WE ARE HONORED TO HAVE THE OPPORTUNITY TO REFLECT ON THE PAST YEAR WITH YOU – our staff, volunteers, supporters and friends. Preparing the 2018 Annual Report marks a threshold and invites a pause for reflection on our accomplishments. It is a time where we take stock of the year behind, while looking ahead with anticipation.

Throughout this report, you’ll see how our Growing Health® theme highlights Neighborhood Health Center’s commitment to growing better health outcomes through our three main areas: access, quality and sustainability. The goal of Growing Health is to demonstrate how we make a difference in the lives of those we serve. As you read through these stories of impact, you’ll see how our expansions, collaborations and unprecedented levels of coordinated care offers the best in primary healthcare for our fellow Western New Yorkers.

We are proud to be the oldest and largest Federally Qualified Health Center in Western New York and to serve nearly 26,000 patients with quality, whole-person healthcare. In 2018, we continued to move the needle on our overall growth strategy with the relocation of our Southtowns office to a larger medical center in Hamburg and remained dedicated to our roots in the City of Buffalo with expansion efforts underway at our Northwest office.

2018 was also a year in which we remained steadfast in our mission of impactful healthcare. Our grants, collaborations and special projects – from our Reach Out and Read pediatric program, to best-practices in care for OB-GYN patients – affords future generations an even broader benefit as we work to transform primary care to be more comprehensive and patient-centric within our practice. With this, it is also important to note that the quality of our work never suffers as Neighborhood Health Center was named a 2018 recipient of the Health Resources and Services Administration’s (HRSA) Health Center Quality Improvement Leader Award.

Looking ahead, access to care for current and future Neighborhood Health Center patients continues to be of utmost priority. We are actively working to further increase our impact through expanded physical capacity and enhanced service offerings. We are also looking forward to expanding our strategic partnerships with local community organizations and government entities as we introduce the concept of whole-person care and wellness to our patients and communities.

In closing, we would like to thank Neighborhood Health Center staff, volunteers and board members who work tirelessly to ensure that the high-quality services and programs we provide to our patients are always here. We invite you to join us as we look back at 2018 and take stock on how we are growing a healthier Western New York for all.

Healthy regards,

Joanne E. Haefner, MS FNP
CHIEF EXECUTIVE OFFICER

Diana Proske, Esq.
CHAIR, BOARD OF DIRECTORS
our mission
Impactful healthcare provided by kind people so Western New Yorkers can achieve their dreams and goals.

our vision
We build a healthier Western New York where all enjoy high quality and individualized healthcare. We achieve this through cultivating strategic partnerships, leading clinical practice, maintaining stable finance, advancing technological infrastructure and promising community participation.

our patient services

Primary Care Services
Medical Services
• Internal Medicine & Family Medicine
• Pediatrics
• Obstetrics and Gynecology (OB-GYN)

Dental Services

Integrated Care Services
Behavioral Health Services
Community Health Services
Nutritional Services
Pharmacy Services
Podiatry Services

Additional Services
• Language translation services
• Free parking
• Free walk-in pregnancy testing
• Health education
• Laboratory collection site
• On-site assistance with enrolling in Medicaid for children and pregnant women
• Wheelchair accessible
• Insurance enrollment assistance

our values
offer respect
practice responsiveness
provide access
uphold integrity and honesty
maintain quality and safety
operate as a team
yield resource sustainability
collaborate with the community
be inclusive and equitable
encourage openness
What happens during the first few years of life for a child significantly sets the stage for their future. An innovative, yet simple model of “prescribing books” to our youngest of patients, a national program known as Reach Out and Read, gives young children a foundation for success by incorporating language-rich interactions into pediatric care and fosters the opportunity for families to read aloud, together.

The heart of Reach Out and Read is in the routine pediatric check-up period for children ages 6 months to 5 years old, when doctors, nurse practitioners and physician assistants encourage families to read books together with their young children.

2018 was the 18th anniversary for the Reach Out and Read affiliation with Neighborhood Health Center, run by long-time pediatric nurse practitioner and regional medical director since the program’s inception, Tricia Kirst.

“The main takeaway is to note that Reach Out and Read is not just another book giveaway, rather a pediatric early intervention for parenting education and support,” said Tricia.

