



2017 Annual Report



Greater Elgin Family Care Center

Your Medical and Dental Home | GEFCC.ORG

Dear Friends of GEFCC,

It's been another exciting and eventful year at Greater Elgin Family Care Center. Despite persistent industry-wide volatility at both the State and Federal levels, GEFCC continues to grow, achieve outcomes that are among the best in the nation, and receive excellent patient satisfaction scores. While we're excited to provide our quality health care services to a record number of community members every year since we've opened, we're even more pleased with our clinical outcomes – outcomes that put us among the top 10% of Health Centers in the United States, with costs that offer real value to our patients and funders.

We provided care to a record number of patients from 367 zip codes, and our clinical outcomes again exceed the Illinois average; we have also again been nationally recognized as a Health Center Quality Leader and Clinical Quality Improver. GEFCC was also nationally recognized for successfully addressing health disparities in our service area and among our patients!

Caring for so many patients, in a coordinated manner that produces excellent outcomes, is central to our mission. And so is our continued evolution as an organization.

We're engaged in a number of initiatives like never before: managing our patients' health, integrating behavioral, dental and medical care, building more robust partnerships, and sophisticating our internal training, outcome evaluation and communication systems. Our goal is to be more efficient and impactful – on the health of both individuals and families, and even on entire communities.

You, our partners, funders, donors, volunteers, staff members and concerned area residents, have helped make all this possible.

I hope you enjoy reading about how your support and ongoing commitment to GEFCC has helped improve the health of over 45,000 individuals who otherwise may not receive the care they so desperately need.

Thank you for your support!



Robert M. Tanner
President/CEO

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.



“Having providers with a friendly smile [who] have explanations of what everything is. It’s always welcoming to walk into a room with friendly faces.”

—GEFCC Patient

Greater Elgin Family Care Center Your Medical Home



GEFCC Board members, from left to right: Craig Dodt, Corey Dixon, Beth Tze, Linda Drawhorn, Deborah Everett.

GEFCC Board Members

Craig Dodt, Board Chair
Corey Dixon, Board Chair-Elect
Beth Tze, Past Board Chair
Linda Drawhorn, Secretary
Paul Bednar, Board Treasurer
Cara Anya-Anderson
Azra Behlim
Deborah Everett
Chioma George
Brian Heimberg
Nimra Kahn
Joan Kanute

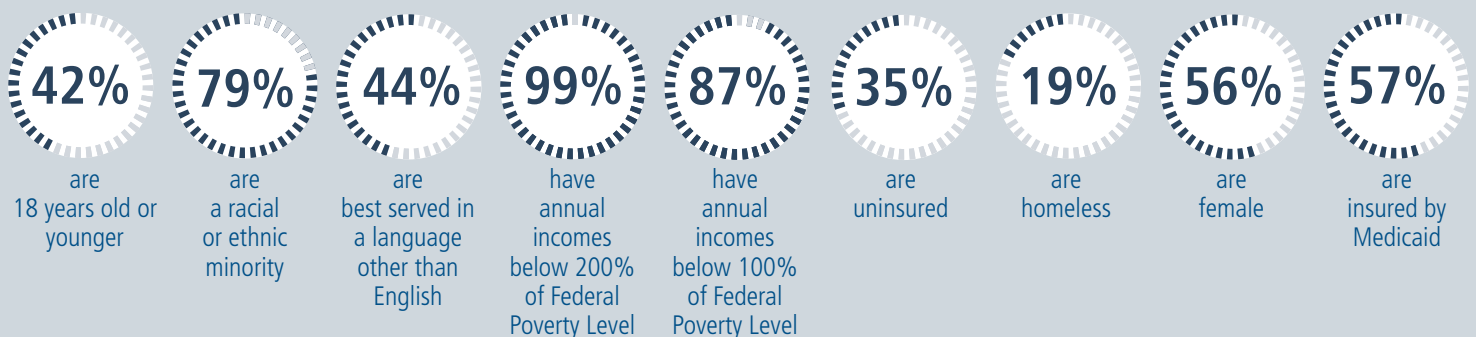
Board Committee Volunteers

Donna Anderson
Kurt Bogott
Bud Heimberg
Libby Hoeft
Ed Hunter
Nancy Schueneman

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*

Who We Serve (Data for 2016)



