



NEIGHBORHOOD
HEALTH CENTER

Quality Care for Your Family



growing health

2016 ANNUAL
REPORT FOR
NEIGHBORHOOD
HEALTH CENTER

our commitment to growing a healthy Western New York

INCREASING REACH. EXPANDING SERVICES. ENHANCING HEALTHCARE.

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NEIGHBORHOOD HEALTH CENTER'S commitment to providing accessible, close-to-home, efficient and quality healthcare is essential to the continued growth and prosperity of the individuals, families and neighborhoods we serve. We are always looking for ways to meet the needs of those we serve and do so by increasing our accessibility and enhancing our services with the goal of growing better health outcomes for all. Expansions of our locations, services and team have allowed us to better meet our goals and the needs of our Western New York communities.

Each effort provided by you – our staff, volunteers and supporters – continue to advance the high-quality care and health outcomes of our patients. Whether it is educating a patient with diabetes to understand their medications; providing routine dental cleanings; or supplying a new book at each well-child visit to encourage family reading, your support is key to the operation and advancement of the mission of Neighborhood Health Center.

For nearly 30 years, Neighborhood Health Center's strategic intent to be a collective and integrated system of compassionate healthcare that makes a meaningful difference in our community members' lives – as patients, community residents and employees – has been the driving force for the growth that we share with you in this Annual Report.

As you will learn, the continued growth of Neighborhood Health Center is both inspiring and essential to those we serve. As we reflect on our growth in 2016, we are looking forward to the many exciting opportunities ahead, beginning with expansion of services at our fourth location in Blasdell which opened in April 2017.

In closing, we thank you for your continued partnership and commitment to advancing the mission of Neighborhood Health Center.



Healthy regards,

Joanne E. Haefner, MS FNP
CHIEF EXECUTIVE OFFICER

Keith Lukasik
CHAIRPERSON, BOARD OF DIRECTORS



our mission

NEBHORHOOD HEALTH CENTER provides ambulatory healthcare, wellness and related services to anyone, regardless of ability to pay, residing in underserved and other designated communities in the Buffalo-Niagara region. The Health Center improves community health through health education and the promotion of healthy lifestyles in order to achieve health equity. The Health 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.

patient services

PRIMARY CARE SERVICES

Adult Care Services

- Chronic Disease Management
- Developmental Screenings
- EKGs
- Health Maintenance
- Immunizations
- In-Office Labs
- NCQA-Accredited Diabetes Care
- Physical Exams
- Sexually-Transmitted Infections Testing
- Sick Care
- Smoking Cessation Support
- Surgical Services

Dental Services

- Crowns, Bridges
- Dentures
- Extractions
- Fillings
- Preventive Dental Exams
- Restorative Dentistry

- Root Canals
- Routine Cleanings
- Routine Exams
- Surgical Services

Pediatric Care Services

- Behavior Assessments
- Chronic Disease Management including Asthma
- Developmental Screenings and Monitoring
- Health Education
- Immunizations
- In-Office Labs
- Lead Screenings
- Sexually-Transmitted Infections Testing
- Sick Care
- Surgical Services
- Well-Child Visits/Physical Exams

Pharmacy Services

- Automatic Refills
- Free Prescription Delivery
- Medication Counseling

Women's Health Services

- Family Planning
- Gynecology
- Obstetrics (Routine and High Risk)
- Pregnancy Testing
- Sexually-Transmitted Infections Testing
- Surgical Services

INTEGRATED CARE SERVICES Behavioral Health Services

- On-site social worker for short-term counseling and mental health referrals

Community Health Services

- Community Health Workers to provide assistance with referrals and social supports
- Healthcare for the Homeless Program
- Outreach

Nutritional Services

- Diabetic Teaching
- On-site Nutritional Counseling
- Weight Management Programs for the whole family

Podiatry Services

- Comprehensive foot and ankle care
- Diabetic foot care

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

This family came to Neighborhood Health Center for dental care before their first day of school. This picture represents many of the social determinants of health: healthcare access, education and family.



measuring growth: **providing access**

ACCESS TO COMPREHENSIVE, quality healthcare is imperative to achieving health equity and increasing the quality of life for all our neighbors. At Neighborhood Health Center, all are welcome and our patients receive compassionate care without discrimination. Neighborhood Health Center offers the lowest sliding fee discount in all of Western New York which provides income-eligible individuals and families with a significantly reduced rate for care.

