

Lead Agency: Health Department

Program Contact: DAVICH Jodi W

Program Offer Type: Existing Operating

Related Programs:

Program Characteristics:

Executive Summary

The Westside Health Center (WSHC) and its outreach programs are the primary hub for Multnomah County's (MC) homeless, providing comprehensive medical, behavioral and addictions (A&D) case management, access to medications and social services. The WSHC outreach clinic at St. Francis Dining Hall engages and serves the most disenfranchised homeless.

Program Description

WSHC is the anchor of the Health Care for the Homeless Program. Sixty-five percent of Westside Clients are homeless. WSHC serves the County's most medically complex clients, providing significant mental health and addictions care. Many clients have dual diagnoses, such as bipolar/schizophrenia, drug/alcohol abuse and serious medical conditions. Many have hepatitis C, MRSA or diabetes. Westside Health Center plays a key role in stopping the cycle of incarceration by providing healthcare access to over 200 chronically mentally ill clients from corrections. Services are provided in collaboration with community mental health, corrections, drug treatment and shelters to provide access to their neediest homeless clients. Case management includes coordination with housing providers to increase supportive housing units and works to meet the goals of the 10 year plan to End Homelessness. Last year, WSHC and outreach programs helped 1,500 severely mentally ill clients access psychiatric medications, who may otherwise remain untreated on the streets, posing a potentially greater risk to the general population.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Number of client visits	20,042	26,248	10,295	3,450
Outcome	Patients will be screened for depression on an annual basis	73.0%	90.0%	82.0%	90.0%
Efficiency	Number of days for a new patient appointment	5	5	7	7
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	63.0%	70.0%	65.0%	70.0%

Performance Measure - Description

Output: Output: Total number of client visits.

Outcome: Percentage of patients who are screened for depression. This is important in this population due to the high penetration of serious mental illness.

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.

Legal/Contractual Obligation

WSHC complies with the Bureau of Primary Health Care grant, JCAHO accreditations requirements and managed care companies' (e.g. CareOregon, FamilyCare, etc.) contractual obligations. WSHC meets all Federally Qualified Health Center (FQHC) designated requirements, such as; provision of comprehensive primary care and supportive care services; and services be available to all regardless of ability to pay are two examples.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$3,809,951	\$298,298	\$666,725
Contracts	\$0	\$494,032	\$53,419	\$302,940
Materials & Supplies	\$59,496	\$155,345	\$8,299	\$80,219
Internal Services	\$238,075	\$757,095	\$288,873	\$379,122
Total GF/non-GF:	\$297,571	\$5,216,423	\$648,889	\$1,429,006
Program Total:	\$5,513,994		\$2,077,895	
Program FTE	0.00	35.50	0.56	6.42
Program Revenues				
Indirect for dep't Admin	\$311,735	\$0	\$88,631	\$0
Fees, Permits & Charges	\$0	\$69,488	\$0	\$9,680
Intergovernmental	\$0	\$5,146,935	\$347,271	\$1,419,326
Total Revenue:	\$311,735	\$5,216,423	\$435,902	\$1,429,006

Explanation of Revenues

Westside Health Clinic is supported by federal BPHC grant as well as enhanced Medicaid/Medicare fee revenue. County General Fund is used as local in-kind to obtain and keep Primary Care and to serve uninsured patients.

Medical fees: \$690,067

Federal Primary Care Homeless grant: \$1,086,210

County general fund: \$301,618

Significant Program Changes

✔ Significantly Changed

Last year this program was: #40021, Westside Health Clinic

As a result of an expansion of medical capacity in the downtown service area and community partnership with Central City Concern, downtown Westside primary care clients are being offered a transfer to either Central City Concern or other downtown providers. The remaining patients will be offered the opportunity to relocate to the new Southeast primary care clinic in Feb 2013. This program offer is for 7 months of operations with a significantly reduced staffing level.