“Been going here for almost 5 years with my daughter—she is very happy with staff and Dr.”
—GEFCC Patient

1 2

9

3

4

6

7

5

10

8

Center for Family Health – DeKalb
 2550 N. Annie Glidden Road
 DeKalb, IL 60115



1

GEFCC – Slade Health Center
 901 Center Street
 Elgin, IL 60120



6

Center for Family Health – Sycamore
 167 E. Plank Road
 Sycamore, IL 60178



2

GEFCC – Summit Health Center
 370 Summit Street
 Elgin, IL 60120



7

Creekside Health Center
 300 McHenry Road
 Wheeling, IL 60090



3

Lake Health Center
 1515 E. Lake Street,
 Suite 202
 Hanover Park, IL 60138



8

GEFCC – Randall Health Center
 1435 N. Randall Road,
 Suite 410
 Elgin, IL 60123



4

McHenry Community Health Center
 3901 Mercy Drive
 McHenry, IL 60050



9

GEFCC – Seneca Health Center
 450 Dundee Avenue
 Elgin, IL 60120



5

Streamwood Community Health Center
 135 E. Irving Park Road
 Streamwood, IL 60107



10

**“Understanding practitioners
that don’t make me feel
uncomfortable being here.”
—GEFCC Patient**

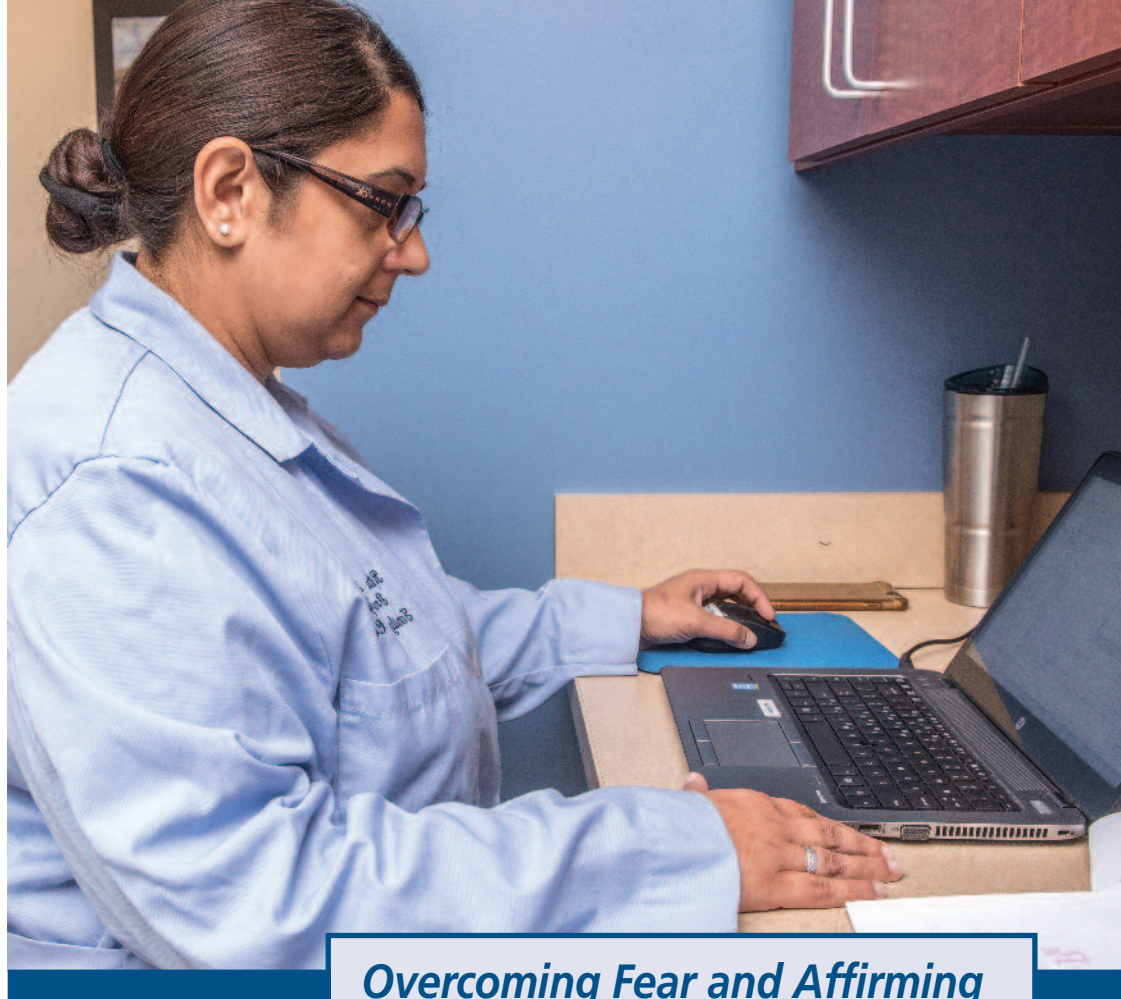
Improving the Mental Health of Our Communities

