

**Citizens HealthCare  
Oversight Committee  
Presentation**

*June 17, 2016*

**Central Florida  
Health Care**

HEALTH CARE WITH A HEART



# MISSION

To serve as the premier patient centered medical home offering quality, affordable, primary and preventive health care.



# VISION

Improve Health  
Enhance Quality of Life  
Create Strong Solid Partnerships  
Focus on Excellence

# SERVICES

## Primary Medical Care

- Primary Adult & Pediatric Care
- Management of Chronic Illnesses/Preventive Health Screenings
- Physical Exams and Sick Visits
- Obstetrics, Prenatal Care and Delivery
- Family Planning, Gynecology Services
- Communicable Disease Testing: STDs, HIV/AIDS
- Full Service In-House Laboratory/Non-Invasive X-rays
- Pap Smears

## Primary Dental Care

- Acute, Preventive, Restorative and Prosthetics

## High Volume Services

- Hypertension
- Overweight/Obesity
- Diabetes
- Asthma
- Heart Disease

## Pharmacy Services 340B

### Discount Program

- Medication Therapy Management
- Clinical Pharmacy Service/Onsite Pharmacists
- Dispensing
- Patient Education

### Support Services

- Information & Referrals
- Health Education & Nutrition Counseling
- Family Planning, Outreach and Translation
- Patient Health Benefit Navigator Program
- Behavioral Health

# CFHC Centers

There are 11 clinics in Polk, Highlands and Hardee counties.  
8 of these clinical sites are in Polk County.



## DUNDEE

PRIMARY CARE |  
GYN

**Monday-Thursday** | 7:30 am-6:00 pm  
**Friday** | 7:30 am – 5:30 pm



## DUNDEE

PEDIATRICS

**Monday-Thursday** | 7:30 am-6:00 pm  
**Friday** | 7:30 am – 5:30 pm



## FROSTPROOF

PRIMARY CARE |  
DENTAL

**Monday-Thursday** | 7:30 am-6:00 pm  
**Friday** | 7:30 am – 5:30 pm



## LAKE WALES

DENTAL

**Monday-Thursday** | 7:30 am-6:00 pm  
**Friday** | 7:30 am – 5:30 pm

# CFHC Centers



## LAKELAND

PRIMARY CARE |  
PEDIATRICS | OB GYN

**Monday-Thursday** | 7:30 am-6:00 pm

**Friday** | 7:30 am – 5:00 pm

**Saturday** | 8:00 am – 5:00 pm



## LAKELAND

PEDIATRICS

**Monday-Friday** | 8:00 am-5:00 pm



## MULBERRY

PRIMARY CARE |  
PEDIATRICS | PEDIATRIC  
DENTISTRY | OB GYN

**Monday-Friday** | 8:00 am-5:00 pm



## WINTER HAVEN

PRIMARY CARE |  
DENTAL | OB GYN

**Monday-Thursday** | 7:30 am-6:30 pm

**Friday** | 7:30 am – 5:30 pm

# CFHC Centers

COMING

SOON!

