The Heart of CARE Since 1971

Annual Report 2015-16

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3515 Broadway, Kansas City, MO 64111 • 816-777-2787 • www.kccareclinic.org
Promoting health and wellness by providing quality care, access, research, and education to the underserved and all people in our community, since 1971.

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The Clinic’s founders in 1973, on the porch of the “Old Stone House.”


A LETTER FROM OUR CEO

As we enter our 45th year of operation, the Kansas City CARE Clinic continues to provide high-quality care to those in our community who need it the most. Whether our patients are insured, uninsured or underinsured, we are here for them—providing care that’s true to our founders’ 1971 vision: for people, not for profit.

From the outside looking in, it’s been business as usual at the Clinic, but this year was a big one for the Kansas City CARE Clinic. We received recognition as a Patient-Centered Medical Home (PCMH) and Federally Qualified Health Center (FQHC). These two designations highlight the Kansas City CARE Clinic’s dedication to comprehensive and quality care that puts patients first. We couldn’t have achieved these designations without the support of our passionate staff and volunteers, dynamic program partners, and gracious and thoughtful funders. The Kansas City CARE Clinic is part of a thriving network that will ensure we continue to provide Care, Access, Research and Education to the community for another 45 years and beyond.

We continue to grow and expand services. As part of our FQHC designation, the Clinic now provides pediatric care, which means we now care for the whole family, from children to seniors. Our Community Health Worker Program has more than doubled in the past year, in response to the need in the community, the interest of community partners, and the support of funders. A Financial Counselor role was created to help patients better understand the cost of health services and access discounts available to them. The Clinic also hired four Navigators to educate our patients about insurance options and the benefits and responsibilities of enrolling for health insurance. Behavioral Health Consultants deliver mental health assessments and interventions in primary care clinics, furthering true integration of our co-located services.

Our work in the community is never done, and our patients motivate us to press on in our work. Eighty-three percent (83%) of our patients are still uninsured, despite the Affordable Care Act. We also know that 75% of our patients live below the Federal Poverty Level. Over 60% of our patients are diagnosed with one or more chronic condition—evidence of the impact of health disparities. In the absence of Medicaid expansion, health coverage will remain beyond their financial reach. With or without insurance, the Clinic will be here to offer a broad range of health services. We remain committed to meeting the needs of these patients by creating solutions for a healthy community.

On behalf of all at the Kansas City CARE Clinic and our patients, we thank you.

Sincerely,
Sheri Wood
Alphabet Soup—What does it mean for the Clinic?

What is **PCMH Recognition**?

The Clinic received Patient-Centered Medical Home recognition in August 2015 from the National Committee for Quality Assurance. This recognition is the culmination of more than two years of work to transition our practice to provide: comprehensive and coordinated care between medical providers; a patient-centered and relationship-based approach to care; accessible services and communication with patients; and added emphasis on quality and safety to encourage better health outcomes and patient satisfaction. PCMH formalizes and recognizes the Clinic’s dedication to our patients.

What is an **FQHC**?

The Clinic received Federally Qualified Health Center designation in August 2015 from the U.S. Department of Health and Human Services. To be an FQHC, a health center must serve an underserved population; offer a sliding fee scale based on patient income; provide comprehensive primary care services; have a robust quality improvement and assurance program to monitor health outcomes and data; and be governed by a board of directors. Becoming an FQHC means the Clinic qualifies for enhanced reimbursement for Medicare and Medicaid and will have further opportunities for additional funding in the future.
### A Year of Care

- **Patients served**: 11,982
- **Clinical visits**: 32,080
- **Volunteers**: 700+ contributed 32,500+ hours of service, equivalent to 16.5 full-time staff
- **Staff**: 115
- **Patients received dental care**: 597
- **Patients received behavioral health services**: 1,221
- **Health education and screenings for community members**: 3,969
- **Community health workers at KC CARE and community locations provided care coordination to people**: 11 and 22, respectively

**Patients received a full range of HIV services:**
- **763** in HIV primary care
- **485** in peer treatment adherence
- **1,407** in HIV case management

**Community health workers at KC CARE**

![KC CARE Clinic](image)
Westport Free Health Clinic opened in 1971 in the lobby of the Alcazar hotel, providing free medical services to those who needed it. The Clinic was run entirely by volunteers and donated funds. Founded by a diverse group of residents, the Clinic was established to meet the needs of the elderly, students, veterans, and hippies living in the area. The motto was, “A healthy hippie is a happy hippie!”

