

Erie Family Health Center
2014 Annual Report



Erie highlights FY2014

July 1, 2013 – June 30, 2014

Erie's highly skilled navigators enrolled **nearly 7,000** previously uninsured patients in health coverage.

All Erie sites received **Primary Care Medical Home** certification from The Joint Commission.

Erie COO Iliana A. Mora was honored as one of *Crain's Chicago Business* **"40 Under 40"** business leaders.

Erie provided care for 11,000 new patients in fiscal year 2014, **a 26% increase** over 2013.

The permanent location for Erie Evanston/Skokie opened, with capacity to serve more than 5,500 patients.

Erie earned distinguished **national recognition** from the U.S. Department of Health and Human Services as a Health Center Quality Leader.

Dear friends of Erie,

These are exciting times in health care and at Erie. Our past fiscal year began with the opening of Erie Foster Avenue Health Center, followed by the permanent site for Erie Evanston/Skokie Health Center. It ended with final preparations to open Erie HealthReach Waukegan. Operating since July 1, the Waukegan site caps a remarkable journey of Erie expansion. Today, we're proud to provide compassionate, high quality care to more than 60,000 patients in 13 locations that serve some of our region's highest-need communities.

In this report, you'll read about how Erie has led the charge to implement broad changes in response to the rapidly evolving health care landscape. These new initiatives are having a real and positive impact on people's lives in the communities we serve. Last year, we helped thousands of patients enroll in health insurance plans and showed them how to use their new coverage. For the first time, these patients are receiving the care they need to achieve better health, raise healthy children and improve the quality of life for their families.

While delivering care is paramount, how we deliver it is equally important. As change leaders, we worked toward ever-higher levels of improved quality so that patients are assured of the best integrated primary medical, dental and behavioral health care — all under one roof. As a result, last August all Erie sites received Primary Care Medical Home certification from The Joint Commission. In the future, we're committed to continue strengthening and improving our patient-focused model of care to set new standards for best practices.

These pages will introduce you to some patients who have benefited from Erie's innovations. In addition, you'll read about one of the new generation of doctors training to practice primary care and family medicine under the guidance of experienced Erie physicians. These young doctors represent the leaders of tomorrow who are in the vanguard of changing the way care is delivered to those who need it most.

We are deeply grateful for your belief in our mission. With your support, we are improving health care and changing lives.

In good health,



Lee Francis, MD, MPH
President and CEO



Brian P. Marsella
Chair, Board of Directors



LEADING CHANGE, TRANSFORMING CARE

ALL IN A DAY AT ERIE

EVERY DAY, ERIE CARES FOR CLOSE TO 900 PATIENTS. They come from some of the most underserved, highest-need communities in Chicago and the surrounding suburbs. They come with their children and families. They come with hope for compassionate, individualized care to improve their health and help them live longer, more productive lives. Every day, we are inspired by their trust.

Growing to change more lives

Last year, we led enormous changes while expanding to meet critical needs for quality, affordable care. Erie served as a national model by enrolling nearly 7,000 previously uninsured patients into health insurance plans through on-site events and outreach by highly trained Erie staff. While demand from newly insured patients will be a factor driving our future growth, we are committed to continuing to serve high-need communities whose residents will remain uninsured. As a result, in fiscal year 2015, Erie expects to provide care through 251,000 visits, a 15 percent increase.

A patient home for quality coordinated care

Erie is an established leader in providing high-quality prenatal care, breastfeeding education, asthma care, diabetes management and many other services. Last year, Erie received national recognition for our quality and model of care when The Joint Commission designated all Erie sites as Primary Care Medical Homes.

This designation recognizes Erie for providing high quality, preventive, primary care — including dental and behavioral health for adults and children. Medical home designation also recognizes that all Erie sites encourage and educate patients to become proactive partners in their care.

Strides against Hepatitis C and behavioral health conditions

Erie took major steps to more systematically address critical public health challenges. For example, with the support of academic, hospital and community partners, some Erie providers have been specially trained to treat Hepatitis C patients with the most advanced therapies, at minimal cost to patients. In addition, adult patients and children whose lives are overshadowed by behavioral health challenges now have access to screening and appropriate treatment. These Erie programs are already changing the lives of many patients.

