

PATIENT PROFILE

Passion for crocheting brings “hugs” to HPC babies

Service is a powerful way to open the heart and fulfill the soul. And **Barbara Letch** knows that better than anyone.

Over the years, Barbara's passion for crocheting has created beautiful, one-of-a-kind baby blankets. Health Partnership Clinic's (HPC) littlest patients are the recipients of her creative gifts.

Sixty-three-year-old Barbara, a patient since 2012, says her blankets have had a positive impact on her health.

“Sharing my talents makes me feel good and impacts my mental health,” she says. “For me, it's like wrapping a baby in a hug. Since I don't have children of my own and few little ones in my family, it's my way to spread the love I have. It's also important that every mom has something special to give their baby.”

According to Gwen Wagner, DNP, APRN, Adult Nurse Practitioner, Barbara has been a “crocheter” as long as she's known her. “In the past year



Left to right: Gwen Wagner, DNP, APRN, Adult Nurse Practitioner, Cecilia Ponce, LSCSW, Behavioral Health Clinician, Barbara Letch, HPC patient, and Jessica Grate, Medical Assistant.

she has begun gifting several crocheted blankets for distribution in our Pediatric department. They are much appreciated and disappear quickly!”

Like many crocheters, Barbara learned different stitches from coworkers and friends. She says she's crocheted about 30 blankets, and it's her “artistic” outlet. “I have the ability to design it in my mind, so each creation is unique,” she adds. “It keeps me focused.”

But life threw Barbara some curveballs. She's dealt with various

*you're
invited*

You can help improve
community health
and impact lives
by joining us
at our annual

Opening Doors Luncheon Benefit

on
Thursday, April 9, 2020
at the
Embassy Suites Hotel/
Olathe Conference
Center.

**For tickets and
sponsorships, call
Debbie Sparks,
Development and
Marketing Manager,
at 913-433-7592, or
dsparks@hpcjc.org.**



ASK THE CEO



The clinic receives questions everyday about what it is, who it serves and the role it provides in the community. In this issue, **CEO Amy Falk** answers questions about FQHCs and the important role Health Partnership and others play in community health.

Why Medicaid Expansion Matters?

It matters BIG to HPC. Community health centers in states that have expanded eligibility for Medicaid under the Affordable Care Act (ACA) report they are more financially stable, more able to provide behavioral health care and social services and more likely to reward good-quality care through innovative payment policies, compared to community health centers in states that have not expanded Medicaid, a new Commonwealth Fund survey finds.

HPC is one of more than 1,300 Federally Qualified Health Centers (FQHCs) that operate across the United States, providing affordable primary care to medically underserved communities, regardless of patients' insurance status or ability to pay. Research shows they save the health system money, in part by reducing the need for people to seek more expensive care in emergency departments, while also serving as a boost to the economy through job creation and the purchase of goods and services.



Based on our analysis, expanding Medicaid in Kansas would have a huge impact on the clinic's financial health moving forward. If we considered only uninsured

adults, age 19-65, who are less than 133 percent of the Federal Poverty Level (which is equal to HPC's Slide A/B patients) we would see a significant bump in our bottom line to a tune of an estimated \$797,000 to \$1.6 million. That means the clinic would be in a healthy position to grow services and reward its staff with more competitive wages and benefits.

Six reasons why Medicaid Expansion makes sense:

1. **Economic growth** – KanCare expansion will help stimulate the economy and create thousands of jobs. A study by an economist from Kansas State University found that expanding KanCare would create more than 13,000 new jobs.

