



Greater Elgin Family Care Center

ANNUAL REPORT

Vol. 2 | Fall 2009

www.gfecc.org



2009



A Message From Robert Tanner, CEO

The Board and professionals of Greater Elgin Family Care Center have remained focused on one thing this year: expanding access to our quality, affordable primary healthcare services for the area's uninsured, underinsured and publicly insured residents:

> In September, 2008, Greater Elgin Family Care Center opened its Children's Dental Clinic, located at 450 Dundee Avenue. Designed to meet the area's critical need for comprehensive, affordable, quality preventive and restorative oral health care for children 18 years of age and younger, the CDC opened with two bi-lingual Dentists supported by bilingual Certified Dental Assistants. The Dental Clinic received substantial initial support from the Illinois Children's Healthcare Foundation. The facility includes 4 operatories, complete digital bite-wing and panorex imaging systems and a comprehensive sterilization area.

By the end of June 2009, the Children's Dental Clinic had expanded to 4 providers (adding two hygienists) and was open 6 days a week. Almost 6,700 dental appointments were provided within the first year of the Clinic's opening! However, our capacity is still short of demand, as the Children's Dental Clinic typically has a four-week waiting list for new patient appointments.

> In May, 2009, Greater Elgin Family Care Center opened the Walk-In Clinic, located at 901 Center Street on the grounds of Sherman Hospital. Supported by a grant from the Illinois Department of Public Health, the Clinic's opening was the culmination of over two years of planning with Sherman Health, who consistently welcomed the opportunity to further its existing partnership with Greater Elgin Family Care Center.

The Walk-In Clinic uses an Open Access Model: all patients are seen on a first-come, first-seen basis – all without an appointment. By August the W-IC was staffed by a full-time Physician, a full-time Physician Assistant and several part-time Physicians, with support from professionals including a Charge Nurse, Certified Medical Assistants and Receptionists. In its first 3 months, the Walk-In Clinic provided care to over 850 patients, significantly increasing the primary healthcare capacity of Greater Elgin Family Care Center.

> In November 2008, Greater Elgin Family Care Center opened Summit East, an administrative office. The opening of Summit East allowed for 3 offices at the Seneca Health Center to be converted into pediatric examination rooms, increasing the Seneca Health Center's capacity by 24%.

Through these and other initiatives, Greater Elgin Family Care Center continues to strive to address Elgin's number one need: access to affordable healthcare. It is our mission: To provide quality, affordable healthcare for all, including those without the ability to pay. Thank you for your support as we pursue that mission!

Bob Tanner
Robert Tanner
Chief Executive Officer

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

Services Provided:

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

Primary Diagnosis:

Well- Child Care Hypertension Asthma
Pap Smear Otitis Media Diabetes
Behavioral Health Disorder



Accredited by
The Joint Commission
indicating full compliance with the most stringent of care standards

Critical Outcomes

- **GEFCC is productive:** our providers are rated in the **97th national percentile** for productivity
- **GEFCC is cost-effective:** our costs are **41% less** than those of the average Community Health Center in Illinois
- The number of new patients served by Greater Elgin Family Care Center is **growing at a rate that is 4 times faster** than the average Community Health Center in Illinois
- **Our patients continue to love us:** patients have continued to indicate an overall **satisfaction rating of at least 92%** over the past 5 consecutive years
- GEFCC provides quality healthcare, in full compliance with the most stringent standards of quality care in the United States, and **is the only general group practice in the Elgin area accredited by The Joint Commission**

Congressman Bill Foster participates in the "Reach Out and Read" program with area children at GEFCC

Did You Know?

- The Summit Health Center is open 7 days a week, and is only closed 7 days in an entire year?
- GEFCC provided over \$2,700,000 in charity care in fiscal year 2009, 33% of total revenue, as a community benefit to the residents of the greater Elgin area?
- GEFCC recognized 8 of its professionals for their excellence at its first annual Shining Stars Awards Banquet?
- GEFCC provides its patients 24 hour access/7 days a week, to an on-call medical provider, in either English or Spanish?
- GEFCC offers 5 different methods through which uninsured patients can secure affordably-priced medications?
- GEFCC offers care in 41 examination rooms or operatories, in 3 permanent Health Centers (which are all open at least 6 days a week) and another 22 part-time service delivery locations?
- GEFCC expanded school-based preventive oral health care to 12 U-46 schools in 2009, from 4 the prior academic year, seeing more than 1,100 children in their school for preventive dental care?



