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### OUR ANNUAL Opening Doors Luncheon Benefit

will be **Thursday, April 28, 2022** at the Embassy Suites Hotel/ Olathe Conference Center.

We're looking forward to celebrating 30 years of providing quality, affordable and accessible health care.

For more information about sponsorships, call Debbie Sparks, Development and Marketing Manager, at 913-433-7592, or dsparks@hpcks.org.

# Clinic's dedicated team and partners key to weathering COVID-19

Community health centers, often called federally qualified health centers or FQHCs, continue to play a critical role in responding to the novel coronavirus pandemic, known as COVID-19. Over the last 18 months, teamwork within the walls of Health Partnership Clinic (HPC) and outside with our partners, funders and supporters has made it possible to weather the pandemic.

"At HPC, our doors never closed during the stay-at-home orders, and we continued to provide comprehensive medical, behavioral health and emergency dental care to the communities we serve regardless of insurance status," says Wael S. Mourad, MD, MHCM, FAAFP, HPC's Chief Health Officer and Family Physician.

"Even though we experienced rapid declines in patient encounters and revenue, we're among America's first responders in communities we serve. It's simply our mission. Our staff rallied together and when we needed outside support, so did our community."







From COVID-19 testing to community donations to vaccinations...we are tirelessly pressing forward to meet the needs of the communities we serve.

• • • • Continued on page 3



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 its school-based health clinic model.

Health Partnership Clinic (HPC) opened its first school-based health clinic in Merriam Park Elementary in 2018. With shifting student needs, the clinic will move to Shawnee Mission West High School (SMWest) in September 2021.

### What is a School-Based Health Clinic?

Our School-Based Health Clinic is quite literally a doctor's office inside a school. Services are provided by HPC providers and staff. The clinic at SMWest will have a primary care provider, behavioral health clinician and a medical assistant on Thursdays from 11 a.m. to 3 p.m. throughout the school year. Eventually dental preventive services will be added. The clinic will open Thursday, Sept. 2.

### What are the benefits of this model of care?

The intention is not to take children away from their medical home but to supplement the care they are already receiving and to reach out to children who may not have access to care. One of our goals is to decrease absenteeism and time away from school by providing students and parents the convenience of a clinic within their school and school district.

### How do students and parents access services?

We plan to provide in person or virtual appointments, and walk-ins are accommodated if the schedule permits. Beginning in September, parents should call 913-648-2266.

### Where will the clinic be located?

For the upcoming school year, the clinic will be in Shawnee Mission West High School, across from the Nurse's Office, at 8800 W. 85th St., Overland Park, Kan.

### Who can be seen at the clinic?

Any student who attends a school within the Shawnee Mission School District. Depending on the age of the student, a signed form or verbal consent is required. Our providers will also provide primary health care services to siblings, three to 20 years old.

### What services are provided?

Our primary care providers offer a variety of services including well child exams, immunizations, labs, school and sports physicals, COVID testing/vaccines, acute care visits (i.e., sick visits, lacerations, injuries, etc.) and chronic care visits (i.e., asthma, ADHD, etc.) In addition, we will provide mental and behavioral health services, including therapy. Preventive dental services will eventually be available. The goal is to encourage early intervention and prevention through consistency and education.

### Will these services be billed to insurance?

Yes, all services provided within the clinic will be billed except for any students experiencing homelessness. We accept most major insurances and Medicaid (KanCare.) For children who are not insured, we offer a sliding fee program based on family income and household size. We also provide free enrollment assistance with Marketplace and Medicaid.

### Watch for more information via the clinic's Facebook page!



In our most recent Patient Experience Survey (FY 21, Q3), more than 92 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'm a very satisfied patient. They always will give me a break (via the sliding fee program) when I don't have insurance which is so appreciated." "Health Partnership is really good. I am thankful to them."

"The clinic has improved their services and patient care. Very well!!!"

