



2017 ANNUAL REPORT

OUR MISSION

**MAKING LIVES BETTER IN SOUTHWEST UTAH BY PROVIDING
ACCESS TO QUALITY HEALTH CARE REGARDLESS OF
FINANCIAL, LANGUAGE, OR CULTURAL BARRIERS.**

Who we are

Family Healthcare is a community health care center with four clinics in Southwest Utah and is committed to the health care of individuals and families of our community regardless of race, creed, or social status. We were established in 2002 with the help and support of the Southwest Utah Public Health Department. We had 1,972 patient visits our first year. In 2017 we had 39,160 patient visits.

In 2009, we opened our second site at Millcreek High School in partnership with the Washington County School District and the Intermountain Healthcare Foundation.

In 2010 Intermountain Healthcare asked us to take over operations of the community clinic in Cedar City. It became our third site and we grew the clinic from a very limited part-time operation, to full time medical, with enhanced dental and behavioral health services.



Our family grew!

- In 2017, we have 81 employees from 67
- 13% growth in unduplicated patients
- 16% growth in Unduplicated encounters
- Of our 13,218 patients 31% —4,038—were new We
- saw a 12% growth in revenue in 2017.
- Our contribution annually to the local economy grew from \$6 million to \$7 million in 2017.

In June 2014, we opened our fourth site, a brand new 3,200 sq ft. school based clinic on the campus of Hurricane Middle School.

We provide safe, comprehensive, and timely health care and follow-up services for all patients regardless of financial or other barriers. Services are provided in a proficient, compassionate, and linguistically and culturally competent manner.

Over half of our patients are 100% of poverty—family of 4 earns less than \$24,060 a year; a single person earns 12,600 annually.

Our providers are highly trained, licensed and certified and have become proficient in many areas of medical care. Our staff is experienced and most are fluent in English and Spanish. All are dedicated to provide comprehensive continuing health care to individuals and families

Mother with her twin girls for well-baby check-up.



skilled and

Dr Page with patient in need of quality health care.

Our PATIENTS

77% patients live in Washington County.
18% live in Iron County
5% in other counties
49% St. George
15% Cedar City
10% Washington
9% Hurricane
3% La Verkin

In 2017, 58% of patients were female and 42% Male.

Age of our patients

30% under 20
58% between 20—60
12% over 60

Ethnicity

54% Caucasian
40% Hispanic
6% other



FAMILY HEALTHCARE SERVICES

We opened dental clinics in January 2016 at St. George and Cedar City. Last year we had 3,729 dental patient visits. Children ages 6 through 9 at moderate to high risk received a sealant on their permanent first molar. The sealant protects the teeth from cavities. Our goal is to educate parents on the necessity of sealants for their children.

In 2017, Fluoride varnish were provided to children ages 6 to 18. Our goal was to provide Fluoride varnish to 50% of our young patients. We succeeded our goal by 20%—to 70% 1,936 young patients received the varnish. Most of our pre-natal patients come to us with needed dental work. Because of their lack of insurance they can have multiple dental problems. Oral health is extremely important for prenatal patients. And their unborn children.



Blake Gutierrez, DDS checking on the oral heal of his patient. In 2017 he was awarded The Learning Center’s dental partner of the year award.



Ninety percent of our prenatal patients are uninsured. Forty-eight percent are Caucasian and 47 percent Hispanic.

Sixty-three percent of all prenatal patients are 100 percent of poverty In 2017, Family Healthcare provided 175 women with prenatal care and our two physicians delivered 85 babies at Dixie Regional Hospital.

We also administered 559 Dtap vaccines to mothers and fathers so that the baby is not subject to the Whooping cough virus when baby goes home.

Some of our high-risk patients need C-Sections which we also perform. We had 28 C-sections last yer

Prenatal care helps decrease risks during pregnancy and increases the chance of a safe and healthy delivery. Regular prenatal visits our doctors monitor the pregnancy and identify any problems or complications before they become serious.

