



IMPACT

2019 IOWA PRIMARY CARE ASSOCIATION ANNUAL REPORT





**ENSURING
ACCESS FOR ALL**



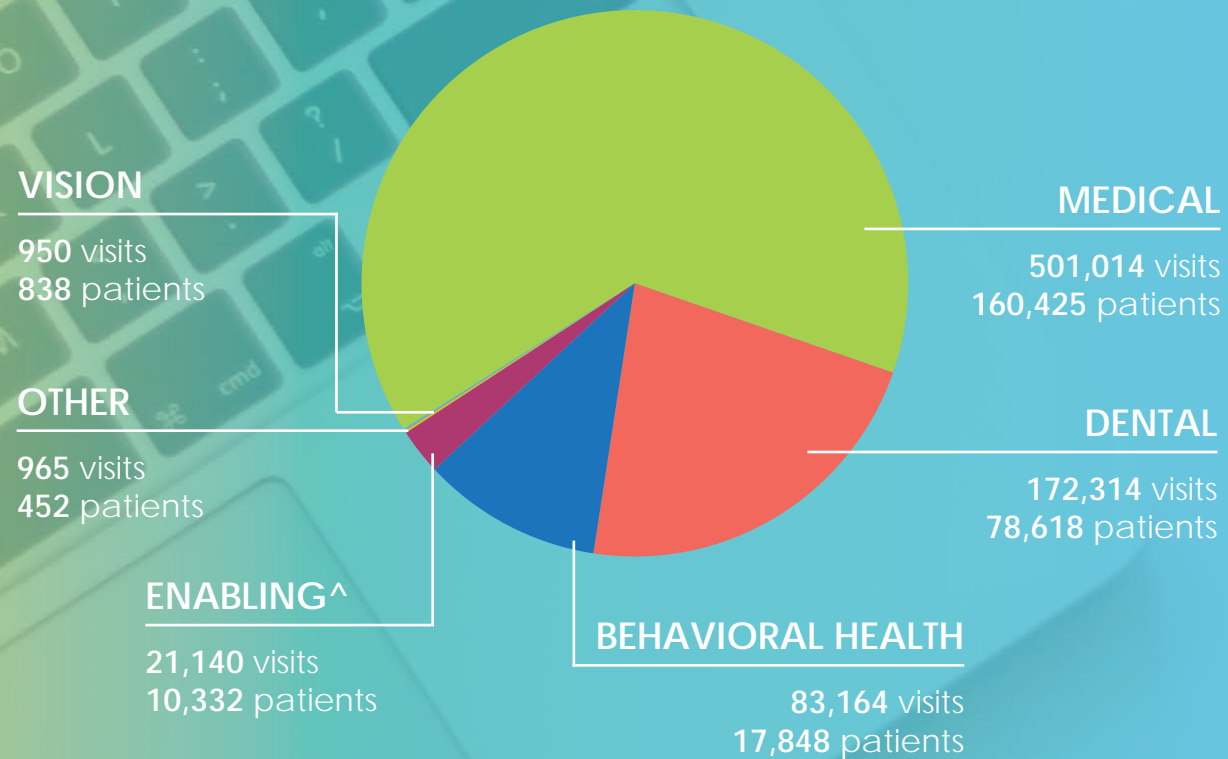
IMPACT

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IMPACT

A YEAR IN REVIEW

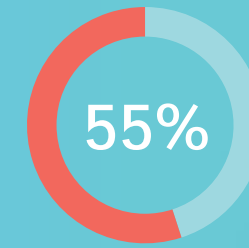


779,547
TOTAL CLINICAL VISITS

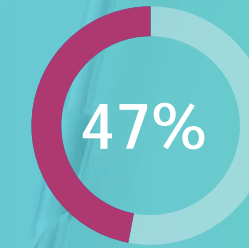
216,738
TOTAL PATIENTS*



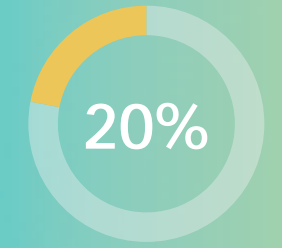
of patients are 200% or below the Federal Poverty Level



identify as an ethnic or racial minority



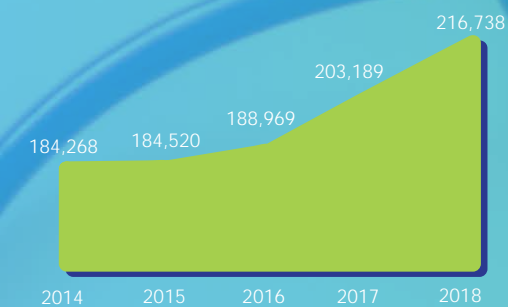
of patients are covered by Medicaid; 17% of Iowa's Medicaid population is served by health centers



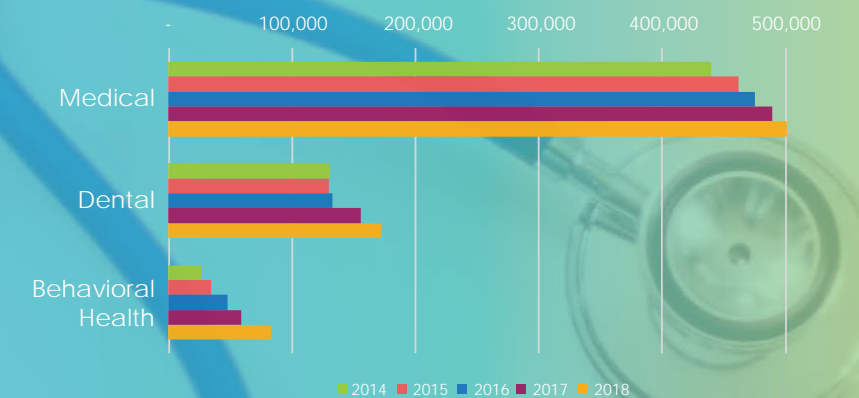
of patients are best served in a language other than English



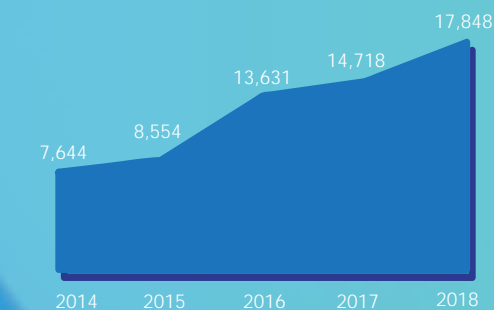
PATIENT TRENDS
Patients Served 2014-2018



STAFFING TRENDS
Growth in Health Centers for Select Services 2014-2018



BEHAVIORAL HEALTH TRENDS
Patients Served 2014-2018



Iowa's health centers are responding to patient and community needs by hiring additional staff in areas of growth.

* Patients can receive multiple services
[^] Enabling services reduce barriers to care through: outreach, transportation, interpretation, housing, health management, eligibility, food insecurity, etc.

IMPACT



Dear Friends,

For over 30 years, Iowa's health centers have worked to fulfill our mission of providing high quality, integrated care services to vulnerable populations. The impact of health centers continues to grow due to our focus on developing innovative solutions and partnerships to address an ever-changing healthcare system.

In 2018, our health centers have once again made a tremendous impact on their communities by providing healthcare services to populations who otherwise would not have access. In 2018, the number of patients receiving services grew to over 216,000, a 6% increase from 2017. These patients accessed care through almost 780,000 visits for medical, dental, behavioral health, vision, enabling services, and a wide array of other needs.

Health centers are committed to filling gaps in their communities by providing a welcoming environment for all – regardless of age, income or insurance status – with care that is comprehensive and culturally appropriate. While patient demographics vary in urban versus rural areas, nearly 22% of health center patients statewide have private health insurance, 22% are uninsured, 47% have Medicaid, and nearly 70,000 are children. Over 10,000 homeless adults and children and more than 3,600 Veterans were served by health centers in 2018 – two complex populations that would otherwise have difficulty accessing appropriate services.

Our impact on the healthcare system continues to grow as we develop innovative strategies for delivering care. Increasingly, our focus is on value-based care and behavioral health integration strategies. In collaboration with our health centers and community partners, we are collectively changing the healthcare landscape for the underserved in Iowa.

Our success and impact are made possible in part from the support of our partners, and we look forward to continuing to build meaningful relationships in 2019 as we work to address the needs of our patients and the communities we serve.

This is my last annual report as CEO of the Iowa Primary Care Association as I retire on June 30, 2019. I am proud of what has been accomplished over the previous 19 years. I have absolute confidence in the leadership capacity of Aaron Todd, the members of his leadership team, and the other very gifted members of the PCA to carry on our shared mission. I wish them all well. I will always be a proud advocate for the underserved and look forward to the many successes they undoubtedly will have in the future.

Theodore J. Boesen, Jr.
Chief Executive Officer
Iowa Primary Care Association, INConcertCare, and IowaHealth+



The member health centers of the Iowa Primary Care Association continue to demonstrate how integrated care models treating the whole person can produce better outcomes and fill gaps in care for our communities. Now serving over 216,000 patients statewide, health centers are working together and with our community partners to grow and diversify our services to meet the needs of rural and urban populations.

As the Board Chair, I am excited about the progress we've made both collectively and individually and look forward to the future as we experience growth and continue to fulfill our mission of providing quality, affordable care and ensuring access for the underserved in Iowa.

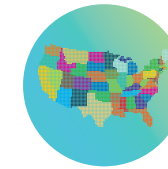
Tom Bowman
Chief Executive Officer
Community Health Care, Inc.

IMPACT FINANCIAL



IMPACT: IOWA

Iowa's health centers have a \$328 million economic impact in Iowa. This is felt most strongly in rural and underserved areas, bolstering quality of life. In total, health centers employ over 1,700 individuals, often serving as the largest employer in rural areas.



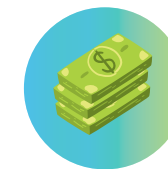
IMPACT: NATIONAL

Health centers serve 28 million patients – or 1 in every 12 people – in every state, territory, and the District of Columbia. Health centers save the U.S. healthcare system over \$28 billion annually.



IMPACT: COST OF CARE

A University of Chicago study of 13 states found health centers each year save Medicaid, on average, \$2,371 (or 24%) per person in total cost of care when compared to other providers. In Iowa, the cost of care at health centers is 27% lower than other providers.



