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CARING FOR THE WHOLE COMMUNITY

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Annual Report

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2019

# A Message from the CEO

Over the last ten years, Portland Community Health Center dba Greater Portland Health (GPH), a federally qualified health center, has continued to grow to meet the needs of our community. We continue to expand our services, increase the number of patients served, move into new communities and provide exceptional care. Our team, supported by our board of directors, provides medical, dental and behavioral health care in South Portland and Portland. We are committed to providing high quality patient-centered healthcare that is accessible, affordable and culturally sensitive.

We believe everyone should have access to health care regardless of their ability to pay and offer a sliding fee program. In 2019, we provided a healthcare home to over 8,900 patients. We celebrated our ten year anniversary and look forward to celebrating many more.

Please consider donating at [www.greaterportlandhealth.org](http://www.greaterportlandhealth.org) to support our community members accessing health care. Thank you for the community's continued support of our health center. It is an honor and a privilege to be part of such an exceptional team taking care of our community.



**Ann Tucker**  
**CEO, Greater Portland Health**

# GPH Leadership Team



**Ann Tucker**  
**Chief Executive Officer**



**Renee Fay-LeBlanc**  
**Chief Medical Officer**



**Elizabeth Jackson**  
**Chief Operating Officer**



**Bob Zager**  
**Chief Financial Officer**

# GPH Board of Directors



**Grete Zemans**  
**President**



**Adria Moynihan Rusk**  
**Vice President**



**Richard "Skip" White**  
**Treasurer**



**Paul Santomenna**  
**Secretary**





**M. Isabella Borrero**



**Gloria Herboldsheimer**



**Joyce Racine**



**Benjamin White**



**Amy Kustra Barksdale, MD**



**Rebecca Bass**



**Eileen Skillings**



**Joelle Rutembesa**



**Jeanne Uwimana**



## Our Mission

To provide high quality patient-centered healthcare that is accessible, affordable, and culturally sensitive.

## Our Vision

Our vision is a healthy community in which everyone has access to integrated, culturally inclusive, affordable, and high-quality health care services promoting physical and emotional wellness.



## Our Values

- Compassion
- Access
- Respect
- Excellence
- Accountability



# Locations



**Park Avenue - 180 Park Avenue, Portland, ME 04102**



**South Portland - 100 Brickhill Avenue, South Portland, ME 04106**



**Preble Street - 63 Preble Street, Portland, ME 04101**





## **Riverton Park - 59 Riverton Drive, Portland, ME 04103**



## **Franklin Towers - 211 Cumberland Avenue, Portland, ME 04101**



## **SBHC Locations**

- **Portland High School**
- **Deering High School**
- **Casco Bay High School**
- **King Middle School**

# Our Services



## PRIMARY CARE

- Pediatrics
- Care for Older Adults
- Women's Health
- Physicals & Exams
- Sick Visits
- Lab Work
- LGBTQ



## CHRONIC DISEASE MANAGEMENT

- Diabetes
- Asthma
- Hypertension & Heart Disease
- HIV/AIDS, TB, Hep C, Infectious Diseases
- COPD



## COUNSELING & EDUCATION

- Mental Health
- Recovery Groups
- Support & Education Groups
- Substance Use
- Health & Wellness Coaching
- Health Education



## HEALTHCARE SUPPORT

- Health Insurance Marketplace Assistance
- Immunizations
- Case Management
- Care Coordination
- Oral Health
- Peer Support
- Financial Assistance

