

2015

ANNUAL REPORT



Family Health Center

Health and Care. Within Reach.



OUR **MISSION**

Family Health Center exists to provide access to primary medical, dental, and mental health services for community members, with emphasis on the medically underserved, to improve the health of the community and to train future healthcare providers.



MESSAGE FROM THE CEO, **GLORIA CRULL**

2015 was a banner year for Family Health Center. In addition to renewing our primary federal grant, federal funds were secured for an additional Columbia site, the Worley Street site was renovated, and the patient-centered medical home model expanded to our rural sites. Always a leader in quality, Family Health Center received a federal grant award for quality performance and received a Bronze Quality Award from the Missouri Primary Care Association. We continued to leverage health information technology to better serve our patients and smoothly transitioned to the ICD-10 diagnostic coding system, adopted a new electronic dental record, and implemented the electronic health record in Marceline. We began a new partnership funded by the Boone County Community Health Fund which formalized dental

referrals from area emergency rooms to an appropriate care setting at Family Dental Center. Family Health Center hosted a site survey by a team of reviewers from the Health Resources Services Administration (HRSA), which resulted in a review with no "conditions"—a perfect score.

The healthcare industry as a whole is in dramatic transition as a result of the Affordable Care Act, and concerns continue at the federal and state level about health care's share of the gross domestic product and of the state budget. As you will see in the following report, Family Health Center remains responsive to these challenges and to the ever-changing needs of the communities we serve.

Enjoy,

A handwritten signature in black ink that reads "Gloria Crull". The signature is written in a cursive, flowing style.

ACTIVE ENGAGEMENT

FAMILY HEALTH CENTER IS...

- a part of a national network of Federally Qualified Health Centers
- an active member of the National Association of Community Health Centers
- an active member of the Missouri Primary Care Association
- an active member of Missouri Health Plus
- an NCQA Level III Recognized Patient-Centered Medical Home (Worley site)



54%

of board members are
also patients of
Family Health Center

BOARD OF DIRECTORS

Lynn Barnett, *President*

Rebecca Roesslet, *Vice-President*

Karen Lumley, *Secretary*

Diana Morris, *Treasurer*

Gary Carlson

Marketta Hayes (*see bio*)

Nolan Hollingsworth

Holly Keiser

Carol Klingsmith

Jessica Macy

Lori Osborne

Sharon-Frances Reynolds (*see bio*)

Shelia Shaffer

HOMETOWN HEROES



MARKETTA HAYES

has proudly served on the Board of Family Health Center since 2003. In her many years as a consumer board member, Marketta has added valuable patient insight to board-level discussions. While her work with the organization has been nothing short of exemplary, Marketta's patient advocacy efforts have reached far beyond the walls of Family Health Center. In 2015, Marketta was honored with the Primary Care Association's Hometown Heroes Award.



SHARON-FRANCES REYNOLDS

was honored with the Missouri Primary Care Association's prestigious Hometown Heroes Award. Ms. Reynolds served on the Board of Family Health Center since 2008 and was a champion of the Center's mission to the medically underserved. As a consumer board member, she took her position very seriously and was a strong advocate for the Center's patients. During her tenure on the board, Sharon-Frances enthusiastically served on every board-level committee and filled the role of Secretary for six years. Ms. Reynolds passed away in 2015.

2015 HIGHLIGHTS

Community health centers like Family Health Center are the backbone of the healthcare safety net. We work together with other healthcare providers and social service agencies to meet the needs of the medically under-served.

There were many notable highlights in 2015, including the opening of Express Care, the completion of Patient-Centered Medical Home renovations at the Worley Street site, the opening of Family Health Center East, the celebration of Gloria Crull's 20th anniversary, and many more.

2015

BRONZE LEVEL QUALITY AWARD

Family Health Center was recognized for clinical quality at the MPCA Annual Clinical Quality Conference. Dr. Quint accepted the Bronze Level Quality Award on behalf of Family Health Center.

PATIENT-CENTERED MEDICAL HOME RENOVATIONS

With help from federal funding, the Worley Street site was modified to accommodate the Patient-Centered Medical Home model.



FAMILY HEALTH CENTER EAST

Medical services became operational on the east side of Columbia.

