



2011

REPORT TO THE COMMUNITY

neighborcare  health



The mission of Neighborcare Health is to provide comprehensive health care to families and individuals who have difficulty accessing care; respond with sensitivity to the needs of our culturally diverse patients; and advocate and work with others to improve the overall health status of the communities we serve.



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EXECUTIVE LETTER

Dear Friends,

We are proud to share with you this report on the year 2011, and the accomplishments achieved with your support.

In 2011, our medical, dental, school-based and programs for homeless patients all made improvements in their ability to serve our community. A highlight was the opening of our new Rainier Beach Medical and Dental Clinic, greatly expanding services to the South Seattle community.

Even as we grappled with the loss of state funding that once supported our work, donors stepped up to give more of their own dollars to help make up the difference. We are grateful for such extraordinary personal generosity and corporate leadership.

And in a time of great economic difficulty, our patients continue to inspire us with their bravery, strength and personal aspirations.

We are honored by the extraordinary dedication of our staff and volunteers. Their compassion and talents never falter.

Looking forward, we will dramatically change the face of community health care in the north end of Seattle, and greatly expand our role in schools, one of the most important avenues to reach low-income families.

On behalf of everyone at Neighborcare Health, thank you for being our partner in meeting the health care needs of our most vulnerable neighbors. We hope you'll stay with us for the years ahead. Great things are coming.

With sincere gratitude,



Mark Secord,
Neighborcare Health Executive Director



2011

ACHIEVEMENTS

In 2011, with the support of our community, we advanced our mission and ultimate goal of ensuring everyone has access to quality health care.

We touched more lives and expanded the scope of our services:

- 49,636 patients received care;
- The new School-Based Health Center at Mercer Middle School opened its doors;
- The new Rainier Beach Medical & Dental Clinic opened, increasing access to care for its community by 40%;
- 8,041 people who were homeless or recently homeless received care; and
- 504 new babies came into the world with a healthy start.

We helped improve the overall health of the community:

- 8,132 emergency dental visits helped ease pain for people with no other source of relief;
- Cancer screenings were coordinated through 2,111 mammograms and 3,819 PAP tests;
- Preventive care was delivered through 7,642 immunizations, 9,547 flu vaccinations and 7,784 fluoride treatments; and
- Staff built bikes for 70 low-income families at our all-staff meeting.



We secured funding and partnerships to support our work:

- We were one of only three stand-alone health centers in the nation to be awarded a grant to link low-income children with health care coverage through the Children's Health Insurance Program;
- Our six primary care clinics were all selected to be part of a national Medicare Advanced Primary Care Demonstration project (see full story on page 5); and
- We were awarded funding to nearly double the size of our Ryan White program to provide dental care to low-income people living with HIV/AIDS.



49,636

people received
care at
Neighborcare Health.



PATIENT-CENTERED

Medical Home (PCMH)

In October 2011, six of Neighborcare Health's medical clinics were selected to participate in a Medicare demonstration project administered by the Center for Medicaid/Medicare Services. Over the next three years, we will be adjusting our clinical processes to achieve Patient-Centered Medical Home (PCMH) recognition, a national distinction based on meeting clear and specific quality standards. This will help standardize care across our medical clinics, and guarantees our providers and practices are committed to organizing care around patients and working in teams, as well as coordinating and tracking care over time. Achieving PCMH recognition means our care is efficient, coordinated and responsive, and that patients receive care when and where they need it in a culturally and linguistically appropriate manner.



Our patients tell us we're already doing a good job, but to receive PCMH recognition we will demonstrate that our care meets a host of quality measures, including continuous quality improvement incorporated into our practices, showing that our care is patient-centered and focused on building long-term, coordinated patient-provider relationships. Many components of PCMH are already in use at our clinics and other changes will be incorporated over the next three years.

In addition to the quality care we already provide, we are implementing a web-based patient portal, which will enable patients to communicate with their health care team, access lab test results, refill prescriptions, send and receive confidential documents, and browse health education resources.

