

COMMUNITY REPORT

2017



Health care with a heart, close to home!

Fremont Clinic
3300 Fremont Ave. N
Minneapolis

Central Clinic
2301 Central Ave. NE
Minneapolis

Sheridan Clinic
342 13th Ave. NE
Minneapolis

612.588.9411 | neighborhoodhealthsource.org

TO THE COMMUNITIES WE SERVE:



For 47 years, Neighborhood HealthSource has served our neighbors in North and Northeast Minneapolis as a vital safety net primary care provider. During 2017, we were proud to extend the reach of our mission to thousands of patients through our health care services and community health programs.

2017 marked a year of continued positive performance for our organization. We generated a financial gain from our operations, and dramatically added to our cash reserves. Our Clinical Quality and Patient Satisfaction results continued to show high rates. NHS received recognition from both the Federal and State government regarding dramatic improvements made to various clinical quality indicators. Our entire staff deserves credit for their commitment to clinical quality.

In 2017, we successfully navigated a five-month delay in Federal funding.

We began an expansion in our program to expand access to mental health treatment and to address our community's opioid crisis, an expansion that continues into 2018 with the addition of Substance Use Disorder services. Our participation in the FUHN ACO continued; transforming the way we provide care to our patients.

On behalf of the patients we serve and our Board of Directors, we would like to thank our donors, sponsors, and volunteers for your continued generosity and for your steadfast commitment to our mission to improve access and reduce the health care disparities in our community.

Steven J. Knutson
Executive Director

Kim Perry
Board Chair

Filling the Gaps Between Visits

In 2017, we served 7,920 patients at 20,052 appointments at our three primary care clinics in Minneapolis. It's our mission to improve the health of our communities by providing quality health care services that are affordable and accessible.

Last year, we made considerable progress in increasing the accessibility to our quality care for our patients. We recognized a need to connect with our patients outside the four walls of our clinics, in order to remain a vital part of our patients' health progress. In key ways, we addressed the barriers that exist between our patients and the care they need.

Our patients deal with a variety of barriers to medical care: busy schedules, transportation, cost, language, literacy, lack of support system, unstable housing, and more. In 2017, we started two initiatives which keep us connected to our patients in ways that work for their lives and help us track their care.

With pre-visit planning calls and text message appointment reminders, we're reducing 'no shows,' getting patients in the clinic when they need to be seen, and keeping clinic staff informed of medical history before appointments. This can help reduce wait times and makes appointments more meaningful for our patients and providers.

These initiatives add up to make a more streamlined, better informed experience for our patients and staff. Reducing health disparities starts with learning and responding to the real needs of our patients, before they even walk into our clinics.



2017 CLINICAL HIGHLIGHTS

97%

PATIENT SATISFACTION

The overwhelming majority of our patients report that their providers give good advice and treatment and that they would recommend us to family and friends.

153

PREGNANT WOMEN

Served with prenatal care. 120 of these women were in their first trimester of pregnancy and entered our care through family planning and midwifery services provided at the clinics.

3,300

PATIENTS

Provided with resources to quit smoking - a percentage 6 points higher than the state average.





2017 CLINICAL HIGHLIGHTS

88%

PATIENTS PRESCRIBED

a lipid lowering medication for their coronary artery disease care - beating the state average by 8 points

SURPASSED STATE AVERAGES

FOR VASCULAR CARE

With patients who have had a vascular event meeting 4 major health goals (prescribed aspirin, prescribed statin, non-smoker, and BP in control).

6%

INCREASE

of at-risk women who are up-to-date with cervical cancer screening, as compared to 2016 NHS numbers.

Coordinating Care that Empowers Our Patients

In 2017, we beat the state average by helping 60% of our patients with hypertension (consistently high blood pressure) keep their blood pressure under control. In the United States, people with Hispanic heritage are 24% more likely to report poorly controlled high blood pressure (CDC, 2015).

Elika Clara Rodriguez is the Community Health Educator coordinating our hypertension management program. She works one-on-one with patients of all backgrounds, including Spanish speakers, to support the care they receive from their NHS primary care provider. The program is our entry into home-based resources; removing significant barriers to health care for many of our patients who cannot make frequent trips to the doctor and do not have the funds for at-home equipment.

