



Greater Elgin Family Care Center
Your Medical and Dental Home

2018

ANNUAL REPORT



GEFCC.ORG

FROM OUR CEO

Dear friend of Greater Elgin Family Care Center —

We're excited to report on this past fiscal year, a year of several substantial changes, continued pursuit of our mission and expansion of the high-quality, affordable care that GEFCC is known for.

This past year has strengthened our focus on what matters most—our patients.

We again took care of a record number of individuals and their families, receiving multiple prominent national recognitions along the way for the quality of that care and improving their health in meaningful and measurable ways.

And our patients regularly told us that they received comprehensive, compassionate and holistic care in a welcoming environment, often referring their friends and acquaintances to GEFCC as well.

Yet the year was dominated by changes to our Health Centers in Elgin. We expanded dentistry and Ob/Gyn care, consolidated 2 Health Centers into our beautiful new Summit Health Center, and relocated our administrative infrastructure. And our patients tell us they love our Health Centers!

GEFCC's successes, and our ability to strengthen our focus on our patients, is due to the commitment of our employees. They make everything we do possible. The quality of care provided, the achievement of prestigious awards documenting the quality of that care, the renovations that lead to GEFCC's beautiful, state-of-the-art Health Centers, the responsiveness to our patients' needs, and on and on...it's all due to our employees who have invested so much into GEFCC.

We are honored that they believe in our mission and have created an environment that tens of thousands of area residents trust for the health and wellbeing of both them and their family members.

Finally, we are equally honored and enormously grateful to our partners and donors who have helped enable GEFCC's growth and successes.

I invite you to continue with us on our mission to provide quality, affordable care for all, regardless of their ability to pay.

In good health—



Robert M. Tanner
President/CEO

Our Core Values
Mission • Reputation • Quality • Leadership •
Communication • Teamwork



Members of the Executive Committee of GEFCC's Board of Directors, from left to right, Paul Bednar, Craig Dodt, Corey Dixon, Linda Drawhorn.

GEFCC Board Members*

- Corey Dixon, *Board Chair*
- Craig Dodt, *Past Board Chair*
- Paul Bednar, *Chair-Elect*
- Linda Drawhorn, *Secretary*
- Brian Heimberg, *Board Treasurer*

Committee Volunteers*

- Donna Anderson
- Kurt Bogott
- Bud Heimberg
- Libby Hoeft
- Ed Hunter

- Azra Behlim
- Rich Evans
- Deborah Everett
- Chioma George
- Nimra Kahn
- Joan Kanute
- Robert L. O'Quinn
- Salvador Rodriguez
- Beth Tze
- Kasia Zarrow

Leadership Team

- Robert M. Tanner, *Chief Executive Officer*
- Jason Carey, *Chief Financial Officer*
- Sujith Dharti, *Chief Information Officer*
- V. Guadalupe Fonseca, *Chief Operations Officer*
- Dr. Mark Thompson, *Medical Director*

**As of 6/30/2018*

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 responsibly and responsibly to fulfill unmet health needs, enhance community relationships and maintain financial viability.



"My health has gotten better since I have been using the Center. I feel confident in my health situation."

—Streamwood Community Health Center Patient



"Appointments are available around my schedule, everyone is respectful and caring."

—Center for Family Health Patient

Who We Serve (Data for 2017)



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 Federal Poverty Level



have annual incomes below 100% of Federal Poverty Level



are uninsured



are homeless



are female



are insured by Medicaid

GEFCC's Health Care Heroes

Greater Elgin Family Care Center recognizes that our success is largely the result of having an amazing team of passionate and dedicated practitioners and staff who are committed to our mission. Our medical, dental and behavioral health practitioners and clinical staff care deeply about their patient's health and this shows in our excellent clinical outcomes—which GEFCC has been recognized by the Health Resources and Services Administration as a Health Center Quality Leader five years in a row.

While our patients might think our team is only made up of the practitioners, medical assistants, and receptionist who they see every day, the truth is that there are many other behind-the-scenes Health Care Heroes that all play an essential role and contribute to GEFCC's success.