#### WEATHERING COVID-19 from page 1 •

According to Dr. Mourad, HPC quickly pivoted to meet the immediate needs caused by the pandemic by:

- Rapidly scaling up of telemedicine and telehealth for Substance Abuse and Behavioral Health services
- Implementing new protocols and policies to safeguard patients and staff (including COVID screenings, education, technology and CDC recommendations)
- Providing COVID-19 testing and vaccine distribution
- Carefully allocating limited resources
- Reaching out to our local, regional, state and national partners
- Partnering with Kansas Medical Center and Children's Mercy Kansas City to support the COVID-19 AstraZeneca vaccine trial
- Caring for our staff with special appreciation gestures, including complimentary meals, shirts, flowers, etc.

"With our existing relationships with local public health authorities, hospitals, emergency management teams and relief organizations, we are uniquely positioned to communicate important health information to our communities," he adds.

Brenda McLaughlin, the clinic's Chief Financial Officer, says we are thankful for state and federal funding as well as financial support from foundations and others who helped the clinic with needed dollars and in-kind donations. "Additional funding has allowed us to expand services, purchase equipment, continue to keep our doors open and prepare for the future," she notes.

Dr. Mourad is cautiously optimistic that we've turned a corner. But he still reminds everyone to remember to clean your hands frequently, socially distance whenever possible, get vaccinated if you haven't already, and wear a mask in large groups or with the unvaccinated.

### #HPCSTRONG

 HPC's small but mighty vaccination team has vaccinated more than 4,000 adults and children, including patients, staff



and community. A shout out to our vaccination coordinators Mayra Lemus and Andrea Madrigal. These medical assistant professionals have gone 'above and beyond' to ensure there are plenty of opportunities to get vaccinated in Johnson, Miami and Franklin counties. The clinic will begin offering COVID vaccines during regularly scheduled appointments. To schedule an appointment, call 913-648-2266.



HPC partnered with Kansas Medical Center and Children's Mercy Kansas City to help support the COVID-19 Vaccine trial in the Kansas City Area, which led the trial of an AstraZeneca vaccine as part of the COVID-19 Prevention Network.

The clinic in Olathe served as a mobile registration point for interested community members and two HPC providers Kare Lyche, MD, and Noriko Okahara, DO, were available to provide follow up medical care to the study participants.

Due to recommendations from the American Dental Association and other local and state agencies, all non-emergent dental services, including dental outreach in the schools, were paused during the pandemic. That left a surplus of adult and pediatric dental kits (toothbrushes, paste and floss) that were just sitting in storage.



HPC decided to reach out and donate the kits to area organizations including El Centro, First Christian Church, Mission Southside and The Salvation Army-Olathe.

The Dental team is now up and running and is gearing up to provide dental screenings this fall to area students.

### New Pediatrician joins Shawnee Mission clinic



HPC welcomes Cheri El-Halawany, MD, FAAP, a boardcertified pediatrician,



to its team of talented medical professionals. Beginning Tuesday, August 17, she will see patients through age 21 at HPC's Shawnee Mission office, 9119 W. 74th Street. She speaks English, Spanish and Arabic.

Dr. El-Halawany joins HPC following nine years of clinical and instructional work at Children's Mercy Hospital in Kansas City, where she was recognized for both teaching excellence and her impact on graduating students. She earlier practiced in both Colorado and Southern California, where she completed her pediatric residency. No stranger to the KC area, she completed in 2007 the combined six-year program at the University of Missouri-Kansas City Medical School, where she also earned a Bachelor of Liberal Arts degree. She earlier graduated from Notre Dame de Sion High School, Kansas City, Mo.

Working in underserved areas and participating in a 2010 ARPAN Global Charities Mission trip to Egypt—her family's country of origin—have inspired Dr. El-Halawany. An avid traveler, reader and classical pianist, she is excited to again focus on clinical work that allows her to care for children of all ages, regardless of insurance, and to benefit the community.