Babies born to mothers who lack prenatal care have triple the chance of being born at a low birth. Newborns with low birth weight are five times more likely to die than those whose mothers received prenatal care.

In 2017 we saw 68% of prenatal patients' first visits in their first trimester. We had only 6 low-weight births.

Quality Health Outcomes

99% of all of our patients who have Asthma were prescribed inhaled corticosteroids or alternative medications.

For patients, eighteen or older, were prescribed a lipid lowering therapy.

90% of all patients at risk for heart attack/stroke were prescribed aspirin or other antithrombotic medications.

88% of patients, 18 or older, who have high cholesterol were prescribed a lipid lowering medication.

72% of Hypertensive patients 18 and older lowered their blood pressure to acceptable levels.

93% of patients age 12 and older and screened positive for depression received a documented plan.



WOMEN'S HEALTH Care

In 2017, we surpassed our goal of women ages twenty-three to sixty-four receiving the screenings. 57% of all of our female patients in this age group received cervical cancer screenings. We surpassed Utah and National health care clinics in seeing more female patients for the cancer screenings. We are able to provide cervical cancer screenings because of a partnership/contract with the Utah Department of Health's Utah Cancer Control Program.



FAMILY HEALTHCARE EARNS NATIONAL RECOGNITION FOR PATIENT-CENTERED CARE

NCQA Patient-Centered Medical Home™ standards emphasize enhanced care through patient-clinician partnership

WASHINGTON, DC—The National Committee for Quality Assurance (NCQA) today announced that **FAMILY HEALTHCARE** of **ST. GEORGE, UTAH**, has received NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence based, patient-centered processes that focus on highly coordinated care and long-term,

participative relationships. They received the highest level 3 for all their sites: St.

George, Cedar City and Hurricane.

NCQA President Margaret E. O'Kane, said. "Recognition shows that **FAMILY HEALTHCARE** has the tools, systems and resources to provide its patients with the right care, at the right time." To earn recognition, which is valid for three years, **FAMILY HEALTHCARE** has demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association. **About NCQA.** NCQA is a private, non-profit organization dedicated to improving health care quality. It recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care.

Family Healthcare Strategic Plan

Serve 10% of target population (21,600 patients) in all five counties. December 2021

- ✚ Expand staffing capacity to serve 10% of target population.
- ✚ Secure clinic space needed to serve 10% of target population.
- ✚ Fully implement the behavioral health

integration model 🚦 Provide pharmacy, optometry and Telehealth services.

🚦 Achieve competitive edge for value-based reimbursement.

FAMILY HEALTHCARE

In 2017, Family Healthcare began offering Medication Assisted Therapy to individuals suffering from Opioid Use Disorder. To support this effort FHC hired two additional behaviorists, a psychiatric APRN, two RN case managers, and have encouraged all providers to receive the DATA Waivered Training and apply for a DEA X-number which allows them to prescribe MAT for patients.

Understanding that opioid use disorder is a chronic condition helps us approach this disease in a compassionate, patient-centered, and supportive manner.

We are actively partnering with our Mental Health Authority (meeting at least weekly), our justice system, Intermountain's Maternal Fetal Medicine group, and other partners in an effort to stretch resources, provide appropriate patient support, and just gain a better understanding of the barriers patients who have this disease encounter.

This is not easy work, but it is critical for the health of our patients and our communities. — Mahana Fisher, M.D., Medical Director



Our Clinics



St George Clinic, 25 N. 100 E. St George



Millcreek Clinic Reception 2408 E Riverside Drive



Hurricane Clinic 391 N 200 W.

