

NEIGHBORHOOD HEALTH CENTER



MEDICAL - FAMILY PRACTICE



PATIENT CENTERED MEDICAL HOME



DENTAL - PRACTICE

Established in 2010, Neighborhood Health Center (NHC) is a 501(c)3, not-for-profit Federally Qualified Health Center (FQHC), serving the underserved, at-risk, patients in Washington and Clackamas Counties in the Portland Metro area.

Neighborhood Health Center strives to collaborate with community partners, state, county, and local officials, as well as other healthcare professionals, and will continue to develop partnerships to offer high quality healthcare to individuals. As such, NHC focuses on meeting the healthcare needs of Medicaid, Medicare and uninsured patients.

At the core of our values, NHC offers healthcare services using a team-based care model to create a “patient centered health home” for our patients. Current NHC medical clinic locations include Beaverton, Canby, Hillsboro, and Milwaukie, with dental clinics located in Milwaukie and Oregon City.

MISSION

Our vision is to be chosen and recognized as a patient-centered, primary care home by our neighbors and the communities we serve.

VISION

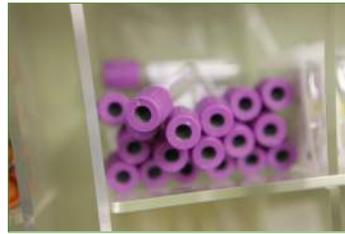
Building healthy communities, one neighbor at a time.

VALUES

NHC is committed to always treating our patients and staff with respect, honor, trust, transparency, continuous improvement, personal renewal and well-being, recognition and celebration.



NEIGHBORHOOD HEALTH CENTER



FEDERALLY QUALIFIED HEALTH CENTERS (FQHC) BASICS

A Federally Qualified Health Center (FQHC) is a reimbursement designation from the Bureau of Primary Health Care and the Centers for Medicare and Medicaid Services of the United States Department of Health and Human Services. This designation is significant for several health programs funded under the Health Center Consolidation Act (Section 330 of the Public Health Service Act).

FQHCs are federally supported community-based primary health clinics that provide services to medically underserved areas (MUA) all over the United States. They refer to all organizations receiving funding under a Public Health Service (PHS) Act 330 grant and can include:

- General Community Health Centers (CHCs)
- Public Housing Primary Care plans
- Migrant Health Centers (MHCs)
- Homeless Health Care Programs
- Urban Indian and Tribal Health Centers

With more than 1,200 community health centers at 9,000 sites in mostly urban and rural settings across the country, this network of clinics bring primary care to nearly 22 million patients, over one third of whom are uninsured. Funding for these health centers is acquired through competitive grants issued by the Department of Health and Human Services (HHS), Health Resources and

Services Administration (HRSA), Bureau of Primary Health Care (BPHC) and each is held to a rigorous standard of governance, quality and service.

Benefits of Being an FQHC

One of the major benefits of being designated as an FQHC is receiving the 330 grant funding. This capital can reach up to \$750,000 for new-starts and it remains the primary financial resource for most FQHCs. In addition to this funding, FQHCs and FQHC Look-Alikes can take advantage of a series of added benefits including:

- Enhanced Medicare and Medicaid reimbursement
- Medical malpractice coverage through the Federal Tort Claims Act
- Eligibility to purchase prescription and non-prescription medications for outpatients at reduced cost through the 340(b) Federal Drug Pricing Program
- Access to National Health Service Corps
- Access to the Vaccine for Children program
- Eligibility for various other federal grants and programs

NHC participates with the National Health Service Corp as a loan repayment center with a HPSA score of 18. The National Health Service Corps offers loan repayment assistance to support qualified health care providers who choose to bring their skills where they're most needed, such as community health centers like Neighborhood Health Center.



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The NHSC Loan Repayment Program is open to licensed primary care medical, dental, and mental and behavioral health providers who are employed, or have accepted an offer of employment, at an NHSC-approved site and will begin working by July 15, 2014. Awardees receive up to \$60,000 in exchange for two-years of service if they practice in a Health Professional Shortage Area (HPSA) of 14 and above (Tier I). Awardees can also receive up to \$30,000 in exchange for two-years of service if they practice in a HPSA of 13 and below.¹

The **340B Drug Pricing Program** requires drug manufacturers to provide outpatient drugs to eligible healthcare organizations/covered entities at significantly reduced prices.

Eligible healthcare organizations/covered entities are defined in statute and include HRSA-supported health centers and look-alikes, Ryan White clinics and State AIDS Drug Assistance programs, Medicare/Medicaid Disproportionate Share Hospitals, children's hospitals, and other safety net providers. NHC will participate in the 340B pharmacy program once all sites are in scope and requirements are met.

