

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.

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 help 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 (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	Number of annual client visits	22,085	21,424	22,150	21,210
Outcome	Percentage of children who are up to date on immunizations at 35 months of age	69.0%	85.0%	75.0%	90.0%
Efficiency	Number of days for a new patient appointment	8	6	9	7
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	65.0%	80.0%	75.0%	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 Measure variance Explanation:
 # of annual client visits--has been impacted by a provider vacancy
 # of children who are up to date on immunizations-- progress towards goal achieved 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

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	2009	2009	2010	2010
Personnel	\$104,129	\$3,358,335	\$0	\$3,162,087
Contracts	\$0	\$141,393	\$0	\$242,984
Materials & Supplies	\$9,787	\$182,531	\$4,777	\$173,529
Internal Services	\$0	\$1,148,914	\$47,827	\$1,151,186
Subtotal: Direct Exps:	\$113,916	\$4,831,173	\$52,604	\$4,729,786
Administration	\$70,967	\$0	\$79,350	\$0
Program Support	\$1,582,563	\$1,288,751	\$1,645,795	\$1,358,408
Subtotal: Other Exps:	\$1,653,530	\$1,288,751	\$1,725,145	\$1,358,408
Total GF/non-GF:	\$1,767,446	\$6,119,924	\$1,777,749	\$6,088,194
Program Total:	\$7,887,370		\$7,865,943	
Program FTE	0.40	33.85	0.00	29.75
Program Revenues				
Indirect for dep't Admin	\$280,856	\$0	\$286,736	\$0
Fees, Permits & Charges	\$0	\$184,276	\$0	\$199,599
Intergovernmental	\$0	\$4,646,897	\$0	\$4,530,187
Program Revenue for Admin	\$0	\$1,288,751	\$0	\$1,497,020
Total Revenue:	\$280,856	\$6,119,924	\$286,736	\$6,226,806

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: #40020, Northeast Health Clinic