# 2019 Impact Summary

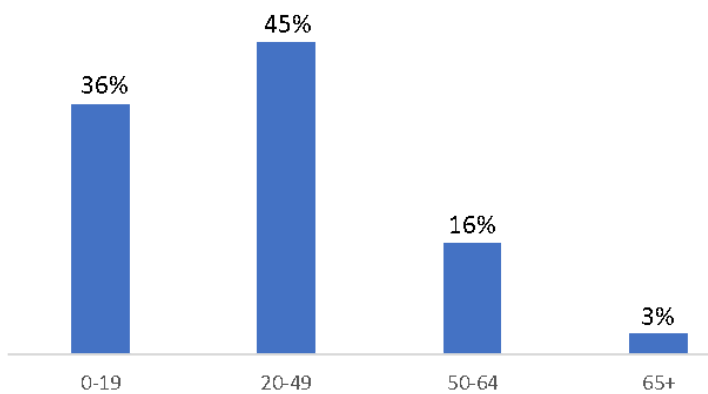
Number of Patients

8,934

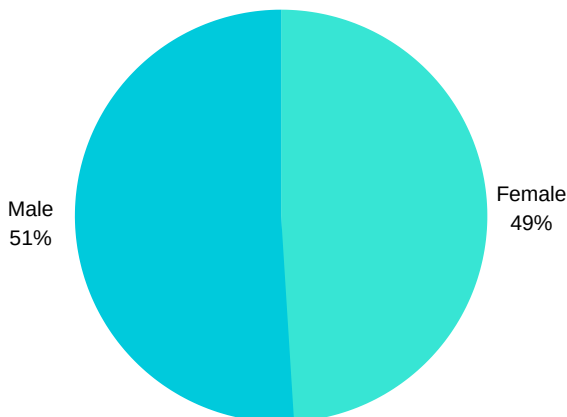
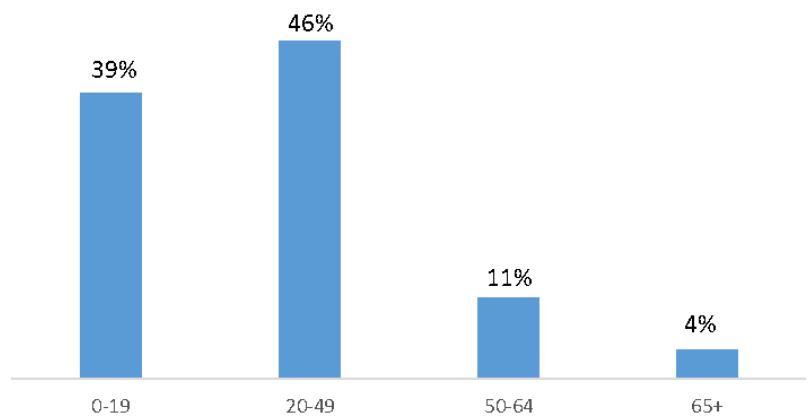
Number of Encounters

65,273

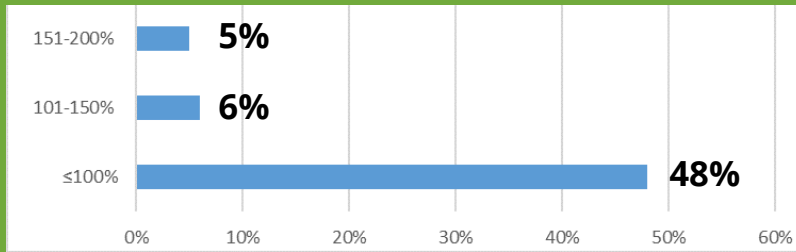
Breakdown of Male Patients (Age)



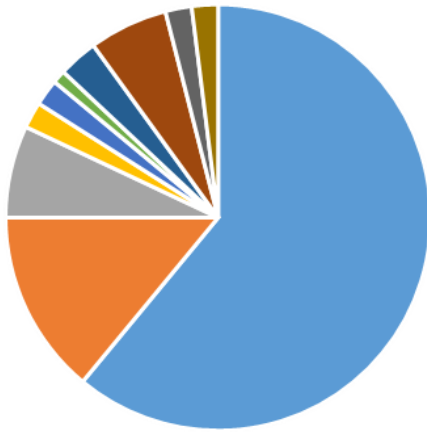
Breakdown of Female Patients (Age)



