



Program #40032 - FQHC-Lab and Medical Records FY 2024 Adopted

Department: Health Department **Program Contact:** Matthew Hoffman
Program Offer Type: Existing **Program Offer Stage:** Adopted

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. 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 Description

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. Over 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 15% of our patients have no insurance, and 95% of our clients live below 200% of the Federal Poverty Guideline. 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 13,000 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	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of records requests completed	12644	13,000	13,000	13,000
Outcome	Lab proficiency/competency assessments completed	95	95	95	95

Performance Measures Descriptions

Output: Number of records requests completed is an indicator of work performance of Medical Records program; Quality: Proficiency and Competency assessments completed are 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.

All costs and revenues generated by this program must also comply with the HRSA FQHC requirements.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$3,635,018	\$0	\$2,347,550
Contractual Services	\$0	\$86,500	\$0	\$54,500
Materials & Supplies	\$0	\$139,818	\$0	\$39,338
Internal Services	\$0	\$1,122,931	\$0	\$986,036
Capital Outlay	\$0	\$150,000	\$0	\$0
Total GF/non-GF	\$0	\$5,134,267	\$0	\$3,427,424
Program Total:	\$5,134,267		\$3,427,424	
Program FTE	0.00	31.60	0.00	18.50

Program Revenues				
Beginning Working Capital	\$0	\$500,000	\$0	\$334,426
Service Charges	\$0	\$4,634,267	\$0	\$3,092,998
Total Revenue	\$0	\$5,134,267	\$0	\$3,427,424

Explanation of Revenues

This program generates \$327,952 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 clients.

Lab

\$ 856,329 - Fee for Services (FFS) - Medicaid - CareOregon

\$ 848,995 - Fee for Services (FFS) - Medicare

Medical Records

\$ 334,426 - Other - Medicaid Quality and Incentives

\$ 1,387,674 - FQHC Medicaid Wraparound

Significant Program Changes

Last Year this program was: FY 2023: 40032 FQHC-Lab and Medical Records

Beginning in FY 2024, Central Lab operations will be discontinued (this does not impact sterilization, records mgt, or HIPAA). This change will bring Quest Diagnostics directly into the primary care clinic laboratories. Quest will be installing their own computers with their own laboratory information system (LIS) and will provide phlebotomists for venipuncture and specimen processing. Current Medical Laboratory Technicians will bring greater support for the medical assistants and nurses by continuing their expertise in quality control, quality assurance, quality improvement and training staff on point of care testing.