In 2016, meeting our community members' needs and providing access to quality care for our patients has granted us the ability to:

- Enhance walk-in physicals and same day sick appointments
- Increase access to our Podiatry services with the addition of a second Podiatrist
- Fully staff and operate the Pharmacy at Mattina
- Improve our patient discharge process

92%

of patients served at Neighborhood Health Center live at or below the 200% Federal Poverty Level.

2016 ACCESS ACCOMPLISHMENTS

Patient Visits

2016

74,000 **↑9.3%**
from 2015

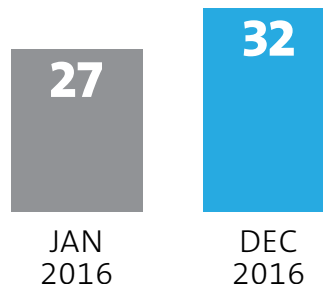
Unique Patients Served

2016

19,800 **↑4.6%**
from 2015

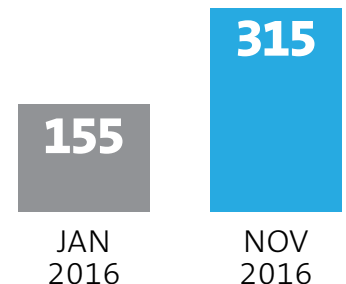
Team-Based Care

Number of full-time Providers



Integrated Care

Number of Rx filled daily at on-site Pharmacy





Dr. Jackson has a way of making young patients laugh and enjoy their visit at Neighborhood Health Center. She knows her patients very well and works hard to make sure they each get what they need. Patients and families trust and depend on her.”

measuring growth: **quality healthcare**

N EIGHBORHOOD HEALTH CENTER incorporates quality first in all services and implements proven best practices to maintain excellence in clinical delivery. Our approach to high-quality care provides our patients with the right care services, at the right time and in the right way, allowing us to achieve the best possible results.

The patient is always a partner in the decision-making process for their health. Practicing patient-centered healthcare means meeting our patients’ needs and preferences, all while providing education and support, together.

96.3%
overall satisfaction rate
for 2016 according to
patient surveys.

2016 QUALITY ACCOMPLISHMENTS

84%
of children and adolescents received weight assessments and counseling

83%
of women received an up to date cervical cancer screening

80%
of all patients 12 years of age and older have been screened for depression and provided with a follow-up plan

86%
of pregnant women made their first prenatal visit during their first trimester

93%
of patients with asthma received the appropriate medications to help avoid complications

compared to the New York State averages of:

61%

60%

61%

77%

85%



measuring growth: financial stability and sustainability

NEBHORHOOD HEALTH CENTER strives to provide the highest quality care at the most reasonable cost through careful use of funds and sound business practices.

Neighborhood Health Center creates efficiencies that allow the organization to be sustained through operational income, grants and fundraising—all of which are essential to the growth of the organization.

Neighborhood Health Center’s 2016 clinical and operational performance has:

- Increased quality incentive revenue to **\$334,996** (compared to \$233,711 in 2015)
- Increased Patient-Centered Medical Home (PCMH) award revenue to **\$828,267** (compared to \$698,757 in 2015)
- Earned dental health information technology incentive funds of **\$63,750** (new for 2016)
- Raised a net amount of **\$54,500** through the annual *Growing Health* fundraising event.

2016 FINANCIAL STABILITY AND SUSTAINABILITY ACCOMPLISHMENTS

Health Resources and Services Administration (HRSA) Grants

Base Grant

\$2,423,254

Oral Health Expansion Grant

\$525,000

Expanded Services Grant to support increased provider staffing
(awarded Sept. 2015)

\$275,748

New York State Department of Health (NYSDOH) Grants

Delivery System Reform Incentive Payment (DSRIP)
DY1 Funding awarded

\$205,681

Delivery System Health Information Investment Grant

\$59,754

Quality Grant to increase efforts at improving Patient-Centered Medical Home implementation
(awarded Aug. 2015)

\$45,000

Teen pregnancy prevention collaborative grant
(awarded 2015 – 2016)

\$15,000

Neighborhood Health Center thanks the following organizations for their generous grant support for 2016 programs and operations:

- Delta Dental Community Care Foundation
- Gilead Sciences, Inc.
- J Fitzgerald Group
- March of Dimes
- Millennium Collaborative Care Performing Provider System
- The Chartis Foundation



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