



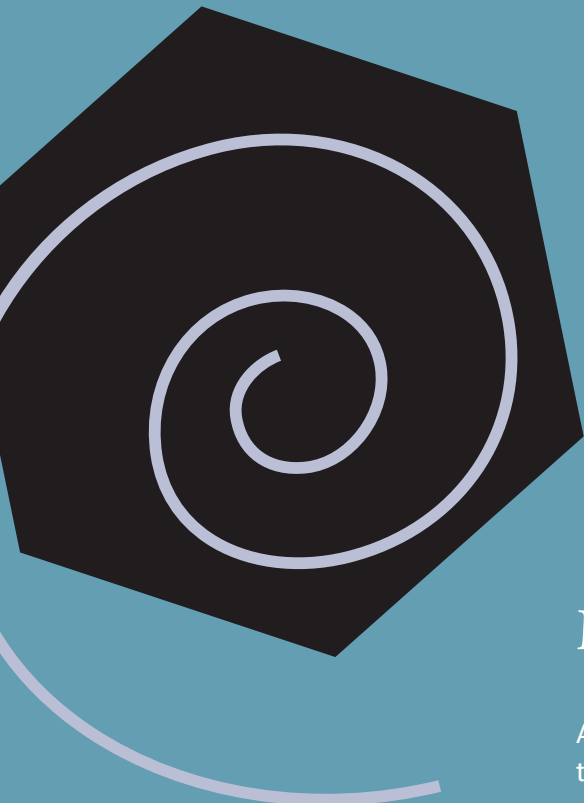
2016 Annual Report



Greater Elgin Family Care Center



(847) 608-1344 | GEFCC.ORG



Message from the CEO

At Greater Elgin Family Care Center, we strive to provide our patients, their families, and the communities we serve high-quality and affordable primary health care.

It sounds simple, but the reality is that external factors such as Medicaid managed care implementation, health system consolidation and regulatory changes are making attainment of our mission increasingly challenging.

Fortunately, the caliber of GEFCC's Board and staff members is exceptional. With clear strategic priorities, a strong infrastructure and skilled staff, aligned and working towards the same goals, GEFCC's past year provides ample evidence of our continued excellence.

Whether it's the number of persons seeking care from GEFCC, the results of our recent surveys, reviews and audits, or our exceptional clinical, operational and financial outcomes, it is clear that patients can and do trust GEFCC practitioners and staff to provide them documentable quality and affordable care.

We remain deeply grateful for your support, efforts and belief in our mission, and we will continue to do our best in pursuit of it.

Sincerely,

ROBERT M. TANNER, *CEO, Greater Elgin Family Care Center*

Bob Tanner



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.



WHO WE SERVE

Our dedicated staff care for patients who come from 5 different counties and over 300 zip codes. Our patients are individuals and families, homemakers, heads of households, single moms, students, mothers of young

children, teenagers and grandparents. They want to keep their families safe and healthy and want to receive the best care possible without having to sacrifice other necessities, like food and shelter.

Patient Statistics

43% are 18 years old or younger

67% are a racial or ethnic minority

98% have annual incomes below 200% of Federal Poverty Level¹

83% have annual incomes below 100% of Federal Poverty Level²

58% are female

33% are uninsured

36% are best served in a language other than English

58% are insured by Medicaid

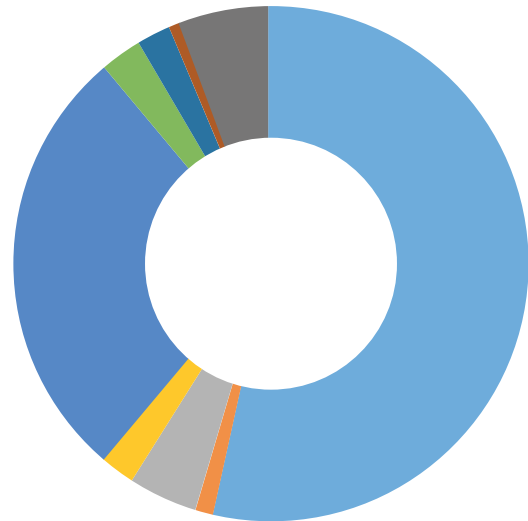
¹An annual income of \$48,600 or less for a family of four.

²An annual income of \$24,300 or less for a family of four.

