From the Community, For the Community.

Kansas City CARE Clinic

Adapting to Meet the Changing Needs of Kansas City Annual Report | April 1, 2013 – March 31, 2014
Dear Supporters,

At the Kansas City CARE Clinic, we continue to be impressed by both the need for care within our community and the willingness of individuals, organizations, and foundations to join us in our efforts to meet those needs. Loyal support from our community makes it possible for us to provide a wide range of services to our patients and improve the health of our community one person at a time.

The past few years have been a challenging and exciting time for the Clinic and the patients we serve. The Affordable Care Act has had a profound impact on the entire healthcare system, and the Kansas City CARE Clinic is no exception. We have worked hard to respond to these changes to ensure we will continue to be there for our patients—offering the highest quality of care to the uninsured, underinsured, and underserved in our community.

Some of our accomplishments this past year include creating a unique hybrid business model that will allow the Clinic to continue serving all patients, regardless of their insurance status. The Clinic will be able to bill for services if patients are covered by Medicaid, Medicare, or private insurance. Those without insurance will be asked to pay a fee on a sliding scale, with most of our patients paying only $10 for their care. As always, all patients will receive care, regardless of their ability to pay. In 2013-14 the Clinic also played a major role in educating patients about new insurance options available through the federal Health Insurance Marketplace and offering enrolling assistance. We are thrilled that some of our patients now have health coverage—many of them for the first time! Finally, the Clinic has successfully undertaken major projects like converting to Electronic Health Records (EHR) and implementing Patient-Centered Medical Home (PCMH) standards. All these changes result in better care for our patients and better health in our community—the ultimate goal of our work together.

It is important to note that these efforts have required additional clinical and administrative staff, and generous support from the community has made this possible. We can serve the community only because of the support we receive from the community!

On behalf of the Kansas City CARE Clinic and all of the patients we serve, thank you!

Sincerely,

S. Sloane Simmons  
Board Chair

Sheridan Y. Wood  
Chief Executive Officer

Sloane Simmons & Sheri Wood with Medical Director Craig Dietz and Kansas City Mayor Sly James touring the Clinic on Broadway in February 2014.
Overcoming New Challenges
The Clinic responds to the Impact of the Affordable Care Act

March 2010
ACA Becomes a Reality
The Affordable Care Act is signed into law. While many of the details are unknown, it is clear the ACA will significantly impact the entire healthcare industry.

January 2011
Creative, Strategic Solutions
Clinic leadership, including senior staff and the Board of Directors, develops a strategic plan to navigate healthcare reform. Later that year, in October, the Board passes a resolution to move to a model that incorporates third party billing. This paves the way for creating the Clinic’s unique hybrid business model.

June 2012
Electronic Health Records
The Clinic purchases and implements an Electronic Health Record System (EHR). For the following year the Clinic works to train all staff and volunteers, while ensuring all patient information is migrated to the electronic system.

September 2012
State Legal Expense Fund
Clinic leadership pursues legislative changes to the laws that govern the use of the Missouri State Legal Expense fund. This is critical, as the fund provides malpractice coverage for our many volunteers. Amending this law takes longer than expected, and the Clinic must delay collection of third party billing.

January 2013
Name Change
The Clinic changes its name from the Kansas City Free Health Clinic to the Kansas City CARE Clinic to better reflect what we do for our patients. This change is well received by our patients, partners, and community.

February 2013
Patient-Centered Medical Home
In order to improve both quality of care and patient experience, the Clinic increases efforts to attain Patient-Centered Medical Home (PCMH) recognition through the National Center for Quality Assurance. To support our evolving administrative and clinic needs, the Clinic hires a medical coder, a Practice Manager, additional nursing and MA staff, and a second physician. These staff increase our capacity, support PCMH standards of care, facilitate proper use of the EHR, and create the infrastructure that will support billing.

October 2013
Insurance Enrollment
During the open enrollment period (Oct 2013-March 2014), the Clinic expands efforts to educate patients about the Healthcare Marketplace and their options to obtain insurance. We assist over 2,000 community members and help nearly 250 patients enroll.

December 2013
Outreach & Education
The Clinic creates educational materials for patients and community partners regarding upcoming changes at the Clinic. This includes accepting insurance and the transition to a sliding fee scale for uninsured patients. We want to make sure it is widely known that all in need of care can be seen, regardless of their insurance status or ability to pay.

January 2014
Reconfiguration
The Clinic remodels our Broadway location to create more space to see patients and to accommodate enhanced check-in procedures including the collection of insurance information.
### Fast Facts about the Clinic:

#### Our Mission:
The Kansas City CARE Clinic promotes health and wellness by providing quality Care, Access, Research, and Education to the underserved and all people in our community.

