# 2017-18
# ANNUAL REPORT

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Great Lakes Bay Health Centers
Quality Healthcare for Everyone

## Board of Directors

**Mr. Santiago Peregrino**
Chairman

**Mr. Timothy Zlomak**
Vice Chairman

**Mr. Albert Martenis III**
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**Mr. Sam Pruitt II**
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**Mr. Mike DuRussel**
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**Ms. Carni Applegate**
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**Ms. Deborah Mack**
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**Ms. Tarshia Gilbert**
Director

**Dr. Jesus Hernandez Jr.**
Director

**Ms. Suzanne Prich**
Director

**Dr. Kellie Treichel-Pergande**
Director

# EXECUTIVE TEAM

**Lisa Burnell, RN, BSN**
VP of Clinical Services

**Brenda Coughlin, MD, MPH, FAAFP**
President/CEO

**Paul Crowley, DMD**
Chief Dental Officer

**Amy Evans, CMA**
Chief Financial Officer

**Lisa Galonska, BS**
Deputy Director/ Executive VP

**Lee Gordon, MA**
VP of Operations

**Jeanne Harding, MPH**
Nutrition & Migrant Services Director

**Jeff Reinarz, BS**
Director of Communications
& Development

**Douglas Saylor, MD**
Chief Medical Officer

**Laurie Sherman**
Executive Assistant

**Angelia Williams, MSN, BSN, RN**
Director of Special Projects

## Mission Statement

The mission of Great Lakes Bay Health Centers is to provide excellent health care to individuals and communities, especially those who are underserved, uninsured, or underinsured. The services provided are sensitive to the needs of the community, are not based on ability to pay, and are offered without regard to criteria such as race, religion, national origin, sexual orientation, or gender identity.

## Guiding Principles

*Based on our Mission Statement, GLBHC is committed to:*

- Excellence
- Dedication to Employees, Family and Community
- Convenient and Welcoming Healthcare Centers
- Focus on Considerate, Respectful, and Non-Judgmental Environment for All
- Optimistic Forward-thinking Perspective
- Community Collaboration and Education
- Respect for Diverse Cultures and Different Languages
- Caring, Courteous, Coordinated, Comprehensive, and Cost Effective Services
- Committed to Improving the Health of our Communities

# OUR SERVICES

- Behavioral Health Services
- Care Management
- Dental
- Exercise Classes
- Head Start Physicals & Dental Evaluations
- Hepatitis C Treatment
- HIV Prevention & Treatment
- Inpatient Care
- Insurance Assistance
- Mammography
- Maternal Infant Health Program (MIHP)
- Midwifery
- Migrant Health Care
- Nutrition
- OB/GYN
- Optometry
- Pharmacy
- Phlebotomy
- Primary Care
- Rheumatology
- Same Day Acute Care
- School Based Care
- Transportation
- Women, Infant, and Children (WIC)
- X-ray

## FQHCs by definition:

Federally qualified health centers (FQHCs) include all organizations receiving grants under Section 330 of the Public Health Service Act (PHS). FQHCs qualify for enhanced reimbursement from Medicare and Medicaid, as well as other benefits. FQHCs must serve an underserved area or population, offer a sliding fee scale, provide comprehensive services, have an ongoing quality assurance program, and have a patient-based governing Board of Directors.

## Some Facts about GLBHC:

- Our Board of Directors is 73% comprised of our patients.
- Our sliding fee scale is based on household incomes falling below 200% of the Federal Poverty level.
- Our minimum fee for a medical visit is $10.00
- Our minimum fee for a dental visit is $20.00
- We offer enabling services such as interpretation, transportation, community health workers, health education, referral tracking, outreach and eligibility assistance.

# TRANSITION

**Brenda M. W. Coughlin, M.D., MPH, FAAFP**
President/CEO

2017-2018 was a challenging year for Great Lakes Bay Health Centers. We spent the entire year responding to very real threats to our mission of changing lives because we care. The Federal Government threatened to cut our Federally Qualified Health Center grant funds by 70%. These funds enable us to provide excellent health care to people who are uninsured, underinsured or underserved. Michigan Medicaid expansion was threatened, and the funding mechanism for discount medications for our patients was being threatened. Because of the fiscal uncertainty that this year brought, Great Lakes Bay Health Centers (GLBHC) spent time throughout the year advocating for our patients at the State and Federal level, focusing on improving our existing programs, and planning for the future, should the threatened grant reductions be averted.

