



Central Clinic

NEIGHBORHOOD
HEALTHSOURCE

ANNUAL REPORT

2018



Health care with a heart, close to home!

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Health care with a heart, close to home!

(612) 588-9411 / www.neighborhoodhealthsource.org



To the communities we serve...

2018 Board of Directors

Nancy Albrecht
 Colleen Cooper
 Cynthia Gauthier
 Vickie Gilfillian-Bennett
 Novella Holder
 Georgia Hughes
 Kim Perry (Chair)
 Manny Rubio
 Andrew Senn
 Stephanie Statz

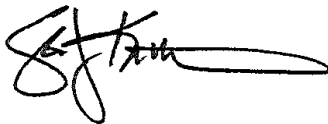
For almost 50 years, Neighborhood HealthSource has served our neighbors in North and Northeast Minneapolis as a vital safety net primary care provider. During 2018, we were proud to extend the reach of our mission to thousands of patients through our health care services and community health programs.

2018 marked a year of continued positive performance for our organization. NHS received recognition from both the federal and state governments regarding dramatic improvements to various clinical quality indicators; our rates of clinical quality and patient satisfaction remained high. At the same time, we generated a financial gain from our operations, and continued to add to our cash reserves. Our entire staff deserves credit for their contributions to these achievements.


2018 has brought several opportunities to enhance our program offerings. With financial assistance provided by the federal government, NHS expanded diagnosis and treatment options for our behavioral health patients, continuing into 2019 with the addition of substance use disorder treatment. We also increased our treatment and support options for diabetes patients with the addition of a certified diabetes educator to our staff. Our patient population experiences notable health disparities related to these conditions, and our expanded programming will make services more accessible to those in need.

In 2019, we will be announcing exciting organizational developments to NHS, all designed to spread the reach of our mission. In the meantime, on behalf of the patients we serve, and the NHS Board of Directors, thank you to our donors, sponsors, and volunteers for your continued generosity and your steadfast commitment to improving access to care and reducing health disparities in our community.

Sincerely,



Steven J. Knutson
 Executive Director



Kim Perry,
 Chair, Board of Directors

Our clinic locations

Fremont Clinic: 3300 Fremont Avenue N, Minneapolis, MN 55412
 Central Clinic: 2301 Central Avenue NE, Minneapolis, MN 55418
 Sheridan Clinic: 342 13th Avenue NE, Minneapolis, MN 55413
 North Metro Clinic: 10081 Dogwood St NW, Coon Rapids, MN 55448

2018 Clinical Highlights

Our Certified Diabetes Educator provided **almost 300 visits** to patients with diabetes, helping us surpass our quality of care goal

Almost 90% of patients with asthma had appropriate pharmacological therapy

100%

of our prenatal patients gave birth to babies in a healthy weight range

610 patients had their blood pressure in control

2018 Clinical Highlights (continued)

1,217

patients had up to date cervical cancer screenings, a 3% increase from the previous year

"Cervical cancer is easy to detect years before it is actually cancer! Getting regular pap smears and HPV tests significantly reduce the risk of ever developing cervical cancer."

Dr. Robin Bresette,
Sheridan Clinic provider



Erin Gillen, LPCC
Behavioral Health Therapist

We screened
6% more patients
for colon cancer between
the end of 2017 and the
end of 2018
over the previous year

72%
of children and adolescents
were screened for obesity
and given appropriate
counseling on nutrition and
physical activity

We implemented our first
text outreach program,
reaching
more than 400
patients
with education and
engagement messages
related to hypertension

**1,115 behavioral
health visits
were provided**

In 2018, NHS significantly expanded our behavioral health programming with the help of Behavioral Health Therapist Erin Gillen. All NHS providers received training in SBIRT (Screening, Brief Intervention, Referral to Treatment), a system for determining when patients are in need of mental health or substance abuse support and getting them the treatment they need. Erin's focus has been on "integrated behavioral health," which combines mental health care and medical care to holistically address patients needs. "IBH is so important because many people come in for medical appointments but they may not be aware of their mental health/substance abuse [issues] and how it impacts their health, or they may not be aware that they can get help for those things," Erin explains. "By having direct access [to behavioral health care in a community clinic] we eliminate many barriers that people may run into."

Helping Our Patients Live Well With Diabetes

In 2018, NHS expanded care for our patients living with diabetes with the help of Certified Diabetes Educator and Nutritionist Ranelle Kirchner. With her unique background combining culinary arts, nutrition + diabetes education, and working with diverse cultures, Ranelle has helped diabetes patients live well and manage their conditions.

Patients have the opportunity to attend classes and tour a local grocery store to learn about food and lifestyle choices they can make to manage their diabetes, as well as how to monitor their blood sugars at home and get the in-clinic support they need.

