2017 Report to the Jackson Community

Center for
Family Health

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

Center staff:
True health-care heroes

Every day hundreds of people come to Center for Family Health offices for care, and every day our staff members provide amazing help — whether it's a physician, dentist, front-desk staff, maintenance workers or dental hygienists.

I was reminded of this at an event we recently hosted. Stephanie Skonos, our registered dietitian, invited a number of patients who participate in her support groups and nutrition classes. The stories they shared about how Stephanie has become a part of their lives was inspiring. It reminded me that our work is not just about change at the population level.

Every time we help a patient make a positive health change in his or her life, we are changing the course of that individual's life. Every day our staff members touch the lives of many people. We don't hear every story but we know they're out there — and they are incredible.

Our staff members are the true health-care heroes of our health center and our community. Every day, they are touching and changing lives — from the direct care they provide to the behind-the-scenes work, such as implementing EPIC, a new medical records system. It is all integral to surrounding our patients with health, hope and healing.

Molly Kaser, *President & CEO*

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Vice President & Chief Operating Officer

Rebecca Snow
Vice President & Chief Financial Officer

Dr. Sharon Rouse
Chief Medical Officer

Kim Hinkle
Quality Improvement Director

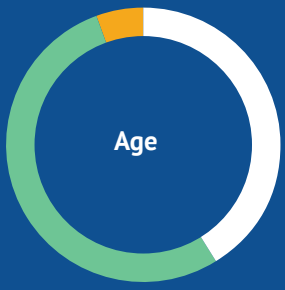
Terry Langston
Director of Communications & Advocacy

2017 by the numbers

Patients: 29,546

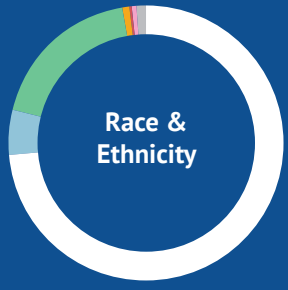
By age

0-17	**41.3%**
18-64	**53.13%**
65+	**5.44%**



By Race and Ethnicity

Non-Hispanic White	**75.11%**
Hispanic/Latino	**5.38%**
African American	**18.87%**
Asian	**0.87%**
American Indian/ Alaska Native	**0.31%**
Native Hawaiian/ Other Pacific Islands	**0.48%**
More than one race	**0.99%**



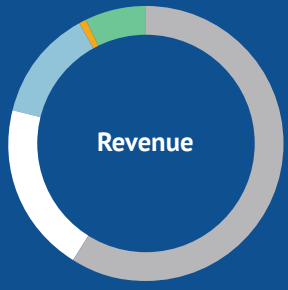
Finances

Payor Mix

Uninsured	**10%**
Medicaid	**64%**
Medicare	**9%**
Commercial insurance	**17%**

Revenue

Clinical/Insurance	**59%**
Pharmacy/Insurance	**20%**
Federal Grants	**13%**
State Grants	**1%**
Local Revenue & Support	**7%**



2017

Center for Family Health
Accomplishments

Epic conversion. All patient medical records were transferred from one digital system, NextGen, to another, Epic. Integrating all records into the Epic system was a monumental task that had to be accomplished within a short time to guarantee patient records were accessible online and were up-to-date. Called MyChart, the system is available 24/7, is private and secure, and enables doctors to access all of an individual patient's records easily. On MyChart, patients can see their lab or test results often within 48 hours, renew prescriptions, and peruse health history. The system is used by all medical practices in Jackson County, including Henry Ford Allegiance Health. That means all of a patient's records are housed on MyChart, eliminating a paper trail of medical reports.

School health centers recognized. All four Center school health centers received a Level 3 Patient-Centered Medical Home Certification from the National Committee for Quality Assurance. The Northeast, Parkside, Jackson High and Northwest centers joined an elite group of practices that have demonstrated commitment to advancing quality in health care. They are the first school sites in Michigan to receive this certification.

Mobile Dental Service expanded. Residents at the John George and Friendly homes — Jackson residences for low-income older men and women, respectively — now can receive preventive dental care at home. The Mobile Dental Unit brings a dentist and a hygienist right to them. The Mobile Dental Unit routinely visits schools in Jackson County to provide students examinations and cleanings.

Unwanted drugs collected. The Center's Pharmacy held two take-back events in which anyone could drop off unneeded drugs, including opioids, for safe disposal. The Pharmacy also has a secure collection box in its lobby for unwanted medications, which are then disposed of safely.

Improvements to patient experience. Through an organization-wide effort, the Center began turning around its dropped-call rate, no-shows for appointments and how long it takes patients from check-in for appointments to checkout. The effort is designed to enhance patient satisfaction.

