



Neighborhood
Family Practice
COMMUNITY HEALTH CENTERS



2022

ANNUAL REPORT

HEALTH
CARE
COMMUNITY

Dear NFP Supporters,

In June 2022, I arrived in Cleveland to join the staff and board of directors of Neighborhood Family Practice (NFP) as the organization's new president and CEO. Since then, as I've made my way around Cleveland meeting key stakeholders and community partners, I'm frequently asked "What is NFP's secret sauce?" Invariably, my answer is "our people."

Thanks to our people and the strong foundation established at NFP by the leaders who came before me, my transition has been seamless. I'm especially grateful to Jean Polster, NFP's immediate past president and CEO, for her leadership and commitment to this organization over the past 19 years.

As I lead the organization forward, I'm taking inspiration from my own childhood experiences that shaped and informed my dedication to ensuring health equity and access to high quality health care for all. As a child living in poverty, I saw my mother struggle to choose between paying a utility bill or scheduling a doctor's appointment for herself, my brother or me. It was as clear to me then as it is to me now – no mother should ever have to make that choice.

With the tenants of thinking of families who are navigating poverty, in 2022 we focused on the following areas:

- ◇ Increased access to care by opening the new North Coast Community Health Center in the Birdtown neighborhood and leveraging technology for online scheduling.
- ◇ Continued focus on organizational culture through the work of our Diversity, Equity, Inclusion and Intersectionality committees with our staff and board of directors.
- ◇ Broadened focus on the various communities we serve by expanding our Refugee Health Services team and hiring a Hispanic Community Engagement Coordinator.
- ◇ Pivoted resources to expand population health with an emphasis on value-based care to improve health outcomes for our patients.

Our future remains very bright as we move forward with a focus on value and high reliability. Our passion for the community and commitment to our mission separate us from other organizations while at the same time energizing us to strive to create a safe and healthy work environment and continue our pursuit of being the premier primary care provider in our region.



I am thankful for the community support which helps NFP fulfill its mission to care for patients no matter their ability to pay; and I am honored to call Cleveland home and be in a position to serve this incredible community.

Sincerely,

A handwritten signature in black ink, appearing to read "Domonic Hopson".

Domonic Hopson

President and Chief Executive Officer

Our Patients, Their Words

In the spirit of continuous improvement, twice annually our patients are asked to anonymously rate the performance of their providers. Their responses are overwhelmingly positive:



Dr. Labastille and his assistant are always careful to make certain that I am fully informed and understand all issues and treatment.

Dr. Deuley makes me feel like I am her favorite patient, I don't feel rushed and I appreciate that.

I love Mandy Healey as my health care provider! She listens, explains and takes time with me."

Dr. Rabinovich is caring, approachable, and attentive. 14/10, A++.

Dr. Kreiger has provided excellent care for me and my family over the years. I really trust the care she provides; you can tell she is a very thoughtful provider.

I very much appreciate the kindness, care and listening ear of Dr. Ganesh.

I'm 62 years old and have had several primary care doctors over the years. Dr. Garven is by far my favorite.



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Domonic Hopson Honored

NFP's president and CEO Domonic Hopson was recognized in 2022 by Crain's Cleveland Business as one of the Forty Under 40 leaders in Cleveland. Domonic received this award just three months after his arrival in Cleveland.



Dr. Golembiewski Named Chief Medical Officer

In 2022, Melanie Golembiewski, MD, MPH, who was an associate medical director at NFP, was promoted to chief medical officer when Erick Kauffman MD, MPH retired from the position. Dr. Kauffman remains on staff as a provider at the Ridge Community Health Center.

In addition to being a leader, Dr. Golembiewski is also a well-loved and respected family practitioner who treats patients at NFP's W. 117 Community Health Center. Her reputation is summarized perfectly in this quote from one of her patients:

"Dr. Golembiewski was absolutely incredible! Very thorough and knowledgeable, as well as kind and quite helpful. She's the type of doctor we all hope, wish, and pray to receive care from."