A home is where the heart is, a place that's welcoming, supportive, provides peace of mind. At Neighborcare Health we believe everyone deserves and needs a place to call their health care home, regardless of income or insurance status. A health care home is where a team of medical, dental and mental health professionals work in collaboration with each patient to develop a personal health improvement plan. We believe that PCMH recognition is an important first step towards establishing a health care home for our patients, but we envision so much more for them.





Preventive care
was delivered
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7,642

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9,547

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fluoride
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2011

PATIENT DEMOGRAPHICS

Total visits

Medical visits
Dental visits
Mental health visits

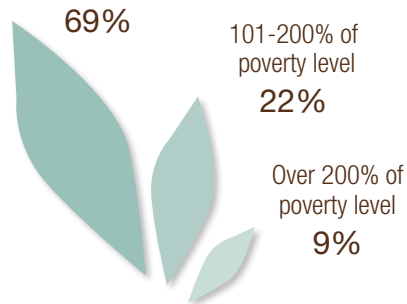
200,336

136,217
48,840
15,279

Total patients

49,636

Patients at or below
100% poverty level



Uninsured

43%

Homeless / Recently Homeless

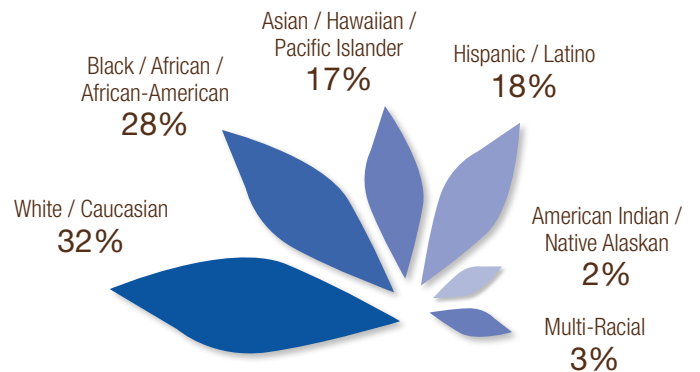
16%

Under Age 18

31%

20 most commonly spoken languages by our patients

- | | |
|--------------------|---------------|
| 1. English | 11. Khmer |
| 2. Spanish | 12. Oromo |
| 3. Somali | 13. Mien |
| 4. Vietnamese | 14. Arabic |
| 5. Cambodian/Khmer | 15. Cantonese |
| 6. Amharic | 16. Hmong |
| 7. Tagalog | 17. Russian |
| 8. Tigrinia | 18. Nepali |
| 9. Laotian | 19. Samoan |
| 10. Thai | 20. Mandarin |





8,132

emergency dental visits helped ease pain for people with no other source of relief.



FEATURE STORY:

Successful Year For Neighborcare's Midwifery Program

Neighborcare Health helps expecting families and their babies get off to the best possible start by providing maternal and childbirth care from both family practice physicians and certified nurse midwives. Patients choose the model that works best for their lives and families. Regardless of the provider families choose, they all have access to maternity support services at multiple clinic sites.

Women who choose Neighborcare's midwifery practice work with certified nurse midwives, nurse practitioners with advanced training in prenatal, post partum and labor and delivery care. Midwives care for women with low-risk pregnancies, attend women throughout their labor, and strive to reduce caesarian-section rates, traumatic deliveries and unneeded medical intervention. They also work with women to design a birth plan that safely aligns with their wants, needs and cultural values. Midwives connect patients with community resources, often functioning as virtual case managers, nutritionists, counselors, advocates and translators of the often-confusing medical world.

