

**Lead Agency:** Health Department

**Program Contact:** Dawn Shatzel

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:** In Target

**Executive Summary**

Rockwood Community Health Center (RCHC) provides comprehensive primary care, enabling and behavioral health services to the vulnerable and under-served residents in the East County Rockwood community. Rockwood clinic was strategically placed to provide culturally appropriate care to a population that may otherwise not have access to medical care.

**Program Description**

Rockwood Community 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 which 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.

Rockwood Community Health Center plays a significant role in providing safety net medical services to residents in the community. Forty percent of the over 40,000 residents earn less than 200% of the federal poverty level and 20-30% are uninsured. From 2000 to 2007, the number of persons of color in Rockwood increased by 54% (the countywide increase was 27%). Furthermore, 62% of the 7,000 plus Rockwood residents living below 100% of the federal poverty level are persons of color (which is 20% higher than the countywide average) and five of the area's eight census tracts are designated as medically underserved populations in recognition of access issues residents faced.

**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	13,791	4,800	17,090	20,260
Outcome	Percentage of children who are up to date on immunizations at 35 months of age	62.0%	85.0%	65.0%	85.0%
Quality	% "strongly agree" they would recommend this clinic to friends and family	70.0%	75.0%	80.0%	70.0%
Efficiency	Number of days for a new patient appointment	7	7	6	7

**Performance Measure - Description**

 **Measure Changed**

Output: Total number of client visits.

Outcome: Percentage of children who are up to date on immunizations.

Quality: % strongly agree they would recommend this clinic to friends and family.

Efficiency: # of days for new patient appointment: Measures effectiveness of timely availability for under-served Multnomah County residents to access health care services.

Changed performance measure from "number of new clients served" to "number of annual client visits". Now that this clinic is established, using the volume of visits is a better measure of access and capacity than the number new clients. Additionally this aligns with performance measures for other established primary care health sites. The current year purchased (FY 12-13) number "4800" reflects # of new clients and not the # of annual visits. All other numbers for this Output measure are correct for the number of visits.

## Legal/Contractual Obligation

The Rockwood Community Health Center complies with the Bureau of Primary Health Care grant, JCAHO accreditations requirements and managed care companies' (e.g. CareOregon, FamilyCare, etc.) contractual obligations. RCHC 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
Program Expenses	2013	2013	2014	2014
Personnel	\$1,615,247	\$1,511,590	\$1,794,694	\$1,590,250
Contracts	\$0	\$52,452	\$57,971	\$0
Materials & Supplies	\$221	\$213,786	\$26,389	\$166,012
Internal Services	\$194,130	\$588,206	\$173,706	\$813,029
Total GF/non-GF:	<b>\$1,809,598</b>	<b>\$2,366,034</b>	<b>\$2,052,760</b>	<b>\$2,569,291</b>
Program Total:	<b>\$4,175,632</b>		<b>\$4,622,051</b>	
Program FTE	19.70	10.20	21.00	9.20
Program Revenues				
Indirect for dep't Admin	\$146,749	\$0	\$164,758	\$0
Fees, Permits & Charges	\$0	\$140,876	\$0	\$134,617
Intergovernmental	\$1,758,114	\$2,225,158	\$1,991,323	\$2,434,674
<b>Total Revenue:</b>	<b>\$1,904,863</b>	<b>\$2,366,034</b>	<b>\$2,156,081</b>	<b>\$2,569,291</b>

## Explanation of Revenues

Rockwood Community Health Center is supported by 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: \$3,581,981

Federal Primary Care grant: \$863,057

State Maternal & Child Health grant: \$86,017

State Family Planning: \$3,249

County general fund: \$61,437

## Significant Program Changes

**Last year this program was:** #40029, Rockwood Community Health Clinic

The FTE increases in this program offer are due to changes in FTE allocated to the provider team staff.