Asked about her care style, she commented, "It's simply to care, to listen to parents' and patients' concerns and make sure to explain things clearly before they leave."

Dr. El-Halawany is passionate about patient comfort. "I use patience and play, especially for the younger kids who are scared to see a doctor. For teens, I think it is important to take an interest in their affairs and ask the right questions. Kids are smart, they can tell if you care," she says.



# SIX QUESTIONS

As a board-certified pediatrician, Cheri El-Halawany, MD, FAAP, is always fielding questions from worried parents. Although we're finally turning the corner on the COVID-19 Pandemic, there are growing concerns of parents regarding the vaccine, navigating a new normal and prevention. Dr. El-Halawany responds to six questions parents are asking most about COVID-19.

### 1.Q: My children's elementary school has notified us that all students will be back in person 100 percent of the time in August. My kids are too young for the vaccine, should I be worried?

A: I hear this a lot from concerned parents. Unlike last year, we have a lot more data on this virus, including how it impacts our elementary school age children. Fortunately, children in this age group have proven remarkably resilient to the virus. While there is still a chance that a child will come down with a serious case, most children that catch the virus avoid serious illness and don't experience long term symptoms. I am not saying that COVID is no big deal in children, but it is a much more manageable risk in this population. Most health professionals agree that the negative impacts of remote learning on intellectual and social development (as well as child temperament) more than outweigh the risks of illness in this age group.

### 2. Q: So, what does the "new normal" look like for families? It seems like we just got our kids used to wearing masks, and now they don't have to anymore. Are there any habits we should continue?

A: One of the few pleasant side effects of our "COVID Year", as I sometimes call it, was the low rate of flu infections. We were too busy taking care of COVID patients to celebrate, but our influenza admissions to the local hospitals were the lowest in several decades. Many of the most common COVID practices (hand washing, disinfecting surfaces, limiting exposure to crowds of people during the flu season, etc.) are effective strategies for avoiding seasonal illnesses. Also, the

# Parents Are Asking About COVID-19

focus on vaccination as the most important part of our nation's COVID recovery plan applies to so many other serious diseases for which vaccines exist. We should all be asking our primary care physicians if we need any booster shots or vaccines at our next appointment.

# 3. Q: How do you feel about vaccinating children? I have heard of side effects, some minor and a few severe. Does the risk warrant it?

A: I believe in each of the COVID vaccines. Many of the vaccine manufacturers have been studying their effects in children and young adults for several months prior to their recent approval. I agree with the Centers for Disease Control and Prevention's (CDC) recent approval of vaccinating individuals 12 and over. I believe the regulators have done a nice job of balancing the benefits of vaccination with a measure of deliberateness needed to make sure each vaccine is safe in younger age groups. Bottom line: I would not hesitate to give my own child a vaccine approved for use by the CDC.

### 4. Q: Are there any activities that we should avoid?

A: We all know that kids will be kids, and sometimes it feels like they are walking petri dishes. I, along with many other pediatricians, have been very encouraged by the relatively low transmission rates in elementary schools that reopened toward the end of this last school year. While scientists are still studying how the virus is spread within the child population, we suspect that children benefit from a number of circumstances, including a more resilient immune response, to coronaviruses in general. That being said, I would still encourage caution with very high traffic play areas that are challenging to keep clean. Ball pits may be fun,

but they were kind of gross even before the pandemic, and it's best to stay clear for a little while longer. However, in line with CDC guidance, it's generally safe to resume organized sports, choir and band.

### 5.Q: We have put off all non-necessary visits to the doctor, as well as non-emergency in-patient procedures, during the pandemic. Is it safe to go back to the hospital and my doctor's office?

A: The short answer is yes. In the early days, we were concerned about a lack of PPE and potential cross-transmission between patients. The PPE shortages have been resolved, and patient cross-transmission never proved to be a widespread problem. Almost every hospital has strict rapid COVID testing requirements prior to admission as well as for all Emergency Room patients, so there is at most a minimal risk of contracting the virus in the hospital. To be honest, you're more likely to get it at the grocery store than at a hospital or doctor's office.