During the period of uncertainty for health center federal grantees, GLBHC concentrated our efforts on increasing our number of patients seen to 51,367 in 2017. We expanded our existing services so that now a third of our patients receive dental care and over ten percent of our patients receive behavioral health care. We have also expanded our substance use disorder treatment to over 1500 people in our communities since the inception of the program two years ago. Much of our effort this year was focused on maximizing services at all of our existing facilities.

Another focus of our efforts was dedicated to improving the quality of our services and engagement in our communities. You can see throughout this annual report that our departments and staff received multiple honors and recognitions for our quality of care. We continue to work to create an environment where all people are respected and can receive the best quality healthcare. We also work to create an organization that our staff and our community can be proud to support.

In conclusion, we spent a good portion of the 2017-2018 year preparing to meet the increasing healthcare needs of our communities with an eye on the future, anticipating more secure funding. Thankfully, the cuts in grant funding for community health centers were averted in early February, so we could start moving forward with our plans to increase dental access, spread substance use disorder treatment throughout our communities, and expand our behavioral health services.

Watch out for us next year! After a year of advocacy and preparation, we are now poised to change even more lives because we care!

With a Thankful Heart and Eyes to the Future,
Brenda M. W. Coughlin
M.D., MPH

**Santiago Peregrino**
Chairman Board of Directors

As the 2017-2018 GLBHC Board term draws to a close, I am once again proud to have presided over a vibrant organization that continues to remain true to its Mission Statement and Guiding Principles.

Under the leadership of Dr. Coughlin as President/CEO, along with her Executive Team, we saw another year of proud accomplishments, notwithstanding serious threats of state and federal government grant cuts, especially the latter. We survived the fiscal crisis and continued to reach out to segments of our community that have need for our healthcare services. We recognized that need and rose to the challenge.

Incredible support from local foundations helped launch the planned opening of a new dental center on Warren Street. We continue to eliminate the image of a well-kept secret of our existence and the services we offer. Our support base — local, state, and federal — continues to grow as we receive greater recognition for what we do. We have received national awards from the National Committee for Quality Assurance. We received a grant from the University of Detroit Mercy School of Dentistry for our work in combining dental hygiene services with pregnancy care at the Women's Care Bay City center. The state of Michigan has given special recognition to our MI Care Team.

We take special pride in the recognition from the federal government for compliance with the 19 program requirements all federally qualified health centers must adhere to.

Finally, as Board Chair I am especially proud of the fact that we are always seeking to remain in the forefront of addressing serious community health care issues such as behavioral health care and substance abuse. We will soon be opening a new healthcare center on Davenport Avenue in Saginaw primarily focusing on behavioral health care.

We are very excited about heralding in our 50th Gala Celebration with a grand reception and dinner at the Horizons Center in Saginaw in February 2019.

All the work and strategic planning, and accomplishments, would not have been possible without the help, cooperation, and support of the members of the Board of Directors. Kudos to them. Last month the President signed the FY 19 Spending Package, approved by the Congress, providing $1.63 Billion for the nation's Community Heath Care Centers for the upcoming fiscal year. Join me as we take on the challenge of another year at GLBHC doing work we will be proud of.

Santiago Peregrino

# HIGHLIGHTS

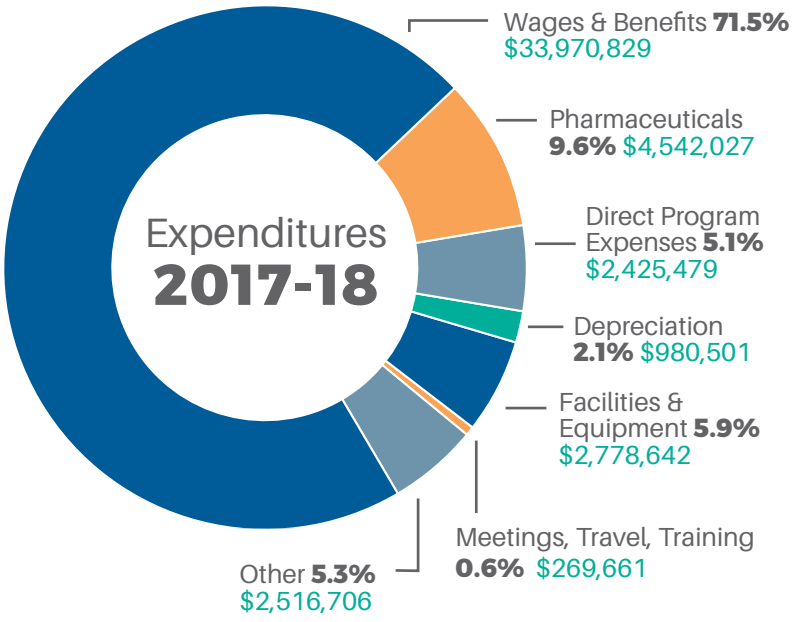
We had four site visitors from the Federal Government come to determine if we are meeting the 19 program requirements with which Federally Qualified Health Centers must comply. As the team visited some of our sites, they truly got to see our teamwork and success we demonstrate in our mission to change lives because we care. They repeatedly commented on the spectacular job that we do caring for our patients. There were a few things suggested to us, but we passed!

