

**Department:** Health Department      **Program Contact:** Deborah Cockrell  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Mid-County Health Center (MCHC) serves clients in one of the poorest and most culturally diverse areas of Multnomah County. MCHC provides vital health services for patients who, even if insured, would remain isolated from medical care because of where they live, the language they speak and their higher level of complex healthcare needs. With its Refugee Program and culturally competent staff, MCHC is an important health care safety net for thousands of uninsured and underinsured members of the community. The clinic provides more than 46,000 visits a year.

**Program Summary**

MCHC provides culturally competent, comprehensive primary care, preventive health and enabling services such as transportation, translation, case management and health education which address the needs of the whole person. Care that addresses patients' beliefs and culture is more likely to succeed in improving and maintaining their health. MCHC is tightly linked with refugee resettlement agencies (i.e., SOAR, IRCO, Catholic Charities). About 80% of all clients are or were refugees (Russia, Somalia, Sudan, Latin America, Vietnam, etc.). More than 80% of the MCHC staff speak a second language, many were refugees themselves. Sixty-eight percent of clients have incomes at or below 100% of FPL, while 99.1% are at or below 200% of FPL. MCHC services are designed specifically to prevent people from needing more costly and often less appropriate care. The refugee population often receive no preventative care at home, leading to a disproportionately high rate of serious medical conditions (ie. diabetes, hypertension, heart disease, cancer). Most client families have three or more children; some 10 or 11 - often with serious health problems (ie. asthma, diabetes, poor nutrition, no dental care, post-traumatic stress, etc.) which impact their schooling and development. This program helps them with pediatric and prenatal services as well as referrals. Many children receive their first complete set of vaccines at MCHC.

**Performance Measures**

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of annual client visits	43,078	46,290	42,000	43,153
Outcome	Percentage of children who are up to date on immunizations at 24 months of age	83%	85%	22%	85%
Efficiency	Number of days for a new patient appointment	6	2	8	7
Quality	% of patients who would "strongly agree" to recommend clinic to friends/familv	69%	70%	68%	70%

**Performance Measures Descriptions**

**Output:** Total number of client visits.  
**Outcome:** % of children who are immunized at 24 months: Immunizations are vitally important in preventing infectious diseases, many of which can occur in the first year of life.  
**Efficiency:** # of days for new patient appointment: Measures effectiveness of timely availability for under-served Multnomah Countv residents to access health care services.

## Legal / Contractual Obligation

MCHC 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. MCHC meets all Federally Qualified Health Center (FQHC) designated requirements, such as; provision of comprehensive primary care and supportive care services; and services be available to all regardless of ability to pay as two examples.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$5,119,540	\$2,968,510	\$5,106,886	\$2,127,882
Contractual Services	\$0	\$529,917	\$0	\$464,027
Materials & Supplies	\$36,991	\$540,133	\$395,154	\$461,298
Internal Services	\$558,914	\$1,683,870	\$507,864	\$1,748,617
<b>Total GF/non-GF</b>	<b>\$5,715,445</b>	<b>\$5,722,430</b>	<b>\$6,009,904</b>	<b>\$4,801,824</b>
<b>Program Total:</b>	<b>\$11,437,875</b>		<b>\$10,811,728</b>	
<b>Program FTE</b>	36.30	32.70	56.90	8.10

Program Revenues				
Indirect for Dept. Admin	\$727,914	\$0	\$709,511	\$0
Intergovernmental	\$0	\$1,320,827	\$0	\$380,832
Service Charges	\$5,628,867	\$4,401,603	\$5,615,123	\$4,420,992
<b>Total Revenue</b>	<b>\$6,356,781</b>	<b>\$5,722,430</b>	<b>\$6,324,634</b>	<b>\$4,801,824</b>

## Explanation of Revenues

Mid County Health Clinic is supported by federal BPHC grant, state family planning grant, state funds for maternal & child health services through the inter-governmental agreement between Multnomah County as the Local Public Health Authority (LPHA), county general fund, and medical fees.

Medical Fees: \$9,577,306

State Refugee Screening grant: \$458,808

County General Fund: \$417,992

Federal Primary Care grant: \$225,587

State Family Planning grant: \$86,103

State Maternal & Child Health grant: \$69,142

## Significant Program Changes

**Last Year this program was:** 40022 Mid County Health Clinic

A budgeted Medical Assistant position was converted to a Program Supervisor position for this clinic in order to better manage the high number of back office/clinical staff in this location. The current Nursing Supervisor retained the management of the RN, LPN, and MLT staffing for the clinic and the Program Supervisor now oversees the Medical Assistants in the practice, in order to create an equitable distribution of staff, and provide optimal supervision.

Mid County Health Center and the Refugee Screening Program serve a diverse patient population. Last year, the clinic provided care for patients speaking over 64 different languages and interpretation costs both telephonic and in person are approaching \$600,000.00 annually.