IMPACT: MEDICAID

Health centers are cost-effective Medicaid providers, serving 17% of all Medicaid beneficiaries in Iowa, but representing only 2% of the state of Iowa's total Medicaid expenditures.



IMPACT: CAPITAL INVESTMENTS AND EXPANSION

The growth of health centers, both with physical space and number of patients served, has significant impact on their communities. Capital investments for expansion or renovations allows for patient growth, stimulating economic activity in construction and associated professions, and ultimately increasing the number of health center staff available to provide care. The more staff employed at health centers and the more patients receiving care, which allows them to be healthy and productive citizens, the larger economic impact a health center has on their community.



IMPACT: BEHAVIORAL HEALTH INTEGRATION

Health centers are implementing integrated care models (such as the collaborative care model) that are proven to improve outcomes and decrease the total cost of care. A study by Jurgen Unutzer showed that using a collaborative care model more than doubled the rate at which patients achieved a 50% reduction in their depressive symptoms and decreased the total cost of care for patients with major depression by nearly 20% over four years. Nationally, Milliman group estimates that behavioral health integration could save Medicaid between \$12.3 and \$17.2 billion dollars a year. Health centers play a critical role in caring for this population.

IMPACT PARTNERSHIPS

WORKING TO ADDRESS INTIMATE PARTNER VIOLENCE AND HUMAN TRAFFICKING

As part of a national initiative to address intimate partner violence (IPV) and human trafficking, Iowa joined teams from Arkansas, Connecticut, Idaho, and Minnesota for "Project Catalyst: Statewide Transformation on Health and IPV" – a project led by national nonprofit Futures Without Violence (FUTURES).

Iowa's team includes the Iowa PCA, Iowa Department of Public Health, and Iowa Coalition Against Domestic Violence, working together to promote state-level policy and systems changes to improve response to IPV and human trafficking in health centers and domestic violence programs across the state. Pilot health centers included Siouxland Community Health Center, Community Health Center of Fort Dodge, Community Health Centers of Southern Iowa, Community Health Care, Inc., and Peoples Community Health Clinic.

Healthcare providers are in a unique position to identify and support survivors of IPV and human trafficking, given the increased presence that victims and survivors often have in the healthcare system due to negative health outcomes that are associated with these types of trauma and violence.

IPV and human trafficking is a growing issue in the state of Iowa, with over a third (35%) of women over the age of 18 reporting a lifetime history of IPV according to the NISVS 2010-2012 State Report. Data from the National Human Trafficking Hotline shows that in Iowa calls made to the hotline more than tripled over a four-year period, rising from 63 calls in 2012 to 202 calls in 2016, the overwhelming majority of which were cases of sex trafficking.

The work in 2018 resulted in:

- Promotion of state-level policy and systems changes to support an integrated and improved response to IPV and human trafficking in health centers and to other needed services in domestic violence programs
- Training and technical assistance to five health centers and five domestic violence advocacy programs that partner with one another on trauma-informed practice transformation
- Implementation of policies and practices that support ongoing integration of the IPV and human trafficking response into healthcare delivery statewide, and significant inroads to train and engage at least 50 percent of health centers

IMPACT COMMUNITIES

OUTREACH AND ENROLLMENT

Ensuring patients have health insurance is important for communities, as the uninsured are less likely to receive medical services, care that is timely, or preventive care to decrease the chance of unnecessary emergency room or hospital visits.

In Iowa, health centers are filling gaps in their communities as they are one of the few organizations still providing free, in-person assistance to consumers enrolling in health insurance. Enrollment assistance is crucial to ensure consumers understand their coverage options either through the Health Insurance Marketplace or Medicaid, how to get enrolled, and how to use their coverage.

All 14 community health centers in Iowa employ outreach and enrollment staff, providing 31,800 assists in 2018.

SOCIAL DETERMINANTS OF HEALTH

Health centers continue to be leaders in addressing Social Determinants of Health, which are the factors that affect a person's health status outside of traditional healthcare needs. This can include homelessness, lack of transportation, food insecurity, etc.

With adoption of the Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences (PRAPARE) – a national effort to collect data around social determinants – health centers are better equipped to understand and act to remedy a person's SDOH.

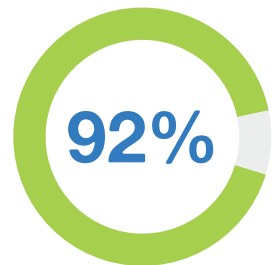
Four health centers in Iowa are in the process of implementing the PRAPARE tool and five health centers have fully implemented.

SCHOOL PARTNERSHIPS

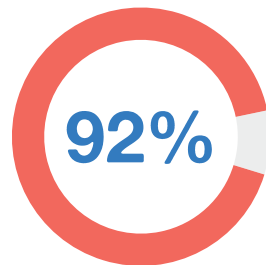
In order to foster healthy lifestyles, to promote better outcomes and development, and to fill gaps in care for children and adolescents, many health centers have developed partnerships with local school districts. School-based partnerships have many forms such as medical clinics located in school buildings, behavioral health services provided in schools by health center staff, or backpack drives for school supplies. By leveraging resources between health centers and schools, children and adolescents are able to benefit from care and services, helping them to have a healthier start to their young lives.

Three health centers in Iowa have formally partnered with local schools through various innovative partnerships.

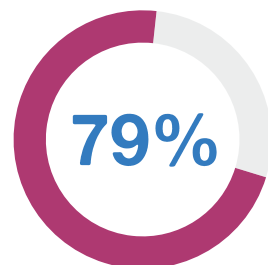
IMPACT PATIENT OUTCOMES



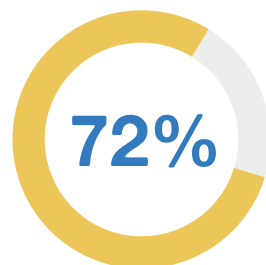
of patients over the age of 18 received tobacco use screening and cessation counseling. This exceeds national health center grantees and the goals of Healthy People 2020.



of patients whose HIV diagnosis was made by health center staff were seen for follow-up treatment within 90 days. This exceeds national health center grantees.



of patients ages 12 and older were screened for depression and had a follow-up plan documented. This exceeds national health center grantees.



of adult hypertensive patients had controlled blood pressure. This exceeds national health center grantees and the goals of Healthy People 2020.

100% of health centers met or exceeded at least one Healthy People 2020 Goal for Clinical Performance and exceeded performance of national health center grantees.

SOCIAL DETERMINANTS SPOTLIGHT ADDRESSING FOOD INSECURITIES

One of the main barriers health center patients face is food insecurity due to a lack of resources. Many health centers in Iowa are working to alleviate this barrier by implementing innovative strategies to ensure access to food for their patients.

One approach is the development of community gardens. By planting gardens where members of the community have access to fresh fruits and vegetables, health centers can help decrease health disparities by promoting physical activity through planting and maintaining the garden, healthy eating, and fostering social interactions between various socioeconomic groups, providing a better sense of community and inclusion.

Health centers also address food insecurity through programs that aim to partner local farmers with health centers to provide low-cost produce to their patients. Through these programs, patients are given "produce prescriptions" or vouchers to be used at the farmers' markets. This allows doctors to help provide an affordable option for fresh produce and a way to prescribe a path to better health.

Other health centers participate in community-based programs that aim to address food insecurity through food box distribution, mobile pantry programs, or enrollment in the Supplemental Nutrition Assistance Program (SNAP).

By addressing food insecurity and other social determinants patients face, health centers aim to create positive health outcomes and fulfill unmet needs within their communities.



IMPACT

VALUE-BASED CARE

IowaHealth+ is a clinically integrated network owned and managed by 11 Iowa health centers and the Iowa PCA. The company is a voluntary business venture dedicated to providing payor agnostic and value-based care while safeguarding the unique mission of health centers.

Within the context of an ever-changing healthcare environment and accelerating pressure to move to value-based care/payment, IowaHealth+ provides value to health centers, payors, and partners in a variety of ways:

- Safeguarding our mission as primary care providers devoted to caring for vulnerable populations
- Building and better leveraging capacity and economies of scale, sharing investment and risk
- Proactively defining our path forward and holding each other accountable to shared standards
- Developing a statewide primary care-focused system of care that leverages our integrated model and reinvests in it
- Ensuring vulnerable patients' access to care within a larger system and growth in market share
- Providing a one-stop shop for patients/payors/partners
- Empowering and sustaining practice transformation and value-based payment reform

BUILDING A SYSTEM OF CARE

In early 2018, IowaHealth+ health centers began working intensively to define an evidence-based system of care for the patients and communities we serve. Through extensive collaboration via the network's standing committees and a dedicated Care Coordination Work Group, IowaHealth+ centers are building common definitions, accountabilities, and evidence-based resources for core components of the network's Model of Care in order to articulate and measure the value our network provides to both patients and payors.

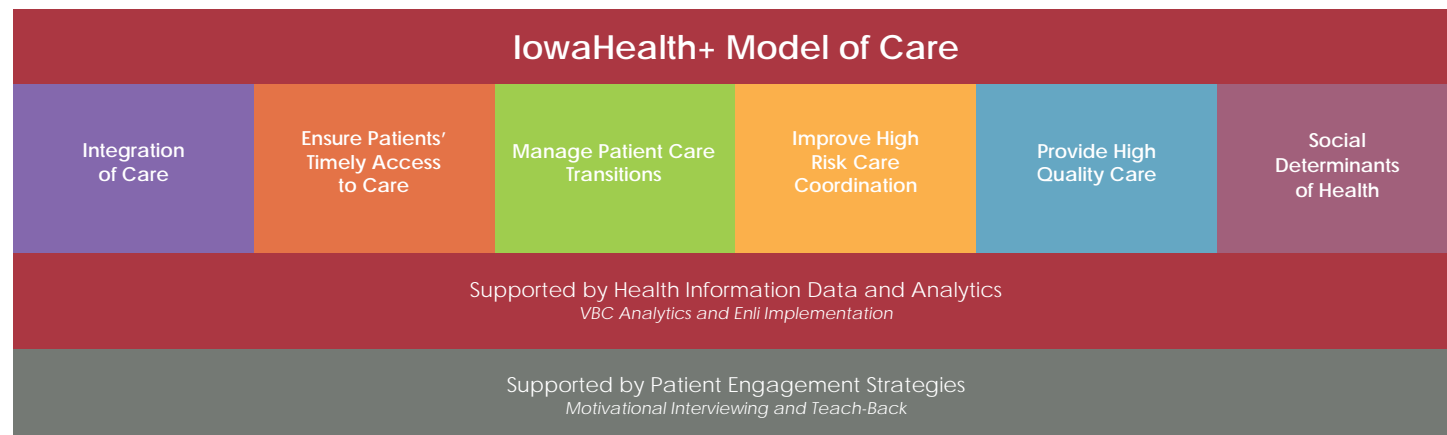
INNOVATION & PARTNERSHIP

IowaHealth+ has a history of innovating in health care payment and delivery through strong partnerships. IowaHealth+ engaged in care coordination and shared savings partnerships with both Medicaid MCOs in the state in 2018, covering over 58,000 attributed Medicaid lives.

