ENSURING ACCESS FOR ALL
IMPACT
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**IMPACT**

**A YEAR IN REVIEW**

**VISION**
- 950 visits
- 838 patients

**DENTAL**
- 172,314 visits
- 78,618 patients

**MEDICAL**
- 501,014 visits
- 160,425 patients

**BEHAVIORAL HEALTH**
- 83,164 visits
- 17,848 patients

**ENABLING^**
- 21,140 visits
- 10,332 patients

**OTHER**
- 965 visits
- 452 patients

**VISION**
- 950 visits
- 838 patients

**DENTAL**
- 172,314 visits
- 78,618 patients

**MEDICAL**
- 501,014 visits
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**OTHER**
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- 452 patients

**779,547**
**TOTAL CLINICAL VISITS**

**216,738**
**TOTAL PATIENTS* **

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* Patients can receive multiple services

^ Enabling services reduce barriers to care through: outreach, transportation, interpretation, housing, health management, eligibility, food insecurity, etc.

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- 950 visits
- 838 patients

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- 452 patients

**93%**
of patients are 200% or below the Federal Poverty Level

**55%**
identify as an ethnic or racial minority

**47%**
of patients are covered by Medicaid; 17% of Iowa’s Medicaid population is served by health centers

**20%**
of patients are best served in a language other than English

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**PATIENT TRENDS**
Patients Served 2014-2018

**STAFFING TRENDS**
Growth in Health Centers for Select Services 2014-2018

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**BEHAVIORAL HEALTH TRENDS**
Patients Served 2014-2018

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Iowa’s health centers are responding to patient and community needs by hiring additional staff in areas of growth.
Dear Friends,

For over 30 years, Iowa’s health centers have worked to fulfill our mission of providing high-quality, integrated care services to vulnerable populations. The impact of health centers continues to grow due to our focus on developing innovative solutions and partnerships to address an ever-changing healthcare system.

In 2018, our health centers have once again made a tremendous impact on their communities by providing healthcare services to populations who otherwise would not have access. In 2018, the number of patients receiving services grew to over 216,000, a 6% increase from 2017. These patients accessed care through almost 780,000 visits for medical, dental, behavioral health, vision, enabling services, and a wide array of other needs.

Health centers are committed to filling gaps in their communities by providing a welcoming environment for all—regardless of age, income, or insurance status—where care is comprehensive and culturally appropriate. While patient demographics vary in urban versus rural areas, nearly 52% of health center patients statewide have private health insurance, 22% are uninsured, 47% have Medicaid, and nearly 70,000 are children. Over 10,000 homeless adults and children and more than 3,600 Veterans were served by health centers in 2018—two complex populations that would otherwise have difficulty accessing appropriate services.

Our impact on the healthcare system continues to grow as we develop innovative strategies for delivering care. Increasingly, our focus is on value-based care and behavioral health integration strategies. In collaboration with our health centers and community partners, we are collectively changing the healthcare landscape for the underserved in Iowa.

Our success and impact are made possible in part from the support of our partners, and we look forward to continuing to build meaningful relationships in 2019 as we work to address the needs of our patients and the communities we serve.

This is my last annual report as CEO of the Iowa Primary Care Association as I retire on June 30, 2019. I am proud of what has been accomplished over the previous 13 years. I have absolute confidence in the leadership capacity of Aaron Todd, the members of his leadership team, and the other very gifted members of the PCA to carry on what has been accomplished over the previous 19 years. I have absolute confidence in the leadership capacity of the member health centers of the Iowa Primary Care Association continue to demonstrate how integrated care models treating the whole person can produce better outcomes and fill gaps in care for our communities. Now serving over 216,000 patients statewide, health centers are working together and with our community partners to grow and diversify our services to meet the needs of rural and urban populations.

As the Board Chair, I am excited about the progress we’ve made both collectively and individually and look forward to the future as we experience growth and continue to fulfill our mission of providing quality, affordable care and ensuring access for the underserved in Iowa.

Tom Bowman
Chief Executive Officer
Community Health Care, Inc.

IMPACT: BEHAVIORAL HEALTH INTEGRATION
Health centers are implementing integrated care models (such as the collaborative care model) that are proven to improve outcomes and decrease the total cost of care. A study by Jürgen Unutzer showed that using a collaborative care model more than doubled the rate at which patients achieved a 50% reduction in their depressive symptoms and decreased the total cost of care for patients with major depression by nearly 20% over four years. Nationally, Milliman group estimates that behavioral health integration could save Medicaid between $12.3 and $17.2 billion dollars a year. Health centers play a critical role in caring for this population.

