# **Erie Family Health Center** 2013 Annual Report

Trus Heal. Care.

Trus

FROM ERIE'S PRESIDENT AND CHAIRMAN
Dear friend of Erie,

For 56 years, Erie Family Health Center has made high-quality care accessible to those who can least afford it.

In fiscal year 2013, over **43,000 patients** received affordable medical and dental care through more than **170,000 visits** to Erie's six primary care centers (three of which offer integrated medical and dental services), five school-based health centers and the region's only stand-alone teen health center.

By 2018, Erie anticipates a **35% increase** in annual patient visits—an **additional 60,000 visits** each year.

# Strong ties to patients, families and communities are the life-blood of Erie's mission.

We're thrilled that last year's remarkable growth deepened our connections to the communities we've always served and helped us meet the increasing need for affordable care in new areas.

Our growth was spurred by a commitment to reach out and expand Erie services to thousands more patients through robust collaborations with our partners. These alliances established significant "firsts," including a state-of-the-art Erie health center on a major hospital campus and another in an underserved North Shore community. We are grateful to new and long-term partners who enabled these and other initiatives through their trust in Erie's high quality care, financial stability and responsible leadership.

Erie also played a leadership role as health care reform moved forward. We were on the forefront of securing access to insurance benefits for thousands of patients and strengthening our patient-focused model of care. One of Erie's largest sites was also designated as a "patient centered medical home" by the Joint Commission, a nationwide symbol of quality in providing integrated, patient-driven care.

The stories of Erie patients in this report are hopeful, yet they remind us that so many in our community still don't have access to basic primary care services. As more people are becoming eligible for health coverage through health care reform, they will continue to rely on Erie for our high-quality and compassionate health care.

We thank you for your generous support of Erie's mission to ease the burden of poor health and chronic disease on individuals and communities.

All the best in 2014,

lo francis

Bria P. Marselle

Lee Francis, MD, MPH President and CEO

Brian P. Marsella Chairman, Board of Directors



# FY13 highlights

# Expanding to meet needs in new and familiar communities

**Erie Evanston/Skokie Health Center opened its doors** to give residents of the North Shore their first community health center — and Erie's first location outside of Chicago. The health center was made possible through operating support from the U.S. Department of Health and Human Services as part of the Affordable Care Act, community and municipal partners and lead capital donors NorthShore University HealthSystem, North Suburban Healthcare Foundation and Illinois Children's Healthcare Foundation.

**Erie Foster Avenue Health Center, Erie's first location on a hospital campus,** brought together Erie's primary care leadership with Swedish Covenant Hospital's cutting edge specialty services. The partnership facilitates seamless access to comprehensive care for patients on Chicago's northwest side. Erie is also partnering with the hospital to train 48 of its resident physicians in community-based medicine.

**Erie Division Street Health Center expanded care** for residents in Erie's traditional service area on Chicago's west side. The newly renovated center attracted over 3,500 patients from this at-risk community in its first full year of operation.

**Erie Johnson School-Based Health Center expanded the services** of the former Erie Henson School-Based Health Center. After closing Henson Elementary School last spring, Chicago Public Schools worked closely with Erie to relocate the health center to the Johnson School of Excellence in time for the start of the new school year.

# Enrolling patients into health care coverage

**Erie was selected by the Cook County Health and Hospitals System** to participate in an early-roll out of the Affordable Care Act through the CountyCare expanded Medicaid program. Last fiscal year, Erie enrolled more than 2,000 previously uninsured patients in CountyCare, giving them the peace of mind that comes from having health care coverage.

# Strengthening the health care workforce

**The Northwestern McGaw Family Residency Program graduated** its first class of eight residents. Seven are now employed as primary care providers at community health centers in Chicago, including five at Erie, fulfilling the program's promise of expanding the primary health care workforce. The residency, based at Erie Humboldt Park Health Center, is a partnership among Erie, Northwestern University Feinberg School of Medicine and Norwegian American Hospital.

# Winning recognition from our employees

**We were honored** as one of the Chicago Tribune's Top Workplaces for the fourth consecutive year, based on input from our employees. Our dedicated and talented staff make everything we do possible. Thank you!

















FEATURE SECTION Making connections, changing lives

A mother overcomes breast cancer.A grandmother walks away from diabetes.A child learns how to avoid cavities.A father learns how to be a better parent.