2. **It is a Kansas-based solution** – Each state that expands its program can tailor it to the state's needs. Among the features Kansas could draw on are requirements that beneficiaries share the costs of premiums and out-of-pocket expenses, incentives for healthy behaviors and referral to job training for those who might need it.
3. **It protects access to care, especially in rural areas** – Four rural Kansas hospitals have closed in recent years, resulting in loss of access to emergency care, surgery and other healthcare services; hundreds of people lost their jobs. Effects of hospital closures are felt throughout the community.
4. **It helps 150,000 hardworking Kansans who cannot afford coverage** – These are our family members, friends and fellow Kansans who don't make enough money to afford quality health insurance but have incomes that are too high to qualify for KanCare. Most are employed and many work multiple jobs to provide for their families. These are Kansans stuck in the coverage gap, with no affordable insurance options.
5. **It helps thousands of uninsured military veterans and their families** – About 7,400 veterans and their spouses would gain access to quality, affordable healthcare coverage with KanCare expansion. Veterans often do not have automatic and easy access to health care through the Department of Veterans Affairs, despite their service to our country.
6. **It controls health insurance costs** – Without KanCare expansion, the state's uninsured will continue to forego necessary health care. If thousands of working Kansans remain uninsured, the health care they inevitably need but cannot afford ends up raising the cost of care for others in the state—employers, hospitals, local governments and privately insured individuals and families.

To learn more, visit www.expandkancare.com.

A Stamp of



In our most recent patient experience survey (FY19, Q4), more than 82 percent of patients indicated they would recommend HPC to their friends and family! Now that's a stamp of approval! Here's what patients are saying about us:

"I love the Paola clinic. It is great for foster children, and I recommend it to others."

"Dr. Nader (Nader Rastgoftar, DDS) is such a skilled, intelligent dentist. The hygienists are so amazing as well."

"I love dealing with Health Partnership Clinic. They are always so prompt and efficient with all they do."

"I am grateful you are helping and serving!"

Enrollment for food assistance now available

Patients and community members can now schedule free appointments on Thursdays to enroll in food assistance, often known as SNAP, and temporary assistance for needy families and childcare in addition to Marketplace and Medicaid (KanCare) insurance enrollment. Appointments are offered at HPC's Olathe location.



These additional services are available thanks to a partnership with Community Health Council of Wyandotte County (CHCWC). Individuals should call 913-730-3653 to make an appointment with **Carolina Biagi**, CHCWC's Program Coordinator.

HPC continues to offer free insurance enrollment services at the Olathe location and Mission and Olathe Health Departments, which are provided by **Andrea Acosta**, ▶ Enrollment Specialist.

CEO Amy Falk says, "We're thrilled to be able to extend our partnership with the Community Health Council which provides an additional access point for our patients and neighbors to receive this important assistance and enrollment support."



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health issues, including a back injury, diabetes, high blood pressure and depression while coping with job losses, no health insurance and personal trials.

Discovering Health Partnership

Faced with a handful of medical issues and no way to pay, Barbara was referred to HPC.

"Dr. Wagner has been good to me," Barbara reflects. "She takes good care of me and doesn't make me feel like a failure."

Everyone at Health Partnership has been nice and truly wants me to succeed. I've been coming to the clinic for seven years and wouldn't go anywhere else."

Since joining HPC's High-Risk Diabetes Clinic in August 2018, Barbara's Hemoglobin A1C has decreased from nine to 6.5 percent. This is accomplished through education, regular monitoring and support. Dr. Wagner adds, "I believe that her crocheting hobby contributes to her overall health and is a coping skill as it

can serve as a distraction, brings self-fulfillment through the creative process and is a vehicle by which she can look outward and think and care for others."

According to Cecilia Ponce, LCSW, Behavioral Health Clinician, Barbara has learned that through altruistic giving she can experience a higher level of coping. "She shares her talent of crocheting and her desire to comfort others by donating her blankets. It benefits both her and our other patients."



& Noteworthy

- ▶ Providing access to quality and affordable health care is a cornerstone of our mission. HPC now offers same day appointments at the Olathe location to new or established adults and children seeking acute or chronic care. To schedule an appointment, simply call **913-648-2266** beginning at 7 a.m. and before 9 a.m., or you may walk in. Once the slots are filled for the day, the clinic will be considered full.

- ▶ When a well-established pediatric practice in **Wyandotte County** decided to close, we opened our doors to more than 5,000 families needing access to quality, affordable and accessible health care. To accommodate the new patients, we added a part-time provider and others to our Shawnee Mission location.



- ▶ HPC was recognized by **United Community Services of Johnson County** for our partnership with the Olathe Public School's Impact Olathe initiative. This community collaboration significantly improves the lives of Johnson County residents.

