

## Welcome

Welcome to the first edition of **Thrive!**

We chose **Thrive!** as our publication name because it truly defines Health Partnership Clinic's journey over the last 26 years. The clinic has grown vigorously and progressed forward despite many hurdles and challenges.

As we continue to navigate the murky waters of health care, it's more important than ever to share our stories about how we're improving health and impacting lives in the communities we serve.

Our goal is to educate and inspire you. Please consider helping us help your neighbors in need. You can volunteer, share our story with your social circle, or financially support our clinics.

*To get involved, please contact Catherine Rice, Vice President of Marketing/Outreach, at 913-730-3680, or visit us at [hpcks.org/give-back](http://hpcks.org/give-back).*

## PATIENT PROFILE

# Grateful Patient moves beyond the cycle of aid to self-reliance

Nine years ago, **Carolyn Thomas** walked through Health Partnership Clinic's (HPC) doors. She was a single mother of two, needed a well woman exam and breast screening and had no health insurance. She couldn't afford the \$185 her physician now required upfront.

But at HPC, it was affordable. At that time, it was a small, adult clinic run by mostly volunteers.

Over the last nine years, she's witnessed—first hand—the clinic's transformation to a Federally Qualified Health Center (FQHC) with a sliding fee schedule, new locations, expanded hours, inhouse labs, behavioral health and dental care—all aimed to better serve people like herself.

"Through all the changes, the one constant has been the staff," Carolyn says. "They're friendly, helpful, really care and very patient."

Carolyn's life has taken many twists and turns. She's been a single mom, employed, unemployed, insured, uninsured and now on disability. There have been tremendous emotional ups and downs from battling chronic back pain and weight issues to high blood pressure and heel pain. But one of her greatest sorrows is the murder of her son, Kelvin Brown, Jr.

"Unless you've lost a child, you can't begin to understand the pain," she says. "I wasn't in a good place.

Depression set in, and I wasn't taking care of myself."

When she turned to Health Partnership, the staff listened, comforted her and offered counseling services and referrals as well as taking care of her physical health.

"Everyone—from the front desk to the medical assistant to my provider—was there for me," she says. "I'm so grateful. I'm here today because of God's intervention, strangers and the people of Health Partnership Clinic."

She adds, "It's still a struggle but I'm fighting my way back. In 2017, I had bariatric surgery and lost 83 pounds, and my blood pressure has leveled out!" Recently Carolyn underwent major surgery to address recurring female issues and a foot procedure—thanks to referrals made by Carolyn's provider.

"If I didn't have the services of HPC, I'd have to question if I would still be alive, and if so, what condition I'd be in," she explains. "The clinic



*Carolyn Thomas*



## 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.

### What is an FQHC?

A FQHC, or Federally Qualified Health Center, is a nonprofit or public community health center that fulfills certain health service criteria and receives specific government reimbursements and funding.

### What do FQHCs do?

FQHCs do a lot, but the most important services we provide are:

1. **Comprehensive primary care.** FQHCs offer primary care for all age groups, as well as mental, substance abuse and dental health services. We also partner with other community, health and social organizations to make sure patients have access to a full range of care.
2. **A sliding fee discount program.** Sliding fee programs are based on an individual's income and family size. This allows patients to pay based on their ability.
3. **Service to a Medically Underserved Area or Population.** Medically Underserved Areas and Populations, or MUA/Ps, have limited access to medical care or have higher medical needs than services available to them. In other words, we provide health services to the people who need them most.
4. **Services for all.** We will provide patients with medical care regardless of their ability to pay and regardless of their insurance status. Our staff are dedicated to making sure services are affordable and accessible. We can even help patients get insurance.

### What kind of federal funding do FQHCs get?

FQHCs get government reimbursements under Medicare and Medicaid. They also qualify for federal funding through Section 330 of the Public Health Service Act, but they do not necessarily have to receive the funding to be considered an FQHC. Although we are grateful for this funding, it by no means covers the high cost of care we provide. We must depend on outside sources such as grants, funders, individual donors and organizations.