IMPACT: CAPITAL INVESTMENTS AND EXPANSION
The growth of health centers, both with physical space and number of patients served, has significant impact on their communities. Capital investments for expansion or renovations allows for patient growth, stimulating economic activity in construction and associated professions, and ultimately increasing the number of health center staff available to provide care. The more staff employed at health centers and the more patients receiving care, which allows them to be healthy and productive citizens, the larger economic impact a health center has on their community.

IMPACT: FINANCIAL
Health centers are cost-effective Medicaid providers, serving 17% of all Medicaid beneficiaries in Iowa, but representing only 2% of the state of Iowa’s total Medicaid expenditures.

IMPACT: IOWA
Iowa’s health centers have a $328 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 1,700 individuals, often serving as the largest employer in rural areas.

IMPACT: NATIONAL
Health centers serve 28 million patients—1 in every 12 people—in every state, territory, and the District of Columbia. Health centers save the U.S. healthcare system over $28 billion annually.

IMPACT: MEDICAID
Health centers are cost-effective Medicaid providers, serving 17% of all Medicaid beneficiaries in Iowa, but representing only 2% of the state of Iowa’s total Medicaid expenditures.

IMPACT: COST OF CARE
A University of Chicago 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.

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WORKING TO ADDRESS INTIMATE PARTNER VIOLENCE AND HUMAN TRAFFICKING

As part of a national initiative to address intimate partner violence (IPV) and human trafficking, Iowa joined teams from Arkansas, Connecticut, Idaho, and Minnesota for “Project Catalyst: Statewide Transformation on Health and IPV” – a project led by national nonprofit Futures Without Violence (FUTUREs).

Iowa’s team includes the Iowa PCA, Iowa Department of Public Health, and Iowa Coalition Against Domestic Violence, working together to promote state-level implementation of policies and practices that partner with one another on trauma-informed practice transformation.

The work in 2018 resulted in:

- Promotion of state-level policy and systems changes to support an integrated and improved response to IPV and human trafficking in health centers and to other needed services in domestic violence programs
- Training and technical assistance to five health centers and five domestic violence advocacy programs that partner with one another on trauma-informed practice transformation
- Implementation of policies and practices that support ongoing integration of the IPV and human trafficking response into healthcare delivery statewide, and significant inroads to train and engage at least 50 percent of health centers

Impact Communities

OUTREACH AND ENROLLMENT

Ensuring patients have health insurance is important for communities, as the uninsured are less likely to receive needed medical services, care that is timely, or preventive care to decrease the chance of unnecessary emergency room or hospital visits.

In Iowa, health centers are filing gaps in their communities as they are one of the few organizations still providing free, in-person assistance to consumers enrolling in health insurance. Enrollment assistance is crucial to ensure consumers understand their coverage options and how to enroll and how to use their coverage.

All 14 community health centers in Iowa employ outreach and enrollment staff, providing 31,800 assistance acts in 2018.

SOCIAL DETERMINANTS OF HEALTH

Health centers continue to be leaders in addressing Social Determinants of Health, which are the factors that affect a person’s health status outside of traditional healthcare needs. This can include homelessness, lack of transportation, food insecurity, etc.

With adoption of the Protocol for Responding to and Assessing Patients’ Assets, Risks, and Experiences (PRAPARE) – a national effort to collect data around social determinants – health centers are better equipped to understand and act to remediate a person’s SDOH.

Four health centers in Iowa are in the process of implementing the PRAPARE tool and five health centers have fully implemented.

School Partnerships

In order to foster healthy lifestyles, to promote better outcomes and development, and to fill gaps in care for children and adolescents, many health centers have developed partnerships with local schools. School-based partnerships have many forms such as medical clinics located in school buildings, behavioral health services provided in schools by health center staff, or backpack drives for school supplies. By leveraging resources between health centers and schools, children and adolescents are able to benefit from care and services, helping them to have a healthier start to their young lives.

Three health centers in Iowa have formally partnered with local schools through various innovative partnerships.

Impact Patient Outcomes

92%

of patients over the age of 18 received tobacco use screening and cessation counseling. This exceeds national health center grantees and the goals of Healthy People 2020.

92%

of patients whose HIV diagnosis was made by health center staff were seen for follow-up treatment within 90 days. This exceeds national health center grantees.

79%

of patients ages 12 and older were screened for depression and had a follow-up plan documented. This exceeds national health center grantees.

