

# ANNUAL REPORT

Vol. 1 | Fall 2008

**To provide quality,  
affordable healthcare for  
all, including those  
without the ability to pay**



## A Letter from Robert Tanner

*Chief Executive Officer*

**S**even years. That's how long it's taken Greater Elgin Family Care Center to produce this – our first ever annual report! Yes, GE FCC began providing healthcare service on July 16, 2001 out of our first Health Center location on Wing Street. And we've been busy!

Since that day over seven years ago, we've relocated to the Summit Health Center, opened the Seneca Health Center and our new Children's Dental Clinic, began providing dental care at Elgin Community College and both dental and primary healthcare in numerous U-46 schools, initiated care provision in Community Crisis Center and Highland Ave Church of the Brethren, and developed our administrative office space at 860 Summit Street.

We have also expanded to provide obstetrics, gynecology, child and adolescent psychiatry, preventive and restorative dental care, STD specialty services, flu shots, public benefits enrollment and case management. Through this expansion, and to better serve the community, the doors of our Health Centers are now open 7 days a week!

I am proud to report that Greater Elgin Family Care Center has also achieved accreditation through The Joint Commission. We are the only general group medical practice in the Elgin area to achieve the Goal Seal of Quality! We also became a member and active participant in the National Health Disparities Collaborative - Diabetes.

In that first year, Greater Elgin Family Care Center experienced 600 medical encounters. In 2007, we provided almost 42,500 and over 50,000 total patient contacts. I know everyone thought we were busy caring for 1,442 different persons in 2002. Of course, that was before we realized what busy was – caring for 15,336 in 2007! Yes, it's been quite the ride as we've strived to comprehensively address Elgin's Number One Community Need – access to affordable health care.

Here we are today, employing 93 professionals including 29 Physicians, Dentists, Physician Assistants, Nurse Practitioners and Nurse Midwives. We are also presently planning the development of a third full-time Health Center, a Walk-In Clinic, and our first full-time school-based Health Center as well! It's amazing what a truly remarkable collection of professionals, led by a most dedicated group of volunteer Board members, can accomplish!

We are just now finally catching our breath and taking the time to publish our first Greater Elgin Family Care Center annual report. We invite you to share our pride in where we have been and what we have done, as well as our joy in where we are going, as we provide quality, affordable healthcare for the most needy in our community!