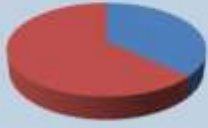
GEFCC Collaborates

Greater Elgin Family Care Center, since its inception, has collaborated extensively with other not-for-profit corporations with the goal of increasing efficiency and reducing duplication – all to the betterment of our patients. The following is a list of our current collaborations:

- **Community Crisis Center:** GEFCC provides primary care services to the residents of CCC in the shelter.
- **Elgin Community College:** GEFCC provides oral health care in conjunction with ECC's Dental Assisting program, in the program's operatories.
- **Family Service Association of the Greater Elgin Area:** GEFCC refers its behavioral health patients to FSA for counseling.
- **Kane County Health Department:** sublets from GEFCC for space in the Seneca Health Center, out of which Family Case Management services are offered to GEFCC patients.
- **School District U-46:** GEFCC provides school-based primary health and oral health care in a number of U-46 schools each year.
- **School District 300:** GEFCC provides school-based primary health and oral health care in a number of District 300 schools each year.
- **Well Child Center:** sublets from GEFCC for space in the Seneca Health Center, out of which WIC (Women, Infant, Children) services are offered to GEFCC patients.
- **YWCA Elgin:** GEFCC and YWCA Elgin extensively refer clients to the other, and collaborate regarding health education and service provision.



Patient Statistics



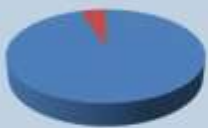
37% are less than 15 years old



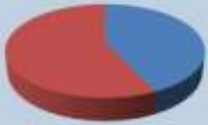
86% are non-white



79% have income less than 100% of the Federal Poverty Level



95% have income less than 200% of the Federal Poverty Level



43% are uninsured



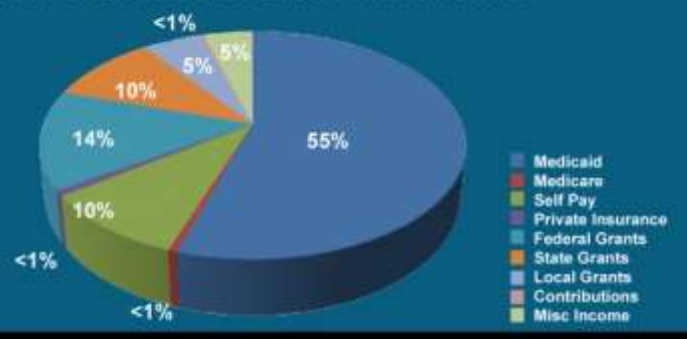
61% are female



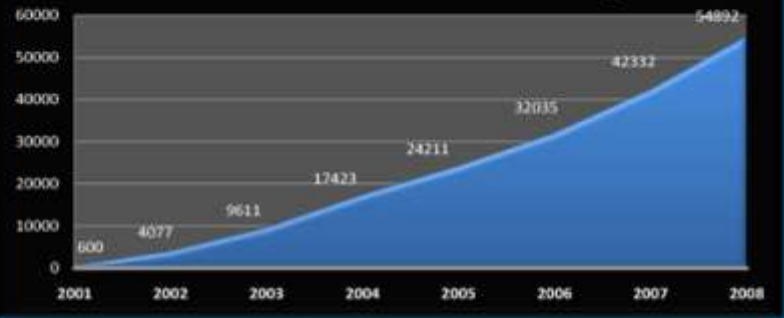
30% are best served in a language other than English