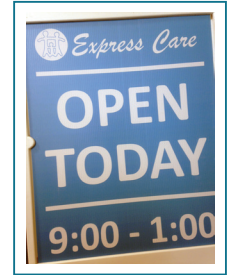


BOONE COUNTY EMERGENCY DENTAL REFERRAL PROGRAM

Established an innovative program to refer dental ER patients in Boone County to Family Dental Center for treatment.

EXPRESS CARE

The Center began offering Saturday walk-in hours for the first time at its Worley Street site.



CRULL CELEBRATES 20 YEARS

Gloria received the Achievement Award from the National Association of Community Health Centers as well as the prestigious Samuel U. Rodgers Achievement Award from the Missouri Primary Care Association.



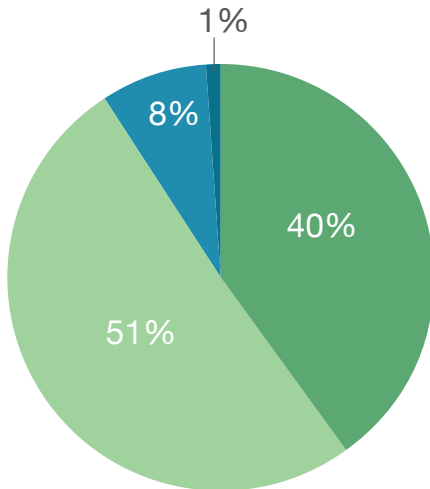
SCHOOL-BASED PREVENTIVE SERVICES ORAL HEALTH PROGRAM

This program expanded to include 27 schools and served over 6,000 students (funded in part by Heart of Missouri United Way).

