



Health care with a heart, close to home!

ANNUAL REPORT 2013

Fremont Clinic
3300 Fremont Ave. N
Minneapolis, MN

Central Clinic
2610 Central Ave. NE
Minneapolis, MN

Sheridan Clinic
342 13th Ave. NE
Minneapolis, MN

Heritage Seniors Clinic
1015 4th Ave N, Ste 201
Minneapolis, MN



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**current as of 12/31/13*

NHS' MISSION STATEMENT

*Improve and promote the health of
our communities by providing
quality health care services that
are affordable and accessible.*

TO THE COMMUNITIES WE SERVE:

For almost 40 years, North and Northeast Minneapolis residents have turned to Neighborhood HealthSource to provide culturally competent primary care health services. During 2013, we extended the reach of our Mission through the medical services we offered at clinics and via our Community Health Programs.

Our 2013 operating year ushered NHS into the national and State movement toward provider health reform. Together with other Metro FQHC colleagues, we established the Federally Qualified Urban Health Network (FUHN). Through this organization, NHS has moved to the forefront of health care reform with the implementation of one of the nation's first safety net provider Accountable Care Organizations. This unique arrangement is part of the Minnesota Department of Human Services' (DHS) Medicaid demonstration project (IHP) and is designed to encourage a reduction in Total Cost of Care, drive improvements in clinical quality, and demonstrate patient access and patient satisfaction. FUHN includes 10 metro-based FQ's providing care to over 25,000 Medicaid patients covered under this DHS project.

This three-year project began in 2013 and has already captured the attention of national public policy analysts and academic researchers in an effort to demonstrate the positive impact health centers can have in the care of our patients. Although the final results of the first year of the project will not be known until mid-2015, we have already demonstrated our collective ability to reduce unnecessary ER utilization and inpatient hospital admissions—saving the Medicaid Program hundreds of thousands of dollars.

2013 also saw the finalization of plans to replace our aging Central Clinic site utilizing the \$3M Federal ACA Grant and funding from Healthier Minnesota Community Clinic Fund. Property acquisition and Contractor selection will occur in the Spring of 2014; with commencement of construction prior to the end of 2014.

We're pleased to report that in 2013 the quality of care provided by our dedicated staff continues at a high level and our Patient Satisfaction ratings continue to demonstrate the culturally competent care delivery that our patients value and expect. Our financial performance suffered somewhat in 2013 due a reduction in patient volume and several claims processing issues. Our Provider capacity through much of 2013 was impacted by unforeseen provider departures. It took some time to effectively replace these providers. In addition, our ramp up of patient volume at our newest site—Heritage Seniors Clinic—also continues to fall short of initial projections.

Our continued success depends on dedicated leadership from our Board, providers, support staff, and donors who share a commitment to our vital Mission. Our organization is very grateful to those in our communities who have contributed to our accomplishments. Serving as the voice for our patients, thank you for your generosity and ongoing support of our Mission.

Sincerely,



Steven J. Knutson
Executive Director



Andrew Senn
Chair, Board of Directors

2013 ACCOMPLISHMENTS

We provided primary and preventative health care services to 8,737 patients who made 22,323 visits to our four clinics.

NHS monitors various **clinical outcome measures** across the life cycles. These measures are related to disease management and preventive care. Some highlights include:

- ♥ 76% of 260 women began **prenatal care in the first trimester**
- ♥ 587 patients with **diabetes** and 1,069 **hypertensive** patients received health care services
- ♥ 67% of patients diagnosed with **hypertension** were in control of their blood pressure
- ♥ 78% of patients age 5-40 with persistent **asthma** had a **pharmacological treatment plan**
- ♥ 1,039 children (0-11) received **preventive physical exams**
- ♥ 919 patients received **contraceptive management**
- ♥ 1,756 patients were assisted with **public and private health insurance enrollment**
- ♥ 401 patients made visits for **mental health counseling**
- ♥ 1,750 patients (20%) were **best served in a language other than English**
- ♥ 29% improvement in **depression screening** for adults
- ♥ 95% of pediatric patients were **referred for dental care** by age 3
- ♥ 12% improvement in **mammogram screening** among women ages 40+

We provided outreach, education, screening and other activities in the communities we serve.

