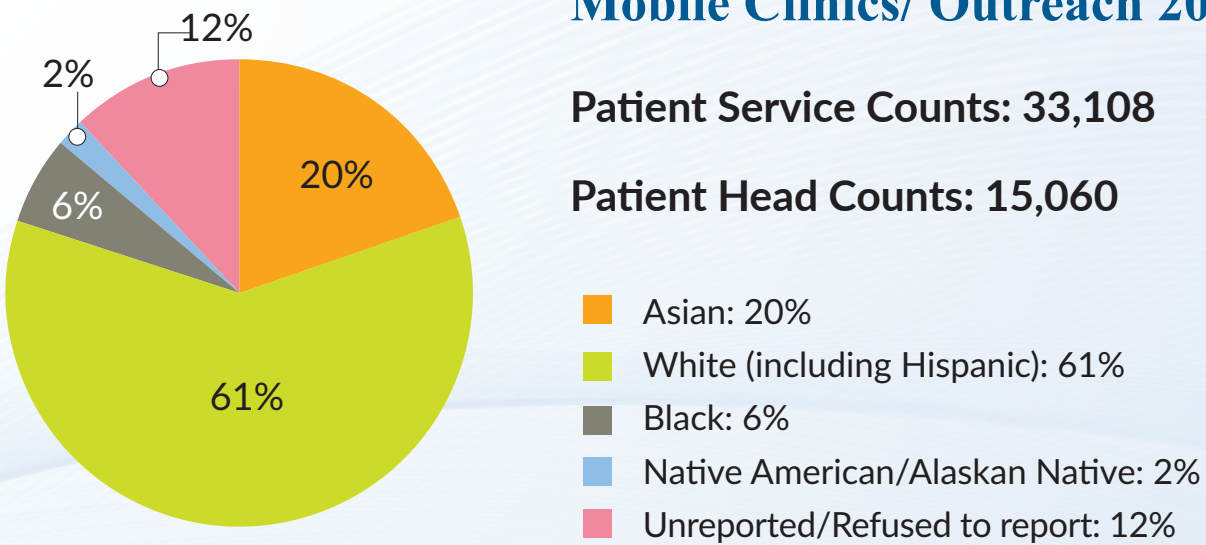
Patient Head Counts: 6,310



Mobile Clinics/ Outreach 2024

Patient Service Counts: 33,108

Patient Head Counts: 15,060



Tzu Chi Health Centers



Platinum
Transparency
2024

Candid.

Tzu Chi Medical Foundation (TCMF) operates three Federally Qualified Health Center (FQHC) Look-Alikes in California, one in Alhambra, one in South El Monte, and one in Wilmington. Each delivers a comprehensive range of services, including medical, dental, vision, and acupuncture. From preventive care – such as immunizations and physical examinations – to specialized services in eye care, dental health, and pain management, Tzu Chi Health Centers remain committed to addressing the diverse healthcare needs of the communities we serve.

In alignment with our mission to advance health equity, Tzu Chi Health Centers prioritize accessibility for underserved individuals and families. With a focus on expanding care for Medi-Cal patients, our staff provide assistance with Medi-Cal enrollment to facilitate seamless access to essential services. In addition, a sliding fee discount program ensures that all patients are able to obtain quality care regardless of socioeconomic status. By continually enhancing patient-centered care and deepening community engagement, we strive to expand our capacity, strengthen our impact, and contribute to the long-term well-being of our communities. The 2024 Platinum Seal of Transparency reflects the exceptional dedication and diligence of our entire team.

Medical Care



The Medical Departments at Tzu Chi Health Centers strive for continuous improvement by implementing new strategies to enhance both care quality and patient engagement. In 2024, we expanded outreach through personalized phone calls, text messages, and reminders

encouraging patients to stay up to date on annual check-ups, immunizations, and chronic disease management. We also distributed timely health education updates to support preventive practices and empower patients to take a proactive role in their well-being.



