



YOUR CLINIC | YOUR HEALTH | YOUR NEIGHBORHOOD



Neighborhood Health Center's patient-centered approach to health care honors the unique needs and circumstances of each individual patient. NHC sees people, not problems, and recognizes that the time spent as a patient in a doctor's office is only one factor in a person's overall health.

Our integrated clinical teams work in partnership with patients, their families, and the communities we serve to provide whole-person care, prevention, and ongoing support.

As a patient-centered medical home, NHC offers whole-healthcare services using a team-based care model to meet patient needs. Serving under-insured, uninsured, at-risk residents of Washington and Clackamas Counties in the Portland Metro area NHC strives to collaborate with community partners, state, county, and local officials, as well as other healthcare professionals, to develop partnerships offering high quality healthcare for all.

6420 SW MacAdam Avenue | Portland, OR

Learn more about Neighborhood Health Center, find locations, and discover ways you can help at www.NHCOregon.org.



Your Clinic | Your Health | Your Neighborhood

2017 ANNUAL REPORT

A MESSAGE FROM OUR CEO



Over the past 8 years NHC has made significant progress to increase access in the communities we serve. NHC was established in 2010, to provide primary care for uninsured/underserved Medicaid and Medicare patients that didn't have a medical home.

In 2012, NHC was awarded Federally Qualified Health Center status by Health Resources and Services Administration. Since that time, we've grown to 7 clinics in the Portland area, including 2 dental clinics, 3 medical clinics, 1 fully integrated clinic providing medical, dental, behavioral health and clinical pharmacist, and 1 school-based health center in the Beaverton School District. In 2017 we served 16,188 patients, providing 45,153 visits, 97% of whom live 200% below the federal poverty level.

In the past two years, we relocated the Beaverton Clinic to Tanasbourne increasing access to Washington County residents. The Tanasbourne Clinic is our first fully integrated clinic offering primary care, dental services, behavioral health and clinical pharmacy. Clinical Pharmacists have become a part of our primary care teams to support patient needs for medication management and prescription reconciliation and to offer health education that improves patient lives and health outcomes.

Our clinics offer Reproductive Health and our Washington County clinics offer Public Health Clinical Services. We continue to expand through increased clinic hours to support a weekly Teen Clinic focused on sexual health and awareness for youth ages 12-24.

Our Community Dental program has expanded beyond our Milwaukie High School Dental Services. In Washington and Clackamas Counties, the program conducted 3,942 screenings, applied 2,575 fluoride treatments and 1,110 sealants. Hygiene kits were supplied to 4,931 students while 361 were referred for additional services to our dental clinics during the 2016-2017 school year.

Our dental clinics continue to grow; 8,247 individual patients and 16,868 visits in 2017. Our Tanasbourne integrated health center gives us the opportunity to see patients for all their primary care needs. You can visit your doctor and see the dentist on the same day.

In 2018, we opened our Patient Services Center and added a Membership and Engagement Team to better manage our incoming call volume and increase outreach efforts to patients to patients needing a medical home.

Looking forward, we will continue to develop our strength-based clinic model focusing on achieving wellness, rather than decreasing sickness for our patients and transition to advanced patient-centered care models that ensure equity and provide coordinated and appropriate care our patients need.

Neighborhood Health Center's priority will always be to build healthy communities one neighbor at a time, through patient-centered healthcare, regardless of income or current state of wellness. ■ JERI WEEKS, MBA
Chief Executive Officer

A MESSAGE FROM OUR BOARD OF DIRECTORS

In 2010 Neighborhood Health Center embarked on a mission to provide access to health services for patients that needed a medical home. Over the past 8 years we have seen NHC open new clinics, relocate clinics in order to offer greater access to the communities we serve, and increase the number of services offered to expand our patient-centered care model - all in order to achieve greater health outcomes for patients.

As the Board of Directors, we serve as an independent governing body focused on providing vision, leadership, support, and long-term strategic planning to ensure NHC's viability for years to come. We are comprised of both patient and community advocates. Our consumer Board members offer a patient perspective that guides our decisions for maintaining our mission to build healthy communities one neighbor at a time, and our community Board members bring diverse perspectives to inform leadership of best practices. Together, we function as a strong, well-informed, and engaged group, excited to help advance the principles and mission of NHC.