These outcomes would seem impossible in most underserved communities. But **the following stories** are living examples of what is happening <u>every day</u> in Erie communities where strong partnerships nurture a culture of care—one patient and one family at a time



NUMBER OF MAMMOGRAM REFERRALS tend Erie made last year. Hispanic women are more likely to be diagnosed with later stage breast cancers and larger tumors. Early detection and access to treatment can greatly improve their prognosis.

Silvia Mauricio (foreground) received Erie's comprehensive cancer services, with full support from Monica Ortiz, Erie women's cancer care coordinator, husband Alejandro Perez and son Alejandro Perez Jr.

# Women's coordinated cancer care: art, science and compassion

Without health insurance, Silvia Mauricio couldn't imagine how she would afford breast cancer treatment. The Erie patient feared for her life. Tears came to her eyes when she thought about her husband and 13-year old son. "The small things seemed big, and the big things seemed bigger," she remembers.

Support came from Erie's medical provider, Dr. Katherine Sisco, women's cancer care coordinator, Monica Ortiz and breast health navigator, Yesenia Gutierrez. "They told me not to worry," recalls Mauricio. "They assured me they would make referrals, financial arrangements and schedule my appointments so I could focus on my health, my treatment and my family. They were my angels."

Erie provides clinical breast exams, breast cancer support groups and access to a coordinated network of comprehensive cancer services with partner organizations including hospitals, foundations and public funders. Patients receive mammograms, biopsies and treatment through Northwestern Memorial Hospital and Norwegian American Hospital. Community partners, including the Latina Association for Breast Cancer, team with Erie to provide support services — to help patients maintain their health and quality of life throughout treatment, recovery and beyond.

"I'm so thankful for Erie," Mauricio says. "And my son is a wonder! He told me I was strong and said I looked good even when I lost my hair. My husband hugged me, told me he loved me and promised we'd get through this. We did!"



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NUMBER OF DIABETIC PATIENTS who received access to care and support to manage their disease, preventing potentially devastating outcomes including blindness, loss of limbs, kidney disease and stroke. Erie leads health centers nationally in helping patients to manage their diabetes.

Patricia Starks (seated) enjoys new-found health since reversing diabetes symptoms with guidance from Sara Polonsky, RN, Erie's community health nurse.

# Reversing chronic disease, one patient at a time

Patricia Starks didn't feel well. But without medical insurance, the Skokie resident hadn't seen a doctor in years. As soon as she heard about the new Erie Evanston/Skokie Health Center, she made an appointment. Weeks later, she received news: she was on the borderline for diabetes. "It wasn't good news," she says. "But I was encouraged because they took the time to explain things and answer my questions. That made a big difference."

Last year, partnerships with the City of Evanston, Village of Skokie, NorthShore University HealthSystem, Presence Saint Francis Hospital and numerous community partners helped launch the area's first community health center. The integrated health care environment provides care for north suburban community residents who suffer disproportionately from untreated chronic diseases.

Patricia began a program under the guidance of Erie's coordinated care team, including community health nurse Sara Polonsky. "We provided diabetes education and support, a diet plan and regular blood glucose and weight check-ins," says Polonsky, "but Patricia provided motivation. She wanted to be healthy for herself and her seven grandchildren. She even joined our Walking Club!"

One year later, Patricia enjoys eating a healthy diet and walking two or three miles each day. She lost 15 pounds. At a recent check-in, Polonsky had news: Patricia had greatly reduced her risk for developing diabetes. "She burst into tears and shouted, 'I love myself!'" Polonsky recalls. "It was a great moment!"



# Pediatric dentistry: starting young, staying healthy

# Making oral care accessible to the youngest patients is an Erie

**priority.** Erie Foster Avenue Health Center is a shining example. Last year, the new site opened on the campus of partner Swedish Covenant Hospital. It fully integrates Erie's largest dental clinic into the health center to facilitate Erie's holistic approach and to increase patient access to care.

For five-year old Carmen Salgado, the highly coordinated care helps reinforce the link between oral health and overall wellness. Carmen developed cavities as a toddler. Erie dentist Yolanda Hendrix and dental assistant Denise Gonzalez began providing treatment and education. "Learning to care for teeth early in life establishes hygiene and nutrition habits that contribute to better overall health," says Hendrix.

Carmen's mother, Marilu Salgado, believes that oral health is very important for her four children. She is grateful for the knowledge she gained through Carmen's treatment and regular dental visits with Carmen's siblings. Mrs. Salgado is also delighted by the convenience of the bright new health center and the staff who never make her family wait when they arrive for scheduled appointments.