Dental Care



Our Dental Departments provide comprehensive oral health services, ranging from preventive exams and cleanings to advanced restorative care. In 2024, patients benefited from services including fillings, extractions, root canals, crowns, bridges, and dentures. With a strong emphasis on patient-centered care, our dental teams also prioritize education and prevention, helping patients build lasting oral health habits in a welcoming and safe environment.

Vision Care



Vision services are offered at the Tzu Chi Health Center in South El Monte, where many of our patients are seniors or individuals living with chronic conditions such as diabetes and hypertension. Recognizing the significant impact of these conditions on vision, our optometrist provides comprehensive screenings to detect potential eye health issues early. Through close collaboration with primary care providers, the Vision Department ensures coordinated and convenient care, promoting both early intervention and long-term wellness.

Acupuncture



Complementing medical, dental, and vision care, acupuncture is a vital component of TCMF's holistic approach to health. Our acupuncturists specialize in pain management, stress relief, and chronic disease support, tailoring individualized treatment plans that integrate acupuncture, acupressure, Tui-Na, therapeutic exercises, and dietary guidance. This integrative model not only addresses immediate symptoms but also strengthens patients' overall health and quality of life.

Mobile Clinics in Los Angeles

and Care for All

Pray for peace in our land
Hearts from sorrows and pain
Us with joy and hope
Are for each one in this world



Tzu Chi
Mobile Clinic

Dental

Health with Compassion



TCMF's Mobile Clinic services in Los Angeles gained inclusion under the umbrella of our FQHC Look-Alike designation. We continued our journey of collaborating with school programs aimed at enhancing students' health and well-being. While our primary focus had been on addressing dental care needs in recognition of the critical importance of oral health, as our mobile care program evolved and expanded, we identified the vital role of vision in ensuring students' academic success and overall development. Therefore, we strategically broadened our services to include vision screenings and eye care initiatives in the upcoming year.

By collaborating closely with school districts, such as the Mountain View School District, we established robust partnerships to coherently integrate our healthcare services within school settings. Furthermore, recognizing the significance of early intervention and preventive care across all age groups, we expanded our outreach efforts to include adult day health care centers. This ensures that even the senior members of our community have access to essential healthcare services.

Thus, through our ongoing commitment and dedication in 2024, we addressed immediate healthcare needs while laying the foundation for a healthier and brighter future for generations to come.



Mobile Clinics and Domestic Outreach

A fleet of 12 Tzu Chi Mobile Clinics provides medical, dental, and vision care services to individuals who lack insurance or access to ongoing health care. Most patients served have a family income below 200% of the Federal Poverty Level. In California, our mobile clinics offer dental, vision, and medical screenings, reaching migrant farmworkers, individuals experiencing homelessness, disadvantaged or uninsured households and students, and others facing barriers to medical care. We also provide mobile vision and dental care

in New York, and vision care in Las Vegas. In 2024, the Tzu Chi Mobile Clinic fleet delivered more than 22,328 healthcare services through over 269 events.

We provide free medical, dental, and vision care, as well as acupuncture services to those in need both in the United States and internationally. These services are made possible by medical professionals and logistical volunteers from the Tzu Chi International Medical Association (TIMA). In 2024, we organized 94 domestic medical outreach events

nationwide, delivering 10,780 services, and offering much-needed treatments and free medication to those who could not afford care. This outreach was made possible through the support of local partners, over 1,316 medical professional volunteers, and more than 4,391 general volunteers.

To address the growing needs of uninsured and underinsured residents, we also arranged weekly or biweekly small-scale outreach events focused on specific services, as well as mobile clinic visits to provide follow-up care.





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Guided by the mission to serve where help is needed most, our medical outreaches – supported by local community partners – brought together dedicated TIMA volunteer healthcare providers and logistics teams to deliver comprehensive services, including medical, dental, acupuncture, and vision care.



Tzu Chi Mobile Clinics are more than just vehicles – they are moving beacons of compassion, bringing dental and vision care directly to communities, schools, and underserved areas. By reaching the uninsured and underinsured, they help bridge the gap in healthcare access and bring hope where it's needed most.