72%

of adult hypertensive patients had controlled blood pressure. This exceeds national health center grantees and the goals of Healthy People 2020.

100%

of health centers met or exceeded at least one Healthy People 2020 Goal for Clinical Performance and exceeded performance of national health center grantees.

Social Determinants Spotlight

ADDRESSING FOOD INSECURITIES

One of the main barriers health center patients face is food insecurity due to a lack of resources. Many health centers in Iowa are working to alleviate this barrier by implementing innovative strategies to ensure access to food for their patients.

One approach is the development of community gardens. By planting gardens where members of the community have access to fresh fruits and vegetables, health centers can help decrease health disparities by promoting physical activity through planting and maintaining the garden, healthy eating, and fostering social interactions between various socioeconomic groups, providing a better sense of community and inclusion.

Health centers also address food insecurity through programs that aim to partner local farmers with health centers to provide low-cost produce to their patients. Through these programs, patients are given “produce prescriptions” or yeast to be used at the farmers’ markets. This allows doctors to help provide an affordable option for fresh produce and a way to prescribe a path to better health.

Other health centers participate in community-based programs that aim to address food insecurity through food box distribution, mobile pantry programs, or enrollment in the Supplemental Nutrition Assistance Program (SNAP).

By addressing food insecurity and other social determinants patients face, health centers aim to create positive patient outcomes and fulfill unmet needs within their communities.
IowaHealth+ is a clinically integrated network owned and managed by 11 Iowa health centers and the Iowa PCA. The company is a voluntary business venture dedicated to providing payor agnostic and value-based care while safeguarding the unique mission of health centers.

Within the context of an ever-changing healthcare environment and accelerating pressure to move to value-based care/payment, IowaHealth+ provides value to health centers, payors, and partners in a variety of ways:

- Safeguarding our mission as primary care providers devoted to caring for vulnerable populations
- Building and better leveraging capacity and economies of scale, sharing investment and risk
- Proactively defining our path forward and holding each other accountable to shared standards
- Developing a statewide primary care-focused system of care that leverages our integrated model and reinvites in it
- Ensuring vulnerable patients’ access to care within a larger system and growth in market share
- Providing a one-stop shop for patients/payors/partners
- Empowering and sustaining practice transformation and value-based payment reform

BUILDING A SYSTEM OF CARE
In early 2018, IowaHealth+ centers began working intensively to define an evidence-based system of care for the patients and communities we serve. Through extensive collaboration via the network’s standing committees and a dedicated Care Coordination Work Group, IowaHealth+ centers are building common definitions, accountabilities, and evidence-based resources for core components of the network’s Model of Care in order to articulate and measure the value our network provides to both patients and payors.

INNOVATION & PARTNERSHIP
IowaHealth+ has a history of innovating in health care payment and delivery through strong partnerships. IowaHealth+ engaged in care coordination and shared savings partnerships with both Medicaid MCOs in the state in 2018, covering over 58,000 attributed Medicaid lives. IowaHealth+ also continues to invest in the Transformation Collaborative, a joint investment with the Iowa PCA and INC oncetCare that provides interdisciplinary support to centers as they focus on performance improvement, data analysis and reporting, and business and population health strategies designed to improve outcomes and lower the total cost of care.

2018 KEY ACCOMPLISHMENTS
- Significantly reduced the total cost of care for two payor partners, resulting in millions of dollars in savings for the Medicaid program
- Collaborated with payor partners to implement total cost of care interventions, including working on transitions of care and engaging in a pilot focused on providing care coordination services to high risk populations
- Achieved quality measures in the top one-third of providers in a cost and quality-based shared savings program, earning the highest shared savings of any network participating in the same program in Iowa
- Accessing and utilizing more sophisticated data sets through our analytic implementation
- Continued work to systematically define our care coordination system, including working to standardize activities that reinforce our operation as a network
- Collected social determinant of health data on over 24,000 unique patients captured via the PRAPARE tool, a nationally recognized screening tool, and used this data to connect patients with additional non-medical supports

170,651 PATIENTS SERVED
93% of patients fall under 200% of FPL

58,000+ ATTRIBUTED MEDICAID LIVES
44% of patients are eligible for Medicaid
25% of patients are uninsured

IowaHealth+ Model of Care

Integration of Care
Ensure Patients’ Timely Access to Care
Manage Patient Care Transitions
Improve High Risk Care Coordination
Provide High Quality Care
Social Determinants of Health

Supported by Health Information Data and Analytics
VBC Analytics and Enli Implementation

Supported by Patient Engagement Strategies
Motivational Interviewing and Teach-Back
IMPACT

AWARD RECIPIENTS

UNDERSERVED CHAMPION

In recognition of Dr. Peter Damiano’s commitment to ensuring vulnerable Iowans have access to healthcare services, the Iowa Primary Care Association is pleased to honor him with the 2018 Underserved Champion of the Year Award.

