

**Priority:** Basic Needs  
**Program Offer Type:** Existing Operating  
**Related Programs:** 40030, 40031, 40032, 40033, 40034

**Lead Agency:** Health Department  
**Program Contact:** SMITH Wilma J

**Program Characteristics:**

**Executive Summary**

North Portland Health Clinic (NPHC) is located in the heart of St John's. This community consists of a very diverse population, many of whom are below the federal poverty guidelines (FPL), which includes the homeless and the working poor. It provides access to care that links the poor, uninsured and homeless population to culturally competent comprehensive primary health care. NPHC moved to the present location from Columbia Villa and has expanded providers/services, increasing the ability to serve a larger number of patients that were otherwise unable to receive medical care. It was chosen as the first clinic to go live with Electronic Health Records.

**Program Description**

Multnomah County's Primary Care services provide culturally competent comprehensive primary and preventative health services in compliance with the bureau of Primary Health Care regulations (our largest single funder) and JCAHO (a healthcare accrediting organization.) Each clinic's client mix and required mix of comprehensive services is necessary to retain accreditation & compliance with regulatory agencies & funding sources. Clinics are strategically placed within communities that have very large numbers of poor citizens. Clinic offers are packaged with these requirements in mind. 71.3 % of the patients served at NPHC are below 100% of the FPL, and 99.7% are 200% below the FPL. 33% of visits are interpreted at NPHC (5 of the 8 providers speak fluent Spanish, and the others speak limited Spanish. Approximately 50% of the support staff is bilingual, mostly Spanish, and we also use certified medical interpreters who are bilingual and often from the same culture as the clients served). We have added expanded evening hours and earlier morning hours to accommodate patient needs. Services delivered focus on prevention of chronic diseases (e.g. Diabetes) and care for women and kids.

**Program Justification**

NPHC provides care to vulnerable citizens who, without the Health Department, would have little to no access to medical care. Residents with Oregon Health Plan coverage find that many physicians' offices will not treat them, choosing instead to serve only those with commercial insurance coverage. NPHC population includes 69% CareOregon, 25% uninsured, and 5% other. NPHC is a vital safety net for both individuals and families in Multnomah County.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of annual client visits	15,024	16,520	15,670	16,080
Outcome	80% of Diabetics receive community standard of care	43%	60%	83%	90%
Efficiency	Fewer days to next appointment	6	3	4	3
Quality	% of Patients very satisfied with services	73%	65%	73%	70%

**Performance Measure - Description**

Diabetes is a health disparity for poor, uninsured and minorities. Community standard is 2 Hemoglobin blood tests 2 x in 12 mnths. Community standard for patient satisfaction is 65% very satisfied.

## Legal/Contractual Obligation

NPHC complies with the Bureau of Primary Health Care (BPHC) Grant, State Family Planning Agency Grant, JCAHO accreditation requirements, CLIA (laboratory accreditation) requirements and CareOregon contractual obligations.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2006	2006	2007	2007
<b>Program Expenses</b>				
Personnel	\$271,437	\$2,312,417	\$244,944	\$2,599,806
Contracts	\$61,496	\$97,944	\$60,833	\$59,810
Materials & Supplies	\$10,624	\$90,495	\$22,121	\$121,047
Internal Services	\$94,678	\$991,992	\$70,822	\$903,915
Subtotal: Direct Exps:	<b>\$438,235</b>	<b>\$3,492,848</b>	<b>\$398,720</b>	<b>\$3,684,578</b>
Administration	\$0	\$0	\$65,227	\$0
Program Support	\$0	\$0	\$1,235,321	\$895,036
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$1,300,548</b>	<b>\$895,036</b>
Total GF/non-GF:	<b>\$438,235</b>	<b>\$3,492,848</b>	<b>\$1,699,268</b>	<b>\$4,579,614</b>
Program Total:	<b>\$3,931,083</b>		<b>\$6,278,882</b>	
Program FTE	0.00	0.00	3.07	28.33
<b>Program Revenues</b>				
Indirect for dep't Admin	\$169,383	\$0	\$157,257	\$0
Fees, Permits & Charges	\$0	\$115,888	\$0	\$114,894
Intergovernmental	\$0	\$3,376,954	\$0	\$3,569,691
Program Revenue for Admin	\$0	\$0	\$80,038	\$895,036
<b>Total Revenue:</b>	<b>\$169,383</b>	<b>\$3,492,842</b>	<b>\$237,295</b>	<b>\$4,579,621</b>

## Explanation of Revenues

Grant funds, and enhanced Medicaid/Medicare revenue, support this program. County general fund is used as local in-kind funds to obtain and keep the Primary Care grant, and the resulting enhanced Medicaid/Medicare rates.

## Significant Program Changes

### Last year this program was:

In FY05-06 North Portland Health Clinic was chosen as the beta test site to implement electronic medical records, in partnership with Oregon Collaborative Health Information Network (OCHIN). Due to necessary trainings and the need to decrease productivity during the go-live period, there was a slight decrease in revenue. It is anticipated that there will be an increase in the revenue due to the ability to more accurately submitted charges for labs, and other orders.