- ▶ **Telehealth services for Behavioral Health and Dental** are now available at the Paola, Ottawa and Shawnee Mission locations. Patients should inquire about this new service with their provider.



process before a ride is scheduled.

- ▶ Thanks to a grant, patients may access **limited funding for rides** to health-related appointments. Patients undergo a qualification

- ▶ The Olathe clinic recently received **National Committee for Quality Assurance (NCQA) Distinction in Behavioral Health Integration**. NCQA is a private, non-profit organization dedicated to improving healthcare quality. HPC has successfully demonstrated to patients, payers and partners that we have the right resources, evidence-based protocols, standardized tools and quality measures in the primary care setting to support the needs of patients with improved outcomes and whole-person care.



- ▶ **Lee A. Norman, MD, Secretary of Kansas Department of Health and Environment**, recently toured our Ottawa clinic and visited with provider Jenny Miller, FNP-BC; Brenda McLaughlin, Vice President of Finance; Board Chair Tierney Grasser; Amy Falk, CEO; Denise Cyzman, CEO, Community Care Network of Kansas; and Sheldon Weisgrau, Senior Policy Advisor, Alliance for a Healthy Kansas.

HPC offers comprehensive diabetes care

Uncontrolled diabetes can take a toll on nearly every organ in the body, including the heart, blood vessels, eyes, kidneys, nerves, gastrointestinal tract, gums and teeth. It can lead to amputation and even death. And many times, Health Partnership's patients are at greater risk for these complications.

According to **Gwen Wagner, DNP, APRN**, Adult Nurse Practitioner, HPC established a High-Risk Diabetes Clinic (HRDC) in August 2018 to address the need for more comprehensive care. Currently, 100 patients are participating. The clinic operates on Mondays and is open to any patient with an A1C greater than or equal to nine. The program focuses on education, counseling, mental and behavioral support along with medication management.

Since opening, more than half of the patients' A1Cs have fallen below nine percent, with an average individual decrease of approximately two percent.

An A1C is sometimes referred to as the "three-month blood sugar" as it reflects the average blood sugar the patient has had over the past three months. The goal for a person with diabetes per the American Diabetes Association is to have an A1C of seven or lower.

"The overall percentage of patients with diabetes who are considered "uncontrolled" (an A1C greater than nine) has dropped from 43 percent to 33 percent since the clinic opened," she adds. "We're proud of our patients. Their hard work has resulted in improved quality of life."

The three goals of the HRDC:

- ▶ To improve lifestyle management and address psycho-social barriers to diabetes care.
- ▶ To educate and support diabetes self-care, particularly insulin administration.
- ▶ To remove financial barriers to obtaining insulin for self-administration and diabetes treatment.

"Helping patients control their diabetes is not as simple as just providing medication or telling someone not to eat sugary foods," Dr. Wagner says. "Diabetes can



Gwen Wagner, DNP, APRN

be a complex and multifaceted disease and patients need not only medication but education, counseling, support and self-management tools so that they can become experts in controlling their own blood sugars."

Medications for diabetes can be very expensive for those both with and without insurance. At HPC, an assistance program called the 340 B plan provides affordable medications through AuBum Pharmacy and participating Walmarts.

A special thank you to our HRDC team Jessica Grate, MA, Adrianna Lund, MA, Cecilia Ponce, LSCSW, Behavioral Health Clinician, and Dr. Wagner.

Pediatric Walk-In Clinic open to community

If your child is suffering with a fever, sniffles, or tummy ache, **HPC's Pediatric Walk-In Clinic in Olathe is open Monday-Friday from 7:30 a.m. to 12 p.m.** The clinic is geared to children under 18 who are sick or need care for minor illnesses and injuries. No appointment is necessary. Commercial insurance and KanCare/Medicaid accepted. Discounted medical care available to eligible patients.



Interested in giving back?

To learn more about volunteering at HPC, call Catherine Rice, Vice President of Marketing and Outreach, at **913-730-3680** or visit **hpcks.org/GiveBack/**.

