

Priority: Basic Needs
Program Offer Type: Existing Operating
Related Programs:

Lead Agency: Health Department
Program Contact: THIELE Margaret

Program Characteristics:

Executive Summary

The North Portland Health Center provides access to care that links the poor, uninsured and homeless populations to culturally competent, comprehensive, primary health care.

Program Description

North Portland Health Clinic is accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO), which is a national health care quality review organization. We provide culturally competent primary health care that includes acute and chronic illness care, family planning, prenatal, behavioral health treatment and preventive services (immunizations, well child, and nutrition services). Services also include Medicaid eligibility screening, medical specialty care (endocrinology, rheumatology), obstetrics and gynecology services, ancillary support such as laboratory, pharmacy, interpretation (provided by certified medical interpreters who are bilingual and often from the same culture as the clients served), and case management. The Health Department has a well established infrastructure that ensures provision of high quality physical and behavioral health care, education, intervention, preventive care and information and referral services for underserved populations throughout the County. The services delivered are in adherence with all the over-arching values described by the Basic Living Needs team.

Program Justification

North Portland Health Center 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 68.9% Care Oregon, 0.42 % Medicaid and 4.66% Medicare. NPHC is a vital safety net for both individuals and families in Multnomah County.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Number of annual client visits	14,099	18,000	16,798	18,673
Outcome	% of children who are up to date on immunizations at 35 months of age	66.0%	85.0%	73.0%	90.0%
Efficiency	Number of days for a new patient appointment	8	8	8	7
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	71.0%	81.0%	64.0%	80.0%

Performance Measure - Description

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.

Performance Measures Variance Explanation:

of annual client visits--has been impacted by a provider vacancy
 # of children who are up to date on immunizations--current improvement efforts across Primary Care clinics is underway to improve rate of immunization
 %of Patients who would strongly agree--clinic focus group formed to address specific identified issues.

Legal/Contractual Obligation

North Portland Health Clinic complies with the Bureau of Primary Health Care grant, JCAHO accreditations requirements and Care Oregon contractual obligations.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2009	2009	2010	2010
Personnel	\$450,114	\$2,692,938	\$0	\$2,785,428
Contracts	\$0	\$90,444	\$0	\$122,395
Materials & Supplies	\$3,943	\$134,655	\$0	\$135,040
Internal Services	\$0	\$1,196,819	\$238,063	\$1,077,118
Subtotal: Direct Exps:	\$454,057	\$4,114,856	\$238,063	\$4,119,981
Administration	\$65,569	\$0	\$72,411	\$0
Program Support	\$1,285,937	\$1,103,321	\$1,268,744	\$1,155,324
Subtotal: Other Exps:	\$1,351,506	\$1,103,321	\$1,341,155	\$1,155,324
Total GF/non-GF:	\$1,805,563	\$5,218,177	\$1,579,218	\$5,275,305
Program Total:	\$7,023,740		\$6,854,523	
Program FTE	5.00	26.00	0.00	27.15
Program Revenues				
Indirect for dep't Admin	\$239,214	\$0	\$249,767	\$0
Fees, Permits & Charges	\$0	\$124,238	\$0	\$144,408
Intergovernmental	\$0	\$3,990,618	\$0	\$3,975,573
Program Revenue for Admin	\$0	\$1,103,321	\$0	\$1,272,698
Total Revenue:	\$239,214	\$5,218,177	\$249,767	\$5,392,679

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 patients.

Significant Program Changes

Last year this program was: #40019, North Portland Health Clinic

The performance measures improvements we anticipate are from target outreach in the community, increased productivity and greater attention to patient satisfaction. We do not anticipate an increased wait for most clients as we plan to have more available appointments in each day's schedule. Nor should we see a decline in the quality of services (or poor health outcomes). The budgets focused on maintaining as many services as possible. Our goal is to do this by lowering our per unit costs, by increasing both productivity and the number of people who are covered by Medicaid.