– Anonymous Patient Comment

Diversity, Equity, Inclusion AND INTERSECTIONALITY (DEII)

The focus on DEII at NFP begins with our culturally diverse staff and extends to the beautiful cultures and identities of our community.



In June, NFP sponsored and marched in the annual Pride in the CLE hosted by the LGBT Center of Greater Cleveland. Our staff, along with family members, made a strong showing for our first-ever participation in this event.



In October, NFP hosted its first Hispanic Heritage Month event for members of the community. Held at Club Alma Yaucana, it was a day to celebrate the culture and heritage of our neighbors, with insurance companies participating and sharing information with those in attendance.

Impact Through **ACCESS**



**Neighborhood
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COMMUNITY HEALTH CENTERS

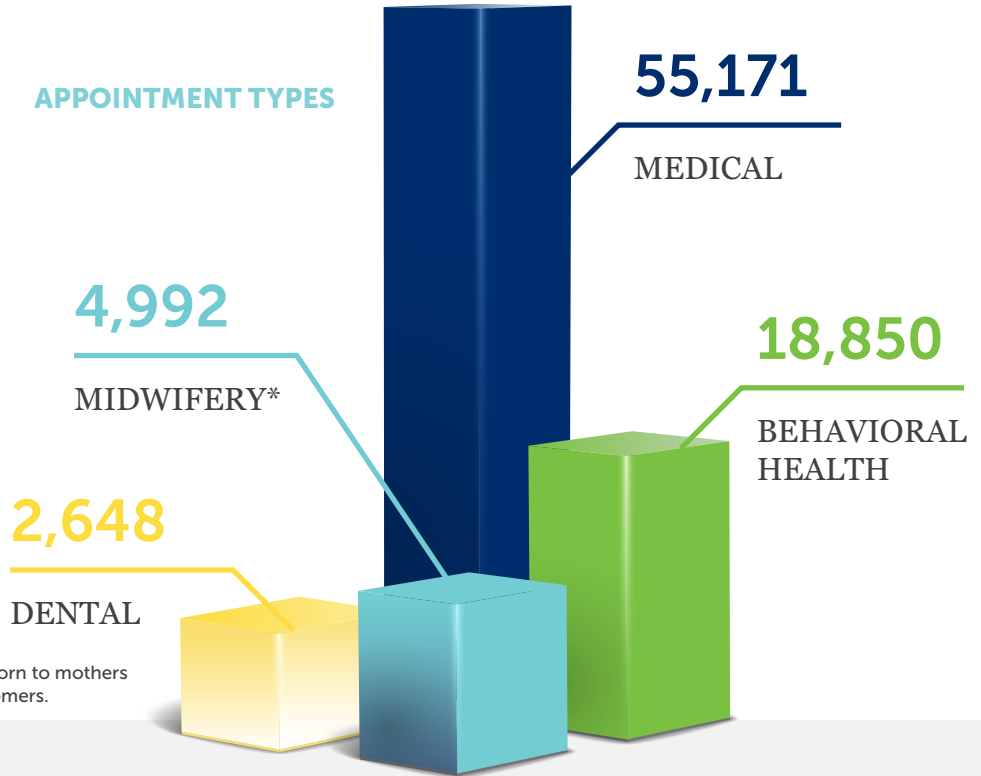
OF PATIENTS SERVED

21,057

OF VISITS

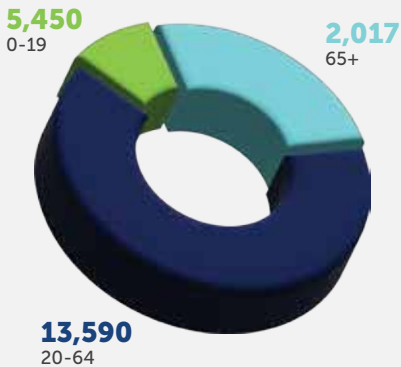
81,661

APPOINTMENT TYPES

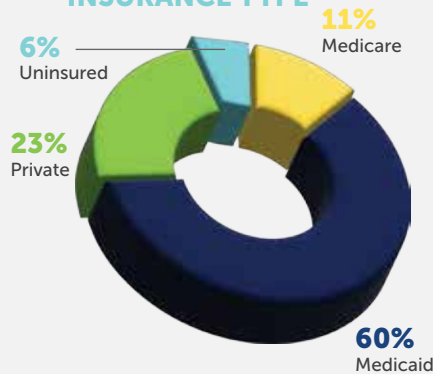


*24% of babies delivered were born to mothers who were once refugees/newcomers.

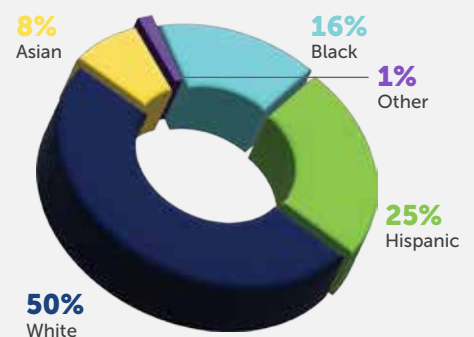
PATIENTS SERVED BY AGE GROUP



PATIENTS SERVED BY INSURANCE TYPE



PATIENTS SERVED BY RACE/ETHNICITY



Source: Bureau of Primary Health Care, CY 2022 Uniform Data System Report

Population **HEALTH**

The key to prevention of various illnesses and diseases lies in proactive outreach to patients who are most at risk. The NFP Population Health team had more than 20,000 patient touchpoints through phone calls, text messages, letters and patient record cleanup. These efforts resulted in the scheduling of thousands of appointments for screenings and immunizations to help prevent various diseases including breast cancer, diabetes, hypertension and colorectal cancer.



Community **IMPACT**