## LAKE WALES – July 2016

MEDICAL & DENTAL

PRIMARY CARE | PEDIATRICS | DENTAL

305 West Central Ave | Lake Wales, FL

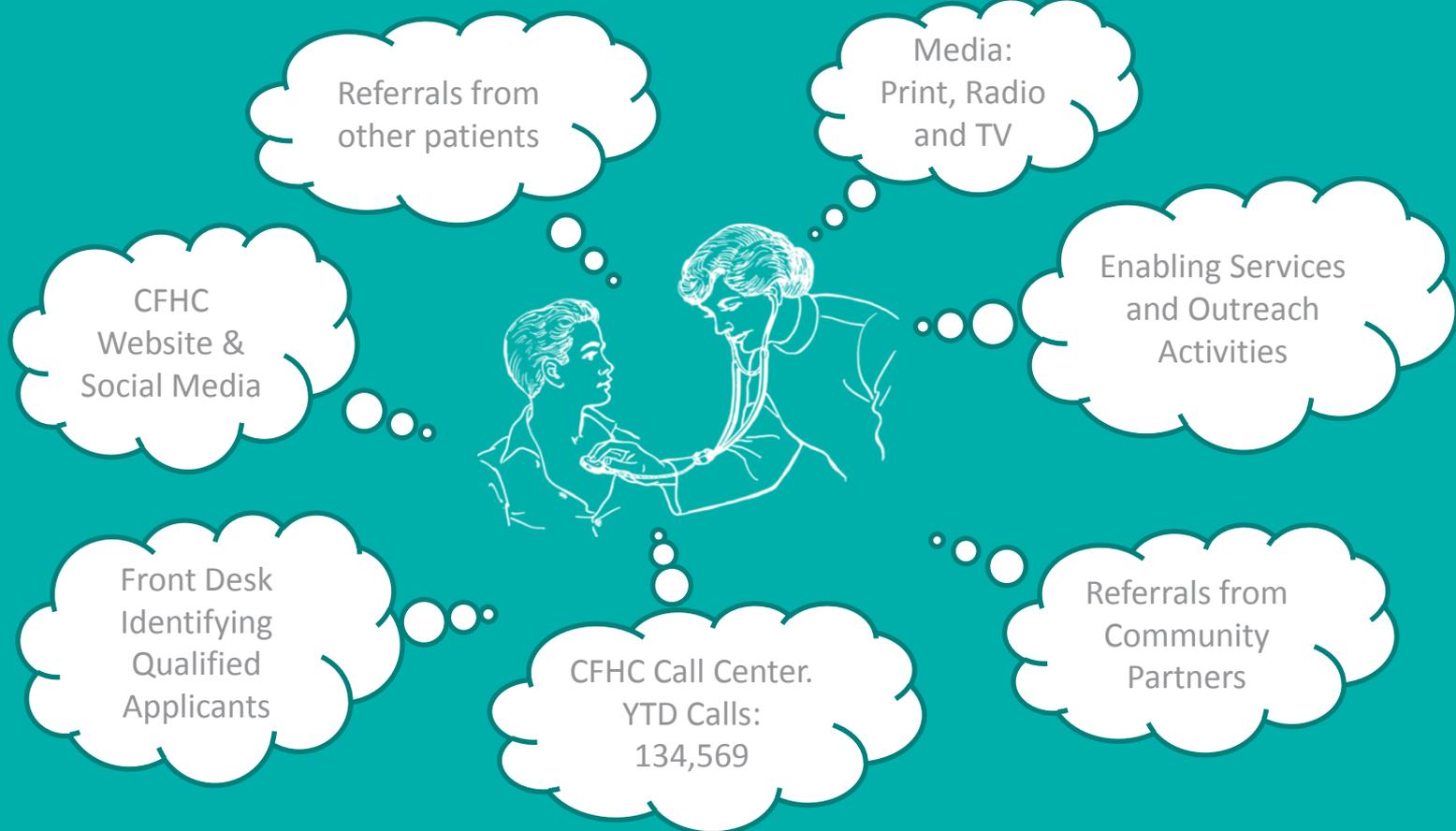
## WINTER HAVEN – August 2016

WOMEN & CHILDREN

PEDIATRICS | OB GYN | PEDIATRIC DENTAL

201 Magnolia Ave SW | Winter Haven, FL

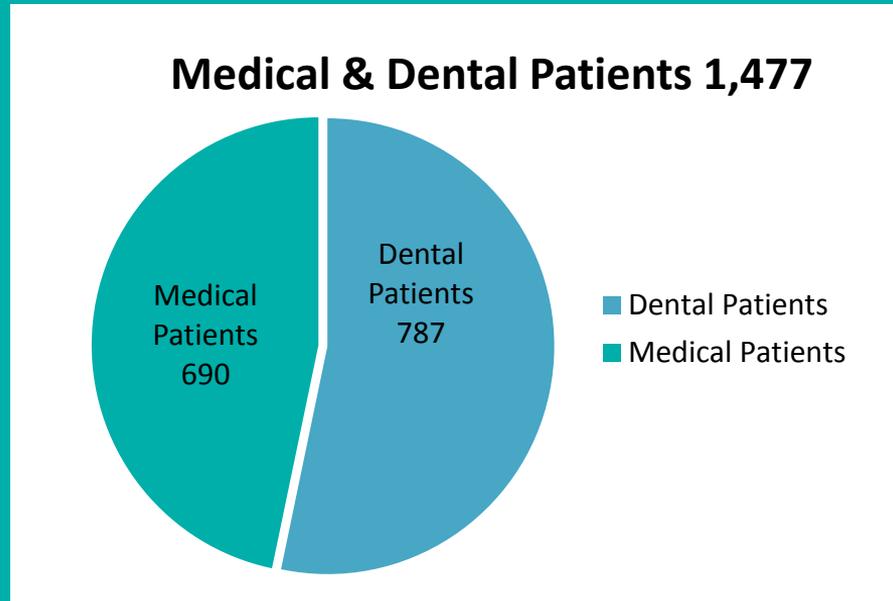
# HOW OUR PATIENTS LEARN ABOUT OUR SERVICES