First School-Based Clinic in Johnson County marks first year



HPC and Shawnee Mission School District celebrated a year of providing health services to students through a school-based clinic at Merriam Park Elementary School in Merriam, Kan. in February. The partners planned a variety of birthday-related activities to bring awareness about Johnson County's first school-based clinic and to thank all those involved.

The celebration included songs, games and clinic tours. KC Wolf and school mascots made a special appearance along with Superintendent Dr. Mike Fulton and Chief Health Officer Wael Mourad, MD, MHCM, FAAFP.

To date, more than 300 students have received medical, behavioral health and/or dental services thanks to the many referrals from school district nurses, social workers and other staff.

"When we embarked on this journey, our main goal was to serve as a medical home for children and offer an additional access point to primary care," says Amy Falk,

CEO. "A year plus later we've accomplished that and more."

Dr. Mourad adds, "The school district and Health Partnership share a common goal of keeping children healthy. Together our team of psychologists, nurse practitioners, medical assistants, school nurses, social workers and many other dedicated staff members work together to determine the best approach to help students and their families. Our clinic is a viable option for those who are uninsured, under-insured or like the convenience of easy accessibility to quality and affordable health care."

HPC operates the walk-in, school-based clinic at Merriam Park Elementary on Tuesday afternoons from 12:30 to 3:30 p.m.

The clinic is open to all Shawnee Mission School District students and their siblings. No appointment is required.

Clinic services include sick visits, well-child, school and sports physicals, immunizations, strep/flu testing, lab/blood work, asthma care, behavioral health care, dental cleanings and checkups as well as nutritional guidance.

The walk-in clinic is located at 6100 Mastin in Merriam, Kan.



HPC's Senior Leaders saluted the Merriam Park staff for their support of the new school-based clinic.



Dr. Wael Mourad and Kare Lyche in the Merriam Park Clinic.



HPC and SMSD teams entertained students and guests by playing "Operation."



Substance abuse services now available

In partnership with Heartland Regional Alcohol & Drug Assessment Center (Heartland RADAC), HPC now offers affordable and accessible substance abuse services to adults and children, 12 and older.

Tristen Winston, MA, PsyD, LP, LCAC, HPC's Behavioral Health Director, and **Christopher Woodward**, Licensed Addiction Counselor, with Heartland RADAC, provide assessment and treatment including individual and group therapy.

According to Dr. Winston, the goal is to address the high number of individuals suffering with substance abuse and opioid use disorders in the communities served by both organizations.

"Our services are open to all individuals not just patients of HPC," she adds. "We also offer telehealth services to individuals at our Shawnee Mission, Paola and Ottawa sites."

Individuals new to HPC will need to complete a new client packet and specific substance abuse forms prior to his/her appointment. Referrals or self-referrals are accepted.

Interested individuals should call 913-730-3664.



COMING SOON

In response to the opioid use disorder crisis, a major public health emergency nationwide, HPC plans to provide a Medication Assisted Treatment (MAT) service in conjunction with the clinic's substance abuse services.

MAT is the use of medications in combination with counseling and behavioral therapies, which can be effective in the treatment of opioid use disorders and help some people to sustain recovery.

Welcome



*Danielle Berg,
APRN, FNP-C,
Family Nurse
Practitioner*



*Maureen Caro,
FNP-BC,
Family Nurse
Practitioner*



*Christina Cook,
RDH,
Registered Dental
Hygienist*



*Elizabeth Lewis,
WHNP-BC, BSN,
RN, Women's
Health Nurse
Practitioner*



*Whitney Venegoni,
APRN, FNP-BC,
Family Nurse
Practitioner*



*Richard P. Vilorio,
DDS,
General Dentist*



*Christopher
Woodward,
Licensed Addiction
Counselor*



*Board member Mina
Elizabeth Foster,
The Salvation Army's
Director/Case Manager*

SENIOR LEADERSHIP TEAM



*Emily Day, DDS,
Dental Director*



*Tristen Winston,
MA, PsyD, LP, LCAC,
Behavioral
Health Director*



*LeAna Champion,
RN,
Clinical Director*

Beyond the clinic walls

By the end of the year, HPC will have attended nearly 50 community events, sharing lifesaving information about the clinic.

