



NEIGHBORHOOD
HEALTH CENTER
Quality Care for Your Family

2015 Annual Report

VOLUNTEER BOARD OF DIRECTORS

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Keith Lukasik.....Vice-Chairperson
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Andrew Mattle
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Executive Director's Report

Today, we are the oldest and largest Federally Qualified Health Center in the Buffalo area. Since we opened in 1987, Neighborhood Health Center (NHC) has successfully provided compassionate, culturally sensitive, high quality health care services to our community with special emphasis on those without the means to pay for that care. Within this annual report, you will see our accomplishments as reflected through our 2014-2017 strategic plan. Thank you for your support and investment in our work which allows us to do all of this as well as be a healthy business in our community that provided over 150 jobs and a significant positive local economic impact within the third poorest large city in the country. You will see we have grown again this year and since 2010 increased unique patients served by 65%.

In 2015 we continued our focus on improving on our long history of patient-centered, team-based care to increase our connection with all those we serve and improve the care of increasingly complicated patients. The efforts help us to advance the quality care and health outcomes of those we serve. We further improved our ability to monitor health outcome data monthly and report out annually on our results. As we move into 2016, where the emphasis nationally and especially in New York is to use innovative approaches to reduce preventable illness, we at NHC have built a strong foundation and partner with like-minded organizations to impact health outcomes and social determinants of health in a greater number of people in our community. Additionally this work continues to move us toward value based payment readiness.

I remain joyful to be part of NHC with such a dedicated team where together we strive to live our mission and positively impact primary care in the community we love. Our volunteer Board of Directors, led by the current Chair, Jerry Turcotte, once again this year have shown great courage and vision in their governance as we have grown and adapted to meet the needs of our wonderful community. Together our managers, providers, staff, and our community supporters advocate for access to primary care, emphasize the importance of addressing social determinants of health for all and strive to not only be a healthcare provider of choice, an employer of choice as well as a trustworthy community partner. We thank you for your commitment to NHC in 2015 and beyond. Look for more great things in the year to come!

***Healthy regards,
Joanne Haefner
Executive Director***

Board Chairperson's Report

Neighborhood Health Center (NHC) is family to me. As I prepare to finish my term from the board after six years of service, I am overwhelmed by gratitude for this experience. I am honored to be part of our Board of Directors, and for the past two years, our Board Chair. I have learned from the practice of great leaders and mentors. I especially thank Joanne Haefner, our indefatigable Executive Director, for her patience, knowledge and support.

NHC is fundamentally a place for quality health care for all irrespective of ability to pay. We provide quality care to the whole person from head to piggy-little toes. We are so much more than that, however. We attract millions of dollars annually into the community to care for many of our community's most vulnerable. We are a leader in the community and a go-to organization for positive examples for the National Movement of FQHCs. From year to year, we continue to provide care to high-need and disadvantaged patients in over 40 different languages with a cultural sensitivity our community has grown to expect. We are a mindful participant in our community's need to engage and prepare young people in professional jobs in health care.

The major outgrowth of our strategic planning in 2015 resulted in the opening of our long-anticipated Pharmacy at Mattina. Our pharmacy allows patients to leave our providers with the prescriptions they need (or have it delivered within the day). This leads to greater care plan adherence and better quality outcomes.

Our providers in 2015 worked hard to prepare each other for the myriad changes in the healthcare delivery system. Our investments in staff development in 2015 positions us for success within the adopted systems of the Federal and State Governments.

We, the Board of Directors of Neighborhood Health Center, thank you for your continued support of the Mission of Neighborhood Health Center.

***To Your Best,
Jerry Turcotte, Chair
Neighborhood Health Center Board of Directors***

OUR MISSION

Neighborhood Health Center (NHC) *formerly* Northwest Buffalo Community Health Care Center (NWBCHCC) provides ambulatory health care, wellness and related services to anyone, regardless of ability to pay, residing in underserved and other designated communities in the Buffalo Niagara region. The Center improves community health through health education and the promotion of health lifestyles in order to achieve health equity. The Center honors relationships with the staff, providers, board members, volunteers, community partners and friends as they are the vehicle by which the mission is maintained.

OUR SERVICES

Pediatric Care

- Sick Care
- Immunizations
- Health Education
- Lead Screening
- Teen Health Care
- Well-Child & Physical Exams

Women's Health

- Family Planning
- Gynecology
- Pregnancy Testing
- Obstetrics
- Sexually Transmitted Disease Testing
- Screening and Treatment

Dental Services

- Preventive Dental Exams
- Fillings
- Extractions
- Routine Cleanings
- Routine Exams
- Restorative Dentistry
- Crowns & Bridges
- Dentures & Root Canals

Podiatry Services

- Comprehensive Foot and Ankle Care
- Diabetic Foot Care

Pharmacy

- Medication Counseling
- Automatic Refill
- Free Prescription Delivery

Adult Medicine

- Physical Exams
- Routine Lab Testing
- Immunizations
- EKGs
- Health Maintenance
- Chronic Disease Management
- Sexually Transmitted Disease Testing
- Screening and Treatment
- Smoking Cessation

Behavioral Health Services

- On-site Social Worker for Short-term Counseling and Mental Health Referrals

Nutritional Services

- On-site Nutritional Counseling
- Diabetic Teaching
- Weight Management Programs for the Whole Family

Community Health Services

- Community Health Workers
- Healthcare for Homeless
- Referrals

Additional Services

- Laboratory Collection Site
- WIC Visits
- Confidential Pregnancy Testing
- Wheelchair Accessible
- Free Parking
- On site assistance in enrolling in Medicaid for children and pregnant women

OUR IMPACT

Pharmacy at Mattina opened in November 2015, welcoming an additional resource to Neighborhood Health Center patients. The Pharmacy is located within our Mattina location, allowing patients to leave their appointments with their needed medications and proving that on-site location is effective in patients having access to their prescriptions, care and trusted Providers. Additionally, in the effort to provide services to all our patients, the Pharmacy also provides free delivery and automatic refills. Patients have found our services within the Pharmacy to be both successful and meaningful, issuing nearly 16,000 prescriptions with an average of 220 prescriptions per day. Pharmacy at Mattina's exemplifies Neighborhood Health Center's mission of providing access to those we serve.