According to Ranelle, one of the most rewarding parts of her job is seeing the reactions of patients when they lower their a1c (blood sugars). Oftentimes, she explains, patients are shocked at the level of improvement they see after working with her. "It's the patients doing all the hard work," says Ranelle. "I simply guide and coach them on how to make sustainable changes and connect them to resources to improve their health and lifestyle."



Ranelle Kirchner,
Certified Diabetes Educator + Nutritionist

Community Health Highlight



Community Health Educators Elika Clara Rodriguez + Desmond Grady

583
people got tested for STIs, heard a presentation, talked to a Community Health Educator or were referred for primary care at one of our clinics.

2018 saw a significant expansion of STI education and testing into the Twin Cities Latino community in partnership with the Mexican and Ecuadorian Consulates of Minnesota. After tabling at the consulates, Community Health Educator Elika Clara Rodriguez saw the need for more active involvement in the community. NHS began offering presentations on sexual health and free STI testing on location at both consulates.

Elika and fellow C.H.E. Desmond Grady visited the consulates multiple times each month to give presentations about STIs and sexual health, offer free on-site testing, and spread the word about the wide array of medical services offered at NHS's clinics.

Since STIs and sexual health are often considered taboo topics in the Latino community, young people welcomed the opportunity to learn and get tested. "Many Latino teens fear the backlash that could come from the conversation like judgment from parents and their church," Desmond explains. By offering these services in a trusted community space such as the consulate, he and Elika have opportunities to challenge the stigma around sexual health and help people of all ages address important topics like STIs and birth control.

"When I see people unafraid to get tested [for STIs], that's when I know the community is hearing my message," Elika says. "That's when I know the presentations are working."

463

low- and no-cost
mammograms
provided at clinic
outreach events

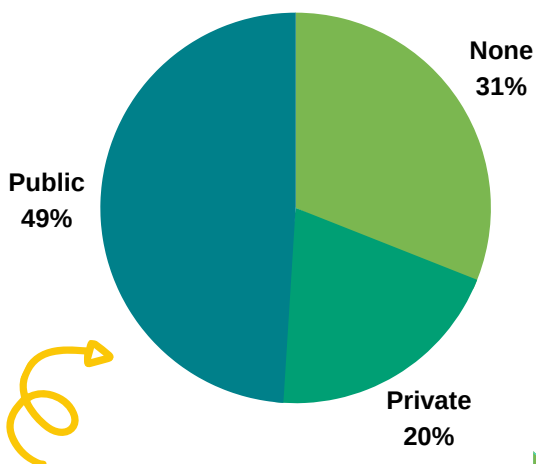
3,570

community-based
encounters made
through tabling,
presentations, or
events



2018 Service Demographics

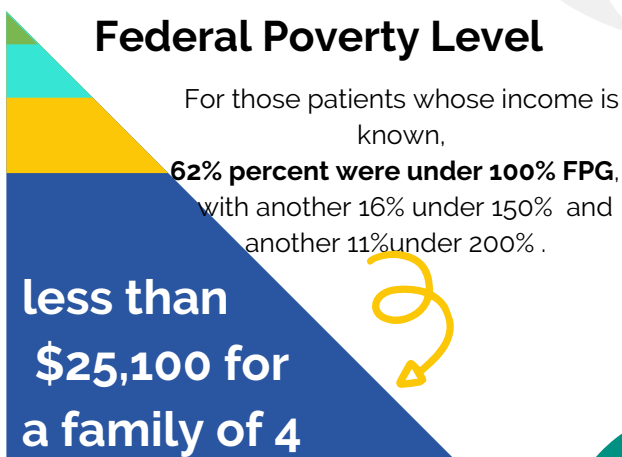
Insurance Status



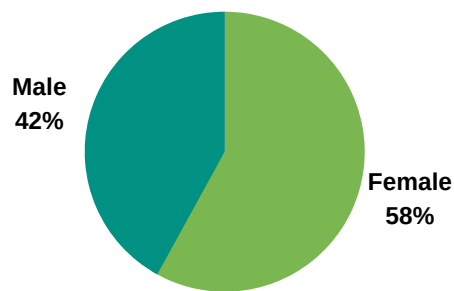
Uninsured patients accounted for 31% of those served in 2018, with 49% of patients publicly insured. By providing services on a sliding-fee scale to patients of all incomes and insurance statuses, NHS helps uninsured, under-insured, and low-income patients get the care they need to live their healthiest lives.

In 2018, NHS provided nearly 8,000 patients with high-quality, affordable medical care and reached over 3,500 people with outreach information designed to improve the health of our communities.