Healthy Community Program

OF LIFE IS RISING
IF YOUR RETIREMENT ACCOUNT IS NOT!
HOW YOUR ASSETS FOR A WORRY-FREE RETIREMENT



In 2024, TCMF's Healthy Community Program remained committed to advancing preventive healthcare practices across the communities we serve. While Tzu Chi Health Centers focus on addressing acute medical needs, the Healthy Community Program emphasizes long-term wellness by raising health awareness and promoting sustainable, healthy lifestyles.

In collaboration with local chapters of the Tzu Chi International Medical Association (TIMA), including TIMA Northwest, TIMA Northeast, and TIMA Southwest, we expanded our outreach through both in-person and virtual platforms, bringing health education directly to communities.

With the staunch support of volunteers, TCMF also actively participated in community events throughout local neighborhoods, serving a dual purpose: to showcase the breadth of our medical services and to encourage individuals to explore our YouTube channel for accessible, engaging, and informative health content. These efforts allowed us to strengthen community connections and empower individuals to take charge of their health through knowledge and resources.

Looking ahead, we will continue working with our devoted volunteers to expand health education and advance preventive care in support of vibrant, resilient communities.

Tzu Chi Medical L.A. Care
Hosted By: Tzu Chi Texas Chapter

ACUTE STROKE & TREATMENTS
AUGUST 25, 2024

PACIFIC 8-9 AM | CENTRAL 10-11 AM | EASTERN 11 AM - 12 PM
Webinar conducted in English with Mandarin Translation

Location: Tzu Chi Texas Region Office
6200 Corporate Dr.
Houston, TX 77036

Speaker: Jared Chen, MD
Cerebrovascular and Endovascular
Neurosurgeon

Lunch provided for
in-person attendees

For any inquiries, please call: 713-270-9988

QR codes for Zoom, Facebook, and other social media links.

愛友樂活加油站
Chinese American Cancer Support Network

來談談「癌症」
Let's Talk about Cancer

結識癌基本知識和預防
Cancer Basics and Prevention

Zoom Meeting Link 網路會議連結:
<https://cityofhope.zoom.us/j/94517157292>

2024年3月9日(六)上午10點
Sat, Mar 9, 2024, at 10 a.m.
癌症健康教育支援視頻 (國語)
Virtual Cancer Health Education
and Support in Mandarin

協辦單位 Collaborators
Asian-Pacific Community City of Hope

Buddhist Tzu Chi Medical Foundation

**選擇健康身心靈:
素食要怎麼吃**

主辦單位: 慈濟紐約分會
慈濟基金會推廣素食, 特別邀請自然醫學醫師, 同時也是營養師及正念減壓老師的講師來為社區大德分享: 基本健康資訊、食物背後不得不知的訊息, 什麼是健康的素食觀念, 介紹給您「正念飲食」, 教您健康素食如何吃。歡迎大家踴躍參加。

主講人: 劉音序 醫師
Speaker: Dr. Yinhxu Liu

May 19th, 2024
入場: 1:30 pm

西岸 11:00am | 中部 1:00pm | 東岸 2:00pm
講堂地點: 137-77 Northern Blvd., Flushing, NY 11354

QR codes for Zoom, Facebook, and other social media links.

肝臟疾病對華人的影響

10/20/2024
美西 2:30pm | 美東 4:30pm | 美東 5:30pm

為什麼中國人罹患肝癌的比率特別高? 雖然肝癌對世界各國來說都是主要癌症, 但醫學界一致認為B型肝炎病毒是主要原因。肝臟感染率高的地區, 肝癌發病率也相對較高。在臺灣, 85%到90%的肝癌患者是B型肝炎病毒患者。病理解剖也發現肝癌組織中常侵入B型肝炎病毒的DNA, 這進一步證實肝癌與B型肝炎的緊密關聯。

亞裔美國人僅佔美國人口的4%, 卻佔慢性乙型肝炎患者總數的54%。臺灣85%以上的肝癌與慢性B型肝炎有關, 慢性肝炎可引發肝硬化和肝癌。

此次講座, Dr. Andy將深入講解肝炎類型、傳染途徑及預防治療方法, 助您有效預防肝癌。別錯過與專家對話的機會!

