

2019 ANNUAL REPORT



Family Health Centers

LONG ISLAND FQHC, INC.

• Your Health • Our Mission •





Family Health Centers

LONG ISLAND FQHC, INC.

• Your Health • Our Mission •



- ♥ **We open our doors to all**
- ♥ **We are improving health outcomes**
- ♥ **We are increasing health services**
- ♥ **We are advancing and expanding**
- ♥ **We are making a difference in our community**

We are Long Island FQHC, Inc.

Our Mission

To increase access to comprehensive primary and preventive health care and to improve the health status of the community, especially for the underserved and vulnerable in a financially responsible manner.

Our goal is to better address the needs of our communities.

10 YEARS
 120 MONTHS
 522 WEEKS
 3,652 DAYS
 87,658 HOURS
 5,259,000 MINUTES



ACHIEVING BETTER HEALTH CARE ONE PATIENT AT A TIME

Dear Friends of Long Island FQHC, Inc.,

Each year as we develop our annual report to the community, we seek our greatest stories of the year and merge them with our vision for the future.

With great pride, 2019 marked our 10th year of service to our communities. The advancement of the overall health of our patients and their families reflects the timely and effective programs and services we offer at Long Island FQHC, Inc. health centers. This report illustrates what we have accomplished together.

Because of the generous investment of time, consideration and expertise of our staff and supporters, we once again served more people annually than ever before, from 19,190 patients in 2009 to over 44,250 people in all of our programs Health Centers, Care Management and WIC in 2019! They come to us because we are good at what we do. We continue to improve quality outcomes and patient satisfaction.

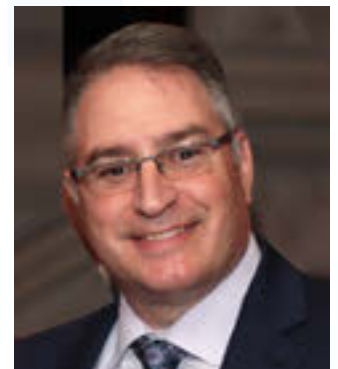
External challenges aside, we forged ahead on enhancing our operations and processes within the health centers. We were awarded grants that allowed us to expand our physical locations, increase both clinical and operational related actions in response to the needs and requests of our patients and staff.

We look forward to jumping into 2020 and our future with the enthusiasm and commitment that has been the forefront of LIFQHC mission since its inception.

Your partner in cultivating healthy communities,

David Nemiroff LCSW

President/CEO



BOARD CHAIR MESSAGE

On behalf of the Long Island FQHC Board of Directors, staff and volunteers, we are proud to share our successes with all of you. I hope you enjoy reading about the impact we are making in the pages ahead. It is incredible to see what we have accomplished for the communities we call home in just 10 short years.

Providing high quality health care services is our top priority and much work remains. We must be diligent and alert to the ongoing transformation of the needs, demographics and culture of our neighbors.

Our mission to deliver comprehensive primary and preventive health care requires the commitment, compassion and knowledge that our staff and volunteers possess. Advocating for healthcare access requires us to be attentive to local, state and national matters that may affect our ability to provide much needed health services.

We also face the always-present challenge of raising dollars essential to providing healthcare and the social determinants that affect so many people. The more selfsupporting we are, the more secure we can be delivering our mission.

LIFQHC changes lives for the better. Thank you for your support in the past, currently and in the future.

Best regards,
Frank Piscetelli





Thank you
to the

2019 Long Island FQHC, Inc.
Board of Directors

We commend them for their insight, guidance and dedication to the mission and vision of the

Long Island FQHC, Inc.



