



Annual Report

2019



Greater Elgin Family Care Center
Your Medical and Dental Home



Our Values:

Caring and Respect

Quality

Excellence

Diversity

Integrity

Responsive and Collaborative

Advocacy

In Calendar Year 2018, we provided quality and affordable care to 50,078 patients through 166,081 visits.

We continue to increase access to quality health care services and work tirelessly to reduce the barriers that keep patients from accessing the care they need.

Who We Serve (Calendar Year 2018 Data)



are
18 years old or
younger



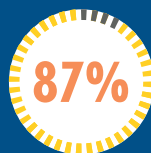
are
a racial
or ethnic minority



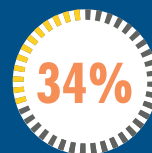
are
best served in a
language other
than English



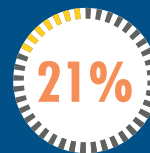
have
annual incomes
below 200%
of the Federal
Poverty Level



have
annual incomes
below 100%
of the Federal
Poverty Level



are
uninsured



are
homeless



are
female



are
insured by Medicaid



"To help me feel more calm regarding my health. They try to help in a way or another in regards to my health. The appointments they give you are close to date and not wait that long."

— Streamwood Community Health Center Patient

"Very helpful informative, compassionate, knowledgeable of available resources for low-income/uninsured. So grateful, cannot express enough how much I feel more at peace/happy."

— Summit Health Center Patient

Mission

To provide quality, affordable health care for all, including those without the ability to pay.

Vision

Greater Elgin Family Care Center is known in the communities it serves for high quality, patient-centered care, delivered by a team of competent and committed staff. GEFCC will grow responsively and responsibly to fulfill unmet health needs, enhance community relationships and maintain financial viability.

A Message from GEFCC's CEO

Dear Friends of Greater Elgin Family Care Center—

Every one of us is concerned that our hard-earned resources are spent wisely . . . on effective and efficient services that address a concrete need in our community, and in a responsible, integrated and compassionate way. This is exactly what Greater Elgin Family Care Center has been delivering to the communities we serve for over 18 years.

Earlier this year, the U.S. Health Resources and Services Administration recognized GEFCC for the 6th year in a row! The impressive array of awards GEFCC has received over the years are a testament to the value we provide to our patients and the community as a whole.

We are especially proud of our Hypertension/Heart Health outcome, which ranks in the top 2% nationally, and our overall clinical outcomes, which place us in the top 10% of all Federally Qualified Health Centers. Our patients receive quality care that enables them to lead healthy and productive lives.

Yet, excellent outcomes as a result of the clinical care provided by our practitioners and staff is only a small portion of the value equation, because there's other elements to the value proposition:

- Cost:** GEFCC's Total Cost per Total Patient is 36% less than the State average, and our medical cost and dental costs are 24% and 21% less respectively. In fact, GEFCC's Management and General expenses are only 12.6% of our total expenditures.
- Patient satisfaction:** Who posts their raw patient satisfaction survey results online, every quarter? GEFCC does – and the results demonstrate that our patients love us!
- Access to care:** GEFCC Health Centers are open 6 days a week, most nights until 7:30 pm, and open as early as 6:00 am, with 24-hour access to a practitioner.
- Services:** GEFCC's Health Centers offer an ever-increasing array of culturally competent, patient-centered and integrated medical, oral health and behavioral health care services, including our more-recent substance use disorder services.
- Care Management:** our Care and Case Managers effectively link critical, and perhaps even life-altering, services with thousands of families and individuals who trust GEFCC with their care.

The value Greater Elgin Family Care Center presents, not only to each of us as taxpayers, but to patients, third-party payers, and key stakeholders is evident.

And of course, none of this would be possible without the dedicated and persistent efforts and contributions by our volunteer Board of Directors and most-valued professionals. I am proud to lead such a committed and compassionate team

We're honored that you've invested in us. And we're humbled to be so trusted by the people and communities we serve. We're pleased with the value GEFCC offers . . . we plan to do even better!

In good health—



Robert M. Tanner
President/CEO

Keeping Mom and Baby Healthy

Making sure that mom is healthy and that baby has a healthy start is our priority. Not only does GEFCC provide excellent prenatal care, we also provide a wide range of supportive services for our patients. In 2018, 802 moms trusted us with delivering their newborns in 5 area hospitals.

When women choose to receive prenatal care at GEFCC, they will be cared for by 1 of our 18 qualified OB/GYN practitioners. Our prenatal services are conveniently located in the following GEFCC Health Centers: Seneca Health Center, Streamwood Community Health Center, McHenry Community Health Center and Creekside Health Center.