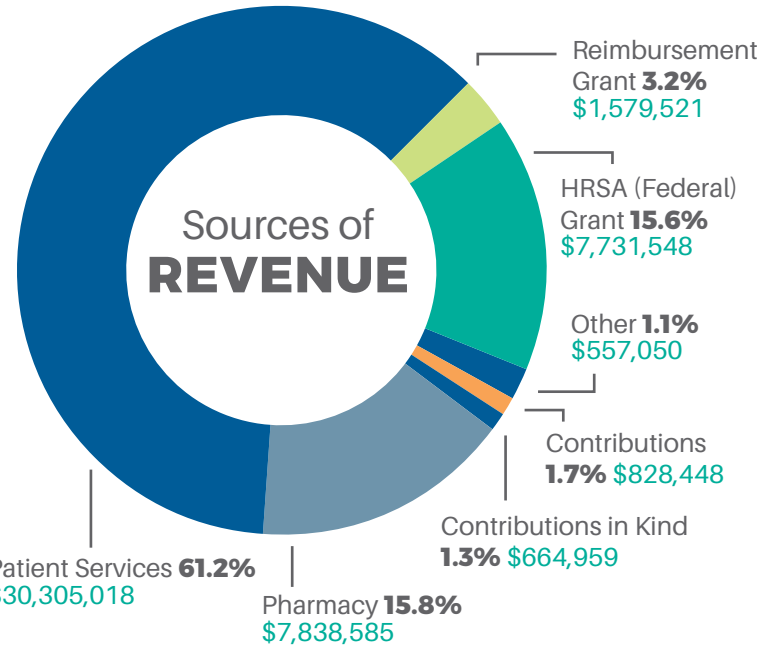
We received the largest Health Center Quality Improvement one-time grant supplement that we have ever received, $161,245. Our award was based on reporting our Uniform Data System data using our entire universe of patients who are all in the electronic health record, achieving patient centered medical home recognition at many of our sites, and meeting criteria as a clinical quality improver and a health center quality leader. Congratulations, Team!

We purchased a new home for our new Dental Bus *(and our other ones as well)*. We needed a place to protect our mobile buses from the elements, so we purchased a new facility on Cumberland Street in Saginaw which will house all of our buses. In addition, the referral department and facilities department staff relocated there, after much remodeling.

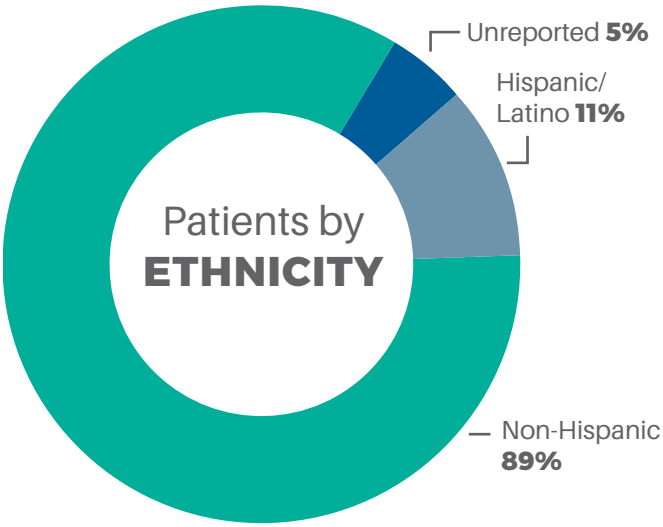
The American Cancer Society presented us with a National Partnership Award for our dedication to quality care in honor of Agricultural Worker Health Day for our impressive work improving our mammography screening rate for our migrant workers. That's an awesome job from our migrant team, and all of the departments that support our migrant team's work!