	Health Center Representative	Board Position	Years of Service
Frank Piscetelli	Westbury	Board Chair	5 years
Jessica Sparrow	Roosevelt	2nd Chair	10 years
Stafford Byers II	Freeport-South Ocean Care	Finance Committee Chair	2 years
Ann Hickson	Roosevelt	Secretary	5 years
Robert Detor		Former Chair	9 years
Lance Elder		Board Member	10 years
Dr. Rose Guercia		Quality Assurance Committee Chair	6 years
Gerry Hernandez	Hempstead	Board Member	1 year
Suzanne Jones	Elmont	Board Member	10 years
Sr. Evelyn Lamoureux		Board Member	10 years
Gwen O'Shea		Nominating Committee Chair	10 years
Elizabeth Rouse	Elmont	Board Member	2 years

*2019 marks the first year that the Executive Committee of the Board of Directors is comprised of All Health Center Consumers

WESTBURY 2019 COLLAGE



HEMPSTEAD 2019 COLLAGE

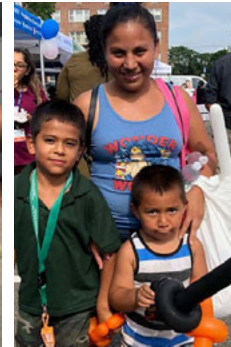


ROOSEVELT 2019 COLLAGE



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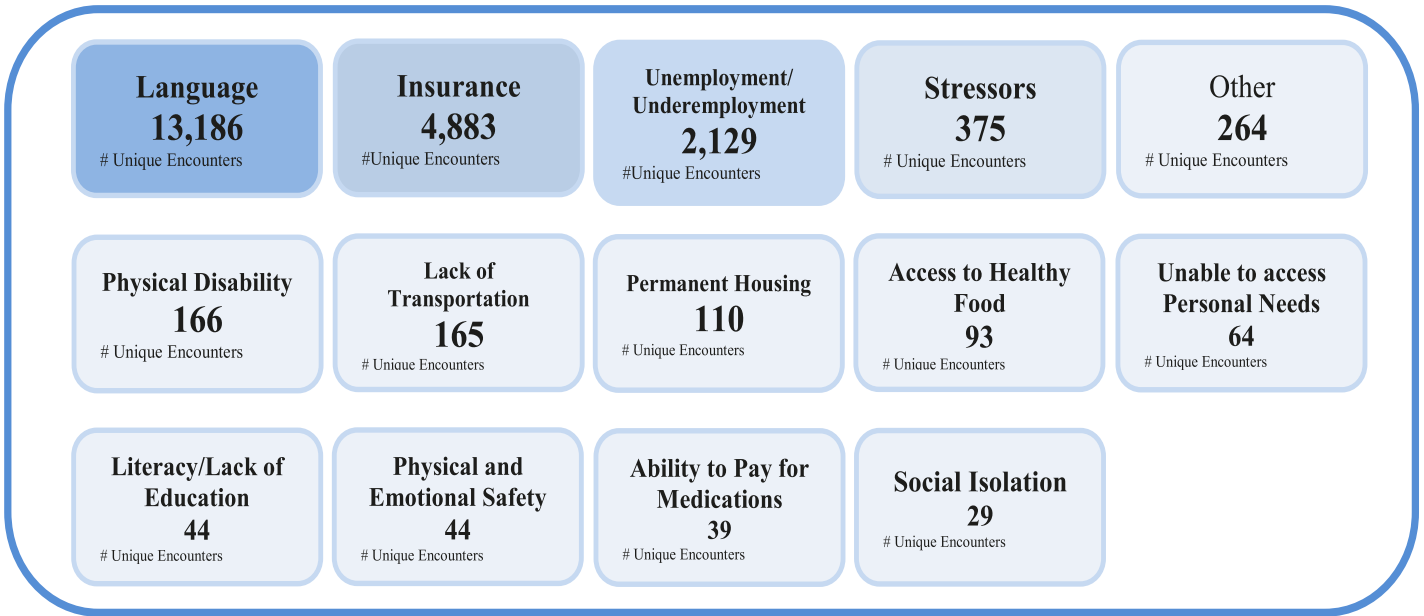
FREEPORT-SOUTH OCEAN CARE 2019 COLLAGE



ELMONT 2019 COLLAGE



2019 SUMMARY OF PATIENT PERSONAL CHALLENGES -SURVEYS



SOCIAL DETERMINANTS OF HEALTH FACT FINDING:

49,645 Patients were surveyed to determine their three biggest challenges



13,186 patients cited language

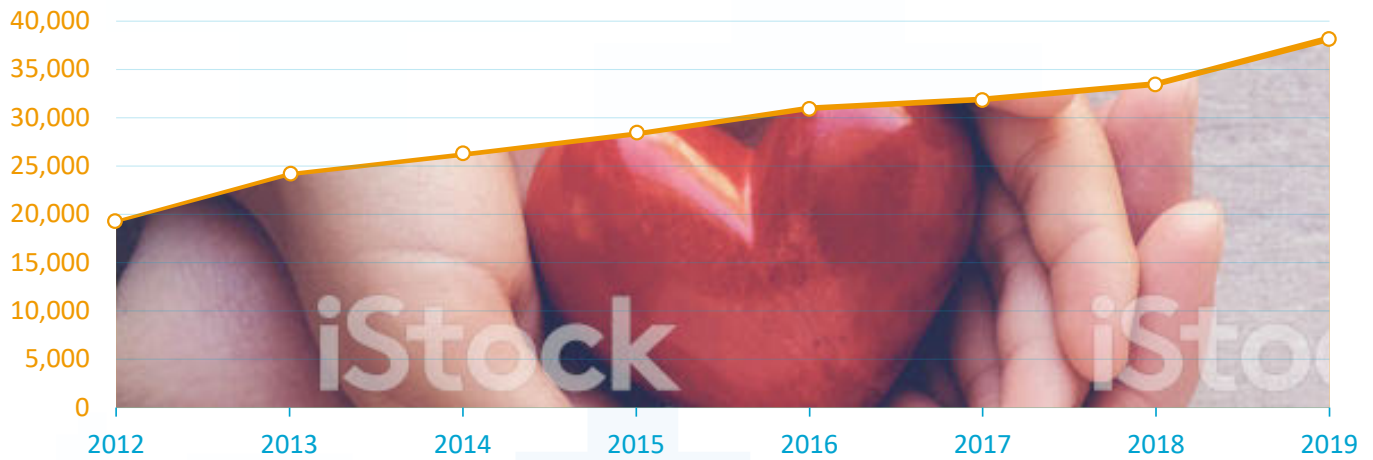


2,129 cited unemployment/underemployment



4,883 named insurance challenges

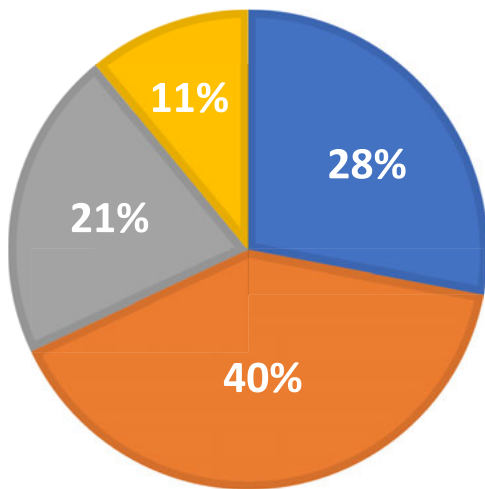
NOTABLE GROWTH IN THE NUMBER OF PATIENTS SERVED FROM 2012 THROUGH 2019



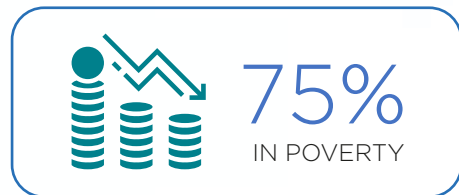
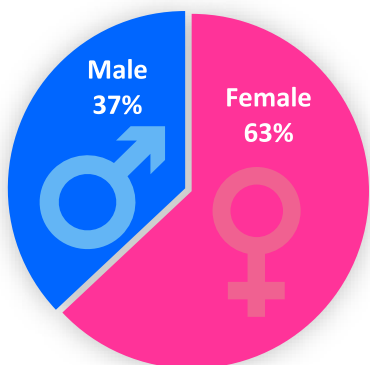
PATIENT DEMOGRAPHICS

PATIENTS BY RACE

- Black/African America
- Hispanic/Latino
- White/Non-Hispanic
- Unreported



MALE / FEMALE PATIENTS



TIME

1991

- Hempstead Health Center located adjacent to bus station at 100 Main Street.
- Elmont HC on Elmont Rd. is slated to close. Community support resulted in moving the health center to 161 Hempstead Turnpike

