

G R O W I N G

NEIGHBORHOOD
HEALTH CENTER

HEALTH®

2018

T H R O U G H

ANNUAL
REPORT

IMPACT



NEIGHBORHOOD
HEALTH CENTER

growing health through our mission of impact

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 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**

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

growing health is... impacting our youngest patients

REACH OUT AND READ

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.

NHC pediatric nurse practitioner and Reach Out and Read Western New York pediatric care provider, **Tricia Kirst**, PNP, shares a book with a young patient during a well-child visit.



In 2018, Neighborhood Health Center’s Reach Out and Read program has:

Provided nearly

5,000
new books

to pediatric
patients
(newborn to age 5)

25,000+
books

provided since the
Health Center’s
affiliation began
19 years ago.

“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 sets 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.



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

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.



A special project and partnership with the Erie County Department of Health **enhanced prevention of opioid misuse** through Screening, Brief Intervention and Referral to Treatment (SBIRT) best-practices for **all** Health Center OB-GYN patients.

Providing **substance abuse disorder services** across all 4 sites.

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**.

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



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



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

↑ **32%** more **Rx filled daily at on-site Pharmacies** at Blasdell and Mattina (Dec. 2017 to Dec. 2018)

measuring growth through quality healthcare



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.

94%
overall satisfaction rate
according to patient surveys

*Health Resources & Services Administration (2017). 2017 Health Center Profile for New York State. Retrieved from <https://bphc.hrsa.gov/uds/dlhealthcenter/NY/2017>



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%**

growing health is... financial stability and sustainability

CONTINUED SUPPORT

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**



The Growing Health 8th Annual Cocktail Event & Fundraiser on September 21, 2018.

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**

a heartfelt thank you to our generous donors and supporters

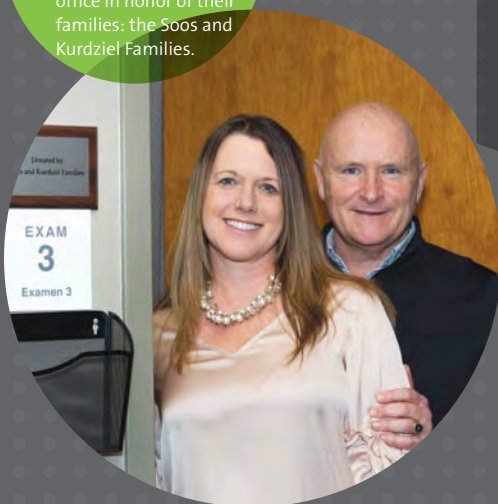
Neighborhood Health Center thanks the following corporations, foundations and organizations for their support in FY '18 (January 1, 2018 – December 31, 2018):

- 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.
- Evans Bank, N.A.
- Fidelis Care
- Independent Health
- Jeffery L. Offhaus, CPA, LLC.
- Kelley Brothers
- Kirst Construction, Inc.
- McKesson Corporation
- Mollot & Hardy, Inc.
- PremCom Corporation
- PS Elliott Services, Inc.
- Quest Diagnostics
- Roswell Park Alliance Foundation
- Russo Family Foundation, Inc.
- Sheridan Surgical, Inc.
- Tri-R Mechanical Services, Inc.
- Univera Healthcare
- WellCare Health Plans, Inc.
- Windsong Radiology Group
- WUTV/WNYO Sinclair Broadcasting 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 Burruano
- Mary Dillon
- Ms. Mary Pat Fleming
- Mr. Chris Fiorello
- Dr. Michele Frech
- Ms. Margot Glick
- Mr. Edward Golebiewski
- Dr. Ellis Gomez
- Ms. Aimee Goslak
- 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. Gail Szucs
- Dr. James Wieland

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.



executive team

Joanne E. Haefner, MS FNP
CHIEF EXECUTIVE OFFICER

Jeffery Anderson
CHIEF INFORMATION OFFICER

Christopher Biondolillo, MD
MEDICAL DIRECTOR

James C. Burruano, DPM, ACFAS
CHIEF MEDICAL ADMINISTRATOR

Stacy Dean, ANP-BC, MBA
CHIEF CLINICAL OFFICER

Edward S. Golebiewski
CHIEF FINANCIAL OFFICER

Marc Howe
CHIEF OPERATIONS OFFICER

Chad Kahler, DDS
DENTAL DIRECTOR

Melissa Payne
CHIEF HUMAN RESOURCES OFFICER

Michele Steiner, PHARM D
CHIEF PHARMACY OFFICER

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Margaret Ostrander

Sandra Talley

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.



BLASDELL 4233 Lake Avenue, Blasdell, NY 14219 | 716.332.3070

MATTINA 300 Niagara Street, Buffalo, NY 14201 | 716.242.8600

NORTHWEST 155 Lawn Avenue, Buffalo, NY 14207 | 716.875.2904

SOUTHTOWNS 151 Elmview Avenue, Hamburg, NY 14075 | 716.648.4345

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