

Priority: Basic Needs

Lead Agency: Health Department

Program Offer Type: Existing Operating

Program Contact: MORROW Marcia M

Related Programs:

Program Characteristics:

Executive Summary

The East County Health Center (ECHC) provides comprehensive primary care and behavioral health services to the diverse, poor, underserved residents in East Multnomah County. The clinic serves seasonal migrant workers, pregnant women, infants, children that reside in East Multnomah County who, even if insured, would remain isolated from traditional forms of medical care because of where they live, the language they speak and their higher level of complex healthcare needs.

Program Description

ECHC 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. Services include acute and chronic illness care, family planning, prenatal, behavioral health treatment and preventive services (immunizations, well child, and nutrition services) to Latinos (57%), women (67%), children (46%), uninsured (27%), and 17% are below the Federal Poverty Level (FPL).

Program Justification

ECHC provides services that are low cost, high quality and community based care that helps vulnerable members of the community maintain self sufficiency, keeping their health conditions from becoming chronic and debilitating. Services are operationally integrated to provide easy one stop service including insurance eligibility and enrollment, medical, dental, food vouchering and pharmacy services.

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	29,557	33,480	32,455	39,341
Outcome	Percentage of children who are up to date on immunizations at 35 months of age	69.0%	85.0%	62.0%	90.0%
Efficiency	Number of days for a new patient appointment	11	6	12	7
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	69.0%	78.0%	70.0%	80.0%

Performance Measure - Description

Output: Total number of clients served

Outcome: Percentage 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: Number of days for new patient appointment: Measures effectiveness of timely availability for underserved Multnomah County residents to access healthcare services.

Performance Measure variance Explanation:

of annual client visits--has been impacted by a provider vacancy

of children who are up to date on immunizations-- 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 ECHC 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.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2009	2009	2010	2010
Personnel	\$0	\$4,622,309	\$0	\$5,363,220
Contracts	\$0	\$172,529	\$15,425	\$172,315
Materials & Supplies	\$0	\$228,512	\$0	\$241,632
Internal Services	\$0	\$1,703,163	\$52,227	\$1,841,353
Subtotal: Direct Exps:	\$0	\$6,726,513	\$67,652	\$7,618,520
Administration	\$96,533	\$0	\$129,385	\$0
Program Support	\$1,840,992	\$1,400,507	\$1,864,403	\$1,528,740
Subtotal: Other Exps:	\$1,937,525	\$1,400,507	\$1,993,788	\$1,528,740
Total GF/non-GF:	\$1,937,525	\$8,127,020	\$2,061,440	\$9,147,260
Program Total:	\$10,064,545		\$11,208,700	
Program FTE	0.00	47.50	0.00	54.75
Program Revenues				
Indirect for dep't Admin	\$391,041	\$0	\$461,860	\$0
Fees, Permits & Charges	\$0	\$228,951	\$0	\$256,864
Intergovernmental	\$0	\$6,471,562	\$0	\$7,361,656
Other / Miscellaneous	\$0	\$26,000	\$0	\$0
Program Revenue for Admin	\$0	\$1,400,507	\$0	\$1,874,743
Total Revenue:	\$391,041	\$8,127,020	\$461,860	\$9,493,263

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.

Significant Program Changes

Last year this program was: #40023, East County Health Clinic

Annual client visits are up because of expansion. Adding providers to this high volume, high Medicaid covered population, high need community. More visits will not mean longer wait time for an appointments because more providers have been added. Immunizations as a measure of improved health outcomes will improve because this site is implementing Building Better Care, which re-designed the primary care model, focuses on quality improvement and a provider team organized around patient need. We measure and watch that which we want to affect.