Over the years, we have had the opportunity to see first-hand the incredible team of professionals who serve our patients with compassion, kindness, and care to help them achieve overall whole-health. From the CEO to the clinic receptionists, from the providers to the accountants, NHC staff work diligently everyday to improve health outcomes for children, teens, families, and individual patients every day.

We are confident that we speak for the entire Board of Directors when we say that it has been an honor to be part of the growth and development of Neighborhood Health Center. We look forward to watching NHC continue to advance healthcare for all in the years to come. ■ DONALDA DODSON Board Co-Chair ■ BRITTANY MARKS Board Co-Chair

COMMUNITY PARTNERS

NHC works collaboratively with **Outside In** as part of a collaboration with the **Milwaukie High School School-Based Health Clinic**. NHC provides dental services, through a service agreement with Outside In, to the students. Outside Inn is a local FQHC that specializes in homeless youth and other marginalized people in the Portland Metropolitan area.

Working with **HeadStart** and Title X school programs, NHC provides dental screening, education, referrals and fluoride varnish to school age children across Washington and Clackamas Counties.

Our team of providers practice some aspects of obstetrics and gynecology including family planning, prenatal care, childbirth, and treatment of diseases and disorders of the reproductive system. However, **Women's Health Associates** provides surgical care to NHC's obstetrics and gynecology patients.

Providence Health and Services is a strong NHC partner providing specialty care including women's health, hospitalization, laboratory and imaging services. NHC partners with Providence Health and Services to provide family practice resident rotations in our clinics.

The **Community Resource Desk**, a Providence Community Benefit service is a valuable partner providing resources for NHC patients with social determinants of health needs such as food insecurities, access to housing, financial support for utilities and transportation services to name a few.

Northwest Family Services partners with the Community Resource Desk to provide additional services that reduce poverty through programs that support individual success, family stability, and child well-being including youth programs, professional counseling, couple's classes, parenting, money management, job readiness and placement, healthy relationship education, and more.

Impact NW also partners with the Community Resource Desk to provide comprehensive anti-poverty programs to individuals of all ages to develop skills and resources necessary to achieve success and to advocate for themselves and their communities.

Project Access NOW, a local non-profit that coordinates care to specialists for uninsured patients, is a vital NHC partner in helping to find specialists that accept uninsured patients who have significant health issues.

LifeWorks NW is a non-profit, community-based prevention, mental health and addiction agency committed to supporting a healthy community. LifeWorks' passionate, experienced team—from counselors to senior managers to board of directors—is committed to providing quality programs and services that responsibly utilize public and private contributions in the most efficient and effective ways possible. NHC has partnered with LifeWorksNW for shared practices of behavioral health services in our Milwaukie, Canby and Tanasbourne clinics.

Pacific University Dental Health College has partnered with NHC dental clinics to provide practicum experience for hygienists completing the Dental Hygiene program allowing students to do their rotations for Expanded Practice Dental Hygienists in our clinics.

Pacific University College of Optometry partners with NHC through their Community Outreach program to provide vision screenings, examinations and education for NHC patients via their Pacific Outreach Eyevan. They also assist with access to glasses when funds are available.

Washington Country Health & Human Services Public Health contracted with NHC to provide Reproductive Health, Family Planning and Primary Care services to Washington County residents on behalf of the Washington County Public Health. Additional services include epidemiology and control of preventable diseases and disorders encompassing STD testing and prevention as well as immunizations in both the Hillsboro and Tanasbourne Clinics.

Oregon Child Development Coalition (OCDC) offers many programs that work together to help young children and their families grow, learn and succeed. Many of their services support migrant and seasonal farm workers and their young children. NHC partners with OCDC to provide community dental programs including dental screenings, Baby Days and First Tooth education programs for young mothers and their infants to vulnerable populations in the Portland area.

Coffee Creek Correctional Facility (CCCF) is a state operated women's prison and prisoner intake center in Wilsonville, Oregon. Many of the women in correctional institutions are of reproductive age and are at risk for unintended pregnancy and sexually transmitted infections. NHC has partnered with CCCF to provide sexual health education and birth control options to inmates prior to release on a monthly basis. Services are designed to benefit the individual as well as public health goals.

CareOregon is a vital partner with NHC providing health plan services to Oregon Health Plan members and their families focused on total health for Oregonians. CareOregon also supports NHC with additional funding through grants and program awards to expand and improve NHC's health care delivery services.