As a Federally Qualified Health Center, GEFCC is tasked with providing comprehensive health care services to the communities we serve. This includes the provision of behavioral health and psychiatry services. We have successfully integrated behavioral health into our primary care setting, allowing our practitioners to address the whole person. As the medical and behavioral health providers collaborate on cases, they gain more insight into the individual’s concerns and how to best treat them.

We began providing behavioral health services in 2007 and have since sought to secure funding allowing us to expand our services. The road has not been easy however; we have had to cut services in some areas due to lack of funding, and have been able to expand in others. We currently offer our Behavioral Health Integration Program, which includes psychiatric services, in the Elgin and McHenry areas.

As part of the Behavioral Health Integration Program at McHenry Community Health Center, we have two psychiatrists and two behavioral health counselors making up our behavioral health care team. Dr. Ebe Chinweze and Dr. Ritu Talwar offer psychiatry services to patients age 13 years and older. Psychiatric services include psychiatric evaluations, medication education, and medication monitoring. Marc Genson and Melissa Bachelder provide counseling services to patients.

We are pleased to have the capacity and ability to provide these necessary services to residents of McHenry county. Our Behavioral Health Integration Program would not be possible without the support and funding from McHenry County Mental Health Board.



Overcoming Fear and Affirming Self-Worth Through Counseling

Jennifer* is a patient receiving psychiatric care at McHenry Community Health Center. After working with Jennifer for a few months, Dr. Talwar felt that Jennifer would benefit from working with a therapist who was supportive, yet firm in their approach.

During her sessions, Jennifer shared that she suffered from symptoms associated with agoraphobia with panic disorder, a type of anxiety disorder which makes her fear and avoid places or situations that might cause panic, make her feel trapped, helpless, or embarrassed. Jennifer also suffered from major depressive disorder with psychosis. Jennifer shared that she had worked with a therapist before who was helpful but with whom she never felt a connection; she believed lack of connection did not motivate her to change. Jennifer had trouble leaving her home and had significant fears about meeting new people and trying new things. However, she agreed to come into counseling with our behavioral health professional.

After several sessions, which Jennifer never missed, she reported feeling a higher level of confidence and self-worth. She shared with us that as a result of the progress she’d made in our sessions, she was planning a trip to New York City with her sister to visit her father for the first time in ten years. She continues to receive therapy in our Health Center and is working to overcome her debilitating fear and self-doubt, leading her to new adventures and a better quality of life.

**Patient names have been changed to protect anonymity.*



Our Impact in 2016

For the fourth year in a row, GEFCC has been recognized as among the best of all Federally Qualified Health Centers in the United States and Illinois, in terms of our clinical, financial, and operational outcomes.