Elika coordinates care for patients developing hypertension by providing them with a free at-home monitor, teaching them how to use it, and calling them once a month to check in. "I truly love what I do," she says. "I help patients with their goal to have a better blood pressure reading. Working together with clinic staff as a team makes it easier and patients feel like someone actually cares for their health. It makes my heart grateful to do something good for the community. I listen to patients about their different issues such as getting a ride to the appointments or a difficult schedule. I like to give them the information that they need."



"I believe with all my heart that any kind of information is power."

"I'm so glad you're still here!"



Jeanne Terhaar, RN, graduated from the University of Minnesota School of Nursing in 1975. With a background in public health, her career has taken her from home visits to hospitals to clinics; from Colorado to Washington state and back to the Twin Cities. At 62, she came to Neighborhood HealthSource, and found coworkers she loves and a patient community that values her care.

"I like to say I failed retirement," says Jeanne. Earlier this year, after two months of retirement from NHS, Jeanne returned to work part-time at Fremont Clinic. Jeanne likes to keep busy, she said, and she missed the fun staff and their commitment to community health care. She loves making a positive impact on people's lives.

The patients missed her, too. RNs at NHS often function like nurse/social workers; not only treating health concerns but going the extra mile to make sure people can get access to the medications and resources they need to live healthy lives. That means asking good questions and solving problems for whoever calls in needing to speak to a nurse.

When a long-time patient called in the other day, she was delighted to find out that Jeanne was back on staff. Jeanne has seen a lot in her career, and she knows what to ask to get to the answers patients need. Her work is often like solving mysteries, which is what Jeanne did for her patient - who then referred to her as 'Agatha Christie.'



Community Health *at a glance*

437

FREE & LOW-COST MAMMOGRAMS

provided to women at our clinic outreach events and through our referral partners



3,767

PEOPLE REACHED

with clinic information and health education at public and community partnership events

500+

YOUTH (AGES 13-25)

reached through 40+ school & community presentations on birth control, healthy relationships, and STI awareness & prevention - plus, 79 youth served at our walk-in STI screening days at Fremont Clinic.



"2017 was the year of rebuilding. I witnessed our walk-in clinic start to be used and asked about more. I've also seen a shift in the awareness of the clinic in our community."

- **Jeremi Thomas**, Community Health Educator
Serving the community for 9 years



2017 Service Demographics

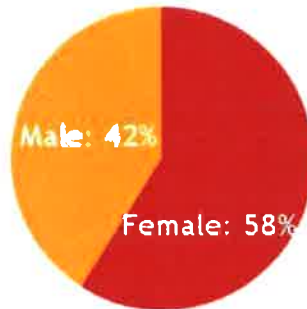
We provide high quality, affordable, and culturally appropriate health care and outreach services to more than 9,000 people, offering adult and pediatric medicine, chronic disease prevention and management, mental health services, prenatal and postpartum care, nutrition counseling, health education and outreach, and comprehensive referrals.

Insurance Status



Safety net medicine helps our diverse, often low-income and uninsured patients in North and NE Minneapolis to achieve their best possible health. In 2017, 51% of our patients were publicly insured, 30% were uninsured.

Gender



Race/Ethnicity



- Black/African American (36%) ■ White (34%)
- Hispanic/Latino (25%) ■ Unreported (21%)
- American Indian (5%) ■ More than one Race (2%)
- Asian Pacific Islander (3%)

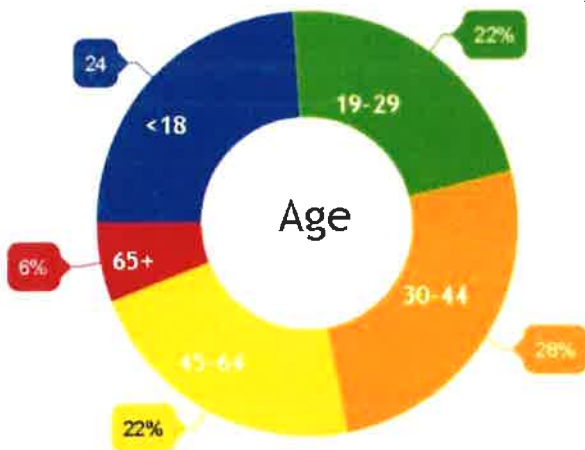
*Data aligns with federal data collection processes that capture Hispanic/Latino as ethnicity regardless of race. Total percentage does not equal 100.



