Dear Friends,

I foresee that 2014 will be remembered as a seminal time for health care in this country. Beginning on January 1, key provisions of the Affordable Care Act helped nearly 10,000 uninsured Family Health Centers’ (FHC) patients obtain health insurance coverage through kynect. For many of our patients, this was the first time they ever had health insurance. Over the course of 2014, the percentage of FHC’s uninsured patients declined from 51% to less than 20%. The expansion of health insurance coverage to so many Louisvillians was a remarkable success and helps ensure basic health care security to many of our community’s most vulnerable residents. In addition, the increase in patients with insurance coverage has helped to improve the financial viability of our organization, maintain the provision of quality care, and positions FHC to grow in the future.

Family Health Centers’ mission and vision is to assure access to high quality primary and preventive health care without regard to the patient’s ability to pay; the same kind of care that we want for our families and ourselves. Despite our success in expanding coverage to the uninsured, providing insurance coverage does not always equate to providing access to the right care at the right time. The demand for accessible and affordable care has increased in the region with many seeking help after months and years of forgoing needed care. Our goal in the coming year is to work collaboratively with our community partners to expand access to comprehensive primary care, dental care and behavioral health services for everyone in our community. In many ways our work is just beginning and I look forward to this new chapter in health care.

Thank you for your ongoing support.

Bill Wagner, CEO
Electronic Medical Records Transformation
Family Health Centers completed the transformation of its medical records to an Electronic Health Record system when FHC-Phoenix went live in January 2014. Phoenix was the last of seven sites to implement and the culmination of more than four years of planning.

ACA Changes Health Care Landscape
Beginning on January 1, 2014 patients who signed up for health insurance either through expanded Medicaid Coverage or by purchasing a plan through kynect, Kentucky’s Health Benefit Exchange, begin to receive benefits. The number of uninsured patients seen drops from more than 50% to less than 20%.

Patient Portal Launched
Family Health Centers launches the patient portal to our electronic medical record, or ELMER. ELMER provides patients real time access to their medical chart, lab results, and the ability to email their providers.

Catholic Charities Honors Family Health Centers
Catholic Charities honors FHC with a Community Partnership Award at their Annual Celebration of Spirit & Success, recognizing our efforts to provide culturally and linguistically appropriate care to the region’s refugees.

Behavioral Health Services Expansion
The Health Resources and Services Administration awarded FHC a $250,000 annual grant to expand access to Behavioral Health services. Expanded services will target patients at FHC-Portland and our refugee patient population at FHC-Americana.

FHC a Leader Among Local Nonprofits
FHC was awarded the Better Business Bureau’s® 2014 Torch Award for Large Nonprofits. The Torch Award is an honor for businesses and organizations that are committed to conducting their practices in an ethical fashion.

Rx: Housing Veterans Campaign
FHC received a $1.2 million grant over three years from the Substance Abuse and Mental Health Services Administration (SAMHSA). FHC has dedicated these resources to the Rx: Housing Veterans, a local collaboration to end veterans homelessness in Louisville by 2016.
Anita has been a regular patient with Family Health Centers for 12 years. She credits the caring and dedicated staff at the Health Centers for her health today. She was diagnosed with a fatal heart condition. Her provider set up an appointment to see a cardiologist that same day. “I will never forget the moment when I was pumping at 10% and my pulse was 175. It was not normal. “I just can’t express the gratitude I have experienced at Family Health Centers."

“The Rx Housing program provides services to address addiction, mental health, medical and other problems that impede maintaining stable housing. Today, Bob is 7 months sober from alcohol and has a strong relationship with his daughter and 4 grandkids. Bob and his daughter talk every night on the phone. I have watched Bob emerge as an amazing, caring, and focused person. These days I almost always see Greg with a smile, laughing and joking. It’s an awesome experience to witness. – Ashley Ashton, Housing Case Manager, Family Health Centers Phoenix, Health Care for the Homeless"
Family Health Centers for more than 30 years, I would not be able to have

dedicated nurse practitioners at Family Health Centers. In January, Anita experienced a near heart attack. Family Health Centers immediately set an appointment with the first nurse practitioner who admitted her to the hospital at that moment,” said Anita. “My heart was 5.” Today, Anita’s heart is back to normal for the care that I have received.” – Anita, Patient

“I thank God everyday for the FHC-Portland Pharmacy Staff. I’m 50 years with no insurance and low income but I have never been treated so kindly and respectfully as these people. I’ve been coming there for years and no matter who helps me, they are always wonderful.” – CS, Patient

“Thank you so much! You all did me such a favor in spending the time in the cold to help me keep my babies safe. Thank you again for this wonderful service that you bring to our community!” – Becca, Patient and Infant Car Seat Program Participant

Family Health Centers serves everyone without regard to insurance status or ability to pay.
OUR PRACTICE

Family Health Centers follows a Patient Centered Medical Home model of care. Patients receive medical care through their primary care provider and then may also take advantage of an array of services offered by FHC to help them achieve optimal health. Our providers and staff help guide patients to our services and coordinate their specialty care in the community. FHC manages this information through our Electronic Health Records which patients can access through the patient portal. Throughout this process, our patients work with their providers to make shared decisions. At Family Health Centers, our patients are our partners in care.

Family Health Centers’ vision is to provide you with the same care we would want for ourselves and our families. To accomplish this we have oriented our entire practice, from appointments to zumba class, to better meet the needs of our patients. We conduct ongoing quality improvement programs and regularly ask our patients how we are doing.

The amount of charitable care provided by Family Health Centers over the last three years.

Most Family Health Centers’ patients live in poverty and have problems in their lives that impact their access to health care.

The number of our patients live in poverty.

Average savings per Family Health Centers’ patient to the health care systems by providing the care in right setting at the right time.

The amount of charitable care provided by Family Health Centers over the last three years.

$1,263

$30.6 million

$20.00 nominal fee for our services
FHC operates on-site laboratories at all seven locations for our patients’ convenience.

FHC offers a variety of classes to help people improve their health, including yoga, smoking cessation, and healthy cooking classes.

Patients can access their FHC medical records through our patient portal “ELMER”.

FHC has integrated behavioral health services with primary care. Our medical providers work closely with behavioral health care providers to care for the whole patient.

One out of every ten patients FHC served in the last year was homeless.

Our patients received services in more than 40 languages.

The percentage of patients who recommend Family Health Centers to their friends and family.

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Hello! Hola! Hallo! 🙋‍♂️您好!
All Family Health Centers, Inc. clinical locations are accredited by the Joint Commission for Ambulatory Care and Laboratory Services, and certified as a Patient Centered Medical Home. Accredited since 1982, Family Health Centers is the second longest continuously accredited community health center in the nation.