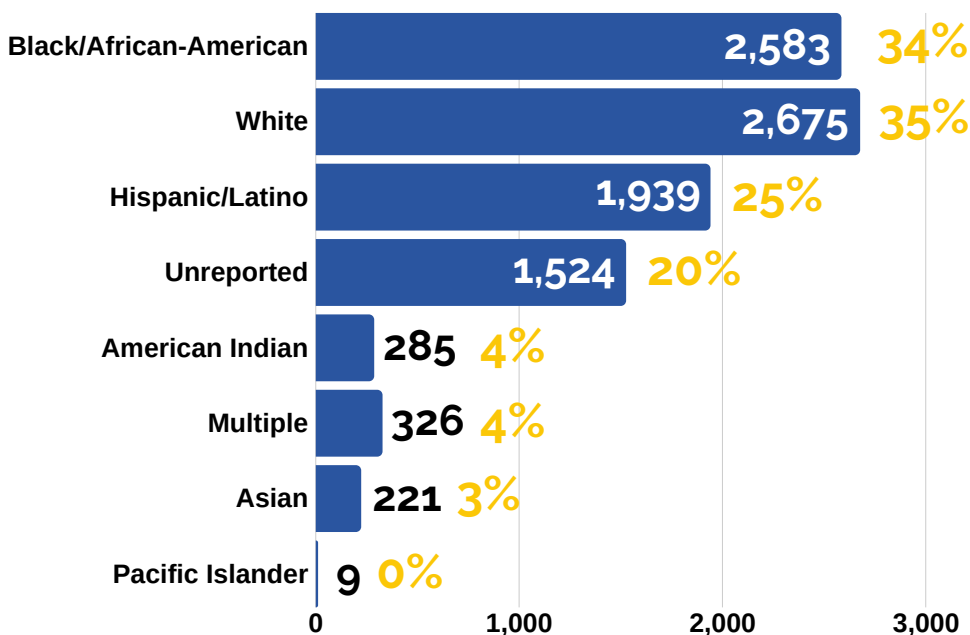
Federal Poverty Level



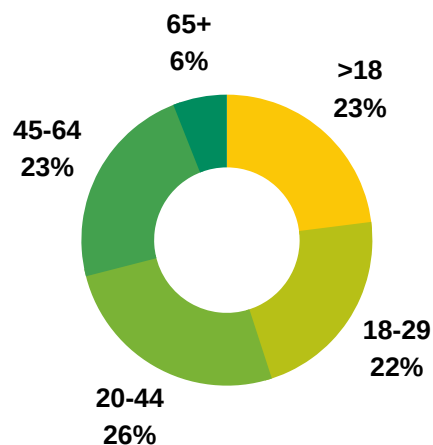
Gender



Racial/Ethnic Background



Age



Financial Summary

2018 Revenue

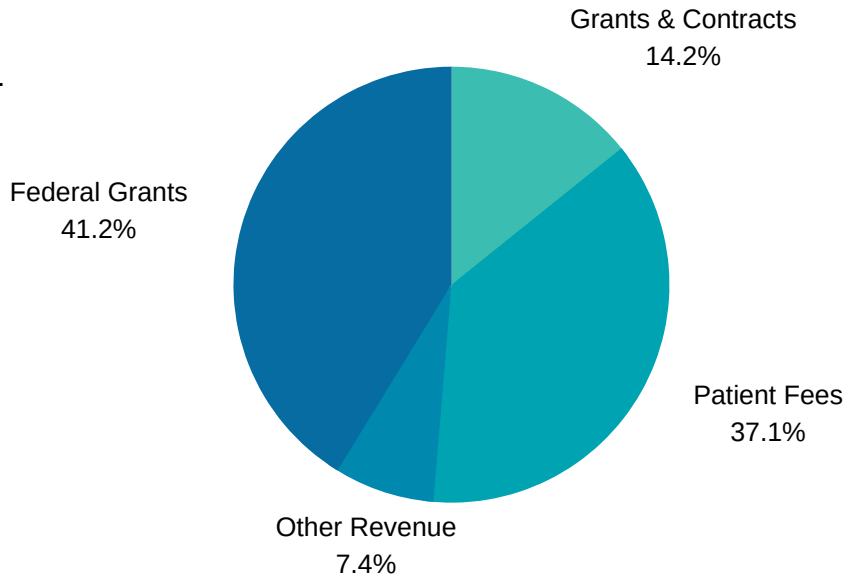
Grants & Contracts: \$814,531

Federal Grants: \$2,358,789

Patient Fees: \$2,120,784

Other Revenue: \$425,446

Total Revenue: \$5,719,550



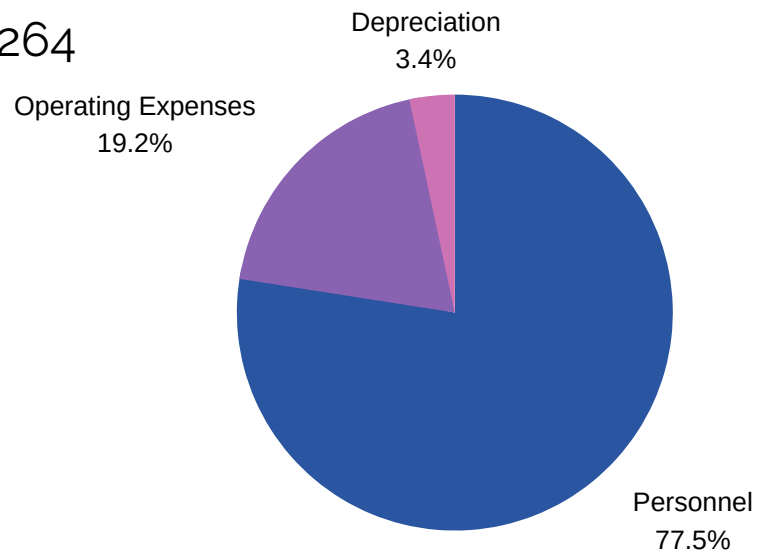
2018 Expenses

Personnel: \$4,371,961

Operating Expenses: \$1,082,264

Depreciation: \$189,162

Total Expenses: \$5,643,387





2018



Board Members

Nancy Albrecht

Colleen Cooper

Cynthia Gauthier

Vickie Gilfillian-Bennett

Novella Holder

Georgia Hughes

Kim Perry (Chair)

Manny Rubio

Andrew Senn

Stephanie Statz



2018

Volunteers + Interns



Maria Acero

Bruce Adams

Brook Anderson

Beth Aughey

Ruthie Baker

Marline Blake

Calvin Boatwright

Champaigne Caldwell

Maureen Carlson

Patrice Dalton

Anna Dudzik

Florence Fon

Erin Galegher

Taylor Johnson

Yochana Kancherla

Sana Khan

Ellen Kleman

Eunice Li

Emily Lund

Kelly Maynard

Vivian Ngong

Veronica Palma

Gloria Peterson

Andre Scarlato

Dee Yadetta



2018

Donors

Abdirahma Abdi
Beth Allen
American Cancer Society
Anonymous
Asian Media Access
Associated Benefits & Risk
Consulting
Carolyn Belle & Sandra Levine
Rachael Betland
Aaron Bloomquist
Boston Scientific
Joshua Brix
Angela Brooks
Julie Brown
Donna Budde
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Mark Byrnes
Pang Cha
Children's Hospital
Children's Minnesota
Julie Chmelik
Amy Christensen