To invite HPC to your community event, or to tour one of our clinics, call 913-730-3680.



In May, LaPorscha Vaughn, Behavioral Resource Specialist, and Judy Janes, volunteer, attended Johnson County Mental Health's 2019 Recovery Conference. Participants learned more about the clinic's behavioral health, substance abuse, medical and dental services.



In July, HPC participated in the annual S.O.S. (Serving our Students) event at Cottonwood Elementary in Paola, Kan. Staff provided onsite medical, dental and enrollment services.



In September, Catherine Rice, Vice President of Marketing and Outreach, and Debbie Sparks, Development and Marketing Manager, visited with 1,000 fourth graders at the Olathe School's Careers on Wheels event. Students learned about health careers, how to wash their hands and breathing techniques.

Partners extend the clinic's mission

Blue Valley students donate homeless care packages

Last spring, three senior high school students with the Blue Valley School District selected HPC as their capstone project. The 2019 Senior students, Tara Sabih, Blue Valley North High School, Claire Dugan, Blue Valley North High School, and Maria Masroua, Blue Valley West High School, were part of the Center for Advanced Professional Studies (CAPS). This is a program where students can explore the profession that they want to go into, whether that be medicine, engineering, business, etc.

"These students, who are certified nursing assistants, focused their project on providing care packages to our patients experiencing homelessness," says Catherine Rice, Vice President of Marketing and Outreach. "All three students are interested in working in the healthcare field in the future."

Pictured (left to right): Amy Falk, HPC CEO, and 2019 Seniors Tara Sabih, Claire Dugan and Maria Masroua.



Students made 144 care packages which included toothbrushes, toothpaste, socks and soap along with information about HPC's clinic.

Meet Our Staff



Patti West, DNP, APRN, Family Nurse Practitioner

“One thing I enjoy about my practice is establishing a relationship with my patients and providing individualized, comprehensive care,” says Patti West, DNP, APRN, a Family

Nurse Practitioner at HPC in Paola, Kan.

Besides her friendly, caring and compassionate bedside manner, Dr. West’s passion for lifelong learning has made a tremendous impact on the way she delivers care. This year, Dr. West earned a Doctor of Nursing Practice (DNP) degree.

“For my patients, I have advanced knowledge and coursework in areas that are not covered in graduate school,” she explains.

“I was able to take advanced residencies in diabetic care, endocrinology and radiology, just to name a few. For myself, I developed leadership, management skills and additional knowledge in areas such as healthcare policy, public health and global health care that have made me more confident and well-rounded to address the quickly changing healthcare environment...”

Dr. West is certified as a women’s healthcare nurse practitioner and nurse midwife (CNM). She earned a Family Practice Nurse Practitioner certificate from the University of Massachusetts in Boston, Mass., a Bachelor of Science and Master of Science in Nursing degrees from the University of Kansas School of Nursing in Kansas City, Kan. and her post Master’s certificate as CNM from the University of Missouri-Columbia. In January 2019, she earned a DNP degree from the University of Kansas.

Dr. West has been an advance practice nurse since 1992. She started at HPC in 2015 and serves people of all ages. Dr. West has a special interest in women’s health and enjoys the variety of work in family practice.

To schedule an appointment, call 913-294-9223.



Andrea Madrigal, Senior Medical Assistant

As a Senior Medical Assistant (MA), Andrea Madrigal plays an integral role in the health care provided at HPC. She supports the work of physicians, physician

assistants and nurse practitioners in the clinical setting.

“If you have to think of one person who personifies why HPC exists, it is Andrea,” says Wael S. Mourad, MD, MHCM, FAAFP, Chief Health Officer. “For our patients, it is all about access and getting them what they need. That is exactly what Andrea does day in and day out. I am so happy that she is a part of the HPC team!”

Andrea helps check the patient in and obtains their vital signs. She supports the provider with all the paperwork requirements for great and timely patient care while communicating with patients, colleagues and outside entities, freeing up the provider to focus on seeing patients.

