



2016

IOWA'S COMMUNITY HEALTH CENTERS PROFILE
AND LEGISLATIVE AGENDA

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A MESSAGE FROM OUR CEO



DEAR FRIENDS,

In 2015, Iowa's Community Health Centers (CHCs) expanded their mission of providing quality, affordable primary and preventive health care services to vulnerable populations. Through their dedication, Iowa's 14 health centers continue to increase the number of individuals served each year. Last year alone, more than 184,000 individuals (through more than 631,000 visits) chose CHCs as their health home, through which they can access

affordable medical, dental, and behavioral health services. Iowa's CHCs provide care to more than 126,000 Iowans living in poverty, which is one-third of the state's total population living in poverty, and more than 52,000 uninsured patients. Taken together, uninsured, Medicaid, and Medicare patients make up more than 75 percent of CHC patients in Iowa.

Last year was the 50th Anniversary of the Community Health Center Movement, which began under President Lyndon Johnson's War on Poverty and is also strongly rooted in the Civil Rights Movement. As our health centers continue to develop innovative solutions to provide care for vulnerable populations, we collectively are ready to grow the partnerships needed to transform the delivery system in our state so that all indicators of health in a person's life are considered and we work together to address them.

This book provides a snapshot of each of the state's CHCs, along with our legislative priorities for 2016. We hope you find this book to be a valuable resource and look forward to working collaboratively to meet our shared goals in 2016 and beyond.

Theodore J. Boesen, Jr.
Chief Executive Officer





STATE LEGISLATIVE PRIORITIES

EXPAND state oversight of the Medicaid system to protect access to care and make sure that managed care organizations (MCOs) are meeting the goals set forth by the state.

REQUIRE MCOs to align policies and procedures to ease administrative burdens of Medicaid providers.

RESTORE funding for the Iowa Collaborative Safety Net Provider Network to address the ongoing gaps and needs of safety net patients and providers, and earmark infrastructure funding for safety net providers through the Rebuild Iowa Infrastructure Fund.

REMOVE barriers to health care integration and support efforts that streamline information sharing between and among primary care, specialty care, behavioral health care, substance use disorder treatment providers, and other organizations supporting the delivery of care to patients.

FEDERAL LEGISLATIVE PRIORITIES

MAINTAIN \$5.1 billion in annual funding for Health Centers: This year's bipartisan passage of H.R. 2 secured \$3.6 billion a year in mandatory funding for Health Centers in Fiscal Years 2016 and 2017. Congress should maintain this investment and keep annual discretionary funding level at \$1.5 billion, while considering a longer-term solution to put Health Centers' funding on stable footing.

INVEST in the primary care workforce: The biggest factor limiting Health Centers' ability, to serve additional patients in need, is the challenge they face in recruiting and retaining qualified, culturally-competent, mission-driven providers. Continued investment in programs like the National Health Service Corps (which provides scholarships and loan repayment to clinicians willing to serve in shortage areas) and the Teaching Health Centers program (which supports residency training in Health Centers) must go hand-in-hand with other incentives to support a strong clinical workforce in Health Centers.

ENSURE adequate payment for Health Center services: Appropriate reimbursement from third-party payors like Medicaid, Medicare, and Qualified Health Plans is essential to ensuring the growth and sustainability of Health Centers' operations. Health Centers' unique Medicaid and Medicare payments are intended to cover the comprehensive set of services that are provided by the center in accordance with the health center model of care and Medicaid and Medicare statute. Congress and the Administration should preserve these payment systems and ensure full participation by Health Centers in provider networks.

ACCOMPLISHMENTS IN 2015

HEALTH INSURANCE MARKETPLACE AND IOWA MEDICAID ENROLLMENT

Iowa's Health Centers continue to play a key role in educating and enrolling Iowans into coverage through the Health Insurance Marketplace and Medicaid.

- During the 2014-2015 grant reporting year, more than 120 Certified Application Counselors (CACs) at Iowa's Health Centers provided education to 42,461 Iowans and enrolled 8,725 into insurance coverage.

MATCHING PROVIDERS WITH UNDERSERVED AREAS

The Iowa PCA Recruitment Center provides candidate sourcing and screening services to match providers with open clinical positions in health centers.

- Last year, the Recruitment Center placed six providers in Health Centers, including two dentists, one family physician, one pediatric nurse practitioner, one psychologist, and one CEO.
- Since the Recruitment Center began in 2009, we have placed 46 providers in Iowa's health centers.

LEARNING COLLABORATIVES: PATIENT CENTERED MEDICAL HOME AND PERFORMANCE IMPROVEMENT

- The PCA completed a three-year Patient Centered Medical Home (PCMH) Learning Collaborative in 2013, which resulted in 10 of the 14 Health Centers receiving NCQA PCMH recognition. Recognized Health Centers are now completing the re-recognition process.
- Following the conclusion of the PCMH Learning Collaborative, the PCA initiated a broader Performance Improvement Learning Collaborative that began in October of 2014 and is continuing. Eleven of the Health Centers are participating in this Collaborative, which has focused on both clinical and operational improvements within the Health Centers. The Performance Improvement Learning Collaborative is providing participants with the opportunity to develop and refine core performance improvement skills including project design and management, change management techniques, performance measurement and analysis, and process analysis and redesign. In addition to learning new technical skills, participants will work in smaller groups to practice applying new technical skills to areas within their clinics in need of improvement.

ORAL HEALTH

The PCA continues to expand its support to Health Centers' oral health efforts.

- In 2015, the PCA was awarded a third and final year of funding through DentaQuest's Strengthening Oral Health Safety Net (SOHSN) initiative. This funding will allow the PCA to continue to support Health Center dental programs, encourage efforts to integrate care, work with other partners on oral health issues of regional and statewide impact, and facilitate the provision of training and technical assistance to Health Center dental programs.
- The Iowa PCA partnered with Delta Dental of Iowa Foundation to provide funds for two new dental directors to attend the National Oral Health Learning Institute sponsored by the National Network for Oral Health Access (NNOHA). The learning institute will provide new dental directors with the opportunity to increase the leadership skills necessary for running efficient dental clinics and to advocate for oral health in their communities.
- Over 58,000 Iowa Health and Wellness Plan enrollees have received dental services utilizing their Dental Wellness Plan benefits. The Health Center dental clinics have provided care to over 10,000 (17%) of those patients.

PREVENTION AND SCREENING SERVICES

Based on the expansion of preventive services covered by the Affordable Care Act, as well as the CDC and USPSTF's recommendations for routine HIV, STD (Chlamydia, gonorrhea and syphilis), and Hepatitis C, a preventive services screening project was implemented by the Iowa PCA through funding provided by the Iowa Department of Public Health. The project assists Health Centers in implementing/improving routine screenings during primary care visits with all patients based on the screening recommendations. Routine screening is critical as Iowa ranks 47th out of 50 states on early detection and treatment of HIV. Identifying undiagnosed individuals through routine screenings as early as possible and getting them into treatment is critical.

- Eight Health Centers are participating in the screening project with two more planning to implement routine screenings in 2016.
- 2015 routine screening data through the end of September 2015 shows:
 - 1,389 HIV routine screenings completed (compared to 447 in 2014) with seven positive screens
 - 1,094 Chlamydia and gonorrhea routine screenings completed with 30 positive screens
 - 412 Hepatitis C screening completed with 13 positive screens



IOWAHEALTH+

In July 2014, eight Iowa Health Centers formed IowaHealth+, a safety net primary care-led integrated network. Two additional Health Centers joined IowaHealth+ during 2015 and the organization's goals are to:

- Use data to drive improvement efforts in all areas of each center
- Use best practices and evidence-based guidelines to improve quality and consistency in patient care
- Improve communication and coordination to ensure comprehensive patient-centered care
- Engage patients in their own care and care plans

SUPPORTING THE STATE'S SAFETY NET

Established by the Iowa Legislature in 2005 and managed by the Iowa Primary Care Association, the Iowa Collaborative Safety Net Provider Network issues funding to support safety net provider capacity and to promote innovations in community care coordination, medical home development, access to specialty care, and affordable pharmaceuticals for safety net patients.