主講人: 俞小安醫師
Dr. Andy

QR codes for Zoom, Facebook, and other social media links.





The success of Tzu Chi Medical Foundation's community health programs was credited to the leadership of Advisor Dr. Peter Chen and the dedication of our compassionate volunteers. With the support of local TIMA chapters, volunteers consistently organized educational initiatives by inviting renowned speakers to share preventive care knowledge through in-person workshops

and virtual webinars. These ongoing efforts continued to strengthen health awareness and promote well-being within the community. In addition, volunteers actively participated in health fairs to engage with communities and partners, further raising awareness of preventive health care.

2024 Financial Report - Assets

Assets	2024	2023
Current assets:		
Cash and cash equivalents	\$ 1,424,782	\$ 2,052,619
Investments	548,657	526,444
Accounts receivable	1,603,269	386,997
Prepaid expenses	133,753	39,974
Total current assets	3,710,461	3,006,034
LONG-TERM ASSETS		
Security deposits	2,600	2,600
Property and equipment, net	4,469,460	4,682,506
Operating lease right-of-use asset	41,103	73,965
Finance lease right-of-use asset	-	16,313
Total long-term assets	4,513,163	4,775,384
TOTAL ASSETS	\$8,223,624	\$7,984,552

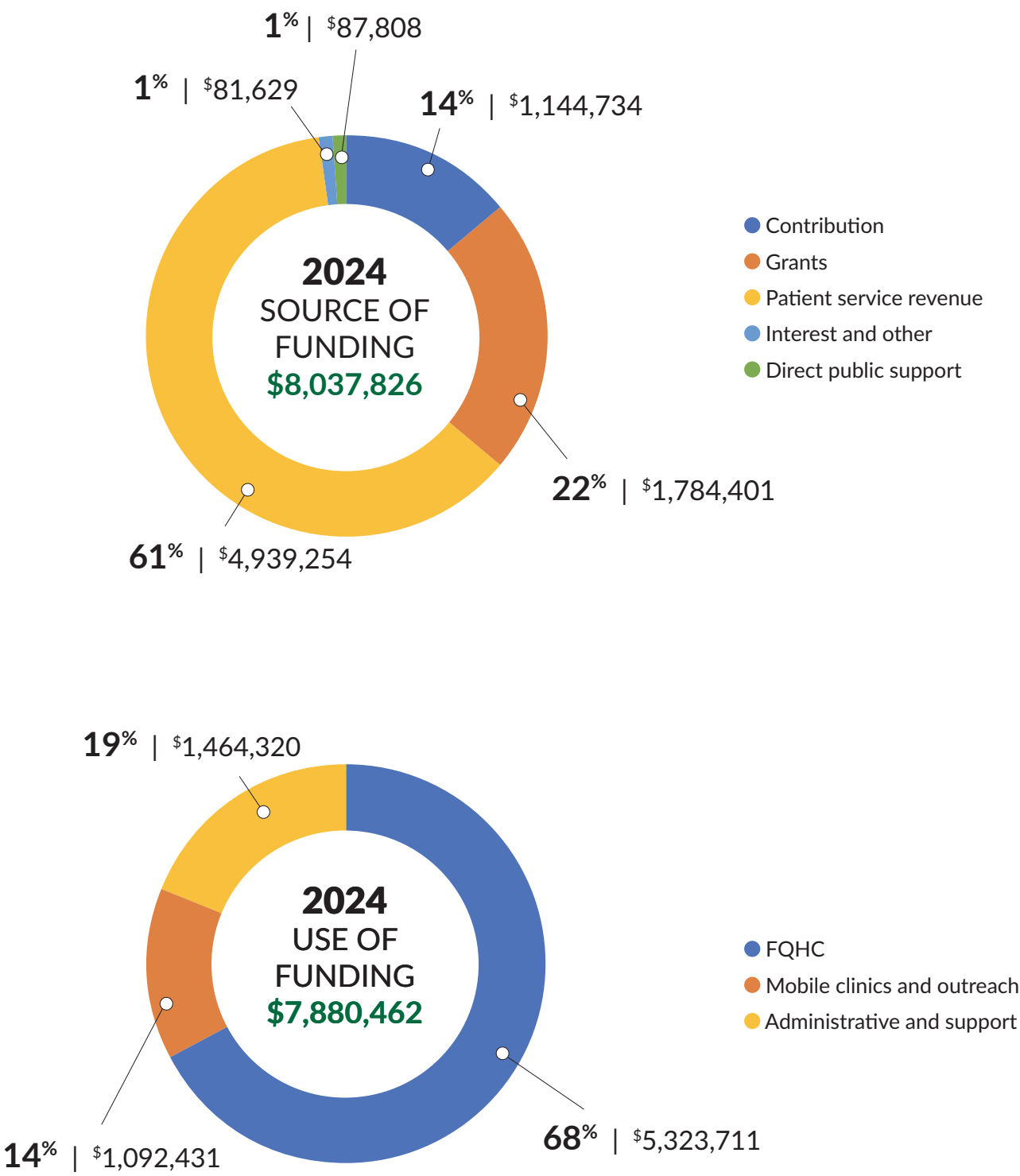
2024 Financial Report - Liabilities & Net Assets

