Annual Report

2019

Greater Elgin Family Care Center
Your Medical and Dental Home

GEFCC.ORG
In Calendar Year 2018, we provided quality and affordable care to 50,078 patients through 166,081 visits.

We continue to increase access to quality health care services and work tirelessly to reduce the barriers that keep patients from accessing the care they need.

Who We Serve (Calendar Year 2018 Data)

- 40% are 18 years old or younger
- 79% are a racial or ethnic minority
- 36% are best served in a language other than English
- 98% have annual incomes below 200% of the Federal Poverty Level
- 87% have annual incomes below 100% of the Federal Poverty Level
- 34% are uninsured
- 21% are homeless
- 59% are female
- 54% are insured by Medicaid

“Our Values:
Caring and Respect
Quality
Excellence
Diversity
Integrity
Responsive and Collaborative
Advocacy

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

Vision
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.

“Very helpful informative, compassionate, knowledgeable of available resources for low-income/uninsured. So grateful, cannot express enough how much I feel more at peace/happy.”
— Streamwood Community Health Center Patient

“Very helpful informative, compassionate, knowledgeable of available resources for low-income/uninsured. So grateful, cannot express enough how much I feel more at peace/happy.”
— Summit Health Center Patient
Dear Friends of Greater Elgin Family Care Center—

Every one of us is concerned that our hard-earned resources are spent wisely . . . on effective and efficient services that address a concrete need in our community, and in a responsible, integrated and compassionate way. This is exactly what Greater Elgin Family Care Center has been delivering to the communities we serve for over 18 years.

Earlier this year, the U.S. Health Resources and Services Administration recognized GEFCC for the 6th year in a row! The impressive array of awards GEFCC has received over the years are a testament to the value we provide to our patients and the community as a whole.

We are especially proud of our Hypertension/Heart Health outcome, which ranks in the top 2% nationally, and our overall clinical outcomes, which place us in the top 10% of all Federally Qualified Health Centers. Our patients receive quality care that enables them to lead healthy and productive lives.

Yet, excellent outcomes as a result of the clinical care provided by our practitioners and staff is only a small portion of the value equation, because there’s other elements to the value proposition:

—**Cost:** GEFCC’s Total Cost per Total Patient is 36% less than the State average, and our medical cost and dental costs are 24% and 21% less respectively. In fact, GEFCC’s Management and General expenses are only 12.6% of our total expenditures.

—**Patient satisfaction:** Who posts their raw patient satisfaction survey results online, every quarter? GEFCC does – and the results demonstrate that our patients love us!

—**Access to care:** GEFCC Health Centers are open 6 days a week, most nights until 7:30 pm, and open as early as 6:00 am, with 24-hour access to a practitioner.

—**Services:** GEFCC’s Health Centers offer an ever-increasing array of culturally competent, patient-centered and integrated medical, oral health and behavioral health care services, including our more-recent substance use disorder services.

—**Care Management:** our Care and Case Managers effectively link critical, and perhaps even life-altering, services with thousands of families and individuals who trust GEFCC with their care.

The value Greater Elgin Family Care Center presents, not only to each of us as taxpayers, but to patients, third-party payers, and key stakeholders is evident.

And of course, none of this would be possible without the dedicated and persistent efforts and contributions by our volunteer Board of Directors and most-valued professionals. I am proud to lead such a committed and compassionate team

We’re honored that you’ve invested in us. And we’re humbled to be so trusted by the people and communities we serve. We’re pleased with the value GEFCC offers . . . we plan to do even better!

In good health—

Robert M. Tanner
President/CEO
Keeping Mom and Baby Healthy

Making sure that mom is healthy and that baby has a healthy start is our priority. Not only does GEFCC provide excellent prenatal care, we also provide a wide range of supportive services for our patients. In 2018, 802 moms trusted us with delivering their newborns in 5 area hospitals.

When women choose to receive prenatal care at GEFCC, they will be cared for by 1 of our 18 qualified OB/GYN practitioners. Our prenatal services are conveniently located in the following GEFCC Health Centers: Seneca Health Center, Streamwood Community Health Center, McHenry Community Health Center and Creekside Health Center.

In addition to receiving prenatal care that meets the highest standards of quality and safety, our prenatal patients have access to onsite laboratory services, onsite WIC services, free childbirth classes, ultrasounds, Non-stress Tests (NSTs), access to the Family Case Management Program, help signing up for health insurance, after-hours care, as well as evening and weekend appointments.

It’s important that expectant moms begin their prenatal care as soon as they know they are pregnant. The best health outcomes for mom and baby are achieved when mom begins prenatal care within the first trimester of her pregnancy.