During SFY15, the Network achieved the following outcomes:

PHARMACY INITIATIVES

IOWA PRESCRIPTION DRUG CORPORATION

- Provided services to over 11,000 patients through various programs (the largest program remains the Drug Donation Repository Program)
- Provided nearly \$3 million in free medications to vulnerable Iowans

SPECIALTY CARE GRANTEES

CRAWFORD COUNTY MEMORIAL HOSPITAL

- Developed a diabetic registry to focus on preventive care, including reminders, pre-visit chart audits, health coaching, access to pharmaceuticals, and other barriers to health
- Tracked nearly 900 patients with diabetes through the registry
- Health coach services to patients resulted in lower HbA1c rates for 69% of those served
- Provided free diabetes screening services to nearly 100 patients with the goal of identifying those at risk of becoming diabetic
- Provided free medications to patients lacking access to these necessary treatments

POLK COUNTY MEDICAL SOCIETY VOLUNTEER PHYSICIAN NETWORK

- Provided free specialty care services to 548 uninsured patients with incomes less than 200% of the Federal Poverty Level (FPL)
- The donated services totaled an estimated \$5 million

PRIMARY HEALTH CARE'S BEHAVIORAL HEALTH INTEGRATION INITIATIVE

- Expanded behavioral health consultant model to all six sites, including conducting SBIRT screening (used to identify individuals in need of substance abuse services)
- Completed an SBIRT assessment on over 9,000 patients and provided behavioral health services to nearly 5,000 patients
- Provided psychiatric medications to over 260 low-income patients and psychiatric consultation to over 140 patients
- Grew partnerships with behavioral health providers to co-locate services, including substance abuse counseling services at PHC and PHC clinical services at Eyerly Ball and Central Iowa Shelter Services

SEXUAL ASSAULT RESPONSE TEAM FUNDING

IOWA COALITION AGAINST SEXUAL ASSAULT

- Provided training to members of Sexual Assault Response Teams including Sexual Assault Nurse Examiners and law enforcement officials with a focus on rural counties
- Held a summit with 96 attendees representing 35 counties

FREE CLINICS

FREE CLINICS OF IOWA AND FREE CLINICS

- Provided direct funding to 31 Free Clinics (annual operating budget for many)
- FCI used remaining funding to support its members in connecting patients with a health home and health care coverage and to better capture data about patients served

FREE CLINICS

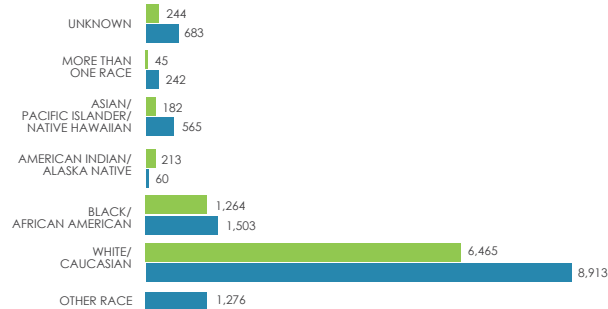
15,347

UNDUPLICATED PATIENTS

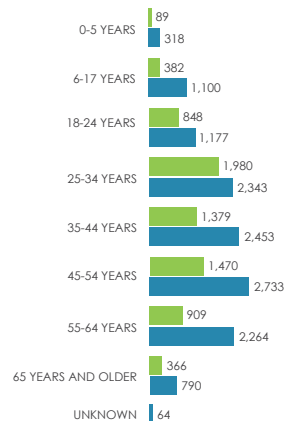
38,305

NUMBER OF ENCOUNTERS

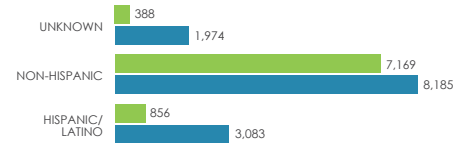
RACE



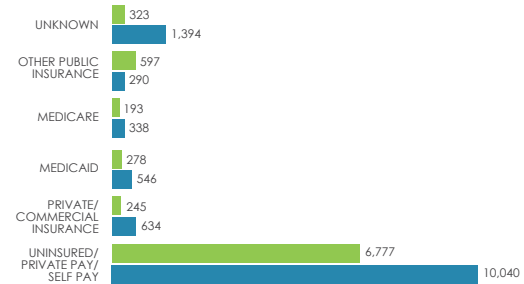
AGE



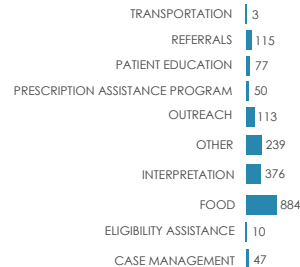
ETHNICITY



INSURANCE STATUS



ENABLING SERVICES



■ REPORTED AS UNIQUE PATIENT
■ REPORTED BY ENCOUNTER

NUMBER OF CLINICS REPORTING: 34 (84%)

RURAL HEALTH CLINICS

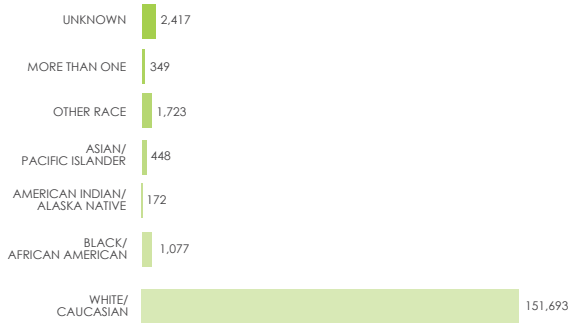
181,950

UNDUPLICATED PATIENTS

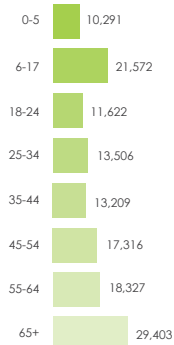
623,670

NUMBER OF ENCOUNTERS

RACE



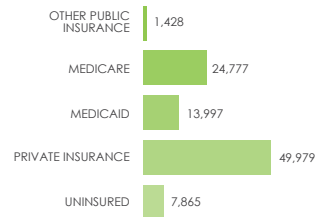
AGE



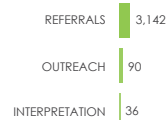
ETHNICITY



INSURANCE STATUS



ENABLING SERVICES

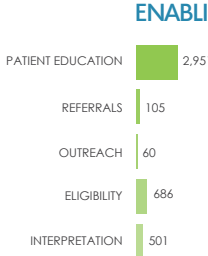
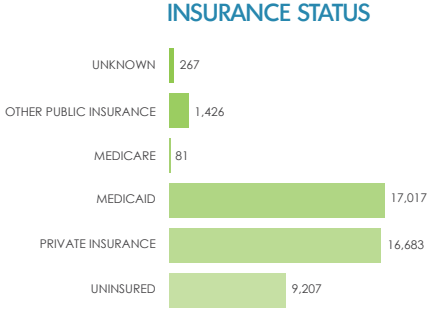
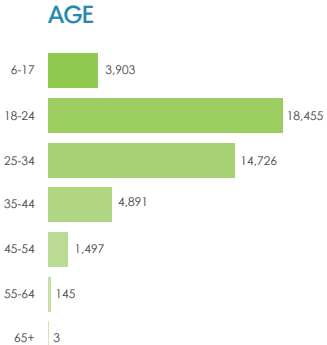
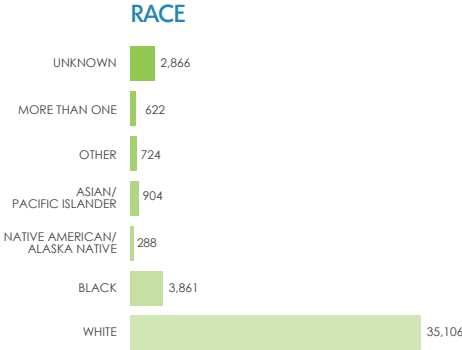


NUMBER OF CLINICS REPORTING: 66 (45%)

FAMILY PLANNING AGENCIES

44,521
UNDUPLICATED PATIENTS

103,019
NUMBER OF ENCOUNTERS



2016 UNDERSERVED CHAMPION



In recognition of the University of Iowa's College of Dentistry and Dental Clinics' commitment to ensuring access to quality, affordable health care for all, the Iowa Primary Care Association is pleased to honor the College with the 2016 Underserved Champion of the Year Award.