IowaHealth+ also continues to invest in the Transformation Collaborative, a joint investment with the Iowa PCA and INConcertCare that provides interdisciplinary support to centers as they focus on performance improvement, data analysis and reporting, and business and population health strategies designed to improve outcomes and lower the total cost of care.

2018 KEY ACCOMPLISHMENTS

- Significantly reduced the total cost of care for two payor partners, resulting in millions of dollars in savings for the Medicaid program
- Collaborated with payor partners to implement total cost of care interventions, including working on transitions of care and engaging in a pilot focused on providing care coordination services to high risk populations
- Achieved quality measures in the top one-third of providers in a cost and quality-based shared savings program, earning the highest shared savings of any network participating in the same program in Iowa
- Accessing and utilizing more sophisticated data sets through our analytics implementation
- Continued work to systematically define our care coordination system, including working to standardize activities that reinforce our operation as a network
- Collected social determinant of health data on over 24,000 unique patients captured via the PRAPARE tool, a nationally recognized screening tool, and used this data to connect patients with additional non-medical supports



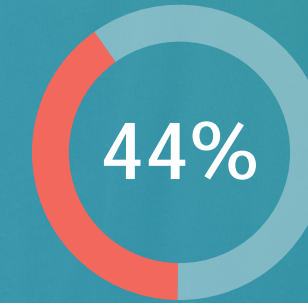
iowahealth+

170,651
PATIENTS SERVED

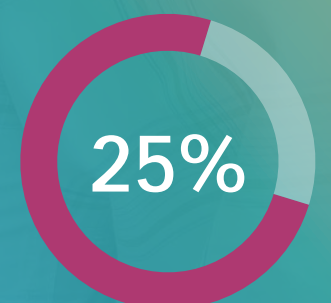
58,000+
ATTRIBUTED MEDICAID LIVES



of patients fall under 200% of FPL



of patients are eligible for Medicaid



of patients are uninsured

IMPACT AWARD RECIPIENTS



UNDERSERVED CHAMPION

In recognition of Dr. Peter Damiano's commitment to ensuring vulnerable Iowans have access to healthcare services, the Iowa Primary Care Association is pleased to honor him with the 2018 Underserved Champion of the Year Award.

During his career, the undercurrent of Dr. Damiano's work has focused on care for the underserved. His clinical career began as a Commissioned Officer in the Indian Health Service and today he is the Director of the University of Iowa's Public Policy Center and is a professor in the University of Iowa's Department of Preventive and Community Dentistry.

Through his health services research work, Dr. Damiano has focused on studying access to and quality of primary care services, including oral health services. His work has centered on the areas of healthcare reform, health insurance coverage, health disparities, and healthcare for the underserved populations.

Dr. Damiano works closely with policymakers and the public to educate about the nuances of challenging policy issues. By sharing his research, Dr. Damiano keeps policymakers well informed about issues related to Medicaid and the impact the Affordable Care Act can have on the Safety Net. Through his research and education, Dr. Damiano is working to bring meaningful change to healthcare issues in Iowa.

He is also dedicated to ensuring access for dental services in Iowa as he continues to be clinically active through the University of Iowa's Faculty Group Practice.

ANNUAL CONFERENCE AWARDS

During the 2018 Annual Conference, the Iowa PCA recognized six recipients for their dedication to the health center mission. These individuals were nominated by their peers for their extraordinary work on behalf of Iowa's health centers.



Carl A. Kulczyk Memorial Award
Rick Johnson, Chief Executive Officer
River Hills Community Health Center



Outstanding Provider Award
David L. Yurdin, PA-C, AAHIVMS, Clinical Director
The Project of Primary Health Care



Unsung Hero Award
Diane Yang, Front Office Supervisor/Medical Records
United Community Health Center



Impact Awards
Julie Woodyard, Chief Executive Officer
Crescent Community Health Center



Terry Y. Meek, Health Systems Coordinator
Iowa Department of Public Health



Denise Wheeler, MS, CNM, ARNP, Family Planning
Coordinator, Family Health Bureau
Iowa Department of Public Health

IMPACT TED BOESEN

Since July of 2000, Theodore J. Boesen, Jr. has led the Iowa Primary Care Association through tremendous growth and opportunities while navigating many changes to the healthcare system at both the state and federal level.

During his tenure, Ted served as the Executive Director and later the Chief Executive Officer of the Iowa PCA, the Chief Executive Officer of the integrated service delivery network of health centers, INConcertCare, Inc., and the Chief Executive Officer of IowaHealth+, a clinically and financially integrated network that partners with payors to improve the quality and reduce the cost of care.

When Ted first joined the Iowa PCA, then known as the Iowa/Nebraska Primary Care Association, only six health centers were established with 72,547 patients receiving services through 245,736 visits annually. In 2018, Iowa's 14 health centers served over 216,000 patients through almost 780,000 visits.

While the number of patients served and health centers established have grown greatly throughout the last 19 years, health centers have also grown under Ted's leadership to meet the needs of their communities. Large increases in behavioral health and dental services have demonstrated the highest areas of need and how Iowa's health centers have worked together to build infrastructure to further develop integrated care models to ensure patients receive comprehensive care.

Ted's work in Iowa and on behalf of health centers nationwide has been acknowledged through numerous awards. Last year, he was awarded the 2018 National Association of Community Health Centers Norton Wilson State/Regional Leadership Award, which is presented to an outstanding staff member of a NACHC-chartered Primary Care Association who exemplifies leadership excellence.

During the 2018 Iowa PCA Annual Conference, Ted was presented with a Lifetime Achievement Award for his work on behalf of health centers.

Ted received the 2016 Distinguished Medical-Legal Partnership Award for his decade of national leadership in advancing the medical-legal partnership model in Iowa and nationally. He was the first primary care association leader to partner with a federally-funded statewide civil legal aid agency to implement medical-legal partnership activities.

Ted was inducted into the National Association of Community Health Centers Grassroots Hall of Fame in 2011.

Even as Ted transitions to retired life as of June 30, 2019, his impact on our three organizations and our member health centers will continue through his legacy.

2000 VS 2019

Growth of Iowa's health centers from 2000 – 2019:

- +4,425% Behavioral Health Visits
- +769% Dental Visits
- +217% Visits
- +199% Patients
- +139% Medical Visits
- +133% # of Health Centers
- +87% Other Visits
- +51% Enabling Visits

AWARDS



2011
National Association of Community Health Centers Grassroots Hall of Fame Induction



2016
National Center for Medical-Legal Partnership Distinguished MLP Advocate








2018
National Association of Community Health Centers Norton Wilson State/Regional Leadership Award



2018
Iowa PCA Lifetime Achievement Award

BILL WYPYSKI
Executive Director
bwypyski@allcarehealthcenter.org

-  (712) 325-1990
-  www.allcarehealthcenter.org
-  allcarehc
-  @allcarehealth
-  @allcarehealthcenter

LOCATIONS
All Care Health Center
902 South 6th Street
Council Bluffs, IA 51501

Lakin Campus
1415 Avenue J, Suite 2
Council Bluffs, IA 51501

COUNTY SERVICE AREA
Pottawattamie



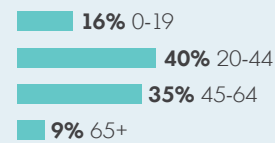
ALL CARE HEALTH CENTER

COUNCIL BLUFFS



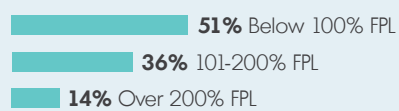
AGE OF PATIENTS

% of patients in each age group



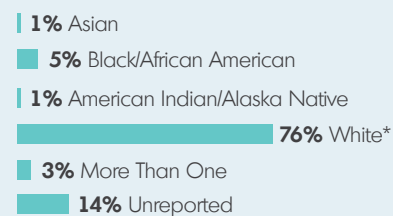
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

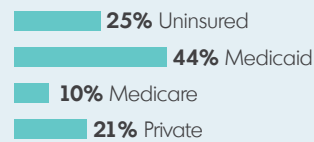
% of patients by race and ethnicity



*17% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



HEALTH CENTER HIGHLIGHT: COLLABORATIVE HOMELESS OUTREACH PROGRAMS

Through collaborative efforts with MICA House and New Visions Homeless shelters, All Care Health Center (All Care) is working to increase opportunities for medical and dental health services to southwest Iowa's homeless population. Integrating health care into the stability plan for homeless, with on-site care at shelters, helps to diagnose needs that will provide a route to better overall health, promote hope, and a positive future focus.

All Care's new Florence M. Lakin Health Center has opened its doors to provide direct access to low-income and homeless patients through the Charles M. Lakin Human Services Campus. Services at this health center support medical and dental needs of their patients, with special services to accommodate women's health and assistance with insurance enrollment.