FINANCIALS

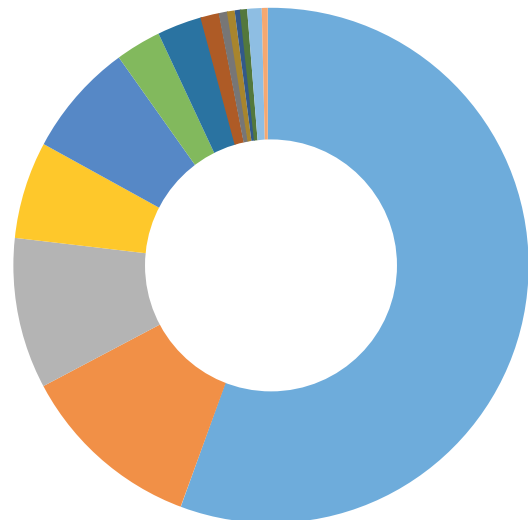
Revenue

Medicaid	53%
Medicare	1%
Self Pay	4%
Private Insurance	2%
Federal Grants	28%
State Grants	3%
Local Grants	2%
Contributions	1%
Misc Income	6%



Expenses

Salaries	56%
Benefits/Taxes	12%
Professional Services	9%
Supplies	6%
Rent/Occupancy	7%
Laboratory Services	3%
Depreciation	3%
Technology Consulting	1%
Outreach & Education	1%
Conferences/Memberships	1%
Liability Insurance	1%
Misc. Expenses	1%
Repairs & Maintenance	2%
Travel	1%



Charity care provided by
GEFCC in Fiscal Year
2015-2016

= \$5,984,000



PATIENT STORIES

"My doctor Bhowmick (Physician) is a wonderful doctor. She listens well and talks to you and explains everything to you in a way you can understand it."

Tom*

Tom, a patient at McHenry Community Health Center, came to the Health Center because he had broken his arm and was uninsured. Our Health Benefits Specialist worked with Tom to submit his Medicaid application, and sent a request to the State to expedite his application due to the seriousness of his medical issue. As a result, his application was processed the next day. Tom had a referral to an orthopedic specialist as an uninsured patient, but because his application was expedited, he was able to see the specialist with insurance and have surgery within the week.

Tom was able to return to his normal life and activities and now has health insurance which will help him take care of any medical needs he has in the future.

Testimonials from Patient Satisfaction Surveys:

When asked to describe how they were best helped at GEFCC, patients responded:

"I like the care and friendliness of the staff. I also like the cleanliness of the facility and the helpful information of your care and health."

"The doctor is very helpful, answers questions and is thorough in explaining and giving information. The nurse and receptionist are also very helpful and courteous."



"They help me with my appointments. Dr. Govinda (Physician) has been the best Dr. She has given me the confidence. I feel good and comfortable - she is the only one that I have let do my paps."

Keven*

During Keven's visit with his Primary Care Provider, Keven showed significant anxiety and shared he was having panic attacks multiple times each day. He believed his anxiety was caused by troubles at work and at home with his wife. To deal with his anxiety, he had been isolating himself - he stayed home and only went out to work. This behavior was not helping his relationship with his wife.

Keven's PCP referred him to our Behavioral Health Integration (BHI) Program and Keven soon began counseling. After less than 3 months of participating in the BHI program, Keven indicated that he was no longer having daily panic attacks and that his anxiety had been reduced significantly. He has been able to venture outside his home with his wife and is now interviewing for a new job.

Alicia*

In all her years, Alicia had never been to the dentist. Her first experience with dental care was at GEFCC's Dental Clinic. She had extensive cavities and required full mouth rehabilitation treatment, including restorations, extractions, crowns and space maintainers. Although uninsured, Alicia and her brother are now both patients of GEFCC's Dental Clinic and are pleased with the wonderful experience they've had and the care they are receiving. Alicia even decided to donate several of her personal books from home to the Clinic's waiting area. She said "I love coming to the dentist and I want to share my books with other children at the Dental Clinic."

* Patient names have been changed to protect anonymity.

"I came in [during] a very difficult moment of my life but I found the light with Olha (Physician Assistant) and Maria (Medical Assistant). I think I can overcome this with you guys. Olha and Maria were my blessing, the best I could have had in a crisis - they gave me peace confidence and wanting to live."

"Everything - the whole clinic in general are wonderful and caring."