#### Our Accomplishments:
- One clinic with two locations: Broadway and Prospect.
- Nearly 8,000 patients served.
- Over 18,000 clinical appointments including primary care, oral health & behavioral health.
- More than 70,000 total interactions including our wrap-around services, case management, treatment adherence, prevention & education services.
- 105 full-time and part-time staff.
- 420 students gained 20,816 hours of practical experience, the equivalent of 10 full-time staff.
- Volunteers make the difference at the Clinic!
  - 950 volunteers donated hours and services valued at more than $1.3M.
  - Volunteers worked 41,647 hours, the equivalent of 22 full-time staff.

#### Our Services:

##### Primary Care
- Acute Care for conditions such as illness, injury, and infection
- Chronic Care for conditions such as diabetes, high cholesterol, and hypertension.
- Routine Physicals
- Preventive Health Screenings
- STD Testing
- Laboratory Services
- Medication Access

##### Specialty Services
- Well Women Care
- Medication Adherence
- Cardiology
- Dermatology
- Pulmonary Care
- Nutrition Counseling
- Pain Management
- Chiropractic Care
- Occupational/Physical Therapy
- Smoking Cessation
- Acupuncture
- Reiki

##### Dental Care
- Routine Exams
- Cleanings
- X-rays
- Fillings
- Extractions

##### Specialty Services
- Well Women Care
- Medication Adherence
- Cardiology
- Dermatology
- Pulmonary Care
- Nutrition Counseling
- Pain Management
- Chiropractic Care
- Occupational/Physical Therapy
- Smoking Cessation
- Acupuncture
- Reiki

##### Behavioral Health
- Psychiatry
- Individual Therapy
- Group Therapy
- Substance Abuse Counseling
- Support Groups
- Case Management

##### HIV Care & Support
- Primary Care
- Clinical Trials and Research
- Peer Treatment Adherence Support
- Linkage to Care
- Education Groups
- Support Groups
- Healthcare Professional Continuing Education

##### Community Services
- HIV Prevention
- Wellness Education
- HIV Counseling, Testing and Referral
- Community Health Workers
- Youth Empowerment
- Insurance Enrollment Education & Navigation Assistance
Westport Free Health Clinic (precursor to the Kansas City Free Health Clinic) opens in the Alcazar Hotel.

1973
The city of Kansas City donates a house at 40th and Baltimore to the Clinic, known for many years as “the Old Stone House”.

1986
The “Old Stone House” is condemned and the Clinic moves to the city’s East Side, changing its name to the Kansas City Free Health Clinic.

When HIV testing becomes available, the Clinic is contracted by the state of MO as the only anonymous HIV counseling and testing site in Western MO.

1993
The Clinic expands to a space at 39th and Main with 8 staff members and gains its first federal funding in Ryan White Title III monies.

1997
The Clinic has 459 volunteers and its annual budget is $2.5M.

2001
$2.5M capital campaign moves our facility to its current location at 3515 Broadway.

2008
Clinic staff exceed 100, with over 1,000 volunteers.

2008
Eastside location at 24th and Denver is moved to 6400 Prospect, with room for expanding services and oral health.

2011
Clinic changes its name to the Kansas City CARE Clinic, to represent our new hybrid business model to serve both the insured and uninsured.

2013
Clinic Staff

The Clinic employs more than 100 full and part-time staff to provide our complete range of integrated services. Our staff includes:

- Two full-time Physicians
- Six Nurses
- Five Nurse Practitioners
- 22 Case Managers
- Six Behavioral Health Providers
- Seven Community Health Workers
- One Dentist
- One Dental Assistant
- Seven Prevention Specialists

Clinic Volunteers

In 1971 when the Clinic was originally formed, it was an entirely volunteer-run organization. Though the Clinic has grown tremendously, volunteers continue to have a big impact by significantly increasing our capacity to serve patients and providing access to specialty services. We could not do all we do without our volunteers!

- Our staff members worked collaboratively with nearly 950 volunteers last year.
- Volunteers provide specialty medical care including dermatology, gynecology, chiropractic care, and physical/occupational therapy among others.
- Two area churches host volunteer-run clinics on Saturday mornings. Village Presbyterian Church has been our partner for over a decade, and in 2014 we also started working with a team from Church of the Resurrection.
What does access to high quality, integrated care mean for our patients?

**Improved health outcomes.** These statistics highlight the impact of our services.

- **78%** of HIV patients had a **suppressed viral load**, indicating that their condition is well-controlled.
- **98%** of diabetic patients have their blood sugar tested regularly in order to guide their care.
- **65%** of patients receiving individual behavioral health therapy demonstrated **improved functioning**.
- **91%** of patients diagnosed with high cholesterol are receiving regular **LDL-C screenings** to check their levels and guide their care.
- **98%** of diabetic patients have their blood sugar tested regularly in order to guide their care.
- **100%** of patients receiving individual therapy or substance abuse counseling **achieved a goal** outlined in their treatment plan.
- **89%** of psychiatry patients were **adherent** with their treatment plans, and **72%** demonstrated **improved functioning**.
- **84%** of patients who received routine dental care established **treatment plans** to guide their oral healthcare.
- **89%** of psychiatry patients were **adherent** with their treatment plans, and **72%** demonstrated **improved functioning**.
- **100%** of patients who tested positive for HIV were immediately referred to **Linkage to Care**, to get connected with proper treatment and services.
- **100%** of HIV patients received an **adherence assessment**, to ensure patients take their medications as directed.
- **91%** of patients working with a Community Health Worker received **medication assistance** within 60 days.
- **93%** of patients receiving medical case management had a **service plan**, that is updated regularly, to address goals and barriers.
- **91%** of patients diagnosed with high cholesterol have their cholesterol checked regularly in order to guide their care.
- **100%** of patients receiving individual therapy or substance abuse counseling **achieved a goal** outlined in their treatment plan.
- **88%** of HIV patients working with a **Peer Educator** had at least two one-on-one meetings with the Peer to receive support and education.
- **96%** of those patients newly diagnosed as HIV+ had a primary care appointment within **90 days**.
Continually Reaching New Communities