BOARD OF DIRECTORS



ERIC BOOTH, MBA
Member



LEONARD BOWLES
Member



DUSTIN DANDLIKER
Member



DONALDA DODSON, RN
Board Co-Chair



ALAN HODGE
Treasurer



STEVE KINDER, MPA
Member



BRITTANY MARKS, JD
Board Co-Chair



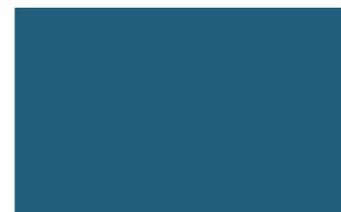
MARY TANSKI, MD
Member



WAYNE SCHMIDT
Secretary



VOLUNTEER HOURS SERVED: 1,944



OUR MISSION

Building healthy communities - one neighbor at a time - through patient-centered health care, regardless of income or current state of wellness.

OUR VISION

NHC's patient-centered approach to health care honors the unique needs and circumstances of each individual patient.

OUR VALUES

PATIENT-CENTERED

Each patient is at the center of their own health goals, treatment, and decisions.

Individual patient needs and circumstances are prioritized whenever possible.

RESPECT

Differences in people and perspectives are acknowledged, encouraged, and addressed equitably.

Individuals are valued members of their team or group, and have the support they need to do their jobs well.

We honor patient choice, and patients can rely on NHC to be responsive, honest, and reliable at every point of contact.

CONTINUOUS IMPROVEMENT

Team members pursue ongoing professional development to ensure high quality patient care.

Any community member who has contact with NHC has the opportunity to provide feedback on the experience; and community feedback is regularly reviewed by leadership.

TRANSPARENCY

Operational processes and decisions are informed by data, best practices, and stakeholder feedback.

Communication, internally and externally, is clear and consistent.

All aspects of the organization are in compliance with applicable rules, standards, and laws.

HEALTH & WELLNESS

NHC models an organizational culture of health and wellness through professional development opportunities, team cohesion, and human resource practices.



MY STORY: ALAN HODGE

After an extended wait to be accepted into the Oregon Health Plan, Alan Hodge was assigned to Neighborhood Health Center (NHC) as his primary care provider. Alan explains “at the time I became a patient, NHC was a young organization and, like most infant companies, they were having some growing pains. Provider/patient communication was difficult at best, and wait times could be long. These inconveniences were no worse than any other medical organization I’d dealt with, however, so I paid them little mind.”



“Patient care is their passion and they never let the goal of constant improvement waiver - they walk it like they talk it.”

Over the next few years he began to build a strong relationship with his provider and clinic staff. His provider thought he might be a good fit for the NHC Board of Directors and asked if she could submit his name for consideration.

“It sounded like an interesting opportunity, so I agreed to have my name submitted,” Alan explains. “I joined the Board in the summer of 2014. Since that time, like my fellow consumer board members, I’ve had a rather unique vantage point from which to see this organization

grow – from both the patient perspective and the administrative perspective. The more I saw, the more I marveled at NHC’s dedication to their patients.”

Alan’s view of patient care was broadened when he found himself being moved to another CCO and away from NHC as his primary care provider. He was assigned a new PCP where he found he wasn’t able to build the relationship he’d come to expect from NHC.

Alan described, “During NHC Board meetings, I would often hear the term “medical home” used by the NHC staff. I’d never given it much weight before, but I now fully understood what they were talking about. At NHC I was home. From the top down, NHC made patient care not only their passion, it is woven within the culture. Constant, continual improvement is a way of life at NHC. Not just lip-service paid to some forgotten mission statement. My experiences have given clarity to how special Neighborhood Health Center really is – why I’m such a huge supporter.”

After a short time away, Alan moved back into an NHC service area and was able to return to his primary care provider at the Milwaukie Clinic.

As a patient and a Board member, Alan says, “I couldn’t be happier or prouder to be with NHC. They put patients first and foremost. They never let the goal of constant improvement waiver – they walk it like they talk it.”

“I couldn’t be happier or prouder to be with NHC. They put patients first and foremost.”