# Low Income Polk County Residents Served as Patients by CFHC

Polk HealthCare Plan Members

October 1, 2015 – May 31, 2016



(Contract date: October 1, 2015-September 30, 2016)

# Low Income Polk County Residents Served as Patients by CFHC Polk HealthCare Plan Non-Members January 1, 2016-May 31, 2016

**Medical Patients seen at or below 200% of Federal Poverty Level**

**TOTAL Patients Served – 5,070**

**Contract Date: January 1, 2016 – September 30, 2016**

# Low Income Polk County Residents

Served as Patients by CFHC

Polk HealthCare Plan Non-Members

October 1, 2015 - May 31, 2016

**Dental Patients seen at or below 200% of Federal Poverty Level**

**TOTAL Patients Served – 935**

**Contract Date: October 1, 2015 – September 30, 2016**

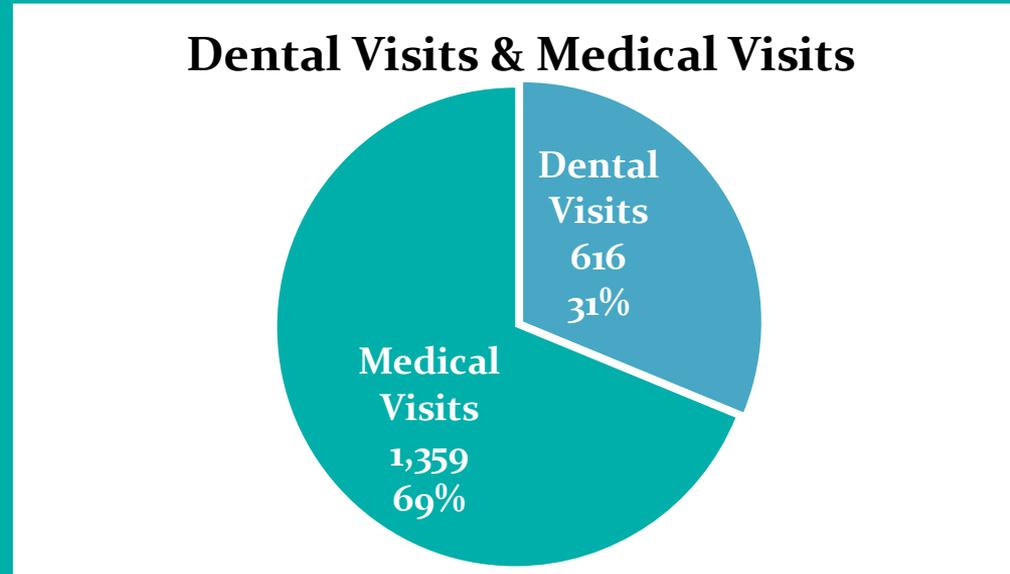
# Low Income Polk County Residents Served by CFHC

October 1, 2015 – May 31, 2016

<b>MEDICAL &amp; DENTAL PATIENTS</b>	<b>TOTAL FY 14/15</b>	<b>TOTAL FY YTD 15/16</b>
Polk HealthCare Plan Members	669	1,477
Polk HealthCare Plan Non-Members	5,455	6,005
<b>TOTAL</b>	<b>6,124</b>	<b>7,482</b>

# Visits Provided by CFHC to Low Income Polk County Residents

Polk HealthCare Plan Members  
October 1, 2015 – May 31, 2016



(Contract Date: October 1, 2015 – September 30, 2016)