- ♥ We provided **preventive health outreach, education and screening activities** around reproductive health/sexually transmitted infections at community events, health fairs and classes in the community. Over the past year, with the combination of our outreach efforts and partnerships, our projects reached 1,775 patients, and many more community members, staff, and other individuals. Through our walk-in STI clinic, offered 3 times weekly at our Fremont location, we counseled and screened 386 male patients and their partners for chlamydia and gonorrhea.
- ♥ Through our **F.I.T. Force** initiative, over 400 youth participated in our nutrition and exercise classes in the community. Our Registered Dietitian provided nutritional counseling to 123 of our patients. F.I.T. Force is a community-based, **healthy lifestyle program** reaching youth 10-18 and their caregivers to prevent and decrease the prevalence of obesity.
- ♥ We enabled 261 uninsured women to receive **breast and cervical cancer screening** through enrollment in the SAGE breast and cervical cancer prevention program. We screened 64 women at our sites through mobile mammography.
- ♥ Our Patient Advocates helped 1,756 individuals apply for and/or access **health insurance**. We helped community members and patients enroll in both private and public plans.
- ♥ We provided **blood pressure screening, exercise classes and nutrition services** to almost 600 older adults in the community, reaching primarily those who are of racial/ethnic minority groups, low-income and uninsured. Our goal is to increase education, outreach and screening toward early detection and treatment of diabetes, hypertension, and high cholesterol.
- ♥ We offered **presentations and one-on-one education and screening** at numerous locations including churches, middle/high schools, correctional facilities, housing communities, social service organizations, health fairs, community festivals and others.

SERVICE DEMOGRAPHICS

<u>AGE</u>			<u>ETHNICITY</u>			<u>GENDER</u>		
0- 4	821	9%	Asian/Pacific Islander	242	3%	Female	5,302	61%
5-17	1,342	15%	Black/African American	2,987	34%	Male	3,435	39%
18-24	1,118	13%	Hispanic/Latino	1,773	20%			
25-44	3,028	35%	Native American	215	2%			
45-64	1,995	23%	Other/Mixed Race	225	3%			
65+	433	5%	White	2,448	28%			
			Unreported	847	10%			
TOTAL	8,737	100%						

INSURANCE STATUS

Publicly Funded	4,239	49%
No Insurance	3,252	37%
Private Insurance	1,246	14%

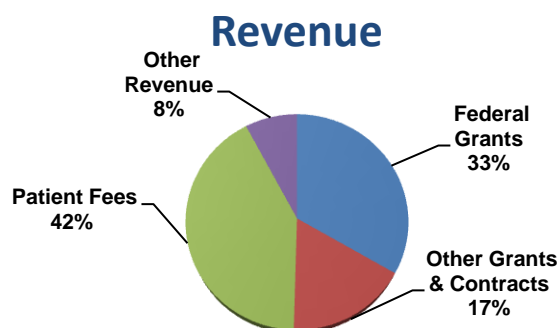
INCOME AS % OF POVERTY

100% and below FPG	3,880	44%
101-200%	1,456	17%
Over 200%	396	5%
Unknown	3,005	34%

FINANCIAL SUMMARY*

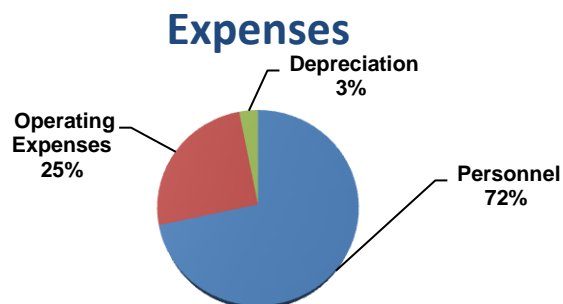
Revenue

Federal Grants	\$1,647,302
Other Grants & Contracts	\$845,172
Patient Fees	\$2,063,039
Other Revenue	\$385,723
	\$4,941,236



Expenses

Personnel	\$3,709,317
Operating Expenses	\$1,310,267
Depreciation	\$160,636
Total Expenses	\$5,180,220



Net (\$238,984)

*Additional information is available on-line at Guidestar.org and a link to NHS' IRS Form 990 information is posted on NHS' website: www.neighborhoodhealthsource.org.

VOLUNTEERS

We are grateful to the many individuals who cumulatively donated over 8,500 hours of service to us in administrative, outreach and clinical support, as well as through special projects and events. Their assistance, energy and creativity has been indispensable.

Bruce Adams
Sarah Adamson
Abdi Ahmed
Beth Allen
Casey Anderson
Madeline Anderson
Jasmin Avalos
Tony Becker
Trisha Becker
Sunny Bergstrom
Katie Best
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A host of individuals, corporations, organizations and governmental agencies provided invaluable financial support assisting us in meeting our mission of providing affordable, accessible, quality care to those most in need. We could not do what we do without their contributions.

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Ripley Foundation
So Low Grocery
Target Corporation
United Way of Central Maryland
United Way of the Greater Twin Cities
WIPFLI CPAs and Consultants

Government Grants & Contracts

Hennepin County
Minneapolis Department of Health
Minnesota Department of Health
Minnesota Department of Human Services
U.S. Department of Health & Human Services

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