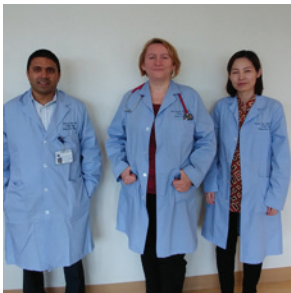
"There is never a wait when I call for appointment and the staff always helps me get an appointment around my schedule."

"Dr. Govinda (Physician) is one of the BEST doctors of Greater Elgin. She takes her time for us (patients) all the information, she provided us and she make sure, she takes care of us. I feel, she treats us like family that's why we respect her so much. God bless you Dr. Govinda."

CLINICAL OUTCOMES AND QUALITY OF CARE RESULT IN NATIONAL RECOGNITION

This year came to a close with many great accomplishments by the dedicated staff of GEFCC. Our outcomes on the Bureau of Primary Health Care's Clinical Indicators were recognized as among the best of all Federally Qualified Health Center in the United States, and the best in Illinois.

The Health Resources and Services Administration (HRSA) recognized GEFCC as a National Quality Leader, Health Center Quality Leader and Clinical Quality Improver. This recognition is a testament to our Board and staff and directly impacts our patients who benefit from the exceptional quality of care we provide.

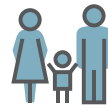


15 years

providing high quality, affordable health care to all.

138,544

visits were provided.



6,913

patients received dental care.



1,679

mental health visits occurred.



40,666

patients received care.



7,117

patients received care for hypertension.

2,249

patients cared at school-based health centers.

5,693

patients received care for diabetes.

1,557

patients seen for dental care at school-based health centers.



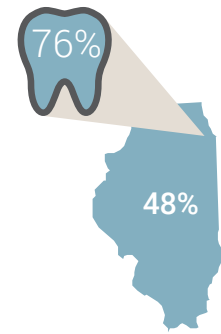
"My respects to the health center. All the times I've come in they have treated me very well."



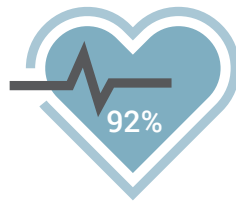
83%

of mothers accessed prenatal care in the 1st trimester compared to the state average of **75.8%**.

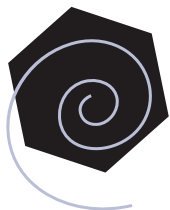
76% of pediatric dental patients receive dental sealants, compared to the State average of **48%**



92% of patients received heart attack/stroke treatment, compared to the State average of **79%**



96% of babies born to GEFCC patients had normal birthweights, compared to the State average of **92%**

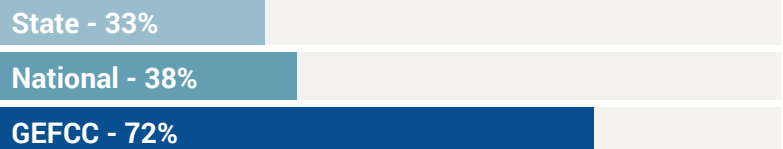


9x
28x 

GEFCC offers **9** health center locations certified as Primary Care Medical Homes by The Joint Commission, and **28** of school based locations, in partnership with School District U46 and District 300



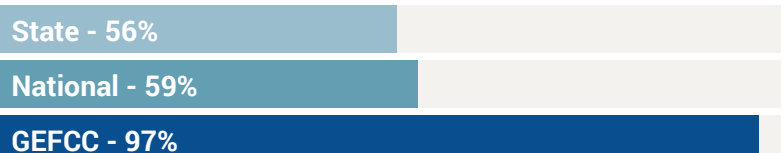
Colorectal Screening



Childhood Immunization



Adult Weight Screening & Follow Up





Continuing to Prioritize Oral Health

It's been less than 6 years since the Institute of Medicine established that oral health is an integral part of overall health, and therefore oral health care is an essential component of comprehensive health care. GEFCC has been at the forefront addressing this need in our community since 2001, when we started providing integrated oral health services in partnership with Elgin Community College.

In September of 2007, through a partnership with School District U-46, GEFCC began offering oral health services, including prophylaxis, oral health exams and sealants, in multiple schools throughout the District. These efforts paved the way for the opening of our Children's Dental Clinic in September, 2008 with the support of Illinois Children's Healthcare Foundation. Through continuous assessment of community needs, GEFCC decided to pursue grant funding to provide oral health services to adults and successfully secured a grant to expand the Dental Clinic, from 4 to 8 operatories, and to provide preventive and restorative dental services to adults.