Comcast Business
Community Health Fund
Colleen Cooper & Richard Ihrig
Paul & Stasia Dorn

Scott Dyer & Barb Lordi
Julie & Ted Dyste
Ann Earl
Eastside Food Co-op
Sam Economou
Mohammed El-Sawat
Mike Flicker
Mara Garcia
Cynthia Gauthier
Cheryl Gehrke
Gary Greenfield
Barb Gregerson
Linda Hart
Hennepin County Human Services
& Public Health
Hennepin Health
Yuko Hettlinger
Steve Horstmann
Georgia Hughes
Intelligere Solutions
Dana Jensen
Janet Johnson
Laura Jueneman
Dan & Karen Kinsella
Steve & Kathy Knutson
Dodie Ledeen
Laura Lipkin
Hilary Marden-Resnik



2018

Donors

continued

Margaret A. Cargill Foundation

David Martin

Kelly Maynard

McKesson Medical-Surgical

Medica Foundation

Stephanie Minor

Minneapolis Health Department

Minnesota Department of
Health

Minuteman Press-Central

MNSure

Kristy Moyer

Netgain

Elizabeth Niehaus

Iniabasi Nkanga

Northeast Bank

North Memorial Medical

Center

John Patrikus

Kim Perry

Rahshana Price-Isuk

Quest Diagnostics

Eva Rasmussen

Angela Reed

Pat Rice

RSP Architects

Manny Rubio

Sharon Ruibal-Bollig

Jason Rusinak

James Sackett

Bridgette Shepherd

Dawn & Wayne Shimer

Sue Sjoselius

Stephanie Statz

Susan G. Komen

Foundation

Jennifer Tessmer-Tuck

The Kobel Group

Mark Traynor

UCare Minnesota

United Way of the Greater
Twin Cities

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

Vital Interaction

Esther Versalles-Hester

Andrew Walker

Jonathan Watson

West Monroe Partners

Kelly White

Jeff Wicklander

WIPFLI CPAs and
Consultants

Abbie Zahler

Kevin & Pat Zahler

Bette Zerwas