GEFCC is the 9th largest Community Health Center in Illinois, in terms of number of patients cared for in 2016

45,158

PATIENTS CARED THROUGH

155,208

VISITS

GEFCC PROVIDED CARE TO RESIDENTS OF

367

DIFFERENT ZIP CODES

Oral Health Care Continues to be a Priority

7,755

PATIENTS RECEIVED DENTAL CARE

2,194

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

“They specialize in kids, are bilingual and the waiting area is big and convenient.”

—GEFCC Patient

In Addition to Being a Primary Care Medical Home for our Patients

863

PATIENTS RECEIVED MENTAL HEALTH CARE

2,271

MENTAL HEALTH VISITS PROVIDED

2,800

PATIENTS RECEIVED FAMILY CASE MANAGEMENT SERVICES

920

babies were delivered

92%

of mothers accessed prenatal care in the 1st trimester

97%

of patients were screened for clinical depression and received a follow-up plan

99%

of adult patients were screened for tobacco use and are receiving cessation intervention



GEFCC was recognized as a Health Center Quality Leader and Clinical Quality Improver for our 2016 Clinic Outcomes, which exceeded the Illinois average on 14 of 15 reported Clinical Indicators.

PATIENTS
RECEIVED
CARE FOR
HYPERTENSION

7,903

80%

OF HYPERTENSIVE
PATIENTS
MAINTAINED
HEALTHY BLOOD
PRESSURE

PATIENTS
RECEIVED CARE
FOR DIABETES

6,502

70%

DIABETIC
PATIENTS WELL
CONTROLLED

Preventive Health Screenings

GEFCC Illinois National

COLORECTAL CANCER SCREENING



CERVICAL CANCER SCREENING



Chronic Disease Management

BODY MASS INDEX (BMI) SCREENING AND FOLLOW-UP



WEIGHT ASSESSMENT AND NUTRITION/PHYSICAL ACTIVITY COUNSELING FOR CHILDREN



**“All staff accommodated
to my need to lip read and
communicate effectively.”**
—GEFCC Patient

Expanding Access to Care

Two years ago, GEFCC opened Lake Health Center in Hanover Park, IL and Creekside Health Center in Wheeling, IL, bringing much needed primary care services to both of these communities.

Lake Health Center, under the direction of Dr. Salman Khaleeluddin who is fluent in Hindi, Urdu, and Spanish, has provided care to 3,380 patients since it opened on June 15, 2015. Located inside the Alexian Brothers building at 1515 E. Lake Street in Hanover Park, this Center offers pediatric and family medicine care including physicals, immunizations, chronic disease management and sick care for the entire family.

Creekside Health Center has provided care to 5,316 patients since it opened on August 24th, 2015. Creekside Health Center has a dedicated team of health care practitioners who offer pediatric care, obstetrics and gynecology, and family medicine. Both locations also house a full-service Quest Diagnostics laboratory.

Over the years, we have developed many community partnerships which have allowed us to bring a diverse array of programs and services to our patients at Creekside Health Center. Through our partnership with CEDA of Cook County, we have WIC on site as well as a CEDA representative, giving our patients and the community at large access to their services in a convenient location.

A partnership with Northwest Community Healthcare (NCH) has made it possible for us to provide prenatal and gynecological care to our patients, and for our prenatal patients to deliver their babies at Northwest Community Hospital. Additionally, the NCH Department of Women and Children's Services and our staff annually plan a Christmas Party and toy giveaway for our patients. We hope to continue to strengthen both of these Health Centers and the partnerships we have developed.



Empowering Patients to Make Healthy Changes

Jose* was diagnosed with diabetes at our McHenry Community Health Center. On his first appointment, Jose's blood glucose was around 380 mg/dl. After being diagnosed with diabetes, Jose was in shock – he couldn't believe he had diabetes and he felt hopeless and worried about what this would mean for him.