TOM BOWMAN
Chief Executive Officer
tbowman@chcqca.org

-  563-336-3000
-  www.chcqca.org
-  communityhealthcareinc
-  @commhealthqc

LOCATIONS
CHC Davenport Medical Clinic
500 West River Drive
Davenport, IA 52801

CHC Davenport Dental Clinic
125 Scott Street
Davenport, IA 52801

CHC Homeless Clinic
500 West River Drive
Davenport, IA 52801

Moline Medical Clinic
1106 4th Avenue
Moline, IL 61265

East Moline Medical Clinic
708 15th Avenue
East Moline, IL 61244

Rock Island Medical and Dental Clinic
2750 11th Street
Rock Island, IL 61201

CHC at Robert Young Center
2200 3rd Avenue
Rock Island, IL 61201

Clinton Medical & Dental Clinic
925 South 4th Street
Clinton, IA 52732

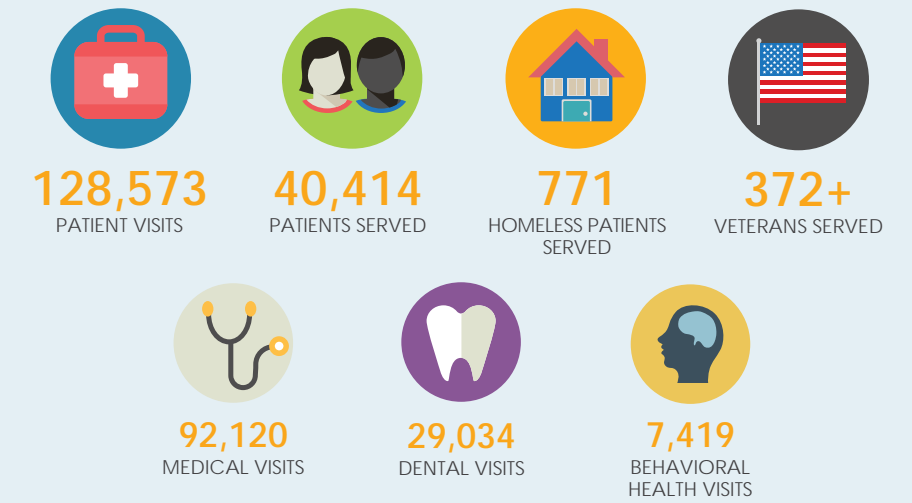
Edgerton Clinic
1510 East Rusholme Street
Davenport, IA 52803

COUNTY SERVICE AREA
Clinton; Muscatine; Scott;
Rock Island, IL



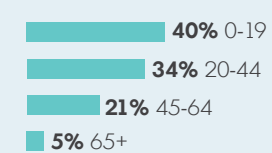
COMMUNITY HEALTH CARE, INC.

DAVENPORT; CLINTON; MOLINE, IL; EAST MOLINE, IL; ROCK ISLAND, IL



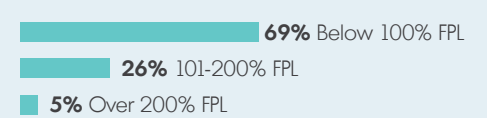
AGE OF PATIENTS

% of patients in each age group



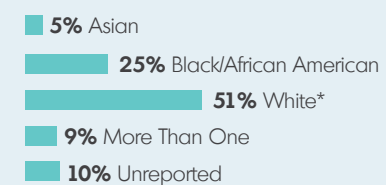
PATIENT INCOME

as % of federal poverty level based on # of patients



RACE & ETHNICITY

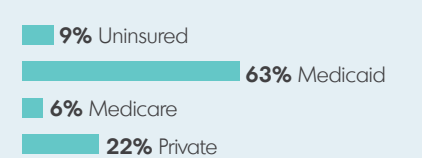
% of patients by race and ethnicity



*16% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE

based on # of patients



HEALTH CENTER HIGHLIGHT: RECOGNIZED AS QUALITY AND ACCESS LEADERS

Community Health Care, Inc. (CHC) was proud to receive several recognitions from the Health Resource and Service Administration in 2018. The health center was recognized as Clinical Quality Leaders (Top 30% of Health Centers Nationwide), Access Enhancers (5% Increase in Patients Served and Quality Award) and a Health Disparities Reducer (Low Birth Weight, Hypertension, Diabetes Improvement, and Access Improvement). CHC achieved these quality outcomes while simultaneously eclipsing 40,000 unduplicated patients served in their clinics. Their commitment to both quality and access is at the heart of what they do at CHC.



COMMUNITY HEALTH CENTER OF FORT DODGE

FORT DODGE, DAYTON, MASON CITY

RENAE KRUCKENBERG
Chief Executive Officer
rkruckenberg@chcfortdodge.com

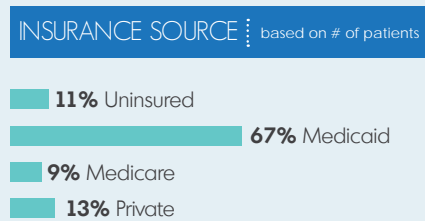
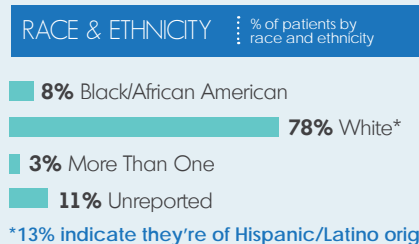
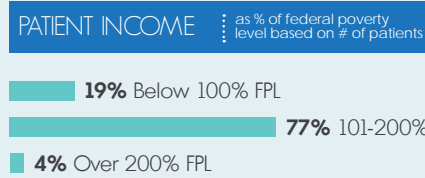
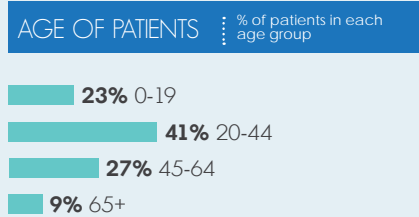
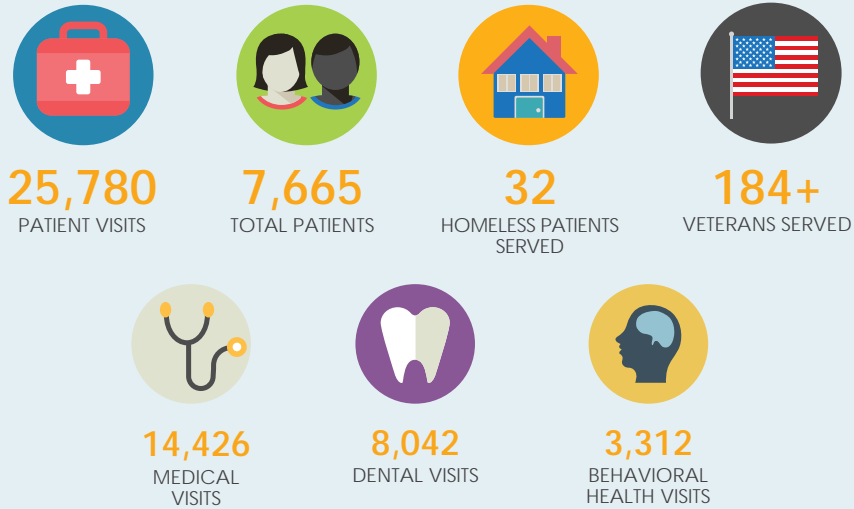
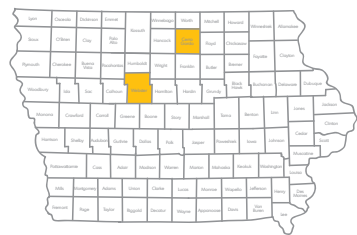
- (515) 576-6500
- www.chcfd.com
- Community Health Center of Fort Dodge
- @CHC_FD

LOCATIONS
Community Health Center of Fort Dodge
126 North 10th Street
Fort Dodge, IA 50501

Dayton Clinic
24 South Main Street
Dayton, IA 50530

Mason City Clinic
404 North Federal Avenue
Mason City, IA 50401

COUNTY SERVICE AREA
Webster, Cerro Gordo



HEALTH CENTER HIGHLIGHT: EXPANSION TO MASON CITY

In October 2018, Community Health Center of Fort Dodge's new clinic in Mason City's downtown opened, providing medical, dental, and mental health services. Located at 404 North Federal Avenue, the clinic includes nine medical rooms, nine behavioral health rooms, eight dental rooms, and space to grow as the need arises. In the first four months, almost 2,000 people were provided with much needed services. Due to the health center's opening, both the medical free clinic and dental free clinic have closed as the needs of the community are being met in a more timely fashion.



COMMUNITY HEALTH CENTERS OF SOUTHEASTERN IOWA

WEST BURLINGTON; KEOKUK; COLUMBUS CITY; HAMILTON, IL

RONALD W. KEMP
Chief Executive Officer
rkemp@chcseia.com

- (319) 753-2300
- www.chcseia.com
- chcseia

LOCATIONS
West Burlington Clinic
1706 West Agency Road
West Burlington, IA 52655

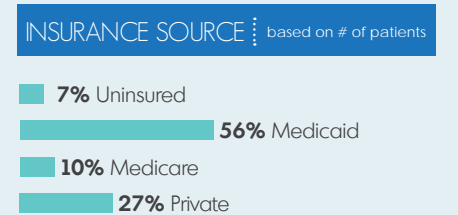
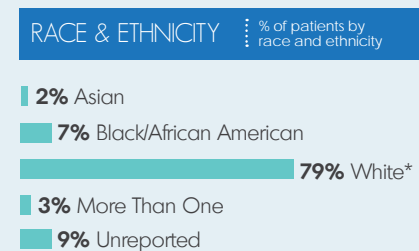
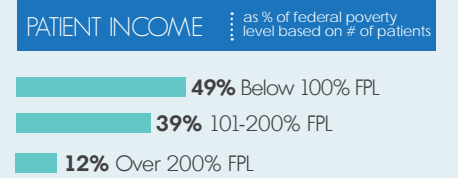
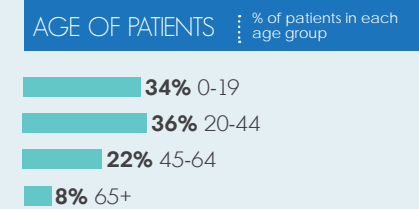
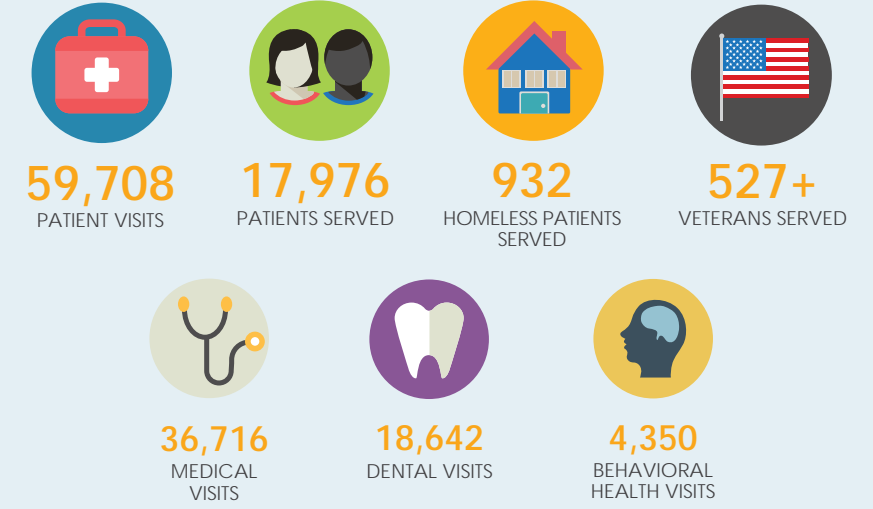
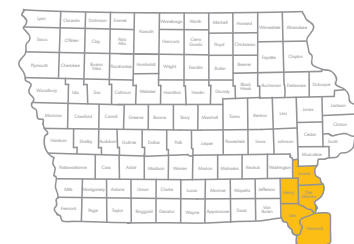
Keokuk Clinic
400 North 17th Street
Keokuk, IA 52632