2009

- Nassau Health Care Corporation (NHCC) votes to form a co-applicant agreement with the Long Island FQHC led by Arthur A. Gianelli, President/CEO 2006-2013 and John T. O'Connell - Special Advisor to the President/CEO
- LIFQHC and NuHealth established as co-operators of the Community Health Centers
- Long Island FQHC, Inc. Certificate of Incorporation is received & EIN approved

2013

PATIENT VISITS - 92,717

- South Ocean Care, Freeport designated as an FQHC
- Launch of eCW - Electronic Medical Records system for clinical reporting

2011

PATIENT VISITS - 70,000

- First Farmers Market is located at Roosevelt Health Center
- Residency Program trainees start at LIFQHC sites had previously been with Peninsula Hospital in the Rockaways.
- Elmont, Hempstead, Roosevelt, Westbury and Elmont locations transferred to LIFQHC Tax Id

1999

- Nassau County transferred to Nassau Health Care Corporation the licenses to operate Nassau University Medical Center, A Holly Paterson Nursing Home and six community health centers ("CHCs") in New Cassel, Elmont, Hempstead, Freeport, Inwood, and Long Beach and Roosevelt school based clinic

2010

- HRSA approves a joint application for FQHC Look-Alike Approval
- Freeport Roosevelt site moved from 460 Main St Freeport to 380 Nassau Road, Roosevelt
- HRHCare agreement signed to create the LIFQHC as a sub-recipient for federal funding

2012

PATIENT VISITS - 70,000

- PCMH Medical Home Approval Level 2&3
- LIFQHC acquires South Ocean Care, LLC ("SOC").

ELINE

2015

PATIENT VISITS - 121,545

- Awarded operation of 3 Women, Infant & Children (WIC) Nutrition Programs
- Launched Health Home Care Coordination Program
- Hours of operation extended to include Saturday & weekday evenings
- LIFQHC provide services at Belmont Racetrack for BEST (Backstretch Employee Services Team)

2017

PATIENT VISITS - 128,103

- LIFQHC operates Roosevelt School Based Health Center (SBHC)
- LIFQHC purchases 101 South Bergen Place - SOC Freeport Health Center-via grant from NYS Department of Health
- Patient Registration Kiosks added to health center waiting rooms
- Call Centers opened in each site to manage incoming calls
- LIFQHC purchases 161 Hempstead Turnpike, Elmont-via a grant from NYS Department of Health

2019

PATIENT VISITS - 128,103

- Roosevelt Health Center Expansion concludes
- LIFQHC opens a SBHC in Freeport High School
- LIFQHC prepares to open a SBHC in Westbury High School
- Awarded State Wide HC Facility Transformation Grant II (S HCTP II) - \$3.1M
- LIFQHC purchases 3227 Long Beach Road, Oceanside with SW Grant Funds

2014

PATIENT VISITS - 107,217

- Behavioral Health & Dental Services now available
- DSRIP (Delivery System Reform Incentive Payment) launch by NYS
- First Health Center Week participation launched clinical Records system for clinical reporting

2018

PATIENT VISITS - 128,103

- Oceanside Health Center becomes an FQHC
- BEST Health Center (Belmont Race Track) becomes an FQHC

2016

PATIENT VISITS - 129,702

- LIFQHC launch of Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys
- Awarded NYSDOH Capital Restructuring Finance Program (CRFP) Grant - \$3.135M



PATIENT SERVICES

WIC - Women Infant and Children Nutritional Program. In 2019, the WIC program provided **5180 families** through their healthy food purchasing program, nutritional counseling and breastfeeding guidance. Assistance in the selection of healthy recipes and cooking techniques were shared through the generosity of the *Daughters of Wisdom Grant*

Long Island FQHC, Inc.



ROOSEVELT • ELMONT • WESTBURY



The *Ryan White HIV Oral Health Grant* provided the opportunity for 50% of HIV diagnosed patient to be referred to our dental specialists for service.



