2018 Report to the Jackson Community

Center for
Family Health

505 N. Jackson St. | **517-748-5500** | **CenterforFamilyHealth.org**

The Center for Family Health is a federally qualified health center, providing medical, dental and behavioral health care to all. No one is turned away because of inability to pay, and patients are informed and involved about all aspects of their care. We operate seven sites in Jackson County, serving 30,000 patients. Our staff is highly skilled, caring and ethnically diverse. We are proud to have been opening the door to health care for all in Jackson for more than 25 years.

For many of our patients, the Center for Family Health is the health-care provider of last resort. These patients have no insurance, or are covered by Medicaid. They have learned an awful truth: Their health-care options are limited.

They have been turned away, turned down and turned inside out emotionally. When sick, they have experimented with self-diagnosis and medication. They have been frequent visitors at the Emergency Room, unintentionally clogging the system with illnesses that should be treated by a family medicine physician. They have worried about their health and welfare — and that of their spouses and children.

Their lack of routine medical and dental care often has been debilitating, causing them to lose their jobs, their homes and their self-esteem.

When they come to our doors, they are leery and fearful. We offer them hope. We listen. Our expert physicians and other staff members work with these patients to cure the ills that plague their bodies and attack their souls. With our dental and behavioral health resources, we are able to provide a full spectrum of care. No one is turned away for any of these services because of inability to pay. We recognize our patients' challenges go beyond their bodies so we connect them with resources in the community to better their lives in other ways.

We treat all our patients with respect. We care.

We believe health care is a right, not a privilege. We live that belief every day. For us, it is a privilege to serve those community members who need us the most.

Molly Kaser

Molly Kaser, *President & CEO*

Clinical Highlights

2018

Number of deliveries

670

up from 668 in 2017

Number of prescriptions filled

97,286

Significant improvements diabetes control

70%

up from 62% in 2017

Childhood immunization

35%

up from 25% in 2017

77%

Coronary Artery Disease Lipid Therapy

up from 70% in 2017

Dental sealant

34%

up from 24% in 2017

Child BMI Counseling

57%

up from 39% in 2017

Adult BMI Counseling

63%

up from 44% in 2017

94% **of CFH patients say they** "would recommend the Center to my family and friends"

LEADERSHIP TEAM

Molly Kaser
President & Chief Executive Officer

Sara Benedetto
Vice President & Chief Operating Officer

Rebecca Snow
Vice President & Chief Financial Officer

Dr. Rose Johnson
*Chief Medical Officer**

Dr. Diana Ellis
Dental Director

Kim Hinkle
Quality Improvement Director

Terry Langston
Director of Communications & Advocacy

**Dr. Sharon Rouse served as Chief Medical Officer through June 2018.*

Center for Family Health
2018 Accomplishments

Walk-in Clinic Expansion. The Center for Family Health's walk-in clinic is now open EVERY DAY for EVERYONE. The addition of evening and weekend hours means the walk-in clinic is more accessible to Jackson-area residents for urgent care. In the last four months of 2018, patient numbers increased an average of 26 percent since hours expanded in August.

Jail partnership. Starting in late 2018, the Center for Family Health has been working with the Jackson County Jail to help inmates fight opiate addiction. Under the program, any inmate nearing release can volunteer to receive injections of Vivitrol, a medication that reduces cravings for illegal substances. Inmates receive Vivitrol from jail medical staff while still in jail, but after their release they continue treatment at CFH.

Addition of two new experienced pediatricians. **Max Chen, MD**, and **Jose R. Hernandez, MD**, are board-certified pediatricians. Each has logged time as a pediatrician in other locations before joining the staff at the Center for Family Health. A bonus: Dr. Hernandez is fluent in Spanish.

Expansion of psychiatric services through telehealth. The Center's providers now have the ability to refer patients to a psychiatrist using video conferencing, thanks to a partnership with Wayne State University. The psychiatrist can diagnose, determine if the patient has a mental illness, prescribe appropriate medication and meet via video at the Center with the patient as often as needed.

Full integration of EPIC. The move to a new electronic medical records system was started in 2017, but its full implementation was completed in 2018. EPIC is private and secure, and enables doctors to access all of an individual patient's

records easily. The system is used by all medical practices in Jackson County, including Henry Ford Allegiance Health. MyChart, powered by EPIC, enables patients to see their lab or test results often within 48 hours, renew prescriptions, and peruse health history. MyChart is available 24/7.