OUR PATIENTS

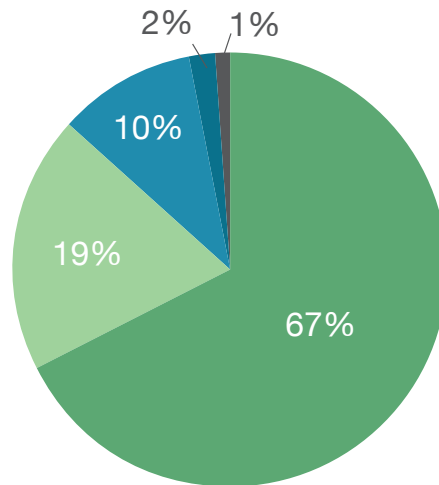
AGE

- 18 & Under
- 19-64
- 65-84
- 85+



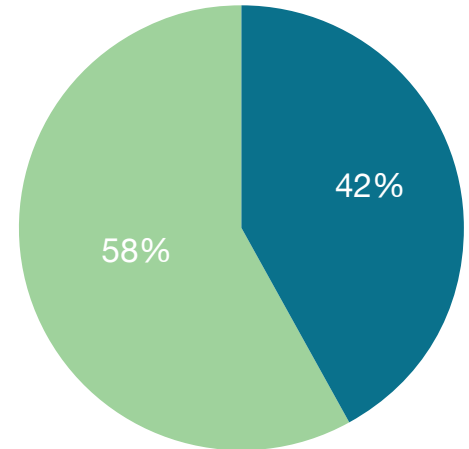
RACE AND ETHNICITY

- White
- African American
- Unreported
- Asian
- Other



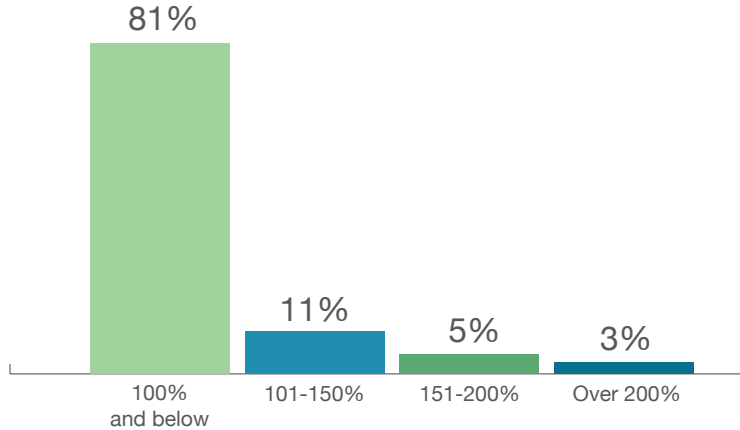
GENDER

- Female
- Male

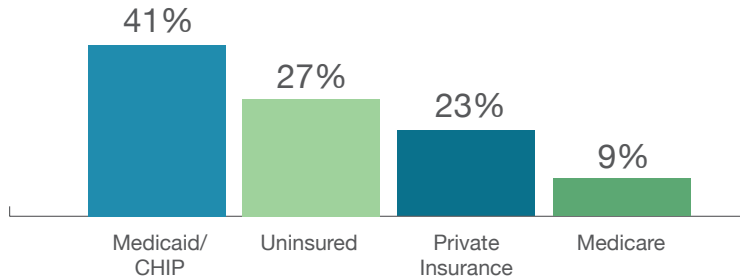


INCOME*

as % of Federal Poverty Level



INSURANCE STATUS



* percent of patients with known income

81%

OF CHILDREN

at FHC received age-appropriate vaccinations by age three

61%

OF FEMALE

PATIENTS

(21-64) received recommended cervical cancer screening

FAMILY HEALTH CENTER COMPREHENSIVE CARE

Limited access to health care impacts people's ability to reach their full potential, negatively affecting their quality of life. Access to comprehensive primary care services is important for addressing health disparities and for increasing the quality of life for everyone.

15.5% **MISSOURI
POVERTY RATE**

21.0% **MISSOURI POVERTY
RATE FOR CHILDREN**

11.7% **MISSOURIANS WHO DO NOT
HAVE HEALTH INSURANCE**



- Annual physical examinations and follow-up care
- Family planning and prenatal care
- Newborn and pediatric care
- Acute illness care
- Chronic disease management
- Immunizations
- Referrals for eye care

MEDICAL SERVICES



- Preventive oral health care: oral health education, prophylaxis, fluoride treatments, and sealants
- Diagnostic services: X-rays
- Restorative care: dental fillings
- Endodontics: root canals
- Periodontics: treatment for gum disease
- Oral surgery
- Prosthodontics: crown and bridge, partials and dentures
- Urgent services as needed

DENTAL SERVICES



- Experienced therapists for children and adults
- Help with anxiety, depression, anger problems, parenting concerns, relationship conflicts, and life adjustments
- Individual and family therapy
- Stress management skills
- In-house clinical social worker and psychiatrist services
- Support for making healthy lifestyle changes
- Behavioral health consultants

BEHAVIORAL HEALTH SERVICES



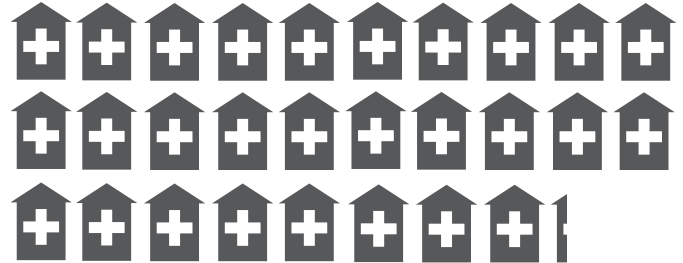
- Social services
- Insurance eligibility assistance
- Language interpretation services
- Community health education
- Outreach activities
- Transportation assistance
- Medication assistance
- Bridging gaps in the care delivery process

ENABLING SERVICES

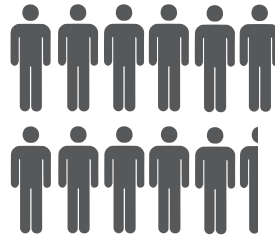


MEDICAL SERVICES

Children with a regular source of primary care experience fewer missed school days and adults experience fewer missed work days. Family Health Center employs experienced, committed board-certified physicians, nurse practitioners, registered and licensed practical nurses, and medical assistants to meet our patients' healthcare needs. Our work, in collaboration with patients and families, addresses health care needs and promotes wellness. Family Health Center medical professionals develop meaningful and sustained relationships with patients and provide integrated services.



28,183 VISITS



11,419 PATIENTS

**One medical building represents 1,000 total visits*

**One person represents 1,000 total patients*



98%

OF PATIENTS

would send their friends to FHC,
according to a recent patient
satisfaction survey

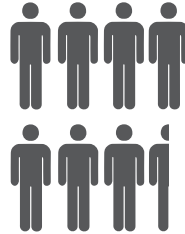


DENTAL SERVICES

Oral health is a part of overall health. Not only does poor oral health affect your teeth, it is associated with greater risk for heart attack, stroke, and, if pregnant, premature labor. According to the Academy of General Dentistry, more than 90% of all systemic diseases are obvious in the mouth first. Family Health Center is committed to putting the mouth back in the body and fostering the integration of dental care and medical care. Family Health Center provides experienced, professional licensed dentists, registered dental hygienists, and dental assistants to meet our patients' oral healthcare needs.