Keokuk Dental Clinic
1618 Main Street
Keokuk, IA 52632

Louisa County Clinic
2409 Spring Street
Columbus City, IA 52737

Hamilton Clinic
951 Broadway Street
Hamilton, IL 62341

COUNTY SERVICE AREA
Des Moines; Henry; Lee; Louisa; Hancock, IL

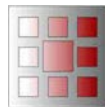


HEALTH CENTER HIGHLIGHT: IMPROVING VETERANS' BEHAVIORAL HEALTH SCREENING AND ACCESS TO TREATMENT

As part of a growing effort within the US Department of Veterans Affairs' (VA) at the national level to partner outside their traditionally closed healthcare system, Community Health Centers of Southeastern Iowa (CHC/SEIA) is partnering with the Veterans Rural Health Resource Center, Iowa City; the Iowa City VA Hospital's Primary Care Behavioral Health Integration services; and the Iowa Primary Care Association.

Partners aim to ensure Veterans with behavioral health issues are identified and engaged in care, and that the care delivered is seamlessly coordinated among the two systems. Goals of the project include:

- Identify Veterans presenting at CHC/SEIA for care;
- Assist interested Veterans with exploring eligibility and applying for Veterans' health care benefits;
- Screening Veterans for behavioral health issues; and
- Ensuring Veterans who screen positive have access and are connected with behavioral health services at the health center or VA.



Community Health Centers
of Southern Iowa
an iowa *health+* center

SAMANTHA CANNON

Chief Executive Officer
scannon@chcsi.org

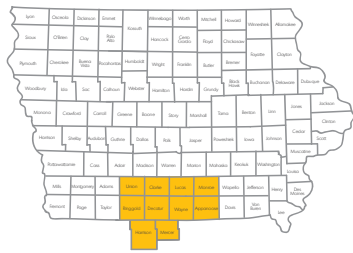
- (641) 446-2383
- www.chcsi.org
- CHCSouthernIowa
- @CHCofSouthernIA

LOCATIONS

- Leon Facility**
302 NE 14th Street
Leon, IA 50144
- Lamoni**
802 E. Ackerly
Lamoni, IA 50140
- Albia**
117 W. Main Street
Albia, IA 52531
- Centerville**
221 E. State Street
Centerville, IA 52544
- Chariton Medical**
1030 N. 7th Street
Chariton, IA 50049
- Chariton Behavioral Health**
1711 Osceola Avenue
Chariton, IA 50049
- Corydon**
102-104 N. Franklin
Corydon, IA 50060
- Ringgold County Courthouse**
109 W. Madison Street
Mt. Ayr, IA 50854
- Osceola**
131 W. Washington Street
Osceola, IA 50213
- Princeton, MO**
606 W. Main Street
Princeton, MO 64673
- Graceland University**
Student Health Services
1 University Place
Walker Residence Hall
Lamoni, IA 50140

COUNTY SERVICE AREA

Appanoose; Clarke; Decatur; Lucas;
Monroe; Ringgold; Union; Wayne;
Harrison, MO; Mercer, MO



COMMUNITY HEALTH CENTERS OF SOUTHERN IOWA

LEON; LAMONI; ALBIA; CENTERVILLE; CHARITON;
CORYDON; MT. AYR; OSCEOLA; PRINCETON, MO



59,672
PATIENT VISITS



10,049
PATIENTS SERVED



303
HOMELESS PATIENTS SERVED



255
VETERANS SERVED



26,366
MEDICAL VISITS



2,824
DENTAL VISITS



29,634
BEHAVIORAL HEALTH VISITS



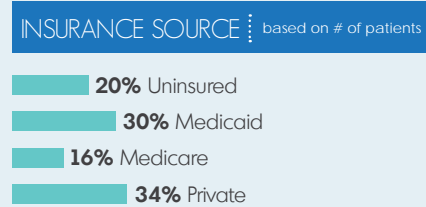
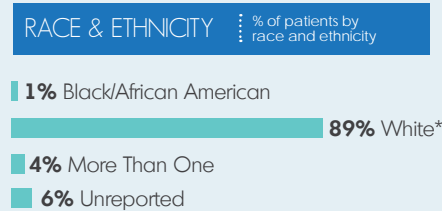
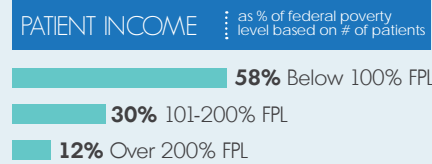
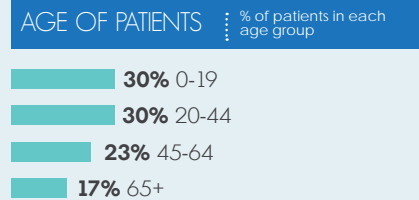
275
VISION VISITS



320
OTHER VISITS



253
ENABLING SERVICES VISITS



*2% indicate they're of Hispanic/Latino origin

HEALTH CENTER HIGHLIGHT: ACCESS CENTER AND MOBILE CRISIS SERVICES

Community Health Centers of Southern Iowa has been chosen by the CROSS Region Governance Board to be the recipient of the \$2.5 million grant to develop and implement an Access Center and Mobile Crisis Services for the region. The Access Center will provide assessment, evaluation, and medical clearing of individuals seeking emergency psychiatric care, and will also include the following services: 23-hour hold beds, subacute, crisis stabilization residential services, peer support counseling, warm line, mobile crisis services, and coordination services to link with the ACT and ISTART programs operating within the region.



Crescent Community
HEALTH CENTER
an iowa *health+* center

BROOKE GOMEZ

Interim Chief Executive Officer
bgomez@crescentchc.org

- (563) 690-2860
- www.crescentchc.org
- CrescentCommunityHealthCenter
- @Crescent_CHC
- @crescentchc

LOCATIONS

Crescent Community Health Center
1789 Elm Street, Suite A
Dubuque, IA 52001

COUNTY SERVICE AREA

Dubuque



CRESCENT COMMUNITY HEALTH CENTER

DUBUQUE



18,765
PATIENT VISITS



6,373
PATIENTS SERVED



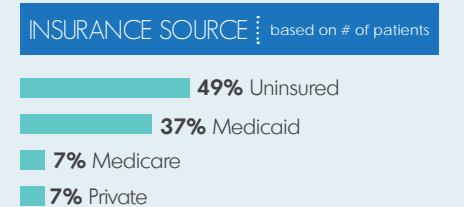
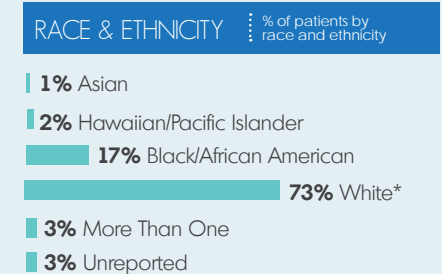
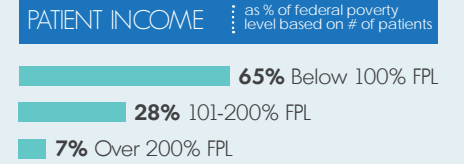
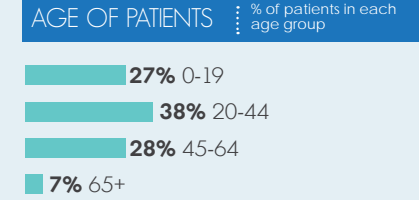
200
VETERANS SERVED



8,236
MEDICAL VISITS



10,529
DENTAL VISITS



*10% indicate they're of Hispanic/Latino origin

HEALTH CENTER HIGHLIGHT: EXPANDING TO MEET COMMUNITY NEEDS

In the Fall of 2019, Crescent Community Health Center (CCHC) plans to relocate to a new facility due to an increased need for growth both in patient volume and programming. In 2018, CCHC served almost 6,400 patients, with this number expected to grow to 8,000 by 2021. The new facility will allow CCHC to open their doors to more patients who have complex healthcare needs that can all be met in one spot. Not only will CCHC have the opportunity to serve more medical and dental patients, but with the expansion, will be providing direct behavioral health and substance use disorder treatment services. CCHC also anticipates adding multiple sub-specialties including pediatrics, women's health procedures, and ophthalmology to name a few. This campus-type model encompasses the integrative approach to care they envision for enhanced quality and a healthier community.



an iowa health+center

JOE LOCK

Chief Executive Officer
jlock@eihc.co

- (319) 730-7300
- www.easterniowahealthcenter.com
- easterniowahealthcenter
- EIHealthCenter
- easterniowahealthcenter

LOCATIONS

Family Medicine
Pediatrics
Behavioral Health
1201 3rd Avenue SE
Cedar Rapids, IA 52403

Women's Health
Behavioral Health
4251 River Center Court NE
Cedar Rapids, IA 52402

Dental Health
1225 3rd Avenue SE
Cedar Rapids, IA 52403

Administrative Headquarters
1030 5th Avenue SE, Suite 2400
Cedar Rapids, Iowa 52403

