A message from Bob Tanner, CEO

There are countless patients whose insurance status and insufficient finances create barriers between them and quality healthcare. Through the work of our ever-supportive Board, excellent Physicians and other healthcare providers and our devoted professionals, Greater Elgin Family Care Center is able to offer quality, affordable healthcare services to these individuals.

When you’re here every day, the impact is palatable. Patients are getting jobs because we are able to provide them with a work physical the same day they need it. A patient is in remission because our case managers successfully linked her to a specialist who diagnosed her cancer and provided life saving treatment. The first-time mom-to-be carefully pays attention to her Doctor, providing her with prenatal care instructions, in her native language. These are just a few examples.

We’re blessed to be able to make such a significant impact on the area’s healthcare needs during these tumultuous economic times. In the past year, patients came to us from 243 different zip codes, resulting in another year of over 18% more medical and dental appointments than the prior year. And we did so while also providing $3,267,969.14 in charity care.

GEFCC is a wonderful organization to be part of. Passionate, quality-oriented, mission-driven and focused are terms that come to mind. You too can be a part of it: a volunteer, a donor, a supporter. Please consider it. I guarantee you’ll feel the impact every day you’re here!

Primary Diagnosis

- Well-Child Care
- Immunizations
- Oral Health Exam
- Diabetes
- Hypertension
- Pap Test
- Obesity
- Otitis Media

Services Provided

- Well Child Care, Physical Examinations & Immunizations
- Sick Care & Chronic Disease Management
- Women’s Health Care, Including OB & Gyne
- Oral Health Care: Preventive & Restorative
- Behavioral Health Care: Psychiatry
- Laboratory and Diagnostic Testing
- Medical & Family Case Management
- All Kids Application Site
- Specialty Clinics/Education Seminars
- Flu Shots
Who We Serve:

- 43% <15 Years Old
- 83% Non-White
- 86% <100% Federal Poverty Level
- 99% <200% Federal Poverty Level
- 44% Uninsured
- 60% Female
- 24% Best Served in a Language other than English

Collaborations

Since it’s inception, Greater Elgin Family Care Center has collaborated extensively with other not-for-profit corporations with the goal of increasing efficiency and minimizing duplication—all for the betterment of our patients. The following is a list of some of our current collaborations:

- Boys and Girls Club: GEFCC offered both primary and dental care to Boys and Girls Club members and parents through their first annual health fair.
- Community Crisis Center: GEFCC provides primary care services to the residents of CCC in the shelter.
- Elgin Community College: GEFCC volunteer dentists provide oral health care in conjunction with ECC’s Dental Assistance Program.
- Family Service and Community Mental Health Center of McHenry County provides a home for GEFCC’s McHenry County Community Health Center until the new building is ready to be occupied in 2011.
- Family Service Association of the Greater Elgin Area: GEFCC refers its behavioral health patients to FSA for counseling.
- Kane County Health Department: KCHD sublets space from GEFCC’s Seneca Health Center for Family Case Management services offered to GEFCC patients.
- School Districts U-46 and District 300: GEFCC provides school-based primary health and oral care in a number of area schools each year.
- Well Child Center: WCC sublets space from GEFCC’s Seneca Health Center for WIC (Women, Infant, Children) services offered to GEFCC patients.
- YWCA Elgin: GEFCC and YWCA Elgin extensively refer clients to the other, and collaborate regarding health education and service provision.

2010 GEFCC Funding Sources

- Medicaid: 58%
- Medicare: 21%
- Self Pay: 6%
- Private Insurance: 3%
- Federal Grants: 1%
- State Grants: 4%
- Local Grants: 1%
- Contributions: 5%
- Misc. Income: 1%
In November 2009, Greater Elgin Family Care Center opened the McHenry County Community Health Center, creating the only Federally Qualified Health Center (FQHC) in McHenry County. Opened in full collaboration with Family Service and Community Mental Health Center, and with care provided in Family Services’ building at 4100 Veterans Parkway in McHenry, the McHenry County Community Health Center offers both pediatric and family practice care to area publicly insured, uninsured and underinsured residents.

