

Program #40020 - Northeast Health Clinic

Health Department **Program Contact:** Michael Crocker 7/7/2014

Department:

Program Offer Type: Existing Operating Program Program Offer Stage: As Adopted

Related Programs:

Program Characteristics:

Executive Summary

Northeast Health Center (NEHC), provides comprehensive, culturally appropriate primary care, enabling, and behavioral health services to the uninsured and under-insured residents of Northeast Portland. The Northeast Clinic was strategically placed to provide vital services to a population that otherwise may not have access to medical care. This clinic provides more than 27,000 visits a year.

Program Summary

Northeast Health Clinic primary care services are designed to be a patient centered medical home. This includes reducing barriers to access, integration of behavioral health services, providing continuity and coordination of services and collaboration with community partners. Culturally competent primary care services are provided and include: treatment of acute and chronic illnesses, behavioral health, family planning, prenatal and preventive services (well child, immunizations). Ancillary support services are operationally integrated and include pharmacy and lab. Enabling services include Medicaid eligibility screening, medical interpretation, transportation, case management and health education. Northeast Health Clinic serves a culturally diverse population of which 75% are below 100% of the Federal Poverty level. Northeast Health Clinic plays a significant role in providing safety net medical services to residents in the community.

This clinic has expanded hours from 8:00am-5:00pm to 8:00am-7:00pm Monday through Friday. in order to better meet the access needs and demands of the community and patients that they serve.

Performance Measures								
Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer			
Output	Number of annual client visits	23,819	27,132	25,168	24,938			
Outcome	Percentage of children who are up to date on immunizations at 24 months of age	80%	85%	82%	85%			
Efficiency	Number of days for a new patient appointment	6	6	6	7			
Quality	% of patients who would "strongly agree" to recommend clinic to friends/family	61%	70%	68%	70%			

Performance Measures Descriptions

% of children who are immunized by 24 months: Immunizations are vitally important in preventing infectious diseases, many of which can occur in the first year of life. # of days for new patient appointment measures effectiveness of timely availability for underserved Multnomah County residents to access health care services. Client satisfaction survey ask patients if they would recommend this clinic to family/friends.

Legal / Contractual Obligation

The NEHC complies with the Bureau of Primary Health Care (BPHC) grant, State Family Planning agency grant, Joint Commission Accreditation requirements, CLIA (Laboratory accreditation) requirements and CareOregon contractual obligations. The NEHC contracts with CARES Northwest at Legacy Emanuel Hospital to provide two days per week of medical assessment services for children suspected to be victims of child abuse.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$2,662,111	\$1,858,350	\$2,481,078	\$1,981,747
Contractual Services	\$0	\$143,128	\$95,606	\$2,000
Materials & Supplies	\$66,230	\$172,756	\$12,317	\$192,430
Internal Services	\$297,357	\$897,046	\$278,981	\$1,053,790
Total GF/non-GF	\$3,025,698	\$3,071,280	\$2,867,982	\$3,229,966
Program Total:	\$6,096,978		\$6,097,948	
Program FTE	16.20	23.40	29.70	9.50

Program Revenues								
Indirect for Dept. Admin	\$387,016	\$0	\$414,417	\$0				
Intergovernmental	\$0	\$986,432	\$0	\$1,290,595				
Service Charges	\$2,963,957	\$2,084,848	\$2,854,436	\$1,939,371				
Total Revenue	\$3,350,973	\$3,071,280	\$3,268,853	\$3,229,966				

Explanation of Revenues

Northeast Health Clinic is supported by a federal BPHC grant, State Family Planning grant, state funds for maternal & child health services through the intergovernmental agreement between Multnomah County as the Local Public Health Authority (LPHA) and the State of Oregon Public Health Services, as well as enhanced Medicaid/Medicare fee revenue. County General Fund is used as local in-kind to obtain and keep Primary Care and Family Planning grants and to serve uninsured patients.

Medical Fees: \$4,793,807

Federal Primary Care grant: \$1,150,456 State Family Planning grant: \$77,725

State Maternal & Child Health grant: \$62,414

Significant Program Changes

Last Year this program was: 40020 Northeast Health Clinic

Health transformation has created instability in fee revenue estimates for Primary Care and could force significant changes in coming years. In FY13, Primary Care fell short of fee revenue estimates and is expected to do the same in FY14. New models of care were implemented in response to health care reform, but reimbursement has not changed to match these changes in the care model. Additionally, a decline in provider visits while implementing these changes also impacted revenue. There are positive changes already from Medicaid expansion, but it is too soon to tell what the lasting impact will be on revenue. Even though very reasonable methods were used to create the FY15 revenue projections, they are very aggressive when compared to current fee income. While achievable there remains uncertainty about how quickly all of the changes in the healthcare environment will settle making forecasting more predictable.