COUNTY SERVICE AREA

Benton, Iowa, Johnson, Jones, Linn



EASTERN IOWA HEALTH CENTER

CEDAR RAPIDS



52,902
PATIENT VISITS



13,541
PATIENTS SERVED



2,735
HOMELESS PATIENTS SERVED



105+
VETERANS SERVED



42,435
MEDICAL VISITS

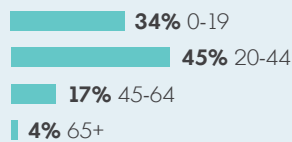


8,822
DENTAL VISITS

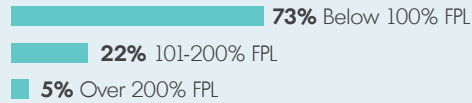


1,645
BEHAVIORAL HEALTH VISITS

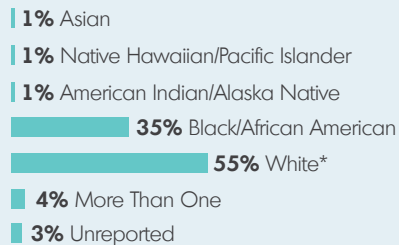
AGE OF PATIENTS % of patients in each age group



PATIENT INCOME as % of federal poverty level based on # of patients

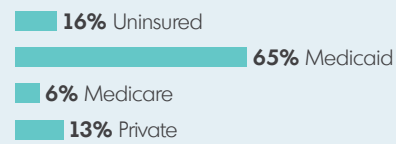


RACE & ETHNICITY % of patients by race and ethnicity



*7% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE based on # of patients



HEALTH CENTER HIGHLIGHT: COMPREHENSIVE WOMEN'S HEALTH SERVICES

Eastern Iowa Health Center is proud to offer robust and comprehensive women's healthcare to their community. Services offered include: prenatal care, labor and delivery, annual exams, family planning, gynecological surgery, menopausal care, behavioral health, social work, and more. In 2018, their women's health team, led by Dr. Bassel Eid, MD, provided prenatal care to 1,206 patients and delivered 701 babies.



PEOPLES Community Health Clinic

an iowa health+center

CHRISTINE KEMP

Chief Executive Officer
ckemp@peoples-clinic.com

- (319) 874-3000
- www.peoples-clinic.com
- peoplesclinic
- @peopleswloo

LOCATIONS

Peoples Community Health Clinic
905 Franklin Street
Waterloo, IA 50703

Peoples Clinic Butler County
118 South Main Street
Clarksville, IA 50619

COUNTY SERVICE AREA

Black Hawk, Butler



PEOPLES COMMUNITY HEALTH CLINIC

WATERLOO, CLARKSVILLE



60,016
PATIENT VISITS



17,824
PATIENTS SERVED



1,124
HOMELESS PATIENTS SERVED



257+
VETERANS SERVED



42,341
MEDICAL VISITS



10,230
DENTAL VISITS



4,656
BEHAVIORAL HEALTH VISITS

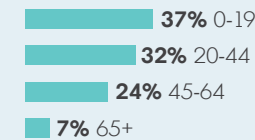


2,144
ENABLING SERVICES VISITS

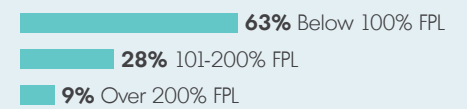


645
OTHER VISITS

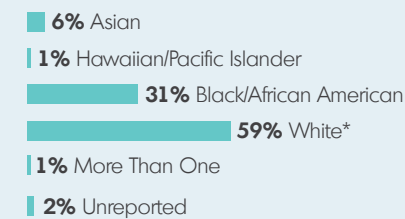
AGE OF PATIENTS % of patients in each age group



PATIENT INCOME as % of federal poverty level based on # of patients

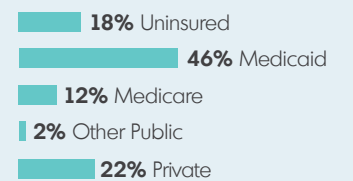


RACE & ETHNICITY % of patients by race and ethnicity



*11% indicate they're of Hispanic/Latino origin

INSURANCE SOURCE based on # of patients



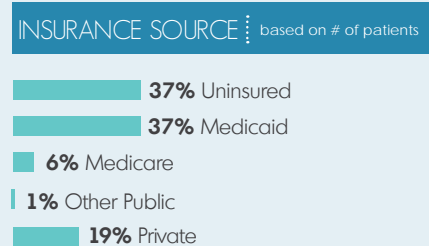
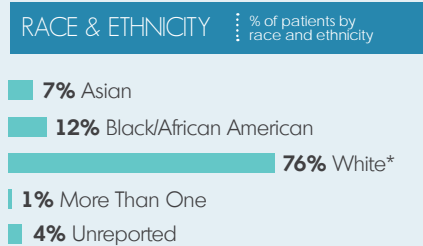
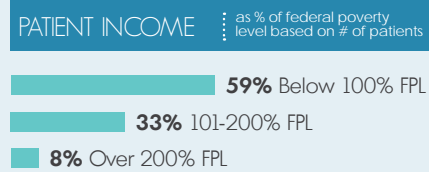
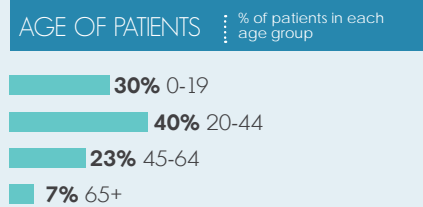
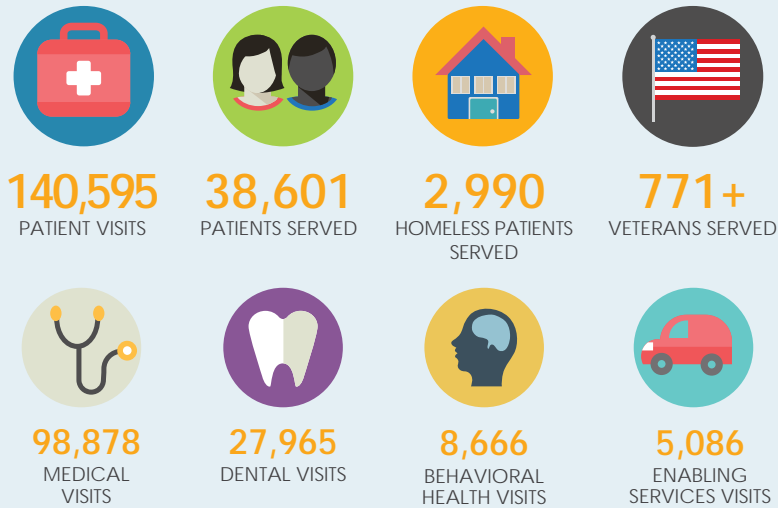
HEALTH CENTER HIGHLIGHT: QUALITY FOCUSED CARE

Peoples Community Health Clinic (Peoples Clinic) has consistently been recognized by the Health Resources and Services Administration (HRSA) Health Center Program as a high level quality performer. Categories of quality have included achieving Patient Centered Medical Home status, addressing health disparities, and enhancing access to care. Peoples Clinic continually exceeds national clinical quality benchmarks, including Healthy People 2020 goals for chronic disease management, preventive care, and perinatal/prenatal care.



PRIMARY HEALTH CARE, INC.

DES MOINES, AMES, MARSHALLTOWN



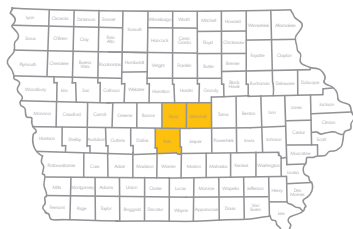
*39% indicate they're of Hispanic/Latino origin

KELLY HUNTSMAN
Chief Executive Officer
khuntsman@phcinc.net

- (515) 248-1447
- www.phciowa.org
- primaryhealthcareiowa
- @PHCiowa
- @PHCiowa

- LOCATIONS**
- Administrative Office**
1200 University Ave., #200
Des Moines, IA 50314
 - West Side Medical**
1601 NW 114th St. #334
Clive, IA 50325
 - University Medical**
1200 University Ave., #120
Des Moines, IA 50314
 - Marshalltown Medical**
412 East Church Street
Marshalltown, IA 50158
 - University Dental**
1200 University Ave., #100
Des Moines, IA 50314
 - Marshalltown Dental**
112 East Linn Street
Marshalltown, IA 50158
 - The Project of PHC**
1200 University Ave., #120
Des Moines, Iowa 50314
 - Marshalltown Specialty Health**
704 May Street
Marshalltown, IA 50158
 - Pharmacy**
1200 University Ave., #105
Des Moines, IA 50314
 - Ames Medical**
3510 Lincoln Way
Ames, IA 50010
 - Homeless Support Services**
1200 University Ave., #110A
Des Moines, IA 50314
 - PHC at Scavo**
1800 Grand Avenue
Des Moines, IA 50309
 - Engebretsen Medical**
2353 SE 14th Street
Des Moines, IA 50320
 - PHC at Hoover/Meredith**
4800 Aurora Avenue
Des Moines, IA 50310
 - Engebretsen Dental**
2353 SE 14th Street
Des Moines, IA 50320
 - PHC at YESS**
918 SE 11th Street
Des Moines, IA 50309
 - East Side Campus**
3509 East 29th Street
Des Moines, IA 50317
 - PHC at CISS**
1420 Mulberry Street
Des Moines, IA 50309
 - PHC at Mercy**
250 Laurel Street
Des Moines, IA 50314
 - Mobile Health Unit**
Various Locations
Around Central Iowa

COUNTY SERVICE AREA
Marshall, Polk, Story



HEALTH CENTER HIGHLIGHT: MEDICATION ASSISTED TREATMENT (MAT)

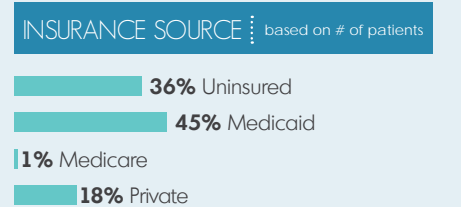
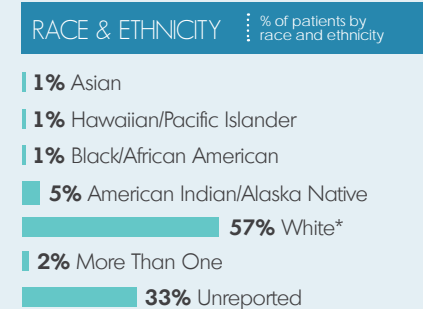
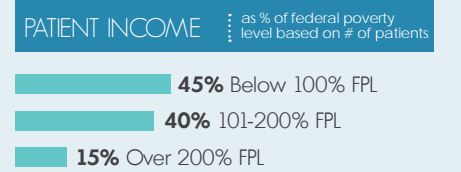
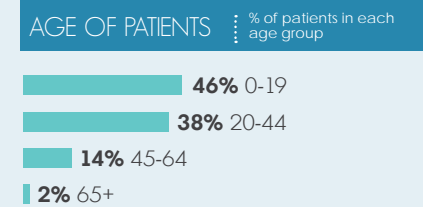
In response to the opioid epidemic, Primary Health Care (PHC) is leading the charge to combat opioid addiction by providing Medication Assisted Treatment (MAT). MAT is an intervention using medication to ease the cravings of someone seeking treatment for the addiction of opioids (such as heroin or prescription pain killers).