BOARD OF DIRECTORS

NHC Board of Directors meets monthly as a full board and has an executive committee that also meets regularly. At board and executive committee meetings, members review and approve the health centers monthly financial reports, planning and management personnel issues and significant risk management issues.

The Board also has finance, quality and a nominations committees. Several board members have participated in the National Association of Community Health Center and the Northwest Regional Primary Care board training conferences.

Health Center Program Requirements

Health centers are non-profit private or public entities that serve designated medically underserved populations/ areas or special medically underserved populations comprised of migrant and seasonal farmworkers, the homeless or residents of public housing.

Board Composition Requirements

The health center governing board is composed of individuals, a majority of whom are being served by the center and, this majority as a group, represent the individuals being served by the center in terms of demographic factors such as race, ethnicity, and sex.

Additional information can be found at: www.hrsa.gov

¹ <http://nhsc.hrsa.gov/loanrepayment/>



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NHC's COMMUNITY PARTNERSHIPS

CEO, Jeri Weeks, works closely with Washington County Health Department and Clackamas County Health, Housing and Human Services to address critical access issues for our patients. Ms. Weeks has 30-plus years of experience in the healthcare industry, including 20 years in community health organizations in Washington and Oregon.

NHC is changing the pain management program to be integrated with primary care, away from a stand-alone pain clinic. This approach is consistent with patient centered medical home processes.

Dental Partnerships

NHC also works collaboratively with the **Oregon Health Science University (OHSU) Richmond Clinic**, the single FQHC in the Oregon university system. OHSU approached NHC to provide dental services to 40-50 dental patients over the next two fiscal years. These patients are high-risk, uninsured adults who require assistance in making and keeping their appointments.

NHC has established a partnership with **Outside In** as part of a collaborative with the Milwaukie High School, School Based Clinic. NHC provides dental services, through a service agreement with Outside In, to the students. Outside In is a local FQHC that specializes in homeless youth and other marginalized people in the Portland Metropolitan area. NHC also works with **HeadStart** and **Title X** school programs to provide dental screening, education, referrals and fluoride varnish to school age children.



Medical Partnerships

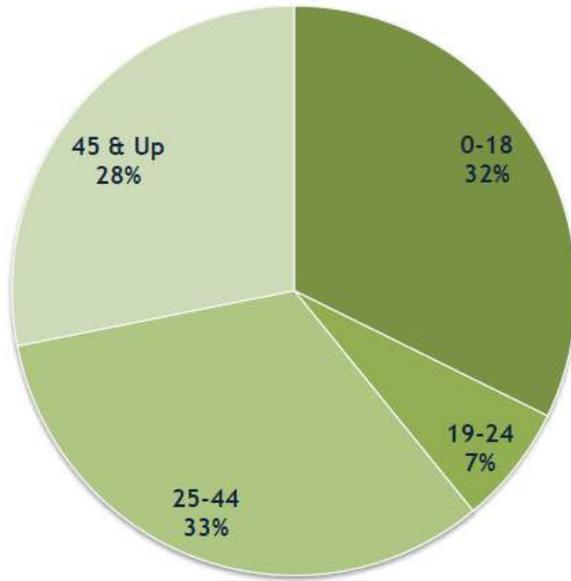
Neighborhood Health Center also enjoys positive relationships with private providers in each of our service areas. At NHC our team of providers practice some aspects of obstetrics and gynecology including family planning, prenatal care, childbirth, and treatment of diseases and disorders of the reproductive system. However, **Women's Health Associates** provides surgical care to NHC's obstetrics and gynecology patients. In turn, Women's Health Associates refers patients needing primary care to NHC.

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

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 to 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 Beaverton clinics.

NEIGHBORHOOD HEALTH CENTER



Patients By Age Group



CULTURALLY COMPETENT ORGANIZATION

Neighborhood Health Center strives to be a culturally competent organization that accepts and respects individual differences. Diversity within the organization provides the Center with a full range of perspectives and contributes to the ability to better meet the needs of the diverse community we serve.

NHC's commitment is reflected through an environment that not only promotes the awareness of ethnic, cultural, racial, economic, sexual orientation and gender issues, but also values diversity. NHC provides quality primary healthcare services without regard to an individual's culture, ethnicity, economic status, sexual orientation, gender or ability to pay. We train staff to be culturally sensitive, and actively recruit culturally diverse staff. In addition, NHC recruits Board of Directors who represent the diverse communities in which we serve.