Breakdown of Male & Female Patients

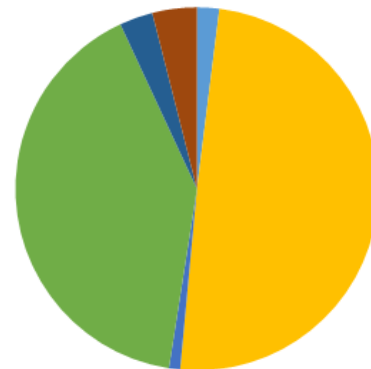


Income Under 200%  
of the Federal Poverty  
Line



Preferred Languages of  
Patients

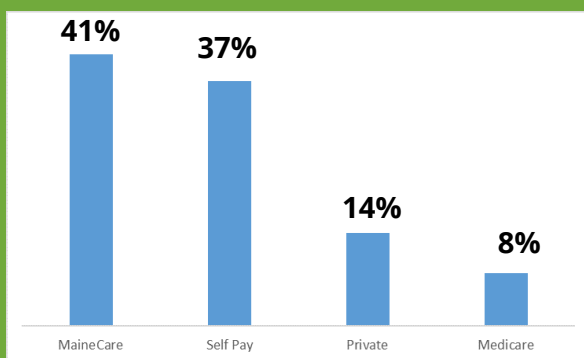
English 61% French 14% Portuguese 7% Somali 2% Arabic 2%  
Kirundi 1% Spanish 3% Lingala 6% Kinyarwanda 2% Other 2%



Ethnicity of  
Patients

Asian 2%  
Other Pacific Islander 0% (8)  
American Indian/Alaska Native 1%  
More than one race 3%

Native Hawaiian 0% (1)  
Black/African American 50%  
White 41%  
Unreported/Refused to report race 4%



Payor Source of  
Patients



# 2019 Financials

7/1/18 - 6/30/19

## Assets

### Current Assets

Cash and cash equivalents	\$ 704,638
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Patient accounts receivable, net	\$ 758,714
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340B pharmacy contract receivables	\$ 240,026
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Grants and other receivables	\$ 199,788
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Prepaid expenses	\$ 35,500
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Total current assets	\$ 1,938,666
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Other assets	\$ 131,935
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Assets limited as to use	\$ 795,998
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Property and equipment, net	\$ 649,006
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Total assets	\$ 3,515,605
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# Liabilities and Net Assets

## Current liabilities

**Accounts payable and accrued expenses \$ 400,005**

**Accrued payroll and related expenses \$ 429,081**

**Total current liabilities \$ 829,086**

**Total liabilities \$ 829,086**

## Net assets

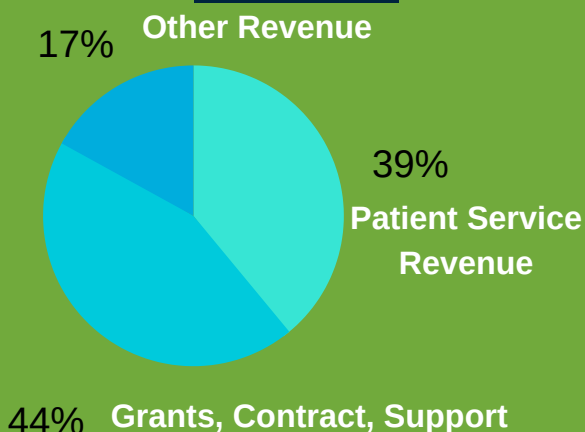
**Without donor restrictions \$ 2,545,133**