Vivitrol treatment begins. The Center for Family Health is part of a unique partnership with Hope House, a recovery facility, and the Hillsdale County Treatment Court. A Center RN coordinator provides patient care and support to individuals participating in the Hillsdale Treatment Court Program. They receive ongoing medical and dental support including a monthly treatment of Vivitrol, a drug that takes away the craving for opioids. In addition to the monthly injections, the RN coordinator attends treatment and court hearings to support the individual in recovery. The program helps people be successful so they can move forward in their lives. Although the Center for Family Health — Hillsdale office was closed, this program is continuing.

Free cancer screening. Eligible low-income women in Hillsdale County were able to receive free breast and cervical cancer screening as part of the Breast and Cervical Cancer Control and Navigation Program. The Center's downtown Jackson facility, has been a BCCCNP site for years.

Clinical Highlights

76%

entered prenatal care in the first trimester. *This surpasses the community health center average for the state (74%) and national (73%).*

79%

of patients are assessed for TOBACCO use and are **counseled on cessation** if they answer positively. *This is up from 74% last year.*

70%

of patients age 50 and older have been **screened for colorectal cancer**, *up from 64% last year.*

48%

of patients have been **screened and had an appropriate follow-up for depression**.

7.8%

of **babies delivered had a low birth weight**, meeting the *Healthy People 2020 goal of 8%.*

2017

LOCATIONS

Downtown Facility
505 N. Jackson St.
517-748-5500
Open M-F 8 a.m. - 5 p.m.
Services: Women's Health, Family Medicine, Pediatrics, Behavioral Health, Nutrition counseling, Pharmacy, Lab and X-ray services, provided by Henry Ford Allegiance Health

Walk-In Clinic
505 N. Jackson St.
517-748-5500
Open M-F 9 a.m. - 9 p.m.
Sat-Sun 9 a.m. - 6 p.m.
Services: Open to all

Dental Clinic
500 N. Jackson St.
(517) 748-5500
Open M 8 a.m. - 7 p.m.
T-F 8 a.m. - 5 p.m.
Services: Open to all

CFH - Hillsdale
240 W. Carleton Road
Hillsdale, MI 49242
517-212-8140
Open M-F 8 a.m. - 5 p.m.
Closed noon - 1 p.m.
Services: Primary medical care for all

CFH at LifeWays
1200 N. West Ave.
517-796-4550
Open M-W 8 a.m. - 5 p.m.
Closed noon - 1 p.m.
Services: Primary medical care for anyone 18 years +

Patient stories

Richard McDermott of Jackson avoided going to the dentist for years because he did not have dental insurance. In 2016, his lack of care caught up to him.

"I had a couple of cavity-ridden teeth that were ready to go," he said. "One of them felt like it was barely holding on."

Someone recommended the Center for Family Health's Dental Clinic. He made an appointment, had his two bad teeth removed, and now has regular dental checkups at the clinic every six months.

"It's just incredible to go from a situation of having no coverage to having these high-caliber pros giving me great care," McDermott said.

When **Bryanna Johnson** was in seventh grade, she began having regular, unexplained headaches and stomach sickness at school.

"I was getting a phone call from the school almost every week," said Bryanna's mother, Casey Cannons. "We tried everything, but nothing helped."

The Leoni Township teen's medical provider at the Center for Family Health suspected anxiety could be the root of the teen's health issues. Bryanna was referred to Natasha Klavon, a Center mental health therapist.

Now in high school, Johnson is feeling better. Her headaches and stomach sickness are done, and she credits Natasha for helping her to better handle her feelings and actions.

"I'd recommend Natasha to anyone who needs help," she said. "If I had not gone to her, I don't know where I'd be, but I would not be this successful in life."

Jackson High Health Center
544 Wildwood Ave.
517-780-0838
Open M-F
7:30 a.m. - 4 p.m.
Services: Primary medical care through age 21; open year-round

Northeast Health Center
1024 Fleming Ave.
517-787-4361
Open M-F
8 a.m. - 4:30 p.m.
Services: Primary medical and dental care for all; open year-round

Parkside Health Center
2400 Fourth St.
517-788-6812
Open M-F
7:30 a.m. - 4 p.m.
Services: Primary medical care through age 21; open year-round

Northwest Community Health Center
R.W. Kidder Middle School
6700 Rives Junction Rd.
517-569-3200
Open M-F
7:30 a.m. - 4 p.m.
Services: Primary medical care for all; open year-round

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**Patient at Center for Family Health.*

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LifeWays Community Mental Health www.lifewayscmh.org
United Way of Jackson County
JCISD
Central Michigan 2-1-1 Get Connected. Get Answers.
Jackson Public Schools
Henry Ford Health System
Henry Ford Allegiance Health
MDHHS Michigan Department of Health & Human Services
CA Community Action
Hillsdale Hospital
National Association of Community Health Centers
Baker College
Michigan Primary Care Association
U.S. Department of Health and Human Services HRSA Health Resources and Services Administration

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 29,000 patients at its main location in Jackson, four school health centers, dental clinic, and satellite clinic at LifeWays.