Last year proved to be another successful year for Iowa’s community health centers. We provided care to over 203,000 Iowans through almost 730,000 visits for medical, dental, behavioral health, vision, enabling services, and a wide array of other needs.

Community health centers are committed to welcoming all, providing care to all ages – from infants to the elderly – and regardless of income or insurance status. While patient demographics look different in urban versus rural areas, nearly 22% of health center patients statewide have private health insurance, 24% are uninsured, 46% have Medicaid, and over 70,000 are children. In 2017, we also served almost 8,500 homeless adults and children and nearly 3,500 Veterans.

As Iowa’s community health centers continue our mission of providing high quality, affordable primary and preventive health care services to vulnerable populations, we are also focused on developing innovative solutions and partnerships to help address the always evolving health care system.

Our work has centered on four main themes: we’re health care innovators, we’re economic drivers, we provide quality care, and we ensure access. This annual report provides a summary of our tremendous accomplishments from the last year and a look into the health centers of Iowa that provide exceptional care to some of the state’s most vulnerable populations.

We look forward to continuing to build meaningful partnerships throughout 2018 as we work to address the needs of our patients and communities.

Theodore J. Boesen, Jr.
Chief Executive Officer
Iowa Primary Care Association, InConcertCare, and IowaHealth+

Across the state of Iowa, community health centers are filling gaps in care for underserved populations located in both rural and urban areas. At the heart of our work are our patients and our commitment to provide high quality services from providers who truly care about their patients.

As the Board Chair of the Iowa Primary Care Association, I am excited about the progress we’ve made in developing innovative solutions to health care issues in Iowa, and look forward to working together to ensure everyone has access to high quality health care services.

Tom Bowman
Chief Executive Officer
Community Health Care, Inc.  Board Chair
Iowa Primary Care Association
Who We Served in 2017

- Patient Visits: 489,550
- Dental Visits: 155,546
- Medical Visits: 58,629
- Behavioral Health Visits: 760
- Vision Visits: 23,237
- Enabling Services Visits: 903
- Other Visits: 2,337

- Patients Served: 203,189
- Homeless Patients Served: 8,490
- Veterans Served: 3,477

- Uninsured: 24%
- Medicaid: 46%
- 200% or below the FPL: 24%
- Other Language: 20%
- 2013: 179,599
- 2014: 184,268
- 2015: 184,520
- 2016: 188,969
- 2017: 203,189

46% of patients are covered by Medicaid. Health centers serve 17% of the Medicaid population in Iowa. 24% of health center patients are uninsured. 20% of patients are best served in a language other than English. 94% of health center patients are 200% or below the Federal Poverty Level.

- In the past 5 years:
  - Patients: 179,599 to 203,189
  - Patients served: 203,189 to 2017
  - Enabling Services:
    - Outreach
    - Transportation
    - Interpretation
    - Case Management
    - Health Education
    - Eligibility Assistance

70,483 patients are children and adolescents
132,706 patients are adults
55% of patients identify as an ethnic or racial minority
27% decline in uninsured patients
16,846 patients gained insurance coverage
We’re Health Care Innovators

Iowa’s health centers are working together to develop innovative ways to address the rapidly changing health care system and the unique, complex needs of our patients.

Social Determinants of Health
Health centers are leaders in addressing social determinants of health (SDOH) – factors that affect a person’s health beyond their traditional health care needs.

Health centers are adopting the use of Protocol for Responding to and Assessing Patients’ Assets, Risks, and Experiences (PRAPARE) – a national effort to collect the data needed to better understand and act on patients’ SDOH.

In partnership with the Iowa Healthcare Collaborative, the Iowa PCA has provided technical assistance to health care providers in Iowa on SDOH as part of the State Innovation Model (SIM) grant.

UnitedHealthcare Partnership
Iowa’s health centers are leading the way nationally for health system delivery and payment reform.

Since July 2016, IowaHealth+ has engaged in a partnership with UnitedHealthcare that focuses on ensuring patients’ same day access to care, appropriate follow-up care for patients recently discharged from a hospital emergency department or inpatient stay, and regular Primary Care Provider (PCP) visits for a cohort of high risk patients.

The partnership also emphasizes providing high quality primary care and preventive services while reducing patients’ cost of care.

Behavioral Health
Health centers are leaders in integrating medical, dental, behavioral health, pharmacy, and other services.

