

**ADRIAN MEDICAL & DENTAL CLINIC** 



**CARLETON MEDICAL & DENTAL** 

# 2023 ANNUAL REPORT

Camiy medical center of michigan



MONROE MEDICAL & OB CLINIC



**TEMPERANCE MEDICAL & DENTAL** 

#### **MESSAGE FROM**

### THE PRESIDENT

The Public Health Emergency (PHE) is winding down and Family Medical Center (FMC) has faced many challenges like every other business. We never lost sight of our mission and our ability to provide care to our patients while keeping our staff protected. Some of these challenges brought opportunities while others brought difficulties in how we operated.

While we adapted to the situation, we also keep a close eye on our finances in addition to patients and staff. Our leadership team sought out the income opportunities that benefited FMC. As we exit the PHE with the work of everyone involved in the success of our organization, we find ourselves as strong if not stronger than going into it.

Thanks to our Visionary Leadership we had positioned ourselves in a way to already have our telehealth services in place before they were needed. Although we had to decrease services in some areas, we were able to expand our services to our patients and other areas of need. The ideas were brought forward to the Board of Directors to review them and act. The hard questions were asked about mission, patients, staffing, and finances making sure all were met.

FMC was founded on the mission of providing high-quality health care to all regardless of their ability to pay. This has never changed in its 42-plus years of providing care. The passion and dedication of everyone in the organization believes in the mission.

Thank you for your support of FMC and our communities served.

Respectfully,

David L. Brown



David L. Brown
President of the Board of Directors

# OUR **HISTORY**

Family Medical Center of MI (FMC) was established in 1979 in a renovated school building in Lambertville and employed one provider, one receptionist, a medical assistant, and an Executive Director. FMC served approximately 620 patients when it opened its doors.

For the first 20 years of FMC 's of its existence, there was one clinical site located in Temperance MI. In 2000 FMC added Carleton MI as a clinical location. Now FMC has a number of clinical sites located in Monroe, Lenawee, and Wayne counties.

FMC has grown to serve nearly 18,000 patients and generates over 95,000 medical, behavioral health, and dental encounters annually. FMC employs 177 staff including primary care providers dentists, four part-time OB/GYN, behavioral health specialists, and numerous key support staff.

Family Medical Center is a Federally Qualified Health Center (FQHC). What does this mean? It is a designation enacted by Congress in 1965. In the nation, there are 1400 FQHCs and in Michigan, FMC is one of 44 Health Centers.



# FEDERALLY QUALIFIED HEALTH CENTER STATS

**27,000,000**Patients Annually

1 OUT OF 15 Living in the US Served

**270,000** People Employed

1 OUT OF 4
Individuals Living Below
Poverty in the Country
Served

#### **OUR**

### **BOARD OF DIRECTORS**

One of the key features that sets Family Medical Center apart from other group medical practices is that it's a non-profit organization and its Board of Directors. The Board of Directors must represent the communities the Health Center serves, based upon ethnicity, income, gender, age to name a few criteria. Board members of all community health centers throughout the nation, are volunteers living in the service area of the health center, making community health centers locally owned and operated.

The Board of Directors are responsible for setting and approving all policies of the health center, including the locations of all services, what services that are provided, as well approving and monitoring the annual budget of the organization. Fifty-one (51%) of the Board members must be patients of Family Medical Center.

Board members are true advocates for Family Medical Center and it's thousands of patients, helping the health center continue to be supported by Congress as well as the Michigan Legislature. Family Medical Center's Board is a true example of community- driven healthcare. Anyone living in the counties served by Family Medical Center can be an advocate for FMC and its patients by registering at www.hcadvocacy.org and signing up.



David Brown (President)
TBA (Vice President)
Walter Tylicki (Treasure)
Joyce Brown-Williams (Director)
Kathy Busen (Director)
Burt Fenby (Director/Secretary)
S. Elaine Troxell-Robson (Director)
Wes Langer (Director)
Ione Parker (Director)
Kathleen VanEtten (Director)
Alma Salyer (Director)
Charles Watkins (Director)
Christina Corson (Director)

#### **ABOUT**

### **FAMILY MEDICAL CENTER**



#### **OUR MISSION:**

Family Medical Center of MI is dedicated to quality and excellence in providing integrated, comprehensive, and costeffective medical, dental, and behavioral health to all, regardless of their ability to pay.