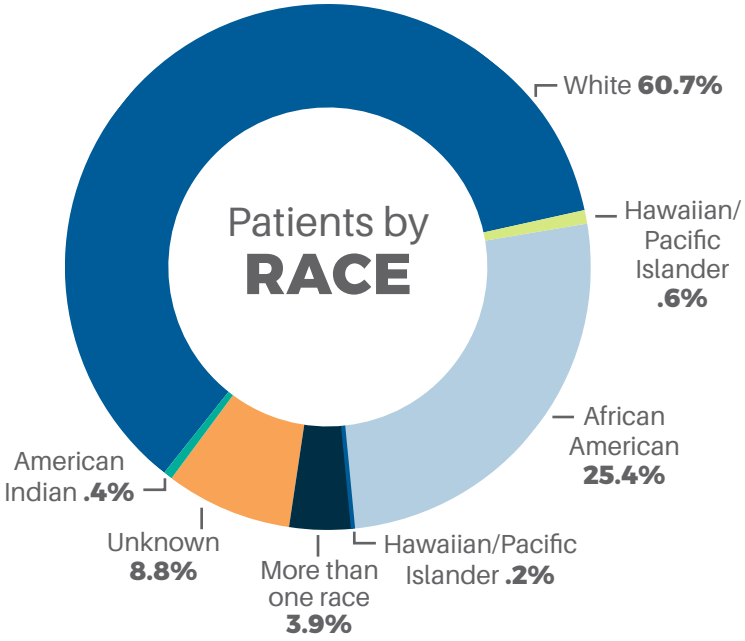
National Health Center Week *(in August)* was a very busy, and somewhat crazy week! We gave away 50 bikes, over 1000 school bags and 42 pallets of fresh produce! The Executive Staff was amazed at what we could accomplish with very few resources and some smart, dedicated, driven people. Eight of our primary care sites and both of our full time Women's Care sites created multiple opportunities for our patients to improve their health and win prizes. Dental buses saw patients at five different sites. Produce was given away at four different sites.




*This health center is a Health Center Program grantee under 42. U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233 (g) – (n). This annual report is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant #H80CS00689 titled Health Center Cluster for $5,315,803 with 87% funded with nongovernmental sources. This information or content and conclusions are those of GLHBC and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government. We are an equal opportunity provider and employer.*




We worked very hard to continue to improve the quality of existing services that we are providing. These efforts were recognized through many awards. All of our primary care sites were recognized again as level 3 Patient-Centered Medical Homes by the National Committee for Quality Assurance *(NCQA)*.

Women's Care Bay City earned recognition by NCQA as a Patient-Centered Specialty Practice.

The Special Immunology Department was recognized by the State of Michigan for Best Achievement in Viral Load Suppression.

The State has recognized our excellent MI Care Team performance with over 900 patients actively engaged in services now.

Our local foundations are the BEST! Our $2.2 million dollar dental expansion fundraising was a success. We received a $1,000,000 federal grant to help open our Warren Avenue site which is a downtown Saginaw dental center. We out grew our Wadsworth Dental Center, and needed to expand for our patients, so our local foundations partnered with us and helped to fund the other $1.2 million that we needed. The three biggest donors were the Delta Dental Foundation, Dow Corning Foundation, and Harvey Randall Wickes Foundation.

We also received a grant from the University Of Detroit Mercy School Of Dentistry to embed dental hygiene services into Women's Care Bay City to improve pregnancy outcomes. The grant allows the school and its partners to work with women and their physicians to ensure they both understand the importance of a comprehensive oral health plan and have access to dental care. By integrating a registered dental hygienist within the prenatal medical visit, clinics help normalize oral health as part of the overall health of the patient. That is why Detroit Mercy Dental partnered with six medical sites around the state to provide prenatal and perinatal oral health care to high-risk populations of pregnant women.

# HIGHLIGHTS

GLBHC Shiawassee hosted a Sports Physical Day at Durand High School on June 9th led by Blaire Pancheck, NP , Kristina Jordan, NP and Sara Wright, RN, Center Manager. This event took collaboration from support staff to providers to drivers. The school was ecstatic to have us provide the sports physicals for the students the last day of school using our mobile medical bus. Job well done everyone!

— • —

Great Lakes Bay Health Centers "Smiles Are Everywhere" mobile dental unit attended the Jerome School Head Start Health Fair. Students and their families had an opportunity to tour the new bus and see why we are so proud of what GLBHC has to offer the community!! They had a special visitor, ELMO!! He had his picture taken with Ryan and the school security guard and also wanted to try out the dental chair which he told them was very comfortable!!