SCHOOL BASED HEALTH CENTERS

Provided an opportunity for the LIFQHC to impact student health with an overall goal of reaching **75%** of enrolled student per school



Freeport High School

Total enrollment

2,215



Westbury High School

Total enrollment

1,640



Westbury High School

Total enrollment

1,056



Quality Metrics Annual Comparative			EXCEEDED TARGET
		Target	2019
Diabetes	Nephropathy Screening	85%	90%
Hypertension/ CAD	Hypertensive BP Control	61%	63%
Adult Preventative	Asthma Pharmacologic Therapy	75%	82%
Pediatrics	Lead Screening	85%	86%
	Well-Adolescent (12-21 yrs.)	69%	69%
OB/GYN	Chlamydia Screening	69%	75%
Dental	Dental Sealant	36%	41%
Screenings	Tobacco screening and cessation	80%	91%
	Screening for Depression and follow-up for 23,645 patients	67%	86%
Additional Clinical Quality Screenings			
<ul style="list-style-type: none"> • Cancer screenings conducted in collaboration with the American Cancer Society • 3461 patients received Diabetes Screenings and treatment recommendations • 23,645 patients received Depression Screenings and treatment recommendations 			

COMMUNITY OUTREACH

- 275 outreach events conducted throughout the year including vision, dental, blood pressure screenings, and health fairs
- 769 lunches were distributed at the summer lunch program
- 72 health education workshops and events were held in various community settings
- Belmont Racetrack employees were provided four health education events On-site at the racetrack
- 600+ holiday gifts distributed to children in our health centers at the holidays
- 275 patient veterans were individually acknowledged for their service to our country
- LIFQHC Membership in five community Chamber of Commerce
- 10th year as hosts of the Roosevelt Community Farmers Market (18 weeks in 2019)



CARE COORDINATION

- 1000 clients made use of our many Care Coordination services
- 262 back packs to children attending our Back to School eve
- 71 families feasted on donated food baskets at Thanksgiving
- Over 420 individuals & families received food from our food pantry

Patient Satisfaction Survey Results 2017- 2019 Show an increase in patient perception of LIFQHC service

Care Coordination



6.32%
increase

Prompt Routine Care Appointment



8.33%
increase

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Courteous Helpful



5.95%
increase

Over 4000 Patients provided valuable comments and suggestions by responding to patient experience phone surveys

“Thank you to the Care Coordination Team”

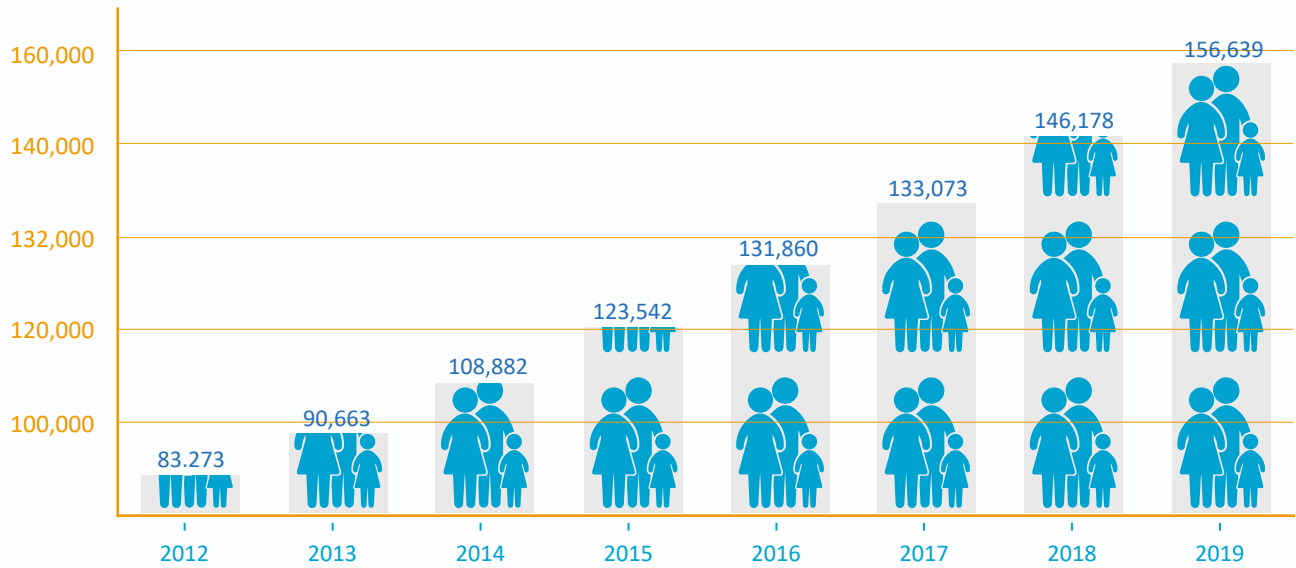


Testimonial 2019
Maryann M.