Community Health Workers

Through the Clinic’s Care Coordination program, Community Health Workers (CHWs) work with patients who face multiple barriers to meaningful engagement in healthcare. CHWs empower and educate patients, encouraging them to be active participants in their care. Care Coordination helps reduce unnecessary and costly use of the Emergency Room by connecting patients with a medical home for ongoing care.

The Kansas City CARE Clinic has developed a number of dynamic partnerships to offer Care Coordination, that includes Saint Luke’s Health System, the University of Kansas Hospital, Swope Health Services, Health Partnership of Johnson County, Silver City, Sojourner Health Clinic, Children's Mercy Hospital, and Rose Brooks.

This past year our Community Health Workers served **764 individuals** through about **3,850 encounters**.

Certified Application Counselors

For the first time ever, as a result of the Affordable Care Act, Americans had the opportunity to obtain insurance coverage through the Federal Health Insurance Marketplace. With this opportunity came the need to educate our community members about their options, the benefits, and the costs of this coverage. The Clinic rose to meet this challenge.

KC CARE was designated as a Certified Application Counseling Agency, and nearly 50 staff members and volunteers were trained as Certified Application Counselors. During the open enrollment period (October 2013-March 2014) we offered education and navigation assistance to more than **2,000 people**. Nearly **250 individuals enrolled** for coverage. We are thrilled that some of our patients now have insurance, many of them for the first time!

Friends & Supporters

**Night In BLOOM**: a black & white masquerade was the highest grossing, highest netting BLOOM Party in our history, and it was also the first ever BLOOM Party to sell out in advance! **1,060 guests** attended, and **53 new sponsors** gave their support to the Clinic.
Community Partners

We know our patients often come to us with a variety of concerns and challenges. As we seek to treat the whole patient, this also means facilitating access to much needed services outside of the Clinic. By partnering with other agencies serving the Kansas City community, our work becomes even stronger. For example:

- **Truman Medical Centers** processes lab work for Clinic patients, at no cost to the Clinic. This generous donation saves the Clinic nearly $1.7 million each year!
- **Research Medical Centers** leases our Prospect location to the Clinic for just $1 each year! At the Prospect location we provide primary care, dental care, and behavioral health services. This generous arrangement gives us more space to serve patients and helps us reach more patients in the urban core of Kansas City.
- **Legal Aid of Western Missouri** offers monthly consultations for our patients, to address their legal concerns.
- **Rose Brooks Center** offers shelter and assistance to women impacted by domestic violence. We refer women to Rose Brooks and have a Community Health Worker who assists women there.
- The Clinic serves as the **lead Ryan White agency** in the metro, addressing the needs of HIV+ persons and those at risk of infection. We work with the **City of KCMO, Truman Medical Centers, KU Hospital, Southwest Boulevard Family Care Center, Good Samaritan Project, SAVE, Inc.** and others.

Academic Partners

Students from various fields related to healthcare come to the Clinic to gain hands-on experience working with our patients under the supervision of our professional staff. These students have a real impact! For example:

- **Medical Students from the Kansas City University of Medicine and Bioscience** treat our patients and host student-run clinics at our Prospect location! We also host residents from KU.
- Additional behavioral health services are made possible through our relationships with **KU, UMKC, and Avila University**. With only four therapists on staff, our PhD., Masters, and Bachelors level interns enable us to offer therapy and case management to more clients.
- **Pharm D. residents from UMKC** assist in the operation of our dispensary and provide one-on-one education and assistance to help patients understand their medications and how they impact their health.
- **Dental students from UMKC** see our oral health patients at our Prospect Clinic.
- **Rockhurst** students offer physical and occupational therapy.
- **Students from Cleveland Chiropractic College** treat patients three afternoons each week.

These partnerships increase our capacity to provide holistic, quality care to our patients. It also is a great benefit to students who learn about the importance of public health and working in a collaborative environment.
In 2013-14 the Kansas City CARE Clinic spent nearly 90 cents of every dollar on direct patient care. This extremely low administrative margin means that more of our donors’ dollars go to helping patients get the care they need. As donations rise, so do the number of clients we can serve.