*Bob Tanner*



**Greater Elgin Family Care Center**

Seneca Health Center  
450 Dundee Avenue, Elgin

Summit Health Center  
370 Summit Street, Elgin

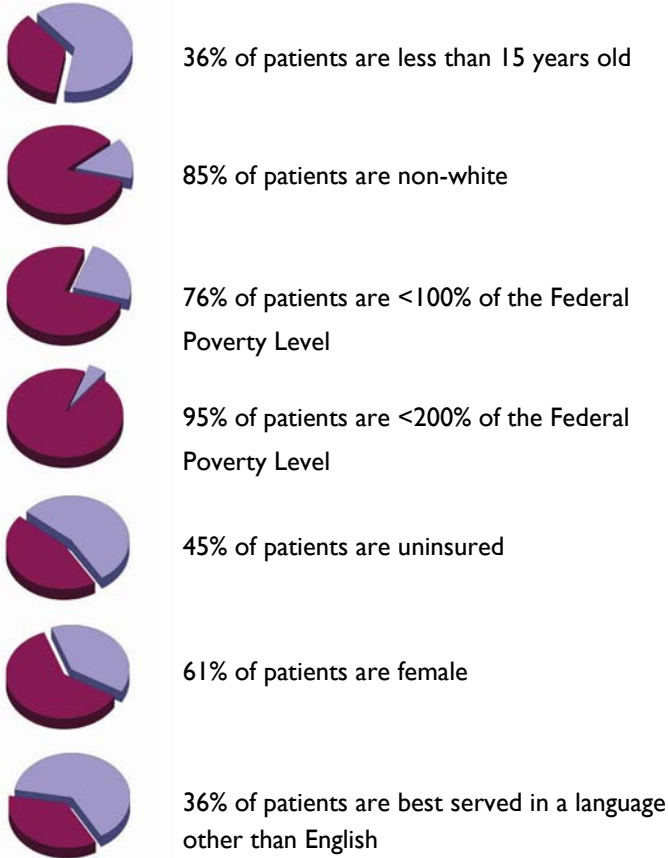
Phone: 847-608-1344

[www.gefcc.org](http://www.gefcc.org)

**United  
Way**



## Select Patient Demographics:



## Service Sites:

- ✓ **Summit Health Center:** Family Practice/Adult Medicine
- ✓ **Seneca Health Center:** Pediatrics, Obstetrics, Gynecology, Behavioral Health, Oral Health Care, WIC, Family Case Management, Laboratory
- ✓ **Elgin Community College:** Oral Health Care
- ✓ **Community Crisis Center:** Family Practice, Pediatrics
- ✓ **U-46 Schools:** Pediatrics and Oral Health Care

Recently accredited by  
**The Joint Commission**  
 indicating full compliance  
 with the most stringent of  
 care standards



## Primary Diagnosis:

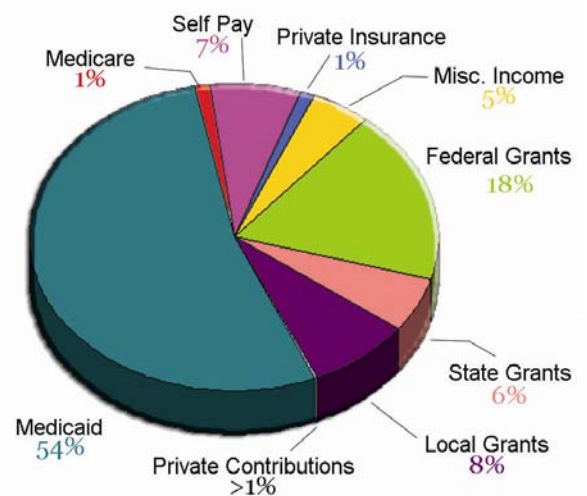
- ✓ **Well-Child Care**
- ✓ **Pap Smear**
- ✓ **Diabetes**
- ✓ **Hypertension**
- ✓ **Otitis Media**
- ✓ **Mental Disorder**
- ✓ **Asthma**



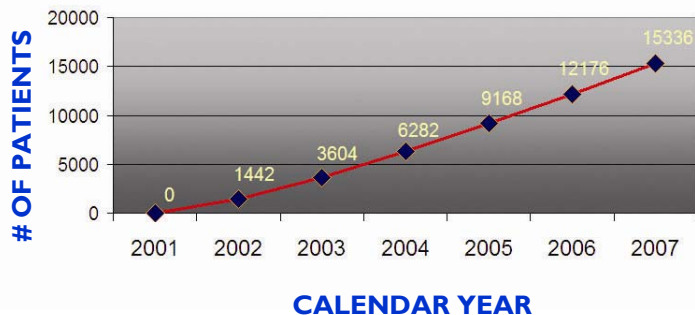
## Services Provided:

- Well-Child Care, Physical Examinations and Immunizations
- Sick Care/ Disease Management
- Women's Health Care, including OB/GYNE
- Oral Health Care, including Preventative and Restorative
- Behavioral Health Care, including Psychiatry
- Laboratory and Diagnostic Testing
- Medical and Family Case Management
- All Kids Application Site
- Specialty Clinics and Education Seminars
- Flu Shots