Liabilities & Net Assets	2024	2023
Current liabilities:		
Accounts payable	\$ 220,646	\$ 133,217
Accrued liabilities and other payables	597,963	436,926
Due to affiliate	88,244	2,887
Obligations under operating leases - current	36,112	33,460
Obligations under capital leases - current	-	2,601
Total current liabilities	942,965	609,091
Obligations under operating leases	6,094	42,205
Obligations under capital leases	-	12,921
Total liabilities	949,059	664,217
Net assets :		
Net assets without donor restrictions	6,849,874	6,611,658
Net assets with donor restrictions	424,691	505,543
Total net assets	7,274,565	7,117,201
TOTAL LIABILITIES AND NET ASSETS	\$ 8,223,624	\$ 7,781,418

Statement of Activities

Support and Revenue	Without Donor Restrictions	With Donor Restrictions	Total 2024	Total 2023
Patient service revenue	\$4,939,254	-	\$ 4,939,254	\$ 3,893,125
In-kind contributions	1,144,734	-	1,144,734	1,050,793
Grants	1,316,148	468,253	1,784,401	1,372,142
Interest and other	81,629	-	81,629	130,664
Direct public support	65,803	22,005	87,808	184,947
Net assets released from restrictions	571,110	-571,110	-	-
Total support and revenue	8,118,678	-80,852	8,037,826	6,631,671
Expenses:				
Program services	6,416,142	-	6,416,142	5,402,368
Support services	1,464,320	-	1,464,320	1,643,932
Total expenses	7,880,462	-	7,880,462	7,046,300
Change in net assets	238,216	-80,852	157,364	-414,629
Net assets, beginning of year	6,611,658	505,543	7,117,201	7,531,830
NET ASSETS, END OF YEAR	\$ 6,849,874	\$ 424,691	\$ 7,274,565	\$ 7,117,201

Sources & Use of Funds



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Dental Director
Director of Clinic Operations
Nursing Director

Foundation Personnel

Thank You to Our Partners & Sponsors

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American Plus Bank
American Red Cross
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Asian Youth Center
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Chinatown Service Center
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City of Hope, Center Of Community Alliance For Research & Education (CCARE)
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Department of Mental Health LA County
Diana Yu Moore
Downtown Women's Center, Los Angeles
El Monte City School District
El Monte Community Center
Estelle M Tsay-Huang
Eye-Q Vision Care
Fansler Foundation
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First Southern Baptist Church, Chowchilla
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Lida Transportation Inc
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Mother Cabrini Health Foundation
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Orange Center Unified School District
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Pacific Clinics, Pasadena
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Physicians for Social Responsibility
Riverdale Joint Unified School District
Saint Agnes Medical Center

Sammy Lam
Sanger Unified School District
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YWCA

Thank You to Our Partners & Sponsors



Buddhist Tzu Chi Medical Foundation

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tzuchimedical.us



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