2015 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
To the communities we serve...

For 45 years, Neighborhood HealthSource has served our patient and neighbors in North and Northeast Minneapolis by providing culturally competent and affordable primary care health services.

During 2015, we were proud to extend the reach of our Mission through the health care services we offered at our clinics and through our community health programs.

2015 marked the opening of our new Central Clinic site at 2301 Central Avenue NE. This beautiful facility will provide services to residents of Northeast Minneapolis for the next 50 years, and almost doubles the size of our former Central site. Patients and staff alike love it.

Although our 2015 financial performance suffered slightly due to the schedule of opening this new site, we’re pleased to report that 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.

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 accomplishing our Mission to reduce health care disparities.

Sincerely,

Steven J. Knutson  
Executive Director

Andrew Senn  
Chair, Board of Directors

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Our Role in Health Care Reform

Having FUHN Improving Care

We are proud to be a member of FUHN—the Federally Qualified Urban Health Network—a coalition of 10 Federally Qualified Healthcare 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 at https://www.youtube.com/watch?v=MW_8syPxV_w&feature=youtu.be

Research shows that Medicaid and uninsured patients often have the highest Emergency Room utilization rates. FUHN is participating in a Minnesota DHS Medicaid project with the aim of delivering higher quality health care, reducing the total cost of care (through Minnesota's Medicaid program) and improving patient access and satisfaction through innovative approaches to care and payment. Collectively, participating clinics serve 33,000 Medicaid patients, 10% of whom use Neighborhood HealthSource for their care.

Over three years, FUHN achieved $10M in savings to Minnesota taxpayers, an 18% decrease in emergency room utilization, 8% decrease in inpatient admissions, and showed patient satisfaction over 90% on three key metrics. In 2013, Healthcare Finance News referred to FUHN as a "disruptive innovator."

Advances in Technology Utilization

2015 saw our practice transformation continue as we built EMR and Practice Management System capabilities. Our goal: to proactively reach out to patients and assist them in meeting their health care needs. This new work took many exciting forms.

In 2015 we launched a Patient Portal to communicate electronically with patients. We share an EMR platform with a consortium of local FQHCs, which helps us control costs. With Meridios we develop and implement patient registries to monitor patients enrolled in Health Care Home, as well as those with chronic conditions like hypertension and diabetes, or those who are overdue for screenings like mammograms or colonoscopies. We deployed a Care Message texting to reach such patients with reminder messages. The Tableau ID & Stratification tool prioritizes patients by healthcare dollars spent and shows claims made to insurance companies. With this information we can easily see which patients need help the most. FUHN is securing e-health and data analytics capabilities that will help us monitor clinical care improvements in our patients.

This enhanced capacity helps us to empower patients to take an active role in managing their health and to reduce disparities in the neighborhoods we serve.
Clinical Accomplishments

We provided primary and preventative health care services to 7,616 patients who made 18,157 visits to our clinics.

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

- 81% of 135 pregnant women began prenatal care in the first trimester, and more than 97% of their newborn babies had healthy birth weights
- 407 patients with diabetes and 992 hypertensive patients received health care services
- 95% of overweight pediatric patients received nutrition and physical activity counseling
- 908 children aged 0-11 received preventive care Well Child checks
- 739 patients received a contraceptive method of choice after counseling
- We assisted 1,538 patients with public and private health insurance enrollment
- 126 patients made visits for mental health counseling
- 97% of pediatric patients were referred for dental care by age 3
- We achieved an 8% improvement in colorectal cancer screening rates for patients ages 51-74
- 507 women received mammogram screening for breast cancer

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

Enjoying the parade and welcoming our neighbors to the new Central Clinic at Open Streets Northeast.

Offering on-site mammograms to our patients regardless of insurance status or ability to pay.

We provided health outreach, education, screening and more to thousands of young people and adults in the communities we serve.

- We counseled and screened 219 males 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 and health fairs, reaching thousands.

- Through What’s Your Plan? we taught 3,601 youth and young adults about family planning and sexual health through presentations, classes, and one-on-one conversations. 2,703 patients received non-directive family planning counseling.

- We enabled 177 uninsured women to receive breast and cervical cancer screening through the MDH Sage breast and cervical cancer prevention program. 135 of these women got their mammograms.

- Our Patient Access Coordinators helped 1,538 individuals apply for or access health insurance.

- We offered hundreds of health education 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.
We provide high quality and affordable, culturally appropriate primary and preventative health care to 7,616 people, offering adult and pediatric medicine, chronic disease prevention and management, minor procedures, prenatal and postpartum care, nutrition counseling, and comprehensive referrals.

Safety net medicine helps our diverse, often low-income and publicly or uninsured patients in North and NE Minneapolis to achieve their best possible health. In 2015, 54% of our patients were publicly insured, 30% were uninsured.

The 2011 MN Compass Minneapolis Community Profile reveals that 55% of Northside and 39% of Northeast residents have income 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

2015 Revenue
Federal Grants $1,963,088
Other Grants & Contracts $770,035
Patient Fees $1,777,912
Other Revenue $392,999
Total Revenue $4,904,034

2015 Expenses
Personnel $3,693,086
Operating Expenses $1,491,103
Depreciation $193,826
Total Expenses $5,378,015

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 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. Non-Board volunteers and interns donated over 2,100 hours in 2015—the equivalent of a full-time staff person!

Bruce Adams
Karlee Anderson
Breanna Bruneau
Kari Carlson
Allisa Dean
Sydney DeGeest
Brandon Drazich
Tega Ewefada
Harini Halaharvi
Peg Hintz
Beverley Johnson-Wong
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Jara Rice
Dane Schaleben-Boateng
Shannon Smith
Steve Thompson
Meghan Tift
Judy Timothy
Jennifer Vang
Dan Wells
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.

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UCare Foundation
United Health Group
United Way

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
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