STRATEGIC GOALS 2014-2017

PROVIDING ACCESS – By 2017, NHC looks to serve at least 22,000 persons seeking quality health care in Buffalo and in the Southtowns. NHC will expand capacity to serve by optimizing operational and service efficiencies while serving patients in multiple locations.

- Patient Access**
- 2015 HIGHLIGHTS
- Total patients visits for 2015 over 68,066
 - Over 18,532 unique patients in 2015
 - Cared for over 263 sliding fee patients
 - Healthcare for the Homeless (HCH) cared for over 317 patients in 2014 with over 1,334 visits
 - Transitioned to Open Access scheduling and walk-in physicals
 - Healthcare for the Homeless program continues to develop partnerships
 - Successfully increased access to podiatry services
- Patient Satisfaction**
- Overall survey results of 9/2015:
- Northwest – 93%
 - Mattina – 87%
 - Southtowns – 96%

OUTREACH and COMMUNITY RELATIONS – Community needs drive NHCs services and its advocacy for community health. NHC is recognized as a leader in community health and is a known presence in the neighborhoods we serve. NHC partners with like-minded organizations to meet community needs.

- Partnerships**
- 2015 HIGHLIGHTS
- Safety Net Association of Primary Care Affiliated Providers founding member
 - Continuum of Care for Western New York
- Community Impact**
- Provided well over 1,000 new and used books into the hands of children and families we serve
 - Supported families with holiday grocery distributions
 - Staff “Jeans Day” fund, provided over \$3,650 in pediatric books and holiday gifts to patients
 - Employing over 150 individuals, providing \$8,700,000 in wages and benefits
 - Impact into the local economy: (1) Direct of \$12,000,000 (2) Indirect of \$24,000,000
- Increase Outreach & Inreach**
- Onboarding new Community Health Manager
 - Community partner list growing with 340 outreach hours
 - Provided over 1300 social supports and 9,977 referrals
 - Served patients in 49 different languages

STAFFING/BOARD/VOLUNTEERS – NHC attracts and retains quality health care providers, recruits and mentors health care support staff, provides volunteer opportunities and looks to be as diverse as the community we serve.

- 2015 HIGHLIGHTS
- Current retention rate of 86%
 - We focused on compassion for those we serve and each other with mindfulness, lateral violence prevention, and trauma informed care trainings for staff and managers
 - Company retirement savings match and regular staff education sessions have resulted in a sustained increase in employee participation in the pension program, with 51% staff participation
 - Continued to provide staff with compassionate care training to improve patient care and employee relationships
 - Monthly half-day all staff communication and training meeting keeps employees informed
 - Educated students from over 11 local programs, awarded Bryant and Stratton Internship Partnership Award

FINANCIAL PERFORMANCE AND FUNDING – NHC creates efficiencies that allow the organization to be sustained by operational income, grants and fundraising.

- Ensure Organizational Continuity**
- 2015 HIGHLIGHTS
- 5th annual fundraiser of 9/18/15 raised over \$48,000
 - Federal 330 Grant Support in 2015 was \$2,345,791 vs \$699,713 in 2010
- Federal Funding:**
- Federal:
- Federal Expanded Services Grant
 - Federal Behavioral Grant
- One time Grants Utilized**
- Other grants:
- Delta Dental Grant
 - P2 Collaborative SNCC1
 - NYS DOH Family Planning Grant
 - NYS DOH teen pregnancy prevention collaborative
- Please refer to Financial Statement for further information

TECHNOLOGY – NHC maintains up-to-date technology that improves the efficiency and quality of care to our patients, supports business requirements, ensures patient privacy and compliance with regulatory requirements.

- 2015 HIGHLIGHTS
- Increased onsite IT staffing support and department depth.
 - Upgraded the telecom support for more consistent state of the are telecom service.
 - Updated the entire server network.
 - Expanded and upgraded door security and surveillance system.
 - Supported IT needs of PCMH, Meaningful Use, IDC-10, Azara Data Warehouse, Several Major software upgrades, Pharmacy implantation, Billing Expansion.
 - Improved EHR training for new employees incorporating more job specific workflows and tasks.
 - Upgraded clinical workstations

QUALITY – Developing increased ability to use technology, metrics and benchmarks to evaluate and improve clinical and operational quality to move toward a goal of patient centered medical home status

- Quality Care**
- 2015 HIGHLIGHTS
- Received PCMH 2014 Level III Certification
 - Successfully attested through Stage 1 Meaningful Use for all eligible providers
 - Implemented clinical dash boarding system to help track clinical outcomes in real-time
 - Quality care of NHC Patients:
 - 84% of female patients at NHC received appropriate cervical cancer screening, ranking NHC as one of the best performing CHCs in the state!
 - 96% of patients with Asthma are on appropriate controller medications
 - 76% of patients of a diagnosis of Diabetes have a controlled A1C—a 7.3% increase from last year
 - 73% of patients 12 years of age and older have been screened for depressed and received follow-up treatment



Northwest
155 Lawn Avenue
Buffalo NY 14207
716-875-2904

Mattina
300 Niagara Street
Buffalo NY 14201
716-242-8600

Southtowns
3674 Commerce Place
Hamburg NY 14075
716-648-4345

www.neighborhoodhealthcenter.org