In addition to receiving prenatal care that meets the highest standards of quality and safety, our pre-

natal patients have access to onsite laboratory services, onsite WIC services, free childbirth classes, ultrasounds, Non-stress Tests (NSTs), access to the Family Case Management Program, help signing up for health insurance, after-hours care, as well as evening and weekend appointments.

It's important that expectant moms begin their prenatal care as soon as they know they are pregnant. The best health outcomes for mom and baby are achieved when mom begins prenatal care within the first trimester of her pregnancy.

Women's health and prenatal care continue to be priority areas for the communities we serve, and for our organization. In 2019, Dr. Lata Santa Ines and Dr. Janeta Dimante joined GEFCC's wonderful team of OB/GYN providers, enhancing our ca-

capacity to care for pregnant women and deliver their babies. Our OB/GYN team also includes a Post-partum Liaison who works closely with Labor and Delivery staff at our partnering hospitals, and ensures that mom and baby both receive the follow up care they need.

"The fact the staff are very helpful and responsible with the care of my daughter."
— Seneca Health Center Patient

"Dr. Salman K is a very good doctor-friendly, knowledgeable & caring. Online portal is helpful also."
— Lake Health Center Patient



Addressing Substance Use Disorders in Our Communities

Mental health and substance use disorders affect people from all walks of life. For this reason, it's important that our community has access to, and knowledge of, services to treat these disorders. Community Health Centers like Greater Elgin Family Care Center are uniquely well positioned to help address substance use disorder in our communities.

Our Substance Use Disorder (SUD)/Medication Assisted Treatment (MAT) Programs are integrated with our existing primary care and behavioral health care services. This integration facilitates access for patients who are worried about the stigma of seeking addiction services, therefore increasing patient access to these needed services. Additionally, this integration gives our practitioners a comprehensive view of the patient, resulting in an integrated and coordinated approach to meeting our patients' needs.

GEFCC's SUD/MAT Program launched in April of 2019 and is now available in 4 of our Health Centers: Center for Family Health in Sycamore, Summit Health Center in Elgin, Lake

Health Center in Hanover Park and Creekside Health Center in Wheeling.

Our SUD/MAT Program accepts patients that are residents of Cook, DeKalb, DuPage, Kane and McHenry counties, who may be insured by commercial PPO/HMO insurance, any Medicaid managed care plan, Medicare and those un/under-insured. We are dedicated to expanding local, outpatient SUD/MAT treatment accessibility to all, including those without the ability to pay.

GEFCC's SUD/MAT Program offers the following services: medication (Buprenorphine/Suboxone, Naltrexone/Vivitrol, and Naloxone/Narcan) to assist the treatment of opioid use disorders; individual and group therapy;

adult psychiatry; case management; peer recovery support; access to our 340B discount prescription program for eligible patients; and follow up services. These services ensure patients receive wholistic care in alignment with best practice standards. We are committed to help our patients lead healthier lives and achieve the greatest chance of success with their recovery.

*"The provider listens to my needs
an helps me, also the
appointments are really fast."*
—Creekside Health Center Patient





Our Impact in Calendar Year 2018

Our clinical outcomes resulted in GEFCC being recognized as a National Quality Leader, Health Center Quality Leader — Gold Level, Advancing HIT for Quality awardee, and a Clinical Quality Improver for the sixth year in a row!

In 2017, GEFCC was recognized by the Centers for Disease Control with a 5-year recognition as a Million Hearts Hypertension Control Champion.

GEFCC is the 8th largest Community Health Center in Illinois, in terms of number of patients cared for in Calendar Year 2018.

50,078
PATIENTS CARED THROUGH
166,081
VISITS

GEFCC PROVIDED CARE TO RESIDENTS OF
371
DIFFERENT ZIP CODES

Oral Health Care Continues to be a Priority

7,876
PATIENTS RECEIVED DENTAL CARE

1,503
PEDIATRIC PATIENTS RECEIVED DENTAL CARE IN OUR SCHOOL-BASED HEALTH CENTERS

"They get me in when I need to be seen and are very helpful."

— Center for Family Health — DeKalb Patient

Care Integration

1,145
PATIENTS RECEIVED MENTAL HEALTH CARE

4,466
MENTAL HEALTH VISITS PROVIDED

98%
98% OF PATIENTS WERE SCREENED FOR CLINICAL DEPRESSION AND RECEIVED A FOLLOW-UP PLAN

802
babies were delivered

77%

of mothers accessed prenatal in the 1st trimester, compared to the state average of 75%

65%

of women received cervical cancer screening, compared to the state average of 61%

47%

of at-risk patients received colorectal cancer screening, compared to the state average of 39%



GEFCC's 2018 Clinical Outcomes exceeded the Illinois average on 12 of 16 reported Clinical Indicators.