A strategic turn toward the future

Building upon our accomplishments, our new strategic plan focuses on continuing our leadership in transforming health care's future. The accelerated growth of past years is the foundation for Erie to create that future. Every day at Erie, we recommit ourselves to improving and streamlining our processes and operations, deepening our partnerships, increasing our capacity for excellence and setting new standards for improving patients' lives.

WE INVITE YOU *on a tour of a typical day at Erie. Learn how chronic disease is being managed. How patients are learning to take control of their health. And how lives, families and futures are being transformed. ▶▶▶*



Erie is poised to meet more than a **30% increase** in annual patient visits by 2018.

2:03 PM

During a routine check-up, nurse practitioner Martha Glynn examines her patient, Ja'Ziyah Perkins.



3:11 PM

Heather Gelegdorj (*center*) enjoys a visit with physician assistant Caroline Teter (*right*) and Erie nurse Maria Olsen, who helped coordinate Heather's recovery from Hepatitis C.



OVERCOMING OBSTACLES TO BEAT HEPATITIS C

Hepatitis C (HCV) is difficult to detect and expensive to treat. Heather Gelegdorj was devastated when she learned she had it.

BUT THIS ERIE PATIENT was able to participate in Erie's HCV intervention program. Through partnerships with the University of Chicago's Extension for Community Healthcare Outcomes (ECHO), Northwestern Memorial Hospital, the International Association of Providers of AIDS Care and the Alliance of Chicago Community Health Services, the program provides testing and treatment with the most advanced therapies — at minimal cost to low-income patients. Soon Heather had a team of specially trained providers on her side, including physician assistant Caroline Teter; Dr. Richard Green, a liver specialist at Northwestern Medicine; and Erie nurse Maria Olsen. Together, they guided Heather to apply for benefits and receive access to the most effective medications available, while providing ongoing support and encouragement. Today, she is free of the disease.

"I wasn't scared. I felt positive and optimistic because everyone at Erie kept saying, 'You can do this.' They supported me every step of the way. They gave me a chance to beat HCV. I won!"

HEATHER GELEGDORJ
Erie Patient

REDUCING RISKS OF CHRONIC DISEASE

Daniel Hill avoided treatment for his high blood pressure. As a seasonal worker, he had no health insurance. He also had bad memories of unpleasant clinics with impersonal care.

IN 2010, HE WAS RUSHED TO THE EMERGENCY ROOM and diagnosed with Stage 2 colon cancer. After successful surgery, he was cancer-free and grateful. But he was left with high blood pressure — and a mountain of medical bills. His cousin, an Erie patient, told Daniel about Erie. He made an appointment with Erie primary care physician, Dr. Peter Mayock. Daniel immediately felt comfortable with his new doctor, Erie's friendly staff and bright, clean environment. In 2012, Dr. Mayock referred him to CountyCare, Cook County's early Medicaid expansion program. Daniel now receives Medicaid benefits and regular care. His blood pressure is under control. He is so pleased with his care, he referred two co-workers to Erie.

"Coming to Erie was one of the best decisions of my life. It makes a tremendous difference to wake up every morning and know there's a place to go when I need care."

DANIEL HILL
Erie Patient



12:27 PM

Daniel Hill is monitored by medical assistant Lesly Vasquez to help reduce his blood pressure and risk of hypertension.



1:14 PM

Angelica Gomez meets with behavioral health therapist, Robert VanTreeck, who helps her manage symptoms of bipolar disorder.

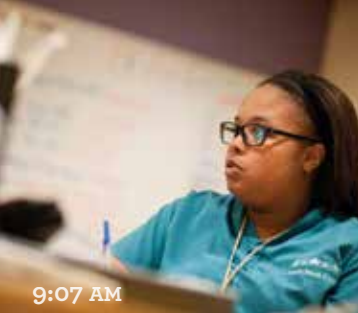
INTEGRATING BEHAVIORAL HEALTH INTO THE MEDICAL HOME

Angelica Gomez is a college student and lifelong Erie patient. But severe depression caused her to drop out of high school.