### Why are FQHCs so important?

FQHCs level the playing field. We will not deny individuals health care because they do not have insurance, are not U.S. citizens, or can't afford medical care. FQHCs exist to provide care to everyone who needs it.

## A Stamp of



In our most recent patient experience survey (September 2018), 82 percent of patients indicated they would recommend HPC to their friends and family! Now that's a stamp of approval. From our surveys, we've heard the following:

"Health Partnership is better every day! The staff are professional and nice! They make me feel better."

"Thank you for helping me find the answers about my health. I have been in an abusive relationship and could not have found these answers without a lot of time and more emotional trauma...Your staff made me feel very comfortable, and they were very kind."

"I feel very comfortable taking my kids to Health Partnership Clinic, and I'm very satisfied. Thank you!"

### PATIENT PROFILE from page 1

connected me with community groups like the Johnson County Multi-Service Outreach Center and Salvation Army."

Today, Carolyn is moving beyond the cycle of aid to self-reliance. She's attending Johnson County Community College—returning to school after 11 years. Her goal is to complete an associate degree. In her spare time, Carolyn makes donor calls to help with the clinic's fundraising efforts and promotes HPC to anyone who listens. Her daughter, Kaliece, is a medical assistant at the clinic, and is proud of her mother's perseverance.

"Knowing I can get affordable, accessible and quality health care is one less stressor, and it's made a huge difference in my life," Carolyn says.





# & Noteworthy

- ▶ **Wael S. Mourad, MD, MHCM, FAAFP**, joined HPC as Chief Health Officer in October 2018. Dr. Mourad brings an impressive background in health care, including most recently in a FQHC setting and as a proven leader in the delivery of high-quality, customer-focused care. He oversees medical, nursing, dental, behavioral health, front desk operations, safety and quality.



- ▶ In February 2018, the clinic launched its new website (**hpcks.org**)—thanks to a generous grant from Sunflower Foundation. Be sure to check out the fresh, modern design, useful information, easy navigation, blogs, etc. by visiting [hpcks.org](http://hpcks.org).

- ▶ HPC received a grant to replace the five-year-old carpet in the **Olathe clinic**. This will bring smiles to both our patients and staff!



- ▶ We're reaching beyond the clinic walls thanks to a teledentistry grant from the CIG (Capital Improvement Grant) funded by The Kansas Association for the Medically Underserved. We now offer services at our **Paola, Ottawa and Shawnee Mission clinics**.



- ▶ In June, **HPC successfully met 98 percent** of the elements in the Health Resources and Services Administration's (HRSA) Bureau of Primary Health Care Compliance during its 2018 Operational Site Visit. Surveyors reviewed clinic documents and conducted interviews with staff, board members and patients. One surveyor stated, "It is not often that an organization receives only two noncompliant marks. It's very impressive." The clinic is now 100 percent compliant.

- ▶ **HPC**, one of the HRSA-funded community health centers in Kansas, received funding to tackle mental health and fight the opioid overdose crisis. The clinic will add additional behavioral health staff, leverage health information technology and provide staff training.

- ▶ HPC welcomes new board member **Bruce Baker**, President of Baker Realty Advisors, Inc., Leawood, Kan. For a complete listing of our board, see page 9.

- ▶ With the support of the Olathe Mayor's Christmas Tree Fund last year, the clinic was able to purchase dental supplies, enabling our **dental team to serve 1,475 Olathe children**.



This year, we participated in several fundraising events including Celebrate Olathe/Mayor's Christmas Tree Lighting and Egg-Stravaganza, all to help raise dollars for Olathe's children.

- ▶ A **volunteer program** was created to attract individuals who are interested in helping in non-clinical areas of the clinic. To date, we have four full-time volunteers who work in Human Resources, Marketing, Enrollment and Patient Experience. We also have a handful of individuals who volunteer for special events and projects.



