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## Business Brief May 2005

### About Coos County Family Health Services

Coos County Family Health Services (CCFHS) is a Federally Qualified Health Center, providing high-quality, preventive and primary health care. CCFHS:

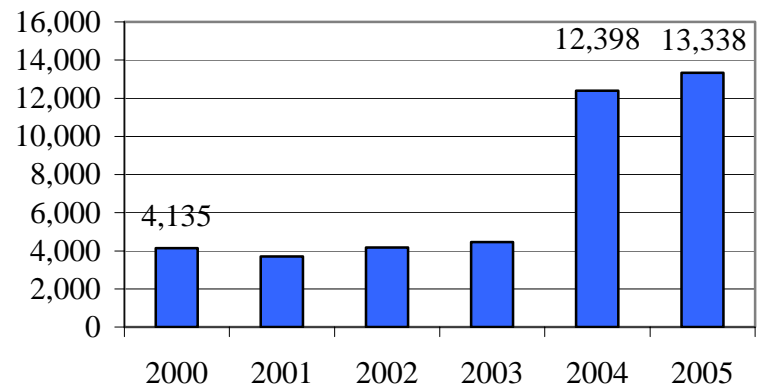
- Is cost-effective, comprehensive and accessible
- Provides services responsive to community needs based on a collaborative Community Needs Assessment
- Serves 13 New Hampshire towns in Coos County, as well as neighboring towns in Maine, from four locations in Berlin (3) and Gorham
- Has clinical teams, made up of doctors, nurse practitioners or physician assistants supported by nurses and medical assistants
- Saves the health care system money and prevents health care cost shifting

### About FQHC

A Federally Qualified Health Center (FQHC) is a nonprofit 501(c)(3) organization that:

- Receives federal funding under Section 330 of the Public Service Act, and federal malpractice protection under the Federal Tort Claims Act
- Serves a medically-underserved area or population
- Provides a comprehensive scope of preventive and primary health services to anyone, *regardless of insurance status or ability to pay*
- Provides a sliding-fee scale based upon income for those without insurance
- Is governed by a community-based board of directors, a majority of whom are consumers of its services

CCFHS Patient Trend  
2000 - 2005



### Patients Served

CCFHS provided a health care home to 13,335 patients in 2005 through nearly 57,931 visits.

### Patient Satisfaction

CCFHS 2005 Patient Satisfaction Survey results demonstrate that:

- 92% of patients report satisfaction with their care provider as good or very good
- 90% of patients report ease of scheduling an appointment as good or very good

#### SERVICES OFFERED

**Primary Medical Care** – For men, women and children

**Maternity Care** – Comprehensive prenatal and newborn care

**Women's Health Care** - Reproductive services, breast and cervical cancer screening

**Disease Management** - Education on managing chronic diseases such as diabetes, asthma and HIV

**RESPONSE** – Advocacy/counseling for survivors of domestic violence and sexual assault, and women's shelter

**Prescription Drug Program** – Offering free and reduced-cost prescription drugs

**Comprehensive Health Services** – Women Infants and Children (WIC), Commodities Supplemental Food Program (CSFP), health promotion and education, school-based oral health services, dental health referrals, substance abuse screening, nutritional education and counseling, laboratory services, specialty care referrals

## Managing Quality and Costs

### *CCFHS provides medication assistance:*

- Provided more than \$2.4 million in free prescription drugs to its patients in 2005
- Maintains a federal 340B Drug Program that significantly discounts prescription drugs for patients

### *CCFHS provides disease management programs:*

- Provided disease management services to 5,310 patients in 2005

### *CCFHS provides comprehensive prenatal and postnatal care including:*

- Education to women to reduce prenatal cigarette smoking and use of alcohol and drugs
- Nutritional counseling to help women improve diets
- Identification of emerging complications of pregnancy that could compromise the health of the mother and baby
- Comprehensive prenatal and postnatal care contributing to successful birth outcomes
- During 2004, CCFHS's rate for low birth weight deliveries (4.5%) was less than both the state (6.3%) and national rates (7.8%) for all births.<sup>1</sup> The long-term cost associated with low birth weight babies is estimated in the millions. Averting the cost of one low birth weight baby provides substantial savings to the family, community, state and nation.

### *CCFHS utilizes electronic medical records:*

- CCFHS utilizes an electronic medical record system to maintain complete patient data, enhancing the quality of medical care to its patients and ensuring an integrated approach to care management

### *CCFHS engages in outreach projects to improve the health of its communities:*

- School-based preventive dental health program
- RESPONSE – advocacy and counseling for survivors of domestic violence and sexual assault (county-wide)
- Free breast and cervical screenings for uninsured and income-eligible women
- Full-time Community Health Educator
- WIC nutrition program (county-wide)

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<sup>1</sup>Source LHC Births: UDS 2004. All NH Births: National Vital Statistics Report, vol. 52 no. 10 December 17, 2003.

## Economic Impact

CCFHS favorably impacts the state's economy in terms of revenue, employment and personal income. It provides economic benefits through jobs, wages and capital investments.

CCFHS serves as an economic stimulus to its communities:

- Provides millions to its local and state economies, and generates jobs in local communities
- Helps to attract or retain businesses to and within its communities
- Leverages substantial state and federal funding for every dollar generated in local donations and patient income

## Federal Study

A new federal study<sup>2</sup> published in *Health Services Research* finds that Federally Qualified Health Centers (FQHCs) are cost-effective and reduce Emergency Room visits:

- Uninsured people living in close proximity to an FQHC are *less likely* to have an unmet medical need, postpone or delay seeking medical care, visit an Emergency Room, or stay in a hospital compared to other uninsured
- Uninsured people living in close proximity to an FQHC are *more likely* to receive primary care

## Contact Person(s)

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<sup>2</sup>Health Services Research, Hadley J. and Cunningham P., Vol. 39 Issue 5 Page 1527 October 2004.