- Our Phone Operators answer about 30,000 calls a month. They are ready to take calls from our patients from 7am to 7pm most days of the week.
- Our team of Health Benefits Specialist helped 4,833 patients enroll in health benefits in calendar year 2017 and were instrumental in ensuring all our patients enjoyed a smooth transition during the implementation of HealthChoice Illinois.
- Our Care Managers are a key part of each patient's Care Team and in calendar year 2017, they processed 23,133 referrals for 19,579 patients.
- Our Billing team process claims for 32,413 patients with 29 different insurance health plans.
- Our Family Case Managers provided support services to 2,927 pregnant women and moms of babies 1 year old or younger.





Our Impact in 2017

Our clinical outcomes resulted in GEFCC being recognized as a Health Center Quality Leader, for the fifth year in a row!

In 2017, GEFCC was also recognized by the Centers for Disease Control as a Million Hearts Hypertension Control Champion.

GEFCC is the 9th largest Community Health Center in Illinois, in terms of number of patients cared for in FY 2018.

47,773

PATIENTS CARED THROUGH

160,146

VISITS

GEFCC PROVIDED CARE TO RESIDENTS OF

357

DIFFERENT ZIP CODES

Oral Health Care Continues to be a Priority

8,565

PATIENTS RECEIVED DENTAL CARE

1,772

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

“The nurse and receptionist were very helpful, Dr. Govinda is very courteous and respectful. She is very knowledgeable and helped with my issues in a timely manner. Great doctor!”
—Summit Health Center Patient

Care Integration

1,213

PATIENTS RECEIVED MENTAL HEALTH CARE

3,464

MENTAL HEALTH VISITS PROVIDED

97%

97% OF PATIENTS WERE SCREENED FOR CLINICAL DEPRESSION AND RECEIVED A FOLLOW-UP PLAN



85%

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

65%

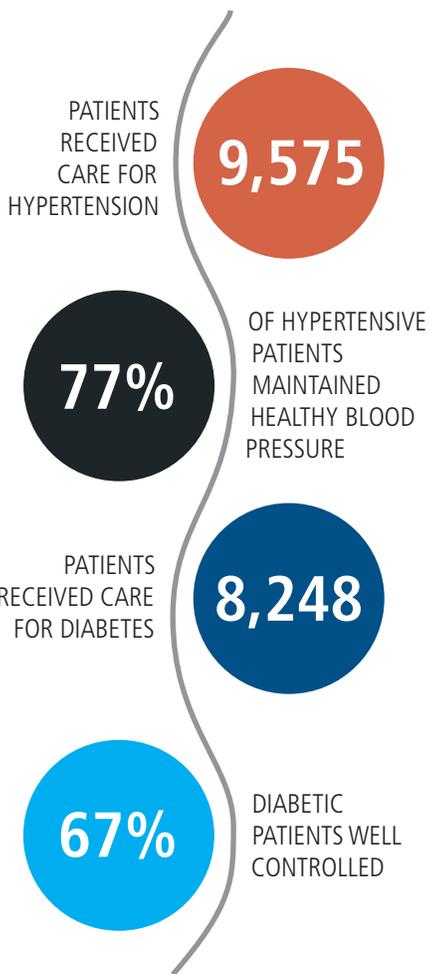
of women received cervical cancer screening compared to the state average of 61%

56%

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



GEFCC's 2017 Clinical Outcomes exceeded the Illinois average on 13 of 16 reported Clinical Indicators.



Chronic Disease Management



OF AT-RISK PATIENTS RECEIVED HEART ATTACK/STROKE TREATMENT



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

Nutrition and Wellbeing



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



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

"It is very helpful because I am able to see the progress and condition of my illness. The doctor and staff are all nice. Dr. Aragona is very professional and explains concerns clearly."
 —Streamwood Community Health Center Patient

A Year of Expansion and Transformation

This year has been a busy year for our Health Centers in Elgin. Not only did we expand Seneca Health Center and Dental Clinic, but we also successfully completed the biggest move in the history of Greater Elgin Family Care Center, which we fondly refer to as *The Big Move*.

The expansion of Seneca Health Center was made possible through grants from the Illinois Children's Healthcare Foundation and the federal Health Resources and Services Administration. This expansion added 3 dental operatories, for a total of 12 in our Dental Clinic, and 10 medical exam rooms in the Upper Level of Seneca Health Center which now houses GEFCC's Obstetrics and Gynecology practice.