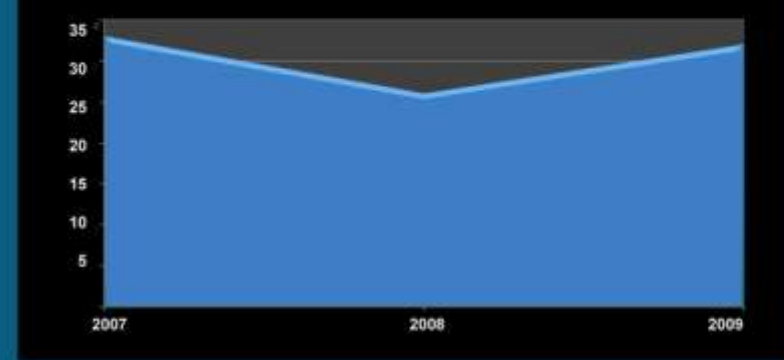
Fiscal Year 2009 Sources of Revenue



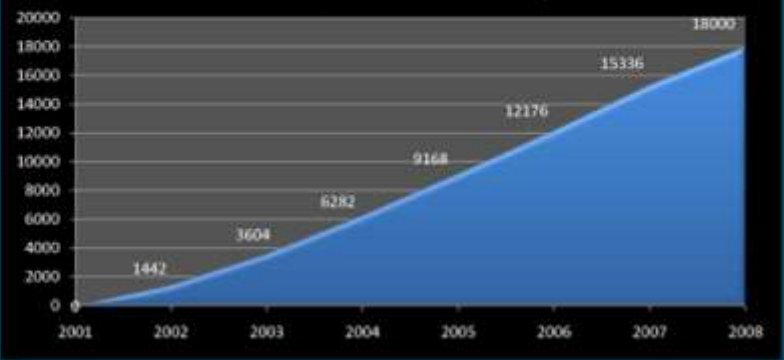
Medical & Dental Encounters Provided by Year



Charity Care as Percentage of Total Revenue



Number of Unduplicated Patients by Year



The History of Greater Elgin Family Care Center



Greater Elgin Family Care Center Service Providers:

Family Practice:

Dr. Diana Alanis
 Dr. Arthur Aragones
 Dr. Jose Ayala
 Dr. Nabanita Bhowmick
 Grace Cartwright, PA-C
 Michelle Hanzely, PA-C
 Dr. Patricia Jaimes-Huerta
 Thomas Mark, PA-C
 Jamie Price, PA-C
 Elizabeth Stanton, PA-C
 Dr. Mark Thompson
 Kathy Van Brunt, PA-C

Ob/Gyn/Women's Health

Dr. German Calonje
 Glenda Embry, CNM
 Elizabeth Janich, CWHNP
 Dr. Alan Johnson
 Dr. Jeff Johnson
 Oletha Johnson, CWHNP
 Dr. Michael Reirmaier
 Diane Smith, CNM
 Karen Wexler, CNM

Psychiatry

Dr. Maria Estrada
 Dr. Fatima Hadi

Pediatrics

Tracy Denne, PA-C
 Kristen Etten, CPNP
 Dr. Janet Greenman
 Dr. Suman Sharma
 Dr. Gretchen Tully
 Diana Uselding, CPNP

Dental Care

Dr. Daniel Kelly
 Dr. Meliza Quesea
 Dr. Brian Penniall
 Dr. Angela Skidmore
 Dr. Timothy Skidmore
 Dr. Rosemary Villa

Service Sites

Summit Health Center
 (FP, STD)

Seneca Health Center
 (Peds, OB, Gyn, Psych, Pediatric
 Dental, WIC, FCM, LabCorp)

Walk-In Clinic
 (FP, Peds)

Elgin Community College
 (Adult Dental)

Community Crisis Center
 (FP, Peds)

U-46/D300 Schools
 (Primary Care and Dental Care)

Board Chair: Julia McClendon

Immediate Past Chair: Joseph R. Stevens

Board Chair-Elect: Kurt Bogott

Board Treasurer: Jackie Brittain

Board Secretary: Ladocie Simons

Board Members:

Lilia Feliciano

Britt Fuller

Jackie Tredup

Bobby Acevedo

Judy Balcitis

Maria Cumpata



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Seneca Health Center
 450 Dundee Avenue
 Elgin, IL 60120

Walk-In Clinic
 901 Center Street
 Elgin, IL 60120

Summit Health Center
 370 Summit Street
 Elgin, IL 60120

Summit East
 860 Summit Street
 Elgin, IL 60120

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