



United Family Medicine

A COMMUNITY CLINIC

Stronger every day

2014 Community Report:
A year in review

A stronger community, a brighter future

We are pleased to present our 2014 Community Report. At United Family Medicine, we believe that healthy communities are built on the availability of high-quality, patient-centered primary care services for everyone, from newborns to seniors. In recognition of our efforts to provide the highest quality care, United Family Medicine was named a “National Quality Leader” in 2014. You can read more about this federal designation on page five.

As we culminate the first quarter of 2015, United Family Medicine marks its eighth decade of serving patients of all income levels, including the medically uninsured, underinsured and underserved residents in and around Saint Paul, Minnesota.

While this is a time of great change and uncertainty in the health care industry, one constant is our commitment to keeping patients at the center of every decision we make here at United Family Medicine.

We cannot accomplish the work we do without partners and friends like you. Thank you for your unwavering commitment and support.

Brian A. Nasi

Growth, positive change and community impact

2015 marks the 50th Anniversary of the Community Health Center Program. From their beginnings 50 years ago as part of the War on Poverty until today, Community Health Centers have played a unique role in America's health care system. They provide access to quality health care for everyone in the communities they serve, regardless of patients' ability to pay. I am pleased and impressed with our comprehensive care delivery model that takes into account the entire health and well-being of our patients. Our providers and staff go beyond the typical office visit, making sure they know how patients are doing mentally, physically, emotionally, and with regard to daily obligations and responsibilities. In the past year we have seen a lot of growth, positive change and community impact. Here are just a few highlights.

- We formed a three-year pilot partnership with Hamline | William Mitchell Law School's Student Law Clinic to provide legal counseling for our patients one day a week, right here at United Family Medicine.
- A partnership with Open Cities Health Center and the Minnesota Department of Health gives our patients the opportunity to participate in a program offering support groups, exercise and weight control plans, and dedicated meetings with a lifestyle coach.
- Our Medical Home program now reaches nearly 200 patients suffering from uncontrolled diabetes and other chronic conditions, providing individualized care plans and dedicated patient advocates. Turn to page six for full details.
- Our Dental practice has nearly doubled in the last year, thanks to Dr. Pham and her team. In addition to serving 3,000 patients in the past year, the United Family Medicine Dental team added school partnerships to provide oral health education and direct service to 160 students in the Saint Paul Public School system. To learn more about our program, jump to page eight.

As you can see we have been very busy and have accomplished a lot in the last year. We look forward to working alongside you and our community in the next year as we go from strength to strength, building on our foundation of excellent health care for all.



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BRIAN NASI
Chief Executive Officer



VALERIE JENSEN
Board Chair

Our providers and staff go beyond the typical office visit, making sure they know how patients are doing mentally, physically, emotionally, and with regard to daily obligations and responsibilities. — VALERIE JENSEN, BOARD CHAIR

Strengthening our capacity to serve

This past year had no shortage of challenges, as it was filled with never-ending turbulence in Health Care. This turned our attention to managing rapid change in our daily work as we continued our focus on patient care.

We saw an increase in patients at United Family Medicine, both in our medical and dental clinics.

We were excited to see our Behavioral Health Support program grow stronger when Beth Spooner-Falde, CNP, and Ramesh Sairam, MD, came on board, providing additional mental health care to our patients. The Patient Advocate service brought more staff with multilingual skills to our clinic, which in turn helped us win grant support to expand our Medical Home program, where we coordinate care for our most complex and challenging patients.

We worked closely with our residents on developing their Community Care projects. A result of this joint cooperation was the launch of CenteringPregnancy,[®] which you can read about on page 10. We were delighted when two of our recent graduates, Dr. Joel Giffin and Dr. Micah Johnson, joined our provider team in support of the clinic and residency.

We are also pleased to have United Family Medicine acknowledged for substantial clinical care quality improvement outcomes by several health plans and the federal government.