GEFCC's practitioner told Jose not to despair and that with some changes and dedication he could positively impact his health. Jose was told his diagnosis didn't have to define him and he was encouraged to take actions that would improve his health, like eating healthy, being physically active, not eating after 6pm, and drinking water. Jose was given hope that he could regain his health and not suffer any complications if he worked hard and made changes to his life style. Our practitioner shared that other patients had made the changes and reaped the rewards of better health.

Jose was empowered by GEFCC's advice and reassurance that by changing his life style, he could change the outcome of his diagnosis. Jose began eating healthy, walking 45 minutes each day, and eating dinner before 6pm. He lost 50 pounds and his blood glucose level dropped significantly, to 90-100 mg/dl. Jose feels much better and continues to maintain a healthy diet, healthy weight and healthy physical activity. He hopes more patients learn how important diet and exercise are, and that everyone can do better in these areas.

**Patient names have been changed to protect anonymity.*



“The comprehension, attention, motivation from Dr. Govinda, [and] the medical assistants are very attentive.”
—GEFCC Patient

Partnerships with Health Systems Benefit GEFCC Patients

GEFCC works collaboratively with 6 different health systems/hospitals. These partnerships offer our patients substantial access to diagnostic testing, subspecialty care, patient education classes and, in the case of 4 hospitals, the opportunity to deliver newborns in the hospital.

These collaborations are:

- Advocate Health Care/Advocate Sherman Hospital*
- AMITAHealth/St. Alexius Medical Center*
- Centegra Health System/Centegra Hospital –McHenry*
- Northwest Community Health Care/Northwest Community Hospital*
- Northwestern Medicine/Kishwaukee Hospital
- Presence Health/Presence St. Joseph Hospital

*GEFCC practitioners deliver newborns at this hospital.

Like all collaborations, GEFCC’s partnership with each health system/hospital is different. For example, several offer one of their professionals to serve on GEFCC’s Board of Directors, while with another we have an electronic bidirectional interface.

Given today’s chaotic and ever-changing health care landscape, we are most appreciative that each health system supports GEFCC, our mission and our patients in the way that works best for all concerned!

Family Case Management Helps Moms and Babies Have a Healthy Start

Roxana* is a young mother who enrolled in the Family Case Management Program in early 2017. As part of this program, pregnant women and mothers of children under one year of age are connected with health care and social services to ensure mom has a healthy pregnancy and the baby has a healthy start in life.

Family Case Managers will often visit the homes of program participants like Roxana. During one of those home visits, Roxana completed the EPDS (Edinburgh Postnatal Depression Scale) Questionnaire. Her score on the Questionnaire showed she had symptoms of depression. Roxana’s Family Case Manager linked her to our Behavioral Health Program and Roxana began receiving behavioral health services.

Roxana received an assessment from the Behavioral Health Providers and was diagnosed with bipolar disorder and substance abuse problems. Roxana received the medical care she needed at GEFCC and was referred to partner agencies for her substance abuse problems.

The Behavioral Health Provider, the Family Case Manager and Roxana worked together to ensure that Roxana received the care and services she needed to fulfill her life as a stable mother. Roxana continues to participate in the Family Case Management Program.

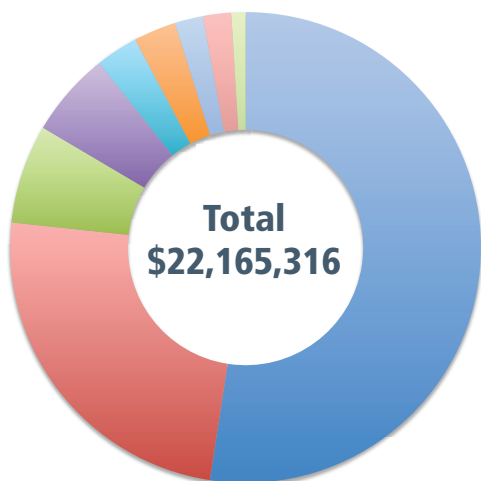
**Patient names have been changed to protect anonymity.*