Research tells us that interactions between parents/caregivers and children right from infancy is critically important to a child’s healthy development. Sharing books is a simple and effective way of stimulating engagement. Talking about the story or the pictures while cuddled in front of a book makes a young child feel secure and loved, while the parent(s) feel that he/she is doing a good job.

While Neighborhood Health Center’s Reach Out and Read program prides itself on providing books that are developmentally, culturally and age appropriate, this model shows us just how the simple act of “prescribing a book” at a patient visit can significantly impact a child’s future through stimulation and early cognitive development.

What’s on the horizon for Neighborhood Health Center’s Reach Out and Read program in 2019? An expanded Prescription for Literacy program to add prenatal book enrichment opportunities during a pregnant woman’s visit – because it’s never too soon to connect with your child through reading.
growing health is... impacting the community through partnerships

Special projects and innovative approaches to healthcare set the Health Center apart from your “typical doctor’s office.” Neighborhood Health Center not only helps patients focus on prevention and treatment of illnesses and diseases; but through critical partnerships and integrated care teams, the Health Center is able to provide holistic services that address body, mind and socioeconomic circumstances.

Highlights of 2018 innovative initiatives & partnerships:

An American Cancer Society CHANGE grant of $75,000 increased breast and colorectal cancer screening rates at Neighborhood Health Center by an average 9 percentage points from 2017.

A special project and partnership with the Health Foundation for Western & Central New York formally kicked off the Resilience Team, an initiative that incorporates principles of trauma-informed care into the Health Center’s organizational framework and policies.

The John R. Oishei Foundation capital grant of $250,000 increased access to care for more than 5,700 NHC Northwest patients.

The Chartis Foundation’s $50,000 grant expanded NHC’s Health Care for the Homeless capacity, providing primary care to more than 400 patients.

Over 2,200 preventive screenings have been performed practice-wide.

Providing substance abuse disorder services across all 4 sites.

Enhanced prevention of opioid misuse through Screening, Brief Intervention and Referral to Treatment (SBIRT) best-practices for all Health Center OB-GYN patients.
measuring growth through access

**patient visits**
- 102,000 individual patient visits in 2018. **↑16% from 2017**
- unique patients served
- 25,900 individuals served in 2018. **↑10% from 2017**

**increase in care for pregnant women**
- with 340 deliveries in 2018. **↑35%**

**access to those in need**
- 94% of patients served at Neighborhood Health Center in 2018 live at or **below the 200% Federal Poverty Level.**

**integrated care**
- 7,513 dental patients served in 2018. **↑31% from 2017**
- 16,371 dental visits in 2018. **↑43% from 2017**

**pharmacy utilization**
- more Rx filled daily at on-site Pharmacies at Blasdell and Mattina (Dec. 2017 to Dec. 2018) **↑32%**
measuring growth through quality healthcare

92% of children and adolescents received weight assessments and counseling.
*2017 NYS health center average – 60%

87% of women received up-to-date cervical cancer screenings.
*2017 NYS health center average – 51%

86% of all patients 12 years of age and older have been screened for depression and provided with a follow-up plan.
*2017 NYS health center average – 65%

In 2018, the U.S. Department of Health and Human Services named NHC as a recipient of the Health Resources and Services Administration (HRSA) Health Center Quality Improvement Leader Award. This designation places Neighborhood Health Center in the top 30% (and top 7 in the state) for best overall clinical performance among all health centers nationwide.

Neighborhood Health Center is setting the bar for the future – becoming an engine that is destined for future sustainability and has rooted itself as a healthcare organization that can sustain itself financially, all while expanding its mission and the growing demand for healthcare services in Western New York.

The driving force towards its success is to engage patients in quality care that ensures they get healthy, stay healthy and proactively manage chronic conditions to drive lower costs and improve health outcomes.