**With donor restrictions \$ 141,386**

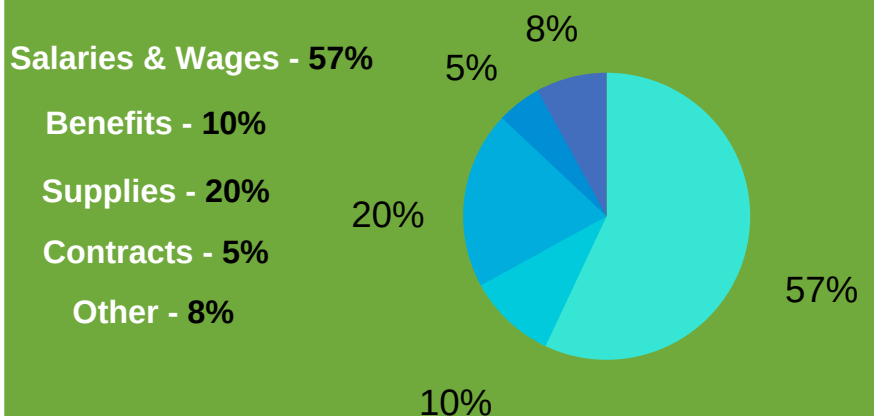
**Total net assets \$ 2,686,519**

**Total liabilities and net assets \$ 3,515,605**

## Revenue



## Expenses



# Care for Vulnerable Populations

<b>0.7% of our patients are Agricultural Workers</b>	<b>40% of our patients are Homeless</b>
<b>5% of our patients are School-Based</b>	<b>0.9% of our patients are Veterans</b>
<b>14% of our patients are served at a Public Housing Related Site</b>	<b>60% of our patients identify as an Ethnic or Racial Minority</b>

## Breakdown of Visits

<b>Medical Care Service Visits</b>	<b>27,304</b>
<b>Dental Service Visits</b>	<b>7,118</b>
<b>Mental Health Service Visits</b>	<b>9,668</b>
<b>Substance Use Disorder Service Visits</b>	<b>2,364</b>
<b>Other Professional Service Visits</b>	<b>38</b>
<b>Enabling Service Visits</b>	<b>2,901</b>
<b>Total Clinic Visits</b>	<b>49,393</b>

# Community Partnerships

## Portland Public Schools & Children's Oral Health Program

The Children's Oral Health Program (COHP) provides a dental home for children ages 6 months to 21 years who live in the Greater Portland area. Preventive dental services include cleanings, sealants, and fluoride and are provided by dental hygienists at all 13 Portland Public Schools and at the Riverton Community Center.

This past year, the Oral Health Program received a grant for \$20,000 from NE Delta Dental to purchase new portable dental units for our traveling hygienists. Through our Children's Oral Health Program, we were also able to increase the number of children who have two preventive dental visits per year by adjusting the hygienists' school schedules and employing a recall system.

- **Total encounters in 2019 = 5,256**
- **Visits with Dentists in 2019 = 2,649**
- **Visits with Hygienists in 2019 = 2,607**

## Public Housing Program & Portland Housing Authority

Since 2013, GPH has partnered with Portland Housing Authority (PHA) to operate two public housing-based health centers in Riverton and Franklin Towers. Our housing-based health centers offer primary care services and access to reduce barriers to care for the vulnerable elderly, disabled, and low-income residents. In 2019, the Riverton site expanded services to include behavioral health counseling with a social worker and financial counseling with a financial assistance counselor. The team at Riverton is now looking to expand the health center space.



Due to the success of our current public housing sites, we are planning on establishing an additional health center in Sagamore Village. In partnership with PHA, we also plan to begin offering telehealth services to residents at 58 Boyd Street. Residents will be able to schedule and complete virtual appointments with GPH providers from their homes with the assistance of a mobile telehealth cart and GPH clinical staff, if necessary.

- **Total encounters in 2019 at Riverton = 1,538**
- **Total unduplicated patients in 2019 at Riverton = 390**
- **Total visits at Franklin Towers in 2019 = 1,145**

## **Preble Street Resource Center & MARP**

Our Medication Assisted Recovery Program (MARP), allows us to provide daily intensive outpatient support to those in the Greater Portland community experiencing homelessness and affected by substance use disorder (SUD). This program wouldn't be possible without our partnership with Preble Street; they're able to provide daily intensive care management, expedite access to entitlements and community services, and support efforts to gain housing and employment for patients.

## **School Based Health Center Program**

At School Based Health Centers (SBHCs) students are able to access primary care services directly at their school. Services include sports physicals, treatment of minor illnesses, concussion management, mental health counseling, and dental care. Greater Portland Health currently operates four SBHCs in the Portland Public Schools: Portland High School (PHS), Deering High School (DHS), Casco Bay High School (CBHS) and King Middle School (KMS).

In 2019, our SBHC program expanded behavioral health services across all locations and ran the first ever summer clinic at PHS. Due to the success of this program and the growing need for accessible healthcare in the Greater Portland community, we plan to open a new SBHC within Westbrook High School in the Fall of 2020.