The UI College of Dentistry is an invaluable resource to all Iowans and to residents in surrounding states, training Iowa's future dentists and providing general and specialty dental treatment to children and adults in the student clinics at reduced fees. Treatment is provided by dental students under the close supervision of faculty general dentists and dental specialists. The College is a participating provider in all of its clinics for Iowa Medicaid (Title XIX) and the Iowa Dental Wellness Plan patients. College of Dentistry faculty, staff, and dental students volunteer their time at the Iowa Mission of Mercy (IMOM), an annual two-day free dental clinic for children and adults who cannot afford dental care.

The College of Dentistry is one of only two dental schools in the nation to offer advanced education in all dental specialties recognized by the American Dental Association. Fourth year dental students spend 10 weeks of their final year of training, providing dental care to underserved populations in Iowa in various settings including Community Health Centers. The College of Dentistry Geriatrics and Special Needs Clinic continues to offer affordable dental care to Iowa's aging and shut-in residents by taking faculty dentists and senior dental students in the College's Geriatrics Mobile Dental Unit (GMU) to 10 Eastern Iowa nursing homes.

We applaud the College's dedication to meeting the needs of low-income Iowans.



PREVIOUS WINNERS

- 2015** JOE BOLKCOM, STATE SENATOR
- 2014** AMANDA RAGAN, STATE SENATOR
LINDA UPMEYER, STATE REPRESENTATIVE
- 2013** IOWA PRESCRIPTION DRUG CORPORATION
- 2012** DELTA DENTAL OF IOWA FOUNDATION
- 2011** JENNIFER VERMEER, DIRECTOR, IOWA
MEDICAID ENTERPRISE
- 2010** BRUCE BRALEY, U.S. CONGRESSMAN
- 2009** CHRIS ATCHISON, UNIVERSITY OF IOWA
- 2008** RO FOEGE, STATE REPRESENTATIVE
- 2007** DAVE HEATON, STATE REPRESENTATIVE
JIM LEACH, U.S. CONGRESSMAN
- 2006** JACK HATCH, STATE SENATOR
- 2005** DR. BERY ENGBRETSSEN, EXECUTIVE DIRECTOR,
PRIMARY HEALTH CARE, INC.
- 2004** TOM HARKIN, U.S. SENATOR

STATEWIDE SUMMARY: WHO DO WE SERVE?

PATIENT PROFILE



631,913

PATIENT VISITS



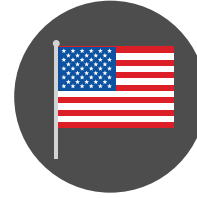
184,268

TOTAL PATIENTS



7,081

HOMELESS PATIENTS



2,353

VETERANS

PATIENT VISITS BY TYPE OF SERVICE RECEIVED



145,268

MEDICAL



60,999

DENTAL



7,872

BEHAVIORAL
HEALTH



139

SUBSTANCE
ABUSE



3,608

ENABLING~



234

VISION

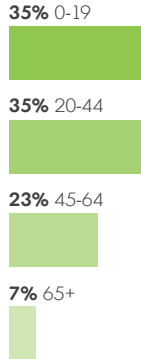


Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

Source: 2014 Uniform Data System, Bureau of Primary Health Care

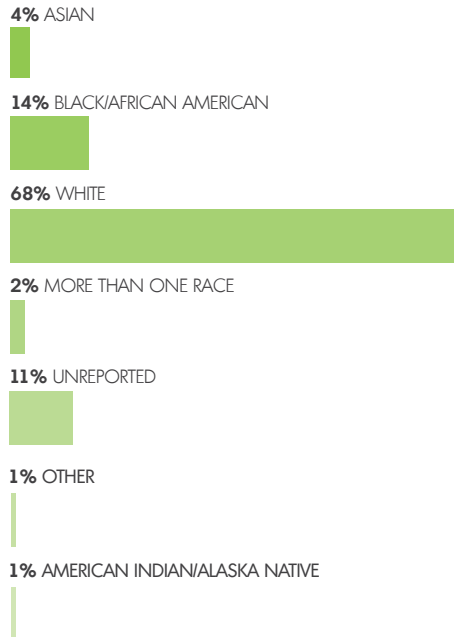
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



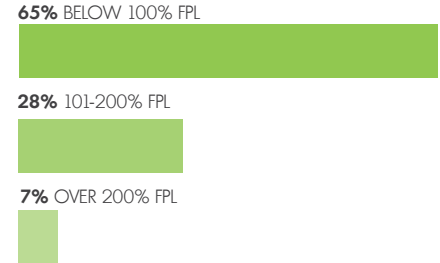
RACE & ETHNICITY

21% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



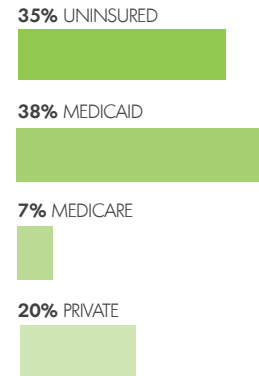
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



ALL CARE HEALTH CENTER

BILL WYPYSKI
Executive Director

bwypyski@allcarehealthcenter.org
902 South 6th Street
Council Bluffs, IA 51501
Phone: (712) 325-1990
www.allcarehealthcenter.org

PATIENTS & SERVICES RECEIVED

67% MEDICAL



27% DENTAL



6% BEHAVIORAL HEALTH



19,409

PATIENT VISITS

5,651

TOTAL PATIENTS*

- Medical: 4,512
- Dental: 1,799
- Behavioral Health: 391

* Some patients receive multiple services

274

HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

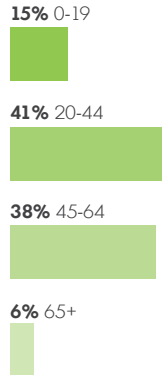
CONGRESSIONAL DISTRICT: 3

STATE SENATE DISTRICTS: 8, 11

STATE HOUSE DISTRICTS: 15, 16, 21, 22

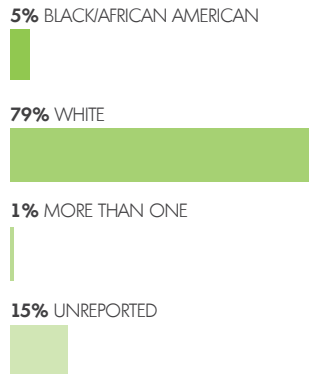
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



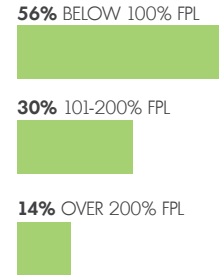
RACE & ETHNICITY

15% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



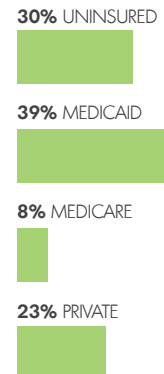
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



COMMUNITY HEALTH CARE, INC.