Healthy patients lead to healthy neighborhoods. At NFP, we take the message of wellness beyond the walls of our eight community health centers, going into the communities we serve and working with various community partners.

In 2022, community education sessions served more than 5,500 people on topics including:

- Mental health**
- Heart health**
- Diabetes**
- Anti-vaping**



Walking with the Midwives Event

In addition, more than 500 people participated in virtual Wellness for You sessions, we provided support to more than 20 partner organizations, and distributed donations and gift cards to meet urgent patient and community needs.

New **LOCATIONS**

North Coast Community Health Center

NFP opened the doors of its relocated North Coast Community Health Center (NCCHC) in the Birdtown neighborhood to address a need for additional access in the community. In 2022, the health center served 3,568 patients with 8,522 visits – a 31% increase in visits over 2021. This increase verifies the need for additional health care options for the community.

In the November 2022 patient satisfaction survey, 90% of NCCHC patients who responded were “very satisfied” with NFP overall; 95% agreed that their provider always explained things clearly and listened to them; and 97% said they would recommend NFP to their friends and family.

Many thanks to the following for their support of the North Coast Community Health Center:

- ◇ Elisabeth Severance Prentiss Foundation
- ◇ City of Lakewood Community Development Block Grant
- ◇ Cotabish Charitable Trust
- ◇ Richman Brothers Foundation
- ◇ Medical Mutual of Ohio Charitable Foundation
- ◇ Lakewood-Rocky River Rotary Foundation
- ◇ Healthy Lakewood Foundation



North Coast Community Health Center

Barton Community Health Center

The NFP Barton Community Health Center at the Barton Center in Lakewood opened in February 2022 to increase access to health care for seniors. This opening was made possible with the support of the Three Arches Foundation.