Health centers are working to address substance use disorders (SUD), such as opioid addiction, in a number of ways including providing Medication Assisted Treatment (MAT), increasing access to services in rural communities through telehealth, and addressing the complex needs of patients which can include mental health and/or substance use.

We’re stepping up to help communities tackle this pressing need.

Cutting Edge for Health IT
Health centers continue to be on the forefront of health information technology.

Health centers are empowering our patients to make good health care decisions by providing them access to patient portals. The availability of robust health information technology allows for communication between providers and staff, improving the overall care of patients.

The availability of telehealth services allows for behavioral health virtual consults and virtual visits, increasing access for patients living in rural areas.
We're Economic Drivers

Health centers across the United States save the health care system $24 billion annually. Iowa health centers are economic drivers that save the state’s health care system money and have a positive impact on local communities.

Impact in Iowa
Iowa’s health centers have a $35.5 million economic impact in Iowa. This is felt most strongly in rural and underserved areas, bolstering quality of life. In total, health centers employ over 1,600 individuals.

Lower Cost of Care
A study of 13 states found health centers each year save Medicaid, on average, $2,371 (or 24%) per person in total cost of care when compared to other providers. In Iowa, the cost of care at health centers is 27% lower than other providers.

Cost-Effective Medicaid Providers
Health centers are also cost-effective Medicaid providers, serving 13.6% of all Medicaid beneficiaries in Iowa, but representing only 1.21% of the state of Iowa’s total Medicaid expenditures.

Productive Providers
Iowa’s health centers use Lean and Six Sigma training to increase efficiency and productivity. One health center recently increased provider productivity by 50% by using these techniques and tools for process improvement.

We Provide Quality Care
Iowa’s health centers exceed our national peers in a variety of quality metrics. IowaHealth+ achieved the highest Value Index Score among Accountable Care Organizations, meaning our Iowa Medicaid Quality Rating is greater than or equal to other health systems.

Accountable Care Organization Value Index Score (VIS)

87.8% of patients (ages 5-64) with asthma received a treatment plan
76.6% of patients over the age of 12 received a depression screening
72.9% of adult hypertensive patients had controlled blood pressure

80% of CHCs reported a hold on expansion or renovation projects
100% of CHCs met or exceeded at least one Healthy People 2020 Goal for Clinical Performance
95.1% of patients over the age of 18 received tobacco use screening and cessation counseling
76.6% of patients over the age of 12 received a depression screening
72.9% of adult hypertensive patients had controlled blood pressure
We Ensure Access

Iowa’s health centers provide access to quality care for the underserved in Iowa. Health centers fill gaps in care for patients located in both urban and rural areas.

Transformation Collaborative

The Iowa PCA’s Transformation Collaborative is working to use performance improvement processes to increase the quality of care at health centers, particularly in the areas of hypertension and colorectal cancer.

Special Populations

Health centers are dedicated to providing access to services to special populations that typically go without care. Our 2017 impact includes:

- 8,490 homeless patients served
- 3,477+ veterans served
- 1,634 SBIRT screenings

SBIRT – Screening, Brief Intervention, and Referral to Treatment – is an evidence-based practice used to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs.

Annual Awards

During the 2017 Annual Conference, the Iowa PCA recognized four recipients for their dedication to the health center mission. These individuals were nominated by their peers for their extraordinary work at their respective health centers.

- **Carl A. Kulczyk Memorial Award**
  Nancy Dykstra, Executive Director
  Promise Community Health Center

- **Unsung Hero Award**
  Roger Lacy, Board Member
  Primary Health Care, Inc.

- **Outstanding Provider Award**
  Shilo Hilger, DDS
  River Hills Community Health Center

- **Lifetime Achievement Award**
  Jennifer Lightbody, CEO
  Peoples Community Health Clinic, Inc.
Underserved Champion

In February 2017, the Iowa PCA presented Iowa Legal Aid with the 2017 Underserved Champion Award. This award is presented annually to an organization or individual dedicated to assisting underserved populations in Iowa.

Iowa Legal Aid is an important resource for those facing socioeconomic and environmental challenges, which can increase the likelihood of health problems and hospitalizations. Since the inception of the Medical Legal Partnership, Iowa Legal Aid has provided legal services to patients and support for health center staff on a range of issues including, but not limited to public benefits, housing, educational support, disability services, and intimate partner violence.

