



## 2009 Annual Report



partnering with the community for everyone's best health



# About Us



Neighborhood Family Practice (NFP) is a Federally Qualified Community Health Center dedicated to partnering with the community for everyone's best health.

Founded in 1980 as a community health center to serve residents of the west side who lacked access to primary care services, NFP has evolved into its two health centers that continue to address the same need for access today. The main NFP site on Ridge Road is in Cleveland's Stockyards neighborhood. The second NFP site was opened in February 2005 in the Tremont neighborhood as the result of collaboration with administration and elected leaders at the City of Cleveland. Considering itself a 'patient-centered medical home,' NFP became a Federally Qualified Community Health Center in 2001, maintaining and reinforcing its focus on services for the medically disenfranchised and underserved populations.

The vision of NFP is to provide services regardless of ability to pay, provide treatment with compassion, dignity, and respect; protect confidentiality, and offer culturally sensitive services and community outreach.

NFP's staff and board maintains a strong focus on preventative care, treating chronic disease, addressing mental health and substance abuse issues among NFP's patient population, and takes a highly collaborative approach to solving health care and quality of life issues on the near west side of Cleveland. To address the language needs of the Hispanic patient population, Spanish/English bilingual staff is hired in all areas of the Practice.

In April of 2008, NFP was recognized for its exemplary delivery of quality care through the attainment of accreditation by The Joint Commission of Health Care Organizations. Knowing that the quality of care at NFP has always been excellent, Neighborhood Family Practice chose to seek accreditation in these challenging healthcare times to demonstrate to the community that all patients deserve exceptional services regardless of their ability to pay.

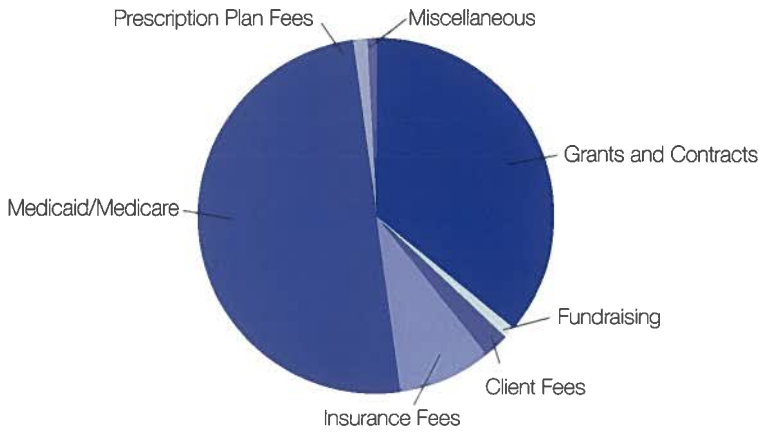


The vision of NFP is to provide services regardless of ability to pay, provide treatment with compassion, dignity, and respect; protect confidentiality, and offer culturally sensitive services and community outreach.

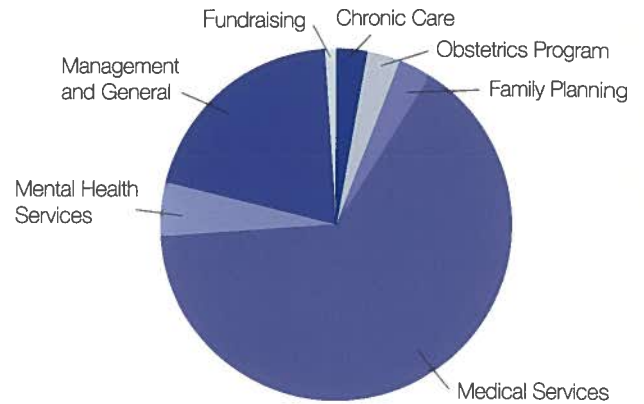
# Budget and Services

## Fiscal Year 2008-2009 Audited Financial Report

Support and Revenue



Expenses



### Support and Revenue

<b>Support</b>	
Grants and Contracts	\$1,683,592
Fundraising	\$24,236
<b>TOTAL Support</b>	<b>\$1,707,828</b>

<b>Revenue</b>	
Client Fees	\$109,027
Insurance Fees	\$442,130
Medicaid/Medicare	\$2,324,427
Prescription Plan Fees	\$110,972
Miscellaneous	\$5,156
<b>TOTAL Revenue</b>	<b>\$2,991,712</b>
<b>Total Support and Revenue</b>	<b>\$4,699,540</b>

### Expenses

<b>Program Services</b>	
Chronic Care	\$141,523
Obstetrics Program	\$148,473
Family Planning	\$164,245
Medical Services	\$2,994,321
Mental Health Services	\$236,283
<b>TOTAL Program Services</b>	<b>\$3,684,845</b>

<b>Support Services</b>	
Management and General	\$943,719
Fundraising	\$6,239
<b>TOTAL Support Services</b>	<b>\$949,958</b>
<b>Total Expenses</b>	<b>\$4,634,803</b>

Increase in Net Assets	\$64,737
Net Assets at Beginning of Period	\$396,913
<b>NET ASSETS AT END OF PERIOD</b>	<b>\$461,650</b>

### 2009 Services

Patients 11,677  
Encounters 39,135

#### Patient Types

Medicaid users	5,872
Private Insurance	2,701
Uninsured	2,392
Medicare users	707

#### Patient Demographics

Caucasian	6,140
Latino/a	3,940
African American	1,367
Other	230

# NFP Providers and Board of Directors

## NFP Providers



Ann Reichsman, MD,  
Medical Director



Dan Gauntner,  
Certified Nurse  
Practitioner, Director  
of Clinical Operations