St. George Dental Front Desk 25 N 100 East

2017 Family Healthcare Financials

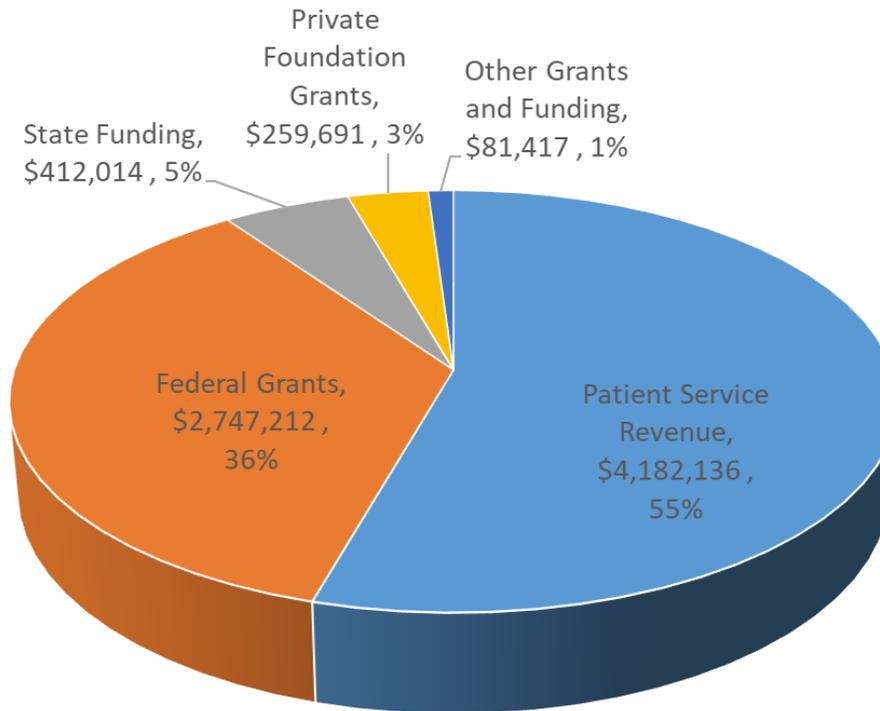


Cedar City Clinic Reception 245 E 680 S

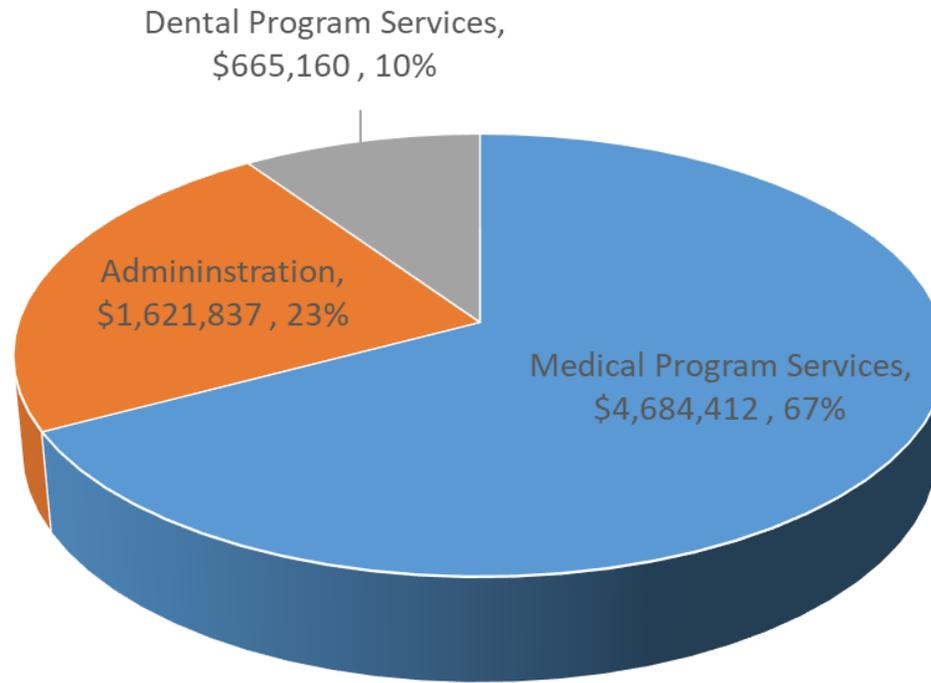


Financials

2017 Revenue of \$7,682,470



2017 Functional Expenses of \$6,971,409



77% of Revenue goes to Programs