By addressing complex social issues faced by low-income people, the societal factors causing the need for health care services will be addressed, stress will be reduced, access to preventive medicine will be increased, and general well-being will be improved, leading to better health outcomes.

Improving Veterans’ Behavioral Health Screening and Access to Treatment

As part of a growing effort within the US Department of Veterans Affairs’ (VA) at the national level to partner outside their traditionally closed health care system, Community Health Centers of Southeastern Iowa (CHC/SEIA) is partnering with the Veterans Rural Health Resource Center, Iowa City; the Iowa City VA Hospital’s Primary Care Behavioral Health Integration services; and the Iowa Primary Care Association.

Partners aim to ensure Veterans with behavioral health issues are identified and engaged in care, and that the care delivered is seamlessly coordinated among the two systems. Goals of the project include:

- Identify Veterans presenting at CHC/SEIA for care;
- Assist interested Veterans with exploring eligibility and applying for Veterans’ health care benefits;
- Screening Veterans for behavioral health issues; and
- Ensuring Veterans who screen positive have access and are connected with behavioral health services at the health center or VA.

The significance of this project is tremendous, as there is great interest from the national level – both the VA and the Health Resources and Services Administration (HRSA) – in this small Iowa project. In recent years there have been attempts made elsewhere in the country to coordinate care and integrate systems, but none have been successful to date, as there are challenges on all sides.

Despite the challenges, all parties remain committed to assisting Veterans. Successes to date include additional behavioral health screening tools at CHC/SEIA and health center staff access to the VA’s health record. Training for health center staff has focused on Veterans culture, the VA integrated care model, and eligibility. Identified Veterans at the health center are contacted to discuss interest in VA care.

While these are just some of the steps accomplished to date, all lay the groundwork for care coordination between the two systems, and the ultimate potential for integrated care to occur.
Health Center Highlight: Homeless Outreach Programs

Through collaborative efforts with MICAH House and New Visions Homeless shelters, All Care Health Center is working to increase opportunities for medical and dental health services to southwest Iowa’s homeless population. Integrating health care into the stability plan for homeless, with on-site care at shelters, helps to diagnose needs that will provide for a route to better overall health, promotes hope, and a positive future focus.
Community Health Care, Inc. (CHC) leveraged an existing partnership with the Robert Young Center for Community Mental Health, a Unity Point affiliate, and funding from the local United Way to create a dynamic behavioral health service and care coordination program for the patients of CHC. Over the last three years, CHC has been able to fully integrate five clinic locations with on-site behavioral health counselors for a seamless transition of care between primary care providers and behavioral health partners. Care is coordinated outside of CHC by directing patients to other behavioral health providers in the area. CHC is now providing nearly 700 behavioral health visits on a monthly basis throughout the organization.
Community Health Center of Fort Dodge
Fort Dodge; Dayton

22,131
PATIENT VISITS
6,787
TOTAL PATIENTS
7
HOMELESS PATIENTS SERVED
362+
VETERANS SERVED

14,880
MEDICAL VISITS
5,175
DENTAL VISITS
2,076
BEHAVIORAL HEALTH VISITS

Renae Kruckenberg, CEO
rkruckenberg@chcfortdodge.com

(515) 576-6500 www.chcfd.com

Community Health Center of Fort Dodge 126 North 10th Street
Fort Dodge, IA 50501

Dayton Clinic
24 South Main Street
Dayton, IA 50530

Health Center Highlight: Partnership with Local Jail
Community Health Center of Fort Dodge (CHCFD) has developed a partnership with the Webster County Jail to provide healthcare services for inmates. Each week, a CHCFD provider is available to provide services at the jail. Inmates are also brought to CHCFD’s clinic in Fort Dodge for care.

age of patients % of patients in each age group

21% 0-19
43% 20-44
26% 45-64
10% 65+

race & ethnicity % of patients by race and ethnicity

7% Black/African American
87% White*
1% More Than One
5% Unreported
*11% indicate they’re of Hispanic/Latino origin

patient income as % of federal poverty level based on # of patients

57% Below 100% FPL
39% 101-200% FPL
4% Over 200% FPL

insurance source based on # of patients

19% Uninsured
53% Medicaid
11% Medicare
17% Private
Community Health Centers of Southeastern Iowa

West Burlington; Keokuk; Columbus City; Hamilton, IL

Ronald W. Kemp, CEO
rkemp@chcseia.com

(319) 753-2300  www.chcseia.com

chcseia

57,414 PATIENT VISITS
16,827 PATIENTS SERVED
30 HOMELESS PATIENTS SERVED
506+ VETERANS SERVED

39,868 MEDICAL VISITS
15,542 DENTAL VISITS
2,004 BEHAVIORAL HEALTH VISITS

Health Center Highlight: HCV Partnership
Together with the Iowa Department of Public Health, the Iowa PCA developed a partnership with University of Iowa Hospitals and Clinics hepatologists to provide education and ongoing consultation to providers at Community Health Centers of Southeastern Iowa to treat HCV eligible patients on-site, alleviating barriers to accessing care and treatment.