“I enjoy working at HPC because we help so many people in the community, and I get to work with an amazing staff whose common goal is to help our patients live healthier lives,” she says.

According to her peers, Andrea is always willing to help her coworkers with a big smile. She demonstrates a positive attitude, is dependable and goes above and beyond for her patients with no hesitation.

Andrea adds, “I strive to treat every patient with exceptional service despite their ability to pay, socioeconomic status, or life struggles. Every patient has value to us, and we want to help each achieve his or her best self.”

When asked how she chose her field of work, Andrea reflects, “I was watching TV and a commercial about going back to school to become a MA came on and at that moment I knew I wanted to help people.”

Andrea has worked at HPC since October 2016. In December 2018, Andrea, along with former colleague Joe Clark, PA, were named Employees of the Year.

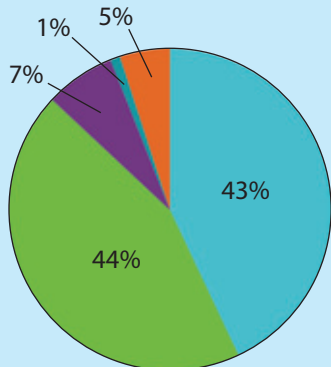


Annual Report

OUR FINANCIALS

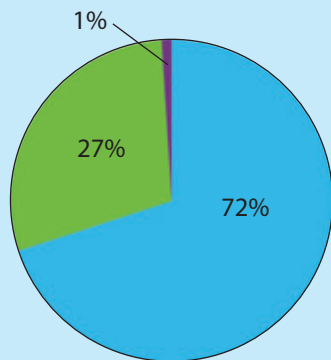
FY 2019

Revenue
\$6,996,379



- Patient Services
- Federal & State Grants
- Foundation Grants
- Donors
- Contract & Other

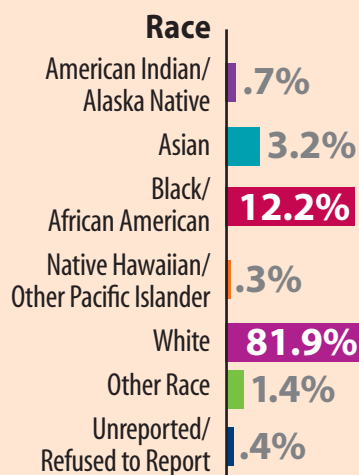
Expense
\$7,122,737



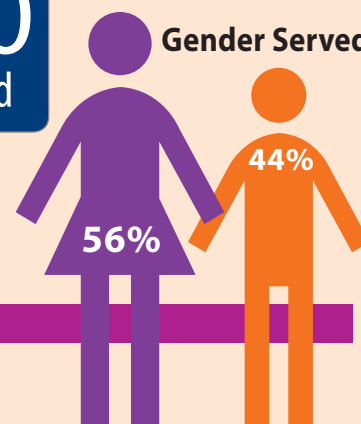
- Program Services
- Administration & General
- Fundraising