# Visits Provided by CFHC to Low Income Polk County Residents

Polk HealthCare Plan Non-Members

October 1, 2015 - May 31, 2016

**Dental Patient Visits at or below 200% of Federal Poverty Level**

**TOTAL Patient Visits – 2,151**

**Contract Date: October 1, 2015 – September 30, 2016**

# Visits Provided by CFHC to Low Income Polk County Residents

Polk HealthCare Plan Non-Members

January 1, 2016 - May 31, 2016

**Medical Patient Visits at or below 200% of Federal Poverty Level**

**TOTAL Patient Visits – 7,161**

**Contract Date: January 1, 2016 – September 30, 2016**

# CFHC Visits Provided to Low Income Polk County Residents

October 1, 2015 – May 31, 2016

<b>MEDICAL &amp; DENTAL VISITS</b>	<b>TOTAL Oct-Sept 14/15</b>	<b>TOTAL Oct-May 15/16</b>
Visits Polk HealthCare Plan Members	2,204	1,975
Visits Polk HealthCare Plan Non-Members	12,933	9,312
<b>TOTAL</b>	<b>15,137</b>	<b>11,287</b>

# Impact of the One-Half Cent Indigent Health Care Surtax to Increase Access to Basic Healthcare

October 1, 2015 – May 31, 2016



Average Cost of Service Provided Per Visit: \$216

Average Cost Per Person Served: \$349

# VALUE OF SERVICES/ROI

Period	All Funding Sources ROI to Total Value of Services
FY 14/15	\$1.32
FY 15/16	\$7.30

# HIGH VOLUME SERVICES

<b>MEDICAL YEAR 2015</b>	<b>PATIENTS</b>	<b>VISITS</b>
Hypertension	7,077	15,982
Overweight/Obesity	5,219	8,429
Diabetes	3,487	9,309
Asthma	1,865	3,934

<b>MENTAL HEALTH</b>	<b>PATIENTS</b>	<b>VISITS</b>
Depression	1,953	3,344
Anxiety	1,280	1,977

# 2015

## QUALITY REPORTABLE OUTCOMES

<b>2015</b>	<b>BASELINE</b>	<b>IMPROVEMENT</b>
Adult BMI	66.49%	83.9%
Child BMI	58.02%	61.81%
Depression Screening	51.54%	58.31%
Diabetes – HbA1c > 9%	33.45%	31.59%
HTN – BP < 140/90	56.43%	58.31%

# CFHC Funding Sources

<b>SOURCE</b>	<b>Funding Years 2014/2015</b>	<b>Funding Years 2015/2016</b>
<b>STATE</b> (AHCA)	\$1,292,072 (LIP Funding)	\$305,000
<b>STATE</b> (DOH Dental)	\$100,000	\$0
<b>FEDERAL HRSA 330</b> (Polk, Highlands, Hardee Counties)	\$7,168,677	\$7,799,331
<b>PRIVATE FUNDING</b> (NMTC & DONATIONS)	\$19,000	\$8,532,750
<b>POLK COUNTY FUNDING</b> (Dental Services)	\$679,000	\$350,000
<b>POLK COUNTY FUNDING</b> (Polk HealthCare Plan Non-Members – residents at or below 200% of the federal poverty level)	\$494,000	\$850,000
<b>TOTAL</b>	<b>\$9,752,749</b>	<b>\$17,837,081</b>

# POLK COUNTY PATIENT VISITS

## All Payor Sources

	Funding Year Oct 2014– Sept 2015	Funding Year – 8 months Oct 2015 – May 2016	Projected Funding Year 2016
<b>MEDICAL</b>	43,670	43,035	64,553
<b>DENTAL</b>	10,125	7,297	10,946
<b>TOTAL</b>	53,795	50,332	75,499
<b>PER MONTH</b>	<b>4,482</b>	<b>6,291</b>	<b>6,291</b>