THANK YOU TO OUR STAFF

PAOLA AGUILAR
YESICA ALEJO CAMPOS, NCMA
SHALANE C BALLENGER
DARLYN BETANCOURT
DAN BLANCHETTE, LPC
MEGHAN E BRENNAN, FNP
RACHEL BRODERICK, EPDH
MISHKA CARPENTER
STACIE CARNEY, MD
PERCY COSTELLO
JULIE DAVIS
JOHN DELGADO, MD
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COURTNEY GALLAWAY, EPDH
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SARAH GILMAN-SHORT, MD
ERICA GLOVER
SANDRA GRAVES, LCSW
ANA GUERRERO, NCMA
GREGORY GUFFANTI, MD
KATIE HAEFNER
JONATHAN HALL, DMD
BRITTANY HARKER
VICKY HARVEY
KATHERYN HENNINGER, PMHNP
MAURICIO HERNANDEZ
ALTA HERTZ, RN
CARA HOLLINGSWORTH
ERIN HUNKINS
CHAD JACOBS, LCSW
TRACY KESTER, CMA
CHELSEY KEYES, EFDA
KRISTINE KINGSTADT DEAGLE

KYLE KINNEY
CLAIRE KINNISON, FNP
TIMOTHY KRUTH, DNP
TANA LASHON, EFDA
GRICELDA LEON
JORGE LEON GONZALEZ, CCMA
SYLVIA LEON-AGUSTIN, NCMA
DANIELLA LEY
ANNE LINSTROM, RN
AZUCENA LOPEZ, EFDA
VICKI LOPEZ
JACQUELINE LOPEZ
MARYCRUZ LOPEZ JIMENEZ
SALLY LOPRINZI, RN
DIANE LOUX, FNP
DARLA LUNDMARK, EFDA
KATHERINE MACDONALD, EFDA
ASHLEY MARSH, RN
ANGEL ALEXIS MARTINEZ TENA, NCMA
ANDREA MAY, MD
MEREDITH MCINTYRE
LORENA MEDINA GARCIA
MAHKAMEH MEHDIANRAD, PA-C
MIRIAM MENDIOLA PINEDA, NCMA
DANIELLE MILLARD
PHILIP MILLER, MD
SUSAN STRATON MILLER, DMD
WILLIAM MITBERG
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UCHEOMA NWIZU, PHARM D
DANIEL O NEILL, MD
MICHIKO OISHI, PA-C
THERESA OLIVA
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CASSONDR A PHILLIPSEN, DMD
RENUKA POTLURI

BRIAN PRESTWICH, MD
MARIA QUIO
SAIDY RABANALES
KARY RAPPAPORT, OTD
LILI REITZEL, MSN, CNM
MARIBEL RENTERIA
VILMA RIVERA, NCMA
LALIT RODICH, EPDH
LAURA ROSALES-MORENO
ZACHARY ROSKO, PHARM D
RHIANNON RUSSELL
CLINT SANBORN
SHELLY SANTA CRUZ
YARITZA SANTOYO, NCMA
YAMILI SANTOYO MARTINEZ, NCMA
SHELLY SCHMIDT, RN
ROBIN SEWALL, FNP
ANNALISA SHALLAHAMER
TOVE SILVER, NP
KIMBERLY SMITH
VERONICA SOLORIO
KARI SPORRER
DONALD THONI
CATHERINE TOMKOW
CAROLYN TZIU
JOLENE VANDENHAAK, EFDA
ALEXIS VANNERSON, RN
ANEL VAZQUEZ
ALYNN VIENOT, RDH
VIKKI VILLARREAL
ALONDRA VILLARRUEL, NCMA
YOLONDA VINCENT, NCMA
JERI WEEKS, MBA
SAMANTHA WEIMER, EFDA
BLAIN A. WEST, CPA
MUNDEE WHITAKER, EFDA
JESSE WHITELY, DDS
WYATT WILSON, DMD
CYNTHIA YOUNKIN-STEC, EFDA



MY STORY: KERI RUSK

“My husband lost his job and we lost our health insurance. I was talking to a friend about symptoms I’d been having for over a year and how none of the doctors I’d seen prior to losing our insurance believed something was wrong with me. She suggested I go to Neighborhood Health Center (NHC) because they are a community health center that would work with me on payment and also because they had reproductive health providers. “I know this may be cliché, but I truly believe it when I say that NHC and Providence St. Vincent’s saved my life,” explains Keri Rusk.

“...I truly believe it when I say that NHC and Providence St. Vincent’s saved my life.”

At her first NHC appointment a couple of things stood out to Keri: the promptness of the staff and the One Key Questions on the intake paperwork. Most importantly her provider, Tove Silver, FNP, listened to everything she said. Keri explains that “she didn’t just nod her head. She actually listened, engaged in the conversation and didn’t end my visit until all my questions were answered, a care plan was developed, and she showed me how to reach her via the health portal.”