During his career, the underrunment of Dr. Damiano’s work has focused on care for the underserved. His clinical career began as a Commissioned Officer in the Indian Health Service and today he is the Director of the University of Iowa’s Public Policy Center and is a professor in the University of Iowa’s Department of Preventive and Community Dentistry.

Through his health services research work, Dr. Damiano has focused on studying access to and quality of primary care services, including oral health services. His work has centered on the areas of healthcare reform, health insurance coverage, health disparities, and healthcare for the underserved populations.

Dr. Damiano works closely with policymakers and the public to educate about the nuances of challenging policy issues. By sharing his research, Dr. Damiano keeps policymakers well informed about issues related to Medicaid and the impact the Affordable Care Act can have on the Safety Net. Through his research and education, Dr. Damiano is working to bring meaningful change to healthcare issues in Iowa.

He is also dedicated to ensuring access for dental services in Iowa as he continues to be clinically active through the University of Iowa’s Faculty Group Practice.

ANNUAL CONFERENCE AWARDS

During the 2018 Annual Conference, the Iowa PCA recognized six recipients for their dedication to the health center mission. These individuals were nominated by their peers for their extraordinary work on behalf of Iowa’s health centers.

Carl A. Kulczyk Memorial Award
Rick Johnson, Chief Executive Officer
RiverHills Community Health Center

Outstanding Provider Award
David L. Yurtin, PA-C, AAHIVMS, Clinical Director
The Project of Primary Health Care

Unsung Hero Award
Diane Yang, Front Office Supervisor/Medical Records
United Community Health Center

Impact Awards
Julie Woodward, Chief Executive Officer
Crescent Community Health Center

Ted Y. Meek, Health Systems Coordinator
Iowa Department of Public Health

Denise Wheeler, MS, CNM, ARNP, Family Planning Coordinator, Family Health Bureau
Iowa Department of Public Health

IMPACT

TED BOESEN

Since July of 2000, Theodore J. Boesen, Jr. has led the Iowa Primary Care Association through tremendous growth and opportunities while navigating many changes to the healthcare system at both the state and federal level.

During his tenure, Ted served as the Executive Director and later the Chief Executive Officer of the Iowa PCA, the Chief Executive Officer of the integrated service delivery network of health centers, INConcertCare, Inc., and the Chief Executive Officer of IowaHealth+, a clinically and financially integrated network that partners with payors to improve the quality and reduce the cost of care.

When Ted first joined the Iowa PCA, then known as the Iowa/Nebraska Primary Care Association, only six health centers were established with 72,547 patients receiving services through 245,736 visits annually. In 2018, Iowa’s 14 health centers served over 216,000 patients through almost 780,000 visits.

While the number of patients served and health centers established have grown greatly throughout the last 19 years, health centers have also grown under Ted’s leadership to meet the needs of their communities. Large increases in behavioral health and dental services have demonstrated the highest areas of need and how Iowa’s health centers have worked together to build infrastructure to further develop integrated care models to ensure patients receive comprehensive care.

Ted’s work in Iowa and on behalf of health centers nationwide has been acknowledged through numerous awards. Last year, he was awarded the 2018 National Association of Community Health Centers Grassroots Hall of Fame Induction and the 2018 Distinguished MLP Advocate Award by the National Center for Medical-Legal Partnership.

During the 2018 Iowa PCA Annual Conference, Ted was presented with a Lifetime Achievement Award for his work on behalf of health centers.

Ted received the 2016 Distinguished Medical-Legal Partnership Award for his decade of national leadership in advancing the medical-legal partnership model in Iowa and nationally. He was the first primary care association leader to partner with a federally-funded statewide civil legal aid agency to implement medical-legal partnership activities.

Ted was inducted into the National Association of Community Health Centers Grassroots Hall of Fame in 2011.

Even as Ted transitions to retired life as of June 30, 2019, his impact on our three organizations and our member health centers will continue through his legacy.

