

# Best Practices: CHC Overview

## *Columbia Basin Health Association*

<b>HQ Location</b>	Othello, Washington
<b>Number of CHC Sites</b>	4 sites
<b>Year Established</b>	1972
<b>Number of Employees</b>	275
<b>Annual Revenue</b>	35, 000,000
<b>Annual Visits</b>	150,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• 4 Dental Sites; Orthodontics, Implants, &amp; Pediatric Dental Surgery</li> <li>• 3 Pharmacies</li> <li>• 3 Eye Clinics</li> <li>• 4 Medical Sites; Urogynecology services including Endometrial Ablation, Office Hysteroscopy and Urodynamics.</li> <li>• Migrant Outreach (47% of patients are Migrant/Seasonal Farmworkers)</li> </ul>

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## *Community Health Center, Inc.*

<b>HQ Location</b>	Middletown, CT
<b>Number of CHC Sites</b>	13 primary care sites, 218 service locations
<b>Year Established</b>	1972
<b>Number of Employees</b>	600
<b>Annual Revenue</b>	\$70,000,000
<b>Annual Visits</b>	400,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Integrated Care for Special Populations (HIV, Hepatitis C, Opioid Addiction)</li> <li>• Post-graduate residency training programs (1 year) for family nurse practitioners and post-doctoral psychologists</li> <li>• Weitzman Center for R&amp;D; Weitzman Quality Institute</li> <li>• Project ECHO case based distance learning</li> </ul>

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## *East Boston Neighborhood Health Center*

<b>HQ Location</b>	East Boston, Massachusetts
<b>Number of CHC Sites</b>	1 main campus location, 14 buildings
<b>Year Established</b>	1970
<b>Number of Employees</b>	925
<b>Annual Revenue</b>	\$100 million
<b>Annual Visits</b>	300,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• 24/7 Emergency Department</li> <li>• PACE – Program for All-inclusive Care for Elderly</li> <li>• Education &amp; Training</li> </ul>

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## *El Rio Community Health Center*

<b>HQ Location</b>	Tucson, Arizona
<b>Number of CHC Sites</b>	12
<b>Year Established</b>	1970
<b>Number of Employees</b>	770 FTEs
<b>Annual Revenue</b>	\$88.5 million
<b>Annual Visits</b>	327,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Pharmacy Based Diabetes Program</li> <li>• Birthing Facility</li> <li>• Comprehensive Program for HIV/AIDS Patients</li> <li>• Teaching Health Center Site</li> </ul>

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## *Family HealthCare Network*

<b>HQ Location</b>	Visalia, California
<b>Number of CHC Sites</b>	12 health centers, 2 administrative sites
<b>Year Established</b>	1976
<b>Number of Employees</b>	742
<b>Annual Revenue</b>	\$80 million
<b>Annual Visits</b>	461,824
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• A.T. Still Medical School</li> <li>• Robust Community Health &amp; Promotora programs</li> <li>• Ventanilla de Salud</li> <li>• Level 3 PCHH designation from NCQA &amp; PCMH designation from The Joint Commission</li> <li>• Naturopathy and Chiropractic medicine</li> </ul>

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## *Lone Star Circle of Care*

<b>HQ Location</b>	Austin, Texas
<b>Number of CHC Sites</b>	26
<b>Year Established</b>	2004
<b>Number of Employees</b>	515
<b>Annual Revenue</b>	\$77,927,745
<b>Annual Visits</b>	424,118
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Member Navigation Services</li> <li>• Integrated Behavioral Health</li> <li>• Senior Health (Dedicated senior clinics, Pioneer ACO participant, embedded NPs in Nursing Homes)</li> </ul>

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## *Lutheran Family Health Centers*

<b>HQ Location</b>	Sunset Park, Brooklyn, New York
<b>Number of CHC Sites</b>	9 FHCs; 15 Community Medicine Sites; 21 SBHC Sites; 7 Additional Program Sites
<b>Year Established</b>	1967
<b>Number of Employees</b>	1,478
<b>Annual Revenue</b>	\$170,000,000
<b>Annual Visits</b>	619,841
<b>Unique Services/ Programs</b>	NCQA designated Patient Centered Medical Home; Medicaid Health Home; School Based Health Program; Community Medicine Program; Post-Doctoral Residency Program; AT STILL University Community Based Medical School Campus for Osteopathic Medicine; Teaching Health Center; HIV Primary Care Services; Health Center Controlled Network; Community Based Programming

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## *Mariposa Community Health Center*

<b>HQ Location</b>	Nogales, Arizona
<b>Number of CHC Sites</b>	Three sites (8 facilities)
<b>Year Established</b>	1980
<b>Number of Employees</b>	235
<b>Annual Revenue</b>	\$19 million
<b>Annual Visits</b>	78,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Extensive Community-based Health and Wellness Dept.</li> <li>• Team-based chronic care management w/community-based navigators</li> </ul>



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## *Morris Heights Health Center*