When her health took a turn for the worse three months later she didn’t want to go to the hospital because she still didn’t have health insurance and could not afford a bill. Keri needed specialty services that NHC did not offer. Her provider referred her to Providence St. Vincent immediate care. She and her husband were both extremely worried about her health, but also worried about the costs associated with going to the emergency room. Tove explained the severity of Keri’s symptoms and emphasized the need for immediate care. Tove referred Keri to Providence St. Vincent because of their commitment to provide quality healthcare and because Providence St. Vincent would work with the Rusk’s on financial assistance.

“When I arrived at Providence St. Vincent’s Emergency Room an hour later, the ER doctor took Tove’s notes, and followed all of her suggestions. The doctor also worked with the on-call OBGYN and I was referred to the OB/GYN department for urgent follow-up care on Monday morning. The Woman’s Clinic called while I was still in the ER waiting to be discharged to set up my Monday appointment,” describes Keri.

Once again, Keri’s provider, Dr. Reindl, listened to everything she said. Dr. Reindl took her concerns into consideration throughout the entire process, “not only was Dr. Riendl amazing, the entire Providence team was.” The days leading up to my surgery I got multiple calls from each department making sure all my questions were answered. The day after surgery, they called again to make sure I was doing well.”

Keri describes herself and her husband as educated, middle class professionals and says, “We never thought we would find ourselves in need of financial assistance for medical expenses or a need for community health center services for healthcare, but we did. I am so grateful to NHC and Providence St. Vincent’s commitment to putting my health first!”



OUR STORY

The first Neighborhood Health Center (NHC) clinic opened in Beaverton in Washington County in May 2010. A second clinic was opened in Canby in Clackamas County in June 2010. Since that time, we have expanded services and increased access to include 7 clinics serving 16,188 unduplicated patients, providing 45,153 primary care, behavioral health and dental encounters plus a full complement of outreach and enabling services annually.

Awarded Federally Qualified Health Center (FQHC) status in 2012, NHC has been providing exceptional primary health care services to our communities for seven (7) years. Building valuable partnerships with local providers, NHC has increased access to primary care services for a population largely underinsured/uninsured, living in poverty. Our services are designed to meet the needs of low-income, uninsured and underinsured individuals and families who struggle to meet the cost of healthcare, and include primary care, preventive care, behavioral health, immunizations, reproductive health, referrals to specialty care providers, preventive and restorative dental services, and clinical pharmacy services.

With operations in eight (8) locations in Washington, Clackamas and Multnomah Counties in Oregon, including seven (7) clinics and one (1) administrative site, NHC clinics include Tanasbourne, Merlo Station School-Based Health Center and Hillsboro Clinics in Washington County; Canby, Milwaukie Primary Care, Oregon City Dental and Milwaukie Dental Clinics in Clackamas County. NHC employs 109 full time staff including clinicians and is governed by a dedicated, patient-majority Board of Directors committed to the vision of building healthy communities, one neighbor at a time.

NHC offers culturally and linguistically appropriate primary health care services regardless of a patient’s ability to pay.

