

Department: Health Department **Program Contact:** Lynne Wiley
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: In Target

Executive Summary

Integrated Clinical Services (ICS) is the largest Federally Qualified Health Center (FQHC) in Oregon, providing high-quality, patient-centered health care and related services to communities across Multnomah County. Rockwood Community Health Clinic provides comprehensive, culturally appropriate primary care and behavioral health services to over 4,000 patients each year. Due to the reduced number of operating sites during the initial Covid 19 response, the Rockwood Health Center clients were largely served at East and Mid County Health Centers for a 5 month period of time. The Rockwood Health Center resumed onsite operations in September 2020.

Program Summary

The Health Center welcomes all county persons, regardless of insurance status, ability to pay, or documentation status. Our health center prioritizes culturally and linguistically appropriate care, supporting patients in a way that works for them. Sixty percent of our patients identify as people of color, and more than 40% are best served in a language other than English, including more than 100 different languages. Nearly 20% of our patients have no insurance, 95% of our clients live below 200% of the Federal Poverty Guideline and nearly 2,000 of our patients report experiencing houselessness. All programs within ICS are committed to improving health outcomes, reducing health disparities and ensuring affordable, quality access to healthcare.

Rockwood Community Health Clinic (RCHC) is designed as a Person Centered Medical Home. This model includes reducing barriers to access, integration of behavioral health services, providing continuity and coordination of services, and collaboration with community partners. RCHC provides comprehensive, culturally appropriate services that include:

- Primary care services, including treatment of acute and chronic illnesses, behavioral health, family planning, prenatal and preventive services (well child, immunizations)
- Integrated pharmacy and lab services
- Wraparound services: Medicaid eligibility screening, medical interpretation, transportation, case management and health education.

Over the past 12 months, the RCHC clinic saw 4,415 patients with services provided or interpreted in 16 plus languages. RCHC plays a significant role in providing safety net medical services to residents in a historically underserved community. The clinic provides culturally appropriate care to a diverse population with the largest groups served being the white community (53.2%), and the Latinx diaspora (25%). The remaining 22% of our patients identify as Arabic, Kaaren, Burmese, Russian, Somali, Zomi, Vietnamese, Chinese, Dari, Farsi, Nepali, Swahili, Mai Mai, and Rohingya.

Performance Measures

| Measure Type | Primary Measure | FY20 Actual | FY21 Budgeted | FY21 Estimate | FY22 Offer |
|--------------|----------------------------|-------------|---------------|---------------|------------|
| Output | Individual patients served | 2,274 | 4,460 | 4,460 | 4,460 |
| Outcome | Number of visits completed | 11,851 | 15,371 | 15,371 | 15,471 |

Performance Measures Descriptions

Output: Individual Patients Served. This measure describes the number of unique clients assigned to this site and have received clinical care within the last 12 months.
Outcome: This is the total number of in clinic visits including PCP, BHP, and Nursing Speciality Care on site. Higher visit volumes means the clinic is better able to address the complex medical needs of the community more effectively.

Legal / Contractual Obligation

The Health Center complies with CLIA (Laboratory accreditation) requirements, CCO contractual requirements, compliance with the Bureau of Primary Health 330 Grant (HRSA), and the Patient-Centered Primary Care Home (PCPCH) program. The Health Center is accredited under the Joint Commission (TJC) and follows accreditation guidelines.

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Requested General Fund | Requested Other Funds |
|------------------------|-------------------------|------------------------|---------------------------|--------------------------|
| Program Expenses | 2021 | 2021 | 2022 | 2022 |
| Personnel | \$2,213,998 | \$1,937,166 | \$2,418,900 | \$1,603,471 |
| Contractual Services | \$154,269 | \$40,263 | \$0 | \$214,136 |
| Materials & Supplies | \$65,401 | \$142,997 | \$15,949 | \$188,040 |
| Internal Services | \$555,871 | \$549,913 | \$654,270 | \$618,830 |
| Total GF/non-GF | \$2,989,539 | \$2,670,339 | \$3,089,119 | \$2,624,477 |
| Program Total: | \$5,659,878 | | \$5,713,596 | |
| Program FTE | 11.00 | 18.40 | 20.20 | 8.70 |

| Program Revenues | | | | |
|----------------------|--------------------|--------------------|--------------------|--------------------|
| Intergovernmental | \$0 | \$764,768 | \$0 | \$664,768 |
| Service Charges | \$2,969,106 | \$1,905,571 | \$3,089,119 | \$1,959,709 |
| Total Revenue | \$2,969,106 | \$2,670,339 | \$3,089,119 | \$2,624,477 |

Explanation of Revenues

This program generates \$535,780 in indirect revenues.

Rockwood Community Health Center is supported by the federal BPHC grant, Medicaid/Medicare and other medical fees, and county general fund. County General Fund is used as local in-kind to obtain and keep Primary Care and Family Planning grants and to serve uninsured patients.

\$ 5,048,828 - Medical Fees

\$ 664,769 - Federal Primary Care (330) grant

Significant Program Changes

Last Year this program was: FY 2021: 40029 Rockwood Community Health Clinic

COVID-19 pandemic required the Health Center to expand telehealth, and telemedicine programs to meet the needs of our clients while remaining in compliance with CDC recommendations aimed at decreasing spread of COVID-19.