

Lead Agency: Health Department

Program Contact: Deborah Cockrell

Program Offer Type: Existing Operating

Related Programs:

Program Characteristics: In Target

Executive Summary

Mid-County Health Center (MCHC) serves clients in one of the poorest and most culturally diverse areas of Multnomah County. MCHC provides vital health services for patients who, even if insured, would remain isolated from 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 and under-insured 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 patients' 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 prenatal 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 (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Number of annual client visits	46,430	45,287	46,705	46,290
Outcome	Percentage of children who are up to date on immunizations at 35 months of age	87.0%	85.0%	82.0%	85.0%
Efficiency	Number of days for a new patient appointment	6	7	2	2
Quality	% of patients who would "strongly agree" to recommend clinic to friends/family	68.0%	75.0%	62.0%	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.

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. MCHC 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 as two examples.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2013	2013	2014	2014
Personnel	\$4,830,423	\$2,797,659	\$5,119,540	\$2,967,113
Contracts	\$250,109	\$337,693	\$0	\$528,417
Materials & Supplies	\$5,867	\$437,622	\$36,991	\$543,030
Internal Services	\$469,722	\$1,565,969	\$558,914	\$1,683,870
Total GF/non-GF:	\$5,556,121	\$5,138,943	\$5,715,445	\$5,722,430
Program Total:	\$10,695,064		\$11,437,875	
Program FTE	55.30	14.90	36.30	32.70
Program Revenues				
Indirect for dep't Admin	\$318,734	\$0	\$366,959	\$0
Intergovernmental	\$5,263,335	\$5,138,943	\$5,628,867	\$5,722,430
Total Revenue:	\$5,582,069	\$5,138,943	\$5,995,826	\$5,722,430

Explanation of Revenues

Mid County Health Clinic is supported by federal BPHC grant, state family planning grant, state funds for maternal & child health services through the inter-governmental agreement between Multnomah County as the Local Public Health Authority (LPHA), county general fund, and medical fees.

Medical fees: \$9,361,532
 Meaningful Use: \$140,000
 State Refugee Screening grant: \$528,938
 Federal Primary Care grant: \$1,116,545
 State Maternal & Child Health grant: \$95,865
 State Family Planning: \$108,417
 County general fund: \$86,578

Significant Program Changes

Last year this program was: #40022, Mid County Health Clinic

A Nurse Practitioner was converted to a Physician's Assistant position. X-ray Tech position was eliminated due to costs of maintaining radiology equipment and the increasing ease in use of digital imaging. A decision was made to contract externally for x-rays, which will require clients to travel to the contractor's site. FY 2014 costs increased because IT charges and personnel costs for COLA, step and merit increases. Mid County Health Center and the Refugee Screening Program serve a diverse patient population. Last year, the clinic provided care for patients speaking over 64 different languages and interpretation costs both telephonic and in person are approaching \$600,000.00 annually.