We have worked hard to achieve stable financial management for United Family Medicine. We greatly appreciate our Community Board and administrative team for their support and guidance.

We greeted this year with optimism and look forward to continuing to teach and serve those around us.

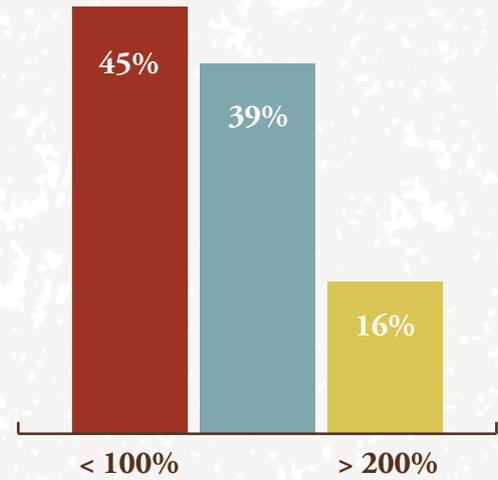
David K. Bucher, MD



DAVID BUCHER, MD
 Chief Medical Officer

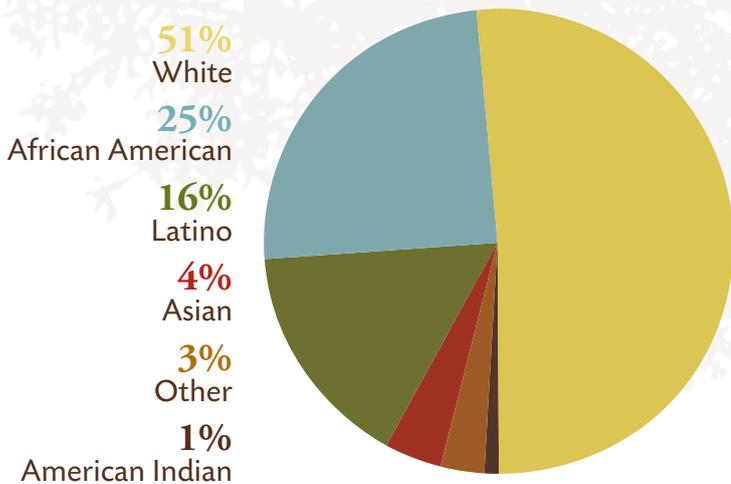
97% of our patients say they would recommend us to their peers

PATIENTS BY POVERTY LEVEL

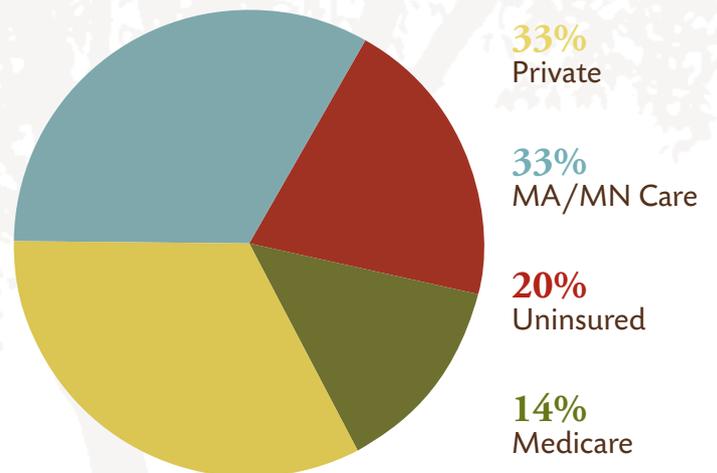


In 2014, we served **15,000** medical patients through **57,000** patient visits

PATIENTS BY RACE AND ETHNICITY



PATIENT INSURANCE STATUS



We are honored

UNITED FAMILY MEDICINE RECEIVES NATIONAL RECOGNITION

Through improved patient education and workflow processes, and a focus on consistency of care and outcomes, our quality initiatives place the highest quality of care first and foremost. We are pleased to share with you the national recognition garnered by our organization's efforts.