16,079 VISITS



7,501 PATIENTS

**One medical building represents 1,000 total visits*

**One person represents 1,000 total patients*

9,223

ORAL EXAMS

were given in 2015





BEHAVIORAL HEALTH SERVICES

Family Health Center provides integrated behavioral health services, consultation with providers, and help with implementing providers' recommendations for improving the health of our patients. An experienced psychiatric nurse practitioner, psychologist, experienced therapists, and psychiatrists provide clinical services to children and adults with anxiety, depression, parenting concerns, relationship conflicts, and other life adjustment issues. Services include psychiatric services and individual and family therapy.



2,355 VISITS



1,233 PATIENTS

**One medical building represents 1,000 total visits*

**One person represents 1,000 total patients*



64%

OF PATIENTS

(12 and older) were screened for depression and had a follow-up plan documented



ENABLING SERVICES

In addition to medical, dental, and behavioral health services, Family Health Center provides enabling services that fill common gaps in the care delivery process. These important non-clinical services support the delivery of basic health services and facilitate access to comprehensive patient care. Enabling services include medical social services, health insurance eligibility determination, medication assistance, interpretation services, community health education, transportation assistance, outreach, and referral to community-based resources.



5,200 VISITS



1,533 PATIENTS

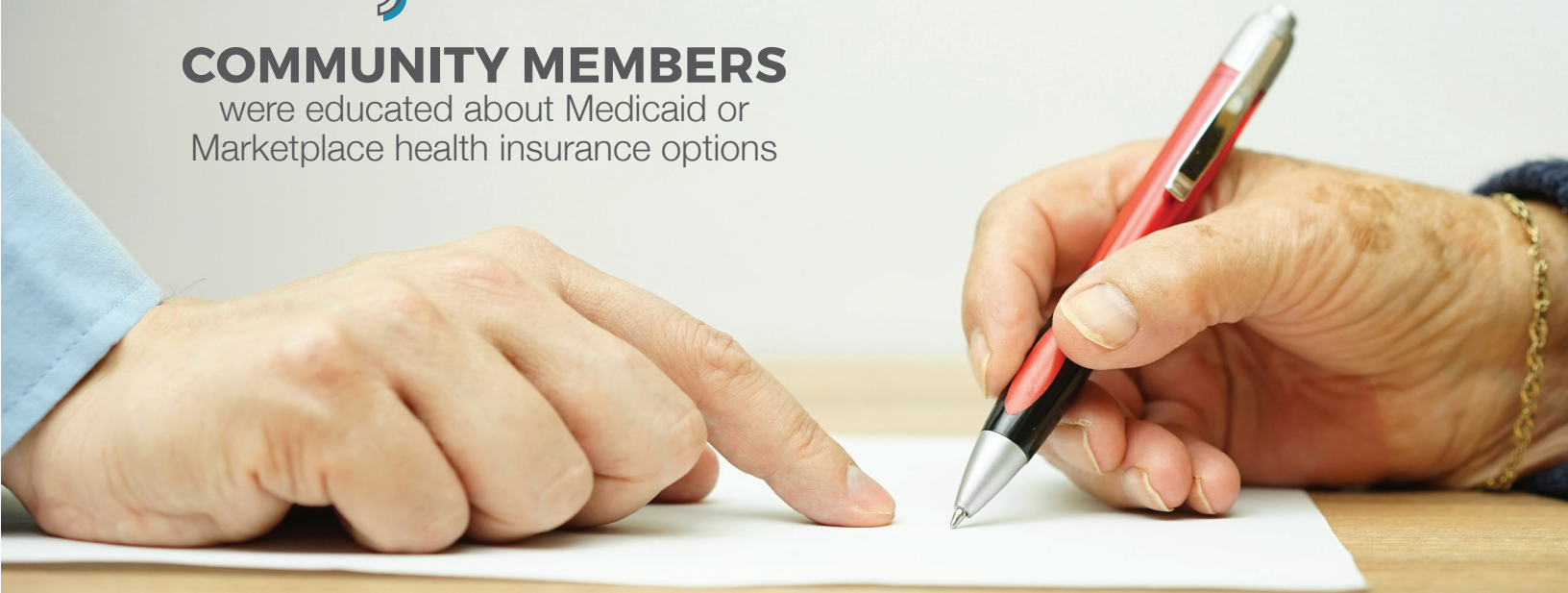
**One medical building represents 1,000 total encounters*