At HPC, we still require masks and screen for COVID-19. In addition, adult patients (and their legal guardian/caregiver) may attend an appointment. Family or friends must wait in their cars or at home. For our pediatric patients, one parent/guardian is allowed along with minor siblings. We also continue to practice social distancing (minimum of six feet). Our clinics in Olathe, Paola and Ottawa provide COVID testing after assessment from a health provider.

### 6.Q: My child has had COVID and recovered from the main illness but is still struggling with some lingering symptoms. What do we know about the long-term effects of the virus?

A: As the experts have said all along, COVID is a serious infection, and like many other serious infections it can leave some patients with a longer road to full recovery. There's been a lot of talk about COVID "long-haulers" that are still suffering from significant symptoms months after initially contracting the virus. While significant, this is a comparatively small group of patients, and we are still learning about what the road to recovery looks like for patients with lingering effects. However, there are other infections that patients continue to improve from for months and even years after the onset of symptoms. So, I would encourage those who may still be suffering to not lose hope and be patient as we continue to better understand the effects of the virus and how to best treat them.

# & Noteworthy

 HPC's Olathe and Paola sites have been awarded recognition by the National Committee for Quality Assurance Patient-Centered Medical Home Program.



In addition, the Olathe clinic has also received Distinction in Behavioral Health Integration. The patientcentered medical home is a model of care that puts patients at the forefront of care. Special thanks to our staff who have made a commitment to continuous quality improvement and a patient-centered approach to care!

The Paola clinic is now open on the Second Saturday of the month from 9 a.m. to 3 p.m. for same day appointments. Patients can either walk-in or call for a same day



appointment; first come, first served Patti West, DNP, APRN, and her team are ready to serve the Miami County community.

 Smile Franklin County! Nader Rastgoftar, DDS, is now providing pediatric dental exams, cleanings, sealants and treatments at the Ottawa office,



107 S. Main St. Services are available to children 12 and under.

► The Olathe Mayor's Children's Fund awarded more



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than \$8,000 to provide school-based dental services and emergency dental care to Olathe's children. Our Dental Outreach team will begin visiting Title 1 schools this fall. HPC is the first clinic in Kansas to install the state-of-theart Accuvax machine. The auto-dispensing vaccine machines



are now in the Olathe and Shawnee Mission clinics and will be added to Paola and Ottawa. It provides inventory and reporting accurate to the dose.

To improve patient engagement in 2020, the clinic embarked on a Quality Improvement project to increase the number of patients who are actively using the patient portal. As a result, we successfully enrolled more than 2,000 new patients in the patient portal who have logged on. Our number of log ins went up from around 6,000 to more than 30,000 last year. This year, we have not even reached our halfway point of the year and have already seen more than 17,000 log ins. Our patients are now much more engaged with their care and are getting notices in a timely manner. The entire team at HPC is dedicated to improving services for our patients.



 In August, HPC will celebrate National Health Center Week. It's our opportunity to salute our public servants, patients, employees, volunteers, consumer board members and others for their support of the clinic. This year's theme is "The Chemistry for Strong Communities." Together it is that chemistry that builds and sustains stronger, healthier communities. Visit hpcks.org/national-health-center-week-2021.

# Welcome

Our vulnerable populations including people experiencing homelessness and low-income children and families benefited from the generosity of so many over the last 18 months. A shout



out to volunteer Denise Muchangi, an Olathe resident, who worked with Prince of Peace Catholic Church Ladies of Peace and Wal-Mart Olathe – Alden to fund "summer health" kits. She also helped with COVID, Flu and Cold Care and personal care kits for the homeless.



