stephen f. austin
COMMUNITY HEALTH NETWORK

Annual Report Narrative

Stephen F. Austin Community Health Network is a federally qualified health center with progressive and innovative ideas designed to tackle the healthcare challenges facing individuals in Brazoria County. The current chief executive officer, in place since 2010, leads the Center's executive team. The stability in leadership has helped forge the strong relationship the Center holds in the communities it serves and achieve the many organizational accomplishments.

SFACHN employs physicians, nurse practitioners, physician assistants, dentists, dental hygienists, licensed professional counselors and social workers and contracts with psychiatrists to provide direct billable services to patients. A team of nurses, medical assistants, care coordinators, dental assistants, outreach workers, and patient service staff supplement direct patient care with enabling services.

SFACHN operates four full-time clinic sites with one located in Freeport (primary care, dental and behavioral health), two located in Alvin, and a dental clinic in Pearland. In Alvin, the Women and Children's Health Center provides women's health, pediatrics and behavioral health care and the Adoue Family Health Center provides primary care, general dentistry and behavioral health. The Callaway Administration Site in Alvin is also a service delivery site that provides group counseling, psychiatry and substance abuse services. The Center also operates in four intermittent sites: three of which are mental health clinics operated by Gulf Coast Center in Galveston, Alvin and Angleton and the fourth is an elementary school within the Brazosport Independent School District. SFACHN will soon be providing medical and behavioral health services at the Brazoria County Dream Center and the Salvation Army shelter in Freeport, SFACHN will be submitting requests to the Health Resource Service Administration to provide services at two additional Brazosport Independent School District schools in Freeport and the Mims Community Center in Brazoria.

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2016 Accomplishments

- Increased patient volume in 2016 by 20% over 2015 from 9,563 to 11,923.
- Increased overall access to care by 22% by providing 34,304 visits in 2016 compared to the 26,749 visits provided in 2015.
- Increased behavioral health productivity in 2016 by 7% over 2015 from 2,053 encounters per mental health full time employee (FTE) in 2015 to 2,200 encounter per mental health FTE in 2016.
- Increased dental productivity by 33% in 2016 over 2015 from 1,048 encounters per dental FTE in 2015 to 1,575 encounters per dental FTE in 2016.
- Received a federal quality award of $65,782 and a federal information technology grant (Delivery System Health Information Investment) for $59,835.
- Received new state multi-year funding contracts to provide well woman and family planning services: $461,428 for the Healthy Texas Women Program and $252,398 for the Family Planning Program.

Mission Statement

The mission of Stephen F. Austin Community Health Network is to make quality health care accessible to all people regardless of their ability to pay.

"Patients with dental pain don't feel like smiling. Patients with rotten teeth that are in pain are especially reluctant to smile and go on job interviews. I have a patient that is getting a root canal on her front tooth today so she can get a crown and attend her son's graduation, smile, and take pictures."

Dr. Clementine Ingabire (DDS)

The success and growth at SFACHN is not possible without its community partnerships that have enabled The Center to expand services to new patient populations. SFACHN thanks Brazosport Independent School District, Gulf Coast Centers, Brazoria County Hispanic Chamber of Commerce, Alvin Chamber of Commerce, Angleton Chamber of Commerce, Manvel Chamber of Commerce, Pearland Chamber of Commerce, MD Anderson Cancer Center, Brazoria County Dream Center, The Salvation Army, and the Thelma Ley Anderson Family YMCA.

SFACHN cares for many patients with chronic conditions such as diabetes and hypertension. Helping patients achieve control of their disease(s) ensures better health outcomes and greater life enjoyment, but requires a patient commitment to medication and lifestyle change. Nurse Practitioner Bindhu George treated a patient for over a year with uncontrolled hypertension, Type 2 Diabetes Mellites and Hyperlipidemia. The patient had a 10-year history of hypertension when he first saw Ms. George in April 2016. He had been treated with the same drug for six years and his blood pressure was high at 158/116 on the visit. He was not taking his medications and was not exercising or monitoring his blood pressure at home. He came in for another visit in August and his blood pressure was lower (131/76). However, Ms. George saw the patient in September and started him on a second drug when his blood pressure was high at 171/116, The patient went to the emergency room three days later for uncontrolled blood pressure, and a third blood pressure medication was added to his regimen. The patient returned for additional visits and each time his blood pressure was high. Several times a rescue medication was given in the office to bring down his high blood pressure. Ms. George tried to educate the patient during all his office visits about the need to take his medication as prescribed. Because he was non-compliant in taking his medications, it was difficult to adjust his medications. One of his medications was discontinued at a May 2017 visit because it caused leg cramps and a different medication was prescribed. The nurse practitioner spent a long time educating the patient about the risk of having uncontrolled blood pressure with diabetes and high cholesterol. Five days later the patient returned as instructed. He provided home blood pressure readings (as instructed) in the normal range. He reported that he was exercising and watching his diet and had even lost 10 pounds. The entire medical team was extremely surprised, and the patient was very content, stating he felt so much better. His final comment was “I will listen to you from now on!”

