

**Department:** Health Department      **Program Contact:** Katie Thornton  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

Integrated Clinical Services (ICS) is the largest Federally Qualified Health Center (FQHC) in Oregon, providing high-quality, patient-centered health care and related services to communities across Multnomah County. North Portland Health Center (NPHC) serves around 3,800 clients per year. Due to the reduction in the number of operating sights, as a response to COVID-19, NPHC clients were served at the Northeast Health Center for a 6 month period of time in 2020. The North Portland Health Center resumed onsite operations in October 2020. The majority of North Portland Health Center clients represent historically underserved (Black, Indigenous, People of Color) BIPOC communities and vulnerable populations. NPHC is an important health care safety net for the community and is part of the County's FQHC.

**Program Summary**

The Health Center welcomes all county persons, regardless of insurance status, ability to pay, or documentation status. Our health center prioritizes culturally and linguistically appropriate care, supporting patients in a way that works for them. Sixty percent of our patients identify as people of color, and more than 40% are best served in a language other than English, including more than 100 different languages. Nearly 20% of our patients have no insurance, 95% of our clients live below 200% of the Federal Poverty Guideline and nearly 2,000 of our patients report experiencing houselessness. All programs within ICS are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare.

North Portland Health Center primary care is designed as a Person Centered Medical Home. This model includes reducing barriers to access, integration of behavioral health services, providing continuity and coordination of services, and collaboration with community partners. MCHC provides comprehensive, culturally appropriate services that include:

- Primary care services including treatment of acute and chronic illnesses, behavioral health, drug & alcohol treatment, family planning, prenatal and preventive services (well child, immunizations), and community health education.
- Pharmacy and lab services
- Enabling services: Medicaid eligibility screening, medical interpretation, transportation, case management and health education

The clinic provides culturally appropriate care to a diverse population with the largest groups served being the Latinx diaspora (42%), Black community (16%) and the white community (32%). The remaining 12% of our patients identify as Asian, Native American and Pacific Islander.

**Performance Measures**

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Individual patients served	1,885	3,800	3,800	3,900
Outcome	Number of visits completed	11,476	19,713	19,713	20,152

**Performance Measures Descriptions**

**Output:** Individual Patients Served. This measure describes the number of unique clients assigned to this site and have received clinical care within the last 12 months.

**Outcome:** This is the total number of in clinic visits including PCP, BHP, and Nursing Speciality Care on site. Higher visit volumes means the clinic is better able to address the complex medical needs of the community more effectively.

## Legal / Contractual Obligation

The Health Center complies with CLIA (Laboratory accreditation) requirements, CCO contractual requirements, compliance with the Bureau of Primary Health 330 Grant (HRSA), and the Patient-Centered Primary Care Home (PCPCH) program. The Health Center is accredited under the Joint Commission (TJC) and follows accreditation guidelines.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2021</b>	<b>2021</b>	<b>2022</b>	<b>2022</b>
Personnel	\$2,019,322	\$1,657,167	\$2,702,204	\$1,138,847
Contractual Services	\$0	\$82,468	\$87,412	\$0
Materials & Supplies	\$50,034	\$160,534	\$9,939	\$174,151
Internal Services	\$440,734	\$690,493	\$359,933	\$1,153,272
<b>Total GF/non-GF</b>	<b>\$2,510,090</b>	<b>\$2,590,662</b>	<b>\$3,159,488</b>	<b>\$2,466,270</b>
<b>Program Total:</b>	<b>\$5,100,752</b>		<b>\$5,625,758</b>	
<b>Program FTE</b>	11.30	15.00	16.45	11.35

<b>Program Revenues</b>				
Intergovernmental	\$0	\$606,196	\$0	\$573,895
Service Charges	\$2,493,439	\$1,984,466	\$3,159,488	\$1,892,375
<b>Total Revenue</b>	<b>\$2,493,439</b>	<b>\$2,590,662</b>	<b>\$3,159,488</b>	<b>\$2,466,270</b>

## Explanation of Revenues

This program generates \$511,627 in indirect revenues.

This program is supported by a federal BPHC grant, as well as 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.

\$ 1,469,911 - Medical Fees  
\$ 123,895 - Federal Primary Care grant PC 330  
\$ 450,000 - Federal Primary Care/Homeless grant  
\$ 3,159,488 - FQHC Medicaid Wraparound  
\$ 422,464 - Medicare PC North

## Significant Program Changes

**Last Year this program was:** FY 2021: 40019 North Portland Health Clinic

COVID-19 pandemic required the Health Center to expand telehealth, and telemedicine programs to meet the needs of our clients while remaining in compliance with CDC recommendations aimed at decreasing spread of COVID-19.