

**Priority:** Basic Needs

**Lead Agency:** Health Department

**Program Offer Type:** Existing Operating

**Program Contact:** SAUM Robert E

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

Northeast Health Center (NEHC), provides comprehensive primary care and behavioral health services to the diverse, poor, underserved residents in NE Portland. NE Portland is the most racially diverse area of Multnomah County and the clinic was strategically placed to provide culturally competent care to a population that otherwise may not have access to medical care. When community members do not have access to quality health care the results are, increased rates of disease and higher costs to the community as a result of increased Emergency Room visits by individuals who have no other option for health care.

**Program Description**

NEHC provides culturally competent, comprehensive primary care, preventive health and enabling services such as transportation, translation, case management and health education which address the needs of the whole person. 63% Caucasian, 21% African American, 8% Hispanic, 5% Asian and 1% Native American. Approximately 48% of the medical visits require a language interpreter. 24% are uninsured, 74% are at or below 100% Federal Poverty Level (FPL), 97.3% are at or below 200% FPL. Increased use of group visits have enabled our practice to make care more accessible to chronically ill patients and has increased patients' ownership of their illnesses (self management.) Implementation of the Electronic Medical Record has provided significant improvements in patient care, allowing clinicians immediate access to important patient information.

**Program Justification**

NEHC services are specifically designed to prevent people from needing more costly and often less appropriate care. Services are low cost, high quality clinical and community based care that helps vulnerable members of our community maintain their self sufficiency, keeping their conditions from becoming chronic and debilitating. Services are operationally integrated and provide easy one stop service. Insurance eligibility and enrollment, medical, dental, food vouchering and pharmacy services are all available at this site.

**Performance Measures**

| Measure Type | Primary Measure  | Previous Year Actual (FY05-06) | Current Year Purchased (FY06-07) | Current Year Estimate (FY06-07) | Next Year Offer (FY07-08) |
|--------------|--|--------------------------------|----------------------------------|---------------------------------|---------------------------|
| Output       | Number of annual client visits   | 21,171                         | 23,183                           | 19,778                          | 20,823                    |
| Outcome      | Percentage of children who are up to date on immunizations at 35 months of age | 0.0%                           | 0.0%                             | 77.0%                           | 85.0%                     |
| Efficiency   | Number of days for a new patient appointment                                   | 0                              | 0                                | 9                               | 8                         |
| Quality      | % of Patients who would "strongly agree" to recommend clinic to friends/family | 65.0%                          | 70.0%                            | 70.0%                           | 75.0%                     |

**Performance Measure - Description**

 **Measure Changed**

Output: Total number of client visits  
 Outcome: % of children who are immunized by 35 months: Immunizations are vitally important in preventing infectious diseases, many of which can occur in the first year of life.  
 Efficiency: # of days for new patient appointment: Measures effectiveness of timely availability for underserved Multnomah County residents to access health care services.  
 Quality: Client satisfaction survey question which asks if they would recommend this clinic to family/friends.

Changes in measures from last year due to: identified better measure for access to care (previously measured 2nd available appointment) and renewed focus on achieving CDC recommendation for immunization rates (90%) of children at age 35 months.

## Legal/Contractual Obligation

The NEHC complies with the Bureau of Primary Health Care (BPHC) grant, state Family Planning agency grant, Joint Commission Accreditation requirements, CLIA (Laboratory accreditation) requirements and CareOregon contractual obligations. The NEHC contracts with CARES Northwest at Legacy Emanuel Hospital to provide 2 days per week of medical assessment services for children suspected to be victims of child abuse.

## Revenue/Expense Detail

|                           | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|---------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses          | 2007                  | 2007                 | 2008                  | 2008                 |
| Personnel                 | \$0                   | \$3,244,677          | \$4,211               | \$3,271,554          |
| Contracts                 | \$0                   | \$217,825            | \$5,448               | \$219,625            |
| Materials & Supplies      | \$0                   | \$229,208            | \$3,816               | \$166,792            |
| Internal Services         | \$0                   | \$909,358            | \$124,732             | \$958,004            |
| Capital Outlay            | \$0                   | \$19,999             | \$0                   | \$0                  |
| Subtotal: Direct Exps:    | <b>\$0</b>            | <b>\$4,621,067</b>   | <b>\$138,207</b>      | <b>\$4,615,975</b>   |
| Administration            | \$73,817              | \$0                  | \$80,028              | \$0                  |
| Program Support           | \$1,743,480           | \$1,064,776          | \$1,421,339           | \$1,212,405          |
| Subtotal: Other Exps:     | <b>\$1,817,297</b>    | <b>\$1,064,776</b>   | <b>\$1,501,367</b>    | <b>\$1,212,405</b>   |
| Total GF/non-GF:          | <b>\$1,817,297</b>    | <b>\$5,685,843</b>   | <b>\$1,639,574</b>    | <b>\$5,828,380</b>   |
| Program Total:            | <b>\$7,503,140</b>    |                      | <b>\$7,467,954</b>    |                      |
| Program FTE               | 0.00                  | 34.51                | 0.00                  | 34.65                |
| <b>Program Revenues</b>   |                       |                      |                       |                      |
| Indirect for dep't Admin  | \$220,165             | \$0                  | \$244,048             | \$0                  |
| Fees, Permits & Charges   | \$0                   | \$4,621,076          | \$0                   | \$155,640            |
| Intergovernmental         | \$0                   | \$0                  | \$0                   | \$4,401,883          |
| Other / Miscellaneous     | \$0                   | \$0                  | \$0                   | \$58,452             |
| Program Revenue for Admin | \$125,464             | \$1,064,776          | \$0                   | \$1,212,405          |
| <b>Total Revenue:</b>     | <b>\$345,629</b>      | <b>\$5,685,852</b>   | <b>\$244,048</b>      | <b>\$5,828,380</b>   |

## Explanation of Revenues

Supported by Federal BPHC, Family Planning, state and local grants as well as enhanced Medicaid/Medicare revenue. County General fund is used as local in-kind to obtain and keep Primary Care and Family Planning grants and to serve uninsured clients.

## Significant Program Changes

Last year this program was: #40032, Primary Care - Northeast Health Clinic