IN 2010, SHE WAS HOSPITALIZED under the care of Dr. David Buchanan, currently Erie's Chief Clinical Officer. He confirmed a psychiatrist's diagnosis of bipolar disorder and referred her to Robert VanTreeck, an Erie behavioral therapist. VanTreeck recognized her intelligence and will to recover. But therapy and appropriate medication — combined with careful coordination and teamwork among all providers involved with Angelica's care — would be crucial. Coordinating with her and other team members, VanTreeck worked closely with Angelica over several years. Today, she still sees her therapist and is doing well. She is currently training to serve as an Americorps pre-school volunteer in North Lawndale. Next year, she'll receive a B.A. degree in psychology from DePaul University, with a concentration in Community Psychology.

"At Erie, my doctors believed in me. I felt safe to learn about myself and move forward."

ANGELICA GOMEZ
Erie Patient



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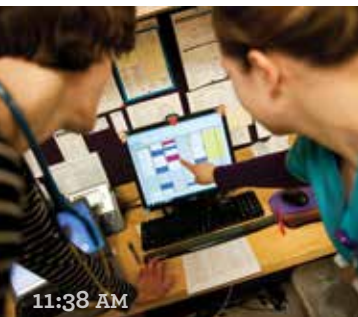


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58
years providing
accessible, compassionate,
high quality care



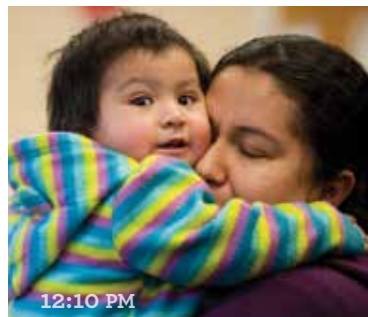
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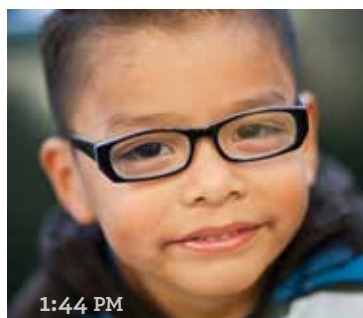
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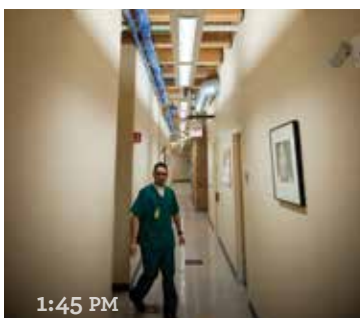
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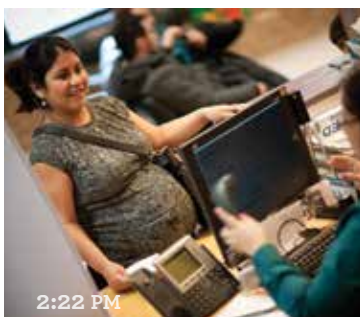


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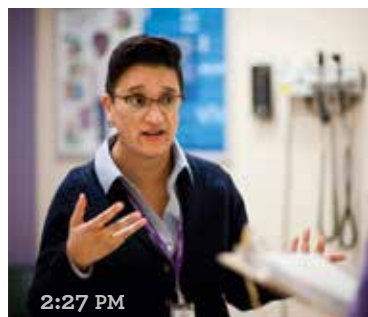


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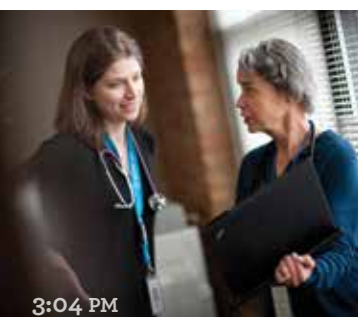
219,000
annual patient visits
in fiscal year 2014