### **FACTS ABOUT FMC**

- ✓ Family Medical Center of MI serves all patients regardless of race, color, national origin, age, religion, sex, sexual orientation gender identity or ability to pay.
- ✓ FMC offers a reduce /discounted cost of care to all eligible patients
- ✓ FMC fee for a medical or behavioral health visit can be as low as \$10.00
- ✓ FMC fee for a dental procedure can be as low as \$25.00
- ✓ FMC operates 2 pharmacies and contracts with 33 other pharmacies where the cost of prescriptions can be reduced by up to 90% to patients
- ✓ FMC provides care for 4,400 patients with Hypertension and 82% of these patients have blood pressure reading under 140/90
- ✓ FMC partners with the University of Michigan and the University of Washington in Seattle WA in offering cutting-edge behavioral services to patients suffering from Post-traumatic Stress Disorder (PTSD).

## OUR

## **SERVICES**

We are a one-stop location for all medical needs; from routine primary care to highly specialized services & dental work.



#### **ADULT PRIMARY CARE**

- Physicals
- Chronic Disease Management (Hypertension, Diabetes, etc.)
- Preventative Care
- Acute Care



#### **OB/GYN**

- Prenatal Care
- Postpartum Care
- GYN Care





#### **DENTAL**

- Oral Evaluations
- Cleaning, Fillings, Extractions, Dentures
- Crowns, Root Canals
- Pediatric Appointments



#### **PEDIATRIC SERVICES**

- Well Child
- Immunizations
- Physicals
- Acute and Preventative Care







# **Extraordinary Care for Extraordinary People**



#### SCHOOL-BASED BEHAVIORAL HEALTH

In partnership with 51 schools in Lenawee County, Monroe County, & Wayne County to address Behavioral issues

- School-related stressors
- Emotional problems
- Learning coping skills
- Understanding different feelings & responses
- Substance Use Services



#### OFFICE-BASED BEHAVIORAL HEALTH

- Adult Counseling
- Child /Adolescent Counseling
- Psychiatrist Services
- Substance Use Disorder Services



#### **SPECIALTY SERVICES**

- Physical Therapy
- Remote Monitoring of Patients in their Home
- Services to Migrant Communities
- Chronic Care Management



# PAM LAPAN CONCIERGE HEALTH SERVICES

This highly personalized approach to Health Care, named after a founding member of FMC Pam LaPan, provides patients with the additional attention they wish & deserve to receive! FMC, in coordination with our partners, can offer:

- 24/7 access & after-hours support via a phone number, email, or text
- All-inclusive Annual exam
- Monthly Health wellness calls by your personal care nurse
- Access to a Dietitian
- In-home health hub device to contact & receive information from your care team (you can even surf the web with this device).
- Free remote Blood Pressure monitoring or Glucometer
- In-home care support services, transportation, & food delivery



#### **OUR**

## **SERVICES, CONT**



#### **PHARMACY SERVICES**

Opened its first internal pharmacy at its Adrian Clinic and grew to fill over 150 prescriptions a day in a short amount of time.

- 340B Discount & Other Special Discount Prescription Programs to help make medications affordable
- Immunizations
- Automatic Refills
- Medication Counseling
- Medication Packaging and Med Synchronization





The funds generated from our pharmacy services are reinvested into our communities, allowing us to expand new services to our patients and manage existing services already offered.



#### **FREE FOOD PHARMACIES**

- We partner with City of Refuge Ministries Intl (Meal Assistance Program of Lenawee MAP) to help provide food to our Lenawee County patients. We started our partnership in January 2023, and we have helped about 356 people monthly.
- We have a weekly Food Pharmacy at our Monroe & Temperance locations thanks to our Partnership with MCOP. Our partnership started in October 2016 we help feed about 640 people monthly.



# TRANSPORTATION TO FAMILY MEDICAL CENTER APPOINTMENTS

- In Monroe County, we have partnered up with MCOP to provide free rides to FMC appointments.
- In Lenawee County, we partnered with Lenawee Public Transportation Authority to provide free rides to FMC appointments.

# PATIENT TESTIMONIAL

In 2005, Shirley (Elaine) Robson scheduled an initial appointment with a Family Medical Center of Michigan. Regina South, P. A would see Elaine through many a medical crisis. Health Centers have access to a wide variety of medical specialists and often can help make little-known connections to finding financial assistance for treatments and procedures. This was very important in the days before the Affordable Care Act became law in 2010.

When Elaine was diagnosed with a large hiatal hernia requiring surgery in 2008, Regina South set the wheels in motion for surgery to be performed. The staff at FMC worked with the Henry Ford Hospital (Detroit) team to arrange payment and care.