MaryAnn has been receiving physical and social services specific to her needs through the Care Coordination program for two and half years. The use of these services resulted in more confidence, strengthened self-esteem, expanded social skills, and joining the Care Coordination team as a volunteer.

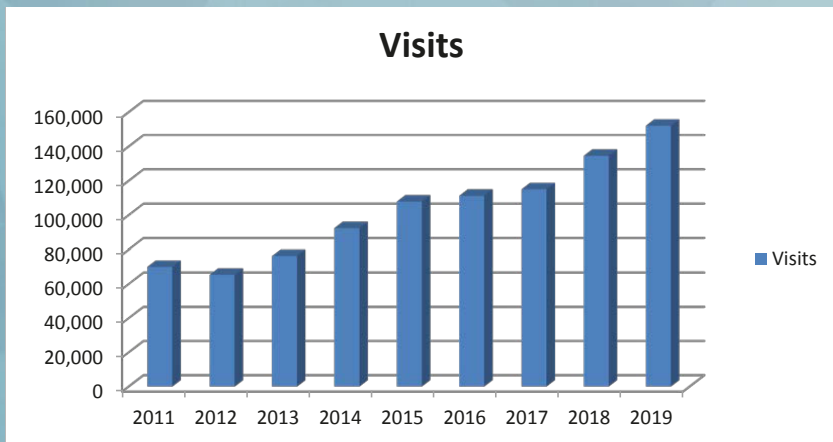
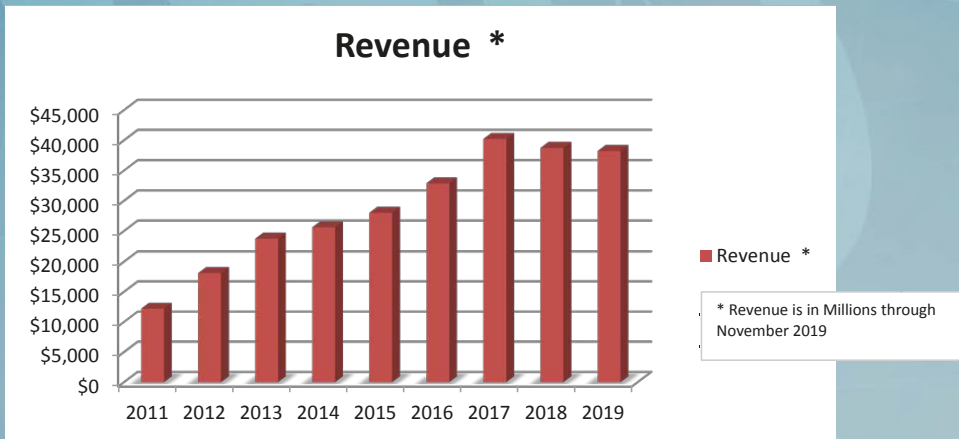


INCREASE IN PATIENT VISITS INDICATING AN EVER INCREASING CONFIDENCE IN THE SERVICE WE PROVIDED



44 staff members working at LIFQHC since 2009

	2011	2012	2013	2014	2015	2016	2017	2018	2019
Visits	70,000	65,405	76,347	92,420	107,824	111,194	115,010	134,510	152,114
Revenue *	\$12,187	\$18,091	\$23,724	\$25,601	\$27,999	\$32,880	\$40,221	\$38,738	\$38,223





We honor our Founding Leaders and past and present members of the **Long Island FQHC, Inc. Board of Directors** whose vision, determination and commitment set in motion the 10 year growth and success of the **Long Island FQHC, Inc.**