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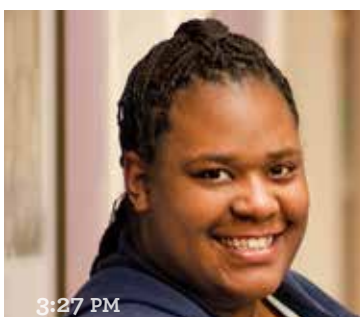
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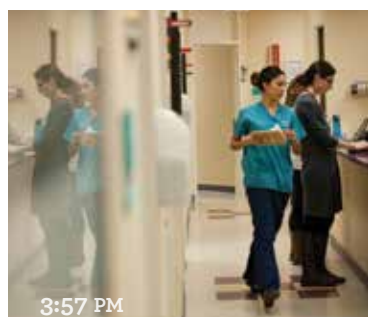
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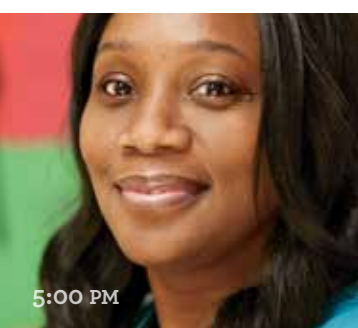
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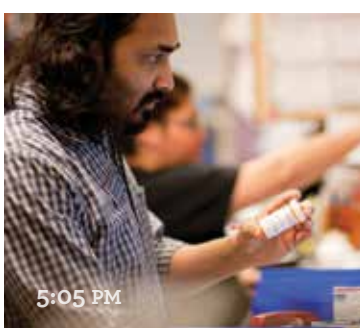


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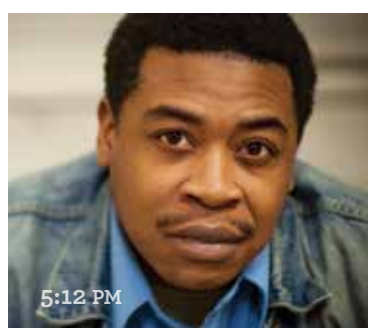


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5
school-based health centers
1
dedicated
teen health center



5:05 PM



5:12 PM



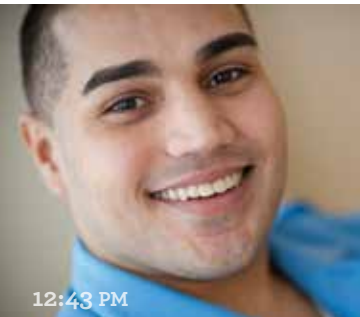
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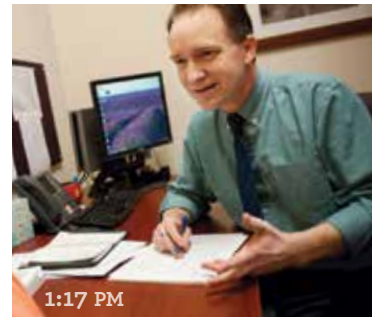


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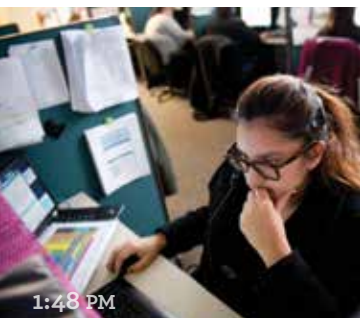


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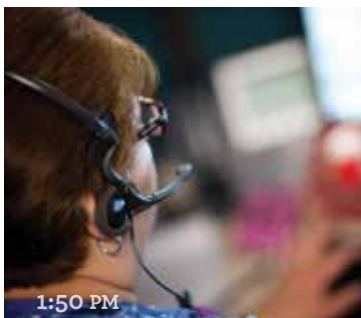
7
primary care centers
4
with integrated
dental care