Barton Community Health Center

2022

FINANCIAL STATEMENT

SUPPORT	
Grants	7,107,564
Contributions	1,487,700
Total Support	\$8,595,264

REVENUE	
Medicare and Medicaid	8,957,299
Private insurance and self-pay	1,873,892
Medicaid provider incentive program	610,865
Prescription plan fees	1,105,101
Pharmacy revenue, net	2,060,080
Miscellaneous	562,074
Total Revenue	\$15,169,311

Total Support and Revenue: **\$23,764,575**

EXPENSES	
Program services	18,040,648
Support services	5,691,950
Total Expenses	\$23,732,598

NET ASSETS	
Increase in net assets	2,587,468
Net assets, beginning	6,370,396
Net Assets, Ending	\$8,957,864

As of June 30, 2022

NFP Board of Directors

Morgan Taggart <i>Chair</i>	Al Mancuso
Natalie Adsuar, MD <i>Vice Chair</i>	Daphney McCaleb
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	Chris Warren
	Jonathon Wise

North Coast Health Foundation Board of Directors

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Michael Mitchell <i>Secretary</i>	John Griffiths
Kurt Raicevich <i>Treasurer</i>	Jennifer Hunter
Sonya Caswell	Laura Jaissle
	Scott Skinner
	Chris Warren

North Coast Health Foundation Year in Review

Health Access Fund

In January 2022, the Neighborhood Family Practice Health Access Fund was launched as part of the retirement celebration for Ann B. Reichsman, MD. Donations to the fund are used to remove barriers to make health care more accessible to NFP patients by covering the cost of transportation and language interpretation services and providing financial assistance for appointments.

A total of **\$25,732** has been raised for the Health Access Fund since it was established.

Charitable Care

In 2022, patients were supported by **\$450,884** in charitable care.

Summer in the City 2022

A total of **\$124,950** was raised at the annual Summer in the City signature fundraising event.



2022 DONORS

William and Sharon Aamoth
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Thomas and Jennifer Baker
Jeanie and George Belhobek
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Center for Evidence Based Treatment
The Centers
The Char and Chuck Fowler Family Foundation
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City of Lakewood
Community Development Block Grant
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Cleveland Clinic Fairview Hospital
Cleveland Clinic Lutheran Hospital
The Cleveland Foundation
Community West Foundation
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Cotabish Charitable Trust
Cuyahoga County Board of Health
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Desired Designs
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FM Global Foundation
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Leah Gary and J.B. Silvers

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National Association of Community Health Centers
Lisa Nelson and Raymond Painter
NetOps Consulting
North Shore

Gastroenterology
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NRP Contractors LLC
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Ohio Association of Community Health Centers
Ohio Department of Health
Ohio Department of Jobs and Family Services
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Propio Language Services
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Mary C. Warren
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William J. and Dorothy K. O'Neill Foundation
Jonathon Wise and Cheryl Davis
Timothy and Sandra Wuliger

*deceased

In Honor Of:

Fred DeGrandis
Community West Foundation

Dr. Dennis Hoeffler
Kevin and Lisa Watts

Jean Polster
Matt Carroll, John Corlett and Dr. Doug Van Auken, Dr. Claudia Metz and Tom Woodworth, Three Arches Foundation

Dr. Ann B. Reichsman
Dr. Cynthia Beall, Fred and Nora DeGrandis, Thomas and Kathlene Gable, Leah Gary and J.B. Silvers, Gina and Joe Gavlak, Peggy Keating and Charlotte Rerko, Dr. Claudia Metz and Tom Woodworth, Susan and Tim O'Brien

In Memory Of:

John Rehak
Rosemary Haggerty

Space limits our ability to list all donor names. We are grateful for the support that each of you provides, no matter the size of your gift. The donors listed made contributions of \$500 or more in 2022.



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Our donors play a key role in helping us deliver on our mission. We have made every effort to accurately present the names of NFP donors. If there are changes to how you would like your name to be listed in future publications, please email jng@nfpmedcenter.org or call 216.281.8945 ext. 1560.