2014 Annual Report

Fremont Clinic
3300 Fremont Ave N
Minneapolis, MN

Central Clinic
2610 Central Ave NE
Minneapolis, MN

Sheridan Clinic
342 13th Ave NE
Minneapolis, MN
To the communities we serve...

For almost 45 years, North and Northeast Minneapolis residents have turned to Neighborhood HealthSource to provide culturally competent primary care health services. During 2014, we extended the reach of our Mission through the health care services we offered at clinics and our community health programs.

2014 continued our recent pace of dramatic organizational transformation. In late autumn, Neighborhood HealthSource broke ground at our new Central clinic site located at 2301 Central Ave NE. We were excited to open the new facility in the late spring of 2015. The new clinic site almost doubles the size of our former Central site, providing capacity for growth for the next 10 years.

Our Accountable Care Organization, FUHN, completed the first year of its operation, earning a significant financial gain as part of the Minnesota Department of Human Services IHP Demonstration project. Through FUHN, Neighborhood HealthSource 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. Under this project, Neighborhood HealthSource achieved a reduction in Total Cost of Care, and produced improvements in clinical quality, patient access and patient satisfaction. Our staff’s efforts under this project saved Minnesota taxpayers millions of dollars in Medicaid Program costs.

We're pleased to report that in 2014 the quality of care provided by our dedicated staff continued at a high level and our Patient Satisfaction ratings continued to demonstrate the culturally competent care delivery that our patients value and expect. During the year, we successfully earned the Minnesota Department of Health’s Health Care Home Certification. We expanded our Sheridan evening hours appointment access to our Fremont location, and expect to add such evening hours at our Central location in 2015. 2014 also brought its share of operational challenges. Our financial performance, although improved over 2013, was less than our original projection. We also began to consider alternative plans for our Heritage Seniors Clinic, opened in 2012, related to the lack of patient volume generated there.

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.

Sincerely,

Steven J. Knutson
Executive Director

Andrew Senn
Chair, Board of Directors

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Neighborhood HealthSource
3000 Fremont Avenue N, Minneapolis, MN 55412
Central Clinic, 2801 Central Avenue NE, Minneapolis, MN 55418
Sheridan Clinic, 342 13th Avenue NE, Minneapolis, MN 55413
Clinical Accomplishments

We provided primary and preventative health care services to 8,210 patients who made 20,002 visits to our clinics.

We monitor multiple clinical outcome measures across the life cycles related to disease management and preventive care. Some highlights include:

- 74% of 249 women began prenatal care in the first trimester
- 404 patients with diabetes and 1,069 hypertensive patients received health care services
- 64% of patients diagnosed with hypertension were in control of their blood pressure
- 83% of patients age 5-40 with persistent asthma had a pharmacological treatment plan
- 1,020 children (0-11) received preventive physical exams
- 1,041 patients received their contraceptive method of choice after counseling
- 1,456 patients were assisted with public and private health insurance enrollment
- 129 patients made visits for mental health counseling
- 1,731 patients (21%) were best served in a language other than English
- 96% of pediatric patients were referred for dental care by age 3
- 30% improvement in optimal asthma care in children; 20% improvement in adults
- 10% improvement in childhood immunization rates

Caring for patients of all ages with preventative care visits, immunizations and screenings.

Helping patients achieve their best possible health with chronic disease management and disease prevention education.
Community Health Accomplishments

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

🛠 We counseled and screened more than 250 males and their partners for Chlamydia and Gonorrhea through our Seen On Da Streets walk-in STI clinic at Fremont Clinic, as well as education on sexually transmitted infections at community events and health fairs, reaching thousands of our neighbors.

🛠 Our F.I.T. Force initiative, designed to prevent and decrease the prevalence of obesity and diabetes, served 714 youth and families with nutrition and exercise classes in the community. Our Registered Dietitian provided nutritional counseling to 105 patients.

🛠 Through What’s Your Plan?, 2,013 youth and young adults learned family planning and sexual health through presentations, classes, and one-on-one conversations. 2,197 patients received non-directive family planning counseling.

🛠 We enabled 206 uninsured women to receive breast and cervical cancer screening through the SAGE breast and cervical cancer prevention program. 441 women received their mammograms.

🛠 Our Patient Access Coordinators helped 1,395 individuals apply for or access health insurance.

🛠 We offered hundreds of presentations and one-on-one education and screening sessions at churches, middle and high schools, correctional facilities, housing communities, social service organizations, health fairs, community festivals and more.
2014 Service Demographics

We provide high quality, culturally appropriate primary and preventative health care to more than 8,200 people with adult and pediatric medicine, chronic disease prevention and management, minor surgical procedures, prenatal and postpartum care, nutrition counseling, and comprehensive referrals.

Safety net primary health care helps our diverse, often low-income and publicly or uninsured patients in Northeast and North Minneapolis to achieve their best possible health. In 2014, 53% of our patients were publicly insured, 33% were uninsured.

The 2011 MN Compass Minneapolis Community Profile reveals that 55% of Northside and 39% of NE residents have incomes below 200% of Federal Poverty Guidelines (FPG). Of our patients for whom income is known, 79% were under 100% FPG, another 11% were under 150%, and another 5% were under 200%.
Financial Summary

2014 Revenue
- Federal Grants: $1,660,867
- Other Grants & Contracts: $946,724
- Patient Fees: $1,887,557
- Other Revenue: $501,839
Total Revenue: $4,996,987

2014 Expenses
- Personnel: $3,639,657
- Operating Expenses: $1,503,595
- Depreciation: $145,047
Total Expenses: $5,288,299

Neighborhood HealthSource clinics may look like any other primary care clinic on the outside, and the care our patients receive on the inside is delivered by fully credentialed and compensated employees.

What you can’t see, and a critical piece of what sets us apart, is our ability to serve patients without insurance—and who meet eligibility requirements—on a sliding fee scale. We have the only two clinics in Northeast Minneapolis with a sliding fee scale, and have one of two available in North Minneapolis.

To that end, we provide a half-million dollars each year in uncompensated care.
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 indispensable.

Bruce Adams
Karlee Anderson
Katie Best
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Robert Carson
Linnea Champ
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Sydney DeGeerst
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Anna Stadelmann
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Judith Timothy
Michelle To
Stephanie Wallerus
Dan Wells
Luke Wilcox
Anna Wojicki
Jason Zimmerman

Donors

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

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

**Individuals** (*staff  **board*)
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Kari Bailey
Tom & Peggy Beck
Matthew Beecher
Suzanne Begin
Rachael Betland*

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