

**Lead Agency:** Health Department

**Program Contact:** Dawn Shatzel

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

La Clinica de Buena Salud (The Clinic of Good Health), provides comprehensive, culturally appropriate primary care, enabling, and behavioral health services to the uninsured and under-insured residents of the NE Portland Cully Neighborhood. La Clinica was strategically placed, in partnership with the local community, to provide culturally competent care and vital services to a population that otherwise may not have access to medical care.

**Program Description**

La Clinica provides culturally appropriate, 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. Eighty percent are at or below 100% Federal Poverty Level (FLP). La Clinica health and social services team includes: primary, preventive and urgent health care behavioral health services, case management and resource referral. Although La Clinica was initially intended to primarily serve the Latino community, the program has expanded and responded to the area's changing demographics which include culturally-specific services for Somali immigrants and refugees, and Russian speaking families in the Cully neighborhood and beyond. La Clinica is the County's anchor health care program for homeless children and families. This program supports many of the basic living needs priorities. Of those receiving health services, 32% have no insurance. The program initiates consultation and coordination efforts with other providers to build cultural competency among other service providers and lead efforts to solve community problems.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Number of annual client visits	6,781	7,880	6,922	6,863
Outcome	% of children who are up to date on immunizations at 35 months of age	81.0%	85.0%	89.0%	85.0%
Efficiency	Number of days for a new patient appointment	6	6	5	7
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	75.0%	75.0%	76.0%	75.0%

**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.

## Legal/Contractual Obligation

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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2013	2013	2014	2014
Personnel	\$611,692	\$708,918	\$632,504	\$617,472
Contracts	\$0	\$37,674	\$6,611	\$17,048
Materials & Supplies	\$30,312	\$65,321	\$4,748	\$77,748
Internal Services	\$95,583	\$353,060	\$107,065	\$355,318
Total GF/non-GF:	<b>\$737,587</b>	<b>\$1,164,973</b>	<b>\$750,928</b>	<b>\$1,067,586</b>
Program Total:	<b>\$1,902,560</b>		<b>\$1,818,514</b>	
Program FTE	3.60	7.80	4.40	6.80
<b>Program Revenues</b>				
Indirect for dep't Admin	\$72,255	\$0	\$68,460	\$0
Fees, Permits & Charges	\$0	\$68,186	\$0	\$55,877
Intergovernmental	\$698,693	\$1,096,787	\$706,280	\$1,011,709
<b>Total Revenue:</b>	<b>\$770,948</b>	<b>\$1,164,973</b>	<b>\$774,740</b>	<b>\$1,067,586</b>

## Explanation of Revenues

La Clinica de Buena Salud is supported by a Federal BPHC grant, state Family Planning grant, state funds for maternal & child health services through the intergovernmental agreement between Multnomah County as the Local Public Health Authority (LPHA) and the State of Oregon Public Health Services, as well as enhanced Medicaid/Medicare fee 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.

Medical fees: \$1,142,699

Meaningful Use: \$69,200

Federal Primary Care/Homeless grant: \$505,883

State Maternal & Child Health grant: \$26,319

State Family Planning: \$29,765

County general fund: \$44,648

## Significant Program Changes

**Last year this program was:** #40026, La Clinica de Buena Salud

A reduction in personnel costs attributed to savings gained by reducing a fraction of an FTE and focusing on reducing use of on-call personnel to close budget gap caused by increasing salary and benefit costs, increased internal services costs and flat county general fund.