Women’s health and prenatal care continue to be priority areas for the communities we serve, and for our organization. In 2019, Dr. Lata Santa Ines and Dr. Janeta Dimante joined GEFCC’s wonderful team of OB/GYN providers, enhancing our capacity to care for pregnant women and deliver their babies. Our OB/GYN team also includes a Postpartum Liaison who works closely with Labor and Delivery staff at our partnering hospitals, and ensures that mom and baby both receive the follow up care they need.

“The fact the staff are very helpful and responsible with the care of my daughter.” — Seneca Health Center Patient

“Dr. Salman K is a very good doctor—friendly, knowledgeable & caring. Online portal is helpful also.” — Lake Health Center Patient
Mental health and substance use disorders affect people from all walks of life. For this reason, it’s important that our community has access to, and knowledge of, services to treat these disorders. Community Health Centers like Greater Elgin Family Care Center are uniquely well positioned to help address substance use disorder in our communities.

Our Substance Use Disorder (SUD)/Medication Assisted Treatment (MAT) Programs are integrated with our existing primary care and behavioral health care services. This integration facilitates access for patients who are worried about the stigma of seeking addiction services, therefore increasing patient access to these needed services. Additionally, this integration gives our practitioners a comprehensive view of the patient, resulting in an integrated and coordinated approach to meeting our patients’ needs.

GEFCC’s SUD/MAT Program launched in April of 2019 and is now available in 4 of our Health Centers: Center for Family Health in Sycamore, Summit Health Center in Elgin, Lake Health Center in Hanover Park and Creekside Health Center in Wheeling.

Our SUD/MAT Program accepts patients that are residents of Cook, DeKalb, DuPage, Kane and McHenry counties, who may be insured by commercial PPO/HMO insurance, any Medicaid managed care plan, Medicare and those un/under-insured. We are dedicated to expanding local, outpatient SUD/MAT treatment accessibility to all, including those without the ability to pay.

GEFCC’s SUD/MAT Program offers the following services: medication (Buprenorphine/Suboxone, Naltrexone/Vivitrol, and Naloxone/Narcan) to assist the treatment of opioid use disorders; individual and group therapy; adult psychiatry; case management; peer recovery support; access to our 340B discount prescription program for eligible patients; and follow up services. These services ensure patients receive wholistic care in alignment with best practice standards. We are committed to help our patients lead healthier lives and achieve the greatest chance of success with their recovery.

“The provider listens to my needs and helps me, also the appointments are really fast.” — Creekside Health Center Patient
Our Impact in Calendar Year 2018

GEFCC is the 8th largest Community Health Center in Illinois, in terms of number of patients cared for in Calendar Year 2018.

50,078 PATIENTS CARED THROUGH 166,081 VISITS

GEFCC PROVIDED CARE TO RESIDENTS OF 371 DIFFERENT ZIP CODES

Oral Health Care Continues to be a Priority

7,876 PATIENTS RECEIVED DENTAL CARE

1,503 PEDIATRIC PATIENTS RECEIVED DENTAL CARE IN OUR SCHOOL-BASED HEALTH CENTERS

“"They get me in when I need to be seen and are very helpful."”  
— Center for Family Health — DeKalb Patient

Care Integration

1,145 PATIENTS RECEIVED MENTAL HEALTH CARE

4,466 MENTAL HEALTH VISITS PROVIDED

98% 98% OF PATIENTS WERE SCREENED FOR CLINICAL DEPRESSION AND RECEIVED A FOLLOW-UP PLAN

802 babies were delivered

In 2017, GEFCC was recognized by the Centers for Disease Control with a 5-year recognition as a Million Hearts Hypertension Control Champion.

Our clinical outcomes resulted in GEFCC being recognized as a National Quality Leader, Health Center Quality Leader — Gold Level, Advancing HIT for Quality awardee, and a Clinical Quality Improver for the sixth year in a row!

77% of mothers accessed prenatal in the 1st trimester, compared to the state average of 75%

65% of women received cervical cancer screening, compared to the state average of 61%

47% of at-risk patients received colorectal cancer screening, compared to the state average of 33%
GEFCC’s 2018 Clinical Outcomes exceeded the Illinois average on 12 of 16 reported Clinical Indicators.

5,277
80%

PATIENTS RECEIVED CARE FOR HYPERTENSION
OF HYPERTENSIVE PATIENTS MAINTAINED HEALTHY BLOOD PRESSURE

4,441
66%

PATIENTS RECEIVED CARE FOR DIABETES
DIABETIC PATIENTS HAD THEIR DIABETES WELL-CONTROLLED

Chronic Disease Management

84%
OF ADULT PATIENTS DIAGNOSED WITH CORONARY ARTERY DISEASE (CAD) WERE PRESCRIBED A LIPID LOWERING THERAPY.

95%
OF ADULT PATIENTS DIAGNOSED WITH ISCHEMIC VASCULAR DISEASE (IVD) USE ASPIRIN OR ANOTHER ANTITHROMBOTIC.

