CenterforFamilyHealth.org | @ Center for Family Health

Together,
for good health.

25 Celebrating est. 1991

Annual 2015 report.

Center for
Family Health

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

Molly Kaser

Molly Kaser
President & CEO

More than 25 years ago, pregnant women with Medicaid or no health insurance were unable to find prenatal care in Jackson County. It was a community health crisis so severe that each year hundreds of women without prenatal care came to the emergency department at Foote Hospital (now known as Henry Ford Allegiance Health) ready to give birth. With so many high-risk pregnancies, Jackson County's infant mortality rate was alarmingly high. Babies died before their first birthdays so often that some health-care experts equated the statistics to what you'd expect in a third-world country.

From the depths of that crisis sprang one of the finest examples you will find anywhere of a community pulling together to help its most vulnerable members.

OTHER EXECUTIVE STAFF

Sara Benedetto
Vice President & COO

Rebecca Snow
Vice President & Chief Finance and Human Resources Officer

Sangeeta Sinha, MD, FACOG
Chief Medical Officer

Sharon Rouse, DO
Primary Care Medical Director

Kim Hinkle
Quality Improvement Director

Terry Langston
Communications & Development Officer

To reduce infant mortality, Jackson created a broad-based task force with extraordinary vision and commitment. One important result was the 1991 opening of a prenatal clinic called the Center for Healthy Beginnings. It provided obstetricians and nurse midwives charged with caring for underserved pregnant women from conception through delivery.

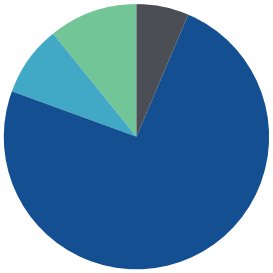
Twenty-five years later, the infant mortality rate in Jackson County is much improved, and the prenatal clinic has grown into the Center for Family Health. We provide 27,000 patients of all ages with comprehensive, quality, primary health-care at eight locations, including four centers located within school buildings. As a federally qualified health center, the Center for Family Health never turns anyone away because of inability to pay. We are a patient-centered organization, surrounding our patients with support in their journey to good health. That support ranges from help with transportation to behavioral health assistance – and a myriad of services in between.

While we've grown tremendously since 1991, our commitment to making health care affordable and easy to obtain for Jackson and Hillsdale has not changed. I hope you enjoy this walk down our health care memory lane as we celebrate our 25th Anniversary. We would not be the health center we are without the tremendous partnerships and assistance we've received from this community!

December 1991: A patient consults with Dr. Guy Crawford, one of the Center's original three doctors.

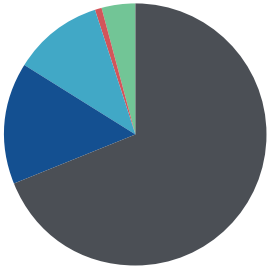
Payor Mix

Uninsured	**6%**
Medicaid	**69%**
Medicare	**8%**
Commercial	**10%**



Revenue

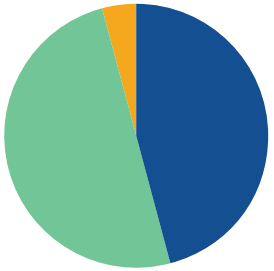
Clinical/Insurance	**69%**
Pharmacy/Insurance	**15%**
Federal Grants	**11%**
State Grants	**< 1%**
Local Revenue & Support	**4%**



Patient information

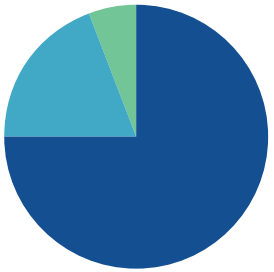
Age

0-17	**46%**
18-64	**50%**
65+	**4%**



Race

White	**66%**
Black	**17%**
Latino	**5%**
Other Race	**0%**
Unreported	**0%**



Center for Healthy Beginnings

1991

Center for Healthy Beginnings opens at 817 W. High St. as part of Community Action Agency.

1992

August 15, 1992: A patient and her baby are enjoying a Center for Healthy Beginnings celebration. This baby was number 118 of 339 born up to that time.

1994

Name changes to the Center for Family Health when primary medical care services are added. Pediatrics added the following year.

1995

Center becomes an independent organization.

Dr. Haitham Talo checks the breathing of Dustin Smith, 2, of Jackson at the Center for Family Health. Dustin's mom, Patty, brought him in for an exam because he had a cough.

1998

1997

Center begins process for being designated a Federally Qualified Health Center.

Dental director interacts with a child patient.

2001

Dental services added through merger with Jackson Area Dental Clinic.

2002

Some offices move to 2200 Springport Road.

Construction at Northeast Elementary

2005

The Center's first school health center opens in partnership with Jackson Public Schools at Northeast Elementary School. Three more school centers added by 2013.

For several years, the Center for Family Health offered primary-care services at the Interfaith Shelter, 414 S. Blackstone. Left, Paralee Bowman, from Albion, has Suzanne Kirk, nurse practitioner, check her blood pressure as part of a health exam.

2005

Behavioral health services added.

2011

Construction completed on new downtown Jackson facility, bringing all of the Center's services under one roof and adding a pharmacy.

2012

Walk-in clinic opens at the downtown facility.

Hillsdale, Michigan

2013

Center for Family Health at LifeWays opens.

2015

Center opens a primary-care center in Hillsdale and begins construction of new dental facility in Jackson.

2015 Clinical Highlights

395 babies delivered.

Ground broken on a new **24-chair dental facility** in Jackson, Michigan

of patients with high blood pressure had the condition well controlled, exceeding the *Healthy People 2020* goal of 41 percent

100% of patients with asthma have an acceptable treatment plan

78% of patients with diabetes had the disease well controlled

Centering® Healthcare INSTITUTE

Designated as one of three approved sites in Michigan for the innovative Centering**Pregnancy** care model

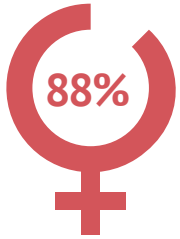
New medical-care center opened in August in Hillsdale, the Center's first extension of services beyond Jackson County

4,260

Jackson County enrollments for health insurance under the Affordable Care Act in 2015, a 33-percent increase from 2014, with the Center playing a key role by offering free enrollment assistance

87% of child patients received immunizations

Served **26,981** patients.



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

8 Locations

Downtown Campus
505 N. Jackson St.
517-748-5500

Dental Clinic
500 N. Jackson St.
517-748-5500

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

Center for Family Health – Hillsdale
240 W. Carleton
Hillsdale, MI 49242
517-212-8140

Patient Satisfaction Survey Results

From fiscal year-to-date (July 1, 2015-Feb. 29, 2016).

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

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

2015 Board of Directors

Ted Hilleary // Board Chair
Jeanne' Wickens // Board Vice Chair
Steven Hogwood // Board Treasurer
Lori Heiler // 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
Jessica Embury
Dave Fleming
Jessica Murray
Jane Myers
Elica Powell
Dave Siegrist

Historical Facts

Infant Mortality, in Jackson County
Current 3-year-average rate: 5.6 deaths per 1,000 live births. In the year before the Center opened it was 11.2 deaths and the rate hit 13.7 in the late 1980s. Current *Healthy People 2020* target goal is 6.

OB walk-in rate at Allegiance
About 30 women a month before the Center; dropping to one a month within a year of opening.

More than 10,000
Number of babies delivered by CFH since 1991.

Opening the door to HEALTH CARE for all

PARTNERS

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

Center for **Family Health**

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