

UNITED FAMILY PRACTICE HEALTH CENTER FACT SHEET 2008

MISSION

To Serve and to Teach!

United Family Practice is committed to providing excellent primary medical care to the entire community, regardless of the ability to pay. Our vision is to provide and deliver superior service and clinical care of the highest quality to a culturally and economically diverse community. We embrace diversity and impact the overall health of our community.

EXECUTIVE SUMMARY

United Family Practice Health Center (UFPHC) is an independent, nonprofit provider of primary health care, physician training, health promotion and outreach services; we continue to meet the needs of the medically uninsured, underinsured and underserved residents of Saint Paul, as we have for the past 70 years. In 2004 we became fully-independent Federally Qualified Health Center look-alike (FQHC-la). We believe what makes healthy communities includes not only the medical care and services offered at our Clinic, but the ways we foster health and wellness in communities by keeping them vibrant and viable for generations to come. Additionally, UFPHC is governed by an independent Board of Directors, with guaranteed representation of at least 51% patients of the center.

Our patient-centered, culturally competent, high-quality health care is attracting new patients each month. Utilization has grown by 35% since 2003. Currently we have 13,000 patients with 45,000 annual visits and anticipate increasing to 16,000 patients and 65,000 visits by 2014. In April 2008 we began construction on our new facility at Randolph Avenue and West Seventh Street and we plan to take occupancy in spring 2009. This new facility will allow us to expand our services to meet increasing community demand, improve patient care, provide a better work environment for our staff and the participants in our family practice residency program, and contribute to the revitalization of this core area of Saint Paul.

HISTORY

Our history of providing health care to the city's neediest citizens • began in the 1930s when Wilder Clinic (our predecessor) first offered free and low-cost health care at the Miller Hospital. In 1971 we became Helping Hand Health Center, and in 2004 earned our FQHC-la status.

ORGANIZATIONAL DESCRIPTION

As a FQHC-la, we accept the responsibility to offer patient services to individuals who cannot afford to pay for the full cost of the services. We provide these services to the community without receiving any financial support from the federal government. Our sliding fee scale is available for patients who belong to households with income of no more than 200% of the federal poverty guidelines. Typical recipients of this type of charity care are people who earn too much to qualify for public insurance but too little to buy adequate private insurance, or elderly patients on fixed incomes who struggle with co-pays or deductibles. We strive to measurably improve the health of neighborhood residents who experience significant barriers to accessing health care.

Since we became an FQHC-la in 2004 the percentage of patients who are on a sliding fee scale has steadily increased.

Year	# of Patients	# of Visits	Sliding Fee Discounts
2004*	637	1,646	\$188,880
2005	917	2,506	\$414,017
2006	1,321	2,997	\$550,000
2007	1,551	3,437	\$634,000

*First year of operation (03/15/04 – 12/31/04)

Additionally, both the number of patients who are requesting discounts and those qualifying for the highest level of discount are increasing. In July 2008, our advocates screened slightly over 200 people who requested help with insurance access or sliding fee scale, this is almost double what we witnessed one year ago.

Our comprehensive health care services are provided to a growing population of Saint Paul-area residents who are uninsured, under-insured, and under-served. In addition to our medical services, we provide a continuum of health education programs and advocacy services to all our patients. These services (a) help individuals and families experiencing domestic violence, complex socioeconomic needs and cancer; (b) provide programs in diabetes prevention and care, mental health counseling, and cardiovascular disease prevention. We also provide on-site services at Sibley Manor Apartments, Dorothy Day Center and Face-to-Face Clinic, as well as a dozen nursing homes, allowing healthcare to be provided across the entire life spectrum.

While providing care is our mission, it is also our commitment to maximize the good of our community with additional economic and social benefits as employer and teaching center for family medicine doctors of the future. We are home to the nationally recognized United Family Medicine Residency Program, one of the most sought after family practice residencies in the nation. The program strives to offer medical residents quality experiences while improving the health of the communities served. The curriculum is based on a model of community-oriented primary care. Since its inception fourteen years ago, the program has trained 71 physicians who now serve as family medicine doctors in metro, rural, and regional clinics in our greater community.

During their in-clinic time the medical residents are trained by our experienced physicians and provide increased access to care for our patients. Additionally, each medical resident devotes at least one-half day every two weeks to off-site community care including working in collaboration with local and state Department's of Health in areas of disease prevention, such as tuberculosis and HIV.

The Sibley Manor Housing Complex which is home to 3,000 culturally diverse West Seventh Street residents is the site of our Sibley Manor Outreach Clinic. Residents of Sibley Manor are from Central and South America, Somalia, Russia, Southeast Asia and beyond. Medical residents help staff the Sibley Manor satellite clinic and also rotate through the Dorothy Day Homeless Center Clinic and the Face-to-Face Teen Pregnancy Clinic. Medical residents also develop community-based educational programs in the West Seventh area schools and neighborhoods.

Currently we refer patients in need dental services to a mobile dental community clinic. The majority of these patients qualify for the sliding scale. We anticipate these individuals to be dental patients of UFPHC in our new dental clinic. Finally, the discounts for care that are provided are only part of a comprehensive set of services and program that we are privileged to provide. Translation services are offered at no charge and our staff of patient advocates work with families and individuals to assist with everything from finding housing, helping apply for Medical Assistance and MN Care, talking to bill collectors and assisting with emergency food finding. Special programs have been done for the uninsured that have barriers to access. Examples are a prostate screening clinic, a breast cancer screening breakfast, and women's wellness event.

NEW CLINIC HIGHLIGHTS

- 40 upgraded exam and treatment rooms and a community room for group meetings and healthy living, nutrition, and other educational workshops.
- 31,000 square feet, double the space.
- Expanded hours and the addition of dental services.
- Conveniently located at Randolph and West Seventh Streets, crossroads of numerous bus routes and free, private, on-site parking for patients and visitors.
- Our new facility allows us to expand our services to meet increasing community demand, improve patient care, provide a better work environment for our staff, and contribute to the revitalization of this core area of Saint Paul.

Our medical providers believe in treating the whole person by assessing individual health care needs based on a holistic approach. We believe in the value of prevention and wellness. Our first step is to assist patients in finding a healthcare home which promotes healthy lifestyles, prevents illness and helps to raise awareness of disease in patient's lives. We do more than merely manage symptoms and find a "quick-fix". This holistic approach relieves symptoms, modifies contributing factors, and enhances the patient's life system to optimize future well-being.

For more information, please contact Tina Scheid, Director of Development, at 651.241.1103