95%
OF ADULT PATIENTS WERE SCREENED FOR TOBACCO USE AND ARE RECEIVING CESSION INTERVENTION

Nutrition and Wellbeing

91%
OF CHILDREN AND ADOLESCENTS RECEIVED WEIGHT ASSESSMENT AND COUNSELING FOR NUTRITION AND PHYSICAL ACTIVITY

99%
OF PATIENTS RECEIVED BODY MASS INDEX (BMI) SCREENING AND FOLLOW-UP

In FY 2019, The Joint Commission fully renewed GEFCC’s accreditation for Ambulatory Care and re-certified GEFCC as a Primary Care Medical Home, recognizing our continued excellence in the provision of quality care!
Expanding to Meet Community Needs

While 2018 saw us through The Big Move in our Elgin Health Centers, 2019 has also seen a fair share of expansion and growth across our organization!

New Administrative Offices at Summit North
Following The Big Move, in August of 2018, our Administrative Offices moved to the remodeled Summit North building (370 Summit Street in Elgin), which previously housed the old Summit Health Center. Summit North is home to our Call Center and the following departments: EPM/EHR, Human Resources, Billing and Accounting and our Community Outreach Department.

Expansion of Behavioral Health Program at McHenry Community Health Center (MCHC)
In July of 2019, we moved our behavioral health rooms to a new area now dedicated to our Behavioral Health Program in our McHenry Community Health Center. As part of our Behavioral Health Program, we offer psychiatry and telepsychiatry for children and adults, as well as individual and group counseling for patients of all ages. We have also successfully provided telepsychiatry services in MCHC since May of 2018. In September of 2019, we further expanded our Behavioral Health Program with the addition of pediatric telepsychiatry. Our wonderful team of practitioners is excited to expand the services we provide to our patients from the McHenry area.

Expansion of Lake Health Center and Provision of Substance Use Disorder Services
The exciting renovation and expansion of Lake Health Center in Hanover Park began in July 2019 and was completed in September 2019. This expansion will allow us to care for more patients at Lake Health Center and to provide Substance Use Disorder Services, including the Medication Assisted Treatment Program, for Opioid Use Disorders. As a result of the expansion, Lake Health Center will have 2 additional exam rooms, a large group therapy room, a larger provider area, a more functional laboratory and better accommodations for support staff.

More to Come in 2020!
Seneca Health Center’s Lower Level is home to GEFCC’s pediatric services, our Family Case Management Program and the WIC office. Seneca Health Center’s Lower Level renovations began in 2018 and included refreshing the look of the Health Center, which has been in service for more than 10 years. The renovations at Seneca Health Center’s Lower Level are not completed yet and will continue into 2020.

At Streamwood Community Health Center (SCHC) we provide Pediatrics, Family Medicine and Women’s Health Care, including OB/GYN. An expansion is planned for SCHC in early 2020, so stay tuned for that!
SPIRIT of Excellence is GEFCC’s employee recognition program. Through this program, GEFCC patients and staff nominate GEFCC employees who have made a positive difference and have demonstrated one or more of GEFCC’s organizational values: **Mission, Reputation, Quality, Leadership, Communication and Teamwork.**

Employees nominated by their peers and patients are recognized monthly through GEFCC Employee Connect, our monthly employee newsletter. Employees who receive multiple nominations in a quarter are recognized as Quarterly Top Performers. The annual SPIRIT of Excellence Award winners are then selected from the Quarterly Top Performers.

We are excited to announce the 2018 – 2019 SPIRIT of Excellence Award winners:

Patient Liaison – **Daniela Carrera**, Care Manager, Summit Health Center

Care Partner – **Francis Hernandez**, Medical Assistant, Lake Health Center

Practitioner – **Dr. Salman Khaleeluddin**, Family Medicine Practitioner, Lake Health Center

Organizational Support – **Fabiola Martinez**, EPM & EHR Specialist, Summit North

Below are several examples of nominations received by this year’s SPIRIT of Excellence Award winners.

“**My visit to the center was awesome. Both me and my daughter were treated like 1st class. Communication was excellent and the doctor was greater. Love being a patient.**”

“She always makes patients comfortable and feel welcomed. Helps me by communicating well and being able to answer all my questions. When a patient is upset for waiting, she also explains the no show policy. Great teamwork!!”

“He helped a lot, had an upset patient on phone and he was able to speak to the patient regarding her questions even though he was behind on time. Glad he had time to speak to patient and not passing messages around!! Thanks.”

“Very nice young woman, she made me feel very comfortable, enough to confidently express my feelings of sickness. I am very happy a person like her is working here. She accompanied me to the receptionist to make my next appointment to get injections for my knees. . . . I appreciate the job she has given me.”

