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-serve 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
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
- Pap Smear
- Hypertension
- Asthma
- Otis 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.

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

Survey Says...
Patient Satisfaction Survey results 2005-2008

88% Answering of telephone calls
92% Courteousness and helpfulness of reception staff
86% Ability to get a timely appointment
91% Health Center staff understand needs
91% Helpfulness of information and education regarding medical condition
90% Level of satisfaction with the time spent with patient/clients
87% Telephone calls returned in a timely manner
91% Health Center staff listened to concerns and addressed them
84% Reasonableness of wait time
93% 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
92% Level of satisfaction with Nursing staff
93% Level of satisfaction with the medical care provided
92% Overall level of satisfaction

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