1:17 PM



1:48 PM

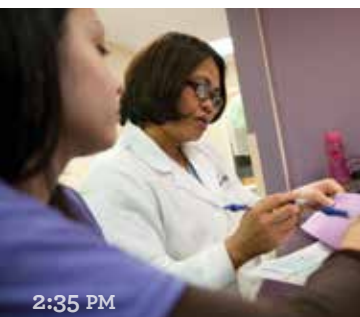


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ALL
IN A DAY
AT ERIE



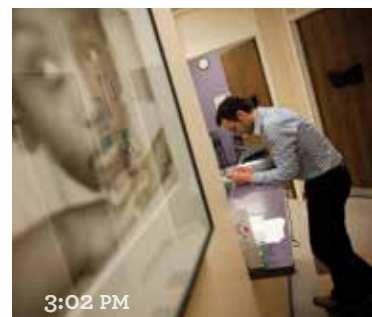
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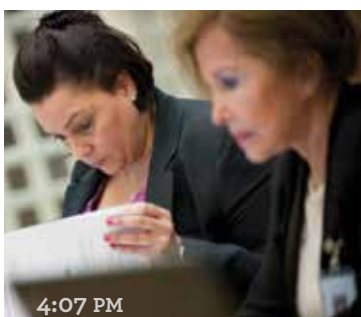


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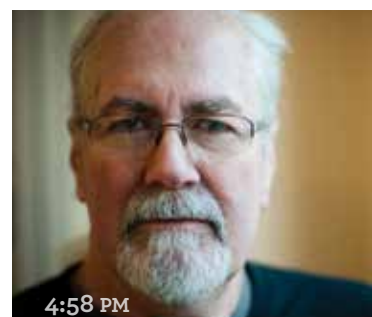
60,000
patients
who need
care most



4:07 PM



4:20 PM



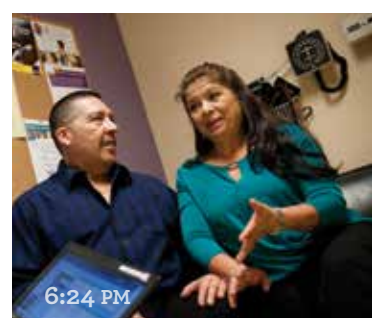
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5:15 PM



6:07 PM



6:24 PM



5:17 PM

Michael Reis feels totally comfortable as his dentist, Dr. Christina Bosack, examines his teeth to prevent oral disease caused by diabetes.

DENTAL CARE FOR DIABETIC ADULTS

Dr. Gail Patrick was concerned about her patient, Michael Reis. As a diabetic, Michael was at a high risk for gum disease and tooth loss. She urged him to see a dentist.

BUT FEAR had kept him from receiving dental care since a painful experience as a child. Dr. Patrick introduced Michael to Erie's dental center, just upstairs. Dr. Christina Bosack, an Erie dentist, sat down with Michael. She explained each procedure and answered all his questions. Michael's fears were calmed. He was surprised at how comfortable he felt. He had trusted his doctor, and now he trusted his dentist. Dr. Bosack continues to provide him with the dental care he needs. Michael learned that regular dental care lowers his risk for oral disease, keeps him healthier and improves his quality of life.

"My dentist makes me feel calm, comfortable and confident that I'm getting the care I need. I trust her like I trust everyone at Erie."

MICHAEL REIS
Erie Patient

PATIENTS WHO COME TO ERIE, STAY AT ERIE

From her first visit to Erie's Teen Center 12 years ago, Jade Saldana knew she was where she belonged.

HER PROVIDERS were compassionate and respectful. She felt cared for. But when the Teen Center relocated far from her home, Jade worried where she would go for health care. She was relieved when Erie referred her to its nearby Humboldt Park location. There, she continued receiving the care she had come to depend on. Her growing relationship with Erie doctors and nurses, resources and continuum of care inspired her to imagine a path for her life. After high school, she continued her education to become a medical assistant. She completed an externship at Erie. Today, she is thrilled to have a career as a medical assistant team leader at Erie and proud to be developing long-term relationships with her patients and their families. Along with Jade, her three children, sisters, nieces and her husband's family have all become Erie patients. Like Jade, they look forward to visiting their doctors.