5,277

PATIENTS RECEIVED CARE FOR HYPERTENSION

80%

OF HYPERTENSIVE PATIENTS MAINTAINED HEALTHY BLOOD PRESSURE

PATIENTS RECEIVED CARE FOR DIABETES

4,441

DIABETIC PATIENTS HAD THEIR DIABETES WELL-CONTROLLED

66%

Chronic Disease Management

84%
OF ADULT PATIENTS DIAGNOSED WITH CORONARY ARTERY DISEASE (CAD) WERE PRESCRIBED A LIPID LOWERING THERAPY.

95%
OF ADULT PATIENTS DIAGNOSED WITH ISCHEMIC VASCULAR DISEASE (IVD) USE ASPIRIN OR ANOTHER ANTITHROMBOTIC.

95%
OF ADULT PATIENTS WERE SCREENED FOR TOBACCO USE AND ARE RECEIVING CESSATION INTERVENTION

Nutrition and Wellbeing

91%
OF CHILDREN AND ADOLESCENTS RECEIVED WEIGHT ASSESSMENT AND COUNSELING FOR NUTRITION AND PHYSICAL ACTIVITY

99%
OF PATIENTS RECEIVED BODY MASS INDEX (BMI) SCREENING AND FOLLOW-UP

In FY 2019, The Joint Commission fully renewed GEFCC's accreditation for Ambulatory Care and re-certified GEFCC as a Primary Care Medical Home, recognizing our continued excellence in the provision of quality care!

Expanding to Meet Community Needs

While 2018 saw us through The Big Move in our Elgin Health Centers, 2019 has also seen a fair share of expansion and growth across our organization!

New Administrative Offices at Summit North

Following The Big Move, in August of 2018, our Administrative Offices moved to the remodeled Summit North building (370 Summit Street in Elgin), which previously housed the old Summit Health Center. Summit North is home to our Call Center and the following departments: EPM/EHR, Human Resources, Billing and Accounting and our Community Outreach Department.

Expansion of Behavioral Health Program at McHenry Community Health Center (MCHC)

In July of 2019, we moved our behavioral health rooms to a new area now dedicated to our Behavioral Health Program in our McHenry Community Health Center. As part of our Behavioral Health Program, we offer psychiatry and telepsychiatry for children and adults, as well as individual and group counseling for patients of all ages. We have also successfully provided telepsychiatry services in MCHC since May of 2018. In September of 2019, we further expanded our Behavioral Health Program with the addition of pediatric telepsychiatry. Our wonderful team of practitioners is excited to expand the services we provide to our patients from the McHenry area.

Expansion of Lake Health Center and Provision of Substance Use Disorder Services

The exciting renovation and expansion of Lake Health Center in Hanover Park began in July 2019 and was completed in September 2019. This expansion will allow us to care for more patients at Lake Health Center and to provide Substance Use Disorder Services, including the Medication Assisted Treatment Program, for Opioid Use Disorders. As a result of the expansion, Lake Health Center will have 2 additional exam rooms, a large group therapy room, a larger provider area, a more functional laboratory and better accommodations for support staff.



More to Come in 2020!

Seneca Health Center's Lower Level is home to GEFCC's pediatric services, our Family Case Management Program and the WIC office. Seneca Health Center's Lower Level renovations began in 2018 and included refreshing the look of the Health Center, which has been in service for more than 10 years. The renovations at Seneca Health Center's Lower Level are not completed yet and will continue into 2020.

At Streamwood Community Health Center (SCHC) we provide Pediatrics, Family Medicine and Women's Health Care, including OB/GYN. An expansion is planned for SCHC in early 2020, so stay tuned for that!

SPIRIT of Excellence

SPIRIT of Excellence is GEFCC's employee recognition program. Through this program, GEFCC patients and staff nominate GEFCC employees who have made a positive difference and have demonstrated one or more of GEFCC's organizational values: **Mission, Reputation, Quality, Leadership, Communication and Teamwork.**

Employees nominated by their peers and patients are recognized monthly through GEFCC Employee Connect, our monthly employee newsletter. Employees who receive multiple nominations in a quarter are recognized as Quarterly Top Performers. The annual SPIRIT of Excellence Award winners are then selected from the Quarterly Top Performers.