2009 -2019
Long Island FQHC Inc. 2009 Visionaries

Arthur Gianelli 2009 President/CEO Nassau Health Care Corp. 2006-2014
Current: President of Mount Sinai St. Luke's Hospital

Jack O'Connell 2009 Special Advisor NHCC President/CEO 2007-2012
Current: Coordinator-Windsor Terrace Kensington Food Coop

Carolyn McCarthy Former NY Representative 4th District
*Member of the U.S. House of Representatives
New York's 4th district
In office January 3, 1997 - January 3, 2015*





NACHC – National Association of Community Health Centers



NACQA - PCMH
 “Patient Centered Medical Home” top level Designation



CHCANYS
 Community Health Centers Association of NYS

David Nemiroff became the 1st Long Island Representative on the CHCANYS Board of Directors



Chamber of Commerce
 Serving The Greater Westbury and Carle Place Communities



Roosevelt
 CHAMBER OF COMMERCE

“ *A strong Doctor Patient relationship can help improve your health* ”

Here’s Maria’s Story:



I have had diabetes for more than 30 years. Over the years, I have had many different doctors. I haven’t felt I could trust and be honest with many of them. They seem so busy to stop and listen. Sometimes the diabetic medications I take make me feel bad, so I just don’t take them every day. Last year, the health center hired a new doctor. After a full evaluation, she changed my medications and called to confirm that I was feeling better. She asked me to speak with a nurse and a nutritionist. I had never had such complete attention paid to my concerns. At my last check-up, my diabetes was under control – for the first time in 30 years.

Locations / Hours of Operation

516-296-FQHC (3742)

OUR SERVICES

Adult Medicine

- Internal Medicine
- Complete Physicals
- Flu and Pneumonia Vaccines
- Chest Screening for Tuberculosis
- Cancer Screening
- Podiatry
- Vision Screening

Pediatrics

- School Physicals
- Children's Vaccines
- Well-Baby Check-ups
- Sick Child Visits

* Not all services offered at every Center.
Check with local staff for services and schedules

** Not all specialty services are offered at all times.
Call for an appointment.

Women's Health Services

- Obstetrics
- Office Gynecology
- Mammography
- Prenatal Care Assistance Program
- Nutritional Counseling
- Infant Health Education
- Family Planning /Birth Control
- Pregnancy Testing
- Sexually Transmitted Infections

Specialty Services*

- Behavioral Health
- Dental
- Optometry
- Podiatry
- Care Coordination Adult/Child
- Radiology
- Gastroenterology

Elmont Family Health Center

161 Hempstead Tpke
516-571-8200



B.E.S.T -Backstretch Employee Service Team

Belmont Racetrack, Elmont, NY 11003
(Racetrack Employees Only)



Hempstead Family Health Center

135 Main Street
516-572-1300



Freeport South Ocean Care Family Health Center

101 South Bergen Place
516-623-3600



Freeport School Based Health Center

(Freeport High School Students Only)



Oceanside Family Health Center

3227 Long Beach Road
516-678-0900



Roosevelt Family Health Center

380 Nassau Road
516-571-8600



Roosevelt School Based Health Center

(Roosevelt High School Students Only)



Westbury Family Health Center

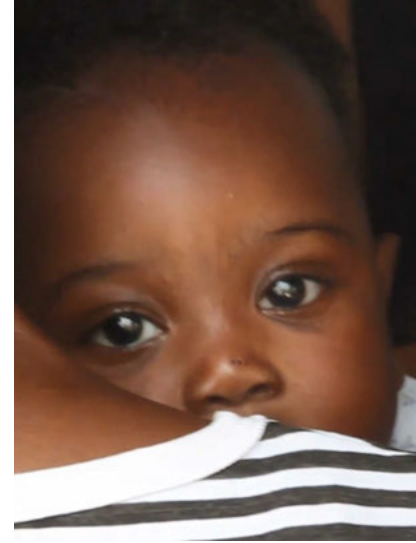
682 Union Ave.
516-571-9500



Westbury School Based Health Center

(Westbury High School Students Only)





TAKING THE JOURNEY WITH YOU TOWARD HEALTH AND WELLNESS



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ROOSEVELT | NEW CASSEL/WESTBURY**