# Opening Doors to Health for 25+ Years

In 2017, Health Partnership Clinic (HPC) celebrated its 25th year of providing health care for the most vulnerable in our communities.

1992



*First location opens at 8600 W. 95th St. in Overland Park, Kan. The “free” clinic provides limited primarily acute and limited chronic disease care.*

2002



*HPC adds Dental services at the 807 S. Clairborne Rd., Olathe, Kan., location and later expands to office space next door.*

2008



*Overland Park clinic relocates to 7171 W. 95th St., more than doubling its facility.*

With the help of community leaders and organizations such as the United Community Services of Johnson County and area hospitals and physicians, we began offering episodic, complaint-based adult primary care in 1992. The clinic was staffed entirely by volunteer physicians in Overland Park, Kan.

Over the next 20 years, we expanded to meet the greatest need. A clinic was opened in Olathe in 2000 with medical services. Two years later, dental services were added. Under the direction of Nevin Waters, DDS, the clinic was outfitted with donated mobile dental equipment and a partnership was initiated with UMKC Dental School. Dental services were expanded and in 2009, the clinic entered into a partnership with Johnson County Community College to provide onsite dental hygiene services by students.

Dental care greatly contributed to the expansion of the clinic's volume and mission. Recognizing the need for coordinated, ongoing care for those with chronic diseases, the clinic adopted a medical home model in 2008.

In 2011, as patient volumes soared, the Overland Park and Olathe clinics merged into a larger space, at its current location,

407 S. Clairborne Rd., Olathe. As needs grew and health care reimbursement changes pressured physicians and hospitals, the clinic's board realized the current volunteer model was not sustainable.

Board member and attorney Jeff Ellis led the process of applying for federal funding. In 2012, the clinic was designated as a Federally Qualified Health Center (FQHC). With that came a slight name change to Health Partnership Clinic, a new logo and more expansion in both services and locations.

Pediatric care, behavioral health and enrollment services for KanCare and the Health Insurance Marketplace were added. In 2012, a dental outreach program was developed and today, we serve 40 outreach locations including head start programs, schools and health departments.

In 2015, we partnered with the Olathe Fire Department and Olathe Health to establish a mobile health clinic. A clinic nurse practitioner and a firefighter paramedic provide free non-emergency services to Olathe residents. That same year, we entered into a partnership with Kansas City University of Medicine and Biosciences to provide physician services and



*“Health Partnership plays a valuable role in our communities. We provide comprehensive preventative and primary care and chronic disease management and partner with other community, health and social organizations to ensure patients have access to a full range of care...”*

— Amy Falk, CEO, Health Partnership Clinic

initiated an integrated medicine program.

To address rural health care needs, we added locations in Paola in 2012 and Ottawa in 2015. Our growth continued when we acquired a pediatric practice on the Shawnee Mission Medical Center campus in 2016. That same year we established a Pediatric Walk-In Clinic at the Olathe site.

Integration efforts were further expanded in early 2017 when we began integration of dental and primary care services for our pediatric patients. In addition, we relocated and expanded our Ottawa clinic, entered into an affordable prescription drug partnership with local pharmacies and added telehealth for behavioral health and dental.

In January 2018, the clinic opened its first school-based clinic at Merriam Park Elementary School in Merriam, Kan. The clinic is open on Tuesday afternoons for walk-in acute care and on Wednesday mornings by appointment for behavioral health care. All Shawnee Mission School District children and siblings are welcome. Last month, we began offering an Adult Walk-In Clinic on Wednesday afternoons for

those experiencing homelessness.

CEO Amy Falk says the need for accessible and affordable health care is not shrinking.

Although the percentage of people living in poverty is lower, it's rising faster in Johnson County than in most other places— affecting 32,330 residents or 5.6 percent of the population according to a recent report. The percentages in Miami and Franklin counties are much higher. Today, there are about 40,000 Johnson Countians who do not have health insurance, and we're caring for nearly one-third of these individuals. Last year, 47 percent of our patients were uninsured—including both children and adults.