Seneca Health Center Provider Area



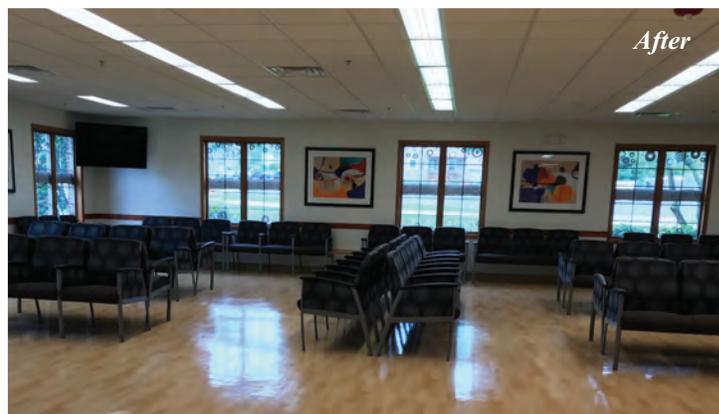
Seneca Health Center Expansion Ribbon Cutting

Shortly after Seneca Health Center was completed, and because of Advocate Sherman's decision to sell the old Sherman Hospital building at 901 Center Street, GEFCC's Leadership Team began planning and searching for a building that could house what used to be Slade Health Center and our administrative departments.

Fortunately, the building at 373 Summit Street, just across from our old Summit Health Center, became vacant and our team was able to secure a lease and begin renovations in February 2018. In May, both Slade Health Center and our old Summit Health Center officially closed their doors and relocated to the new Summit Health Center at 373 Summit Street, which opened its doors on May 21st, 2018. The new Summit Health Center houses



Before



After

Summit Health Center Waiting Room

“Caring people/very friendly. Like that they call to remind me about appt.”

—Summit Health Center Patient

“The timeliness of staff & doctors. I know I won’t have to wait a long time. Also, the cleanliness of the facilities is very nice.”

—Slade Health Center Patient



Summit Health Center Exterior

22 exam rooms, 14 practitioners, 2 behavioral health providers, 1 psychiatrist, a full-service laboratory, and several GEFCO departments. The Grand Opening of GEFCO’s new Summit Health Center concluded Part 1 of The Big Move. Hooray!

After the Grand Opening of new Summit Health Center, Part 2 of The Big Move followed. Part 2 involved completely renovating our old Summit Health Center location so that it could house GEFCO’s administrative departments including Accounting, Billing, Call Center, EHR and EMR, Human Resources and Marketing and Outreach.

The Big Move has created a small GEFCO Campus on the east side of Elgin. Now that GEFCO’s Big Move is officially complete, we look forward to being at our new locations for many years to come.



Summit Health Center Ribbon Cutting and Open House

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

Every month, patients and staff have an opportunity to nominate a GEFCC team member who made a positive impact in their experience at GEFCC and demonstrated one of GEFCC's Core Values: Mission, Reputation, Quality, Leadership, Communication, and Teamwork.

Employees who are nominated are recognized monthly in GEFCC Employee Connect, our internal employee newsletter. Employees can be recognized in 4 categories: Patient Liaison, Care Partner, Practitioners and Organizational Support.

This year the S.P.I.R.I.T. of Excellence program received 400 nominations. Congratulations to this year's winners of the S.P.I.R.I.T. of Excellence Award:



Perla Jacobo, Patient Liaison

"She has been on top of things at reception. Including taking initiative in fixing errors not done by our CFH staff and being very well prepared when a patient is being brought to her. Thank you. It truly does help when we have a receptionist like you at check out."

—Nominator Comments



Fabiola Martinez, Care Partner

"A patient had questions regarding his medicine, I called her for help she came with a marker, wrote on every medication of the patient, there were like 10 of them, with the instructions in Spanish. She reviewed them with him and asked multiple times if patient had any questions and if he did in the future to call or come back and that he could ask for her for any questions. She's always willing to help reception and the patients too."



Vanessa Velasco, Organizational Support

"She is such an awesome boss! She's the best supervisor I ever had. I admire her, and I hope to become a great leader like her. She was such an empathic family case manager and with her team too. I am so happy that she is moving up at GEFCC. I cannot thank her enough for all she has done for me."



