

Lead Agency: Health Department

Program Contact: COCKRELL Deborah S

Program Offer Type: Existing Operating

Related Programs:

Program Characteristics:

Executive Summary

Mid-County Health Center (MCHC) serves clients in the poorest and most culturally diverse area of Multnomah County. MCHC provides vital health services for patients 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. With its Refugee Program and culturally competent staff, MCHC is an important health care safety net for thousands of uninsured members of the community.

Program Description

MCHC 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. Care that addresses their beliefs and culture is more likely to succeed in improving and maintaining their health. MCHC is tightly linked with refugee resettlement agencies (i.e., SOAR, IRCO, Catholic Charities). About 80% of all clients are or were refugees (Russia, Somalia, Sudan, Latin America, Vietnam, etc.). More than 80% of the MCHC staff speak a second language, many were refugees themselves. Sixty-eight percent of clients have incomes at or below 100% of FPL, while 99.1% are at or below 200% of FPL. MCHC services are designed specifically to prevent people from needing more costly and often less appropriate care. The refugee population often receive no preventative care at home, leading to a disproportionately high rate of serious medical conditions (ie. diabetes, hypertension, heart disease, cancer). Most client families have three or more children; some 10 or 11 - often with serious health problems (ie. asthma, diabetes, poor nutrition, no dental care, post-traumatic stress, etc.) which impact their schooling and development. This program helps them with pediatric and pre-natal services as well as referrals. Many children receive their first complete set of vaccines at MCHC.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Number of annual client visits	0	42,015	43,186	47,956
Outcome	Percentage of children who are up to date on immunizations at 35 months of age	0.0%	90.0%	53.0%	90.0%
Efficiency	Number of days for a new patient appointment	0	7	7	7
Quality	% of patients who would "strongly agree" to recommend clinic to friends/family	0.0%	80.0%	46.0%	80.0%

Performance Measure - Description

Performance Measure Variance Explanation: # 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

MCHC 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.

Federally Qualified Health Center (FQHC) designation requires: •Provision of comprehensive primary care and supportive care services. •Services be available to all regardless of ability to pay.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2010	2010	2011	2011
Program Expenses				
Personnel	\$0	\$6,314,659	\$0	\$7,094,942
Contracts	\$0	\$336,357	\$0	\$337,313
Materials & Supplies	\$2,466	\$309,588	\$0	\$375,152
Internal Services	\$59,797	\$1,857,752	\$80,398	\$1,897,478
Total GF/non-GF:	\$62,263	\$8,818,356	\$80,398	\$9,704,885
Program Total:	\$8,880,619		\$9,785,283	
Program FTE	0.00	68.75	0.00	73.20
Program Revenues				
Indirect for dep't Admin	\$539,369	\$0	\$577,105	\$0
Fees, Permits & Charges	\$0	\$228,004	\$0	\$258,488
Intergovernmental	\$0	\$8,669,102	\$0	\$9,446,397
Total Revenue:	\$539,369	\$8,897,106	\$577,105	\$9,704,885

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

✔ Significantly Changed

Last year this program was: #40022, Mid 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 appointments because more providers have been added. Immunizations as a measure of improved health outcomes will improve because this site has fully implemented 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. Adding 2.0 OA2 and 2.0 CMA to reduce demand for on-call to cover vacation/sick leave.