“Health Partnership plays a valuable role in our communities,” Amy says. “We provide comprehensive preventative and primary care and chronic disease management and partner with other community, health and social organizations to ensure patients have access to a full range of care. This care model decreases the need for costly emergency room visits and ensures better continuity of care. That translates into a healthier community and more productive employees who are able to contribute back to our community.”

2012



*Johnson County Clinic Consolidation: All operations combine in a larger site at 407 S. Clairborne Rd.*

2016



*Shawnee Mission clinic opens at 9119 W. 74th St., Shawnee Mission, Kan.*

2017



*Ottawa clinic relocates to 107 S. Main St. and adds dental services.*

# Beyond the clinic walls

In 2018, HPC attended more than 40 community events, sharing information about the clinic to approximately 4,000 people.

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



**In March**, HPC welcomed an area bilingual Girl Scout Brownie troop. Girls toured the Olathe clinic and made first aid kits.



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



**In October**, Ottawa clinic provider Jenny Miller, FNP-BC, a family nurse practitioner, attended the Early Childhood Fall Festival at Sunflower Elementary in Ottawa, Kan.

## Partners extend the clinic's mission

A special shout out to our partners. These organizations either provide free or discounted services, or products, help promote our services to their clients, or offer resources to our patients! **Thank you!**

Advent Health (Shawnee Mission Health)  
Drs. Hawks, Besler, Rogers & Stopple Eyecare  
Growing Futures Early Education  
El Centro  
Franklin County Health Department  
Fry Orthodontics  
Johnson County Health and Environment  
Meylor Chiropractic and Acupuncture  
Miami County Medical Center  
Olathe Fire Department  
Olathe Health  
Olathe Public Schools  
Overland Park Regional Medical Center  
Prairie Pediatric Dentistry  
Ransom Memorial Hospital  
Saint Luke's South Hospital  
Shawnee Mission School District  
WyJo Care – KC Medical Society Foundation  
Yin Eye Care

## Now Open in Olathe...Adult Walk-In Clinic for the Homeless

On Wednesdays, from 11:30 a.m. to 5 p.m., our doors at the Olathe clinic are open to those experiencing homelessness and needing acute medical treatment.

The cost of services is waived if qualified. No appointments necessary!

Our medical provider can treat a variety of acute care issues like bronchitis, colds and flu, fever, pink eye, skin rashes and STD screening/treatment. The Adult Walk-In Clinic is closed the first Wednesday of the month.



*Erika Ortiz, MSN, APRN, FNP-C, staffs the Adult Walk-In Clinic. She also does outreach with the Mobile Integrated Health Team, a partnership with the Olathe Fire Department and Olathe Health.*

*For routine primary services such as chronic disease management, or routine referrals to consultants, please call 913-648-2266 to schedule an appointment.*



# Meet Our Staff



**Nader Rastgoftar, DDS,  
General Dentist**

"I am passionate about my role as a dentist at Health Partnership, where we can make a difference in the overall health and wellness of our community," says Nader Rastgoftar,

DDS, an HPC dentist.

That passion for quality and compassionate dental care was recognized when he was named the clinic's 2017 Employee of the Year. Dr. Nader's colleagues describe him as a kind and compassionate caregiver with a wonderful sense of humor.

According to dental staff, Dr. Nader does everything with a personal touch. He always takes the time to make sure the patients understand their condition and options for treatment, and his sense of humor relaxes patients and makes HPC a better place to work.

Dr. Rastgoftar is licensed by the Kansas and Missouri Dental Boards. He earned a Doctor of Dental Surgery from the University of Missouri-Kansas City. Dr. Nader joined HPC in August 2015. He serves people of all ages at our Olathe clinic.



**Andrea Acosta, KanCare/  
Marketplace Navigator**

More than a decade ago, Andrea Acosta traveled from her birth country of Argentina to the United States (U.S.) in hope of improving her English. After spending time as an au pair and working in the hospitality industry coupled with marriage and children, she ended up staying. In 2017, she became a U.S. citizen.