Regina wrote the referral to a respiratory specialist who continues to provide care for well-managed asthma control. Regina took the steps required to arrange care with an orthopedic surgeon for bilateral total knee replacement surgery in 2015 and 2016. After living many years with horrible pain in both knees. Elaine said, "It was wonderful to find relief!"



Most recently, FMC has established a chronic care management program for qualified patients. This program offers remote monitoring and monthly calls from a care nurse. Elaine said, "The connection between the nurse and the patient is precious. During the pandemic, it was important for housebound patients (especially those who live alone) to know they had access to a provider. After falling ill with COVID-19 requiring hospital care, it was comforting to know that someone would call and check on my condition."

Community Health Care Centers provide much-needed care for simple medical needs. However, they can also be the first step in delivering care that requires the expertise of a specialist. From a strong beginning in 2005 in a humble health center to today in 2023, FMC has provided strong connections as needed to help Shirley and other patients attain better health.

#### COVID-19

## **RESPONSE**

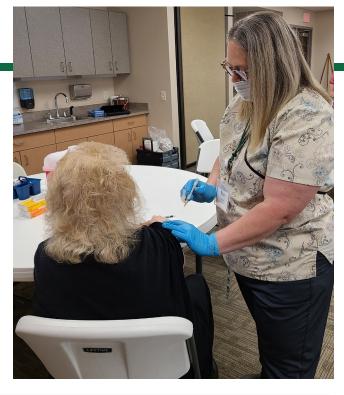
Family Medical Center during the height of the COVID-19 Pandemic and was one of the key providers in Monroe and Lenawee Counties in helping to protect its residents. Partnering with the Monroe County Health Department, the Lenawee County Health Department, and the state of Michigan, it helped screen and vaccinate thousands of residents to help save lives.

### 2021

	TESTING	VACCINATED
1ST QUARTER	1,112	611
2ND QUARTER	320	2,161
3RD QUARTER	240	373
4TH QUARTER	554	764



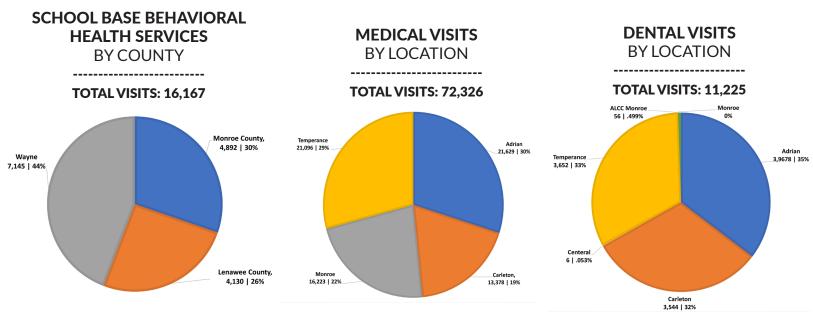




	TESTING	VACCINATED	EMPLOYEE BOOSTERS
1ST QUARTER	463	342	15
2ND QUARTER	119	165	9
3RD QUARTER	86	65	3
4TH QUARTER	114	198	4

## **FINANCIALS & STATS**

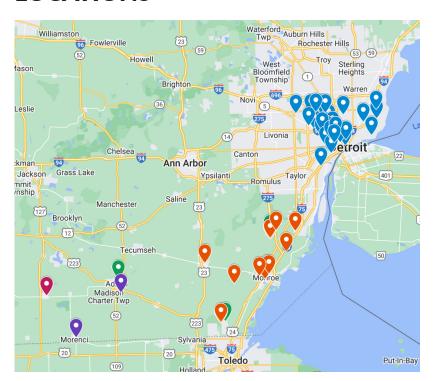
Total Revenue	\$23,286,718.00	
Total Expenditures	\$21,928,150.75	
Total Net Income	\$1,358,567.25	



Total Patients in 2022 Per UDS 17,826

#### **FAMILY MEDICAL CENTER**

## **LOCATIONS**





#### **ADRIAN MEDICAL & DENTAL**

1200 N Main Street Adrian, MI 49221 (517) 263-1800

#### MONROE MEDICAL & OB CLINIC

901 N Macomb Monroe, MI 48162 (734) 654-2169

#### **CARLETON MEDICAL & DENTAL**

130 Medical Center Drive Carleton, MI 48117 (734) 654-2169

#### **TEMPERANCE MEDICAL & DENTAL**

8765 Lewis Ave Temperance, MI 48182 Medical phone - (734) 654-2169 Dental phone - (734) 850-6920

familymedicalmi.org