Natalia Parkanzky,  
Certified Nurse  
Practitioner



Erick Kauffman, MD,  
Associate Medical  
Director, Tremont



Susan Greene,  
Certified Nurse  
Midwife



Heather Ways, MD



Beth Austin,  
Certified Nurse  
Midwife



Roberto Lebron, MD



Christine Williams,  
Certified Nurse  
Practitioner



Kate Conway, MD



Julie Kellon,  
Certified Nurse  
Midwife



Anne Wise, MD



Amy Ebbitt,  
Certified Nurse  
Practitioner

## NFP Board of Directors

Matthew Albers

Alex E. Brazynetz

Joyce Marie Callahan, MS, MBA

Ericka Root Cikanek

Ryan Hooper, *Chairperson of the Board (P)*

Brian Driscoll

Matthew Garvey, *Treasurer*

Ruth Gillett

Miguel Laborde

Cynthia J. Maxey (P)

Blanca Salva (P)

Deirdre Thomas (P), *Secretary*

Elaine Wellinger, HM (P)

Christina Woskoboynik (P)

Ann Reichsman, MD, *Ex Officio, Medical Director*

Jean Therrien, *Ex Officio, Executive Director*

(P) = Patient user

# 2009 Highlights

## Strategic Plan 2009-2011

With funding from the O'Neill Foundation, NFP developed a strategic plan in the fall of 2008. A committee made up of the NFP Management Team, Providers and Board of Directors, developed the plan which guides decision making for the next three years and provides a clear road map for the organization to follow. NFP has actively incorporated the plan into its daily functioning by developing committees which are meeting regularly to achieve the stated goals. In addition, each department within the organization is utilizing the goals and measurements developed in the strategic plan to guide their activities. The goals outlined in the Strategic Plan include:

- Improving financial performance
- Maintaining high clinical quality
- Improving operational efficiency
- Implementing electronic health records

## Service Expansion

In March of 2009 NFP was awarded a two-year operating grant of \$207,004 from the stimulus bill. This was used to add a half-time physician, a nurse and a front desk person. In June NFP was also awarded an ARRA Capital Improvement Program for federally qualified community health centers grant of \$638,115. Health centers were given flexibility on how to spend those dollars within three categories—construction, equipment and/or health information technology. NFP is using the majority of the funding to expand the square footage at its main site on Ridge Road from 12,000 to 17,000 square feet, including furniture and renovation of the existing space. Approximately \$150,000 is allocated for health information technology and electronic health records implementation. This money is budgeted for hardware and connectivity. By applying for this funding NFP commits to 'be live' with electronic health records by July 2011.

Finally, in May NFP was also awarded a competitive grant, Expanded Medical Capacity, from the federal government to expand services to an additional 3,000 patients over the next two years. We will be expanding our providers and staff over two years to hit that target. This is \$600,000 per year in ongoing funding, growing our support from the federal government to over \$1.3 million annually.

## Medical Home Project

In direct relation to its focus on young families and an ongoing process to become a better Medical Home for our patients, NFP was chosen to pilot a Medical Home

Initiative in partnership with Cuyahoga County's Invest in Children Department that provides support to women in their last trimester and infants under the age of 4 months. Women who are enrolled in the program are encouraged to bring their new babies in for all recommended well-child visits and are supported by NFP's Patient Advocate in doing so.

This program has seen outstanding outcomes over the past year and is currently continuing into its third year. Patients are thrilled with this service and have shown significant improvements in patterns of timely well child checks, immunizations and appropriate utilization of the emergency room. In addition, NFP was recently chosen to participate in CareSource's Medical Home Pilot Project in the State of Ohio. NFP's Hispanic Patient Advocate works on this project and currently spends time each day following up on CareSource patients that have been to NFP for acute visits to ensure that their needs were met during their visit.



NFP would also like to recognize and thank its major donors and partners in the private foundation community, including: The Cleveland Foundation, The Saint Luke's Foundation, The Mt. Sinai Foundation, The Community West Foundation, The George Gund Foundation, The Bruening Foundation, The Gerson Memorial Fund of the Jewish Community Federation, The William J. and Dorothy K. O'Neill Foundation, United Way Services of Greater Cleveland and Claudia Metz.

Quality Medical Care for People of All Ages

Same-day appointments • Check-ups

Primary Healthcare

Infant Care • Pediatrics

Pregnancy Tests • Family Planning

Prenatal Care • Nurse-Midwifery

Women's Health • Mammograms

Heart • Asthma • Diabetes Treatment

In-patient hospital care

(in partnership with several area hospitals)

Referrals for Specialty Care

Mental Health Services

(for established patients)

Discounted Prescription Drugs

Lab Testing • Nurse Advice

Wellness Education

Individual and Group Health Education



Neighborhood Family Practice is proud to serve you at two locations:

**NFP Main Office**

(at the corner of Ridge and Denison)

3569 Ridge Road • Cleveland, OH 44102 • phone: 216-281-0872

**Tremont Office**

2358 Professor Ave • Cleveland, OH 44113 • phone: 216-334-2800

Visit us on the web: [www.nfpmedcenter.org](http://www.nfpmedcenter.org)