

2016 Report to the Community

Fremont Clinic 3300 Fremont Ave N Minneapolis, MN Central Clinic 2301 Central Ave NE Minneapolis, MN Sheridan Clinic 342 13th Ave NE Minneapolis, MN







Our Mission: To improve and promote the health of our communities by providing quality health care services that are affordable and accessible.



www.neighborhoodhealthsource.org Phone 612 · 588 · 9411 | Fax 612 · 362 · 4115



2016 BOARD OF DIRECTORS

Marline Blake
Vickie Gilfillian-Bennett
Leone Elliot
Georgia Hughes
Dana Jensen
Kim Perry
Gloria Peterson
Andrew Senn
Jason Walden

To the communities we serve...

For almost 50 years, Neighborhood HealthSource has served our neighbors in North and Northeast Minneapolis by providing culturally competent and affordable primary care health services. During 2016, we were proud to extend the reach of our Mission to thousands of patients through our health care services community health programs.

2016 marked a year of positive performance for our organization. We generated a gain in net operating income, covered depreciation, and converted accounts receivable to cash. We saw improving patient volume, leaving the fluctuating provider capacity and facility transition problems of the last couple of years in the rear view mirror. And our Clinical Quality and Patient Satisfaction results continued to show high rates.

Even though we enjoyed this improved performance in 2016, and continue to see similar results so far in 2017, there are potential headwinds on the horizon. Very real political threats exist to the Federal Government's continued funding of Health Centers—funding that technically expired October 1, 2017. At the same time, operating grants are in increasingly short supply. These potential threats could lead to increased pressure on our ability to meet our Mission in the near future.

On behalf of the patients we serve, thank you to our donors, sponsors and volunteers for your continued generosity, and for playing a vital role in helping us accomplish our Mission to improve access and reduce the health care disparities in our community.

Sincerely,

Steven J. Knutson Executive Director Andrew Senn

Chair, Board of Directors

Our Role in Health Care Reform

NHS continues success in medical practice transformation

NHS is proud to be a member of FUHN—the Federally Qualified Urban Health Network—a coalition of 10 Federally Qualified Health Centers at the forefront of health care reform with the initiation of one of the nation's first safety net Accountable Care Organizations.



Check out our video to see how it works: https://goo.gl/bVagfL.

At the end of the first three years of operation, FUHN has saved Minnesota taxpayers almost \$18M in claims costs for treating 32,000 Medicaid patients. NHS has directly benefited from this innovative program, generating almost \$225K in additional Medicaid reimbursement. FUHN has dramatically accelerated care transformation for our patients and has led to implementation of such activities as improved chronic disease work flows, care coordination and health care home, and pre-visit planning.

How did this group of Health Centers accomplish this amazing result? The simple answer is through the remarkable efforts of our staff. They used the data provided by FUHN to achieve an 18% decrease in emergency room utilization and an 8% decrease in inpatient admissions—all while maintaining our patient satisfaction and meeting the majority of our clinical quality metrics. NHS staff are very involved with FUHN, including NHS' Executive Director, Steve Knutson, who serves as FUHN's Board Chair, and Medical Director, Rahshana Price-Isuk who leads FUHN's Clinical Quality Committee.

Program Highlight: Care Coordination and Pre-Visit Planning



2016 saw our practice transformation continue as we built Electronic Medical Record and Practice Management System capabilities and expanded our Care Coordination and Pre-Visit Planning activities. Our goal: to proactively reach out to patients and assist them in meeting their health care needs. Care Coordination means dedicating assistance to patients between their clinic visits to ensure they are actively engaged in efforts to reduce the complications form chronic disease. Pre-Visit Planning

determines prior to clinic visits the services each individual patient needs to ensure they are on track with their health goals. These two functions did not exist in our organization three short years ago and have brought about the remarkable drop in emergency room utilization and patient admissions previously mentioned.

In 2016 this work spanned clinical and information technology teams. Care Coordination helps us provide much more well-rounded services to our patients. We developed and implemented

patient registries to monitor and support our patients to manage their chronic conditions, while also enabling staff to address other barriers such as medication refills or insurance gaps.

Our new, fully automated, pre-visit planning tool is being tested now and will launch in 2018 making us far more efficient and better able to meet all the needs of our patients. This enhanced capability helps us to empower patients to take an active role in managing their health and to reduce disparities in the neighborhoods we serve.

Clinical Outcome Measures







We monitor clinical outcome measures related to disease management and preventive care. Highlights include:

- 75% of 114 pregnant women began prenatal care in the first trimester, and more than 95% of their newborn babies had healthy birth weights.
- 514 patients with diabetes and 984 hypertensive patients received health care services.
- 95.3% of patients were screened for **tobacco use** during the year, and if a smoker, received cessation counseling.
- 869 children aged 0-11 received preventive care well -child checks.
- 95% of pediatric patients were **referred for dental care** by age 3.
- 100% of patients first diagnosed with HIV at NHS were linked to specialty follow-up care within 90 days.
- 1,157 patients ages 12 and older were screened for depression, and if screened positive, were provided a follow-up plan.
- We achieved a 13% improvement in providing screening and follow-up plans for adults indicated for **weight** management.