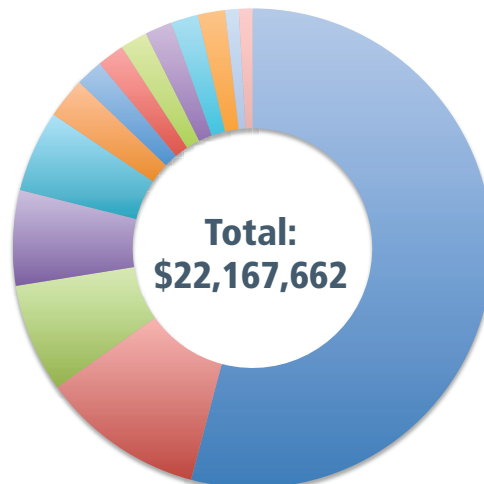
Family Case Management Staff

Financials

REVENUE



EXPENSES



Medicaid	54%	Local Grants	2%
Federal Grants	25%	Private Insurance	2%
Misc. Income	7%	Medicare	2%
Self Pay	6%	Contributions	1%
State Grants	3%		

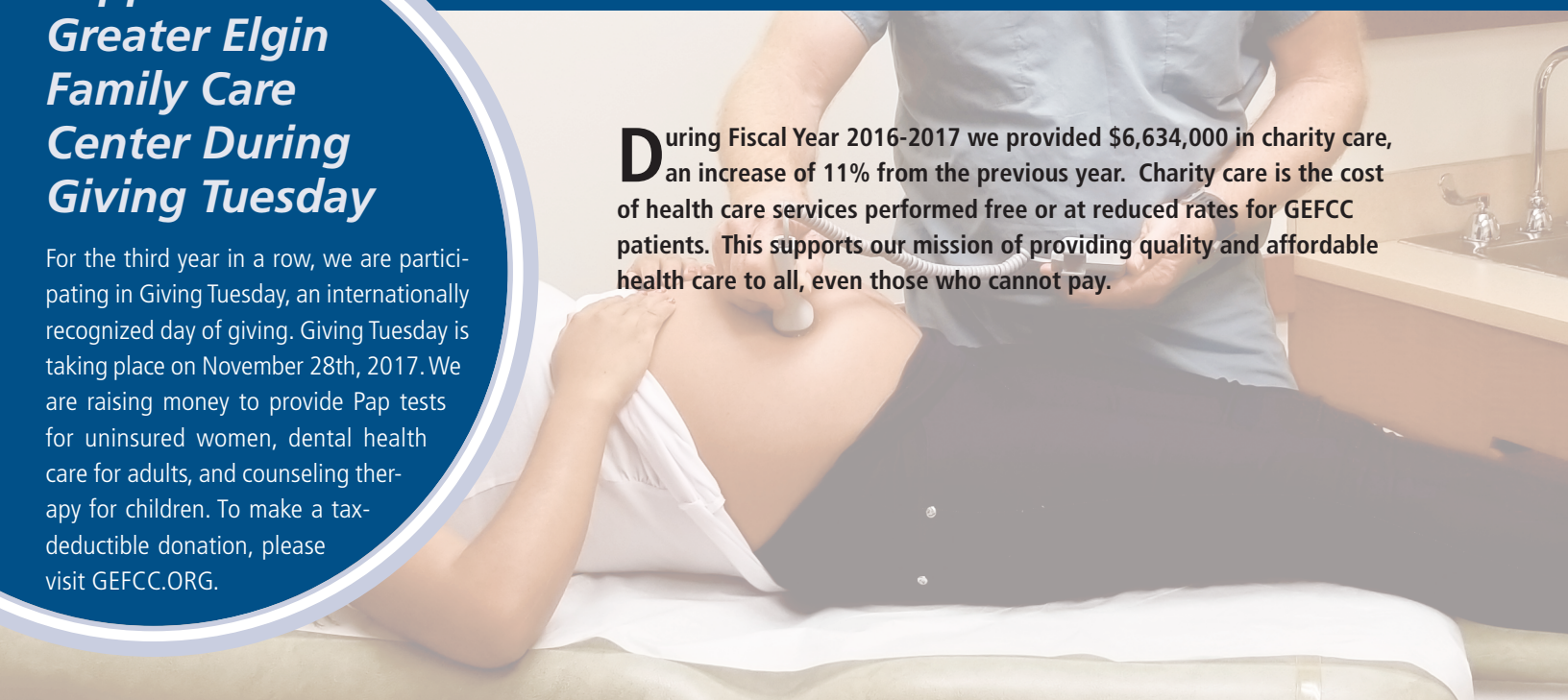
Salaries	59%	Repair & Maintenance	2%
Benefits/Taxes	12%	Travel	1%
Professional Services	8%	Misc. Expenses	1%
Rent/Occupancy	7%	Liability Insurance	1%
Supplies	6%	Conferences & Memberships	1%
Depreciation	3%	Outreach & Education	1%
Laboratory Services	2%	Technology Consulting	1%

