

Mat-Su Health Services Annual Report

Fiscal Year 2017

Calendar Year 2016

Who We Are

Mat-Su Health Services is a leading provider of primary and mental health care for individuals and families with limited access to quality care in the Matanuska-Susitna Borough (MSB) of Southcentral Alaska. Quality care is often defined as providing the services a patient needs, when they need it and in the right way. Our dedicated staff of health care providers, case managers, community rehab specialists, support staff and administrative professionals is committed to providing quality, patient-centered medical, dental and behavioral health care to the community we serve. MSHS is fortunate to be supported by partner agencies and grantors who help us sustain our mission: *"Dedicated to improving the health of our community, one person at a time, through affordable medical, dental and behavioral health care."*

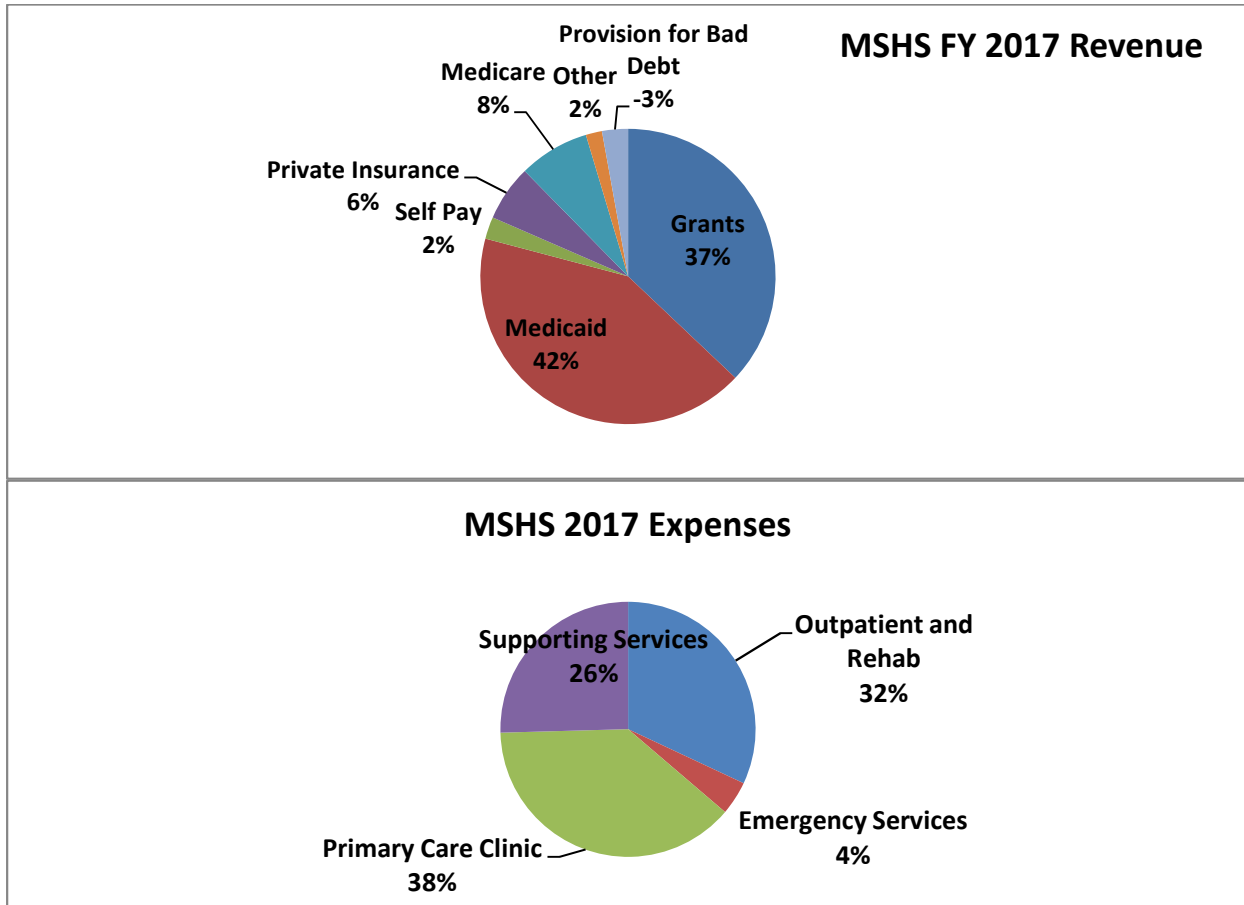
What We Do

Mat-Su Health Services (MSHS) has been providing a variety of health services to the Mat-Su Borough (MSB) for 40 years. We offer family medical, dental and behavioral health care through our Federally Qualified Health Center (FQHC) and wrap around rehabilitative services for severely mentally ill adults and seriously emotionally disturbed children through our state grant funded BHS program. Moreover, we provide emergency services for mental health crises, also through state grant funding.