We are excited to announce the 2018 – 2019 SPIRIT of Excellence Award winners:

Patient Liaison – **Daniela Carrera**, Care Manager, Summit Health Center

Care Partner – **Francis Hernandez**, Medical Assistant, Lake Health Center

Practitioner – **Dr. Salman Khaleeluddin**, Family Medicine Practitioner, Lake Health Center

Organizational Support – **Fabiola Martinez**, EPM & EHR Specialist, Summit North

Below are several examples of nominations received by this year's SPIRIT of Excellence Award winners.

"My visit to the center was awesome. Both me and my daughter were treated like 1st class. Communication was excellent and the doctor was greater. Love being a patient."

"She always makes patients comfortable and feel welcomed. Helps me by communicating well and being able to answer all my questions. When a patient is upset for waiting, she also explains the no show policy. Great teamwork!!"

"He helped a lot, had an upset patient on phone and he was able to speak to the patient regarding her questions even though he was behind on time. Glad he had time to speak to patient and not passing messages around!! Thanks."

"Very nice young woman, she made me feel very comfortable, enough to confidently express my feelings of sickness. I am very happy a person like her is working here. She accompanied me to the receptionist to make my next appointment to get injections for my knees. . . . I appreciate the job she has given me."

Congratulations to our SPIRIT of Excellence Award winners and thank you to the entire GEFCC Team for their hard work and dedication to excellence in health care!





GEFCC's Board of Directors, from left to right, Kasia Zarrow, Paul Bednar, Linda Drawhorn, Craig Dodt, Tanya Balderas, Brian Heimberg, Eira Corral Sepúlveda, Corey Dixon, Jessica Perez, Deborah Everett

GEFCC Board Members

Corey Dixon, *Board Chair*
 Craig Dodt, *Past Board Chair*
 Jose Garcia Lara, *Chair-Elect*
 Linda Drawhorn, *Secretary*
 Brian Heimberg, *Board Treasurer*

Jessica Alvarez
 Tanya Balderas
 Paul Bednar
 Eira Corral Sepúlveda
 Nimra Kahn
 Gisela Lopez-Lauderdale
 Salvador Rodriguez
 Samantha Zuniga

Ex-Officio Members

Azra Behlim
 Deborah Everett
 Robert L. O'Quinn
 Beth Tze
 Kasia Zarrow

Committee Volunteers

Donna Anderson
 Rebeka Berry
 Kurt Bogott
 Bud Heimberg
 Libby Hoeft
 Ed Hunter

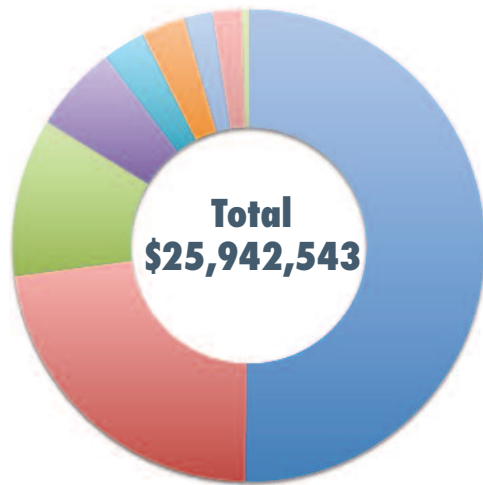
Leadership Team

Robert M. Tanner, *Chief Executive Officer*
 Jason Carey, *Chief Financial Officer*
 Sujith Dhati, *Chief Information Officer*
 V. Guadalupe Fonseca, *Chief Operations Officer*
 Dr. Mark Thompson, *Medical Director*
 Stacy David, *Practice Manager*

*"They are always willing to work with me to
 accommodate my needs."*
 —Center for Family Health — Sycamore

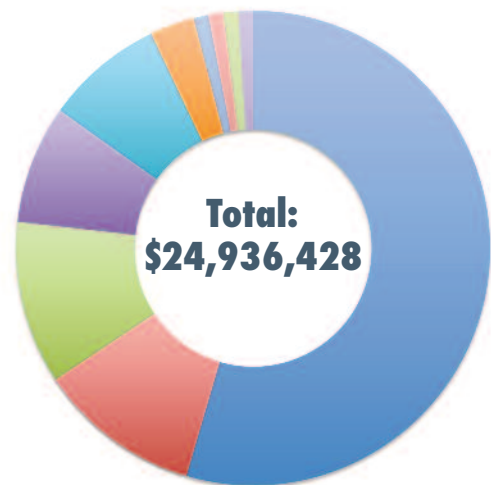
Fiscal Year 2019 Financial Statement

REVENUE



\$7,025,000
Charity Care Provided

EXPENSES



Medicaid	51%	State Grants	2%	Salaries	54%	Depreciation	3%
Federal Grants	23%	Medicare	2%	Benefits/Taxes	11%	Technology Consult & Support	1%
Misc. Income	11%	Local Grants	2%	Professional Services	11%	Outreach & Education	1%
Self Pay	6%	Contributions	1%	Supplies	8%	Repairs & Maintenance	1%
Private Insurance	3%			Rent/Occupancy	8%	Misc. Expenses	1%
						Lab Services	<1%