— • —

Our Community Wellness Committee is very proud of the turnout for the 2017 Making Strides Against Breast Cancer walk in Saginaw. We appreciate all the walkers who joined us! The sweatshirts were a big hit and it was fantastic to see our GLBHC logo everywhere. A special thank you to all employees who helped support this cause by donating or purchasing a sweatshirt! At this point we have raised over $2,600.00! Great job everyone!

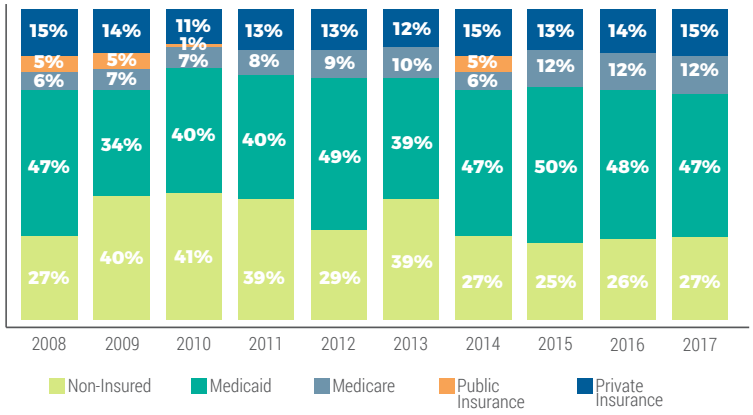
— • —

The theme of our second annual "Changing Lives Because You Care" Fundraising Luncheon at the Dow Event Center was Transforming Lives. About 240 guests attended the luncheon including staff and volunteers from the Teen Advisory Councils. "We are proud of the stories shared, but we know there are so many more lives that we could be transforming. We dream of a day when we do not have to delay care to hundreds of people every day who are asking for medical, dental, eye, behavioral health and substance abuse services," said Dr. Coughlin, GLBHC President and CEO.

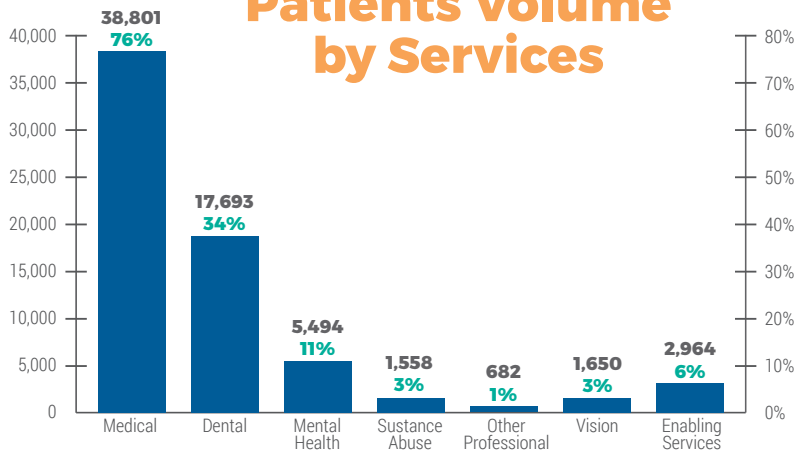
— • —

GLBHC employees, family, and friends enjoyed participating in many parades. Positive Results Downtown Saginaw and the Bad Axe Chamber of Commerce both had great turnouts. So much creativity! Great job by our employees to make our season bright, and our bus too!