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Future Focus for 2017

- Growth of Telemedicine and Telehealth to increase access to medical and behavioral health services at distant sites.
- Continued focus on building Community Collaborations
- New Sites and services- Pearland Dental, Sweeney Hospital, Brazoria County Dream Center, Salvation Army, Mims Community Center
- Expanded Grant Opportunities
- Enhanced EMR abilities and use of Patient Portal
- Licensure of Callaway as a Substance Abuse Treatment Site
- Emphasis on Clinical Care Coordination
- Emphasis on assessing and addressing Social Determinants of Health in improving health outcomes
- Achieve PCMH 2017 for all full-time clinic sites
- Complete Meaningful Use Stage 2 for all applicable providers
- Increase participation in Medicare Accountable Care Organization for value based care and cost savings

Patient Satisfaction Results, Spring 2017

- 87.6% (346 of 395) of patients rated their provider as good or great at listening to their needs.
- 91.6% (363 of 396) of patients rated the support staff are friendly and helpful.
- 81.9% (302 of 369) of patients rated the cost of their visit as good or great.
- 95% (299 of 316) of patients rated their satisfaction with SFACHC as good or great.

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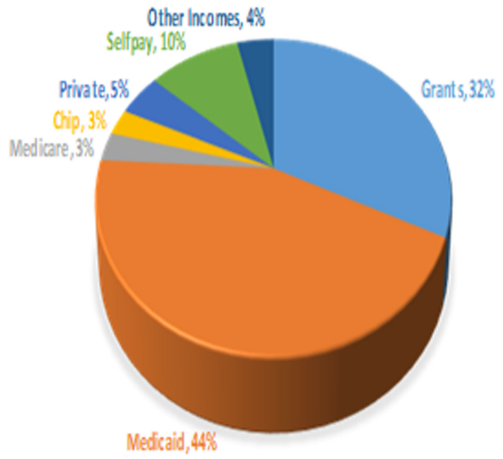
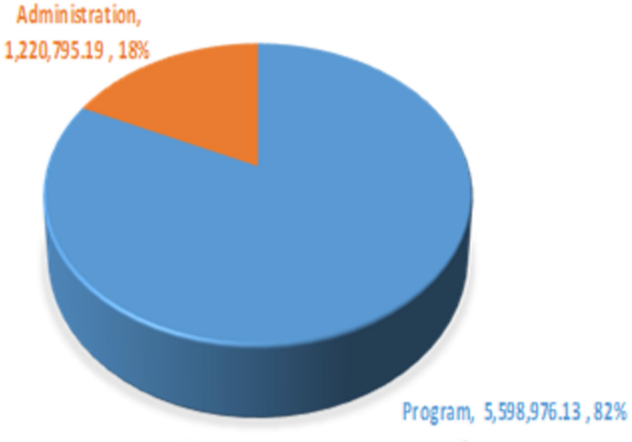
STEPHEN F. AUSTIN COMMUNITY HEALTH CENTER REVENUE (TOTAL INCOME $7,325,972)



STEPHEN F. AUSTIN COMMUNITY HEALTH CENTER
SUMMARY OF EXPENDITURE-2016 ($6,819,771)



We recognize the immense need for high quality, comprehensive health care that exists in Brazoria County, and it is our vision to be a leader in providing quality services and programs to enhance the lives of the people in our community. We will strive to provide additional patients with integrated care in 2017. We look to community and business leaders, non-profit organizations, and local funders for their continued support as we seek out new opportunities to collaborate, expand services, and add more sites where possible to address the need for access to care.