Thank You to Our Generous Donors

Individuals

Debbie Anderson
Donna Anderson
Rebekah & Chris Berry
Paul and Jean Bednar
Azra Behlim
Keith & Dawn Brill
Linda D. Drawhorn
Jennifer Bueche
Nicholas Demorest
Patricia D. and Craig B. Dodt
Richard Evans
Teresa Faidley
Tim Gifford
Dr. Nirmala Govinda
Brian Heimberg
Bud Heimberg
Wayne Heinmiller & Karen Lavine
Dan Helsdon
Kathy Jaken
Nimra Khan
Miriam A. Lytle
Dianna Manjarrez
Tom Nash
Dr. Cheerag Patel

Nancy & Art Schueneman
Mr. & Mrs. Marc Steinman
Kyle Smith
Gerri Tanner
Robert Tanner
Mark & Sandy Thompson

Corporations / Organizations

1st Presbyterian Church Board of Deacons
Accent Janitorial Services
Altrusa International Elgin IL Foundation, Inc
AMITA Health
Anonymous
Aunt Martha's Health and Wellness
Baird Foundation, Inc.
BSD Corporation
CTI Technology
DeKalb County Community Foundation
East Park Professional Centre
First Detection Systems, Inc.
Gerry and Bill Cowlin Foundation
Grand Victoria Foundation
Illinois Children's Healthcare Foundation
Lundstrom Insurance Agency, Inc.
Medicine Stop of Elgin

Northwest Community Hospital Foundation
Northwestern Mutual
Project Solutions
Schaumburg Bank & Trust Co. N.A.
Shales McNutt Construction
Sharp Architects, Inc.
The Community Foundation for McHenry County
United Way of Metro Chicago
United Way of Greater McHenry County, Inc.
Vizient, Inc.

Federal Government

U.S. Department of Health and Human Services –
Health Resources and Services Administration (HRSA)

State Government

Illinois Department of Human Services
Illinois Department of Public Health

Local Government

Elgin Township
Hanover Township
McHenry County Mental Health Board
Wheeling Township

We are Committed to Your Family's Health

Pediatrics

Well Child Care
Sick Care
Physical Examinations & Immunizations

Adult Medicine

Sick Care
Chronic Disease Management

Women's Health Care

OB & GYN
Free Pregnancy Testing
Newborn Delivery
Nonstress Tests (NSTs)
Ultrasounds

Oral Health

Preventive & Restorative
Clinic- and School-Based

Behavioral Health Care

Individual, Group, and Family Therapy
Psychiatry

Substance Use Disorder Services

Medication Assisted Treatment
Group Therapy and Recovery
Support Specialists
Care Management

Additional Services

Laboratory and Diagnostic Testing
Family Case Management
Care Management
Health Benefits Enrollment
Women, Infants and Children
Program
Flu Shots



Greater Elgin Family Care Center

"The patience, undivided attention to medical needs, and the understanding of situations."
—McHenry Community Health Center Patient

Center for Family Health – DeKalb
2550 N. Annie Glidden Rd., DeKalb, IL 60115
815-363-9900

Center for Family Health – Sycamore
167 E. Plank Rd., Sycamore, IL 60178
815-363-9900

Creekside Health Center
300 McHenry Rd., Wheeling, IL 60090
847-608-1344

GEFCC – Randall Health Center
1435 N. Randall Rd, Ste. 410, Elgin, IL 60123
847-608-1344

GEFCC – Seneca Health Center and Dental Clinic
450 Dundee Ave., Elgin, IL 60120
847-608-1344

GEFCC – Summit Health Center
373 Summit St., Elgin, IL 60120
847-608-1344

GEFCC – Summit North (Administration)
370 Summit St., Elgin, IL 60120
847-608-1344

Lake Health Center
1515 E. Lake St., Ste. 202, Hanover Park, IL 60133
630-313-5300

McHenry Community Health Center
3901 Mercy Dr., McHenry, IL 60050
815-363-9900

Streamwood Community Health Center
135 E. Irving Park Rd., Streamwood, IL 60107
630-313-5300

GEFCC.ORG

Stay Connected!