AWARDS

2010
National Association of Community Health Centers Grassroots Hall of Fame Induction

2016
National Center for Medical-Legal Partnership Distinguished MLP Advocate

2018
National Association of Community Health Centers Distinguished MLP Advocate

2018
Iowa PCA Lifetime Achievement Award
ALL CARE HEALTH CENTER
COUNCIL BLUFFS

26,711 PATIENT VISITS
5,588 PATIENTS SERVED
529 HOMELESS PATIENTS SERVED
40+ VETERANS SERVED

13,794 MEDICAL VISITS
7,534 DENTAL VISITS
2,728 BEHAVIORAL HEALTH VISITS
2,655 ENABLING SERVICES VISITS

AGE OF PATIENTS

<table>
<thead>
<tr>
<th>% of Patients</th>
<th>Age Group</th>
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<tbody>
<tr>
<td>16%</td>
<td>0-19</td>
</tr>
<tr>
<td>40%</td>
<td>20-44</td>
</tr>
<tr>
<td>35%</td>
<td>45-64</td>
</tr>
<tr>
<td>9%</td>
<td>65+</td>
</tr>
</tbody>
</table>

RACE & ETHNICITY

<table>
<thead>
<tr>
<th>% of Patients</th>
<th>Self-identified race/ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1%</td>
<td>Asian</td>
</tr>
<tr>
<td>5%</td>
<td>Black/African American</td>
</tr>
<tr>
<td>1%</td>
<td>American Indian/Native</td>
</tr>
<tr>
<td>76%</td>
<td>White*</td>
</tr>
<tr>
<td>3%</td>
<td>More than one</td>
</tr>
<tr>
<td>14%</td>
<td>Unreported</td>
</tr>
</tbody>
</table>

*17% indicate they’re of Hispanic/Latino origin

INSURANCE SOURCE

<table>
<thead>
<tr>
<th>% of Patients</th>
<th>Based on # of patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>25%</td>
<td>Uninsured</td>
</tr>
<tr>
<td>44%</td>
<td>Medicaid</td>
</tr>
<tr>
<td>10%</td>
<td>Medicare</td>
</tr>
<tr>
<td>21%</td>
<td>Private</td>
</tr>
</tbody>
</table>

HEALTH CENTER HIGHLIGHT: COLLABORATIVE HOMELESS OUTREACH PROGRAMS

Through collaborative efforts with MICAH House and New Visions Homeless shelters, All Care Health Center (All Care) is working to increase opportunities for medical and dental health services to the southwest Iowa homeless population. Integrating health care into the daily life of homeless individuals, giving care at shelters, helps to diagnose needs that will provide a route to better overall health, promote hope, and a positive future focus.

All Care’s new Residence at Lakin Human Services Campus, services at the health center support medical and mental health needs of their patients, with special services to accommodate women’s health and assistance with income enrollment.

COUNTY SERVICE AREA
Pottawattamie

COMMUNITY HEALTH CARE, INC.
DAVENPORT; CLINTON; MOLINE, IL; EAST MOLINE, IL; ROCK ISLAND, IL

128,573 PATIENT VISITS
40,414 PATIENTS SERVED
771 HOMELESS PATIENTS SERVED
372+ VETERANS SERVED

92,120 MEDICAL VISITS
29,034 DENTAL VISITS
7,419 BEHAVIORAL HEALTH VISITS

HEALTH CENTER HIGHLIGHT: RECOGNIZED AS QUALITY AND ACCESS LEADERS

Community Health Care, Inc. (CHC) was proud to receive several recognitions from the Health Resources and Service Administration in 2018. The health center was recognized as Clinical Quality Leaders (Top 30% of Health Centers Nationwide), Access Enhancers (Top 5% Increase in Patients Served and Quality Award) and a Health Disparities Reducer as Clinical Quality Leaders (Top 30% of Health Centers Nationwide), Access Enhancers.

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COMMUNITY HEALTH CENTER OF FORT DODGE
FORT DODGE, DAYTON, MASON CITY