# CFHC PRODUCTIVITY BY PATIENTS AND VISITS

	YEAR 2014	YEAR 2015	PROJECTED YEAR 2016
VISITS	87,712	98,241	103,754
PATIENTS	30,450	32,611	36,797

# PARTNERSHIPS

American Legion	Farmworker Career Development Program	HRSA Health Resources & Services Administration	Polk State College
Angels Care Center	Farmworker Ministry Inc.	Lake Wales Free Clinic	Polk Vision
Career Source Polk	Florida Department of Health	Lake Wales Medical Center	Redlands Christian Migrant Association
Chamber of Commerce in all service areas	Florida Hospital	Lakeland Regional Health	Ridge Career Center
Champion for Children Advocacy Center	Florida Technical College	Moffit Cancer Center	Traviss Vocational Center
C.H.I.P. Community Health Improvement Plan	Habitat for Humanity of East Polk County	National Association of Community Health Centers	Tri County Human Services
Community Action Partnership	Haley Center	P.E.A.C.E.	Veterans Foreign War
Community Health Centers Alliance, Inc	Healthy Start Coalition	Peace River Center	We Care, Inc.
Department of Children and Families	Heart of Florida Hospital	PGTV Polk Government Television	West Area Adult School
East Area Adult School	Heartland Rural Health Network	Polk County Indigent Health Care Division	Winter Haven Hospital/BayCare
ECMHSP (East Coast Migrant Head Start Program)	Highlands Prosperity Partnership	Polk, Highlands & Hardee County Health Departments	
Florida Association of Community Health Centers	Highlands Regional Medical Center	Polk County School Migrant Advocate	

# VOLUNTEERS/EDUCATIONAL PARTNERSHIPS



Florida A&M University  
Nova Southeastern University



Polk State College

POPS Students

Ridge Career Center

South Florida State College

Traviss Vocational Center

Florida Technical College

Warner Southern College

Fortis College

Individual Volunteers



# NEW DEVELOPMENTS/INITIATIVES

March 2016

Lakeland Pediatrics Center (assumed Dr. Schick's 28 year practice)

Dundee Pediatrics Center Opened

April 2016

Awarded \$1 million Capital Grant to expand Pediatric services including Pediatric Dental services/Medical services/Behavioral Health services - location to be determined based on needs assessment

June 2016

Preparing for \$650,000 New Access Grant Application for Haines City  
Awaiting announcement on previously submitted \$350,000 Oral Health Application

# NEW DEVELOPMENTS/INITIATIVES

July 2016

## *Lake Wales Medical & Dental Center Opening*

\$650,000 HRSA New Access Point (awarded in May 2015)

NEW Medical Services

NEW Pediatric Services

Full Service Pharmacy

Lab & Xray

Enabling Services

Relocating Dental Services

# NEW DEVELOPMENTS/INITIATIVES

August 2016

## *Women & Children Center Opening*

Expansion of OB GYN & Pediatric Services

NEW Pediatric Dental Center

70 Capacity Conference Center

Pharmacy Dispensary

Teaching Kitchen

Dietician/Nutritional Counselling Services

# NEW MARKET TAX CREDIT

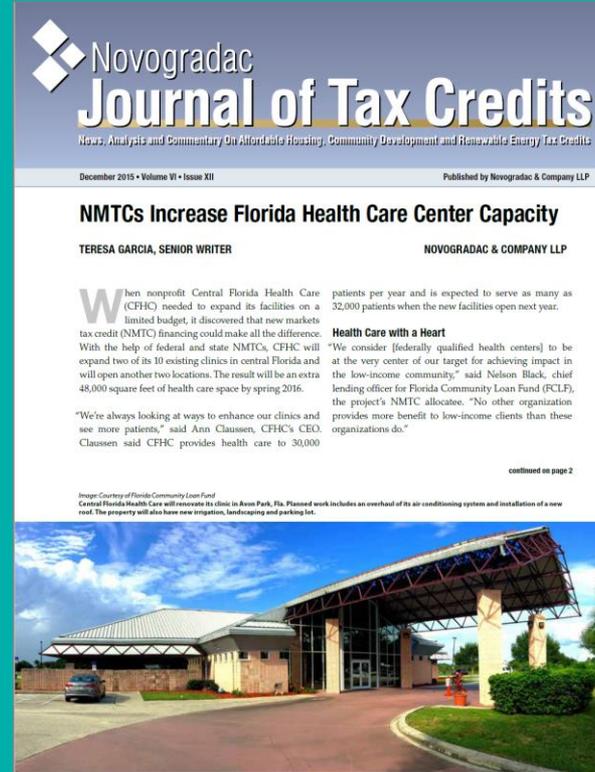
## Nationally Recognized Project

Renovations to Avon Park Center

Purchased and Renovated the Lake  
Wales Adult Day Care Center

Purchased and Renovated the  
Magnolia Building

Expanded Adult & Dental Services  
at our Winter Haven Center



**Novogradac**  
**Journal of Tax Credits**  
News, Analysis and Commentary On Affordable Housing, Community Development and Renewable Energy Tax Credits

