2019
Annual Report
to the community
To the communities we serve...

For nearly 50 years, Neighborhood HealthSource has provided affordable, accessible primary care to our communities in North and Northeast Minneapolis. In 2019, we expanded our programming and grew as an organization in several meaningful ways.

2019 was a year of growth and change for Neighborhood HealthSource. Most notably, we expanded to serve Anoka County patients with the addition of a fourth clinic site—North Metro Clinic. In August of 2019, Neighborhood HealthSource had the opportunity to acquire North Metro Pediatrics, a clinic in Coon Rapids, whose mission was very much in line with our own. We added a family nurse practitioner, Chris Olson, to offer full-service primary care for patients of all ages. NMC is the only Federally Qualified Health Center located in Anoka County, and this project advances our strategy to extend access to services in the northwestern suburbs.

Another exciting area of growth was our behavioral health program. In 2019 we expanded our staff to increase access to mental health support and substance abuse counseling. The addition of a Suboxone treatment program has allowed us to respond to the opioid crisis that has ravaged our community. We also added psychiatric services through a telehealth arrangement, improving access to these services for our patients.

We are pleased to continue our remarkable financial and quality performance in 2019. Despite the NMC acquisition, we were able to meet our financial projections and add to our reserves. Our quality and patient satisfaction metrics remained strong throughout the year, with notable improvements in diabetes and hypertension care, as well as childhood immunizations. Finally, in the fall of 2019, we completely revamped our sliding fee schedule, leading to reduced fees for our uninsured sliding fee patients.

2020 has already brought dramatic challenges for all of us. The COVID-19 pandemic, and the murder of George Floyd followed by unrest and damage to important parts of our community, further exposed the racial and health equity issues that have long plagued the communities we serve. In the aftermath of these events, we’ve redoubled our efforts to address the health disparities experienced by our patients.

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
Children with recommended immunizations at age 2 increased more than 12% over the past year.

We gave 1,627 seasonal flu vaccines in 2019.

We screened 1,116 people for cervical cancer in 2019. Our breast cancer screening rate increased more than 5% since the end of 2018.

We provided 1,250 HIV tests in 2019.

We screened 515 people for breast cancer and 1,116 people for cervical cancer in 2019. Our breast cancer screening rate increased more than 5% since the end of 2018.

More than 600 hypertension patients had their blood pressure under control.

Our providers screened 3,141 patients for depression, nearly double the number screened in 2018.

The percentage of diabetes patients who met all D5 goals rose 5% in the past year.

We screened 182 kids for blood lead in the critical age range of 9-72 months.
In 2019, Neighborhood HealthSource merged with North Metro Pediatrics, a nurse practitioner-run pediatric clinic in Coon Rapids, which became our fourth clinic site: North Metro Clinic. North Metro Pediatrics was co-founded in 2005 by Connie Blackwell, a pediatric nurse practitioner, to provide primary care to children whose families were uninsured or who faced financial barriers.

Family nurse practitioner Chris Olson joined the North Metro team in November of 2019, expanding care to patients of all ages. Although about 21% of Anoka County residents are low-income, there is a notable lack of affordable primary care options in the county. Indeed, North Metro Clinic is the only full-family primary care clinic to offer services on a sliding fee scale in the area. Expanding to Anoka County has been an important advancement of our mission to provide affordable, accessible care for all.

Chris first became interested in medicine and physiology after being diagnosed with Type 1 Diabetes as a teen. “My diagnosis of this autoimmune disease fascinated me and set the stage for learning as much as I could about how our bodies work,” she explains. Chris went on to attend nursing school and later worked as an endoscopy nurse. Eventually she decided to pursue more advanced training. She completed a Masters in Nursing at the University of Minnesota-Twin Cities before working in an ObGyn practice for 17 years. She went on to be certified as a family medicine nurse practitioner, and worked for four years at the family medicine clinic where she trained before joining the North Metro Clinic team. Her specialties include family planning and contraception consultation, STI testing, and chronic disease management (diabetes and hypertension).

Service Snapshot: Anoka County

Anoka County is underserved despite a population in need of access to affordable primary care. North Metro Pediatrics was founded to address this issue for children, and North Metro Clinic extends this mission to patients of all ages.
2019 saw the expansion of our behavioral health program to include Chelsea Butay, a Licensed Clinical Social Worker, as well as Dee Asambang, Licensed Alcohol and Drug Counselor. Access to substance use disorder (SUD) treatment and behavioral healthcare can be very limited for the patients we serve. Cost especially can be a major barrier. Adding providers to our team has been a key part of expanding behavioral health access and connecting patients with the care they need. Besides adding two providers, NHS also launched a Suboxone program for patients dealing with opioid use disorder, and began offering psychiatry services through a telehealth arrangement.

