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Center for
Family Health

Annual 2014 report.

Making a difference...one patient at a time.

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

Making a difference…one patient at a time.

Molly Kaser

Molly Kaser
President & CEO

Other Executive Staff

Sara Benedetto
Vice President & COO

E. Dale Ernst, Jr.
Vice President & CFO

Sangeeta Sinha, MD, FACOG
Chief Medical Officer

Sharon Rouse, DO
Primary Care Medical Director

Kim Hinkle
Quality Improvement Director

Rebecca Snow
Human Resources Director

Our health center touched and made a difference in thousands of lives in 2014, and we know that we'll continue in 2015. Here are some of the ways we made a difference:

Signed up more than 8,900 adults – Staff and community partners did an amazing job connecting with uninsured individuals and helping them enroll in Healthy Michigan. The Michigan Department of Community Health estimated that 6,500 Jackson County adults would sign up and we're now at 8,900!

Adults receive Medicaid coverage – Each adult who now has Medicaid coverage has a whole new world opening to them: Imagine suddenly being able to obtain needed physician office visits, prescriptions and diagnostic testing. What a difference this makes for each of these 8,900 people (and the people who care about them)!

Plans to build a new dental facility – In light of this expansion and our board's commitment to comprehensive care, the Center has launched plans to build a new 20,000-square-foot facility on our property across the street from our downtown office. This new facility will house our dental clinic and allow us to expand from 14 dental chairs to 24! Adults will be able to obtain routine dental care as well as treatment needed.

Partnership with Allegiance expands – Our partnership with Allegiance to train family medicine residents is a success and will grow again in 2015. Additional family medicine residents will join us in the summer to begin their three years of hands-on training.

Walk-in clinic for patients open – Our medical walk-in clinic expanded and is now open Monday-Thursday 8 a.m. to 8 p.m., and Fridays and Saturdays from 8 a.m. to 4 p.m. so that more people receive coordinated care.

CenteringPregnancy Model endorsed by parents - Our prenatal patients overwhelmingly love our CenteringPregnancy model of care; this group visit model provides social support to complement medical care in a warm and relaxed environment. Birth outcomes improve with this model as well as adherence.

We impacted the lives of many patients through our work in 2014. Let me introduce you to just one of them…**Keith.**

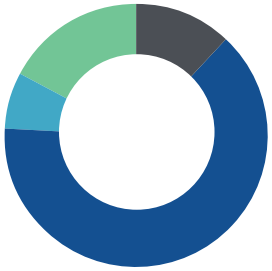
Keith is a gold-medal winning Special Olympian who never let developmental disability block his goals of graduating high school and holding a job. Keith has faced many health challenges in his life, including the loss of all his teeth by age 41. Keith's mother, Brenda, hoped to get him dentures, but the cost was too high. After two years with no teeth, Keith was offered help at the Center's dental clinic. He was fitted for dentures in April, and the price was affordable, thanks to our sliding-scale program. Keith went home that day and updated his Facebook photo to show the world his beautiful new smile.

Stay tuned to our Facebook page and website, **www.centerforfamilyhealth.org** to be part of our caring activities in 2015!

2014 Annual Report Statistics

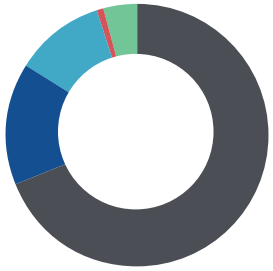
Payor mix

Uninsured	12%
Medicaid	64%
Medicare	7%
Commercial	17%



Revenue

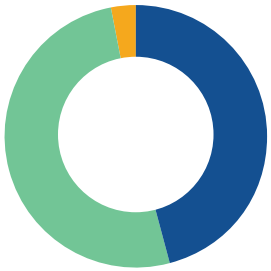
Clinical/Insurance	69%
Pharmacy/Insurance	15%
Federal Grants	11%
State Grants	< 1%
Local Revenue & Support	4%



Patient information

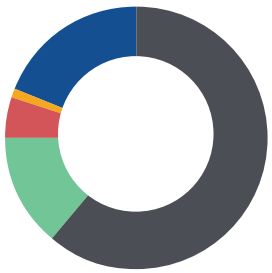
Age

0-17	46%
18-64	51%
65+	3%



Race

White	62%
Black	14%
Latino	5%
Other Race	1%
Unreported	19%



2014 Center Clinical Highlights

Served **27,290** patients.