"I'm living proof of how Erie affects people's lives. I want my kids and my whole family to have the same great experience I've had."

JADE SALDANA
Erie Patient and Medical
Assistant Team Leader



5:43 PM

Sofia Romero (*right*), visits with Erie nurse Maria Romero (*no relation*). Sofia's mother, Jade Saldana, is a pediatric medical assistant team leader at Erie.

ERIE RESIDENTS ARE COMMITTED TO PATIENTS WHO NEED CARE MOST

As a child growing up in South Chicago, Luis Rivera dreamed of becoming a physician. Now a first-year resident in the Northwestern McGaw Family Medicine Residency Program at Erie Humboldt Park, Dr. Rivera is achieving that dream.

HE LOVES HIS JOB working with Dr. Dorothy Dschida, a graduate of the program, and other Erie attending physicians. In addition to coordinating much-needed care for low-income patients with complex health issues, he is delighted to help teach and convey his passion for primary care and family medicine to medical students who accompany him on rounds. The leadership and dedication of Dr. Rivera and other Erie residents symbolize Erie's progress in reversing the shortage of primary care doctors and dentists by training the workforce of the future. Fifteen residents have already graduated from the program. All of them are now primary care or family medicine practitioners, and five practice at Erie locations. Eight more residents will graduate from the program this spring. Currently, Erie Foster Avenue is also training 49 Swedish Covenant Hospital internal medicine and family medicine residents. Erie will partner with Northwestern Lake Forest Hospital to launch a new family medicine residency program at the Waukegan location in July 2015.

"I grew up hearing about Erie. I thought it would be amazing to be a doctor there and care for people who live in a community like the one I come from."

DR. LUIS RIVERA
1st Year Resident
Northwestern McGaw Family
Medicine Residency Program





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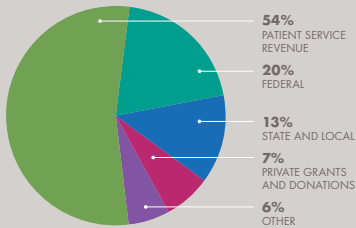
Dr. Luis Rivera advises Luis and Olivia Jimenez of their most recent test results in their native Spanish.

Financial statements

For the fiscal years ending June 30, 2014, and June 30, 2013

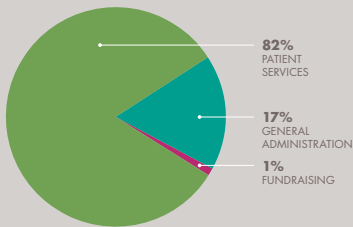
OPERATING REVENUE

54% of Erie's revenue is generated through patient services.



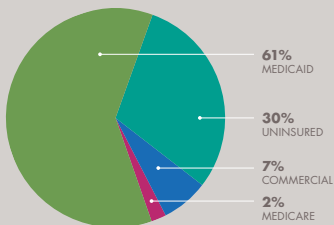
OPERATING EXPENSES

82% of Erie's expenses go toward patient programs and services.



PATIENT PAYOR MIX

30% of Erie's patients are uninsured.



Fiscal Year 2014 was a year of major planned growth for Erie Family Health Center. Our financial results reflect investments in capital and start-up operations related to opening two new major primary care sites and construction of a third. While Erie experienced a net operating loss of \$1.3 million, we had a net operating gain of \$809,601 prior to depreciation. Erie also received additional nonoperating revenue, including \$4 million for capital projects, producing a positive change in net assets of \$2.8 million.