Language

25% of our patients are best served in a language other than English. 21% are best served in Spanish. We served patients in 40 languages.

Federal Poverty Level



The 2015 MN

Compass *Minneapolis Community Profile* reveals that 59% of North and 36% of Northeast residents have income below 200% of Federal Poverty Guidelines (FPG). Of our patients for whom income is known, 83% were under 100% FPG, another 8% were under 150%, and another 5% were under 200%.



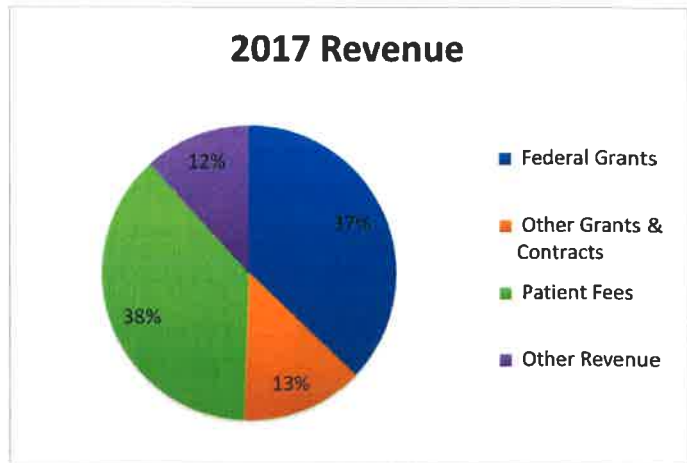
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www.neighborhoodhealthsource.org
Phone 612-588-9411 | Fax 612-362-4115

Financial Summary

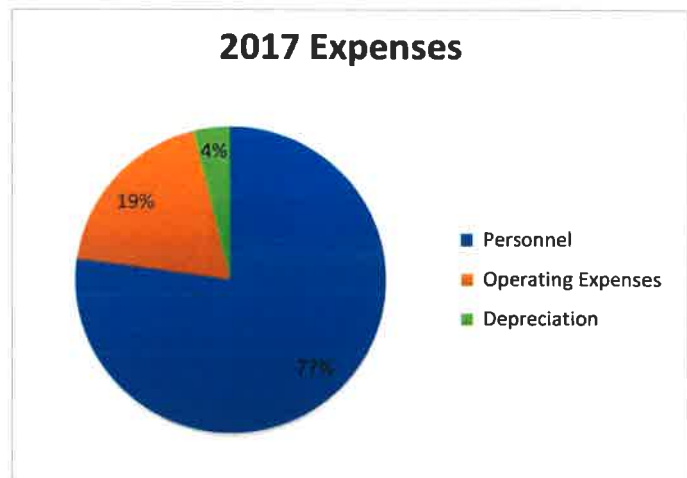
2017 Revenue

Patient Fees	\$2,164,405
Federal Grants	\$2,136,048
Other Grants & Contracts	\$766,580
Other Revenue	\$676,539
Total	\$5,743,572



2017 Expenses

Personnel	\$4,338,493
Operating Expenses	\$1,068,155
Depreciation	\$215,737
Total	\$5,622,385



2017 Board Members

Marline Blake
Cynthia Gauthier
Vickie S. Gilfillian-Bennett
Georgia Hughes
Dana Jensen
Kim Perry
Gloria Peterson
Manuel Rubio
Andrew Senn (Chair)

2017 Donors

56 Brewing
612 Brew
Associated Benefits Consulting
Clear Horizons, LLC
Convergence Consulting Partners
Delta Dental of MN
Dyste Williams Agency, Inc.
East Side Neighborhood Services, Inc.
Eastside Food Co-op
Erte
Handi Medical Supply
Hennepin County Medical Center
Insight Brewing
Intelligere
Loffler Companies, Inc.
McKesson Medical-Surgical
Minuteman Press--Central
MNACHC
Moore Consulting
Mystic Lake Casino & Hotel
Netgain
Netrix Information Technologies
North Memorial Health Care
Northeast Bank
Northgate Brewing
Quest Diagnostics
Sen Yai Sen Lek
Surdyk's Liquor and Cheese Shop
Timblebees--Wayzata Community Church
TripleTree, LLC
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UCare Minnesota
United Health Group
Blue Plus of Minnesota
Community Health Fund
Delta Dental of Minnesota
Margaret A. Cargill Foundation
Medica Foundation
Medtronic Foundation
Minneapolis Foundation
Susan G. Komen Minnesota
United Way of the Greater Twin Cities
Hennepin County Human Services &
Public Health Dept.
Minneapolis Health Department
Minnesota Department of Health
Minnesota Department of Human Services
U.S. Dept. of Health & Human Services/
HRSA
Bruce Adams
Elliot Amundson
Dane Anderson
Lindsey Anderson