"We have our healthy routine now," says Mrs. Salgado. "Everyone brushes after meals. We stay away from candy and visit the dentist every six months. Carmen is eating more fruits and vegetables. She even asks to drink water now instead of soda or juice. It's good for our whole family!"



# School-based health centers: keeping care close to home

Caring for his infant daughter was a steep learning curve for Cleodes Ferguson, a single dad in his sixties. Experienced health care providers at Erie Henson School-Based Health Center stepped up to help him. They taught him about Arkyria's health and nutritional needs. They guided him through her developmental stages and childhood illnesses. They sent him reminders about regular check-ups and inoculations. They educated him about the dangers of lead and the importance of testing. They provided referrals to a dentist. They were always there when she needed care.

Last spring, Mr. Ferguson worried when he heard that Chicago Public Schools (CPS) would close Henson Elementary School and the health center. "I wondered where we would go for health care," he said. "The people at Erie were a lifeline, and Arkyria felt like family with them. We trusted them completely."

Recognizing the importance of a schoolbased health center for the community's children, adults and families, Erie and CPS worked together to identify a new location at nearby Johnson School of Excellence. By fall, Erie Johnson School-Based Health Center opened its doors. Residents of both the Henson and Johnson school communities, including Arkyria, now receive high quality care in a new, larger facility.

Arkyria is now a healthy pre-kindergarten student. Her care has not missed a beat. "The people at Erie are a godsend," says Mr. Ferguson. "They have taught me how to be a better parent."

# Expanding the primary care workforce

Over 21,000 patient visits were provided by Erie physicians from the Northwestern McGaw Family Residency Program last year, expanding Erie's capacity to meet community needs.

> **LAST SPRING, THE FIRST GRADUATING CLASS** from the Erie-based Northwestern McGaw Family Medicine Residency Program began fulfilling the program's promise to help address the shortage of primary care doctors. Of the eight new specialists in family medicine, seven are now practicing in community health centers. Five of them now work at Erie. All eight are working in primary care settings.

"I wanted to stay at Erie with my patients," says program graduate Dr. Santina Wheat, explaining why she chose to remain at Erie Humboldt Park Health Center. "Some of them were with me for my entire residency and are still my patients. I have loved helping them and their families stay healthy, and I look forward to watching them grow and change."

The three-year program has a capacity of 24 residents, and admission is highly competitive. Out of more than 700 applicants for eight slots in 2013, Erie received a 100% match for its first choice of residents in the current first-year class. Two current residents are Piscano Scholars, a prestigious national award recognizing leadership potential in family medicine.

With Swedish Covenant Hospital, Erie is also training 48 residents in family practice and internal medicine at Erie Foster Avenue Health Center. The two residency programs represent Erie's commitment to prepare the next generation of doctors who will practice in community health centers.

"I chose Erie's residency program because it immersed me in all aspects of caring for patients in underserved communities and taught me that collaboration and innovation are integral to excellent care," says Dr. Stephanie Place, a 2013 program graduate and now a staff physician at Erie Foster Avenue Health Center. "I stayed with Erie because I couldn't walk away from such a high-quality and passionate organization."



"As a medical student, my goal was to provide high-quality care for underserved patients. My experience as an Erie resident was exactly what I was looking for. I feel fortunate that my training prepared me to work with colleagues who share my commitment to help patients have healthier lives."

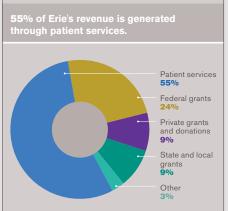
**Dorothy Dschida, MD, MA** Erie Foster Avenue Health Center "Erie's residency program gave me a rare opportunity to learn at a leading community health center that's affiliated with a safety net hospital, a medical school and university. This level of training is difficult to find in family medicine, and in Chicago."