December 2015 • Volume VI • Issue XII Published by Novogradac & Company LLP

### NMTCs Increase Florida Health Care Center Capacity

TERESA GARCIA, SENIOR WRITER NOVOGRADAC & COMPANY LLP

**W**hen nonprofit Central Florida Health Care (CFHC) needed to expand its facilities on a limited budget, it discovered that new markets tax credit (NMTC) financing could make all the difference. With the help of federal and state NMTCs, CFHC will expand two of its 10 existing clinics in central Florida and will open another two locations. The result will be an extra 48,000 square feet of health care space by spring 2016.

"We're always looking at ways to enhance our clinics and see more patients," said Ann Clausen, CFHC's CEO. Clausen said CFHC provides health care to 30,000 patients per year and is expected to serve as many as 32,000 patients when the new facilities open next year.

**Health Care with a Heart**  
"We consider [federally qualified health centers] to be at the very center of our target for achieving impact in the low-income community," said Nelson Black, chief lending officer for Florida Community Loan Fund (FCLF), the project's NMTC allocatee. "No other organization provides more benefit to low-income clients than these organizations do."

continued on page 2

Image: Courtesy of Florida Community Loan Fund  
Central Florida Health Care will renovate its clinic in Avon Park, Fla. Planned work includes an overhaul of its air conditioning system and installation of a new roof. The property will also have new irrigation, landscaping and parking lot.



# OPPORTUNITIES TO INCREASE ACCESS DENTAL SERVICES

**August 2016**

NEW Pediatric Services in our Women & Children Center in Winter Haven

**September/October 2016**

Expansion of Adult Dental Services in our  
Winter Haven Center

\$350,000 Oral Health Grant Application  
(Notification Date: July 1<sup>st</sup>)

# FUTURE DENTAL VISION

Q4 2016- Q1 2017

## MULBERRY CENTER

1 FTE Dentist (Starting in September)

3 Dental Chairs (\$150,000)

Panoramic X-ray Machine (\$75,000)

Expansion (\$25,000)

**Total Request for Mulberry Funding: \$250,000**

## LAKELAND CENTER

As space becomes available for Dental services, will need

Dental equipment & staff

**Funding Amount: TBD**

# SUCCESS STORIES

**WINTER HAVEN** | A patient dealing with cataracts in both eyes which caused her to have to become unemployed. The patient established residency 4 years prior so she did not qualify for Medicaid . She was able to benefit from the Polk HealthCare Plan and received the necessary surgery. She will be returning to work soon.

**LAKELAND** | Patient lost her job as an accountant due to a major stroke. Her husband was the provider until he was laid off from his job. After meeting with our Navigator, they were eligible for coverage under the Polk County Indigent Health Care Division. Our Navigator was also able to work with the patient and her husband in aiding with unemployment claims and paperwork. They both have returned to work, can afford health care and continue their care at Central Florida Health Care.

**DUNDEE** | Our Enabling Services include visiting Centro Campesino at least once a week. As a result of these visits, relationships are developed within the community. Our Navigators assess all needs and are able to provide a wide range of services which include, Medical and Dental services, assistance with filling out applications, eligibility, appointments and provide transportation if needed.

# SUCCESS STORIES

**LAKE WALES DENTAL** | One of our Navigators was assisting a couple in their 60's who were dependent on social security. They lived on the second floor of an apartment complex and the gentleman was ill . Our Navigator helped them apply for a less costly medical program and aided them in moving to a ground floor apartment. Another great success story and relationship built.

**MULBERRY** | During the Navigator's initial assessment, she was able to help a family in more ways than one. She assisted in the Medicaid application process, and helped them put food on the table. Additionally, she worked with their 19 year old son to partner him with Polk Works to find employment. The mother was diagnosed earlier in her life with diabetes and had been without her medication for months. She was able to receive treatment and medication at our center. This is another example of the importance of Outreach in each one of our Central Florida Health Care centers.



THANK YOU!