Addition of a psychologist. **Dr. Leon Puttler** is the Center for Family Health's first staff psychologist. He sees patients and works with the medical staff at the Center part time. Dr. Puttler, who earned a doctorate in clinical psychology at Michigan State University, conducts research at the University of Michigan in the Department of Psychiatry; he has worked at UM for 25 years.

Free vision screening. Through a partnership with the Center for Family Health, the Evolve Vision Van provided free vision screening and glasses to almost 200 people during a two-day visit at the Center. Of those, 143 were Center patients and 97 were prescribed glasses.

New pharmacy bag system. Pick Point is an automated, will-call system that integrates with pharmacy software. Filled prescriptions are scanned and placed in corresponding light-up bags. These bags are placed in electronic racks and await pick up by a customer. When particular prescription(s) need to be located at customer pickup, the patient is identified in the pharmacy computer and the bag(s) containing the desired prescription(s) light up. The benefits are numerous, including expedited customer pickup, elimination of possible missed prescription pickup and miss-filling, improved pharmacy credibility and overall efficiency, and staff and patient satisfaction.

Expanded Medication Assisted Program. Several Center providers are working with about 40 patients with Substance Abuse Disorder. The program helps reduce the cravings for opioids and alcohol through medication and counseling.

Why we use the Center's services

"I started seeing her (dietitian Stephanie Skonos) a while ago, and she's been leaning me in the right direction. With her support and encouragement, slowly but surely I am losing the weight."

Tamika Heard

"I feel very fortunate that such superb dental care is available to me in Jackson at the Center for Family Health. It's just incredible to go from a situation of having no coverage and no care to having these high-caliber pros giving me great care."

Richard McDermott

"I am always telling people who say they don't have insurance that the Center for Family Health is the place to go. They have so many resources, they listen to you, and they network with specialists.

"We need to take care of this place because it takes care of people. It's a treasure."

Moriah Carrigan-Mills

"Thanks to the Center for Family Health, my cost for insulin is $20 a month, a price I can afford. My blood sugar is under control and I am not having the problems I was having.

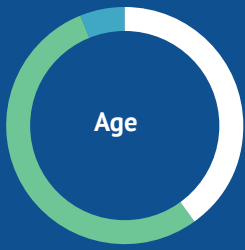
"I am convinced that without the Center for Family Health, I would have died. They saved my life, and I am eternally grateful."

Kenneth Walter

Patients by the numbers

By age

0-17	**40%**
18-64	**54%**
65+	**6%**

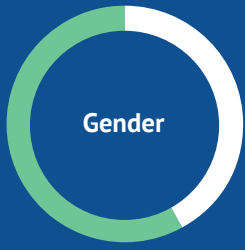


By Race and Ethnicity

Non-Hispanic White	**71%**
African American	**16%**
Hispanic/Latino	**6%**
Other	**4%**
Unreported	**7%**

By gender

Male	**42%**
Female	**58%**



Poverty

At 100% poverty level or below	**52%**
100-200% poverty level	**10%**
200% plus poverty level	**4%**
Unreported	**33%**

Insurance

Uninsured	**10%**
Medicaid	**60%**
Medicare	**10%**
Commercial	**20%**

Why we work at the Center

"Where I trained in Baltimore, there were many patients who were poor and had no health insurance or Medicaid. I wanted to be part of a group that does that kind of work."

Dana T. Virgo, MD, Obstetrician/ Gynecologist

"I do enjoy this job. I love getting in contact with people, and in this job I enjoy it even more, because there is a lot of need in the community."

Karla Sanchez, Outreach Coordinator

"I enjoy working here. Mostly I enjoy the interaction with people. I've had some health issues and had to use short-term disability, and the Center has always been great about that. They care for their employees that way."

Mark Alber, Patient Service Representative

"I love being part of the service they provide here. We always search out every way we can to help people."

Proni Joshi, Pharmacist

"With teenagers, they are at a point in life where they have to learn to take responsibility for their own choices, but they still need some guidance. It's a nice age, where I think I have an opportunity to actually make an impact."

Bobbi Brandt, Physician Assistant
Jackson High Health Center

"I have been employed at the Center for Family Health for seven years. Seeing the impact that I have had on the patients in the Jackson community and feeling like my presence here at the Center has made a difference in our patients' lives is the reason why I enjoy working for the Center for Family Health. The patients are the key. Together, we can make a difference!"