**One person represents 1,000 total patients*

2,780

COMMUNITY MEMBERS

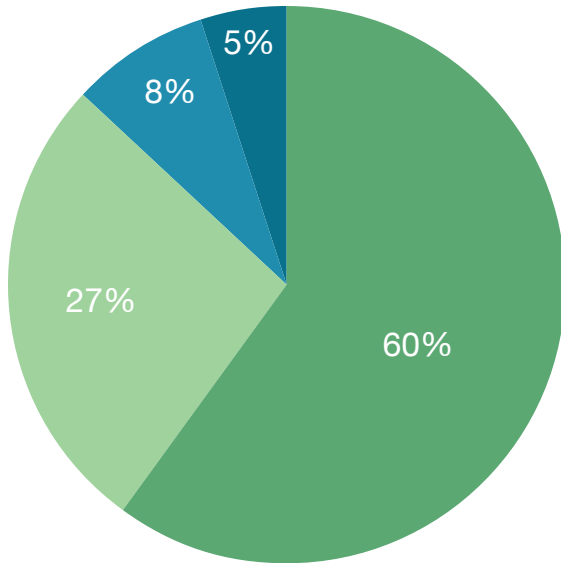
were educated about Medicaid or
Marketplace health insurance options



FINANCIAL HIGHLIGHTS

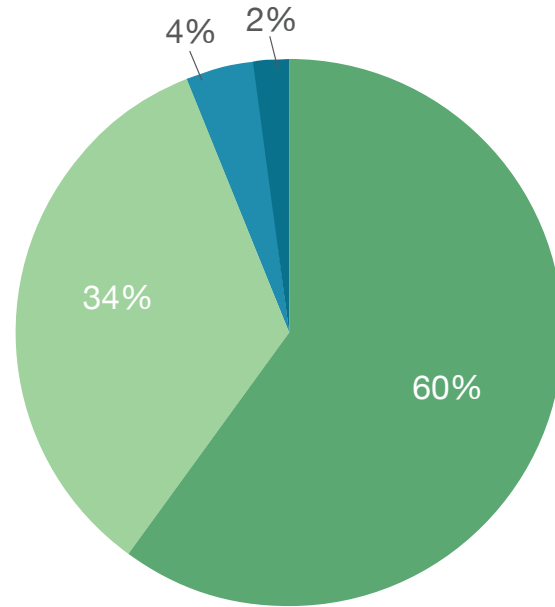
REVENUE

- Patient Service Revenue
- Federal Grants
- State & Local
- Other



EXPENSES

- Medical
- Dental
- Support & Admin
- Behavioral



\$3,971,909

IN COMBINED SUPPORT



was provided to Family Health Center
in 2015 by the funding partners at right

FUNDING PARTNERS

American Dental Association
Boone County Community Health Fund
Boone Electric Community Trust
Boone Hospital Center
Calvary Episcopal Church
Canvas on Broadway
CNW Management
Columbia Kiwanis Club
Community Foundation of Central Missouri
DeSpain Cayce Dermatology Center and Medical Spa
Health Resources and Services Administration
Heart of Missouri United Way
Lucky's Market
Marceline Community Chest
Missouri Department of Health and Senior Services
Missouri Department of Social Services
Missouri Foundation for Health
University of Missouri Health Care
Walmart State Giving Program

**Family Health & Dental Center
Marceline**

1600 N. Missouri Ave.
Marceline, MO 64658
Medical: (660) 376-2038
Dental: (660) 376-8000

Services provided:   

Marceline

**Family Health & Dental Center
Salisbury**

307 S. Broadway
Salisbury, MO 65281
Medical: (660) 388-6446
Dental: (660) 388-6950

Services provided:    

Salisbury

Family Dental Center

1101 N. Providence Rd.
Columbia, MO 65203
(573) 777-8997

Services provided:  

Family Health Center

1001 W. Worley
Columbia, MO 65203
(573) 214-2314

Services provided:   