Support Greater Elgin Family Care Center During Giving Tuesday

For the third year in a row, we are participating in Giving Tuesday, an internationally recognized day of giving. Giving Tuesday is taking place on November 28th, 2017. We are raising money to provide Pap tests for uninsured women, dental health care for adults, and counseling therapy for children. To make a tax-deductible donation, please visit GEFCC.ORG.

Charity Care Provided – \$6,634,000

During Fiscal Year 2016-2017 we provided \$6,634,000 in charity care, an increase of 11% from the previous year. Charity care is the cost of health care services performed free or at reduced rates for GE FCC patients. This supports our mission of providing quality and affordable health care to all, even those who cannot pay.



**“They are serious about
their patients and they help
you find solutions.”**
—GEFCC Patient

INDIVIDUALS

Donna Anderson
Anonymous (x3)
Paul Bednar
Azra Behlim
Thomas Bober
Dawn Brill
Dennis F. Cardiff
Nicholas Demorest
Craig Dodd
Linda D. Drawhorn
Deborah Jeanne Everett
V. Guadalupe Fonseca
Chioma George
Tim Gifford
Brian L. Heimberg
Daniel L. Helsdon
Elizabeth Hoeft
Joan Kanute
Nimra Khan
Frederick Landwer
Brett Lundstrom
Miriam A. Lytle
Dianna Manjarrez
Aaron Method
Art and Nancy Schueneman
Michael G. Shales
Stanislawa Staniszevska
Mr. and Mrs. Steinman
Kyle Smith
Robert M. Tanner
Dr. Mark Thompson
Beth Tze

FOUNDATIONS

1st Presbyterian Church of Elgin
Advocate Health Care
Altrusa International Elgin IL Foundation
The Auxiliary of Advocate Sherman Hospital
Elgin United Way
Grand Victoria Foundation
United Way of McHenry County
Northwest Community Healthcare

FEDERAL GOVERNMENT

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

STATE GOVERNMENT

Illinois Department of Human Services
Illinois Department of Public Health (Vaccine for Children Program)

LOCAL GOVERNMENT

McHenry County Mental Health Board
Elgin Township

CORPORATIONS

Aunt Martha's Health & Wellness
The Benevity Community Impact Fund
Clean Express
Dunkin Donuts, Dundee Road, Wheeling
G&L Professional Services
Savelli Properties, Inc
Shales McNutt Construction
Sam's Club, Wheeling
Sunstar Americas, Inc.
Target, Wheeling
Anonymous Donor

**Thank You
for Your
Generous
Support**





Greater Elgin Family Care Center

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

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

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

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

GEFCC – Seneca Health Center
450 Dundee Avenue
Elgin, IL 60120
847-608-1344

GEFCC – Slade Health Center
901 Center Street
Elgin, IL 60120
847-608-1344

GEFCC – Summit Health Center
370 Summit Street
Elgin, IL 60120
847-608-1344

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

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

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

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