



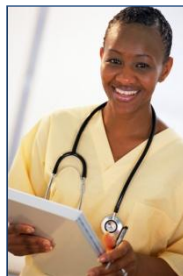
Health care with a heart, close to home!

ANNUAL REPORT 2010

Fremont Clinic
3300 Fremont Ave. N
Minneapolis, MN 55412



Central Clinic
2610 Central Ave. NE
Minneapolis, MN 55418



Sheridan Clinic
342 13th Avenue NE
Minneapolis, MN 55413



BOARD OF DIRECTORS

Bruce Adams
Abdi Ahmed*
Julie Becker
Robert Carson*
Sinouane Chanthraphone
John Clawson*
Leone Elliot*
Bonita Gowan*
Kelly Maynard*
Sharon Ruibal-Bollig, Chair*
Lisa Tseng*
Marge Vanderburg

**current as of 12/31/10*

NHS' MISSION STATEMENT

Improve and promote the health of our communities by providing quality health care services that are affordable and accessible.

TO THE COMMUNITIES WE SERVE.....

Today, our Mission seems more relevant than ever: *To improve and promote the health of our communities by providing quality health care services that are affordable and accessible.*

Neighborhood HealthSource's Mission is to provide a variety of health services and programs to the neighborhoods of North & Northeast Minneapolis. During 2010, this Mission has touched tens of thousands of lives through services we offered at our three Primary Care Clinics, Community Outreach Programs, Pharmacy, and Mental Health Services.

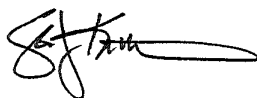
Our Year 2010 has been one of significant change. We have transitioned our organizational name from Fremont Community Clinics to Neighborhood HealthSource. Our naming strategy calls for us to also strengthen our Clinic and Program brand names. We have gone through the difficult and costly process of implementing an Electronic Medical Record system in our clinics, completed renovation projects in our existing clinic sites, and experienced the transition of some of our provider staff including our Medical Director. The promises of expanded Community Health Center funding through the Federal Affordable Care Act have quickly faded in the face of mounting budget deficits. All of these factors have combined to produce a year of challenged operational performance for our organization.

Despite these challenges, I am pleased to report that the quality of care demonstrated by our providers continues to be among the best in the Twin Cities—as measured by payers, Federal & State government and by *Minnesota Community Measurement*. Our Patient Satisfaction ratings continue to show the culturally-competent care delivery that our patients value.

As we enter our fourth decade of serving the neighborhoods of North and Northeast Minneapolis, we look forward to expanding the reach of our Mission through continued enhancements to our Programs and Services. We continue to expand the number of collaborations with community partners as a key strategy to effectively accomplish this expansion. This year, construction has started on our fourth clinic site to be located in the near-north Heritage Park neighborhood of North Minneapolis. This new clinic, expected to open in early 2012, was developed in partnership with the Minneapolis Public Housing Authority and will offer unique programming and services to our senior populations.

Our continued success begins with dedicated board leadership, providers, support staff, and donors who share a commitment to our vital Mission. Our organization is very grateful to those in our communities who have contributed to our accomplishments. Serving as the voice for those patients we serve, thank you for your generosity and ongoing support.

Sincerely,



Steve Knutson,
Executive Director



Sharon Ruibal-Bollig
Chair, Board of Directors

2010 ACCOMPLISHMENTS

We provided primary and preventative health care services to 9,908 patients who made 26,296 visits to our clinics.

NHS monitors 11 **clinical outcome measures** (COMS) across the life cycles. Of these COMS, 3 are related to diabetes, hypertension and asthma due to the prevalence of these diseases among our patient population. Additionally, we have 2 focus areas on maternity care and 1 focus area on depression. Some highlights include:

- ♥ 1,341 of children were immunized against **childhood disease**
- ♥ 1,356 women received **preventive physical exams**
- ♥ 524 patients with **diabetes** and 930 **hypertensive** patients received health care services
- ♥ 328 women received **prenatal care**; 16% of these were teens
- ♥ 1,280 patients received **contraceptive management**
- ♥ 2,119 patients were assisted with **public health insurance enrollment**
- ♥ 276 patients utilized our new **mental health counseling** services
- ♥ 2,235 Non-English speaking patients used **foreign language interpretation**
- ♥ 14% increase in **mammogram** rates for eligible, uninsured women
- ♥ 67% of pediatric patients were referred for **dental care** by age 3
- ♥ 48 patients received **Physical Therapy Services**.
- ♥ Provided **Family Planning Services** to over 2,100 patients.

We provided outreach, education, screening and other activities in the communities we serve, reaching over 3,000 individuals.

- ♥ We provided **preventive health outreach, education and screening activities** around sexually transmitted infections at community events, health fairs and classes in the community, reaching 311 young people at risk for infection. We offered a walk-in clinic 3 times weekly at our Fremont location, counseling and screening 242 patients for chlamydia and gonorrhea.
- ♥ Through our **F.I.T. Force** initiative, 334 youth participated in our nutrition and exercise classes in the community. Our Registered Dietitian counseled 310 adult caregivers around nutrition. F.I.T. Force is a community-based, **healthy lifestyle program** reaching youths 10-18 and their caregivers to prevent and decrease the prevalence of obesity.
- ♥ Our **Stroke Prevention Project** educated and screened over 2,400 adults in the community, reaching primarily those who are of racial/ethnic minority groups, low-income and uninsured. Our goal is to increase education, outreach and screening toward early detection and treatment of diabetes, hypertension, and high cholesterol.
- ♥ We offered **presentations and one-on-one education** at numerous locations including churches, middle/high schools, correctional facilities, housing communities, social service organizations, health fairs, community festivals and others.

VOLUNTEERS

We are grateful to the many individuals who, along with our volunteer Board of Directors, cumulatively donated over 1,800 hours of time to us in administrative and clinical support, special projects and events. Your assistance, energy and creativity has been indispensable.

Santiago Alegria

Trisha Becker

Amber Boyce-Fisk

Cheryl Brama

Blair Brown

David Chapman

Grace Davitt

Nathalie duRivage

Bettie Evanson

Jeanne Fish

Rob Garves

Kristen Gibbs

Kelly Harrington

Erik Herberg

Travis Lee

Ann Linde

Shereese McIntosh

John Mickelson

Mauryn E. Moore

Kristy Moyer

Maggie Munson

Anna Nguyen

Vy Nguyen

David Orbuch

Glen Rebman

Andrea Rice

Jared Shenk

Melody Shepherd

Sue Sjoselius

Lila Steinberg

Christian Thorvaldson

Kirsten Van Loh

Yer Vang