<b>HQ Location</b>	85 W. Burnside Avenue, Bronx, New York 10453
<b>Number of CHC Sites</b>	16 Clinical Sites and 2 Administrative Sites
<b>Year Established</b>	1978
<b>Number of Employees</b>	464
<b>Annual Revenue</b>	\$47M
<b>Annual Visits</b>	277,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Changing The Odds – Positive Youth Development*</li> <li>• Morris Heights Senior Housing</li> <li>• Morris Heights University (MHU) – Training &amp; Education</li> </ul>

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## *Open Door Community Health Centers*

<b>HQ Location</b>	Arcata, CA (Coastal Northern California)
<b>Number of CHC Sites</b>	9 Clinics, 4 Mobile Units, 3 Admin Sites
<b>Year Established</b>	1971
<b>Number of Employees</b>	390 (334 FTE)
<b>Annual Revenue</b>	\$39,068,000
<b>Annual Visits</b>	182,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Prenatal and OB Clinic</li> <li>• Specialty Care (Telehealth Hub &amp; Spoke)</li> <li>• Health &amp; Wellness Gardens</li> <li>• Pediatric 'Urgent' Care</li> <li>• Ryan White EIS HIV Services</li> </ul>

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## *Presbyterian Medical Services*

<b>HQ Location</b>	Santa Fe, NM
<b>Number of CHC Sites</b>	43
<b>Year Established</b>	1969
<b>Number of Employees</b>	1297
<b>Annual Revenue</b>	\$92,884,837
<b>Annual Visits</b>	317,876
<b>Unique Services/Programs</b>	

- Psychiatry
- Multi-systemic therapy (MST)
- Assertive Community Treatment (ACT)
- Dialectical Behavior Therapy (DBT)
- Residential Treatment Center (RTC)
- Veterans & Family Support Services
- Comprehensive Community Support Services
- Native American Traditional Healing

- HomeCare/Hospice
- Senior Programs
- Head Start/Early Head Start
- Home Visiting
- Shield
- Roundtree
- School Based Health

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## *SALUD FAMILY HEALTH CENTERS*

<b>HQ Location</b>	Fort Lupton, CO
<b>Number of CHC Sites</b>	9 Clinical Sites; 1 mobile unit, 1 Admin & Training Center
<b>Year Established</b>	1970
<b>Number of Employees</b>	530
<b>Annual Revenue</b>	50 million
<b>Annual Visits</b>	295,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Employee Training Program &amp; Facility</li> <li>• Hospital Transition of Care</li> <li>• Patient Health Educator Program</li> <li>• Health Professional Training (&gt; 300 students per/year)</li> <li>• Behavioral Health Training Post-Doc Program</li> <li>• Refugee Screening Program</li> <li>• Retinal Camera Screening Program</li> <li>• Environmental Health</li> <li>• Integrated Dental Hygiene Services</li> <li>• Clinical Pharmacy Services</li> <li>• Legal Services Clinic</li> </ul>



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## *Waiānae Coast Comprehensive Health Center*

<b>HQ Location</b>	Waianae, Hawaii
<b>Number of CHC Sites</b>	5
<b>Year Established</b>	1972
<b>Number of Employees</b>	612
<b>Annual Revenue</b>	\$50,394,000 – per FY 2013 Budget
<b>Annual Visits</b>	176,533
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• 24/7 Emergency Department</li> <li>• Adult Day and Respite Care</li> <li>• Health Academy/Osteopathic Medical School (ATSU) Affiliation</li> <li>• For Profit MSO Subsidy</li> <li>• Native Hawaiian and Traditional Healing Center</li> <li>• Cultural Tourism Program</li> </ul>

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## *Watts Healthcare Corporation*

<b>HQ Location</b>	Los Angeles, CA
<b>Number of CHC Sites</b>	4
<b>Year Established</b>	2002
<b>Number of Employees</b>	335
<b>Annual Revenue</b>	35,000,000
<b>Annual Visits</b>	89,000
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Urgent Care (Monday – Saturday)</li> <li>• Podiatry</li> <li>• Dental</li> <li>• OB/GYN</li> <li>• Substance Abuse Treatment</li> <li>• HIV/AIDS Services</li> <li>• Women, Infant, Children (WIC)</li> <li>• Maternal and Child Health (MCH)</li> <li>• Transportation Services</li> </ul>

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## *Yakima Valley Farm Workers Clinic*

<b>HQ Location</b>	Toppenish, Washington
<b>Number of CHC Sites</b>	20 Medical/Dental Clinics and 3 Social Service Programs
<b>Year Established</b>	1978
<b>Number of Employees</b>	1600
<b>Annual Revenue</b>	\$120M Medical and \$12M Social Services
<b>Annual Visits</b>	500,000 Medical/Dental
<b>Unique Services/Programs</b>	<ul style="list-style-type: none"> <li>• Children's Village</li> <li>• Family Practice and Pediatric Dental Residencies</li> </ul>