TOM BOWMAN
Chief Executive Officer

tbowman@chcqca.org
500 West River Drive
Davenport, IA 52801
Phone: (563) 336-3112
www.chcqca.org

CHC MEDICAL CLINIC
500 West River Drive
Davenport, IA 52801

CHC DENTAL CLINIC
125 Scott Street
Davenport, IA 52801

CHC HOMELESS CLINIC
303 West 6th Street
Davenport, IA 52801

MOLINE CLINIC
1106 4th Avenue
Moline, IL 61265

EAST MOLINE CLINIC
708 15th Avenue
East Moline, IL 61244

ROCK ISLAND CLINIC
2750 11th Street
Rock Island, IL 61201

ROBERT YOUNG CENTER
2200 3rd Avenue
Rock Island, IL 61201

ADULT REHABILITATION CENTER
4001 North Brady Street
Davenport, IA 52806

CLINTON CLINIC
925 South 4th Street
Clinton, IA 52732

PATIENTS & SERVICES RECEIVED

70% MEDICAL



30% DENTAL



101,340

PATIENT VISITS

35,305

TOTAL PATIENTS*

- Medical: 28,474
- Dental: 12,333

* Some patients receive multiple services

999

HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

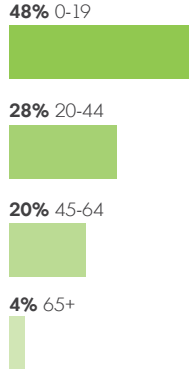
CONGRESSIONAL DISTRICT: 2

STATE SENATE DISTRICTS: 45, 46, 47, 49

STATE HOUSE DISTRICTS: 89, 90, 92, 93, 94, 97

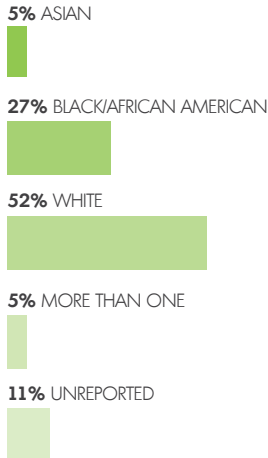
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



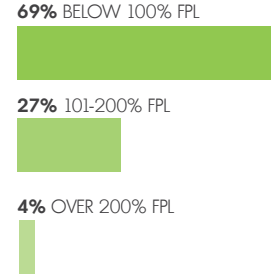
RACE & ETHNICITY

18% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



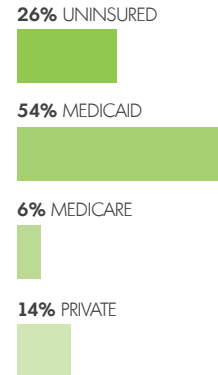
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



COMMUNITY HEALTH CENTER OF FORT DODGE

RENAE KRUCKENBERG
Chief Executive Officer

rkruckenberg@chcfordodge.com
126 North 10th Street
Fort Dodge, IA 50501
Phone: (515) 576-6500
www.chcfd.com

DAYTON CLINIC
24 South Main Street
Dayton, IA 50530

PATIENTS & SERVICES RECEIVED

68% MEDICAL



32% DENTAL



17,164

PATIENT VISITS

5,886

TOTAL PATIENTS*

- Medical: 4,185
- Dental: 1,942

* Some patients receive multiple services

LEGISLATIVE DISTRICTS

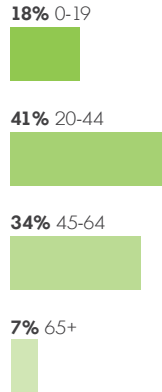
CONGRESSIONAL DISTRICT: 4

STATE SENATE DISTRICTS: 5, 24

STATE HOUSE DISTRICTS: 9, 10, 48

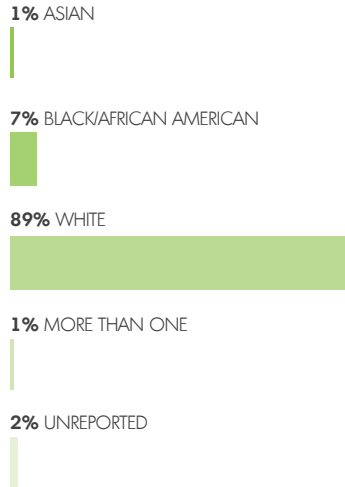
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



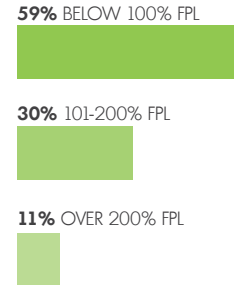
RACE & ETHNICITY

7% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



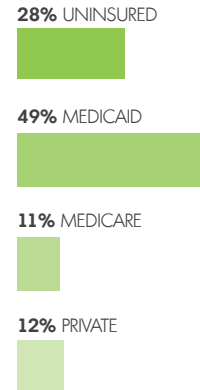
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



COMMUNITY HEALTH CENTERS OF SOUTHEASTERN IOWA

RONALD W. KEMP Chief Executive Officer

rkemp@chcseia.com
1706 West Agency Road
West Burlington, IA 52655
Phone: (319) 753-2300
www.chcseia.com

KEOKUK CLINIC
400 North 17th Street
Keokuk, IA 52632

LOUISA COUNTY CLINIC
2409 Spring Street
Columbus City, IA 52737

HAMILTON CLINIC
951 Broadway Street
Hamilton, IL 62341

WEST BURLINGTON CLINIC
1706 West Agency Road
West Burlington, IA 52655

PATIENTS & SERVICES RECEIVED

70% MEDICAL



27% DENTAL



3% BEHAVIORAL HEALTH



49,088

PATIENT VISITS

16,163

TOTAL PATIENTS*

- Medical: 12,636
- Dental: 4,944
- Behavioral Health: 470

* Some patients receive multiple services

159

HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

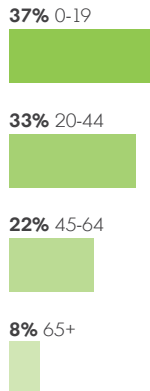
CONGRESSIONAL DISTRICT: 2

STATE SENATE DISTRICTS: 42, 44

STATE HOUSE DISTRICTS: 83, 84, 87, 88

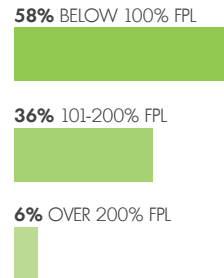
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



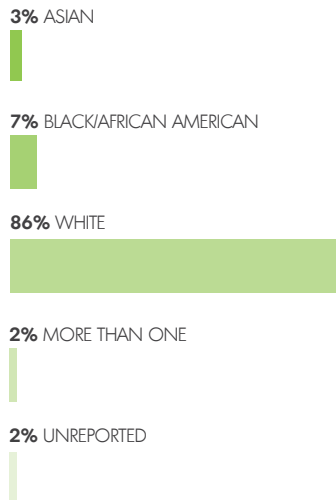
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



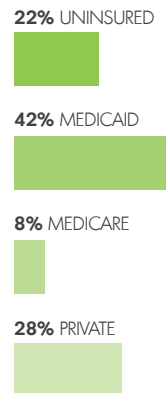
RACE & ETHNICITY

12% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



INSURANCE SOURCE

BASED ON # OF PATIENTS



COMMUNITY HEALTH CENTERS OF SOUTHERN IOWA

SAMANTHA CANNON
Chief Executive Officer

scannon@chcsi.org
302 NE 14th Street
Leon, IA 50144
Phone: (641) 446-2383
www.chcsi.org

LEON FACILITY
302 NE 14th Street
Leon, IA 50144

LAMONI FACILITY
802 East Ackerly
Lamoni, IA 50140

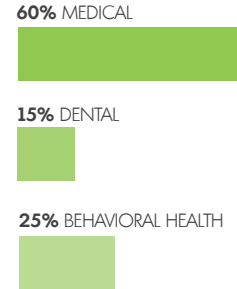
ALBIA FACILITY
12 West Washington Avenue
Albia, IA 52531

CENTERVILLE FACILITY
221 East State Street
Centerville, IA 52544

CHARITON FACILITY
125 South Grand
Chariton, IA 50049

CORYDON FACILITY
204 South Franklin
Corydon, IA 50060

PATIENTS & SERVICES RECEIVED



37,154
PATIENT VISITS

7,418

TOTAL PATIENTS*

- Medical: 5,245
- Dental: 1,294
- Behavioral Health: 2,179
- Enabling: 2,182

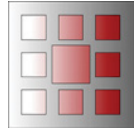
- * Some patients receive multiple services
- ^ Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 2, 3

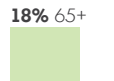
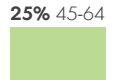
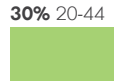
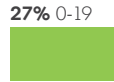
STATE SENATE DISTRICTS: 11, 12, 14, 40