25,780 PATIENT VISITS
7,665 TOTAL PATIENTS
32 HOMELESS PATIENTS SERVED
184+ VETERANS SERVED

14,426 MEDICAL VISITS
8,042 DENTAL VISITS
3,312 BEHAVIORAL HEALTH VISITS

AGE OF PATIENTS
- 0-19: 23%
- 20-44: 41%
- 45-64: 27%
- 65+: 9%

PATIENT INCOME
- Below 100% FPL: 10%
- 101-200% FPL: 77%
- 201-300% FPL: 4%

RACE & ETHNICITY
- Black/African American: 8%
- Asian: 3%
- Hispanic/Latino: 13%

INSURANCE SOURCE
- Uninsured: 12%
- Medicaid: 67%
- Medicare: 9%

COMMUNITY HEALTH CENTER OF SOUTHEASTERN IOWA
WEST BURLINGTON; KEOKUK; COLUMBUS CITY; HAMILTON, IL

59,708 PATIENT VISITS
17,976 PATIENTS SERVED
932 HOMELESS PATIENTS SERVED
527+ VETERANS SERVED

36,716 MEDICAL VISITS
18,642 DENTAL VISITS
4,350 BEHAVIORAL HEALTH VISITS

AGE OF PATIENTS
- 0-19: 34%
- 20-44: 36%
- 45-64: 22%
- 65+: 8%

PATIENT INCOME
- Below 100% FPL: 49%
- 101-200% FPL: 39%
- Over 200% FPL: 12%

RACE & ETHNICITY
- Hispanic/Latino: 12%
- Black/African American: 7%
- Asian: 2%

INSURANCE SOURCE
- Medicaid: 7%
- Medicare: 56%
- Uninsured: 10%

HEALTH CENTER HIGHLIGHT: EXPANSION TO MASON CITY
In October 2018, Community Health Center of Fort Dodge’s new clinic in Mason City’s downtown opened, providing medical, dental, and mental health services. Located at 404 North Federal Avenue, the clinic includes nine medical rooms, nine behavioral health rooms, eight dental rooms, and space to grow in the next three years. In the first five months, almost 2,000 people were provided with much needed services. Due to the health center’s opening, both the medical free clinic and dental free clinic have closed as the needs of the community are being met in a more timely manner.

HEALTH CENTER HIGHLIGHT: IMPROVING VETERANS’ BEHAVIORAL HEALTH SCREENING AND ACCESS TO TREATMENT
As part of a growing effort with the US Department of Veterans Affairs (VA) at the national level, partners, including the Community Health Centers of Southeastern Iowa (CHC-SEIA) in partnership with the Veterans Affairs Medical Center (VAMC) Fort Dodge, have joined forces to improve behavioral health services for Veterans. The 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.
- Screen Veterans for behavioral health issues and
- Ensure Veterans who screen positive have access and are connected with behavioral health services at the health center or VA.
COMMUNITY HEALTH CENTERS OF SOUTHERN IOWA
LEON; LAMONI; ALBIA; CENTERVILLE; CHARITON; CORYDON; MT. AYR; OSCEOLA; PRINCETON, MO

1711 Osceola Avenue
Health
scannon@chcsi.org
Harrison, MO; Mercer, MO
Monroe; Ringgold; Union; Wayne;
Appanoose; Clarke; Decatur; Lucas;
Chariton Behavioral
Chariton Medical
Centerville, IA 52544
Centerville
Albia, IA 52531
Albia
Lamoni, IA 50140
802 E. Ackerly
Lamoni
Leon, IA 50144
302 NE 14th Street
Leon Facility
Facility
Health Center
109 W. Madison Street
Lamoni, IA 50140
109 W. Franklin
Corydon, IA 50060

Samantha Cannon
Chief Executive Officer
scannon@chcsi.org
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www.chcsi.org
@CHCofsouthernIA

LOCATIONS
Leon Facility
302 NE 14th Street Leon, IA 50140
Lamoni
802 E. Ackerly Lamoni, IA 50140
Albia
117 W. Main Street Albia, IA 52531
Centerville
221 E. State Street Centerville, IA 52544
Chadron Medical
1830 N. 7th Street Chadron, NE 69337
Chadron Behavioral
Health
1711 Osceola Avenue Chadron, NE 69337

COUNTY SERVICE AREA
Appanoose; Clarke; Decatur; Lucas;
Monroe; Ringgold; Union; Wayne;
Harrison; Mercer; MO

HEALTH CENTER HIGHLIGHT: ACCESS CENTER AND MOBILE CRISIS SERVICES
Community Health Centers of Southern Iowa has been chosen by the CRIS/Region Governance Board to be the recipient of the $2.5 million grant to develop and implement an Access Center and Mobile Crisis Services for the region. The Access Center will provide assessment, evaluation, and medical clearing of individuals seeking emergency psychiatric care, and will also include the following services: 23-hour hold beds, subacute, inpatient, behavioral services, peer support counseling, warm line, mobile crisis services, and coordination services to link with the ACT and STAR programs operating within the region.

