



**Neighborhood
Family Practice**
COMMUNITY HEALTH CENTERS

Spring 2022

Getting Back to the Future

This time last year, NFP was in the throes of addressing COVID through testing and vaccine rollouts. While we continue to address COVID issues with responsive testing and vaccination access, this year is and feels, different.

Although the pandemic is not officially over, we are excited to be pivoting resources to address and improve overall health outcomes for our patients and community. Our efforts will be driven by our organization's mission to increase access to quality health care in the neighborhoods we serve.

Back in 2019, we had a vision for how we would expand care to our community. Although COVID postponed some of our plans, it also taught us great lessons. The pandemic provided NFP the opportunity to rethink, retool and re-imagine how we engage with our patients. At NFP, our "new normal" builds on a data-driven, community-focused approach to help our neighbors to achieve and maintain health.

This newsletter shares information on steps we've already taken including:

- ◆ Relocation of our North Coast Community Health Center to the Birdtown neighborhood of Lakewood to provide easier access and added capacity for care.

- ◆ Opening of the NFP Barton Health Center onsite at the Westerly senior apartment complex to increase access to care for older adults.
- ◆ Providing health screenings and ongoing primary care to an increasing number of refugees and newcomers to our community.
- ◆ Starting a prenatal care group for Swahili-speaking patients.

Although the future is never certain, as my retirement approaches and a new NFP president and CEO is named, I am confident our team will continue to move NFP on a successful path into the future. After 19 years of service, I remain in awe of the dedication of our staff and the sacrifices they make to support the health and well-being of those we have the privilege to serve in our neighborhoods. For this, I am eternally grateful.

Sincerely,

Jean Polster, RN, MS
President and Chief
Executive Officer



A New Leader to Take the Helm at NFP

In preparation for Jean Polster's retirement this spring, there will be future communications to honor Jean's legacy to NFP. Please stay tuned for the announcement of Jean's transition and the naming of the organization's new president and CEO.

NFP Launches the Health Access Fund

In late January, a virtual celebration was held for Dr. Ann B. Reichsman in honor of her retirement from Neighborhood Family Practice after 40 years of service.

Dr. Reichsman, who served as NFP's chief medical officer for many years, was lauded for her impact on patients, families and colleagues, and for the lasting legacy of her holistic approach to family medicine delivered in a neighborhood setting.

During the event, Jean Polster spoke about a common bond shared by Dr. Reichsman and many others associated with NFP over the decades — connecting those who cannot access or afford health care with the services they need and deserve.

To further enable this connection and remove common barriers to receiving care, NFP has launched the Neighborhood Family Practice Health Access Fund.



All donations to the fund will be used for services that make health care more accessible to NFP patients including transportation services, language interpretation and financial assistance for appointments.

Interested in extending a hand to help others? Donate to the Health Access Fund now by scanning the QR code.



NFP Opens Two New Locations in Lakewood



Barton Center

With support from Three Arches Foundation, NFP opened a location at the Barton Center in February to increase access to health care for older adults. This space, conveniently located on the ground floor of the Westerly senior apartment complex in Lakewood, brings NFP services to patients in the comfort of their own apartment building.

North Coast Community Health Center

On January 10, the relocated NFP North Coast Community Health Center (NCCHC) opened its doors to patients. Located in the Birdtown neighborhood of Lakewood at 11906 Madison Avenue, the newer and larger facility includes additional exam rooms, more parking, and provides a more conducive clinical and operational workflow. To meet the needs of the growing number of patients, NFP welcomed Sandra

Sauereisen, MD, MPH to the new office.

NFP is grateful to the many individuals and local foundations whose financial support of the relocation will help us increase access to high quality physical and behavioral health care to the residents of Lakewood and the surrounding community. Thank you to the Lakewood – Rocky River Rotary Foundation for their grant of \$5,000 to support charitable care and

the purchase of new exam tables for the facility.