STATE HOUSE DISTRICTS: 21, 24, 27, 28, 80



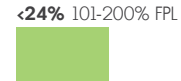
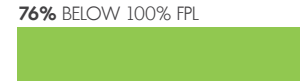
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



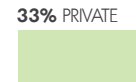
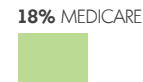
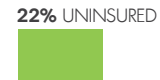
RACE & ETHNICITY

18% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



INSURANCE SOURCE

BASED ON # OF PATIENTS



CRESCENT COMMUNITY HEALTH CENTER

JULIE WOODYARD
Executive Director

jwoodyard@crescentchc.org
1789 Elm Street, Suite A
Dubuque, IA 52001
Phone: (563) 690-2860
www.crescentchc.org

PATIENTS & SERVICES RECEIVED

49% MEDICAL



51% DENTAL



16,053

PATIENT VISITS

5,750

TOTAL PATIENTS*

- Medical: 3,607
- Dental: 3,712

* Some patients receive multiple services

LEGISLATIVE DISTRICTS

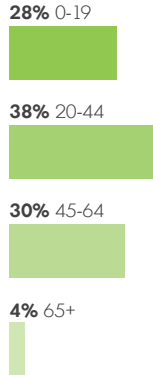
CONGRESSIONAL DISTRICT: 1

STATE SENATE DISTRICTS: 29, 50

STATE HOUSE DISTRICTS: 57, 58, 99, 100

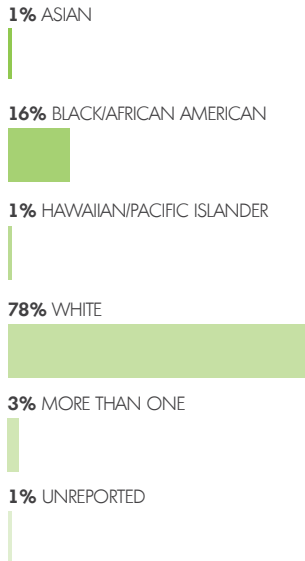
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



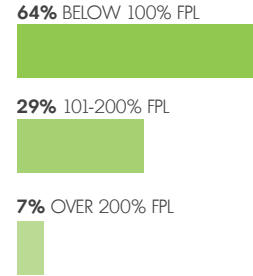
RACE & ETHNICITY

9% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



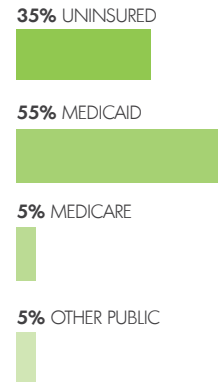
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



EASTERN IOWA HEALTH CENTER

JOE LOCK
Chief Executive Officer

jlock@eihc.co
1201 3rd Avenue SE
Cedar Rapids, IA 52403
Phone: (319) 730-7300
www.easterniowahealthcenter.com

PATIENTS & SERVICES RECEIVED

100% MEDICAL



37,710

PATIENT VISITS

7,764

TOTAL PATIENTS*
· Medical: 7,764

* Some patients receive multiple services

618

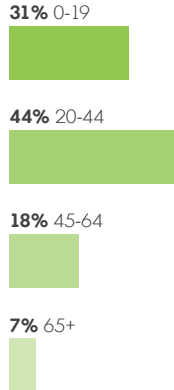
HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 1
STATE SENATE DISTRICTS: 33, 34, 35, 48
STATE HOUSE DISTRICTS: 65, 66, 67, 68, 69, 70, 95

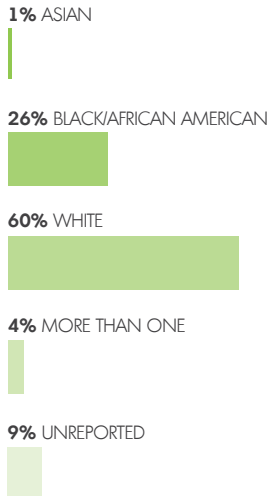
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



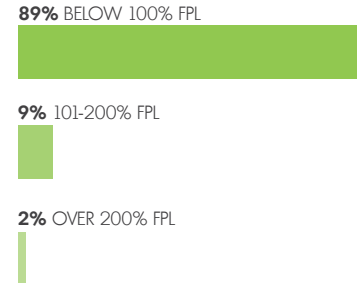
RACE & ETHNICITY

6% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



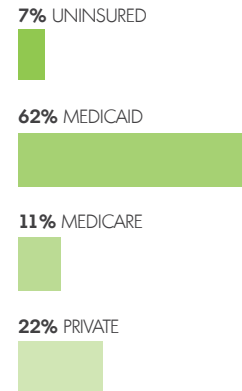
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



PEOPLES COMMUNITY HEALTH CLINIC, INC.

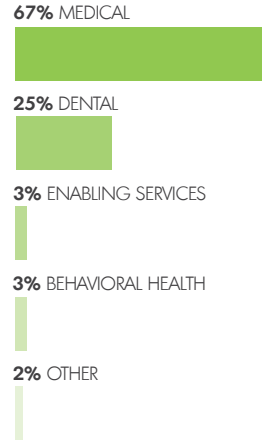
JENNIFER LIGHTBODY
Chief Executive Officer

jlightbody@peoples-clinic.com
905 Franklin Street
Waterloo, IA 50703-4407
Phone: (319) 272-4300
www.peoples-clinic.com

PEOPLES CLINIC
905 Franklin Street
Waterloo, IA 50703

PEOPLES CLINIC BUTLER COUNTY
118 South Main Street
Clarksville, IA 50619

PATIENTS & SERVICES RECEIVED



60,263

PATIENT VISITS

16,767

TOTAL PATIENTS*

- Medical: 15,008
- Dental: 5,650
- Enabling: 556^
- Behavioral Health: 778
- Other: 367

- * Some patients receive multiple services
- ^ Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

800

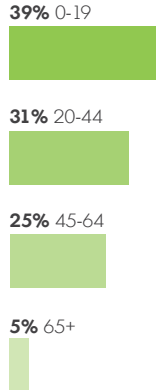
HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 1, 4
STATE SENATE DISTRICTS: 25, 27, 30, 31, 32, 36
STATE HOUSE DISTRICTS: 50, 54, 59, 60, 61, 62, 72

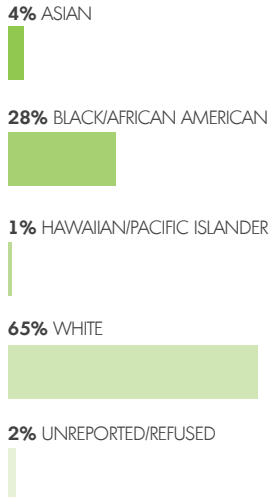
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



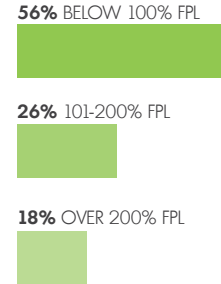
RACE & ETHNICITY

10% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



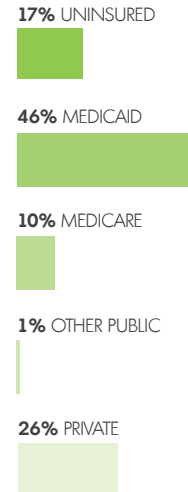
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



PRIMARY HEALTH CARE, INC.