- **Total student enrollment in SBHC Program during 2018-19 school year = 1,135**

# **The Ryan White Program and the** **Frannie Peabody Center**

Our Ryan White HIV/AIDS & Infectious Disease Program provides comprehensive care to adults and children living with HIV. The program's specialty care is integrated within our medical home, enabling patients to receive primary care, behavioral health, social work, dental care, medication assisted treatment (MAT), PrEP for partners, hepatitis C treatment and financial assistance services in addition to management of HIV.

Greater Portland Health maintains a close relationship with the Portland-based Frannie Peabody Center; it provides medical case management for people living with HIV/AIDS and can help with housing subsidies, transportation, oral health care, and food assistance.

In 2019, Greater Portland Health continued this relationship with Frannie Peabody, which allowed us to have case management on site at our Park Avenue location.

# 2019 Highlights



From left to right: Gita Rao, MD (Lead Pediatrician), Jennie Yamartino (LCSW) , Irin Atim (MA).

## Health Center Growth

In 2019, we saw continued growth in the number of patients served and services offered in addition to expansion and growth of our many programs and locations. Overall, the total number of patients at Greater Portland Health increased from 11,713 patients in 2018 to 12,594 patients in 2019, an increase of 7.5%; alongside this, our total employees throughout our various locations also increased from 103 team members in 2018 to 121 team members in 2019. Just one of the many specific examples of growth at our health center can be seen with our site in the Riverton Housing Development; here, there was an increase in clinical encounters from 1,342 to 1,598 in between 2018 and 2019.

During this same period, our Brickhill location also saw a physical expansion with the addition of another suite allowing us to move our call center and welcome a number of new staff members. Our Oral Health Program was able to receive new lab equipment, portable dental units, and dental instruments due to a \$20,000 grant from NE Delta Dental.

## Honors, Recognition, and Celebration

As a reflection of our dedication to providing high-quality, patient-centered care, we were honored to see both our health center and individual staff receive recognition in 2019.

Greater Portland Health received recognition as a 2019 Let's Go! 5-2-1-0 Site of Distinction for successfully implementing healthy lifestyle strategies. Let's Go! 5-2-1-0 is a nationally recognized childhood obesity prevention program that uses evidence-based strategies to increase healthy lifestyle changes. In addition to this, Donna Lawlor, the Clinical Director of our Healthcare for the Homeless Program, received the Nurse Practitioner Excellence Award at the annual Maine Primary Care Association Conference. Donna's dedication has led to significant expansion of the Healthcare for the Homeless Program; by strengthening community partnerships she's also led the development and implementation of our highly successful Suboxone daily dosing program.



Donna Lawlor, recipient of the 2019 Nurse Practitioner Excellence Award.

We also celebrated our 10th anniversary of providing healthcare that's accessible, affordable, and culturally sensitive to the Greater Portland community. We recognized this special occasion by posting on social media, presenting a message on the Time and Temperature building display, and holding a staff celebration event at the University of Southern Maine's Hannaford Hall.



# Administrative, Quality, Billing, & Finance Initiatives



Greater Portland Health displays a message on the Time and Temperature Building for its 10th Anniversary Celebration.

This year also saw the implementation of many administrative, quality, billing, and finance projects as we continued to grow. Our administrative team continued to increase awareness about our services with community members at outreach events, and created a video to help introduce new staff members to our health center during orientation.

Our quality team was able to add a half time Quality & Outreach Assistant serving with AmeriCorps VISTA this year which was a great addition to the team. The quality team focused on care teams' work on selected clinical metrics by creating standard reports to run and share with the care teams on a regular basis. The team also focused on completing the PCMH (Patient-Centered Medical Home) recognition recertification process through the National Committee for Quality Assurance (NCQA). PCMH recognition recognizes the organization as one that emphasizes care coordination, communication, and comprehensive, accessible and patient-centered high-quality care. Our billing and finance team also activated an online option for electronic patient payments.

► \$ Pay your bills online! \$ Payez vos factures en ligne! \$ ►  
\$ Pague suas contas online! \$ ¡Pague sus facturas en línea! \$  
إدفع الفواتير الخاصة بك عبر الانترنت!