Stephanie Williams, Practitioner

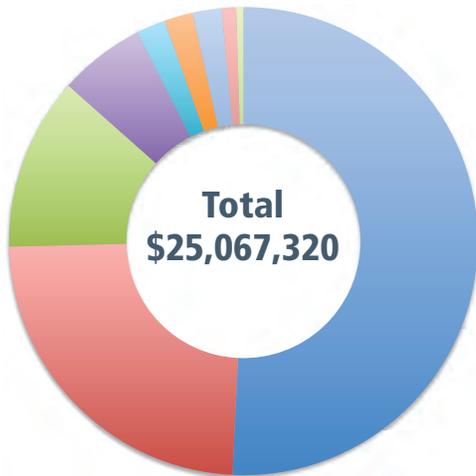
"Patients after seeing her ask to have her as their PCP because they're satisfied with her service. She always lets them feel that their feelings and problems are heard and important."

Fiscal Year 2018 Financial Statement

"Having my dentist and OB appointment on the same day."

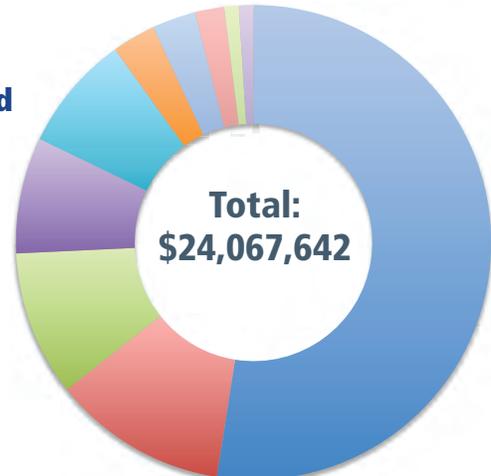
—Seneca OB Patient

REVENUE



\$6,602,000
Charity Care Provided

EXPENSES



■ Medicaid	51%	■ Private Insurance	2%	■ Salaries	53%	■ Depreciation	3%
■ Federal Grants	24%	■ Local Grants	2%	■ Benefits/Taxes	12%	■ Misc. Expenses	3%
■ Misc. Income	12%	■ Medicare	1%	■ Professional Services	10%	■ Laboratory Services	2%
■ Self Pay	6%	■ Contributions	<1%	■ Supplies	8%	■ Repair & Maintenance	1%
■ State Grants	2%			■ Rent/Occupancy	8%	■ Technology Support	1%

Thank You to Our Generous Donors

Individuals

Donna Anderson
Rebekah & Chris Berry
Dr. Nabanita Bhowmick
Keith & Dawn Brill
Jennifer Bueche
Nicholas Demorest
Linda Drawhorn
Richard Evans
Deborah Jeanne Everett
Tim Gifford
Dr. Nirmala Govinda
Bud Heimberg
Kathleen Jaken
Nimra Khan
Wayne Heinmiller & Karen Lavin
Christine Maggio
Dianna Manjarrez
Toya Nash
Nancy & Art Schueneman
Kyle Smith

Stanislawa Staniszewska
Mr. and Mrs. Marc Steinman
Robert Tanner
Dr. Mark Thompson
Beth Tze
Boomer Whipple

Corporations

1st Presbyterian Church Board of Deacons
Anonymous
Accent Janitorial Services
Alexian Brothers Health System
Aunt Martha's Youth Service Center, Inc.
BSD Corporation
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
Project Solutions
Shales McNutt Construction
Sharp Architects, Inc.
United Way of Elgin
United Way of Greater McHenry County, Inc.
Vizient, Inc.

Federal Government

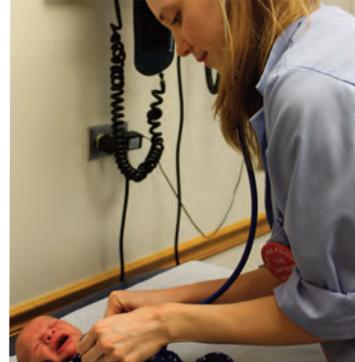
Resources and Services Administration (HRSA)
U.S. Department of Human Services – Health

State Government

Illinois Department of Human Services

Local Government

Elgin Township
McHenry County Mental Health Board



Greater Elgin Family Care Center



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

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