All numbers trace to audited financial statements

	2014	2013
Statement of financial position		
ASSETS		
Cash/certificate of deposit	\$ 3,698,771	\$ 10,039,152
Patient account receivables	4,890,151	2,473,064
Grants receivable	5,157,097	4,619,261
Prepaid expenses/other assets	1,405,347	608,897
Total current assets	15,151,366	17,740,374
Other assets	783,527	640,198
Property, plant and equipment	21,776,378	12,365,282
Total assets	37,711,271	30,745,854
LIABILITIES AND NET ASSETS		
Current liabilities	8,351,499	4,233,203
Long-term liabilities	2,266,257	2,204,672
Total liabilities	10,617,756	6,437,875
Unrestricted net assets	25,238,948	21,285,597
Temporarily restricted net assets	1,854,567	3,022,382
Total net assets	27,093,515	24,307,979
Total liabilities and net assets	\$ 37,711,271	\$ 30,745,854

Statement of activities

REVENUE AND OTHER SUPPORT

Contributions and grants	\$ 17,385,785	\$ 15,097,803
Patient service revenue	22,901,570	19,904,721
Other income	2,470,169	1,239,530
Total revenue and other support	42,757,524	36,242,054

OPERATING EXPENSES BY FUNCTION

Patient services	36,118,538	30,187,017
Fundraising	436,349	279,551
General administration	7,531,023	4,852,053
Total operating expenses	44,085,910	35,318,621
Change in net assets from operations	(1,328,386)	923,433
Capital investments in Erie's future	4,038,468	2,925,716
Change in equity investments*	75,454	139,250
Change in net assets	\$ 2,785,536	\$ 3,988,399

*Represents Erie's equity share of the Alliance of Chicago Community Health Services and coordinated and accountable care entities.

Erie at a glance

Erie by the numbers —



9,200

patients received dental care



79%

dental patients cavity-free after one year of treatment



84%

dental patients completed treatment plan in one year



248

providers in training at Erie



5,000

diabetic patients received care



75%

diabetic patients well controlled, compared to State average of 66%



2,800

patients received care for hypertension



73%

hypertensive patients maintained healthy blood pressure, compared to State average of 61%



1,973

babies delivered



87%

mothers with prenatal care in first trimester, compared to State average of 76%



94%

babies born normal birthweight, compared to State average of 92%



8,400

behavioral health visits

Erie patients —



73%

are Hispanic

50%

are best served in Spanish

44%

are under the age of 18

64%

are female

30%

are uninsured

61%

are insured by Medicaid

98%

are low income, meaning an annual income of \$48,500 for a family of four

thank you

Our benefactors

ANNUAL GIFTS
JULY 1, 2013 – JUNE 30, 2014

public sources

Chicago Department of Public Health
Chicago Public Schools
Ela Township
Illinois Department of Human Services
Illinois Department of Public Health
US Department of Health and Human Services, Health Resources and Services Administration —
• Bureau of Primary Health Care
• HIV/AIDS Bureau
Vernon Township

capital gifts

Erie Evanston/Skokie Health Center

\$300,000 and above

Illinois Children's Healthcare Foundation

\$100,000 – \$299,999

Anonymous
The Valukas Family

\$50,000 – \$99,999

Illinois Department of Public Health/
City of Evanston

\$25,000 – \$49,999

Lee Francis* and Michelle Gittler
The Lehman-Stamm Family Fund
The Tisdahl Family

\$10,000 – \$24,999

Avery Hart* and Nina Black

\$5,000 – \$9,999

William and Eleanor Revelle

\$100 – \$4,999

Melvin and Patti Gerbie
Allen I. Goldberg

Erie HealthReach Waukegan Health Center

\$300,000 and above

Illinois Children's Healthcare Foundation

\$100,000 – \$299,999

North Shore Gas

\$10,000 – \$24,999

First Presbyterian Church
of Lake Forest

operating gifts

Corporations, Foundations and Organizations

\$250,000 and above

Illinois Children's Healthcare Foundation*
NorthShore University HealthSystem*
Northwestern Medicine
Swedish Covenant Hospital*

\$100,000 – \$249,999

AIDS Foundation of Chicago
Alliance of Chicago Community Health Services, L3C
Avon Foundation for Women/
Northwestern Memorial Foundation
Healthcare Foundation
of Northern Lake County
Norwegian American Hospital
Polk Bros. Foundation
Ravenswood Health Care Foundation
School-Based Health Alliance,
as sponsored by CVS Health Foundation
United Way of Metropolitan Chicago