Congratulations to our SPIRIT of Excellence Award winners and thank you to the entire GEFCC Team for their hard work and dedication to excellence in health care!
GEFCC Board Members
Corey Dixon, Board Chair
Craig Dodt, Past Board Chair
Jose Garcia Lara, Chair-Elect
Linda Drawhorn, Secretary
Brian Heimberg, Board Treasurer
Jessica Alvarez
Tanya Balderas
Paul Bednar
Eira Corral Sepúlveda
Nimra Kahn
Gisela Lopez-Lauderdale
Salvador Rodriguez
Samantha Zuniga

Committee Volunteers
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Rebeka Berry
Kurt Bogott
Bud Heimberg
Libby Hoeft
Ed Hunter

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Robert M. Tanner, Chief Executive Officer
Jason Carey, Chief Financial Officer
Sujith Dhati, Chief Information Officer
V. Guadalupe Fonseca, Chief Operations Officer
Dr. Mark Thompson, Medical Director
Stacy David, Practice Manager

“They are always willing to work with me to accommodate my needs.”
— Center for Family Health — Sycamore
## Fiscal Year 2019 Financial Statement

### REVENUE

- Medicaid: 51%
- Federal Grants: 23%
- Misc. Income: 11%
- Self Pay: 6%
- Private Insurance: 3%
- State Grants: 2%
- Medicare: 2%
- Local Grants: 2%
- Contributions: 1%

Total: $25,942,543

### EXPENSES

- Salaries: 54%
- Benefits/Taxes: 11%
- Professional Services: 11%
- Supplies: 8%
- Rent/Occupancy: 8%
- Depreciation: 3%
- Technology Consult & Support: 1%
- Outreach & Education: 1%
- Repairs & Maintenance: 1%
- Misc. Expenses: 1%
- Lab Services: <1%

Total: $24,936,428

Charity Care Provided: $7,025,000

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### Thank You to Our Generous Donors

#### Individuals
- Debbie Anderson
- Donna Anderson
- Rebekah & Chris Berry
- Paul and Jean Bednar
- Azra Behlim
- Keith & Dawn Brill
- Linda D. Drawhorn
- Nicholas Demorest
- Patricia D. and Craig B. Dodt
- Richard Evans
- Teresa Faidley
- Tim Gifford
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- Brian Heimberg
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- Nancy & Art Schueneman
- Mr. & Mrs. Marc Steinman
- Kyle Smith
- Gerri Tanner
- Robert Tanner
- Mark & Sandy Thompson

#### Corporations / Organizations
- 1st Presbyterian Church Board of Deacons
- Accent Janitorial Services
- Alhousa International Elgin IL Foundation, Inc
- AMITA Health
- Anonymous
- Aunt Martha’s Health and Wellness
- Baird Foundation, Inc.
- BSD Corporation
- CITI Technology
- DeKalb County Community Foundation
- East Park Professional Centre
- First Detection Systems, Inc.
- Gerry and Bill Cowlin Foundation
- Grand Victoria Foundation
- Illinois Children’s Healthcare Foundation
- Lundstrom Insurance Agency, Inc.
- Medicine Stop of Elgin

#### Federal Government
- U.S. Department of Health and Human Services — Health Resources and Services Administration (HRSA)

#### State Government
- Illinois Department of Human Services
- Illinois Department of Public Health

#### Local Government
- Elgin Township
- Hanover Township
- McHenry County Mental Health Board
- Wheeling Township
We are Committed to Your Family’s Health

Pediatrics
Well Child Care
Sick Care
Physical Examinations & Immunizations

Adult Medicine
Sick Care
Chronic Disease Management

Women’s Health Care
OB & GYN
Free Pregnancy Testing
Newborn Delivery
Nonstress Tests (NSTs)
Ultrasounds

Oral Health
Preventive & Restorative
Clinic- and School-Based

Behavioral Health Care
Individual, Group, and Family Therapy
Psychiatry

Substance Use Disorder Services
Medication Assisted Treatment
Group Therapy and Recovery
Support Specialists
Care Management

Additional Services
Laboratory and Diagnostic Testing
Family Case Management
Care Management
Health Benefits Enrollment
Women, Infants and Children Program
Flu Shots

Greater Elgin Family Care Center

Center for Family Health – DeKalb
2550 N. Annie Glidden Rd., DeKalb, IL 60115
815-363-9900

Center for Family Health – Sycamore
167 E. Plank Rd., Sycamore, IL 60178
815-363-9900

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

GEFCC – Seneca Health Center and Dental Clinic
450 Dundee Ave., Elgin, IL 60120
847-608-1344

GEFCC – Summit Health Center
373 Summit St., Elgin, IL 60120
847-608-1344

GEFCC – Summit North (Administration)
370 Summit St., Elgin, IL 60120
847-608-1344

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

GEFCC.org

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

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

Stay Connected! 📚 📘 📸 🎥