"Having medical care and substance abuse treatment in the same clinic facilitates continuity of care," Dee explains. "Clients can schedule appointments for physical health and SUD services on the same day, eliminating barriers such as lack of transportation."

"Access to behavioral healthcare supports patients in seeing the overall picture of their health and how it all works together to contribute to their quality of life," says Chelsea.

**Behavioral Health: By the Numbers**

- 1,192 behavioral health visits in 2019, including
- 138 visits with our new Licensed Alcohol & Drug Counselor and
- 82 visits with a psychiatrist through telehealth.
- Our providers screen 3,141 patients for depression in 2019.
Continuing a program started by North Metro Pediatrics (now North Metro Clinic), our team hosted four school-based clinic events across two school districts. We provided immunizations, well-child checkups, and sports physicals to over 60 families.

Great healthcare doesn't just happen inside the clinic. Our community health team works hard to bring affordable, accessible care to people outside the four walls of Neighborhood HealthSource. In 2019, they:

- Reached more than 5,000 people in community settings with health education messages.
- Provided flu shots to more than 80 people through flu shot clinics at local businesses.
- Provided almost 200 STI screenings at community locations.
- Provided more than 500 mammograms in partnership with Park Nicollet Mammo-A-Go-Go mobile mammography.
In 2019, NHS provided over 8,000 patients with high-quality, affordable medical care in our clinics and reached over 5,000 people in community settings through our health education outreach programs.

Uninsured patients accounted for 30% of those served in 2019, with 46% 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.

**Insurance Status**
- No Insurance: 30.1%
- Public Insurance: 46%
- Private Insurance: 23.8%

**Gender**
- Male: 44%
- Female: 56%

**Age**
- <18: 28.3%
- 18-29: 20.4%
- 30-44: 24.2%
- 45-64: 21.1%
- 65+: 5.9%
- 18-29: 28.3%
- 30-44: 24.2%
- <18: 28.3%
- 45-64: 21.1%
- 65+: 5.9%

**Racial & Ethnic Background**
- Black/African-American: 31%
- White: 36%
- Hispanic/Latino: 26%
- Unreported: 22%
- Native American: 3%
- Multiple: 4%
- Asian: 3%
- Pacific Islander: <1%

**Federal Poverty Level**
For those patients whose income is known, 57% percent were under 100% FPL, with another 16% under 150% and another 10% under 200%.

For a family of 4, less than $25,750.
2019 Financial Information

Revenue: $6,111,902

Expenses: $6,242,874

Uncompensated care: $521,000
2019 Mission Award Recipients

Mission Award recipients are members of our staff who have been nominated by their colleagues for putting our mission into action every day in the workplace:

- Gisela Varelas
- Tamou Miller
- Marlon Hernandez
- Kari Carlson
- Kelly Hood
- Deanna Fields
- Anna Pregent

NHS Builder Award Recipients

The NHS Builder Award is presented at our annual Jubilee Event to honor individuals and organizations who uphold our mission in our communities.

2019: Beth Aughey

Beth has volunteered 4 hours a week with Neighborhood HealthSource since 2017. During Beth’s time as a volunteer, she facilitated a colorectal cancer screening campaign and assisted with numerous projects to help improve our quality of care. This fall, Beth is attending the Medical College of Wisconsin to pursue a medical degree. Congratulations Beth, and thank you for all the dedicated hours of volunteer help serving our community over the years!

2018: Thelma Dukuly & Gary Greenfield
2017: Dana Jensen & Dr. Don Masler
2016: Dr. Bruce Adams & GayLynn Richards
2019
Board members

Nancy Albrecht
Marline Blake
Colleen Cooper
Cynthia Gauthier
Jeff Gauthier
Novella Holder
Georgia Hughes
Bobbi Mortensen
Kim Perry (chair)
Manny Rubio
Stephanie Statz
Peter Tatikian
2019 Volunteers & Interns

Bruce Adams
Beth Aughey
Megan Brown
Champaigne Caldwell
Maureen Carlson
Vanessa Chi
Mercy Cortez
Patrice Dalton
Cierrea Day
Thelma Dukuly
Tega Ewefada
Erin Galegher

Kayla Guerrero
Harini Halaharvi
Taylor Johnson
Emily Lund
Kelly Maynard
Jill McCoy
Risper Onkoba
Veronica Palma
Gloria Peterson
Shelbie Shelder
Kristina Steinhauser
2019

Donors

A huge thank you to all the organizations and individuals who supported Neighborhood HealthSource in 2019!

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