Community Health Highlights

The Mammogram Breast Health Program hosts a mammogram screening event every month and offers mammograms to women ages 40 and older. Our partnerships with Susan G. Komen, Minnesota, MDH SAGE, and Park Nicollet help us provide services to our uninsured patients. We reduce barriers to screening by providing transportation, a small incentive, and a light meal. We completed over 500 mammograms and 800 breast exams in 2016. The program's Community Health Educator provided thousands of interactions through one-on-one education, screening navigation, and reminder calls.



Through What's Your Plan?, our family

planning program, we taught 4,408 youth and young adults about family planning and sexual health through presentations, classes, and one-on-one conversations.

2,197 patients received family planning counseling. 1,308 patients received the contraception method of their choice.

Our staff presents to middle and high school students, local organizations, parent groups, and others, and attends community events. Providing these services to adolescents helps them grow into healthy adults with medically-accurate, nonjudgmental, and inclusive safer sex knowledge.

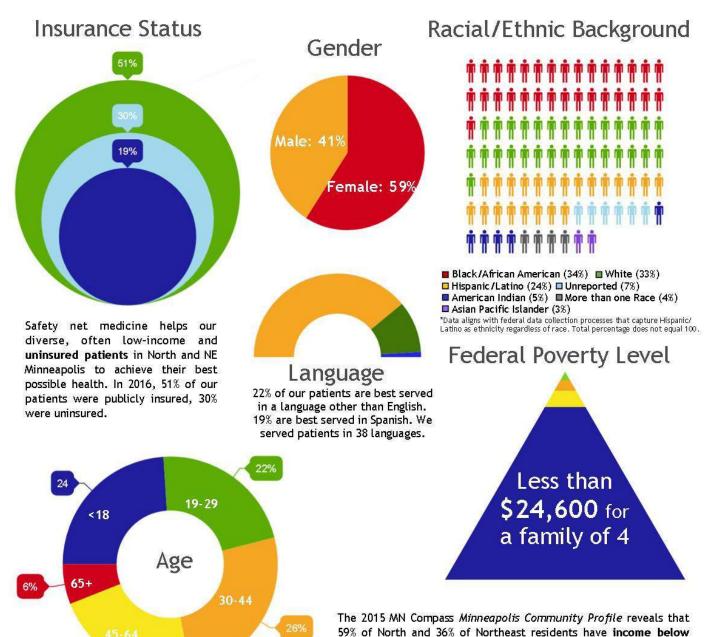


We counseled and screened 162 men. women, and their partners for Chlamydia and Gonorrhea through our Seen On Da Streets walk-in STI clinic at Fremont Clinic, and provided education on sexually transmitted infections at community events. health fairs, and group presentations, reaching thousands. The Guys Plan is our community sexual health program focused on boys and men. Due to the authentic relationships our staff created, young men who would have otherwise passed us by now view us as a necessary resource. After inviting these young men to participate they always seek out our health educator and don't hesitate to come in to the clinic if they have questions.



2016 Service Demographics

We provide high quality, affordable, and culturally appropriate health care to more than 9,000 people, offering adult and pediatric medicine, chronic disease prevention and management, mental health services, prenatal and postpartum care, nutrition counseling, health education and outreach, and comprehensive referrals.





200% of Federal Poverty Guidelines (FPG). Of our patients for whom income is known, 83% were under 100% FPG, another 8% were

under 150%, and another 5% were under 200%.

Financial Summary

2016 Revenue

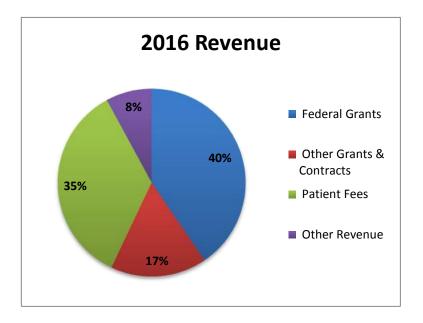
 Federal Grants
 \$2,174,910

 Other Grants & Contracts
 \$890,091

 Patient Fees
 \$1,882,315

 Other Revenue
 \$425,215

 Total Revenue
 \$5,372,531



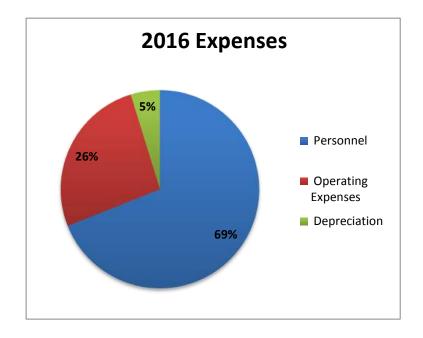
2016 Expenses

 Personnel
 \$3,673,744

 Operating Expenses
 \$1,399,940

 Depreciation
 \$253,718

 Total Expenses
 \$5,327,402



A critical piece of what sets us apart is our ability to serve patients without insurance on a sliding fee scale. We operate the only two clinics in Northeast Minneapolis with a sliding fee scale, and are one of two available in North Minneapolis.