In April 2021, the clinic hosted a roundtable discussion about Medicaid expansion with Kansas Gov. Laura Kelly and Representative Sharice Davids. Among the attendees included Denise Cyzman, CEO of Community Care Network of Kansas, and HPC's CEO Amy Falk, Chief Health Officer Dr. Wael S. Mourad and Chief Financial Officer Brenda McLaughlin as well as several media.

Clinic administrators shared the important impact Medicaid expansion would have on the clinic. "We estimate that between 1,600 to 2,600 of our adult patients would benefit from expanding Medicaid, which represents about 20 percent of our total patient population," Amy says. "The projected financial impact would be an additional \$800,000 to \$1.3 million annually, which we would invest back into the communities and patients we serve."



MD, FAAP,

Pediatrician





Noriko Okahara, DO, MPH, Family Physician

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Nader Rastgoftar, DDS, General Dentist/ Dental Director



Sharon Trongaard, RRT, MS, MPH, Clinic Director/Risk and Compliance Officer

### Opening Doors benefit pivots to virtual format; raises \$66,000

Like many other nonprofits, COVID-19 threw us all a curve ball. But it didn't stop HPC from opening our doors virtually for our annual benefit, which was held in September 2020.

The benefit raises funds to help support uninsured adults and children in Johnson, Franklin and Miami counties. And it was just in time. The clinic has recently experienced a 10 percent increase in uninsured patients.



The event included a patient testimony from Barbara Letch, who has been coming to the clinic since 2012, and updates regarding the clinic's response to COVID. In addition, Chief Health Officer Wael S. Mourad, MD, MHCM, FAAFP, provided insights surrounding racial health disparities and the clinic's role. A video, *Opening Doors and Embracing New Opportunities*, was also featured. *To view the event, visit hpcks.org.* 



According to Amy Falk, CEO, the clinic recognized Nevin Waters, DDS, Olathe, Kan., a former clinic board member and Dental Director, with the Founders Award and the Olathe Fire Department

with the Leadership Impact Award. The Founders Award honors an individual who has significantly impacted the health and wellness of the communities we serve. Dr. Waters was singly responsible for laying the foundation of our dental services. Under his capable leadership and direction in 2002, he secured donated mobile dental equipment and forged partnerships with UMKC Dental School and Johnson County Community College to provide volunteer staff. Today, dental services are provided to both children and adults inside and outside of our walls.



The Leadership Impact Award recognizes efforts of an individual or organization that has advanced the mission and philosophy of Health Partnership and



has contributed to the promotion of HPC, health care and wellness in the communities served by the clinic. Olathe Health, Olathe Fire Department and HPC established a Mobile Integrated Health (MIH) program in 2015. Together, we have worked diligently to provide direct patient care with same day appointments and chronic disease follow up to reduce overuse of the Emergency Room and 911 services.





Overland Park Regional Medical Center Medical Staff



Blue Cross Blue Shield of Kansas City



Olathe Health



AdventHealth Shawnee Mission Medical Staff

## Dental funding ensures Olathe's children keep smiling, pain free

Thanks to funding from the Olathe Mayor's Children's Fund, Olathe's low-income children will benefit from two initiatives.

This fall, HPC's Dental Team will screen children at ten Title 1 schools in Olathe with a combined enrollment of 2,600 students. In addition, funding will also help offset the cost of uninsured children experiencing severe emergency dental pain associated with abscesses, broken teeth, severe toothaches and other emergencies. The clinic provides both preventive and restorative care to children and young adults.

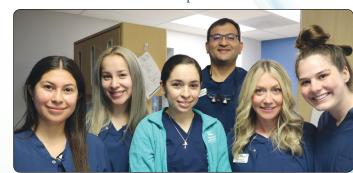


Over the past year, 26 percent of our pediatric patients, living in Olathe, were uninsured; more than two thirds have Medicaid/ KanCare. According to the clinic's Dental staff, about 25 percent of child visits involve emergencies.