In 1973 the city of Kansas City donated a house at 40th and Baltimore to the Clinic, known for many years as “the old stone house.” Services focused on primary care and reproductive health. Shortly after moving in, some dedicated dental students acquired a dental chair, so the Clinic could begin providing much needed oral health services in Westport.

After the “old stone house” was condemned in 1986, the Clinic moved to the city’s east side, changing its name to the Kansas City Free Health Clinic. There, the Clinic persisted in its mission, providing a range of needed services with volunteer providers, asking patients to donate what they could. We continued to expand services to meet the changing needs of the community. In the 1980s as young men began dying from a disease that had no name, the Clinic led the way in creating a continuum of HIV/AIDS services that today includes primary care, case management, testing, and community education and prevention. When HIV testing became available, we were the only anonymous counseling and testing site in western Missouri.
**Growth and Expansion—1990-2011**

In 1993, with a staff of eight and the help of some federal funding, the Clinic expanded to a space at 39th and Main.

![Image of clinic in 1993](image)

We grew rapidly and became the lead Ryan White agency in Kansas City, responsible for building a system of HIV services in the region. In 1997 the Clinic launched behavioral health services to address the mental health needs of our patients in a holistic way. By this time the Clinic had a budget of $2.5 million and more than 450 volunteers. We were soon in need of even more space.

In 2001 a successful capital campaign raised $2.5 million to purchase our current location at 3515 Broadway. We expanded further by adding psychiatry and substance abuse counseling in 2004, to meet critical shortages in community mental health services. The care coordination program launched in 2010, with Community Health Works offering services at the Clinic and throughout the community.

![Image of clinic in 2001](image)

We continued to grow and by 2008 had more than 100 employees and 1,000 volunteers. In 2011 the Clinic expanded once again, moving its east-side location to a suite at the Research Medical Center campus at 64th and Prospect.

**A way forward—Planning for the future**

The Affordable Care Act, signed into law in 2010, necessitated significant changes throughout the healthcare system, and the Clinic was no exception. We responded with a series of strategic changes to build our infrastructure and capacity to weather national and local healthcare reform. In 2013 we changed our name to the Kansas City CARE Clinic, to more accurately reflect what we provide in the community—Care, Access, Research, and Education for all, regardless of insurance or ability to pay.

Clinic leadership developed a unique hybrid business model that allows us to serve all patients, while benefiting from new and enhanced revenue streams. Specifically, the Clinic took on the major task of implementing third party billing, receiving reimbursement through Medicare, Medicaid, and the marketplace insurance plans made available through the Affordable Care Act.

![Image of clinic sign](image)

Ever striving to improve the quality of care, the Clinic successfully completed major projects such as converting to electronic medical records in 2013 and achieving Patient-Centered Medical Home recognition from the National Committee of Quality Assurance in 2015.

Furthermore, in 2015 the Clinic was awarded designation as a Federally Qualified Health Center (FQHC). This is evidence of the high quality of care provided by the Clinic and the need we meet in the community. Becoming an FQHC is another huge step forward to ensure access for our patients and long-term sustainability for the Clinic.
EXPENSES – $11,757,082

- Direct Program Expense – $9,362,874
- Management & Admin – $2,169,415
- Fundraising – $224,793

REVENUE – $11,584,469

- Government Grants – $5,824,803
- Private Grants & Contributions – $2,910,412
- Contributed Goods & Services – $2,116,146
- Other – $733,108