KELLY HUNTSMAN CHIEF EXECUTIVE OFFICER

khuntsman@phcinc.net
9943 Hickman Road, Suite 105
Urbandale, IA 50322
Phone: (515) 333-5024
www.phciowa.org

ENGBRETSSEN CLINIC
2353 SE 14th Street
Des Moines, IA 50320

EAST SIDE CLINIC
3509 East 29th Street
Des Moines, IA 50317

UNIVERSITY CLINIC
1200 University Avenue, Suite 120
Des Moines, IA 50314

MARSHALLTOWN CLINIC
412 East Church Street
Marshalltown, IA 50158

PRIMARY HEALTH CARE PHARMACY
1200 University Avenue, Suite 105
Des Moines, IA 50314

HIV SERVICES
1200 University Avenue, Suite 210
Des Moines, Iowa 50314

STORY COUNTY CLINIC
3510 Lincoln Way
Ames, IA 50010

PATIENTS & SERVICES RECEIVED

70% MEDICAL



23% DENTAL



3% ENABLING SERVICES



4% BEHAVIORAL HEALTH



125,327

PATIENT VISITS

33,782

TOTAL PATIENTS*

- Medical: 27,935
- Dental: 9,173
- Enabling: 1,230
- Behavioral Health: 1,505
- Vision: 90

* Some patients receive multiple services

^ Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

4,047

HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 1, 3, 4

STATE SENATE DISTRICTS: 5, 10, 15, 16, 17, 18, 19, 20, 21, 22, 23, 36

STATE HOUSE DISTRICTS: 10, 19, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 45, 46, 71, 72

AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS

30% 0-19



40% 20-44



22% 45-64



8% 65+



RACE & ETHNICITY

35% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN

6% ASIAN



11% BLACK/AFRICAN AMERICAN



75% WHITE



1% MORE THAN ONE



7% UNREPORTED/REFUSED



PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS

69% BELOW 100% FPL



25% 101-200% FPL



6% OVER 200% FPL



INSURANCE SOURCE

BASED ON # OF PATIENTS

39% UNINSURED



31% MEDICAID



8% MEDICARE



22% PRIVATE



PROMISE COMMUNITY HEALTH CENTER

NANCY DYKSTRA
Executive Director

ndykstra@promisechc.org
338 1st Avenue, NW
Sioux Center, IA 51250
Phone: (712) 722-1700
www.promisechc.org

PATIENTS & SERVICES RECEIVED

66% MEDICAL



34% DENTAL



9,896

PATIENT VISITS

2,876

TOTAL PATIENTS*

- Medical: 2,272
- Dental: 1,181

* Some patients receive multiple services

40

HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

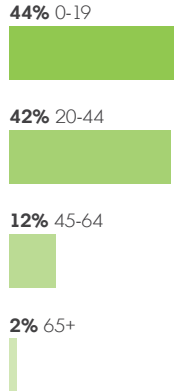
CONGRESSIONAL DISTRICT: 4

STATE SENATE DISTRICTS: 2

STATE HOUSE DISTRICTS: 3, 4

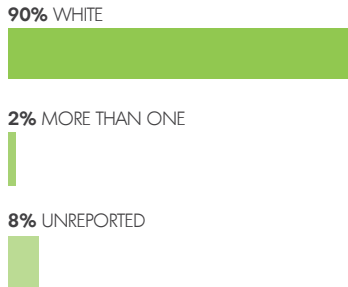
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



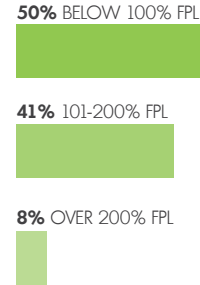
RACE & ETHNICITY

62% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



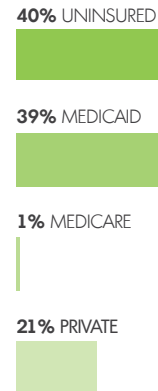
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



PROTEUS, INC.

JESUS SOTO
Chief Executive Officer

jesuss@proteusinc.net
3850 Merle Hay Road, Suite 500
Des Moines, IA 50310
Phone: (515) 271-5303
www.proteusinc.net

DES MOINES OFFICE
3850 Merle Hay Road, Suite 500
Des Moines, IA 50310

FORT DODGE OFFICE
107 North 7th Street
Fort Dodge, IA 50501

IOWA CITY OFFICE
1548 South Gilbert Street
Iowa City, IA 52240

PATIENTS & SERVICES RECEIVED

72% MEDICAL



4% DENTAL



20% ENABLING SERVICES



4% VISION



2,308

PATIENT VISITS

1,157

TOTAL PATIENTS*

- Medical: 1,114
- Dental: 61
- Enabling: 312*
- Vision: 58

* Some patients receive multiple services

^ Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

791

MIGRANT WORKERS

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

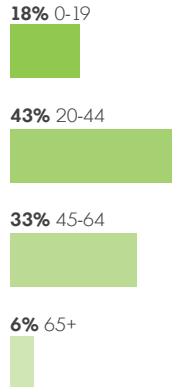
366

SEASONAL WORKERS

Seasonal Agricultural Worker: an individual whose principal employment is in agriculture on a seasonal basis and who is not a migratory agricultural worker.

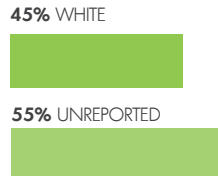
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



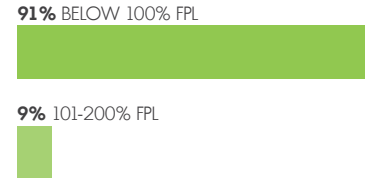
RACE & ETHNICITY

99% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



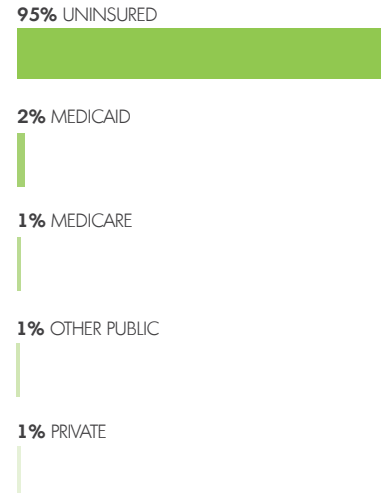
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



RIVER HILLS COMMUNITY HEALTH CENTER

RICK JOHNSON
Chief Executive Officer

rjohnson@riverhillshealth.org
216 South Market Street
P.O. Box 458
Ottumwa, IA 52501
Phone: (641) 954-9971
www.riverhillshealth.org

ADMINISTRATIVE OFFICE
216 South Market Street
P.O. Box 458
Ottumwa, IA 52501

WAPELLO COUNTY CLINIC
201 South Market Street
P.O. Box 458
Ottumwa, IA 52501

PEDIATRIC CLINIC
931 Pennsylvania Avenue
P.O. Box 458
Ottumwa, IA 52501

KEOKUK COUNTY CLINIC
100 West Main Street
Richland, IA 52585

APPANOOSE COUNTY CLINIC
1015 North 18th Street, Suite C
Centerville, IA 52544

PATIENTS & SERVICES RECEIVED

54% MEDICAL



41% DENTAL



5% BEHAVIORAL HEALTH



52,951

PATIENT VISITS

16,973

TOTAL PATIENTS*

- Medical: 10,535
- Dental: 8,152
- Behavioral Health: 955

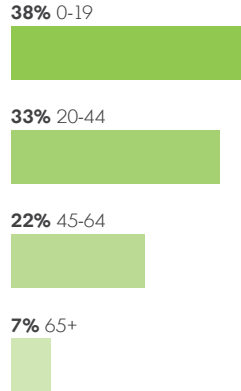
* Some patients receive multiple services

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 2
STATE SENATE DISTRICTS: 39, 40, 41, 42
STATE HOUSE DISTRICTS: 78, 79, 80, 81, 82, 84

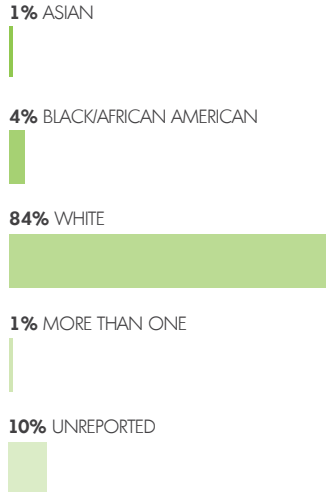
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