Unaudited Results

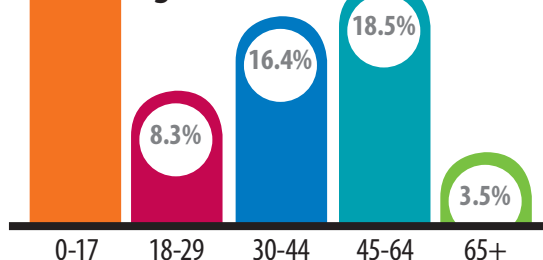
12,370
patients served



Gender Served



Age of Patients

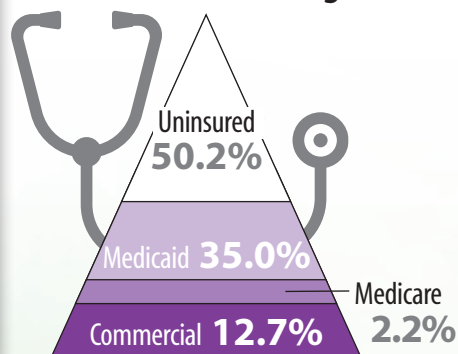


Poverty Level

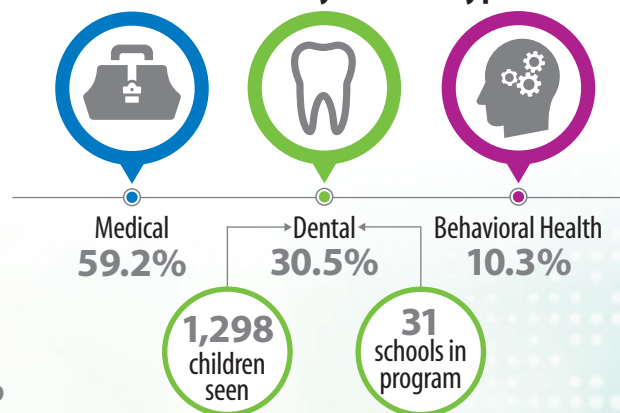
100% and below	34.0%
101-150%	20.5%
151-200%	10.4%
200% and above	2.7%
Unknown	32.5%

64.8%
total under 200%

Health Care Coverage



Patient Visit by Service Type



Your financial donation can make a huge impact on the lives of our most vulnerable neighbors. Your donation will ensure the uninsured children and adults in our community receive the care they need.

Visit our website at hpcks.org/give-back/ or mail in the enclosed donor envelope!

Our heartfelt thanks...



WomenHeart, The National Coalition for Women with Heart Disease, so far has donated 20 Blood Pressure Monitors to the clinic. These are distributed to female patients who have heart disease and are part of the clinic's High-Risk Diabetes Clinic.

Left to right: HPC's Catherine Rice and Debbie Sparks recently accepted a generous donation of blood pressure monitors from Cathy Porter (center), WomenHeart Champion District Community Leader – Midwest Region.

2019 DONORS

July 1, 2018 - June 30, 2019

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Centene Management Company, LLC
City of Olathe, The Christmas Tree Fund
City of De Soto
City of Edgerton
City of Gardner
City of Leawood
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Olathe School District
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Oppenstein Brothers Foundation
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Paypal Charitable Giving Fund
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Susanna Peck

Dave and Sheri Potter
Tracy Price
Propio Language Services
Mariana Ramirez
Ransom Memorial Hospital
Reach Healthcare Foundation
Shelby Lynn Rebeck
Beverly Reeves-Dudley, APRN
Robert D. & Ann Regnier
Catherine and Mike Rice
Katherine Rustan
Saint Luke's Health System
Dalyn Schmitt
Dave and Rebecca Scott
Ronald Shaffer
Sunflower Foundation
Umbrella
United Healthcare Community Plan-Kansas
Terrie VanZandt-Travis
Vivian & Hymie J. Sosland Charitable Trust
Barbara Wallace
Edward and Nancy Wallerstien
James Wetzel
WomenHeart
Julia Woods, MSN, RN, NE-BC
WyJo Care

thank you



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United Way
of Greater Kansas City

Helping hands make a difference

Thanks to a capital improvement grant from Community Care Network of Kansas, new carpet was installed at our Olathe clinic. In addition, volunteers painted the pediatric waiting room, substance abuse office and other administrative areas and landscaped the clinic's front entrances. A shout out to Alpha Phi Omega National Service Fraternity, GEICO, Olathe Chamber of Commerce and Scavuzzo's Foodservice Company!



Olathe

407 S. Clairborne Rd., Ste. 104, Olathe, KS 66062

Shawnee Mission

9119 W. 74th St., Ste. 210, Shawnee Mission, KS 66204
Located inside the Shawnee Mission Medical Building

Paola

1604 Industrial Park Dr., Paola, KS 66071

Ottawa

107 S. Main St., Ottawa, KS 66067

Merriam

*(School-Based Clinic at Merriam Park Elementary School
for Shawnee Mission School District Students)*
6100 Mastin St., Merriam, KS 66203



For the latest information,
visit us on facebook.
www.facebook.com/HPChhealth
(and like us!) and at hpcks.org!