We are also honored to have received a matching gift challenge from the Richman Brothers Foundation to support crucial health care provided by NCCHC. The Foundation has provided NFP

with a \$10,000 grant and has issued a challenge to others to match their gift to help us reach our goal of \$20,000. We ask you to accept the challenge and help double the impact for NFP patients in Lakewood and surrounding neighborhoods.



Providing Equitable Access to Health Care



For 42 years, NFP has served as the safety net provider on Cleveland's west side with our work focused on equitable access to health care for everyone, regardless of their ability to pay. We have stayed true to this mission thanks to the investment and partnership of people like you who support our efforts.

Serving the most medically and economically vulnerable members of our community is where our heart is. Our programs and services, designed for those who are often overlooked and left behind, provide them with the same high-quality care that is expected by those with financial means and resources – the care everyone deserves.

In a previous newsletter, we mentioned the number of individuals and families with refugee status being served at NFP (including those from Afghanistan) has significantly increased. In just five months (October 2021–February 2022), NFP provided the required health screenings for a total of 531 refugees, which is a significant increase over the prior five months of 108 total screenings. We now anticipate the need for services will continue to increase in response to the war in the Ukraine.

Since 2010, NFP has welcomed

refugees to Cleveland by providing the initial health screenings required upon their arrival into Cuyahoga County. The health screenings often

result in these individuals choosing NFP as their medical home for their primary care needs along with specialty services including behavioral health, midwifery, dental and pharmacy.

A significant number of refugees need prenatal care, which NFP provides through our midwifery and

CenteringPregnancy® program. These group sessions give patients the opportunity to meet with their health care provider, then receive education and peer support in a group setting with other pregnant individuals with similar due dates. This model of care has shown to improve the health status of moms and babies, improve birth outcomes and decrease infant mortality.

Thanks to a grant from the Ohio Department of Health, NFP recently launched group prenatal care for NFP's Swahili-speaking patients. The group provides in-language and culturally conscious support to the participants.

Midwifery patient Angelina, a refugee from the Congo, says "The staff at NFP shows their love. They are always

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there to help everyone. They inspire me to one day become a midwife so I can help other mothers."

Year after year, NFP continues to do whatever it takes to meet the primary care, behavioral health, pregnancy, dental and pharmacy needs of refugees and so many others in our community.



NFP's Response to COVID

Vaccination Stats



16,725

Patients Fully Vaccinated



35,822

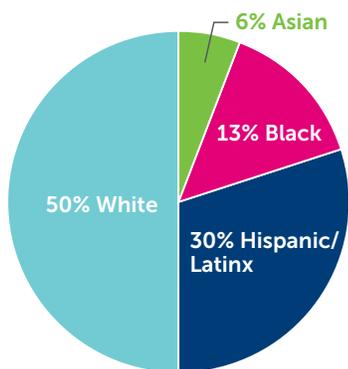
Vaccines Administered



6,191

Boosters Administered

By Race and Ethnicity



Vaccination Clinics



35 Community Partners



A SUPPORTING ORGANIZATION OF NEIGHBORHOOD FAMILY PRACTICE

SAVE THE DATES!



North Coast Community Health Center Open House

Wednesday, May 18, 2022, 4:30–7 PM

11906 Madison Ave., Lakewood, OH 44107

All are welcome!

Meal the Heals

Monday, July 11, 2022, 5–10 PM

SARITA

14523 Madison Ave., Lakewood, OH 44107

Prix fixe food menu – \$39 per person
25% of the food sales will be donated to NFP

Make reservations by calling Sarita at 216.226.5200.



SUMMER IN THE CITY

Summer in the City 2022

Thursday, August 25, 2022, 6–9 PM

THE VERANDA AT LAGO

1091 W. 10th St., Cleveland, OH 44113

Event sponsorships and ticket purchases: scan QR code or go to:
www.bidpal.net/nfp2022