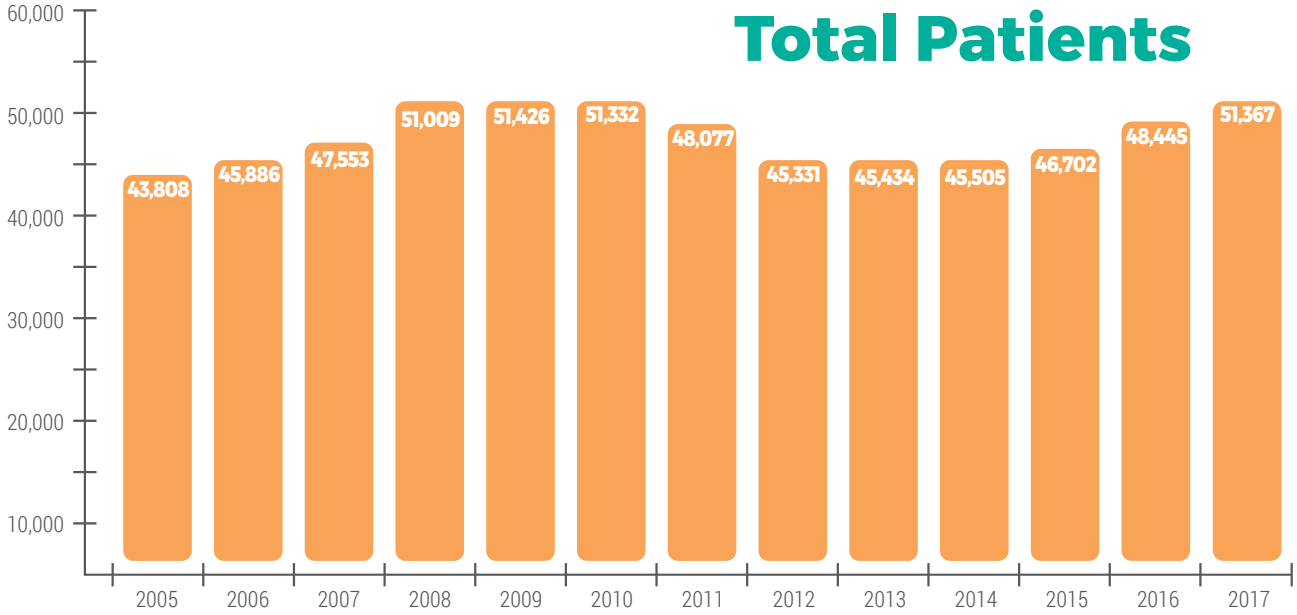
## Payor Mix



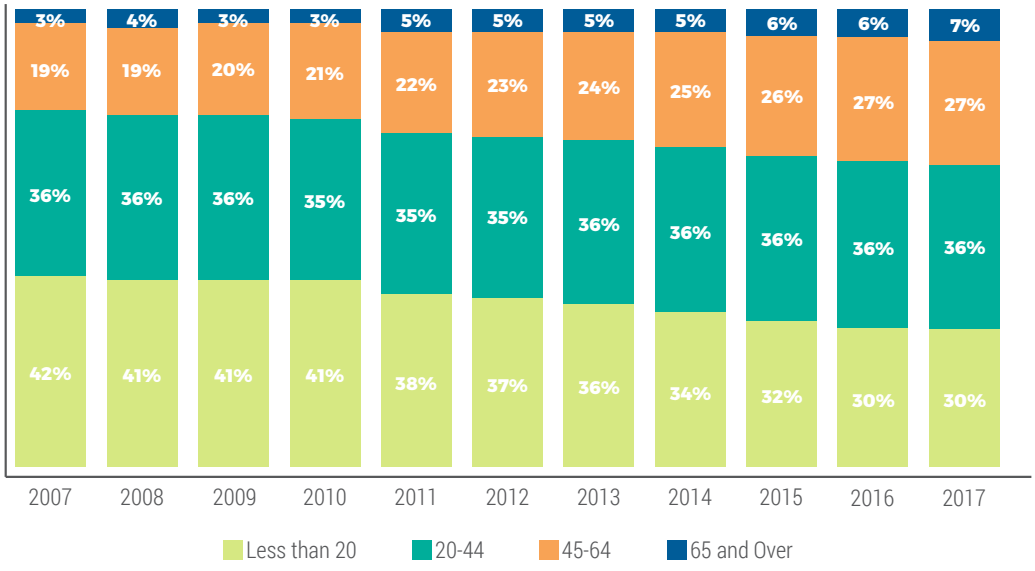

## Patients Volume by Services




## Total Patients




## Patients by Age



# SUCCESS STORIES

School-based health center staff were recognized by the Gamma Psi Sigma chapter of Sigma Gamma Rho Sorority Inc. for their dedication to improving the lives of children and youth in our community in March.

Ms. Amanda Forsmark was honored with the first ever Rising Star Award presented by the National School-Based Health Alliance at their National School-Based Health Care Convention.

The Pride Nomination Committee selected Angelia Williams, GLBHC director of Special Projects, and Great Lakes Bay Health Centers as the recipient for the LGBT & Ally Business Pride Award for 2017. The 9th LGBT and Ally Pride Awards Banquet honors people and a business who have worked on LGBT equality.

Angelia Williams was also a 2017 Hero honoree from the National Association for the Advancement of Colored People, Saginaw Branch. She received her award at the 47th annual Freedom Fund Banquet for her years of community service and advocacy to ensure that persons who are underserved or disenfranchised have access to the highest quality of healthcare regardless of race, religion, sexual orientation and gender identity.

