



## Greater Elgin Family Care Center

## Annual Report

### *A Message from Bob Tanner, President/CEO*

It certainly has been an exciting year at Greater Elgin Family Care Center. Our Board and staff have opened 2 new Health Centers, achieved nationally-recognized quality outcomes, served patients at a growth rate multiple times the state and national averages, enrolled thousands into public benefits and successfully navigated Illinois' transition to managed care.

We are honored to provide affordable, integrated, high-quality and patient-focused behavioral health, dental and medical care for the 40,000 individuals who have chosen to receive those services at Greater Elgin Family Care Center.

There remains, however, substantial challenges, including many at the State level, a changing reimbursement environment and evolving partnerships. We embrace these challenges as opportunities...opportunities to further our mission, generate private support and strive to address unanswered community needs...all while maintaining our commitment to excellence.

We are deeply grateful for your belief in our mission. With your support, we will continue to improve lives.

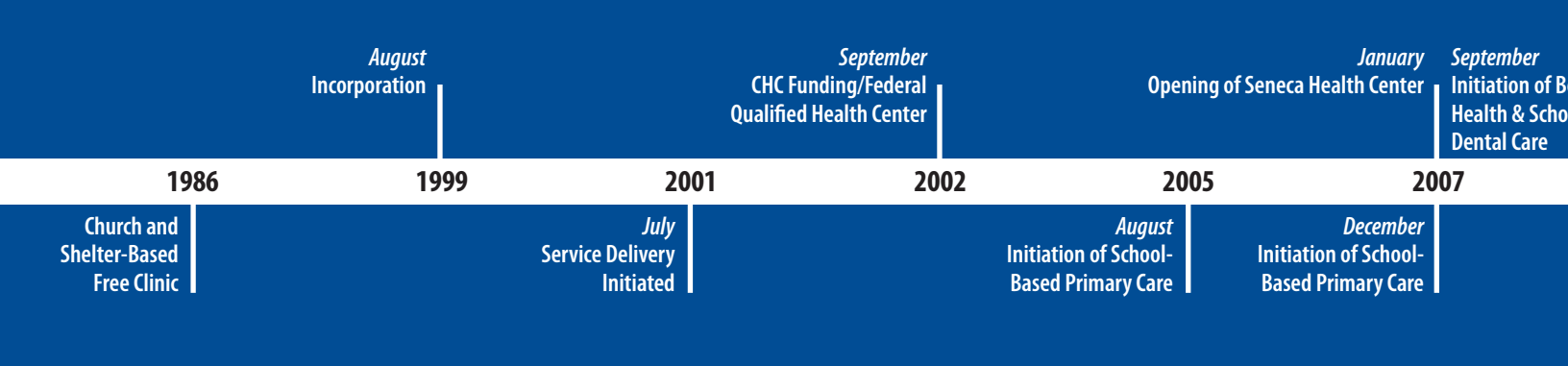
GEFCC is proud to join the **#ILGIVE campaign** on **'Giving Tuesday'**, December 1st, 2015, to raise needed resources that will support our efforts to increase access to primary health care.

Grand Victoria Foundation is matching all individual donations received electronically on Giving Tuesday, up to a maximum of \$5,000 per organization, which means your contribution will have twice the impact!

To make a donation please visit our website: <http://www.gefcc.org/> and click on **DONATE**.

Help us make a difference in the lives of our patients by supporting our efforts to provide behavioral health services for children and adolescents, cervical cancer screenings for women and dental care for all.

- A donation of \$100 will provide 4 therapy sessions for a child in need.
- Cervical cancer is one of the most preventable cancer types in the U.S. and yet, each year, over 12,000 women are diagnosed with cervical cancer. Your contribution of \$100 will enable 4 women to receive a cervical cancer screening today!
- If you've ever had problems with your teeth, then you know how important oral health is to physical, emotional and mental well-being. A donation of \$35 will ensure that a child receives a full dental cleaning and examination, leading to a healthy future.



### Who We Serve:

- Age: 43% less than 18 Years Old
- Ethnicity: 77% Racial or Ethnic Minority
- Income Level: 82% less than 100% FPL\*  
98% less than 200% FPL\*
- Insurance Status: 36% Uninsured
- Gender: 58% Female
- Language: 35% Best Served in Another Language

\*FPL (Federal Poverty Level)



### Reducing Barriers to Care :

- 24 Hour Access to Providers
- Comprehensive Care Management
- Assistance with Transportation Costs
- Reduced-price Pharmaceuticals
- Sliding Fee Scale for Uninsured Patients
- On-Site Laboratories

### Exceeding Benchmarks



GEFCC has been recognized as a Clinical Quality Improver and National Health Center Quality Leader in each year the recognitions have been offered