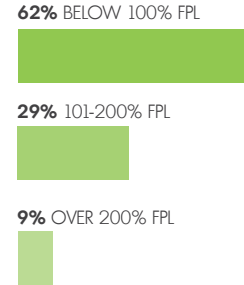
RACE & ETHNICITY

12% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



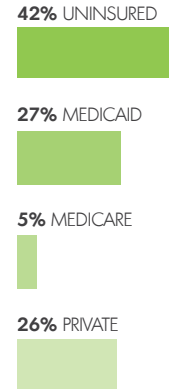
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



INSURANCE SOURCE

BASED ON # OF PATIENTS



SIouxLAND COMMUNITY HEALTH CENTER

MARI KAPTAIN-DAHLEN
Chief Executive Officer

mkaptaindahlen@slandchc.com
1021 Nebraska Street
Sioux City, IA 51105
Phone: (712) 252-2477
www.slandchc.com

**SIouxLAND COMMUNITY HEALTH
OF NEBRASKA**
3410 Futures Drive
South Sioux City, NE 68776

PATIENTS & SERVICES RECEIVED

60% MEDICAL



29% DENTAL



7% ENABLING SERVICES



4% BEHAVIORAL HEALTH



94,360

PATIENT VISITS

25,334

TOTAL PATIENTS*

- Medical: 19,421
- Dental: 9,301
- Enabling: 2,069*
- Behavioral Health: 1,363
- Vision: 86

* Some patients receive multiple services

^ Enabling Services are those such as outreach, transportation, and language interpretation that enable individuals to access the services of a health center

72

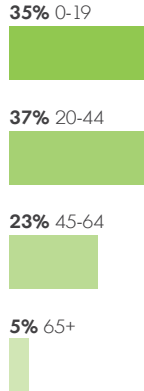
HOMELESS PATIENTS

LEGISLATIVE DISTRICTS

CONGRESSIONAL DISTRICT: 4
STATE SENATE DISTRICTS: 3, 7, 9
STATE HOUSE DISTRICTS: 5, 6, 13, 14, 17

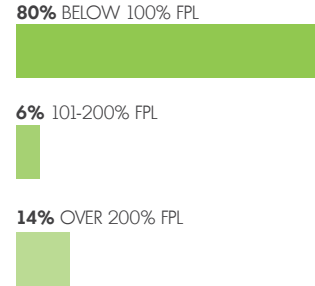
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



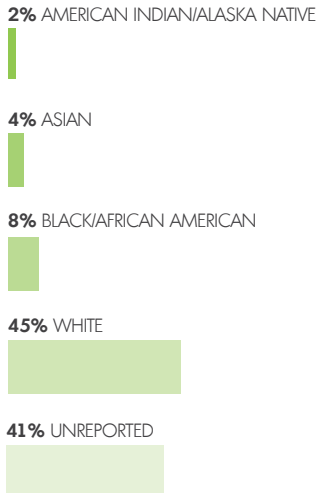
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



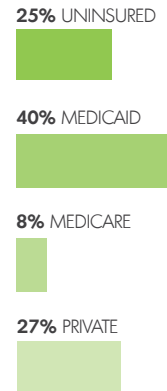
RACE & ETHNICITY

39% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



INSURANCE SOURCE

BASED ON # OF PATIENTS



UNITED COMMUNITY HEALTH CENTER

RICH GEHRIG
Executive Director

rich@uchcsl.com
715 West Milwaukee
Storm Lake, IA 50588
Phone: (712) 213-0109
www.uchcsl.com

PATIENTS & SERVICES RECEIVED

64% MEDICAL



36% DENTAL



10,061

PATIENT VISITS

3,436

TOTAL PATIENTS*

- Medical: 2,560
- Dental: 1,457

* Some patients receive multiple services

LEGISLATIVE DISTRICTS

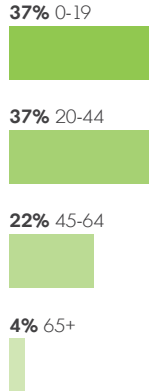
CONGRESSIONAL DISTRICT: 4

STATE SENATE DISTRICTS: 6

STATE HOUSE DISTRICTS: 11

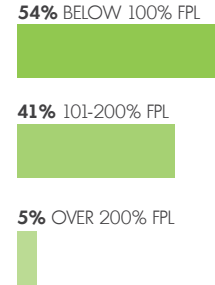
AGE OF PATIENTS

% OF PATIENTS IN AGE GROUPS



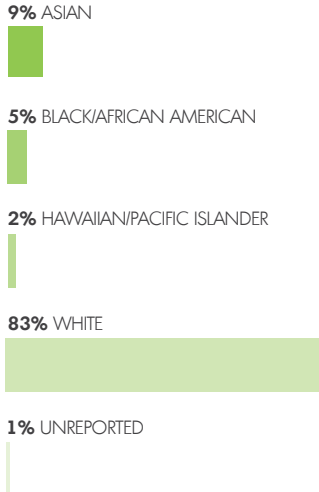
PATIENT INCOME

AS % OF FEDERAL POVERTY LEVEL BASED ON # OF PATIENTS



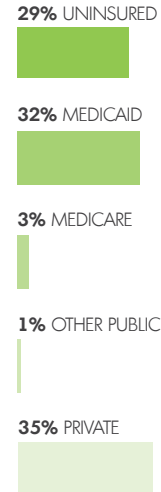
RACE & ETHNICITY

54% INDICATE THEY'RE OF HISPANIC/LATINO ORIGIN



INSURANCE SOURCE

BASED ON # OF PATIENTS



STAFF MEMBERS

LEADERSHIP TEAM

Theodore J. Boesen, Jr., Chief Executive Officer

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COMMUNITY HEALTH CENTER 101


WHAT ARE COMMUNITY HEALTH CENTERS (CHCS)?

- Local, non-profit, community-owned health care providers serving low income and medically underserved communities.
- CHCs are located in areas where care is needed but scarce, and work to improve access to care for millions of Americans regardless of their insurance status or ability to pay. Their costs of care rank among the lowest, and they reduce the need for more expensive hospital-based and specialty care, saving billions of dollars for taxpayers.
- CHCs provide quality, affordable, comprehensive primary care and preventive services, including dental, mental health, and substance abuse services, as well as affordable pharmaceuticals. CHCs are recognized leaders in treating chronic diseases and reducing health disparities.

WHO DO COMMUNITY HEALTH CENTERS SERVE?

- 20 million people across the country, including more than 184,000 individuals in Iowa.
- 92% of health center patients in Iowa have family incomes at or below 200% of the federal poverty level.
- 29% of Health Center patients in Iowa are uninsured.