Neighborhood Health Center thanks the following organizations for their generous grant support for 2018 programs and operations:

- American Cancer Society
- Delta Dental Community Care Foundation
- Erie County Department of Health
- Health Foundation for Western & Central New York
- March of Dimes
- Millennium Collaborative Care
- The Chartis Foundation
- The John R. Oishei Foundation

2018 clinical and operational performance has:

- Earned more than $220,000 in incentive quality revenue (insurance quality awards)
- Earned more than $852,000 in Patient-Centered Medical Home revenue
- Raised a net $75,000 through the Growing Health®: 8th Annual Cocktail Event & Fundraiser

2018 grants awarded

Health Resources and Services Administration (HRSA) Grants:

- HRSA – Base Grant: $3,451,654
- HRSA – Substance Use Disorder Grant: $285,240
- HRSA – Quality Grant to increase efforts at improving Patient-Centered Medical Home implementation: (awarded Aug. 2017) $200,208

New York State Department of Health (NYSDOH) Grants:

- Delivery System Reform Incentive Payment (DSRIP) Year Three Funding awarded: $159,680
Husband and wife, Mr. Patrick & Mrs. Lori Soos, dedicate an Exam Room at the Neighborhood Health Center Northwest office in honor of their families: the Soos and Kurdziel Families.

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Neighborhood Health Center thanks the following corporations, foundations and organizations for their support in FY ’18 (January 1, 2018 – December 31, 2018):

- Accessium Group, Inc.
- Allied Mechanical, Inc.
- Amerigroup Partnership Plan, LLC. for BlueCross BlueShield of Western New York
- BlueCross BlueShield of Western New York
- The Bonadio Group
- Bryant & Stratton College
- Buffalo Prenatal-Perinatal Network, Inc.
- Catholic Health & Sisters of Charity Hospital
- Colby Development, LLC.
- ECMC Foundation
- Employee Benefit Concepts, Inc.
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- Fidelis Care
- Independent Health
- Jeffery L. Offhaus, CPA, LLC.
- Kelley Brothers
- Kirst Construction, Inc.
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- PremCom Corporation
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- Roswell Park Alliance Foundation
- Russo Family Foundation, Inc.
- Sheridan Surgical, Inc.
- Tri-R Mechanical Services, Inc.
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- WellCare Health Plans, Inc.
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- Sheridan Surgical, Inc.
- Tri-R Mechanical Services, Inc.
- Univera Healthcare
- WellCare Health Plans, Inc.
- Windsong Radiology Group
- YourCare HealthPlan, Inc.

Neighborhood Health Center’s individual donors support the work of reducing health disparities and ensuring accessibility to high-quality care through their philanthropy. Special thanks to:

- Mr. Christiaan Batten
- Dr. James Burreano
- Mary Dillon
- Ms. Mary Pat Fleming
- Mr. Chris Fiorello
- Dr. Michele Frech
- Ms. Margot Glick
- Mr. Edward Golebiewski
- Dr. Ellis Gomez
- Ms. Aimee Gomlak
- Mr. John Grandits
- Mr. Anthony Gutowski
- Ms. Joanne Haefner
- Mr. Tim Herzog
- Ms. Karen Kirst
- Mr. Bob & Mrs. Diane Liddell
- Ms. Ann Monroe
- Mr. Jeffrey Offhaus
- Mr. Tom & Mrs. Lois Pause
- Mr. Larry Pernick
- Mr. Alfred Plante
- Ms. Liz Sarkovics
- Mr. Colby Smith
- Mr. Patrick & Mrs. Lori Soos
- Mr. Tim & Mrs. Michele Steiner
- Ms. Gall Szucs
- Dr. James Wieland

a heartfelt thank you to our generous donors and supporters

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2018 event highlights

**Business First Brick by Brick Awards**
Joined by board members and capital partners, Neighborhood Health Center received a Buffalo Business First Brick By Brick Award as a finalist within the best medical complex category for its Blasdell office.

**National Healthcare Heroes**
Neighborhood Health Center staff and community partners celebrated National Health Center Week with a health fair in honor of the 2018 campaign that celebrated America’s health centers and "healthcare heroes."

**2018 Annual Event & Fundraiser**
Neighborhood Health Center staff welcomed guests at the Growing Health®: 8th Annual Cocktail Event & Fundraiser in late-September.

**Clinical Scribe Graduation**
Neighborhood Health Center welcomed its first ever clinical scribes which help assist the provider team deliver the pinnacle of efficient patient care.

**Crucial Catch Day 2018**
Buffalo Bills players Julian Stanford and Micah Hyde (left to right) joined Neighborhood Health Center staff for a health fair at The Belle Center in the city’s Lower Westside.

**Advocacy Day 2018**
Members of the Neighborhood Health Center team and board of directors met with New York State Assemblymember, Robin Schimminger in the state's capital for Advocacy Day 2018.
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