100% of patients with asthma have an appropriate treatment plan compared to the State Average of 73%

92% of patients received heart attack/stroke treatment compared to the State Average of 80%



76% of hypertensive patients maintained a healthy blood pressure compared to the State Average of 64%

85% of mothers accessed prenatal care in 1st trimester compared to the State Average of 76%

92% of patients were screened for tobacco use and received cessation intervention compared to the State Average of 83%

46% of male patients were screened for colorectal cancer compared to the State Average of 34%

91% of patients were screened for depression and received follow-up



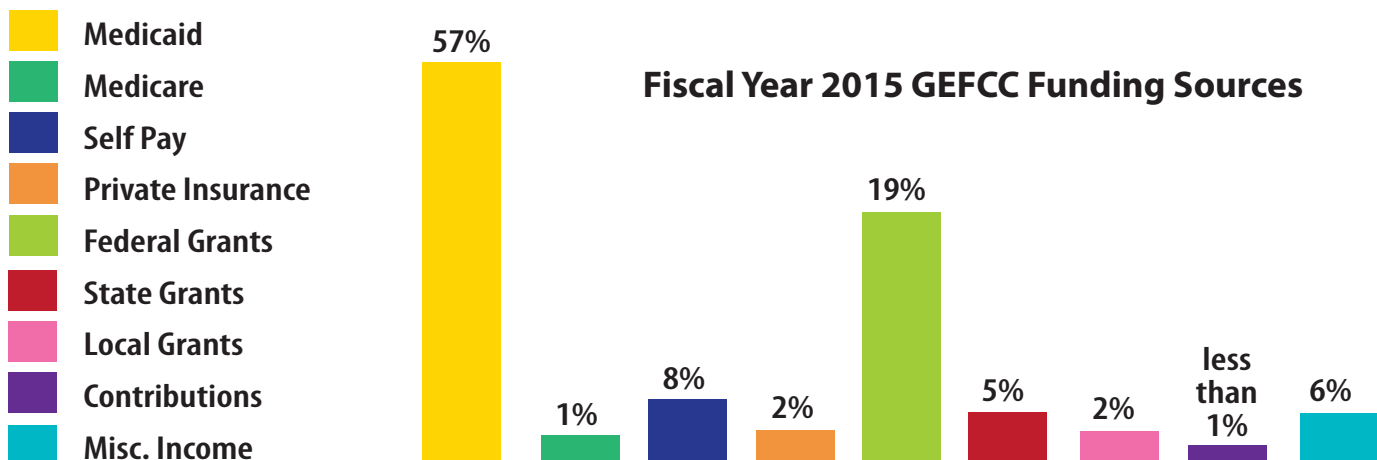
GEFCC's cost per patient is 29% lower than the State Average and 43% lower than the National Average



Our patients love us: Our patient satisfaction continues to be 93%!



6 times State and 8 times National Growth Rate in Total Number of Patients Served over a 3-year trend



2008

2009

2011

2012

2013

2015

September  
Opening of  
Dental ClinicMarch  
Introduction of Adult Dentistry  
October  
Opening of McHenry  
Community Health CenterDecember  
Opening of Center  
for Family HealthAugust  
Opening of  
Creekside Health  
Center

## GEFCC OPENS TWO NEW HEALTH CENTERS

Greater Elgin Family Care Center is known in the communities it serves for high quality, patient-centered care, delivered by a team of competent and committed staff. GEFCC will grow responsively and responsibly to fulfill unmet health needs, enhance community relationships and maintain financial viability.

The first new health center to open this past year was Lake Health Center located at 1515 E. Lake Street in Hanover Park. Our partnership with AMITA Health allowed us to be strategically placed within the community to make access to care possible. Lake Health Center provides pediatric and family medicine care and also offers physicals and immunizations, chronic disease management and sick care for the entire family.



In August 2015, Greater Elgin Family Care Center opened Creekside Health Center, creating the only Federally Qualified Health Center (FQHC) in Wheeling. This health center is located at 300 McHenry Road and offers pediatric and family medicine care with obstetrics and gynecology, behavioral health, WIC, and ultrasounds all to be offered in early 2016. As with all of GEFCC Health Centers, patients also have access to discounted medications, transportation reimbursement, health benefit enrollment, case management and a full-service laboratory.



We appreciate the many community members and key stakeholders who attended the Grand Openings of Greater Elgin Family Care Center's new Health Centers. We are grateful for the community support and many partnerships which help ensure that our patients receive the highest quality of care possible.

## INTEGRATED CARE STRATEGY

Since its inception, Greater Elgin Family Care Center has collaborated extensively with other entities with the goal of increasing efficiency and minimizing duplication—all for the betterment of our patients.