CHC/SEIA has also partnered with Walgreens Specialty Pharmacy to assist with approval on HCV prescriptions and access to treatment, especially for uninsured/underinsured individuals.

age of patients % of patients in each age group
35% 0-13
33% 20-44
23% 45-64
9% 65+

race & ethnicity % of patients by race and ethnicity
2% Asian
9% Black/African American
83% White*
3% More Than One
3% Unreported
*13% indicate they’re of Hispanic/Latino origin

patient income as % of federal poverty level based on # of patients
75% Below 100% FPL
18% 101-200% FPL
7% Over 200% FPL

insurance source based on # of patients
7% Uninsured
53% Medicaid
8% Medicare
32% Private

West Burlington Clinic
1706 West Agency Road
West Burlington, IA 52655

Keokuk Clinic
400 North 17th Street
Keokuk, IA 52652

Louisa County Clinic
2409 Spring Street
Columbus City, IA 52737

Hamilton Clinic
951 Broadway Street
Hamilton, IL 62341

Keokuk Dental Clinic
3460 Main Street
Keokuk, IA 52632
Health Center Highlight: Growing to Meet the Needs of Patients
2017 was a year of tremendous growth for Community Health Centers of Southern Iowa. The Albia and Chariton offices were both relocated to new, improved facilities, and in-house pharmacy services were introduced in the Leon office. In addition, the team grew by approximately 15%, services were provided to more than 1,200 new patients, and patient visits increased by more than 10,000 over the prior year. The organization also implemented a scholarship program in local schools. Throughout this period of growth, CHCSI has remained committed to their mission to make high quality health care accessible to everyone in the region.
Health Center Highlight: Brain Health and Substance Use Disorder Treatment Partnerships

Crescent Community Health Center partners with two local agencies to provide on-site brain health and substance use disorder treatment within the Crescent clinic. The partnership with Hillcrest Family Services began in 2016 and the partnership with Substance Abuse Services Center began in late 2017 with the help of the Access Increases in Mental Health and Substance Abuse Services (AIMS) grant from the Health Resources and Services Administration (HRSA).
Health Center Highlight: Expanding Access to Oral Health Services in Eastern Iowa

In 2017, Eastern Iowa Health Center worked with local partners and funders to develop Eastern Iowa Dental Center (EIDC). EIDC opened to the community on March 6, 2017, with support from area dentists, nonprofit organizations, and health care providers. The dental center has increased access to preventive and urgent dental services for thousands of low-income patients living in the EIHC service area. In the first ten months of operation, EIDC provided oral healthcare services to 2,676 unduplicated patients in 5,509 visits.
Peoples Community Health Clinic
Waterloo; Clarksville

- **58,389** patient visits
- **17,389** patients served
- **1,264** homeless patients served
- **243+** veterans served

- **42,381** medical visits
- **9,922** dental visits
- **3,088** behavioral health visits
- **2,374** enabling services visits
- **624** other visits

Christine Kemp, CEO
c Kemp@peoples-clinic.com

- (319) 874-3000
- [www.peoples-clinic.com](http://www.peoples-clinic.com)
- [peoplesclinic](http://peoplesclinic)
- [@peopleswloo](https://twitter.com/peopleswloo)

Peoples Community Health Clinic
905 Franklin Street
Waterloo, IA 50703

Peoples Clinic Butler County
118 South Main Street
Clarksville, IA 50619

**Health Center Highlight: Quality Focused Care**
Peoples Community Health Clinic has consistently been recognized by the HRSA Health Center Program as a high level quality performer. Categories of quality have included achieving Patient Centered Medical Home status, addressing health disparities, and enhancing access to care. In 2016, Peoples Clinic exceeded national clinical quality benchmarks, including Healthy People 2020 goals for chronic disease management, preventive care, and perinatal/prenatal care. In 2017, Peoples Clinic was also recognized as a Health Center Quality Leader.