LOCATIONS

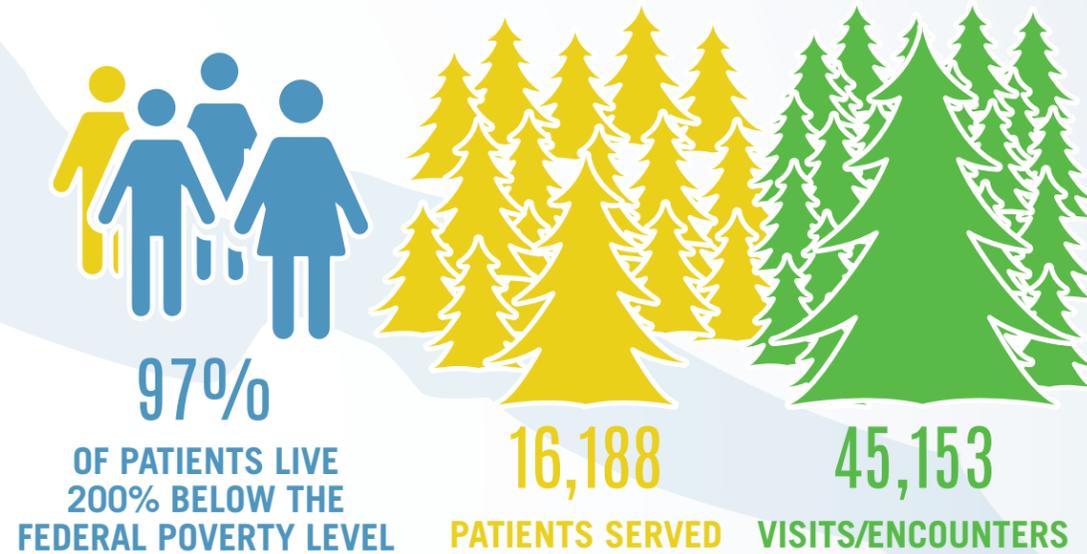


- 1 – Canby Primary Care Clinic
- 2 – Hillsboro Primary & Reproductive Health Clinic
- 3 – Merlo Station School-Based Health Center
- 4 – Milwaukie Primary Care Clinic
- 5 – Milwaukie Dental Clinic (Joseph Bernard Jr Clinic)
- 6 – Oregon City Dental Clinic
- 7 – Tanasbourne Primary Care & Dental Clinic
- 8 – Administration Office

FISCAL HIGHLIGHTS

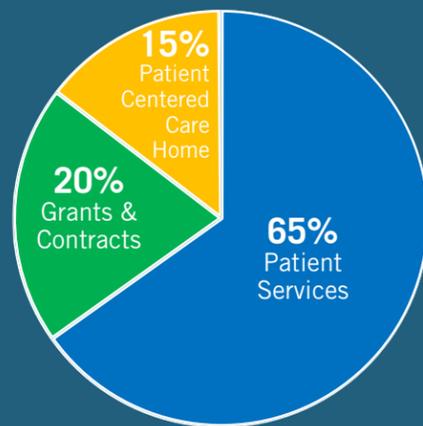
	2016	2015
CURRENT ASSETS	\$ 7,106,366	6,385,706
NON-CURRENT ASSETS	\$ 1,248,617	528,400
TOTAL ASSETS	\$ 8,354,983	6,914,106
CURRENT LIABILITIES	\$ 1,130,958	943,313
NON-CURRENT LIABILITIES	\$ 238,956	209,668
TOTAL LIABILITIES	\$ 1,369,914	1,152,981
NET ASSETS	\$ 6,985,069	5,761,125
TOTAL LIABILITIES & NET ASSETS	\$ 8,354,983	6,914,106

(Based on Audited Financials)

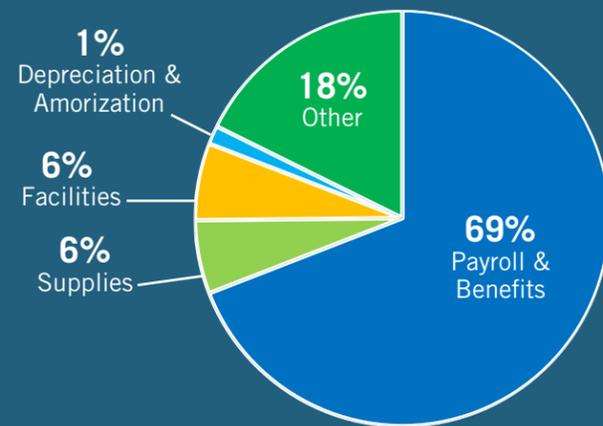


IMPACT

2016 REVENUE



2016 EXPENSES



REVENUES	2016	2015
PATIENT SERVICES	\$ 8,681,542	7,777,242
GRANTS & CONTRACTS	\$ 2,692,921	1,868,635
PATIENT CENTERED CARE HOME	\$ 1,928,667	1,625,321
OTHER	\$ 18,958	579,629
TOTAL REVENUES	\$ 13,322,088	11,850,827

EXPENSES	2016	2015
PAYROLL & BENEFITS	\$ 8,361,305	6,874,276
MEDICAL/DENTAL SUPPLIES	\$ 692,559	565,802
FACILITIES	\$ 726,600	617,060
DEPRECIATION & AMORTIZATION	\$ 174,428	154,309
OTHER	\$ 2,143,252	1,502,146
TOTAL EXPENSES	\$ 12,098,144	9,713,593

PATIENTS SERVED