Since 2015, Andrea has served as HPC's KanCare/Marketplace Navigator. Her solid customer service experience, attention to detail and bilingual abilities make her perfect for this high-energy position.

"I love my job and feel I make a difference," she says. "I help individuals and families—many who have green cards like I had—navigate the health insurance system and find affordable insurance, which provides a sense of security for them and helps HPC's bottom line."

In 2017, Andrea and a part-time staff person assisted 1,377 customers with KanCare applications, provided KanCare assistance to 1,875 and helped more than 400 individuals with Marketplace applications and assistance. In 2018, 1,453 KanCare or Marketplace applications were completed and another 1,519 individuals received assistance and education about insurance options.

*To schedule an enrollment appointment, call 913-730-3653.*



## 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.

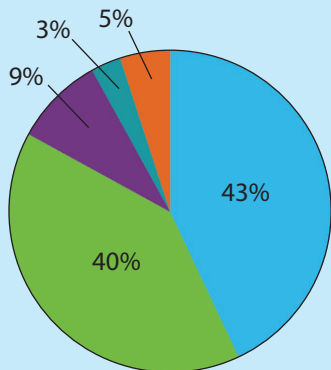


# Annual Report

## OUR FINANCIALS

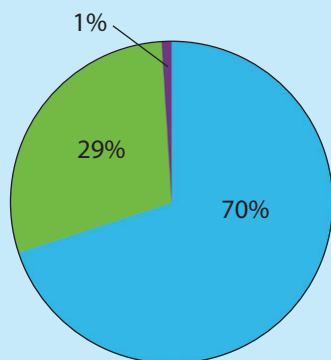
FY 2018

Revenue  
**\$7,152,901**



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

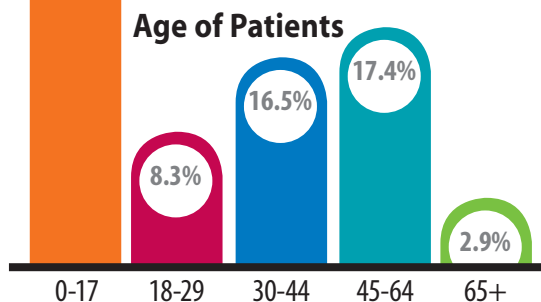
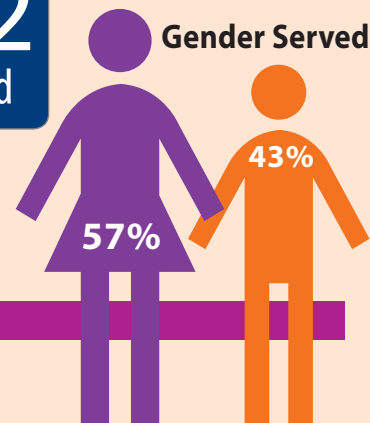
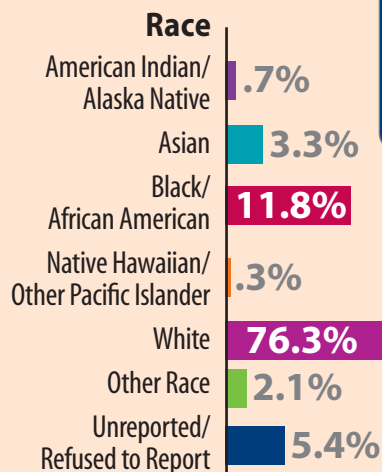
Expense  
**\$6,658,340**