Brooke Gomez
Interim Chief Executive Officer
bgomez@crecentchc.org
(563) 690-2860
www.crescentchc.org
@Crescent_CHC
@CrescentScotland

LOCATIONS
Crescent Community Health Center
1789 Elm Street, Suite A Dubuque, IA 52001

COUNTY SERVICE AREA
Dubuque

HEALTH CENTER HIGHLIGHT: EXPANDING TO MEET COMMUNITY NEEDS
In the Fall of 2019, Crescent Community Health Center (CCHC) plans to relocate to a new facility due to an increased need for growth both in patient volume and programming. In 2018, CCHC served almost 6,400 patients, with this number expected to grow to 8,000 by 2021. The new facility will allow CCHC to open their doors to more patients who have complex healthcare needs that can all be met in one spot. Not only will CCHC have the opportunity to serve more medical and dental patients, but with the expansion, will be able to provide direct behavioral health and substance use disorder treatment services. CCHC also anticipates adding multiple subsections, including pediatrics, women’s health procedures, and optometry to name a few. This repurposing model encompassed the integrative approach to care they envision for enhanced quality and a healthier community.
**Eastern Iowa Health Center**

**Cedar Rapids**

- 52,902 Patient Visits
- 13,541 Patient Visits Served
- 2,735 Homeless Patient Visits Served
- 105+ Veterans Served

**County Service Area**

Benton, Iowa, Johnson, Jones, Linn

**Locations**

- Family Medicine
- Pediatrics
- Behavioral Health
- Women’s Health

**Health Services**

- Behavioral Health
- Social Work
- More

**2019**

**Health Center Highlight:** Comprehensive Women’s Health Services

Eastern Iowa Health Center is proud to offer robust and comprehensive women’s healthcare to their community. Services offered include: prenatal care, labor and delivery, annual exams, family planning, gynecological surgery, menopausal care, behavioral health, social work, and more. In 2018, their women’s health team, led by Dr. Basil Eid, MD, provided prenatal care to 1,206 patients and delivered 701 babies.

**Peoples Community Health Clinic**

**Waterloo, Clarksdale**

- 60,016 Patient Visits
- 17,824 Patient Visits Served
- 1,124 Homeless Patient Visits Served
- 257+ Veterans Served

**County Service Area**

Black Hawk, Butler

**Locations**

- Peoples Community Health Clinic
- Butler County
- 118 South Main Street
- Clarksdale, IA 50619

**Health Center Highlight:** Quality Focused Care

Peoples Community Health Clinic (Peoples Clinic) has consistently been recognized by the Health Resources and Services Administration (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. Peoples Clinic continually exceeds national clinical quality benchmarks, including Healthy People 2020 goals for chronic disease management, preventive care, and prenatal/perinatal care.
HEALTH CENTER HIGHLIGHT: MEDICATION ASSISTED TREATMENT (MAT)

In response to the opioid epidemic, Primary Health Care (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 painkillers.

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’s 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 five years.

HEALTH CENTER HIGHLIGHT: ENHANCING CARE THROUGH A CLINICAL PHARMACY PROGRAM

Promise Community Health Center (Promise CHC) has implemented a clinical pharmacy program to enhance patient education and access to a safe drug information resource to clinical staff. Through face-to-face counseling, telephone interactions, and other written materials, clinical pharmacy services enhance the comprehensive, quality care that Promise CHC provides. A close partnership has been developed between the nurse health coach program and pharmacy program, and these two resources have proven to be vital to the patients that Promise CHC serves.
PROTEUS, INC.
DES MOINES, FORT DODGE, IOWA CITY

**LOCATIONS**

Des Moines Office
1221 Center Street, Suite 16
Des Moines, IA 50309

Fort Dodge Office
107 North 7th Street
Fort Dodge, IA 50501

Iowa City Office
1548 South Gilbert Street
Iowa City, IA 52240

**COUNTY SERVICE AREA**
Proteus, Inc. provides services throughout the state of Iowa.

**HEALTH CENTER HIGHLIGHT: HOLA PROGRAM**
The Hola Program is a service hosted by Proteus, Inc. Once per month, Proteus and other agencies throughout the state of Iowa partner with service organizations to assist with legal assistance, financial education, family planning, counseling and referrals to other agencies.

- **770 migrant workers**
an individual whose principal employment is in agriculture, who has been so employed within the last 24 months, and who establishes for the purposes of such employment a temporary abode.

- **547 seasonal workers**
an individual whose principal employment is in agriculture on a seasonal basis and who is not a migratory agricultural worker.