High Hispanic/Latino Population - The Spanish-speaking community represents the largest and fastest growing group of non-English speaking individuals and families in Clackamas and Washington County. The Hispanic community grew to 14,150 in 2009 a relatively minor increase over the past few years. Hispanics in Oregon are over 2.5 times more likely to be uninsured than non-Hispanics. 35% of Hispanic respondents had been without insurance in the last 12 months. Low-income Medicaid recipients can be measured using the number of County residents enrolled in Oregon's Medical Assistance Program, (OMAP). Using this calculation, the county uninsured estimate climbs to 21% and uninsured Hispanics estimate jumps to 44%. Cultural, linguistic and economic factors leave this growing population vulnerable to health status problems.

National Association of Community Health Centers (NACHC)

Health centers depend in large part on public financial help and need a unified voice and common source for research, information, training and advocacy.

To address these needs, the National Association of Community Health Centers (NACHC) organized in 1971. NACHC works with a network of state health center and primary care organizations to serve health centers in a variety of ways.

Community Health Centers serve over 22 million people at more than 9,000 sites located throughout all 50 states and U.S. territories.

For additional information:
www.nachc.com



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Homelessness - Substance abuse among homeless and runaway youth presents serious barriers to leaving street life. More than 76% of surveyed youth are drug and alcohol involved. This particularly vulnerable population presents some unique challenges for service delivery. Youth are often alienated, lack healthy adult guidance, receive inadequate medical treatment, and lack housing stability. Mental illness, child abuse and neglect contribute to the drug and alcohol use of this youth population.

Chronic Mental Illness and HIV - Having chronic mental illness can affect physical illnesses and is a cause for the high prevalence of other illness such as diabetes, foot problems, hypertension, tobacco abuse, asthma, obesity, heart disease, cancer and HIV. Additionally, long-term use of some psychotropic medications without proper preventative care can lead to physical health problems. Conditions such as diabetes, hypertension, tuberculosis, cardiopathies, asthma, malnutrition, malignancies, and sexually transmitted diseases may require special treatment considerations in HIV-positive individuals in our patient population.



SERVICE AREA DEMOGRAPHICS

2013 Census Data		
CLACKAMAS COUNTY	County	State
Median Household Income	\$63,352	\$50,229
Black or African American	1.00%	2.00%
American Indian & Alaska Native	1.10%	1.80%
Asian	4.00%	4.10%
Native Hawaiian & Other Pacific Islander	0.30%	0.40%
Two or More	3.10%	3.50%
Hispanic or Latino	8.10%	12.30%
White, not Hispanic or Latino	83.60%	77.50%
Persons under 5 years	5.30%	5.90%
Persons under 18 years	22.50%	21.80%
Persons 65 years and over	15.60%	15.50%
Female	50.80%	50.50%
WASHINGTON COUNTY	County	State
Median Household Income	\$64,180	\$50,229
Black or African American	2.10%	2.00%
American Indian & Alaska Native	1.10%	1.80%
Asian	9.30%	4.10%
Native Hawaiian & Other Pacific Islander	0.50%	0.40%
Two or More Races	4.00%	3.50%
Hispanic or Latino	16.00%	12.30%
White, not Hispanic or Latino	68.50%	77.5%
Persons under 5 years	6.90%	5.90%
Persons under 18 years	24.60%	21.80%
Persons 65 years and over	11.40%	15.50%
Female	50.70%	50.50%

<http://quickfacts.census.gov/qfd/states/41/41005.html>

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NHC MEDICAL AND DENTAL CLINIC LOCATIONS

Beaverton Clinic - Our 7,190 square foot medical clinic facility is located at 17175 SW Tualatin Valley Highway in Aloha, Oregon. The clinic has 17 exam rooms and is located in the heart of the targeted medically underserved census tracts on the edge of Beaverton and Aloha city boundaries. The clinic is also conveniently located within the bus transit system and is easily accessible by car. The clinic is located adjacent to a major intersection that provides access geographically from a major thoroughfare and highway 217. NHC works with a variety of local curb-to-curb transportation services to support individuals who are unable to use regular bus service because of a disabling condition.

Canby Clinic- Our Canby Clinic is located in Canby, Oregon, on 178 SW 2nd Ave, and has 5 exam rooms. The clinic is located across the parking lot from the Oregon Department of Human Services. The clinic is just off the main thoroughfare in Canby providing easy access to patients using public transportation.