- Program Services
- Administration & General
- Fundraising

*Audited Results*

**13,832**  
patients served

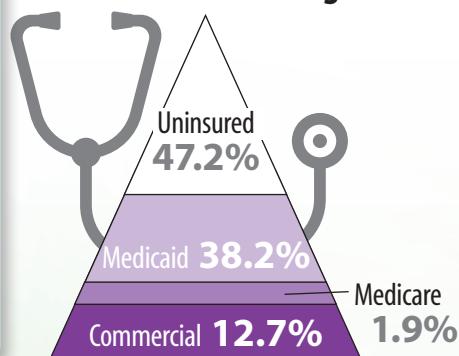


### Poverty Level

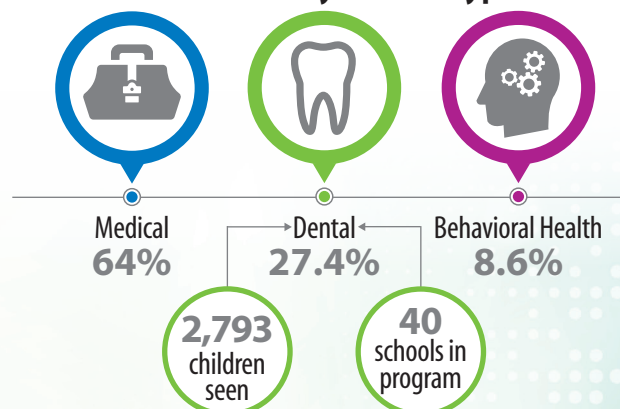
100% and below	40.0%
101-150%	20.1%
151-200%	3.8%
200% and above	3.1%
Unknown	33.0%

**63.9%**  
total under 200%

### Health Care Coverage



### Patient Visit by Service Type





# OUR LEADERSHIP

Board members help our guide clinic through insights and wide breadth of experience.

Health Partnership is governed by a Board of Directors representing a cross section of our community who are all committed to our mission of providing accessible, affordable and high quality medical, dental and behavioral health care. More than 51 percent of our board are also patients.



**Tierney Grasser,**  
Chairperson  
Olathe Medical  
Center



**Robin Harrold,**  
Past Chairperson  
Advent Health –  
Shawnee Mission



**Mariana Ramirez,**  
Juntos – University  
of Kansas  
Medical Center



**Shelby Rebeck,**  
Vice Chairperson  
Shawnee Mission  
School District



**Bruce Baker,**  
Baker Realty  
Advisors, Inc.



**George Reffner**



**Burnis Lance,**  
Secretary



**Antonio L. Booker,**  
Johnson County  
Department  
of Corrections



**Wakaba Y. Tessier**  
Husch Blackwell



**Kevan D. Acord,**  
Treasurer  
Bridge Builder  
Tax and Legal  
Services P.A.



**Tracy A. Price,**  
Lakemary Center



**Julia Woods, MSN,  
RN, NE-BC,**  
Saint Luke's South  
Hospital

## SENIOR STAFF

- ▶ **Amy Falk, CEO**
- ▶ **Wael S. Mourad, MD, MHCM, FAAFP, Chief Health Officer**
- ▶ **Amalia Almeida, APRN, MSN, Director of Medical Department**
- ▶ **Dayna Brinckman, DDS, CHCEF, Chief Dental Officer**
- ▶ **Denise Kelly, VP of Human Resources**
- ▶ **Brenda McLaughlin, VP of Finance**
- ▶ **Maria Santiago Padin, MA, PsyD, Director of Behavioral Health Department**
- ▶ **Catherine Rice, VP of Marketing**

# Health Partnership's “Opening Doors” Benefit a Success

Health Partnership's Opening Doors Luncheon Benefit drew 140 supporters on Nov. 8 at the Overland Park Convention Center. Nearly \$49,000 was raised to help underwrite the cost of lifesaving care for uninsured adults and children in Johnson, Miami and Franklin counties.

The event included a short program with a powerful patient testimonial by Carolyn Thomas, an inspiring video and presentation of awards to Frank H. Devocelle, recently retired President/CEO of Olathe Health, and the Shawnee Mission School District. Frank accepted the Founders Award, and Shelby Rebeck, RN, MSN, Health Services Director, Shawnee Mission School District and Health Partnership Board member, accepted the Leadership Impact Award.

Guests enjoyed listening to the Shawnee Mission South High School Quartet.