MEHERET BAHATA
Patient Advocate

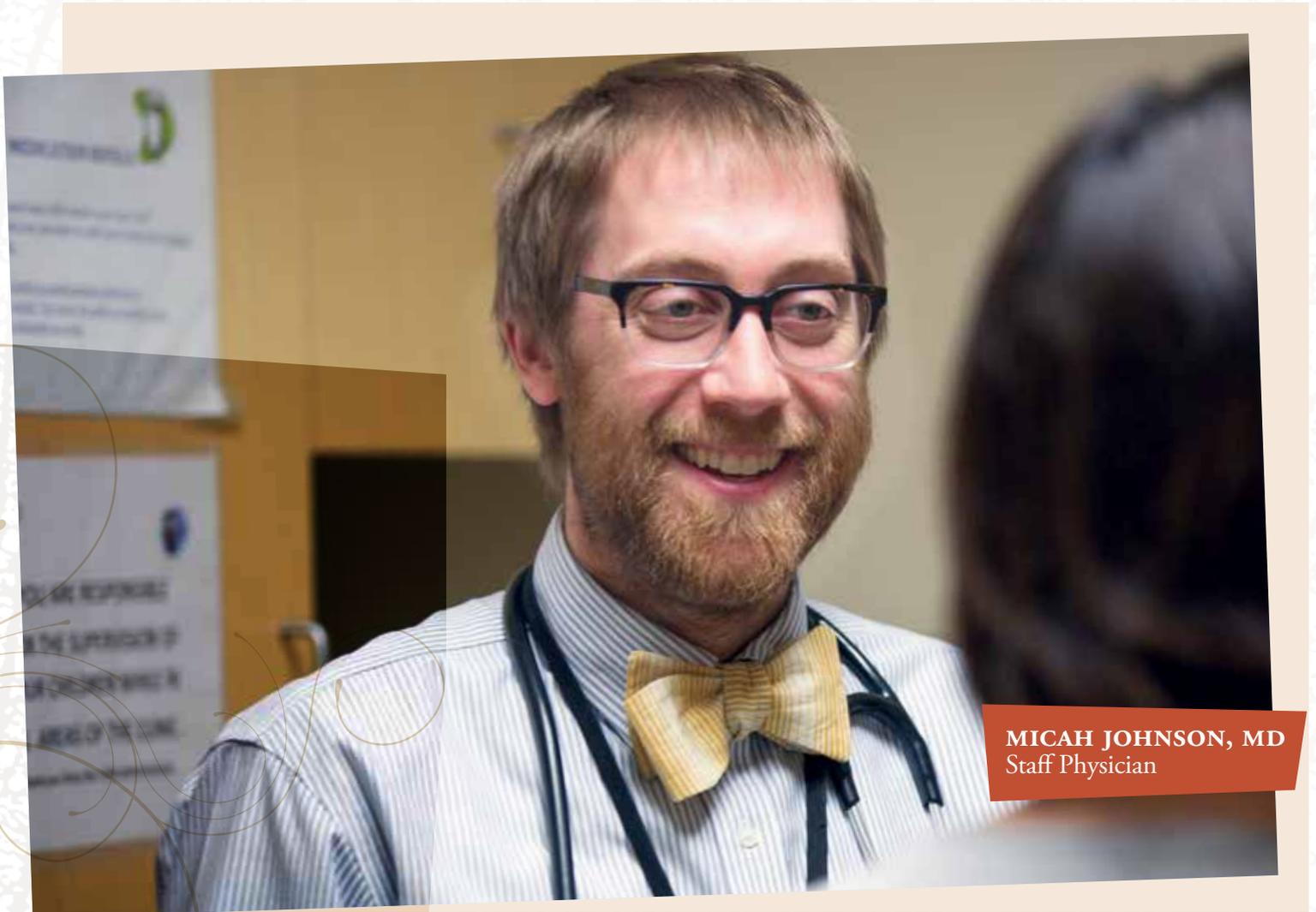
NATIONAL QUALITY LEADER

In fall 2014, United Family Medicine was designated a National Quality Leader by the U.S. Department of Health and Human Services. This award is presented to clinics exceeding national benchmarks for chronic disease management, preventive care, and perinatal/prenatal care, demonstrating the critical role that health centers play in promoting higher quality health care nationwide. "This funding rewards health centers that have a proven track record in clinical quality improvement ... it allows them to expand and improve their systems and infrastructure to bring the highest quality primary care services to the communities they serve," said HHS Secretary Sylvia Burwell. United Family Medicine was among a select few of the more than 1,100 Federally Qualified Health Centers nationwide to receive this honor, with a grant of \$116,512.

We are grateful and honored to be selected as a National Quality Leader, and I am extremely proud of our providers and staff who not only ensure the highest quality of care, but accompany it with deep compassion and dedication to each of our patients every single day. — **BRIAN NASI, CEO**

PARTNERING TO PREVENT CANCER

Fall 2014 saw United Family Medicine receive an American Cancer Society/NFL "Crucial Catch" grant, enabling us to expand free breast cancer screenings in our community. United Family Medicine also used a portion of the funding to host a general wellness day for the community that featured complimentary healthy food options, yoga, Zumba, and chair massages. Participants received a free cookbook on how to prepare a healthy meal on \$4.00 a day.



MICAH JOHNSON, MD
Staff Physician

Coordinated and personalized care

MEDICAL HOME

In 2011, United Family Medicine became a state-certified Medical Home provider. We recognized that the Minnesota Medical Home approach to primary care clearly modeled our philosophy that medical providers and care teams uniquely guide individual patients, regardless of the complexity of their health conditions. Since then, we have seen the program grow from 53 participants to its current level of nearly 200 patients. Medical Home at United Family Medicine offers coordinated

The Medical Home program has grown 342% since 2011.

care and individualized health care plans that are customized by the care team to fit the patient's needs. As part of our program, we work with our patients to develop awareness of health education resources and prevention strategies. The benefits of this program for our patients and the community are illustrated by the following stories.



CONNIE YOUSO, LPN
Medical Home Coordinator

A 55-year-old woman with uncontrolled diabetes saw her A1c drop from 10.6 to 7.3, seven months after signing up for Medical Home. The A1c test reflects an individual's average blood sugar level over two to three months; a lower level signifies better control of blood sugar. The patient credits the Medical Home program for encouraging success in reducing her A1c as well as her significant weight loss. Because of the individualized care she is receiving, she is now following up with off-site referrals, whereas in the past she frequently neglected those follow-up appointments.