Earlier this year, GEFCC was again awarded both capital and operational funding from several sources to expand our Dental Clinic a second time – to 11 operatories. Funding was also received to purchase additional portable dental operatories, which are now used in our expanded school-based oral health care program as well.



"The attitude of staff makes me feel like my needs are important to them."

Cervical Cancer Screening Campaign

Over the last 40 years, the cervical cancer death rate in the U.S. has gone down by more than 50%, due to the increased use of Pap tests. However, our work is not complete - each year, 13,000 women are diagnosed with cervical cancer and 4,000 die from the disease. Uninsured women may forego the screening due to the cost, thus increasing their risk of developing cervical cancer if an abnormality is not caught early enough. In addition to the cost being a barrier, many women choose not to get screened because they don't feel comfortable and because they are not experiencing any symptoms.

It's important to educate patients about the importance of getting screened annually, even if they are not having symptoms. Qualifying uninsured patients at GEFCC are able to receive Pap tests via paying of a discounted fee of only \$25. We hope that you will support our efforts to ensure that all our patients get screened for cervical cancer by making a tax-deductible donation at GEFCC.ORG.

S.P.I.R.I.T. of Excellence

S.P.I.R.I.T. of Excellence is the name of GEFCC's employee recognition program. This program started in September 2012 and allows employees and patients to write nominations for a GEFCC employee who made a positive impact on their experience with our organization.

S.P.I.R.I.T. stands for **Mission, Reputation, Quality, Leadership, Communication and Teamwork**. There are 4 categories for the S.P.I.R.I.T. of Excellence program: Patient Liaison, Care Partners, Practitioners and Organizational Support, ensuring that all employees throughout the organization have the opportunity to be recognized by their peers and our patient community.

For the 2015-16 S.P.I.R.I.T. of Excellence year, we received 677 nominations. Since the program started, we have received over 2,000 nominations for employees. The following employees were recognized in June as the 2015-16 S.P.I.R.I.T. of Excellence Winners:

Patient Liaison – **Emmanuel Del Valle** – Receptionist; Summit Health Center.

Care Partner – **Fabiola Martinez** – Medical Assistant; Summit Health Center.

Practitioner – **Dr. Salman Khaleeluddin** – Family Practice Physician; Lake Health Center.

Organizational Support – **Alexis Witkowski** – IPC Program Coordinator; Streamwood Community Health Center.



"I'm very happy this [health center] exists. It is a place for people like me who don't have insurance."

Our Locations

GEFCC - SUMMIT HEALTH CENTER

370 Summit Street
Elgin, IL 60120

GEFCC - SENECA HEALTH CENTER & DENTAL CLINIC

450 Dundee Avenue
Elgin, IL 60120

GEFCC - SLADE HEALTH CENTER

901 Center Street
Elgin, IL 60120

CENTER FOR FAMILY HEALTH - DEKALB

2550 N. Annie Glidden Road
DeKalb, IL 60115

CENTER FOR FAMILY HEALTH – SYCAMORE

167 E. Plank Road
Sycamore, IL 60178

CREEKSIDE HEALTH CENTER

300 McHenry Road
Wheeling, IL 60090

LAKE HEALTH CENTER

1515 E. Lake Street, Suite 202
Hanover Park, IL 60133

MCHENRY COMMUNITY HEALTH CENTER

3901 Mercy Drive
McHenry, IL 60050

RANDALL HEALTH CENTER

1435 N. Randall Road, Suite 410
Elgin, IL 60123

STREAMWOOD COMMUNITY HEALTH CENTER

135 E. Irving Park Road
Streamwood, IL 60107

Board Members

Craig Dodt, *Board Chair*

Corey Dixon, *Board Chair-Elect*

Beth Tze, *Past-Board Chair*

Paul Bednar, *Treasurer*

Linda Drawhorn, *Secretary*

Cara Anya-Anderson

Azra Behlim

Deborah Everett

Chioma George

Brian Heimberg

Nimra Kahn

Joan Kanute

Chin Keomuongchanh

ADDITIONAL BOARD COMMITTEE

VOLUNTEERS:

Donna Anderson

Kurt Bogott

Bud Heimberg

Libby Hoeft

Ed Hunter

Nancy Schueneman



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