Boonville

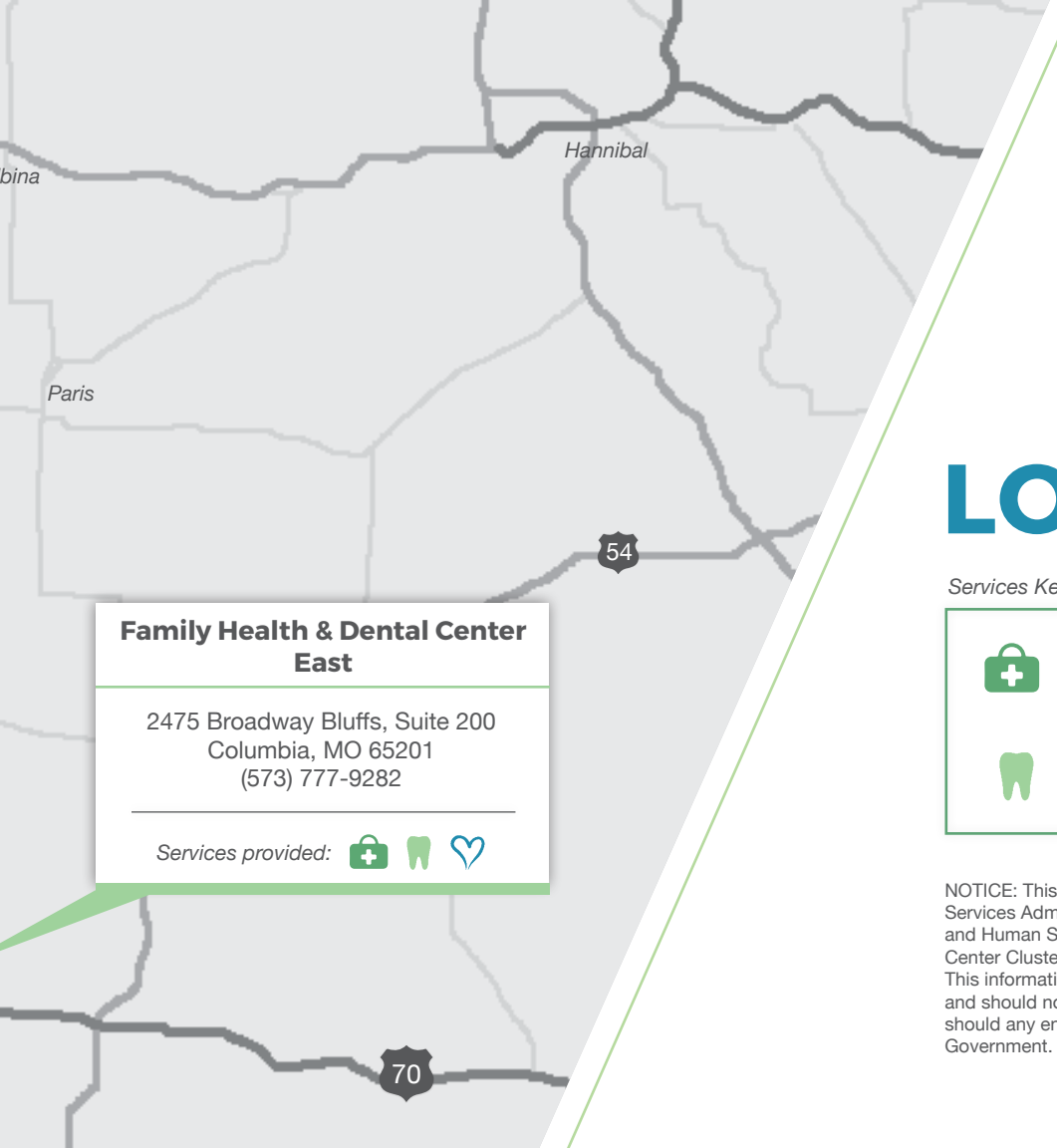
Columbia

70

36





63

Marshall



OUR LOCATIONS

Services Key:

	Medical <i>(page 12)</i>		Behavioral Health <i>(page 16)</i>
	Dental <i>(page 14)</i>		Enabling Services <i>(page 18)</i>

NOTICE: This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H80CS00573 Health Center Cluster for \$3,115,490, 76% financed by nonfederal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Family Health & Dental Center East

2475 Broadway Bluffs, Suite 200
Columbia, MO 65201
(573) 777-9282

Services provided:   

Health and Care. Within Reach.



Family Health Center

fhcmo.org