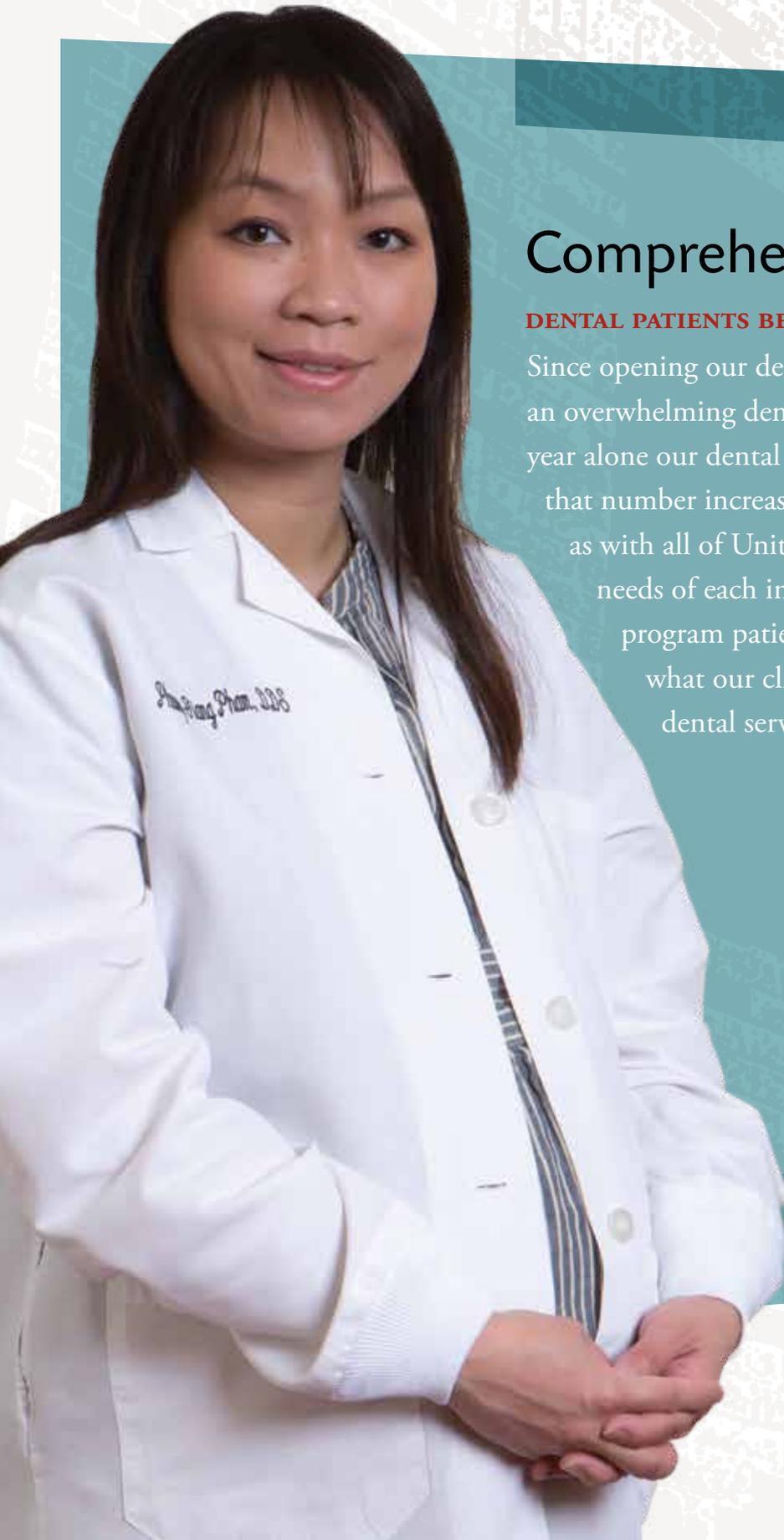
A young man in his 30s has diabetes, a mental health personality disorder, and chronic and severe pain.

Given his conditions, this person has made frequent emergency room visits and was hospitalized three times within six months. He enrolled in United Family Medicine's Medical Home program shortly after it began. Now a health care coordinator follows up with the young man via telephone, sees him at clinic visits, and coordinates with a mental health resource group for home visits. This has helped him to more effectively manage his medication, and in the subsequent six-month period following enrollment, the young man has lost weight and his A1c, while not yet in complete control, has significantly improved.



SUE INOUE, MD
Staff Physician

JOY GRAY
Graduate Medical
Education Administrator



Comprehensive oral health

DENTAL PATIENTS BENEFIT FROM FULL SCOPE OF SERVICES

Since opening our dental clinic in January 2013, we have experienced an overwhelming demand for oral health care. In fact, in the first year alone our dental staff tracked over 1,700 patient visits. Last year that number increased to nearly 3,000 visits. In our dental practice, as with all of United Family Medicine, we focus on the unique needs of each individual. As a result, feedback from our dental program patients has been both positive and gratifying. Read what our clients are saying about United Family Medicine's dental services on the next page.