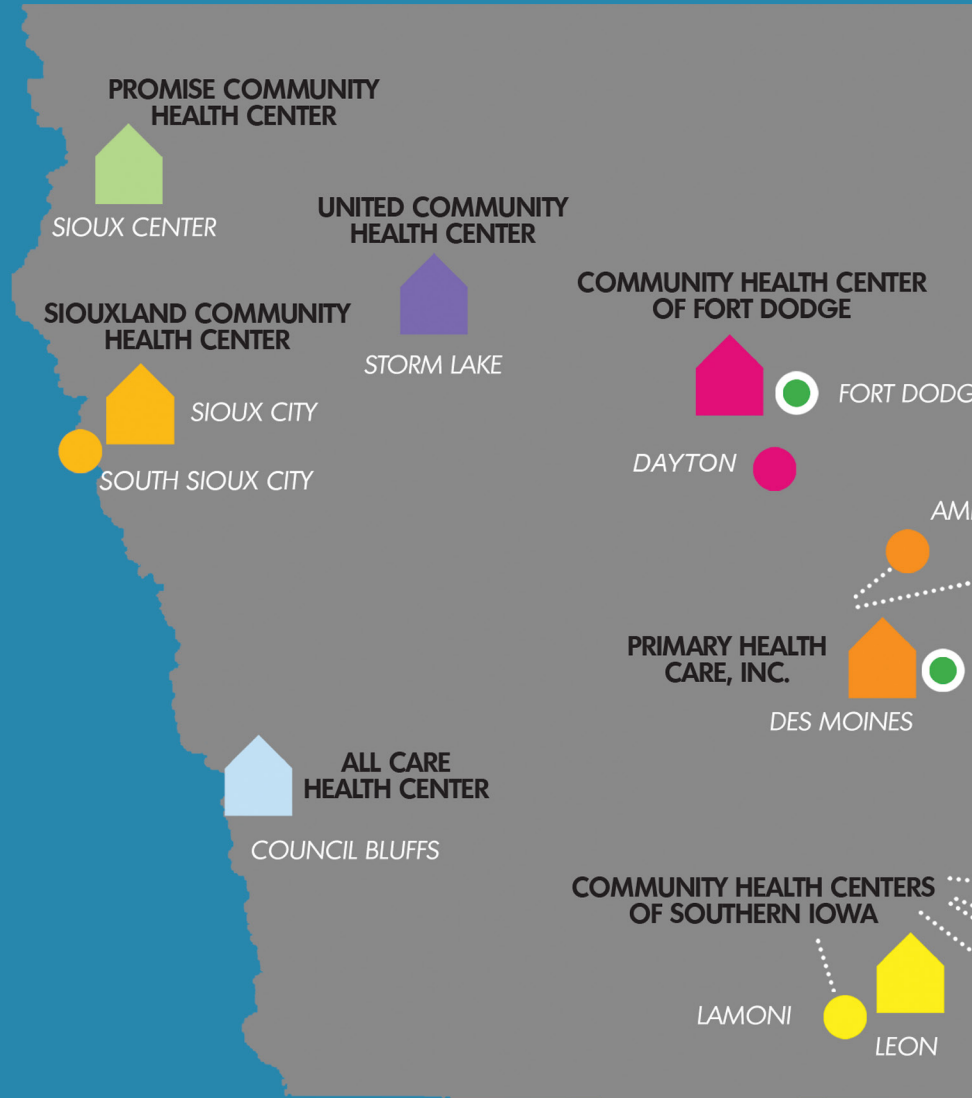
HOW DO COMMUNITY HEALTH CENTERS OVERCOME BARRIERS TO CARE?

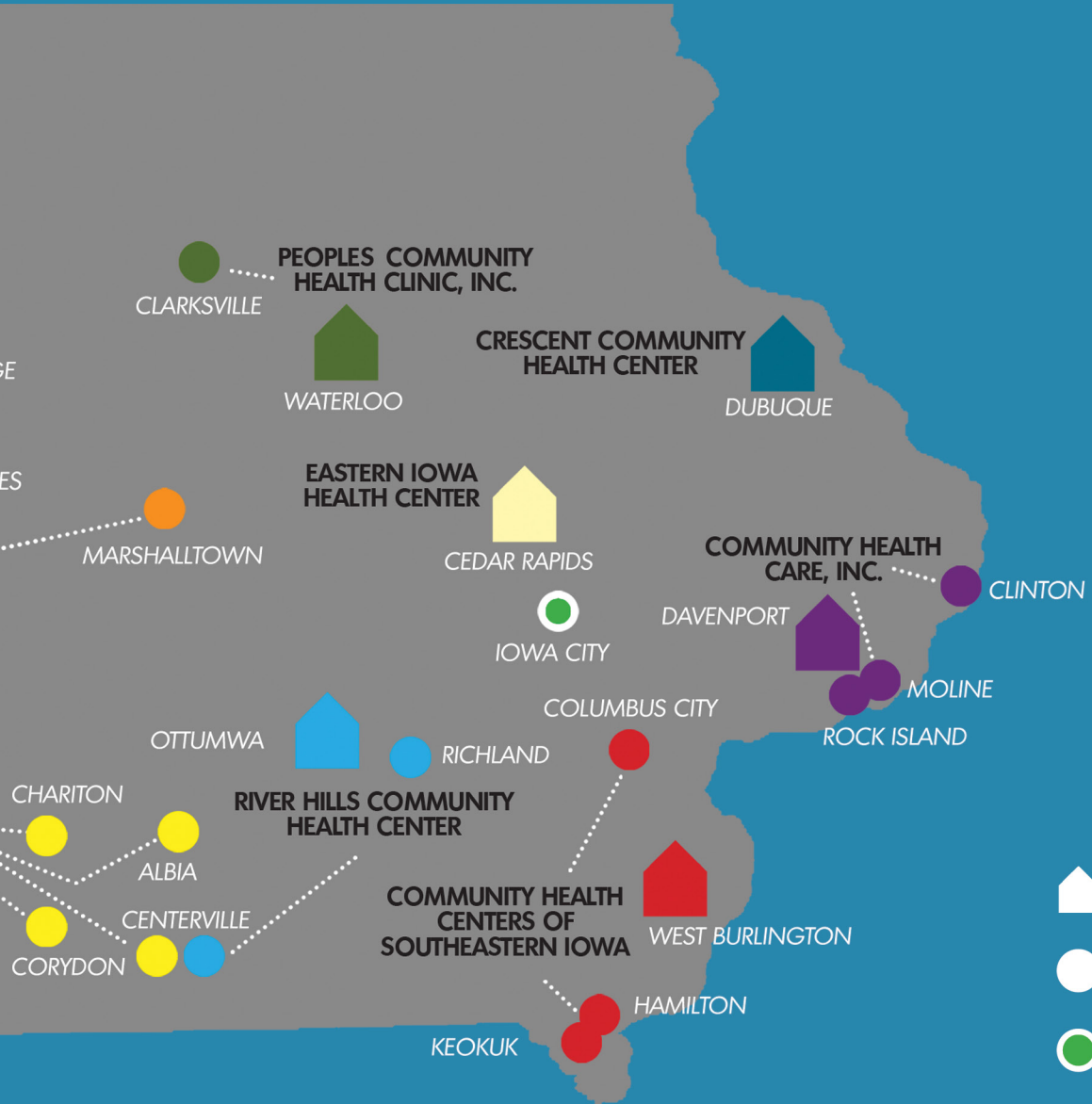
- Located in high-need areas identified as having elevated poverty, higher than average infant mortality, and where few physicians practice.
 - Open to all, regardless of income and insurance status, and provide free or reduced cost care based on ability to pay.
 - Services are tailored to fit the special needs and priorities of the community, and provide services in a linguistically and culturally appropriate setting.
 - Offer services that help patients access health care, such as transportation, interpretation, case management, health education, and home visitation.
- 

HOW DO COMMUNITY HEALTH CENTERS MAKE A DIFFERENCE?

- **Improve access to primary and preventive care.** Uninsured people living within close proximity to a Health Center are less likely to have an unmet medical need, less likely to visit the emergency room or have a hospital stay, and more likely to have had a general medical visit compared to other uninsured.
- **Effective management of chronic illness.** Health Centers meet or exceed nationally accepted practice standards for treatment of chronic conditions. In fact, the Institute of Medicine and the Government Accountability Office have recognized Health Centers as models for screening, diagnosing, and managing chronic conditions such as diabetes, cardiovascular disease, asthma, depression, cancer, and HIV. Health Centers' efforts have led to improved health outcomes for their patients, as well as lowered the cost of treating patients with chronic illness.
- **Reduction of health disparities.** Because of their success in removing barriers to care, the Institute of Medicine and U.S. General Accounting Office recognized Health Centers for reducing or even eliminating the health gaps for racial and ethnic minorities, as well as for the poor in the U.S.
- **Cost-effective care.** Care received at Health Centers is ranked among the most cost-effective. Several studies have found that Health Centers save the Medicaid program around 30% in annual spending for Health Center Medicaid beneficiaries. Furthermore, Health Centers generate savings for the entire health care system of up to \$176 billion per year. These savings are the result of less reliance on costly specialty, inpatient, and emergency room care. Furthermore, if avoidable visits to emergency rooms were redirected to Health Centers, over \$18 billion in annual health care costs could be saved nationally.
- **High quality care.** Studies have found that the quality of care provided at Health Centers is equal to or greater than the quality of care provided elsewhere. Moreover, 99% of surveyed patients report that they were satisfied with the care they receive at Health Centers.

Information courtesy of the National Association of Community Health Centers





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



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