### Age of Patients

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-19</td>
<td>37%</td>
</tr>
<tr>
<td>20-44</td>
<td>32%</td>
</tr>
<tr>
<td>45-64</td>
<td>24%</td>
</tr>
<tr>
<td>65+</td>
<td>7%</td>
</tr>
</tbody>
</table>

### Race & Ethnicity

- **5%** Asian
- **1%** Hawaiian/Pacific Islander
- **32%** Black/African American
- **59%** White*
- **1%** More Than One
- **2%** Unreported

*10% indicate they’re of Hispanic/Latino origin

### Patient Income

- **63%** Below 100% FPL
- **27%** 101-200% FPL
- **10%** Over 200% FPL

### Insurance Source

- **16%** Uninsured
- **49%** Medicaid
- **11%** Medicare
- **2%** Other Public
- **22%** Private
Health Center Highlight: Medication Assisted Treatment (MAT)

In response to the opioid epidemic, PHC is leading the charge to combat opioid addiction by providing Medication Assisted Treatment (MAT). MAT is an intervention using medication to ease the cravings of someone seeking treatment for the addiction of opioids (such as heroin or prescription pain killers).

Suboxone, the most common treatment option, is an FDA approved medication that has been proven to help those addicted to opioids. When prescribed alongside behavioral health counseling, Suboxone is effective in helping people addicted to opioids remain drug free. PHC has three physicians who have received the special training and licensure, and three nurse practitioners are currently in training to prescribe Suboxone. PHC’s physicians have been providing MAT services in central Iowa for three years.
Promise Community Health Center
Sioux Center

Health Center Highlight: Victim Advocate
Family Crisis Centers of Northwest Iowa has partnered with Promise Community Health Center to place a bilingual crime victim advocate in the health center. The partnership is an effort to more effectively reach vulnerable, underserved people who have been the victims of intimate partner violence or other crimes.
Health Center Highlight: Hola Program

The Hola Program is a service that is hosted by Proteus that is put on by several agencies through the Des Moines metro once per month to help with services like legal assistance, financial education, family planning, counseling and referrals to other agencies. This program is offered in the Des Moines area.
River Hills Community Health Center
Ottumwa; Richland; Centerville; Sigourney

Rick Johnson, CEO
rjohnson@riverhillshealth.org

(641) 954-9971  www.riverhillshealth.org
@RiverHillsCommunityHealthCenter

Health Center Highlight: 2017 Million Hearts Hypertension Control Champion Award
River Hills Community Health Center was selected as one of 24 health care organizations to receive the Million Hearts Hypertension Control Champion Award for 2017. The award was based on demonstrating proven strategies to help Hypertensive Patients achieve compliant blood pressure control at rates above the Million Hearts Target of 70%. River Hills CHC was the only organization in Iowa to receive this award.
Health Center Highlight: Street Medicine Project

On Monday and Thursday evenings a team of volunteers from Siouxland Community Health Center and other local health care providers visit shelters, food banks, soup kitchens, and other places where the city’s homeless gather. They take blood pressures, check blood sugars, and offer basic first aid with medical supplies donated by the health care providers. When discovering patients who need non-emergent medical care beyond first aid, they are transported to the health center. The Street Medicine volunteers address the types of conditions that if left untreated, could lead to a more serious illness or condition. Michael Piplani, SCHC’s Chief Medical Officer states, “Street Medicine greases the wheel to get immediate care to the most fragile members of society.”
United Community Health Center
Storm Lake

Rich Gehrig, Executive Director
rich@uchcsl.com
(712) 213-0109  www.uchcsl.com
UCHCSL

United Community Health Center
715 West Milwaukee
Storm Lake, IA 50588

Health Center Highlight: Screening, Brief Intervention and Referral to Treatment (SBIRT)
United Community Health Center offers these screenings as part of the primary care intake process to evaluate the impact of substance use on a patient’s health. This program is offered in collaboration with the Iowa Primary Care Association and is proving to be a great tool for getting patients the help they need in a confidential, secure environment.
80 DELIVERY SITES IN IOWA

Community Health Centers provide primary and preventive healthcare services at 44 full-service sites and an additional 36 sites that include schools, nursing homes, homeless shelters and other locations where special populations are served. In total, Iowans can access healthcare services at 80 sites statewide.