Michelle Ansorge
Mark Babineau
Matthew Beecher
Carolyn Belle & Sandra Levine
Ken Bence & Nancy Nord
Rachael Betland
Michael Boardman
Donna Budde
Gail & Paul Busch
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Anne & Daniel Carayon-Pennie
Terra Carey
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John Corlett
Brittney Dahlin
Regina Deanes
Rhonda Degelau
Don Dembosky
Dean Dorman
Stasia Dorn
Scott Dyer & Barb Lordi
Julie & Ted Dyste
Brett Flack
Dana Fox
Robbin Frazier
Mara Garcia
Cheryl Gehrke
Caitlin Green
Conor Green
Kevin Green
Gary Greenfield
Susan Haedt
Corinne Hakanson
Linda Hart
Jennifer Hauser
Jenni Henderson
Michael Herrmann
Linda Higgins
Georgia Hughes
Michael Hughey
Penny Hunt
Dana Jensen & Christopher
Quam
Chris Johnson
Janet Johnson
Clarence Jones
Laura Jueneman
Evan Kimel
Eric Kindren
Leah Kinney
Dan & Karen Kinsella
Kathy & Steve Knutson

Joseph & Sue LaGue
Jennifer Lee
Chuck & Mary Leer
Linda Lorentzen
Nadia Maccabee-Ryaboy
Shelby Maidl
Hilary Marden-Resnik
Brigid & David Martin
Ray Martin
Don Masler
Caroline & Daniel Mason
Kelly Maynard & Lynn Varco
Jim McCarthy & Gloria
Peterson
Renee McCloden
Scott McGlynn
Kristy Moyer
Gretchen Musicant
Peter Neal
Sharon Oswald
Dawn Owens
Jinny Palen
John Patrikus
Annie Paul
Kim Perry
Rahshana Price-Isuk
Jakeea Quirk
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Manny Rubio
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Gregory & Patricia Schaffner
Macy Schmitz
Jill Schneebeck
Jean & Todd Schroeder
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Bridgette Shepherd
Cherylee Sherry
Dawn & Wayne Shimer
Sue Sjoselius
Stephanie Statz
Sharon Stein
Margaret Telfer
Lisa Thompson
William Toscano
John Urman
Jonathan Watson
David Weinberg
Abbie Zahler
Kevin & Pat Zahler
Michael Ziskovsky
Barb & John Zurek

2017 Volunteers

Shelene Adams
Bruce Adams
Zahra Ahmed
Beth Aughey
Ruthie Baker
Marline Blake
Paul Blissenback
Linda Brady
Paul Brady
Javier Cabrera-Perez
Marquita Cammon
Kari Carlson
Carol Chen
Sakura Cleal
Tara Collyard
Allisa Dean
Anna Dudzik
Megan Dvorak
Amanda Elcan
Eric Engelken
Caitlin Fujisawa
Erin Galegher
Carli Grannes
Haleigh Gulden
Martha Healy
Ginny Jelatis
Mariah Jensen
Yochana Kancherla

Ellen Kleman
Laura Knobel
Brad Krueger
Bryan Lansing
Michael Lee
Mike Lessard
Kelly Maynard
Jillian McAdams
Nick Milligan
Ben Murphy
Maggie Murphy
Isaac Muscanto
Vivian Ngongang
Rachel Peterson
Shannon Pionk
Jade Pressley
Danny Reardon
Valerie Roche
Joshua Ruiz
Andre Scarlato
Ali Shaaban
Melissa Simon
Maria Swora
Molly Tenney
Benjamin Vandenbelt
Stacy Ward-Charlerie
Andie Whitaker
Yang Yuze



**47 years of
compassionate,
affordable care
in Minneapolis**



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