Dr. Ali Ibrahim, Staff Psychiatrist at Janes St. Behavioral Health Department, and Associate Clinical Professor at the University of Michigan School of Medicine, Midland campus, received the MSU Excellence in Teaching Award for Clinical Staff. The students that Dr. Ibrahim teaches are given the great opportunity of rotating with him here at GLBHC Janes St. Students were asked to name the top Professor at each campus and Dr. Ibrahim was chosen! Dr. Ibrahim was extremely proud, however this is not his first award in this category. He also won the award in 2008 and 2014! What an honor! Congratulations on your achievement, and thank you for being a part of our GLBHC family! We appreciate you!

The Cindy Cooley Nursing Leadership Award was given to Laurie Vottero, RN our previous Quality Improvement Manager. Laurie Vottero has provided outstanding leadership to GLBHC during the past four years. She has spear-headed organizational quality improvement efforts that have moved our organization to be one of the highest achieving FQHC's in Michigan.

Great Lakes Bay Health Centers complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. GLBHC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

GLBHC provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, or accessible electronic formats)
- Provides free language services to people whose primary language is not English
- Qualified interpreters
- Information written in other languages

If you need these services, contact Lisa Burnell, VP of Clinical Services.

If you believe that GLBHC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Lisa Burnell, 501 Lapeer, Saginaw, MI 48607. Phone 989-759-6439, Fax 989-759-6424, Email lburnell@GLBHealth.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lisa Burnell is available to help you. For hearing impaired concerns call Michigan Relay 711.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

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Great Lakes Bay Health Centers cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. GLBHC no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

GLBHC proporciona ayudas y servicios gratuitos a personas con discapacidades para comunicarse de manera efectiva con nosotros, tales como:

- Intérpretes de lengua de signos calificados
- Información escrita en otros formatos (letra grande, audio o formatos electrónicos accesibles)
- Proporciona servicios de idiomas gratuitos a personas cuyo idioma principal no es el inglés
- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con Lisa Burnell, vicepresidenta de servicios clínicos.

Si cree que GLBHC no ha brindado estos servicios o ha sido discriminado de otra manera por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja ante: Lisa Burnell, 501 Lapeer, Saginaw, MI 48607. Teléfono 989-759-6439, Fax 989-759-6424, correo electrónico lburnell@GLBHealth.org. Puede presentar una queja en persona o por correo, fax o correo electrónico. Si necesita ayuda para presentar un reclamo, Lisa Burnell está disponible para ayudarlo. Para personas con problemas de audición, llame al Michigan Relay 711.

También puede presentar una queja de derechos civiles ante el Departamento de Salud y Servicios Humanos de los EE. UU., Oficina de Derechos Civiles, electrónicamente a través del Portal de quejas de la Oficina de Derechos Civiles, disponible en https://ocrportal.hhs.gov/ocr/portal/lobby. .jsf, o por correo postal o por teléfono a: Departamento de Salud y Servicios Humanos de EE. UU. 200 Independence Avenue, SW Room 509F, HHH Building Washington, DC 20201 1-800-368-1019, 800-537-7697 (TDD) Los formularios de queja son disponible en http://www.hhs.gov/ocr/office/file/index.html.

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-989-759-6400 Michigan Relay 711 irtibat numaralarını arayın

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-989-759-6400 Michigan Relay 711

لحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 6400-759-989-1-1 Michigan Relay 711 والبكم الصم هـ:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-989-759-6400 Michigan Relay 711。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-989-759-6400 Michigan Relay 711.

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-989-759-6400 Michigan Relay 711.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-989-759-6400 Michigan Relay 711번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-989-759-6400 Michigan Relay 711

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-989-759-6400 Michigan Relay 711

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-989-759-6400 Michigan Relay 711

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-989-759-6400 Michigan Relay 711 まで、お電話にてご連絡ください。

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-989-759-6400 Michigan Relay 711