Monica Hill, MD, Obstetrician/Gynecologist, Women's Health Lead Physician

"From the moment I walked in the door, I knew that the Center is a truly special place. Here we look at our patients as a whole and work to remove whatever barriers our patients might face, so they can achieve good health. I love that each day, we have the opportunity to uplift the dignity of our patients."

Diana Ellis, DDS, Dental Director

Board of Directors

Steven Hogwood // Chair
Dr. William Patterson* // Vice Chair
Lori Heiler* // Secretary
Randy Treacher* // Treasurer
Jennifer White* // Executive Consumer Board Representative

MEMBERS

Kirk Balcom
Karen Barrett*
Jessica Embury*
Suzi Finch*
Lee Hampton
Ted Hilleary*
R. Dale Moretz*
Brenda Pilgrim*

**Patient at Center for Family Health*
Terry Draper served on the board through summer 2018.

Why we serve on the Center Board

"I believe affordable health care is a fundamental right, and serving on the board helps me learn more about the health-care field as well as trying to accomplish the mission of health care for all."

William Patterson, Ph.D., Assistant Superintendent of Secondary Curriculum, Jackson Public Schools

"To make a difference in the lives of our patients. To give a voice to those people who would normally not have one. To give back to CFH. They were there for me when I needed it. Helping me with prescriptions and referrals to specialists. I would not be here today if they hadn't been there."

Lori Heiler, Retired, Michigan Department of Corrections

"Being on the Center for Family Health Board of Directors provides me an opportunity to give back to the Jackson community by being part of the governance team that helps these services continue to be provided in a high-quality and financially responsible manner."

Kirk S. Balcom, CIA, CISA, Principal, Rehmann Consulting

"I serve on the board as my way of saying, 'Thanks' to the Center for helping me get my medical life in order."

Karen Barrett, Homemaker, Hillsdale

"I serve on the board of the Center for Family Health because CFH is making a major difference in the lives of community members who are most in need."

Lee M. Hampton, Chief Diversity Officer, Jackson College

"The highest density of any man should be to serve..."

Steven Hogwood, Owner, Jackson McDonald's

"I give my time and my treasure to the Center for Family Health because I know in this country no individual should choose between food or housing to obtain needed medication."

Brenda Pilgrim, Planning, Program & Development Director, Community Action Agency

Locations

Downtown Facility
505 N. Jackson St.
Jackson, MI 49201
517-748-5500
Services: Women's Health, Family Medicine, Pediatrics, Behavioral Health, Nutrition counseling, Pharmacy; Lab and X-ray services, provided by Henry Ford Allegiance Health.

Dental Clinic
500 N. Jackson St.
Jackson, MI 49201
517-748-5500
Services: Dental care for adults and children.

Walk-In Clinic
505 N. Jackson St.
(Inside Downtown Facility)
Jackson, MI 49201
517-748-5500
Services: Open to all 6 months or older who are sick or unable to get an appointment with their physician. You don't have to be a Center patient to use the Walk-In Clinic.

CFH at LifeWays
1200 N. West Ave.
Jackson, MI 49202
517-796-4550 or
517-748-5500
Services: Primary medical care for anyone 18 years and older.

Jackson High Health Center
544 Wildwood Ave.
Jackson, MI 49201
517-780-0838
Services: Primary medical care through age 21; open year-round

Northeast Health Center
1024 Fleming Ave.
Jackson, MI 49202
517-787-4361
Services: Primary medical and dental care for patients of all ages; open year-round.

Parkside Health Center
2400 Fourth St.
Jackson, MI 49203
517-788-6812
Services: Primary medical care through age 21; open year-round.

Northwest Community Health Center
R.W. Kidder Middle School
6700 Rives Junction Rd.
Jackson, MI 49201
517-569-3200
Services: Primary medical care for patients of all ages; open year-round.

Medical services were provided in Hillsdale through August 2018.

Partners

Because of our community's continued generosity and support, we are able to serve more patients, strive for better health outcomes, and seek innovative ways to deliver care to those needing it most. **Thank you for your steadfast support and advocacy.**

Center for Family Health

The Center for Family Health is an independent, federally qualified health center that never turns patients away because of inability to pay. It provides comprehensive, quality medical care, dental services and behavioral-health assistance to more than 30,000 patients at its main location in Jackson, four school health centers, dental clinic, and satellite clinic at LifeWays.