We provide a half-million dollars in uncompensated care each year.



Volunteers

We are grateful to the many individuals who generously donated their time to us in administrative, outreach and clinical support, as well as through special projects and events. Their assistance, energy and creativity have been indispensible. Non-Board volunteers and interns donated 1,850 hours in 2016.

Bruce Adams
Zahra Ahmed
Kimberly Anderson
Marlene Blake
Kari Carlson
Devon Chambliss
Angeline Change
Carly Curry
Allisa Dean
Brandon Drazich
Thelma Dukuly
Tega Ewefada
Blessing Ferguson
Caitlin Fujisawa

Erin Galegher
Andy Knutson
Lynda Koren
Rob Leeson
Carolyn Lockwood
John Loftus
Chang Ly
Kelly Maynard
Jessica Miller
Nick Milligan
Bumana Mulongo
Isaac Muscanto
Gloria Peterson
CH Robinson

Caterina Romagosa
Tina Sabin
Cathy Scales
Ali Shaaban
Katelin Super
Maria Swora
Jeanne Terhaar
Yeng Thao
Samantha Thomas
Kelsie Watson
Patrick Williams
Alyssa Woodward
Yang Zhang

Donors

A host of individuals, corporations, organizations and governmental agencies provided invaluable financial support. We could not do what we do without their contributions.

Corporate/Foundation

American Cancer Society
Blue Cross Blue Shield of Minnesota
Blue Plus of Minnesota
Community Health Fund
Delta Dental of Minnesota
Margaret A. Cargill Foundation

Medica Foundation
Mutual of America Foundation
Minneapolis Foundation
Susan G. Komen Minnesota
United Health Group
United Way of the Greater Twin Cities

Government

Hennepin County Human Services & Public Health Department
Minneapolis Health Department.

Minnesota Department of Health Minnesota Department of Human Services U.S. Dept. of Health & Human Services/HRSA

Individuals

Bruce & Carla Adams Amy Anderson

Eric Ann

Margo Ashmore
Lesa Bader
Kari Bailey
Brice Baradel
Megan Barp
Peggy & Tom Beck
Matthew Beecher

Carolyn Belle & Sandra Levine*

Ken Bence & Nancy Nord

Rachael Betland* JoAnn Birkholz Alan Bolles Hannah Botzet Mary Bredeck Brenna Brelie

Donna & Ward Budde Gail & Paul Busch

Mark Byrnes
Terra Carey
Molly Cherland
Julie Chmelik
Lorraine Craigen
Elaine Cunningham
Dan & Deborah Day
Regina Deanes

Rhonda Degelau Lisa Desotelle Dean Dorman Katie Driscoll

Scott Dyer & Barb Lordi

Julie & Ted Dyste

Kathy & Sam Economou

Mark Edwards
Natalie Ellertson
Ryan Engle
Anisa Esse
Ranee Fairbanks
Justin Fengler
Megan Findlay
Dave Forster

Patricia & Tom Galligan

Mara Garcia* Cheryl Gehrke*

Vicky Gilfillian-Bennet**
Jessie Golombiecki
Monica Gossett
Caitlin Green
Conor Green
Gary Greenfield
Reid Haase
Kelsey Halvorson
Kelly Haraldson

Amy Harris-Overby Amanda Hedlund* Jenni Henderson Michael Herman Tiffany Holscher

Dana Jensen** & Christopher Quam Janet Johnson Kate Johnson Ole Johnson

Georgia Hughes**

Susie Keller Eric Kindgren

Dan & Karen Kinsella

Rachelle Klein Mollie Knowles

Kathleen & Steve* Knutson

Patty Krieger
Larry Kryzaniak
Joseph Lally
Jane Liebermann
Sandy Lien
Laura Lipkin

Brigid & David Martin
Elsie & Ray Martin
Brian & Janice Martland
Kelly Maynard & Lynn Varco

Susan McCauley Scott McGlynn Alexa McIndoe Christine McKenzie Marsha Montague Adair Mosley Vanan Murugesan Elizabeth Niehaus

Mary Niska

Georgia O'Brien**
Sharon Oswald
Dawn Owens
Jinny Palen
John Patrikus*
Roshan Paudel
Annie Paul

Gloria Peterson** & Jim McCarthy

James Platten

Rahshana Price-Isuk* & Rene Isuk

Angela Reed Samantha Ristow

Tim Ritter Jim Rose

Larry & Sharon Ruibal-Bollig

Priya Sagar Karen Scher

Susan Schindelholz Jean & Todd Schroeder Danielle Selassie Andrew**& Jinny Senn

Suzanne Senn Bridgette Shepherd* Cherylee Sherry Dawn & Wayne Shimer

Lynnette Sjoquist
Sue Sjoselius
Cathy & Dan Smith
Emily Spende
Stephanie Statz
Sharon Stein
Brian Stephenson

John* & Roxanne Urman

Jaimie Vetter Jonathan Watson David Weinberg Kathy Wilde Sabrina Williams Barb & John Zurek

Lisa Thompson

*staff **board



