

BUSINESS BRIEF • June 2006

About Families First Health and Support Center

Families First Health and Support Center is a Federally Qualified Health Center, providing high-quality, preventive and primary health care. FAMILIES FIRST:

- Is cost-effective, comprehensive and accessible
- Provides services responsive to community needs based on a collaborative Community Needs Assessment
- Serves the Greater Seacoast region of New Hampshire and Southern Maine from its Portsmouth office and mobile health care vans.
- Has clinical teams made up of physicians and nurse practitioners, supported by nurses and medical assistants
- Saves the health care system money and prevents health care cost shifting

About Federally Qualified Health Centers

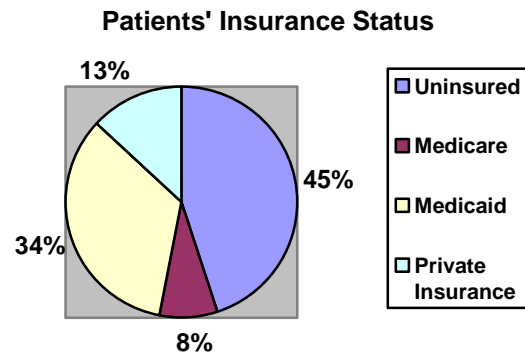
- An FQHC is a nonprofit 501(c)(3) organization that:
- Receives federal funding under Section 330 of the Public Service Act
 - Serves a medically underserved area or population
 - Provides a comprehensive scope of preventive and primary health services to anyone, regardless of insurance status or ability 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

Patients Served

In 2005, FAMILIES FIRST provided a health care home to 3,227 patients in more than 16,000 visits, and served 1,522 adults and children in its family support programs.



Patient Satisfaction

FAMILIES FIRST 2005 Patient Satisfaction Survey results demonstrate that:

- 90% of patients said they would recommend FAMILIES FIRST to their friends.
- 88% were satisfied with the quality of medical care they received on the day of the survey (including 81% very satisfied).

SERVICES OFFERED

Primary Medical Care – For men, women and children

Health Care for the Homeless - van-based mobile program in Strafford and Rockingham Counties

Prenatal Care – Comprehensive prenatal care, including nutrition counseling, substance abuse counseling, social service coordination, childbirth education and home visiting

Dental Care — On-site prevention and treatment services; school-based screenings and cleanings

Comprehensive Health Services – Education on coping with chronic illness; mental health, nutrition and substance abuse counseling; enrollment assistance; developmental screenings for children; on-site lab services; cancer-prevention screenings.

Prescription Drug Program – Access to free prescription drugs

Family Support Services — Parenting classes, parent support groups, family programs, children's programs, home visiting

Transportation Services and Child Care for Appointments

Managing Quality and Costs

FAMILIES FIRST provides health care to the homeless:

- Van-based mobile care for people in shelters, on the streets or otherwise without a permanent address
- Provides primary preventive care, treatment, and care coordination, linking patients with dental, mental health and substance abuse and other services
- Served 908 homeless people in 2005.

FAMILIES FIRST offers on-site dental care:

- Dental Center provides preventive, restorative and emergency oral health care to eligible patients
- Provided care to 944 dental patients in 2005.

FAMILIES FIRST provides comprehensive prenatal and postnatal care, including:

- Helping women reduce or eliminate 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
- First Steps Home Visiting Program provides support and education for expectant Medicaid mothers and continues through the baby's first birthday

FAMILIES FIRST offers comprehensive family support services:

- Received the NH Children's Trust Fund's first Smith Foundation Award for Excellence in Service to Families in 1999.
- Offers at least 10 parenting classes, support groups and family programs each week
- Provides individualized support, education and referrals for families facing challenges.

FAMILIES FIRST utilizes electronic medical records:

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

FAMILIES FIRST provides medication assistance:

- Helped 376 patients access \$942,873 worth of free prescription drugs in 2005.

FAMILIES FIRST provides disease management programs:

- Programs for diabetes and asthma include education and counseling in group and one-on-one settings
- Provided disease management services to 146 diabetic patients and 176 asthma patients (2004)

Economic Impact

FAMILIES FIRST favorably impacts the state's economy in terms of revenue, employment and personal income. It provides economic benefits through jobs, wages and capital investments. In 2004, FAMILIES FIRST's total economic activity, including direct, indirect and individual care, was \$4.6 million.

FAMILIES FIRST serves as an economic stimulus to its communities:

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

In fiscal year 2005, the Families First Health Center provided \$1.3 million in community benefits, defined as unreimbursed costs of providing health care. Families First's true community benefit also includes its family support programs and many nonquantifiable benefits.

Federal Study

A recent federal study¹ published in *Health Services Research* finds that Federally Qualified Health Centers (FQHCs) are cost-effective and reduce ER visits.

- As compared with other uninsured people, the uninsured who live in close proximity to an FQHC are *less likely* to have an unmet medical need, postpone or delay seeking medical care, visit the ER or stay in a hospital.
- Uninsured people living in close proximity to an FQHC are *more likely* to receive primary care.

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¹ Health Services Research, Hadley J and Cunningham P., Vol. 39 Issue 5
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