Amy Falk, HPC CEO, Tierney Grasser, Olathe Health CFO and HPC Board Chair, Frank Devocelle, Olathe Health's former CEO/President, and Heather Schoonover, Olathe Public Schools Community Liaison, and Frank's daughter.



Board members Julia Woods, MSN, RN, NE-BC, Saint Luke's South Hospital Vice President and Chief Nursing Officer, Tony Booker, Johnson County Department of Corrections Director of Adult Residential Center/ Probation Reentry, Tracy Price, Lake Mary Center Program Administrator/Johnson and Miami County, and Burnis Lance, Board Secretary.



Shawnee Mission School District members included Dr. Dustin Springer, Instructional Coach & Community Schools Liaison, Amy Simeonov, Merriam Park Elementary School Principal, Shelby Rebeck, MSN, BSN, RN, Director of Health Services, Kimberly Hinkle, CFRE, Executive Director, Shawnee Mission Education Foundation, Center for Academic Achievement, and Dr. John McKinney, Director of Family & Student Services.



Bank of Blue Valley staff (Left to right): David Houchen, Bethany Rambo, Brenda McLaughlin, HPC VP of Finance, Lisa Tomlinson, Ruth Fickle, Kimberlee Jackson, Paige Jackson, Ginny Bennett, Sheila Stratton and Bob Regnier.

See more Benefit photos on the back page



## SPECIAL THANKS TO THE FOLLOWING SPONSORS

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MEDICAL STAFF OF



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MEDICAL CENTER



Kansas City

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Ranson Memorial Hospital

### BRONZE SPONSORS

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Saint Luke's Health System

Sunflower Health

Tim and Tierney Grasser

*in recognition of Mr. Frank Devocelle of Olathe Health*

### LUNCHEON SPONSORS

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Kansas Gas

Gilmore & Bell

Olathe Fire Department

Shawnee Mission Health

## 2018 DONORS

July 1, 2017 - June 30, 2018

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KC Care Clinic  
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McKesson  
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John Murphy, MD  
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Olathe Medical Center  
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Overland Park Regional Medical Center  
Overland Park Regional Medical  
Center Staff  
Susanna Peck  
Presbyterian Women of Knox United  
Presbyterian Church  
Tracy Price  
Propio Language Services  
Mariana Ramirez  
Ransom Memorial Hospital  
Reach Healthcare Foundation  
Shelby Lynn Rebeck  
Catherine and Mike Rice

Marnie Robinett  
Stephanie Rojas  
Martha Ross  
Saint Luke's Health System  
Dalyn Schmitt  
Dave and Rebecca Scott  
Brenda Sharpe  
Shawnee Mission Medical Center  
Shawnee Mission Medical Center  
Medical Staff  
Dan Sheehan  
Sunflower Foundation  
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Lisa Tomlinson  
Jennifer Troutman  
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of Johnson County  
United Way of Greater Kansas City  
UnitedHealthcare Community Plan –  
Kansas  
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Barbara Wallace  
Joseph M. Watt  
Cynthia Yin

*thank you*



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United Way  
of Greater Kansas City

## Opening Doors Benefit a Success *continued from page 10*



Catherine Rice, HPC VP of Marketing/  
Outreach, Carolyn Thomas, current  
patient, and Amy Falk, CEO.



Denise Kelly, HPC's VP of Human  
Resources, Courtney Lauer, Husch  
Blackwell, Wael S. Mourad, MD,  
MHCM, FAAFP, Chief Health Officer,  
and Amy Falk, CEO.



Shawnee Mission  
Health staff (Standing  
left to right): Robin  
Patykiewicz, Melissa  
Foster, Lori Cue, Shara  
Ragan, Kelly Hubka  
and Larry Botts  
Sitting (left to right):  
Morgan Young,  
Camille Kaldahl and  
Whitney Benakis.



### 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](https://www.facebook.com/HPChhealth)  
(and like us!) and at [hpcks.org](http://hpcks.org)!