



Program #40032 - Lab and Medical Records 3/2/2021

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

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. The Central Lab and the Health Information Management program support the delivery of care to clients of Health Department services including Primary Care, Student Health Centers, Sexually Transmitted Disease Clinic, Communicable Diseases Services, Dental, and Corrections Health. Medical Records helps to ensure comprehensive clinical documentation and compliance with all applicable licensing, regulatory and accreditation standards as well as serving as the Privacy Manager for the Health Department.

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 homelessness. All programs within ICS are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare.

The Central Lab and the Health Information Management program support the delivery of care to clients of Health Department services including Primary Care, Student Health Centers, Sexually Transmitted Disease Clinic, Communicable Diseases Services, Dental, and Corrections Health. The lab handles approximately 250,000 specimens per year. Medical Records fulfills approximately 15,000 medical records requests per year. Performs laboratory tests on client and environmental specimens, manages external laboratory contracts, prepares for emergencies (including bioterrorism), and assists with the surveillance of emerging infections. Access to laboratory testing assists in the diagnosis, treatment, and monitoring of clients receiving healthcare in Health Department facilities.

Health Information Management program manages health (medical/dental) records systems to ensure comprehensive clinical documentation and compliance with all applicable licensing, regulatory and accreditation standards. The manager of Health Information fulfills the role of the Health Department's Privacy Official as required by HIPAA (Health Insurance Portability and Accountability Act). Health Information Management ensures proper documentation of health care services and provides direction, monitoring, and reporting of federally required HIPAA compliance activities.

Performance Measures

Measure Type	Primary Measure	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of records requests completed	12,715	15,000	11,000	13,000
Outcome	Number of laboratory specimens handled by the Central Lab	245,000	245,000	245,000	245,000
Quality	Lab proficiency/competency assessments completed	95	95	95	95

Performance Measures Descriptions

Output: Number of records requests completed is an indicator of performance and volume of work for the Medical Records program
Outcome: Number of laboratory specimens handled by the Central Lab is an indicator of performance and volume of work for the Laboratory program
Quality: Assessments completed is an indicator of appropriate skills and training of Lab staff

Legal / Contractual Obligation

Federal and state mandates in addition to the Bureau of Primary Health Care 330 Grant require maintenance of health records, including medical, dental, and pharmacy, as well as the provision of laboratory services. The electronic health record (EHR) and practice management contractual obligations are per the contractual agreement with the Health Department and OCHIN. The laboratory program is accredited by the Joint Commission.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$2,805,867	\$2,368,627	\$2,129,092	\$2,423,730
Contractual Services	\$20,400	\$44,200	\$8,000	\$49,000
Materials & Supplies	\$57,764	\$184,849	\$45,760	\$191,803
Internal Services	\$823,675	\$636,786	\$746,344	\$697,548
Capital Outlay	\$0	\$200,000	\$0	\$200,000
Total GF/non-GF	\$3,707,706	\$3,434,462	\$2,929,196	\$3,562,081
Program Total:	\$7,142,168		\$6,491,277	
Program FTE	22.05	20.55	17.12	20.38

Program Revenues				
Intergovernmental	\$0	\$270,362	\$0	\$269,904
Other / Miscellaneous	\$2,050,000	\$0	\$1,847,800	\$0
Beginning Working Capital	\$450,000	\$0	\$450,000	\$0
Service Charges	\$910,000	\$3,164,100	\$631,396	\$3,292,177
Total Revenue	\$3,410,000	\$3,434,462	\$2,929,196	\$3,562,081

Explanation of Revenues

This program generates \$606,436 in indirect revenues.

Revenue generated from laboratory services are included in the medical visit revenue posted to the health clinics and is used to offset the cost of services not collected from uninsured and underinsured clients. A small amount of general fund is utilized to support HIM services.

\$ 3,292,117 - Revenue Lab

\$ 2,297,800 - Medicaid Quality and Incentive Revenue

\$ 631,396 - FQHC Medicaid Wraparound

\$ 269,904 - Federal Primary Care 330

Significant Program Changes

Last Year this program was: FY 2021: 40032 Lab and Medical Records

The Central Laboratory has provided considerable support to primary care, public health and corrections health on the implementation of multiple COVID-19 and influenza rapid point-of-care tests including procurement of supplies, training, validation, CLIA license maintenance and reporting.