

**Lead Agency:** Health Department

**Program Contact:** Courtney Craigan

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:** In Target

**Executive Summary**

The North Portland Health Center provides comprehensive, culturally appropriate primary care, enabling and behavioral health services to vulnerable residents who are uninsured or under-insured and otherwise may not have access to medical care.

**Program Description**

North Portland Health Center primary care services are designed to be a patient centered medical home. This includes reducing barriers to access, integration of behavioral health services, providing continuity and coordination of services and collaboration with community partners. Culturally competent primary care services are provided and include: treatment of acute and chronic illnesses, behavioral health, family planning, prenatal and preventive services (well child, immunizations). Ancillary support services are operationally integrated and include pharmacy and lab. Enabling services include Medicaid eligibility screening, medical interpretation, transportation, case management and health education. North Portland Health Center serves a population of which 70% are below 100% of the Federal Poverty level. North Portland Health Center plays a significant role in providing safety net medical services to residents in the community.

**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	15,118	17,756	16,382	18,234
Outcome	% of children who are up to date on immunizations at 35 months of age	71.1%	85.0%	81.0%	85.0%
Efficiency	Number of days for a new patient appointment	2	7	1	2
Quality	% of patients who would "strongly agree" to recommend clinic to friends/family	60.0%	75.0%	68.0%	70.0%

**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 Measures Variance Explanation:

# of annual client visits has been negatively impacted by prolonged physician vacancies.

## Legal/Contractual Obligation

North Portland Health Clinic complies with the Bureau of Primary Health Care (BPHC) grant, JCAHO accreditation requirements and CareOregon contractual obligations.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2013	2013	2014	2014
Personnel	\$1,658,079	\$1,514,258	\$1,724,185	\$1,363,707
Contracts	\$0	\$39,721	\$0	\$46,686
Materials & Supplies	\$4,508	\$135,775	\$20,295	\$122,061
Internal Services	\$202,332	\$692,369	\$199,584	\$764,029
Total GF/non-GF:	<b>\$1,864,919</b>	<b>\$2,382,123</b>	<b>\$1,944,064</b>	<b>\$2,296,483</b>
Program Total:	<b>\$4,247,042</b>		<b>\$4,240,547</b>	
Program FTE	20.00	9.40	20.70	7.60
Program Revenues				
Indirect for dep't Admin	\$147,747	\$0	\$147,263	\$0
Fees, Permits & Charges	\$0	\$129,760	\$0	\$123,152
Intergovernmental	\$1,809,040	\$2,252,363	\$1,885,726	\$2,173,331
<b>Total Revenue:</b>	<b>\$1,956,787</b>	<b>\$2,382,123</b>	<b>\$2,032,989</b>	<b>\$2,296,483</b>

## Explanation of Revenues

North Portland Health Clinic is supported by federal BPHC grant, state family planning grant, and state funds for maternal & child health services, all through the intergovernmental agreement between Multnomah County as the Local Public Health Authority (LPHA) and the State of Oregon Public Health Services. North Portland Health Clinic also receives Medicaid/Medicare fee revenue. County General Fund is used as local in-kind match to obtain and keep Primary Care and Family Planning grants and to serve uninsured patients. In addition, the program collects \$4,000 general fund income from property rental.

Medical fees: \$3,213,513  
 Meaningful Use: \$65,000  
 Federal Primary Care grant: \$821,505  
 State Family Planning: \$43,620  
 State Maternal & Child Health: \$38,571  
 County General Fund: \$58,338

## Significant Program Changes

**Last year this program was:** #40019, North Portland Health Clinic

The Nursing Supervisor position was eliminated and the Licensed Community Practical Nurse (LPN) panel manager increased from 0.90 FTE to 1.0 FTE. By increasing the FTE of the LPN, we are able to provide more consistent and continuous care to our patients by ensuring that the LPN is in the office during business hours. The position will be able to address patient and coworker concerns in a timely fashion and not have to follow up the next day.

Because of the smaller size of this clinic, we have eliminated the Nursing Supervisor position and will redistribute this work to the Clinic Manager who is an registered nurse.