Suboxone, the most common treatment option, is an FDA approved medication that has been proven to help those addicted to opioids. When prescribed alongside behavioral health counseling, Suboxone is effective in helping people addicted to opioids remain drug free. PHC has three physicians who have received the special training and licensure, and three nurse practitioners are currently in training to prescribe Suboxone. PHC's physicians have been providing MAT services in central Iowa for five years.



PROMISE COMMUNITY HEALTH CENTER

SIOUX CENTER



*49% indicate they're of Hispanic/Latino origin

AMY KLEINHESSELINK
Chief Executive Officer/
Chief Financial Officer
amyk@promisechc.org

EMILY TUSCHEN
Chief Executive Officer/
Chief Operations Officer
etuschen@promisechc.org

- (712) 722-1700
- www.promisechc.org
- promisechc
- @promisechc

LOCATIONS
Promise Community Health Center
338 1st Avenue NW
Sioux Center, IA 51250

COUNTY SERVICE AREA
Sioux



HEALTH CENTER HIGHLIGHT: ENHANCING CARE THROUGH A CLINICAL PHARMACY PROGRAM

Promise Community Health Center (Promise CHC) has implemented a clinical pharmacy program to enhance patient education and act as a drug information resource to clinical staff. Through face-to-face counseling, telephone interactions, and other written materials, clinical pharmacy services enhance the comprehensive, quality care that Promise CHC provides. A close partnership has been developed between the nurse health coach program and pharmacy program, and these two resources have proven to be vital to the patients that Promise CHC serves.

TERRY IRLMEIER
Interim Chief Executive Officer
terryi@proteusinc.net

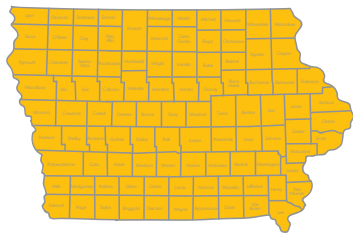
(515) 271-5306
www.proteusinc.net
ProteusInIowa

LOCATIONS
Des Moines Office
1221 Center Street, Suite 16
Des Moines, IA 50309

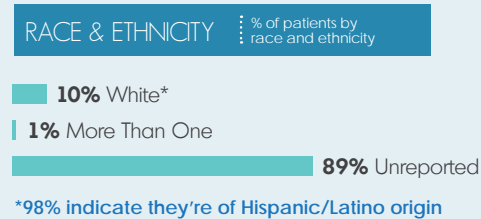
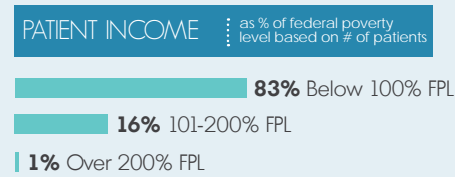
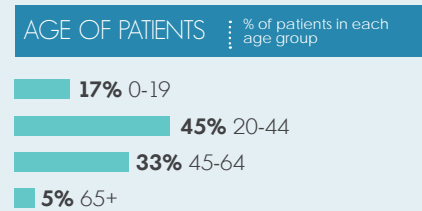
Fort Dodge Office
107 North 7th Street
Fort Dodge, IA 50501

Iowa City Office
1548 South Gilbert Street
Iowa City, IA 52240

COUNTY SERVICE AREA
Proteus, Inc. provides services throughout the state of Iowa.



PROTEUS, INC.
DES MOINES, FORT DODGE, IOWA CITY



770 migrant workers
an individual whose principal employment is in agriculture, who has been so employed within the last 24 months, and who establishes for the purposes of such employment a temporary abode.

547 seasonal workers
an individual whose principal employment is in agriculture on a seasonal basis and who is not a migratory agricultural worker.

HEALTH CENTER HIGHLIGHT: HOLA PROGRAM
The Hola Program is a service hosted by Proteus, Inc. Once per month, Proteus and several agencies throughout the Des Moines metro assist with services like legal assistance, financial education, family planning, counseling and referrals to other agencies.

RICK JOHNSON
Chief Executive Officer
rjohnson@riverhillshealth.org

(641) 954-9971
www.riverhillshealth.org
@RiverHillsCommunityHealthCenter

LOCATIONS
Administrative Office
216 South Market Street
Ottumwa, IA 52501

Wapello County Clinic
201 South Market Street
Ottumwa, IA 52501

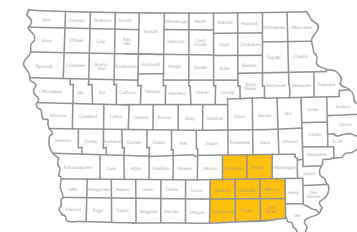
Keokuk County Clinic – Richland
100 West Main Street
Richland, IA 52585

Appanoose County Clinic – Centerville
1015 North 18th Street, Suite C
Centerville, IA 52544

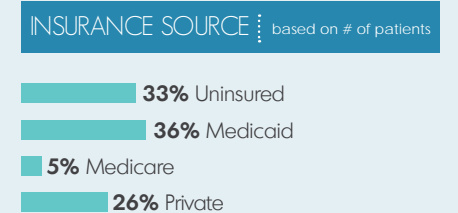
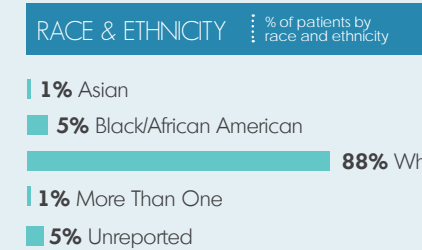
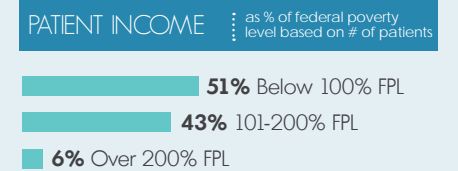
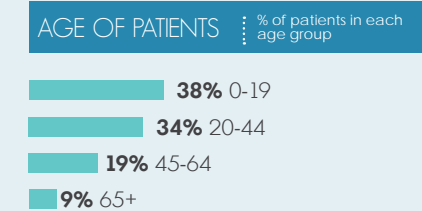
Keokuk County Clinic – Sigourney
300 West Kelly Street
Sigourney, IA 52591

Patient Accounts & Medical Records Office
207 West 2nd Street
Ottumwa, Iowa 52501

COUNTY SERVICE AREA
Appanoose, Davis, Jefferson, Keokuk, Mahaska, Monroe, Van Buren, Wapello



RIVER HILLS COMMUNITY HEALTH CENTER
OTTUMWA, RICHLAND, CENTERVILLE, SIGOURNEY



HEALTH CENTER HIGHLIGHT: PRACTICE TRANSFORMATION
River Hills Community Health Center is partnering on a 9-month Practice Transformation Initiative focused on the medical departments of each site. The goals of initiative are to increase medical patient encounters by 10%, reduce patient cycle times to 30 minutes from start to finish, and end each day with a soft landing, which means all clinical staff and medical providers finish on time with charting completed and desk tops cleared.

This initiative promotes strong patient engagement, as well as encourages clinic staff to test and implement different strategies and interventions, helping them to complete their daily work quickly and efficiently while also reducing duplication of effort and other redundancies. The initiative also allows staff to be the drivers of change that will eventually shape daily clinic operations. As Margaret Mead once said, "Never underestimate the ability of a small group of committed individuals to change the world. It's the only thing that ever has."



SIouxLAND COMMUNITY HEALTH CENTER

SIoux CITY; SOUTH SIoux CITY, NE

MARI KAPTAIN-DAHLEN
Chief Executive Officer
mkaptaindahlen@slandchc.com

- (712) 252-2477
- www.slandchc.com
- Siouxland Community Health Center
- @slandchc
- @slandchc

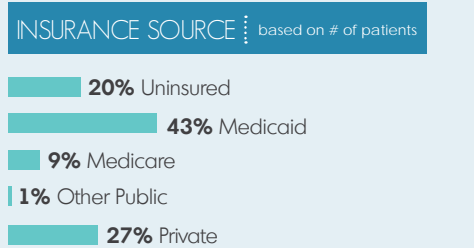
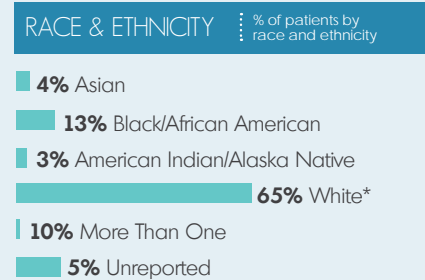
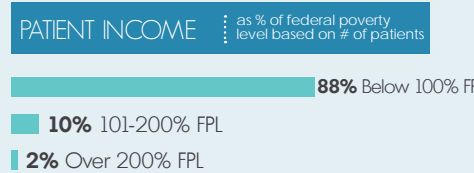
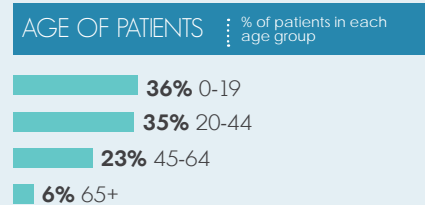
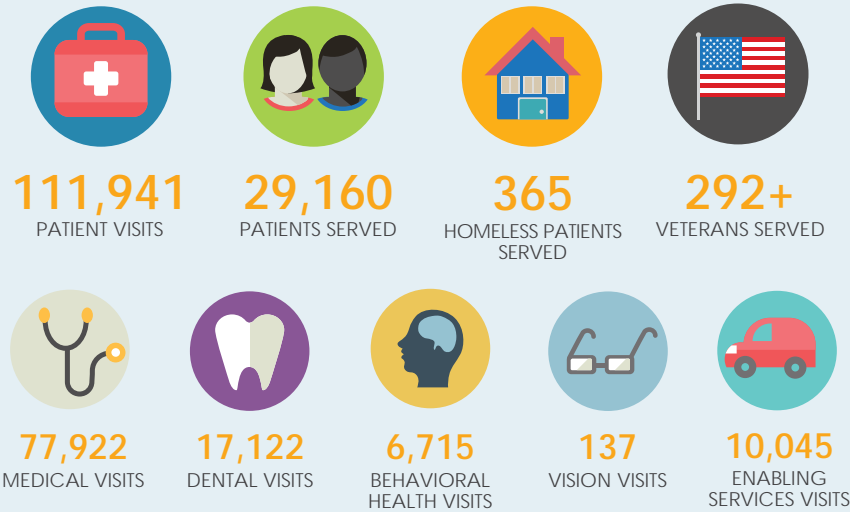
LOCATIONS