Recently a 10-year-old child from Olathe walked through our doors experiencing unbelievable tooth pain. After a thorough evaluation, it was quickly determined he had a permanent first molar abscess. An abscess is a serious infection that typically occurs in the gumline around the teeth. If left alone, infections might spread to the body. The only treatment was root canal therapy or pull the tooth, which wasn't recommended since molars are needed to chew food.

Unfortunately, the clinic had temporarily paused its root canal treatment services due to COVID. The alternative was to send the patient to another clinic, but the \$300-\$400 price tag was too much for the family. The only option was to pull the tooth. That wasn't an acceptable option for the Dental team, and they successfully received special approval to perform the two-part procedure to save the tooth. The parent ended up paying affordable copays, and the child left the clinic with a smile on his face. Our patients and staff are

so thankful for this funding it ensures pain-free smiles and positive, lifelong healthy habits

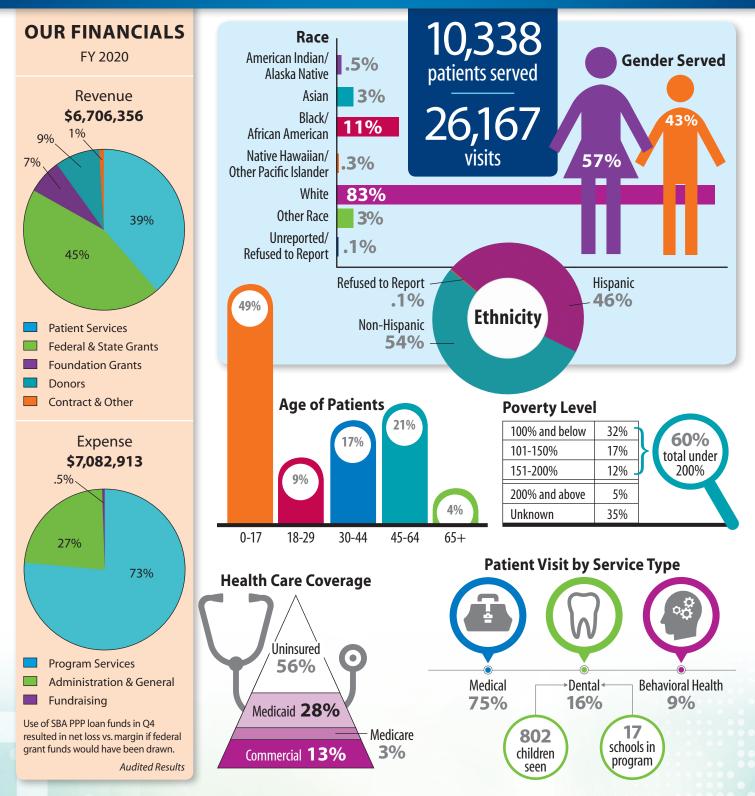


Dental Team



July 1, 2019 - June 30, 2020





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#### July 1, 2019 - June 30, 2020

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CLINIC

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hpcks.org

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United Way of Greater Kansas City

# Walk-Ins welcome!

### Olathe's Pediatric Walk-In Clinic



welcomes children under 18 years old who are sick or need care for minor illnesses and injuries.



The walk-in clinic is open to HPC patients and the community from **7:30 a.m. to Noon, Monday-Friday.** 

The clinic is located at 407 S. Clairborne Rd., Ste. 104, Olathe, Kan.

Commercial insurance and KanCare/Medicaid accepted. No appointments necessary!

For more information, call 913-648-2266.



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



Olathe 407 S. Clairborne Rd., Ste. 104, Olathe, KS 66062 913-648-2266

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

913-432-3334

**Paola** 1604 Industrial Park Dr., Paola, KS 66071 **913-294-9223** 

Ottawa 107 S. Main St., Ottawa, KS 66067 913-401-2750

### Overland Park (Opening Sept. 2!)

(School-based clinic at Shawnee Mission West High School for SMSD students and their siblings 3 and older) 8800 W. 85th St., Overland Park, KS 66212 913-648-2266