



# Family Health Centers

*Care for your Health & Wellness*

## **Who We Are**

Family Health Centers, Inc. is a not-for-profit community health center whose mission is to provide access to high quality primary and preventive health care services without regard to the ability to pay. Our vision of service is to provide you and your family with the same care and attention we would want for our families and ourselves.

Family Health Centers cares for the health and wellness of our community by providing primary and preventative health care services at eight locations throughout Louisville Metro. Our services include adult primary care, pediatrics, women's health, dental, behavioral health, substance use treatment, laboratory, radiology, pharmacy, health education, and programs and services for refugees and the homeless. All service locations provide primary care integrated with behavioral health care services. Patients and community members can also receive in-person assistance in signing up for health care insurance.

Family Health Centers was established by the Louisville-Jefferson County Board of Health in 1976 with a freestanding Board of Governors. Three years later, Family Health Centers received its first federal grant under Section 330 of the Public Health Service Act, which established the organization as a federally qualified health center (FQHC).

Unlike other not-for-profit health organizations, FQHCs must be governed by a majority consumer board and many are residents of the neighborhoods in which Family Health Centers operates. Furthermore, FQHCs must provide its services on a sliding-fee-scale to individuals without health care insurance and offer enabling services which address barriers to health care and meet the needs of the populations Family Health Centers serves. These enabling services include language services, case management, transportation, and eligibility assistance for public programs.

## **Our Community, Our Patients**

Family Health Centers operates its main clinical and administrative site in the Portland neighborhood of Louisville, and seven satellite health centers in medically underserved areas of the city and county. Two of these health center sites serve special populations with unique and often complex health and social needs. The Family Health Centers – Phoenix is a federal Health Care for the Homeless grantee, providing a variety of clinical, psychiatric, and social services to the region's homeless. The Family Health Centers – Americana houses a Refugee Health Program and serves a culturally diverse population of immigrants and refugees.

In 2018, Family Health Centers provided care to more than 43,000 children and adults. The majority of our patients have trouble accessing the traditional health care system either because they are poor (65%), are uninsured (22%), or face other barriers to care such as language or lack of transportation. Our patients are racially and ethnically diverse (63% are racial or ethnic minorities) and many are best served in a language other than English (25%). For many of our patients, seeing their provider alone is not enough. Their needs are complicated and interwoven with issues that come with living in poverty. Family Health Centers does more for our patients because that is what they need.

## **Quality Care**

All Family Health Centers sites and laboratories are accredited by the Joint Commission. The Family Health Centers are dedicated to improving the quality of services and our patient's experience. In 2013, Family Health Centers received its Patient Centered Medical Home accreditation through the Joint Commission and we completed the implementation of an electronic health record system throughout the entire organization.