Oregon City Dental Clinic – Our Oregon City Dental Clinic has 5 operatory spaces and is located at 19029 S Beaver Creek Road in Oregon City, Oregon. The clinic is in a small shopping center and offers easy access to public transportation.

Milwaukie Clinic – Our Milwaukie Clinic is located at 10330 SE 32nd Ave, Suite 325 in Milwaukie, Oregon, on the Providence Milwaukie Hospital campus. The clinic has 10 exam rooms and is located in the Healing Place building which is easily accessible to public transportation and located on a major thoroughfare in Milwaukie.

TECHNOLOGY

NHC utilizes two state of the art practice management systems. We use the EPIC/OCHIN system for managing our primary care activity and the Dentix system for managing our dental health program activity.

HOURS OF OPERATION

Beaverton Clinic

17175 SW Tualatin Valley Highway, Aloha, OR 97006

Phone: 503-848-5861

Fax: 503-848-5863

Hours: 8 AM – 5 PM Monday – Friday

Milwaukie Clinic

10330 SE 32nd Ave, Suite 325, Milwaukie, OR 97222

Phone: 503-416-1960

Hours: 8 AM – 5 PM Monday – Friday

Canby Clinic

178 SW 2nd Ave, Canby, OR 97013

Phone: 503-416-4547

Hours: 8 AM – 5 PM Monday – Friday

Oregon City Dental Clinic

19029 S. Beaver Creek Avenue, Oregon City, OR 97045

Phone: 503-941-3064

Hours: 7 AM – 6 PM Monday – Friday

Milwaukie Dental Clinic

3300 SE Dwyer Dr, Suite 302, Milwaukie, OR 97222

Phone: 503-850-4479

Hours: 7AM – 6 PM Monday – Friday

Administrative Offices

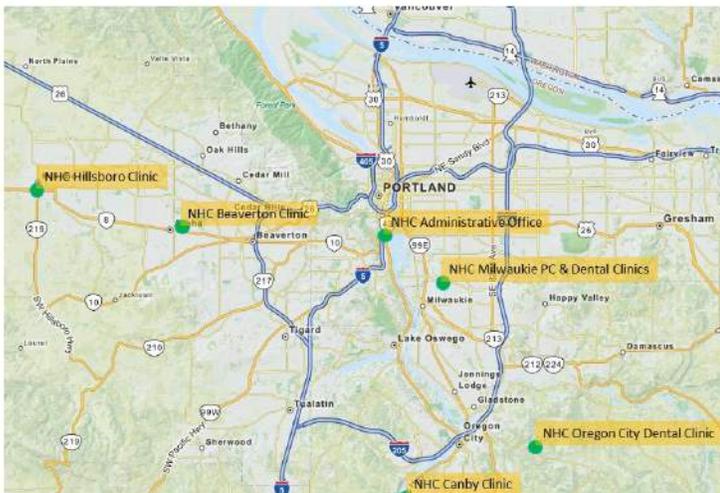
6420 SW Macadam Ave, Suite 300, Portland, OR 97239

Email: info@healthcenteror.org

Phone: 503-941-3033

Fax: 503-384-2588

Hours: 8 AM – 5 PM Monday – Friday



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TOP 10 OREGON ATTRACTIONS



Multnomah Falls
www.oregon.com/attractions/multnomah_falls



Oregon Museum of Science & Industry (OMSI)
www.oms.edu



Crater Lake National Park
www.nps.gov/crla/



Lan Su Chinese Garden
classic Chinese garden
www.lansugarden.org



Oregon Shakespeare Festival
www.osfashland.org



Oktoberfest in Mt. Angel
www.oktoberfest.org



Oregon Zoo
www.oregonzoo.org



Timberline Lodge - on the south slope of Mt. Hood
www.timberlinelodge.com



Seaside, Oregon
www.cityofseaside.us



Oregon Coast Aquarium
www.aquarium.org



TOP 10 PORTLAND ATTRACTIONS



Multnomah Falls

www.oregon.com/attractions/multnomah_falls



Japanese Gardens

<http://japanesegarden.com/>



Oregon Zoo

www.oregonzoo.org



The Grotto

<http://www.thegrotto.org/>



Oregon Museum of Science & Industry (OMSI)

www.oms.edu



Powells Bookstore

<http://www.powells.com/>



Lan Su Chinese Garden - classic Chinese garden

www.lansugarden.org



World Forestry Center

www.worldforestry.org/



Portland Saturday Market

<http://www.portlandsaturdaymarket.com/>



Pioneer Courthouse Square

<http://www.thesquarepdx.org/>