**GEFCC is pleased to announce its collaboration with the following new partners:**

**CEDA:** CEDA plans to sublet space from GEFCC's Creekside Health Center so WIC (Women, Infant and Children) services can be offered to GEFCC patients.

**Cook County Health and Hospital System:** CCHHS offers diagnostic and subspecialty services to GEFCC patients who reside in Cook County, including those that receive care at our Creekside Health Center and Streamwood Community Health Center.

**familia Dental:** Creekside Health Center patients who need preventive and restorative oral health care are referred to familia Dental for services, in addition to our own Dental Clinic.

**Kedvon Pharmacy:** Kedvon Pharmacy, through participation in the Federal Drug Pricing (340B) program, is able to offer our Creekside Health Center uninsured patients reduced-priced pharmaceuticals as of January 1, 2016.

**Medpro Imaging Mobile Services:** Medpro offers prenatal and general ultrasounds for our patients in several of GEFCC's Health Centers.

**Midwestern University:** Our Clinical Affiliation Agreement with the University allows 4th year dental students to receive a pediatric dentistry rotation at GEFCC's Dental Clinic.

**Northwest Community Healthcare:** NCH was instrumental in the planning and development of our Creekside Health Center in Wheeling. NCH offers a wide-array of diagnostic and subspecialty services to our Creekside Health Center patients and the 2 organizations regularly refer patients to each other for services the other provides.

**OMNI Youth Services:** As a premier provider of mental health and substance abuse services for area residents, Creekside Health Center's younger patients are referred to Omni for care, as needed.



## GEFCC BOARD MEMBERS

*Beth Tze, Board Chair*

*Craig Dodt, Chair-Elect*

*Donna Anderson, Board Treasurer*

*Libby Hoeft, Board Secretary*

*Cara Anderson*

*Paul Bednar*

*Azra Behlim*

*Corey Dixon*

*Linda Drawhorn*

*Debbie Everett*

*Chioma George*

*Keith Golden*

*Brian Heimberg*

*Nimra Khan*

## Did You Know . . .

- Since GEFCC opened its doors in July, 2001, over 850,000 appointments have been provided.
- 37,590 different people used GEFCC as their Medical Home, coming from 311 different Zip Codes, in calendar year 2014.
- GEFCC offers 9 full-time Health Centers in 4 counties, each open at least 64 hours/week, including Saturdays!
- 2,504 school children received health care services in 45 different schools in calendar year 2014.
- Our providers can care for you in 13 different languages!
- Through our Patient Portal, GEFCC patients can communicate with their doctors, schedule appointments and request prescription refills.

## MISSION STATEMENT

*"To provide quality,  
affordable health  
care for all, including  
those without the  
ability to pay"*

MAILING PANEL

## Greater Elgin Family Care Center Locations and Services

### Seneca Health Center & Dental Clinic

450 Dundee Ave., Elgin, IL 60120  
847-608-1344

*Services:* Pediatric, Women's Health, OB/GYN, WIC,  
Dental-Adult & Pediatric, Full-Service Laboratory

### Summit Health Center

370 Summit St., Elgin, IL 60120  
847-608-1344

*Services:* Family Practice, Pediatrics,  
Full-Service Laboratory

### Slade Health Center

901 Center St., Elgin, IL 60120  
847-608-1344

*Services:* Family Practice, Pediatrics  
Psychiatry, Behavioral Health, Full-Service Laboratory

### Randall Health Center

1435 Randall Rd., Ste. 410, Elgin, IL 60123  
847-608-1344

*Services:* Family Practice, Full-Service Laboratory

### Center for Family Health

165 Plank Rd., Sycamore, IL 60178  
815-363-9900

*Services:* Family Practice, Pediatrics,  
Full-Service Laboratory

### **NEW** Creekside Health Center

300 McHenry Rd., Wheeling, IL 60090  
847-608-1344

*Services:* Family Practice and Pediatrics,  
Women's Health, OB/GYN, WIC and Psychiatry (Coming Soon),  
Full-Service Laboratory

### **NEW** Lake Health Center

1515 E. Lake St., Ste. 202, Hanover Park, IL 60133  
630-313-5300

*Services:* Family Practice, Pediatrics,  
Full-Service Laboratory

### McHenry Community Health Center

3901 Mercy Dr., McHenry, IL 60050  
815-363-9900

*Services:* Family Practice, Pediatrics, WIC,  
Women's Health, OB/GYN, Full-Service Laboratory

### Streamwood Community Health Center

135 E. Irving Park Rd., Streamwood, IL 60107  
630-313-5300

*Services:* Family Practice, Pediatrics,  
Women's Health, OB/GYN, Full-Service Laboratory

Follow us on:



GEFCC.ORG