"I am thrilled about the great response to our dental clinic. Dental care is a critical part of helping to ensure better health from head to toe."

— DR. PHUONG-GIANG PHAM, DDS
Lead Dentist

“I am especially grateful for the interpreting services your dental clinic offers – my husband and I were able to get dentures and *understand* the treatment options and treatment we were receiving. Dr. Pham and the staff were so helpful in explaining the process and were very sensitive to my concerns. Also, thanks to the sliding scale, we were able to afford the treatment we needed.” – D.P.

“I was able to obtain health insurance with the help of your advocates and am now covered for my dental needs. Dr. Pham and the staff were very detailed in their treatment planning and they had a great chairside manner. I now have all my dental needs taken care of and will definitely come here for all of my future appointments.” – R.M.



LINCY PAUL, DDS
Dentist



JAMIE TAVERNIER
Lead Dental Assistant



ANDY PHAM
Dental Hygienist

“I came in for my dental exam with no dental insurance. I needed numerous teeth pulled and found no oral surgeons who offered a sliding scale. Dr. Pham agreed to do my difficult extractions here, with your sliding scale, and under local anesthesia to save me the cost. If your clinic did not offer this, I would not be able to afford the treatment I needed. The staff was great, and once I do obtain dental insurance, I want to stay at United Family Medicine Dental Clinic.” – F.F.



LISA PHIFER, MD
Staff Physician

"I had a difficult pregnancy that was handled with care and compassion. I liked the way my doctor responded to my questions and the amount of time I got to spend with my doctors."



DYLAN BINDMAN, MD
Resident Physician

An innovative model of prenatal care

CENTERINGPREGNANCY®

Beginning in 2014, we successfully implemented a new program, that garnered excellent results and participation. Called CenteringPregnancy, it is a unique way to bring women from the exam room into a group setting for prenatal checkups, community building with other pregnant women, and providing education surrounding pregnancy, childbirth and parenting.

CenteringPregnancy offers an alternative model of prenatal care particularly well suited to members of our community. It also gives physicians tools to provide patient-centered care at both United Family Medicine sites and at Face to Face, a medical clinic for high-risk teens that provides prenatal services, and is part of the residency community experience.

When we asked patients what they thought of the program, one patient said, "I'm so glad I don't have to wait in the waiting room any more. I just come to the clinic and go straight to my appointment." In a recent patient survey, a patient reported, "I had a difficult pregnancy that was handled with care and compassion. I liked the way my doctor responded to my questions and the amount of time I got to spend with my doctors." Another patient reported how happy she was that she'd gotten to spend "so much time with the doctors who will actually be there for my delivery. I've enjoyed the diversity of the groups and all of the good questions that come from the group."



MISSION STATEMENT

The mission of United Family Medicine is to serve and to teach. United Family Medicine is committed to providing access to excellent primary medical care to the entire community, regardless of the ability to pay. We provide and deliver superior service and clinical care of the highest quality to a culturally and economically diverse community. We embrace diversity and impact the overall health of our community.

VISION STATEMENT

Each member of our diverse community will experience enhanced health and have access to a medical home that has removed barriers and respects the uniqueness of every individual.

Our history

Since the 1930s, when Wilder Clinic (our first predecessor organization) offered free and low-cost health care at Miller Hospital, we have continued to care for underserved individuals and families. In 1971 we became Helping Hand Health Center and for several years we served as an Allina clinic. In 2003, our organization incorporated and became an independent 501(c)(3) nonprofit organization. In 2004 we became a Federally Qualified Health Center Look-Alike clinic. In June 2012 we were awarded the status of full FQHC/Community Health Center by the U.S. Department of Health and Human Services.

LOCATED IN THE

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AN EQUAL OPPORTUNITY EMPLOYER