Santina Wheat, MD, MPH Erie Humboldt Park Health Center

# **Financial statements**

For the fiscal years ending June 30, 2013 and June 30, 2012

	2013	2012
STATEMENT OF FINANCIAL POSITION		
Assets		
Cash/certificates of deposit	\$ 10,039,152	\$ 8,732,363
Patient account receivables	2,473,064	3,274,264
Grants receivable	4,619,261	2,246,543
Prepaid expenses/other assets	608,897	504,298
Total current assets	\$17,740,374	\$14,757,468
Other assets	640,198	466,365
Property, plant and equipment	12,365,282	10,420,891
Total assets	\$30,745,854	\$25,644,724



**OPERATING REVENUE** 

# Liabilities and net assets

Total liabilities and net assets	\$30,745,854	\$25,644,724
Total net assets	24,307,979	20,319,580
Total liabilities	6,437,875	5,325,144
Long-term liabilities	2,204,672	2,325,482
Current liabilities	4,233,203	2,999,662

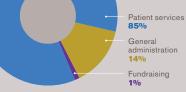
# **STATEMENT OF ACTIVITIES**

Revenue and other support		
Contributions and grants	\$ 15,292,663	\$ 13,882,938
Patient services	19,904,721	17,529,338
Other income	1,044,670	378,863
Total revenue and other support	\$36,242,054	\$31,791,139
Operating expenses by function		
Patient services	30,187,017	24,516,356
Fundraising	279,551	201,588
General administration	4,852,053	4,720,806
Total operating expenses	\$35,318,621	\$29,438,750
Change in net assets from operations	923,433	2,352,389
Capital investments in Erie's future <sup>1</sup>	2,925,716	1,277,120
Change in equity investments <sup>2</sup>	139,250	(15,851)
Change in net assets	\$ 3,988,399	\$ 3,613,658

1) In Fiscal Year 2013, Erie made substantial investments of its own resources to support capital projects at Erie Division Street Health Center, Erie Foster Avenue Health Center and Erie Evanston/Skokie Health Center.

2) Represents Erie's equity share of the Alliance of Chicago Community Health Services and Together4Health.

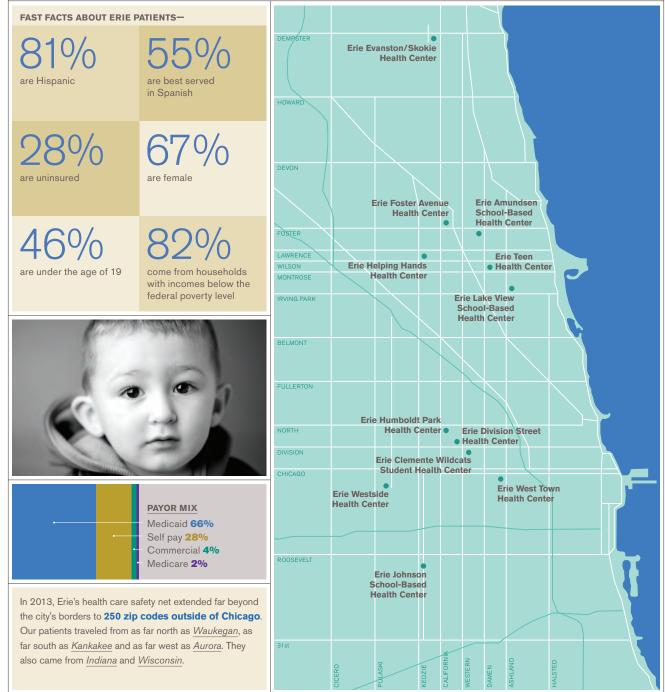
# OPERATING EXPENSES 85% of Erie's expenses go toward patient programs and services.



# Erie at a glance

Erie is on the move! We are expanding to provide high-quality care to patients well beyond the city of Chicago. Last year, **15% or 6,000 patients were new to Erie** and we anticipate continued rapid growth during the upcoming years.





# Our benefactors Annual gifts July 1, 2012–June 30, 2013

# PUBLIC SOURCES

Chicago Department of Public Health Chicago Public Schools Illinois Department of Human Services Illinois Department of Public Health U.S. Department of Health and Human Services. Health Resources and Services Administration- Bureau of Primary Health Care HIV/AIDS Bureau • Maternal and Child Health Bureau

• Office of Women's Health



# CAPITAL GIFTS Erie Evanston/Skokie

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\$1,000,000 and above NorthShore University HealthSystem North Suburban Healthcare Foundation

\$100,000 - \$999,999 Finnegan Family Foundation

# Erie HealthReach Waukegan Health Center

# \$1,000,000 and above

U.S. Department of Health and Human Services. Health Resources and Services Administration-Bureau of Primary Health Care

§ Multi-vear grant <sup>±</sup> Board member \* Staff <sup>‡</sup>Deceased



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