2011 was a particularly significant year for the practice:

- Midwives delivered 330 of Neighborcare's 504 new babies.
- The primary cesarean-section rate was 13% (excludes women who scheduled repeat cesarean-sections), significantly lower than the national rate of 23%.
- 40% of the program's patients who had a previous caesarian-section attempted a VBAC (vaginal birth after caesarian) and 61% of those women were successful (compared to the VBAC national rate of 57%).
- Nurse midwife Ann Darlington, was the primary author of a paper entitled *Group Health's Family Beginnings: A Successful Collaborative Practice in Maternity Care in Seattle and Provider Group Histories*, published by the American Congress of Obstetricians and Gynecologists about successful models for certified midwives and OB-GYN collaboration.
- Neighborcare expanded its midwifery services to the 45th St. Medical Clinic. The first 45th St. Clinic midwifery baby was born on September 28, 2011, followed by eight more that year.





504

new babies came into the world with a healthy start through our OB, midwifery and maternal support services programs.



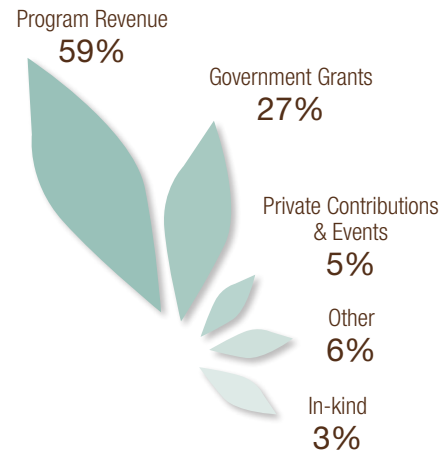
2011

FINANCIALS

Operating Income and Revenues

	2011 Audited Actuals
Program Revenue	\$23,367,281
Government Grants	\$10,620,941
Private Contributions & Events	\$1,966,243
Other*	\$2,351,102
In-kind	\$1,216,807
Total Operating Income/Revenue	\$39,522,374

*Includes investment return and other miscellaneous income/revenue.

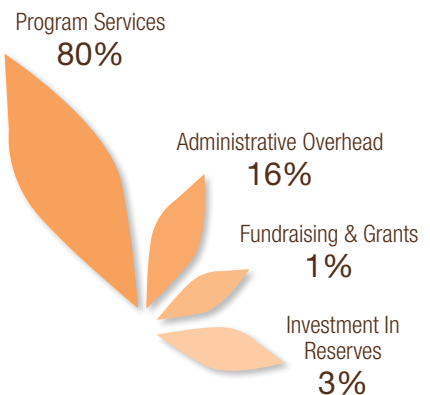


Operating Expenses

Program Services	\$31,476,292
Administrative Overhead	\$6,364,487
Fundraising & Grants*	\$613,330
Investment In Reserves**	\$1,068,265
Total Operating Expenses	\$39,522,374

* This expense covered the cost to raise \$12,684,870 (private contributions & events for annual operations -- \$1,996,243, government grants -- \$10,620,941, Rainier Beach Medical & Dental capital campaign -- \$67,686)

** Funds invested in reserves provide for future capital projects and to meet emergency needs.





**Our new Rainier Beach
Medical & Dental Clinic
increased access to care
for the South Seattle
community by**

40%.



Neighborcare Health thanks the following donors for their generous annual operating and program support during FY 2011.

\$1,000,000+

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In honor of upcoming milestone birthday for Joyce Lammert
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in honor of the retirement of Dr. John Mensher
In honor of Doug Morgenson
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- 1** 45th Street Medical & Dental Clinic
1629 North 45th Street, Seattle, WA 98103
206-633-3350 (medical) • 206-548-2964 (dental)
- 2** 45th Street Homeless Youth Clinic
1629 North 45th Street, Seattle, WA 98103
206-633-7650
- 3** Ballard Homeless Clinic (St. Luke's Episcopal Church)
5710 22nd Ave NW, Seattle, WA 98107
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- 4** Greenwood Medical Clinic
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This annual report was prepared by the Neighborcare Health Development Office. We sincerely apologize for any name we may have misspelled or inadvertently omitted from the donor list. Please advise us of any errors by calling (206) 548-3260 or emailing development@neighborcare.org.

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