\$50,000 – \$99,999

Abbott Fund
Family Foundation Challenge Grant (Anonymus)*
Blue Cross and Blue Shield of Illinois
Crown Family Philanthropies*
Erickson Institute*
Searle Funds at The Chicago Community Trust
Sisyphus Supporting Foundation*
Susan G. Komen® Chicagoland Area Trustmark Foundation

\$25,000 – \$49,999

ACCESS Community Health Network
Aetna Foundation
Grant Healthcare Foundation
Michael Reese Health Trust
Prince Charitable Trusts
United Way of Lake County
VNA Foundation
Washington Square Health Foundation

\$10,000 – \$24,999

American Medical Association
Bowman C. Lingle Trust
Chicago Community Foundation
D & R Fund
Delta Dental of Illinois Foundation
Evanston Community Foundation
First Presbyterian Church
of Lake Forest
Helen Brach Foundation
Irvin Stern Foundation
Lloyd A. Fry Foundation
Local Initiatives Support Corporation (LISC) Chicago
Ravenswood Community Services
Tom Russell Charitable Foundation, Inc.

\$5,000 – \$9,999

ADA Foundation
Chicago Dental Society Foundation
CVS Health Community Grants
Gilead Sciences, Inc.
Kenilworth Union Church

Northwestern University / United Way
of Metropolitan Chicago
REAM Foundation
University of Chicago
Medical Center
Woman's Society of Winnetka
Congregational Church

\$1,000 – \$4,999

George M. Eisenberg Foundation
for Charities
Illinois Primary Health Care Association
Radio Flyer, Inc.
Rush University Medical Center
Society of Teachers of Family
Medicine Program Enhancement
Award

Up to \$999

Amazon Smile
American Dental Association
Beth Emet Synagogue
The Blues Jean Bar
Citizen Bar
Comcast
CrossRoads Bar & Grill
CustomInk
Evanston Township High School
GA Communication Group
Gerald Linda & Associates
Leopardo Companies
Market Specialties, Inc.
Nail Fetish, Inc.
Oral Health America
United Methodist Church
of Libertyville

individuals

\$50,000 and above

Anonymous
Finnegan Family Foundation*

\$10,000 – \$49,999

Linda Cushman*
Frankel Family Foundation Trust
Jill* and John Svoboda

\$5,000 – \$9,999

Brian P.* and Michele Marsella

\$2,500 – \$4,999

Matt Aaronson*
Francis Beidler Foundation
Michael* and Julie Cole
Jill M. Garling and
Thomas J. Wilson
Bill* and Joan Kistner
Lehman Family Fund/
Mennonite Foundation
Paul and Nancy Maddrell

\$1,000 – \$2,499

Michael and Bonnie Balkin
Duane and Helen Binns
Terrence J. Conway and
Judith A. Neafsey

David W. Cugell
 Javier Flores
 Lee Francis* and Michelle Gittler
 Steven Geiermann
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 Robert and Janet Helman
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 Melissa Hilton* and Jonathan Perman
 Louise Berner-Holmberg and Michael J. Holmberg
 Peter and Lindsay Ianello
 Mary Ittelson
 Luz* and Ed Jimenez
 Eric* and Sarah Mayeda
 Julio and Luz Mora
 Iliana A. Mora* and Bodee Kittikamron
 Jack Murchie
 Nancy E. Pick and Lawrence R. Douglas
 Miriah Plawer-Volmerding and Matt Volmerding
 Pritzker Traubert Family Foundation
 Gary Raju* and Melissa Macek-Raju
 Radha Reddy and Bruce Buerk
 Ana Maria Soto* and Gerard Cardenas
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- 2 Erie Humboldt Park Health Center**
 2750 W. North Avenue
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 DENTAL ONSITE
- 3 Erie Helping Hands Health Center**
 4747 N. Kedzie Avenue
 Chicago IL 60625
- 4 Erie Teen Health Center**
Temporary Location
 5215 N. California Avenue
 7th floor
 Chicago IL 60625
- 5 Erie Westside Health Center**
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