**RIVER HILLS COMMUNITY HEALTH CENTER**
OTTUMWA, RICHLAND, CENTERVILLE, SIGOURNEY

**LOCATIONS**

Administrative Office
216 South Market Street
Ottumwa, IA 52501

Wapello County Clinic
201 South Market Street
Ottumwa, IA 52501

Keokuk County Clinic – Richland
100 West Main Street
Richland, IA 52585

Appanoose County Clinic – Centerville
1015 North 18th Street, Suite C
Centerville, IA 52544

Keokuk County Clinic – Sigourney
300 West Kelly Street
Sigourney, IA 52591

**HEALTH CENTER HIGHLIGHT: PRACTICE TRANSFORMATION**

The initiative also allows staff to be the drivers of change that will eventually shape daily clinic operations. This initiative promotes patient engagement, as well as encourages clinic staff to test and implement different strategies and interventions, helping them to complete their daily work more quickly and efficiently while also reducing duplication of effort and other redundancies.

This initiative also allows staff to be the drivers of change that will eventually shape daily clinic operations. As Margaret Mead once said, “Never underestimate the ability of a small group of committed individuals to change the world. It’s the only thing that ever has.”
**SIouxland Community Health Center**

**Sioux City, South Sioux City, NE**

**LOCATIONS**

Siouxland Community Health Center 1021 Nebraska Street
South Sioux City, NE 68776

Siouxland Community Health of Nebraska 3410 Futures Drive
South Sioux City, NE 68776

**COUNTY SERVICE AREA**

Plymouth; Woodbury; Dakota, NE

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**COUNTY SERVICE AREA**

Buena Vista, Sac

**United Community Health Center**

**Storm Lake**

**LOCATIONS**

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

**COUNTY SERVICE AREA**

**HEALTH CENTER HIGHLIGHT: STREET MEDICINE PROJECT**

Two nights a week a team of volunteers from Siouxland Community Health Center (SCHC) partner with local hospitals to provide city-dwellers, soup kitchens, and other places near the city’s homeless to take blood pressures, blood sugars, and provide basic first aid when needed using medical supplies donated by local businesses. These team members were trained to send the health center for non-emergent care. These medical volunteers address the types of conditions that if left untreated, could lead to a more serious medical condition.

The health center also offers the “mobile shower” on two afternoons a week to homeless individuals and others that live in substandard housing in the community to help keep clean. All hygiene items including toothbrushes provided. Free HIV and Hepatitis C testing is also available on site.

Advocacy for the health center and the patients is at the forefront of what SCHC does daily. Recently, SCHC became one of 33 health centers nationwide (out of 1,400 total) to become a “Gold” Advocacy Center of Excellence, one of only two in the Midwest. This award recognizes ongoing commitment at all levels of government to promote access to affordable, equitable, and innovative care for SCHC’s patients.

**HEALTH CENTER HIGHLIGHT: EXPANDING BEHAVIORAL HEALTH SERVICES TO FIT COMMUNITY NEEDS**

United Community Health Center (UCHC) now offers behavioral health services including Mental Health Counseling and Medication Assisted Treatment (MAT) for substance use disorders. UCHC also offers other therapy and counseling services by a Licensed Therapist (LST) at their clinic, and counseling for children and adolescents experiencing behavioral issues at area schools.

- **AGE OF PATIENTS**
  - 0-19:
  - 20-44:
  - 45-64:
  - 65+

- **PATIENT INCOME**
  - Below 100% FPL
  - 100-120% FPL
  - 120-150% FPL
  - Above 150% FPL

- **RACE & ETHNICITY**
  - American Indian/Alaska Native
  - Black/African American
  - Other

- **INSURANCE SOURCE**
  - Medicaid
  - Medicare
  - Private

- **PATIENT VISITS**
  - Medical
  - Dental
  - Behavioral Health

- **VETERANS SERVED**
  - 130,199

- **PATIENTS SERVED**
  - 111,941
  - 29,160
  - 365
  - 292+

- **VISION VISITS**
  - 1,111

- **DENTAL VISITS**
  - 4,598

- **MEDICAL VISITS**
  - 8,052

- **BEHAVIORAL HEALTH VISITS**
  - 365

- **HEALTH VISITS**
  - 8,052

- **DENTAL VISITS**
  - 4,598

- **MEDICAL VISITS**
  - 8,052

- **BEHAVIORAL HEALTH VISITS**
  - 365

- **HEALTH VISITS**
  - 8,052

- **DENTAL VISITS**
  - 4,598

- **MEDICAL VISITS**
  - 8,052

- **BEHAVIORAL HEALTH VISITS**
  - 365

- **HEALTH VISITS**
  - 8,052