

## LIAISON REPORT

AGENCY: \_Primary Health Care\_\_\_\_\_ LIAISON: \_Deb Schildroth\_\_\_\_\_

**1. Need for Program.** Describe who the target population is and whether their numbers are increasing or decreasing. Indicate the source of this information. Also, indicate how the program/service is different and how it is similar to others and what would happen if the program/service ceased to exist. List the priorities established by ASSET Funders, which the programming addresses.

Primary Health Care (PHC) is a non-profit, Federally Qualified Health Center (FQHC) established in 1981. They provide medical, dental, behavioral health, and support services and have locations in Des Moines, Marshalltown, and Ames. PHC has operated a medical clinic in Ames for five years.

PHC serves an indigent population with an emphasis on providing care to those who encounter barriers such as transportation, income, language, etc. They have identified that 96% of the Ames/Story County patients are below 200% of the Federal Poverty Level and 70% are uninsured or have Medicaid coverage.

PHC is addressing the need in Story County for comprehensive and emergency dental care for adults and children who are underinsured, uninsured, or Medicaid recipients. This need surfaced as a result of the MICA Dental Clinic closure last spring. PHC is in the process of building out a dental clinic that will be co-located in their medical facility located at 3510 Lincoln Way in Ames. They anticipate opening in January/February 2021 and according to a proforma for the Ames/Story County site, PHC estimates the following number of visits:

- First 6 months = 750
- Year 1 = 2,400
- Year 2 = 5,280
- Year 3 = 6,000
- Year 4 = 6,000

The provision of dental services addresses the funder priorities within the areas of health and basic needs.

**2. Program Strengths.** Pick two to four factors that contribute most importantly to the program/service outcomes. Do not list everything that is satisfactory. We will assume that things not mentioned are okay. For each strength describe some supporting evidence.

PHC has experience with providing dental services as they have been doing so in their Des Moines and Marshalltown clinics. They are in the process of hiring a dentist and 2 hygienists for the Ames/Story County clinic. PHC has well established relationships with several local community agencies such as Salvation Army, Heartland Senior Services, and Good Neighbor to coordinate referrals and care.

**3. Program Weaknesses.** Select factors that detract most from the program/service achieving its outcomes. Present details as described above. Recommendations for reducing these weaknesses should follow the discussion of each weakness.

When PHC opens the dental clinic in January/February 2021, patients will have been without a dental home for at least 10 months. Marketing and promoting the dental clinic will be key as a caseload is developed. Outreach will be conducted through PHC's medical clinic as well as local community agencies, schools, and word of mouth.

**4. Financial Outlook.** Current funding concerns should be described. In addition, the assessment of the program's plan to cope with shrinking resources should be given.

With PHC's status as a Federally Qualified Health Center, they are able to receive enhanced Medicaid rates that help in covering service costs. They have the billing infrastructure to effectively work with the Manage Care Organizations (MCOs) to resolve billing issues and/or disputes. They also work closely with the Iowa Primary Care Association for technical support in all areas of the organization.

PHC does not anticipate the dental clinic breaking even in the first year or two, so funding through ASSET is needed to support dental services. Their FY 2021-22 request totals \$188,966 from all four Funders. This is a \$9,955 decrease in the FY 2020-21 funding that was approved for the MICA dental clinic.

Additionally, PHC has made requests to each of the funders for the FY 2020-21 funding that was originally allocated to MICA. PHC plans to utilize these funds and other grants and funding sources to assist with the costs associated with the build-out of the dental clinic.

**5. Internal Management Practices.** Summarize your assessment of the management of the agency, and the role of the Board. If there are deficiencies, details should be provided. Conclude with recommendations when appropriate.

The PHC Board of Directors is made up of 13 members representing the 3 communities served by PHC. Board members serve on 7 different committees to ensure the sound management of PHC. The Board supports the clinic's mission of providing outstanding clinically exceptional care and has been very supportive of adding dental services to the Ames/Story County clinic.

PHC has been consistently and effectively led by CEO, Kelly Huntsman, since 2004. Ms. Huntsman shared that the organization is undergoing changes in its leadership structure and the management of clinic locations.

**6. Agency Suggestions/Comments.** Make note of any suggestions, comments or questions agencies may have with regard to the ASSET process, budget forms and or anything else that relates to the process.

This is PHC's first budget request to ASSET and they are very appreciative of the timely feedback and communication received from the ASSET Administrative Assistant.

#### **GENERAL ASSESSMENT:**

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PHC has had a significant role in the Ames/Story County community with providing healthcare services to low- and moderate-income individuals and families since 2015. They have been working with MICA on a smooth transition of the dental clinic services. The co-location of dental services at PHC's Ames/Story County medical facility will assist with creating better access to a broad array of services, promoting a holistic approach to care, and improving overall health outcomes.