584 babies delivered.

9,852 dental patients recorded **21,432** visits.

Also announced plans to open a satellite medical clinic in **HILLSDALE** in 2015.

NEW

Announced plans to build a **new dental facility in Jackson** to enable the Center to serve more adult patients. It is scheduled to open in 2015.

Was a key player in **enrolling more than 100%** of the estimated eligible adults in Jackson County in Healthy Michigan, the state's expanded Medicaid program.

83.6% received childhood immunizations, and **100%** had a persistent asthma plan.

94.5% of patients were assessed for **TOBACCO** use, besting *Healthy People 2020* goal of 69 percent.

84% of women entered care during their first trimester, exceeding the *Healthy People 2020* goal of 78 percent.

Expanded hours of our walk-in clinic to 8 a.m. to 8 p.m. Monday – Thursday, and 8 a.m. to 4 p.m. Friday and Saturday. The walk-in clinic is available only to existing Center patients.

79.5% of patients with diabetes had the disease well controlled.

6 Locations

Main facility
505 N. Jackson St.
517-748-5500

Center for Family Health at LifeWays
1200 N. West Ave.
517-796-4550

Jackson High Health Center
544 Wildwood Ave.
517-780-0838

2nd Year

Entered second year of hosting family-medicine residents through Allegiance Health's graduate medical education (residency) program.

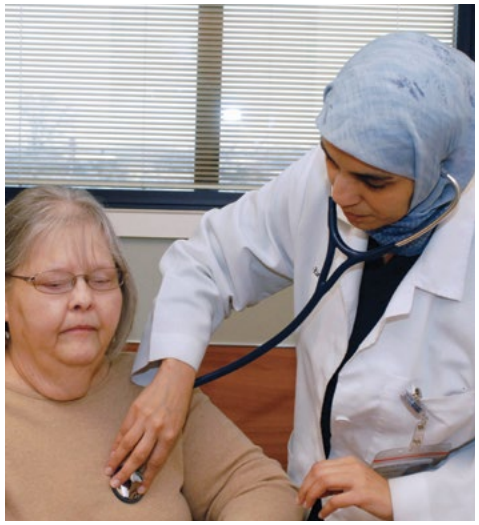
The Center's enrollment specialists estimate **3,124 people enroll in health insurance**, including *Healthy Michigan*, with their assistances and they held **113 outreach enrollment events.** In total, the specialists assisted

20,802

people in person and on the phone.

NCQA

Achieved accreditation by the National Council on Quality Assurance as a Patient Centered Medical Home.



NW

Started treating patients **of all ages** at the Northwest Community Health Center.

Northeast Health Center
1024 Fleming Ave.
517-787-4361

Northwest Community Health Center
6700 Rives Junction Rd.
517-569-3200

Parkside Health Center
2400 Fourth St.
517-788-6812

Center for Family Health 2014 Board of Directors

Ted Hilleary // Board Chair
Jeanne' Wickens // Board Vice Chair
Steven Hogwood // Board Treasurer
Betty Toll // Board Secretary
Jerry Grannan // Immediate Past Board Chair

Members

Suzi Finch
Lee Hampton
Lori Heiler
R. Dale Moretz
William Patterson
Brenda Pilgrim
Jennifer White

Volunteer Board Committee

We would also like to thank our volunteer board committee members for their many contributions throughout the year.

Ryan Ambs
Kirk Balcom
Dave Fleming
Jane Myers
Jessica Murray
Elica Powell
Shirley Williams

Opening the door to HEALTH CARE for all

Partners

United Way of Jackson County
Jackson College
National Association of Community Health Centers
Northwest Community Schools
Allegiance Health
JCISD
Jackson Public Schools
LifeWays Community Mental Health www.lifewayscmh.org
Michigan Department of Community Health MDCH
Michigan Primary Care Association
CA Community Action
U.S. Department of Health and Human Services HRSA Health Resources and Services Administration
Baker College
Department of Human Services

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 27,000 patients at its main location in Jackson, four school health centers and a satellite clinic at LifeWays.

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