# National Health Center Week



Greater Portland Health hosts a Patient Appreciation Breakfast during National Health Center Week.

In 2019, Greater Portland Health took part in National Health Center Week (NHCW); NHCW serves as an annual event aiming to bring awareness to health centers across America. 2019's theme was "Celebrating America's Health Centers: Rooted in Communities," which showcased how the nation's health care centers help overcome social and economic barriers for communities to receive essential health care services.

Greater Portland Health hosted and took part in many community events during NHCW; these included a Healthcare for the Homeless Health Fair hosted by GPH and Preble Street, a Patient Appreciation Breakfast, a Legislative Breakfast and Health Center Tour, a Staff Appreciation Lunch, and a patient raffle.



# Looking Forward

## 2019-2021 Strategic Plan

In 2019, Greater Portland Health continued to work towards five goals, outlined in 2018, set to be accomplished by the end of 2021; these goals were developed using input from our board of directors and staff members.

Clinical Excellence – To be recognized as a practice that provides exceptional clinical care.

Financial Sustainability – To continue to invest in our team and expand access in the communities we serve.

Community Partnerships – Grow and strengthen community partnerships in support of our mission.

Operational Excellence (Technology) – Provide quality and efficient operational services resulting in improved patient experiences and staff satisfaction.

Organizational Wellness – Well known within the organization and in the community as an exceptional place to work.

# **Greater Portland Health recognizes the foundations, community organizations, federal and state agencies, and individuals whose support through monetary and material contributions makes our programs and services possible.**

- Maine Department of Health and Human Services
- Maine Centers for Disease Control and Prevention
- United Way of Greater Portland
- Maine Family Planning
- Clowes Fund
- Robert Wood Johnson Foundation
- Office for Victims of Crimes
- Maine Cancer Foundation
- Welch Charitable Fund
- Health Resources and Services Administration
- Northeast Delta Dental
- Davis Family Foundation
- Portland Water District
- American Dental Association Foundation
- Gladys Brooks Foundation
- Rines Thompson Fund
- Maine Community Foundation
- Maine Primary Care Association
- John T Gorman

## **WE THANK OUR SUPPORTERS!**

### **Money Donations**

- Judith Steinhauer
- Mr. & Mrs. William Tucker
- Peter and Brenna Kelley
- Allagash Brewing Co.
- Joshua Hauschild
- Ken & Nancy Van Zant
- Alice Brock
- Dr. Alison Gorman
- Clark Insurance
- Byrd Borland Foundation
- Gillian Schair
- Seth Rigoletti
- Brooks Family Foundation
- Burgess Advertising
- Dr. Renee Fay-LeBlanc
- Stephen and Holly Glidden

- Sean & Ellen Norton
- Louise Haddock
- Richard LeBlanc
- Benjamin White
- Scott and Amy Barksdale
- John Watson & Nancy Brain
- Richard & Julie White
- Adria Moynihan Rusk
- Gloria Herboldsheimer
- Ann Tucker
- Joseph Keierleber
- Amanda Fitzgerald
- M. Isabella Borrero
- Grete Zemans
- Melissa McStay
- Paul Santomenna
- Thomas Donahue
- Joelle Rutembesa
- Cherie Dudley

- Joyce Racine
- Jane Nichols-Ecker
- The Red Carpet Treatment, Inc.

### **Good Services**

- Maplewood Dental Arts
- Karen Messick
- Elaine McMahon
- Brian & Jenny Brunacini
- Hunter Panels
- U.S. Cellular
- Portland Sea Dogs
- Henry Schein, Inc.
- Lila East End Yoga
- Walmart
- Bath Savings Institution
- Shaw's Supermarket
- Trader Joe's
- Hannaford Supermarket

**Staff**

**121**

**Provider  
Volunteers**

**18**

# Thank You!

**We want to take a quick moment to thank our incredible staff members and provider volunteers at Greater Portland Health in 2019. It is because of their amazing dedication, teamwork, and selflessness that we're able to provide accessible, affordable, and culturally sensitive care to our wonderful Portland community.**

**GREATER  
PORTLAND  
HEALTH**



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**CARING FOR THE WHOLE COMMUNITY**

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