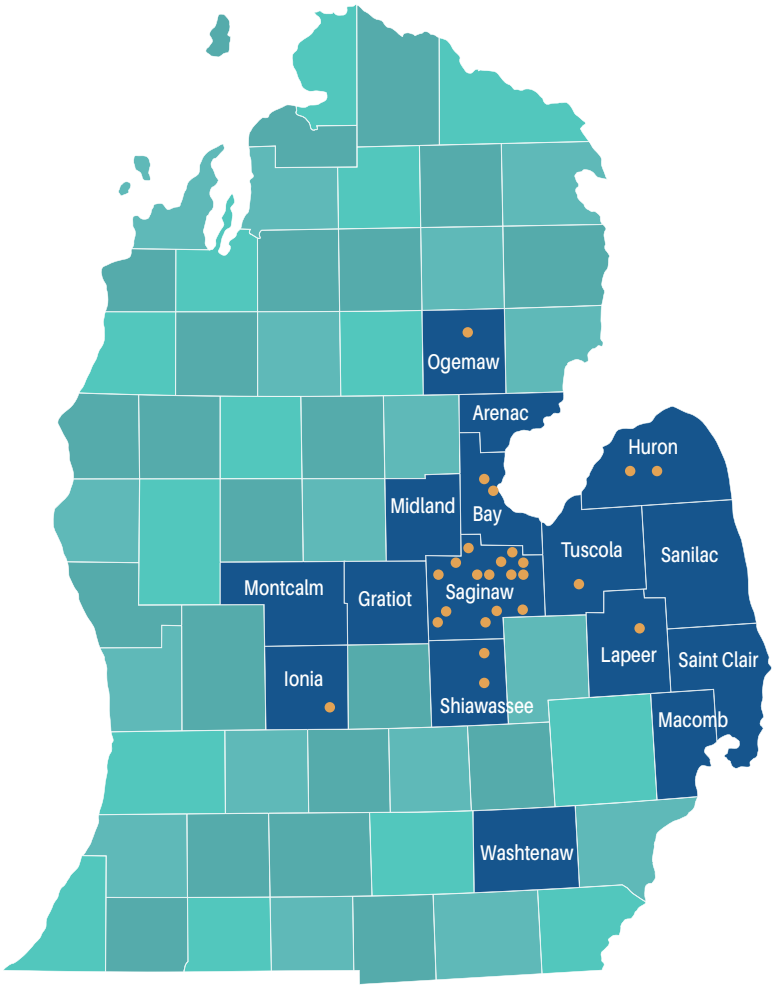
OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-989-759-6400 Michigan Relay 711 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-989-759-6400 Michigan Relay 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-989-759-6400 Michigan Relay 711.

# Great Lakes Bay Health Centers

## SERVICE AREA

- Arthur Hill High
- Bayside
- Belding (Migrant Facility)
- Bridgeport
- David R. Gamez
- Hearth Home
- Imlay City
- Integrated Care - Huron
- Integrated Care - Saginaw
- Integrated Care - Shiawassee
- Janes Street
- Mobile Dental 1, 2, & 3
- Mobile Medical
- Old Town
- Roosevelt S. Ruffin
- Saginaw High
- Shiawassee
- St. Vincent's Home
- Thumb Area
- Warren Avenue
- Wolverine - Saginaw
- Wolverine - Vassar
- Women's Care - Bay City
- Women's Care - West Branch




Great Lakes Bay Health Centers

**www.GreatLakesBayHealth.org**


**Administration Offices**

**501 Lapeer • Saginaw, MI 48607**

PHONE: 989.759.6470 • Fax: 989.759.6418


RECOGNIZED NCQA PATIENT-CENTERED MEDICAL HOME

NATIONAL HEALTH SERVICE CORPS

## Board of Directors

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## Guiding Principles

*Based on our Mission Statement, GLBHC is committed to:*

- Excellence
- Dedication to Employees, Family and Community
- Convenient and Welcoming Healthcare Centers
- Focus on Considerate, Respectful, and Non-Judgmental Environment for All
- Optimistic Forward-thinking Perspective
- Community Collaboration and Education
- Respect for Diverse Cultures and Different Languages
- Caring, Courteous, Coordinated, Comprehensive, and Cost Effective Services
- Committed to Improving the Health of our Communities

## Board of Directors

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# EXECUTIVE TEAM

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VP of Clinical Services

**Brenda Coughlin, MD, MPH, FAAFP**
President/CEO

**Paul Crowley, DMD**
Chief Dental Officer

**Amy Evans, CMA**
Chief Financial Officer

**Lisa Galonska, BS**
Deputy Director/ Executive VP

**Lee Gordon, MA**
VP of Operations

**Jeanne Harding, MPH**
Nutrition & Migrant Services Director

**Jeff Reinarz, BS**
Director of Communications
& Development

**Douglas Saylor, MD**
Chief Medical Officer

**Laurie Sherman**
Executive Assistant

**Angelia Williams, MSN, BSN, RN**
Director of Special Projects

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