Siouxland Community Health Center
1021 Nebraska Street
Sioux City, IA 51105

Siouxland Community Health of Nebraska
3410 Futures Drive
South Sioux City, NE 68776

COUNTY SERVICE AREA

Plymouth; Woodbury; Dakota, NE



*40% indicate they're of Hispanic/Latino origin

HEALTH CENTER HIGHLIGHT: STREET MEDICINE PROJECT

Two nights a week a team of volunteers from Siouxland Community Health Center (SCHC) partner with local healthcare providers to visit shelters, soup kitchens, and places where the city's homeless gather to take blood pressures, blood sugars, and provide basic first aid when needed using medical supplies donated by the health center. Those in need of further services are transported to the health center for non-emergent care. These medical volunteers address the types of conditions that if left untreated, could lead to a more serious illness or condition.

The health center also offers the "mobile shower" on two afternoons a week to homeless individuals and others that live in substandard housing in the community to fulfill the basic need to help stay clean. All hygiene items including towels are provided and free HIV and Hepatitis C testing is also available on site.

Advocacy for the health center and their patients is at the forefront of what SCHC does daily. Recently, SCHC became one of 38 health centers nationwide (out of 1,400 total) to become a "Gold" Advocacy Center of Excellence, one of only two in the Midwest. This award recognizes ongoing commitment at all levels of government to promote access to affordable, equitable, and innovative care for SCHC's patients.



UNITED COMMUNITY HEALTH CENTER

STORM LAKE

RICH GEHRIG
Executive Director
rich@uchcsl.com

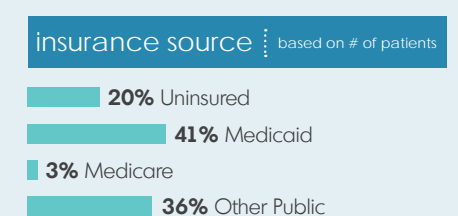
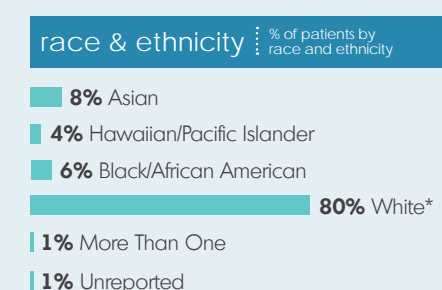
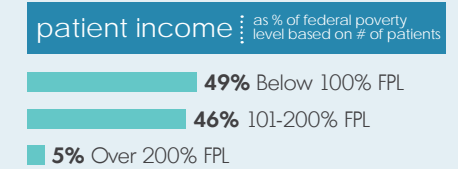
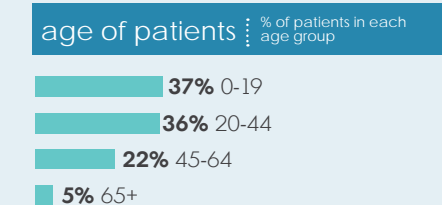
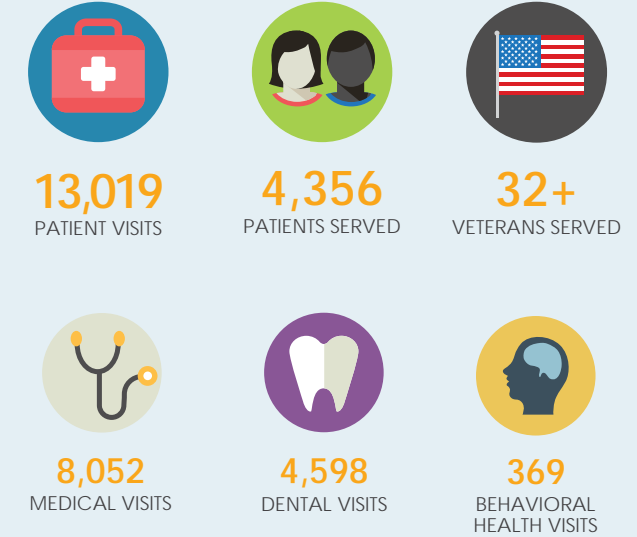
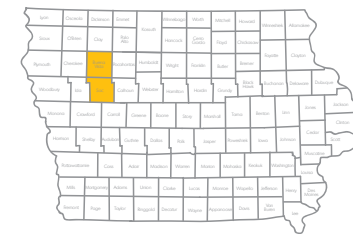
- (712) 213-0109
- www.uchcsl.com
- UCHCSL

LOCATIONS

United Community Health Center
715 West Milwaukee
Storm Lake, IA 50588

COUNTY SERVICE AREA

Buena Vista, Sac

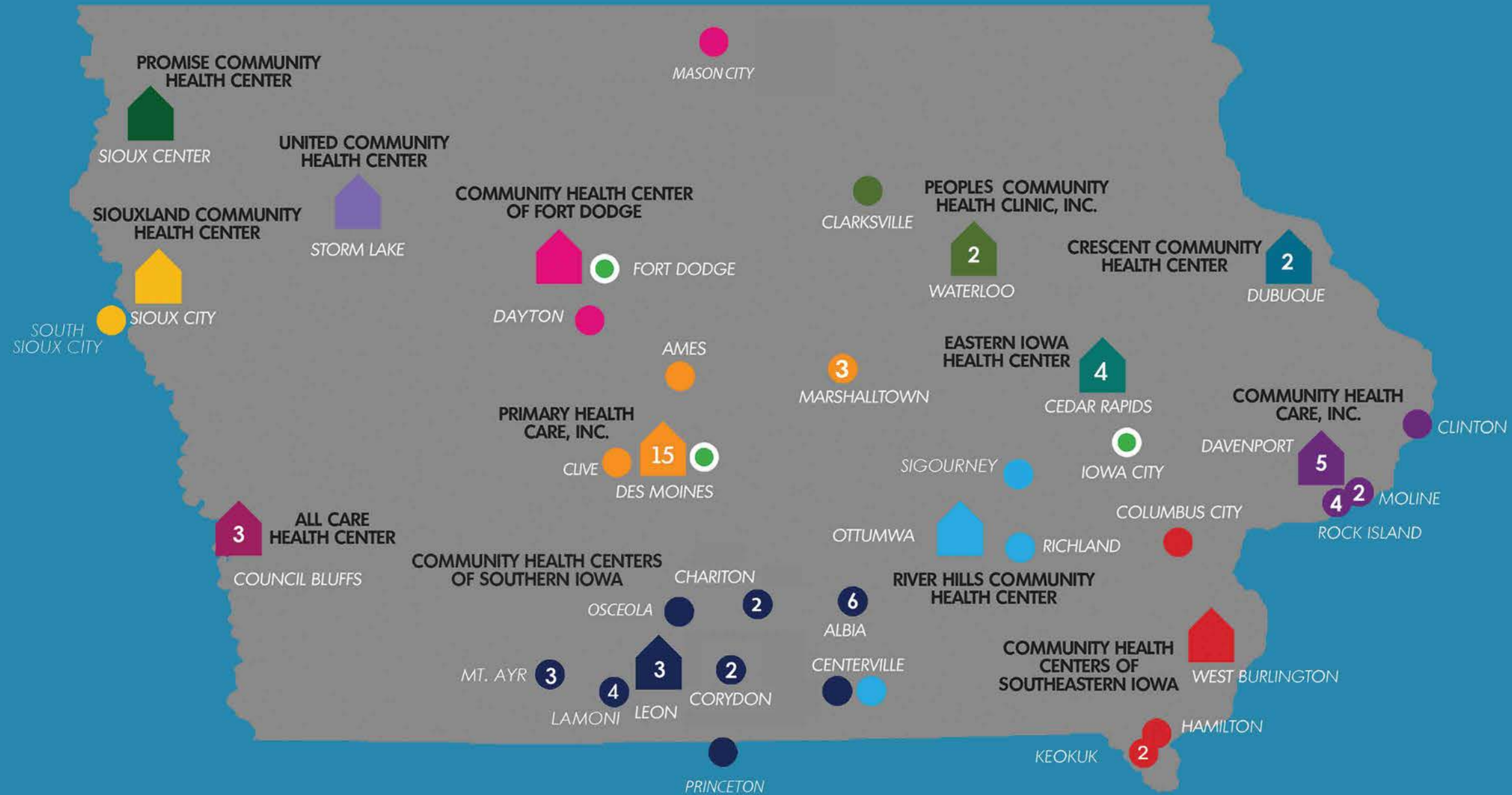


*51% indicate they're of Hispanic/Latino origin

HEALTH CENTER HIGHLIGHT: EXPANDING BEHAVIORAL HEALTH SERVICES TO FIT COMMUNITY NEEDS

United Community Health Center (UCHC) now offers behavioral health services including Mental Health Counseling and Medication Assisted Treatment (MAT) for substance use disorders. UCHC also offers other therapy and counseling services by a Licensed Therapist (LISW) at their clinic and counseling for children and adolescents experiencing behavioral issues at area schools.

IOWA'S HEALTH CENTERS



-  MAIN SITE CLINICS
-  SATELLITE LOCATIONS
-  PROTEUS, INC. SITES

85 DELIVERY SITES IN IOWA

Health centers provide primary and preventive healthcare services at 45 full-service sites and an additional 40 sites that include schools, nursing homes, homeless shelters, and other locations where special populations are served. In total, Iowans can access healthcare services at 85 sites statewide.



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