The partnership between Greater Elgin Family Care Center and Family Services is unique. The provision of quality, affordable primary healthcare services by Greater Elgin Family Care Center in a Community Mental Health Center not only offers cost-savings for both organizations, and the ability to provide services much more rapidly than would otherwise be possible, but it also creates improved access to healthcare services for area residents.

On December 8, 2009, Greater Elgin Family Care Center’s proposal to build a new Health Center in McHenry was one of 86 selected to receive funding provided by the American Recovery and Reinvestment Act (ARRA, or Federal Stimulus bill). 620 proposals from across the country were submitted.

Greater Elgin Family Care Center’s Building Oversight Committee is actively working on purchasing the land and designing the building. Construction is expected to begin in winter, 2010-2011, and the building to be occupied by December 2011.

It is envisioned that the new Health Center will offer Pediatric Medicine, Obstetrics, Gynecology, Adult Medicine, Acute Sick Care, Well Child Care, Chronic Care, School Physicals, Sports Physicals, and Work Physicals to the area’s uninsured, publicly insured and underinsured residents.

Stay tuned for updates, and keep an eye out for our Open House!

### Critical Outcomes

- 3rd National Percentile in Medical Team Productivity
- 12th National Percentile in Cost per Encounter
- 32% Lower Cost per Patient than State Average; 41% Lower Cost per Patient than National Average
- 3 times State and National Growth Rate in Total Number of Patients Served
- 3 times State and National Growth Rate for Number of Medical Patients Served
- Outstanding Patient Satisfaction: 93%!
Greater Elgin Family Care Center Service Providers:

**Family Practice:**
- Dr. Arthur Aragones
- Dr. Jose Ayala
- Dr. Nabanita Bhowmick
- Grace Cartwright, PA-C
- Regina Gasser, PA-C
- Michelle Hanzely, PA-C
- Dr. Patricia Jaimes-Huerta
- Thomas Mark, PA-C
- Mehul Patel, PA-C
- Jamie Price, PA-C
- Dr. Mark Thompson
- Kathy Van Brunt, PA-C

**Obstetrics & Gynecology:**
- Dr. German Calonje
- Dr. Stephen Gladdin
- Elizabeth Janich, CWNHP
- Dr. Alan Johnson
- Dr. Jeff Johnson
- Oletia Johnson, CWNHP
- Dr. Michael J. Riermaier
- Glenda Embry, CNM
- Diane Smith, CNM
- Dr. Margaret Nettleton

**Pediatrics:**
- Dr. Imelda Carlos
- Tracy Denne, PA-C
- Kristen Etten, CPNP
- Dr. Janet Greenman
- Diana Uselding, CPNP

**Behavioral Health:**
- Dr. Maria Estrada
- Dr. Fatima M. Hadi
- Dr. Mumtaz Raza

**Administration:**
- President/CEO: Robert Tanner
- Chief Financial Officer: Jason Carey
- Medical Director: Dr. Mark Thompson
- Chief Operating Officer: Guadalupe Fonseca
- Nurse Manager: Kristin Fuhr
- Dental Clinic Manager: Christine Maggio

Did You Know?
- GEFCC has purchased NextGen as its Electronic Medical Record software and is presently implementing the software in scheduled phases. Full implementation of electronic medical records is expected by December 2011.
- GEFCC provided healthcare services to people from 243 different Zip Codes last year.
- GEFCC experiences the most patient volume from (in order) Elgin, Carpentersville, Streamwood, Hanover Park, South Elgin, Bartlett, Crystal Lake, Hoffman Estates, Hampshire, Dundee and Algonquin.

GEFCC is part of a very small group of Federally Qualified Health Centers that are accredited by The Joint Commission, the same body that accredits hospitals throughout the country. Accredited Health Centers like GEFCC provide quality healthcare that is in full compliance with the most stringent of quality care standards in the United States. In fact, only 270 Health Centers in the United States are accredited like GEFCC, representing just 28% of all Health Centers.

GEFCC, Family Service Association of Greater Elgin Area and School District U-46 are expanding their collaboration. In the 2010 - 2011 academic year, both GEFCC and Family Services will be jointly providing behavioral health services for U-46 students in their school with the goal of increasing school attendance, academic performance and overall student functioning.

2010 Annual Report
Greater Elgin Family Care Center

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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To Donate, Please Visit www.gefcc.org