## Revenue Sources:



## Number of Unduplicated Patients:



## Number of Medical Encounters:



## Customer Satisfaction:

### '05-'07 Customer Satisfaction Survey Results

- 89% Answering of telephone calls
- 92% Courteousness and helpfulness of reception staff
- 88% Ability to get a timely appointment
- 92% Health Center staff understand needs
- 92% Helpfulness of information and education regarding medical condition
- 90% Level of satisfaction with the time spent with patient/client
- 87% Telephone calls returned in a timely manner
- 92% Health Center staff listened to concerns and addressed them
- 84% Reasonableness of wait time
- 94% Level of satisfaction with being treated respectfully
- 90% Received test results and recommendations in a timely manner
- 93% Medical information handled in a private and confidential manner
- 93% Level of satisfaction with Nursing staff
- 94% Level of satisfaction with the medical care provided
- 93% Overall level of satisfaction



## Critical Outcomes:

### 3 Year Trend

- ◆ 97th National Percentile in Medical Team Productivity
- ◆ 12th National Percentile in Cost per Encounter
- ◆ 41% Lower Cost per Encounter than Illinois state average
- ◆ 4 times State Growth Rate in Number of Uninsured Patients
- ◆ 3 times State Average in Growth in Number of Medical Encounters
- ◆ 4 times State and National Averages for Total Patient Growth
- ◆ 93% Patient Satisfaction!





# The History of Greater Elgin Family Care Center:



Aug. 1998: GEFCC Incorporated  
 Jul. 2001: Service Delivery Initiated  
 Dec. 2003: Relocation to Summit Health Center  
 Pre-1998: Free Clinic—Based in local churches and shelters  
 Sep. 2002: CHC Funding/FQHC received  
 Aug. 2005: Initiation of School-Based Care  
 Jan. 2007: Opened Seneca Health Center  
 Sep. 2008: Opened Children's Dental Clinic  
 Nov. 2008: Open Administrative Office  
 Sep. 2007: Advent Behavioral & School Based Oral Health-  
 Feb. 2008: Joint Commission Accreditation



## Greater Elgin Family Care Center Service Providers:



### FAMILY PRACTICE:

- ✓ Dr. Nabanita Bhowmick
- ✓ Tracy Endler, PA-C
- ✓ Sarah Finke, PA-C
- ✓ Michelle Hanzely, PA-C
- ✓ Dr. Patricia Jaimes-Huerta
- ✓ Terry Johnson, CFNP
- ✓ Elizabeth Stanton, PA-C
- ✓ Dr. Mark Thompson



### PSYCHIATRY

- ✓ Dr. Israr Abbasi
- ✓ Dr. Jabeen Hussain

### OB/GYN & WOMEN'S HEALTH

- ✓ Dr. Carey Bacalar
- ✓ Dr. George Backardijiev
- ✓ Dr. German Calonje
- ✓ Glenda Embry, CNM
- ✓ Dr. Alan Johnson
- ✓ Oletha Johnson, CWHNP
- ✓ Dr. Michael Reirmaier
- ✓ Diane Smith, CNM
- ✓ Karen Wexler, CNM

### PEDIATRICS:

- ✓ Dr. Rosalind Downing
- ✓ Dr. Janet Greenman
- ✓ Dr. Suman Sharma
- ✓ Dr. Gretchen Tully
- ✓ Diana Uselding, CPNP

### DENTAL CARE

- ✓ Dr. Melissa Jentz-Cote
- ✓ Dr. Meliza Quesa
- ✓ Dr. Brian Penniall
- ✓ Dr. Angela Skidmore
- ✓ Dr. Timothy Skidmore
- ✓ Dr. Rosemary Villa

### Board of Directors:

Julia McClendon, Board Chair  
 Joseph R. Stevens, Past Chair  
 Kurt Bogott, Board Chair Elect

R. Keith Golden, Board Treasurer  
 Ladocie Simons, Board Secretary

Donna Anderson  
 Mary Lou England  
 Lilia Feliciano  
 Sandy Hoffman

Ed Hunter  
 Alfred Y. Kirkland, Jr.  
 Jacki Tredup

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Visit us on the web:

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