Where We Live

The MSB is the fastest growing area in the state with a population of over 104,000 within an area the size of West Virginia. The growing population and geographic expanse of the service area leads to some unique challenges, especially in providing access to services, as well as opportunities to offer high quality care in a rural setting. The MSB is designated as a Medically Underserved Population.

Financials



FY 2017 Financials

revenue

| | | |
|------------------------|-----------------------|--------|
| Grants | \$3,093,543.00 | 39.26% |
| Medicaid | \$3,516,821.00 | 44.63% |
| Self Pay | \$199,240.00 | 2.53% |
| Private Insurance | \$513,287.00 | 6.51% |
| Medicare | \$645,775.00 | 8.20% |
| Other | \$147,189.00 | 1.87% |
| Provision for Bad Debt | -\$236,505.00 | -3.00% |
| | \$7,879,350.00 | |

Expenses

| | | |
|----------------------|-----------------------|--------|
| Outpatient and Rehab | \$2,499,735.00 | 31.94% |
| Emergency Services | \$335,066.00 | 4.28% |
| Primary Care Clinic | \$3,002,625.00 | 38.36% |
| Supporting Services | \$1,989,907.00 | 25.42% |
| | \$7,827,333.00 | |

Federally Qualified Health Center (FQHC)

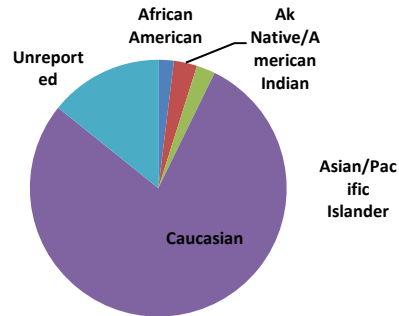
In 2005, MSHS became a new access point HRSA/BPHC Section 330 Federally Qualified Health Center (FQHC) to provide comprehensive primary healthcare to the greater Wasilla region of the MSB. The primary care clinic began operations on October 10, 2005, delivering primary health care services to the target population of uninsured and underinsured members of our community. Along with primary health care, we offer behavioral health, psychiatric and dental services to our community. In calendar year 2017, the FQHC served 2846 patients, an increase of 16% over 2016.

Demographics:

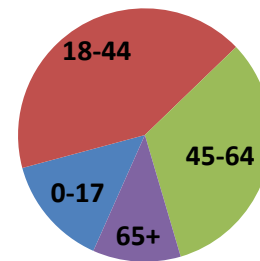
| Gender | # of People | Percentage |
|--------|-------------|------------|
| Male | 1124 | 39% |
| Female | 1723 | 61% |



| Ethnicity | # of People | Percentage |
|---------------------------|-------------|------------|
| African American | 56 | 2% |
| Ak Native/American Indian | 83 | 3% |
| Asian/Pacific Islander | 67 | 2% |
| White | 2236 | 79% |
| Unreported | 405 | 14% |



| Age | # of People | Percentage |
|-------|-------------|------------|
| 0-17 | 403 | 14% |
| 18-44 | 1195 | 42% |
| 45-64 | 929 | 33% |
| 65+ | 320 | 11% |



Dental services

We opened our new dental clinic in February of 2016 with the grant funding from HSRA and are thrilled to be able to offer this important service to our patients. Our dental team is led by Dr. Kim Conley, who comes to us over 22 years of experience. She is supported by a dental assistant and dental hygienist. In 2016 we provided 322 individuals with dental services and we are steadily increasing the number we serve each month. The management team is actively looking for opportunities to expand the program, as access to quality dental care is an unmet need in the community. We currently provide the following dental services:

- Diagnosis and treatment planning
- Routine dental exams

- Emergency exams and services
- Digital X-rays
- Cleanings
- Sealants
- Restorative dentistry
- Extractions
- Partial and Full Dentures
- Referrals to dental specialties

PCMH Recognition

We are excited to announce that Mat-Su Health Services achieved Patient Centered Medical Home (PCMH) Recognition in August of 2016 through the National Committee for Quality Assurance (NCQA). PCMH focuses on partnership with the patients through team based care, care coordination, and increased access to care by expanded hours and same day appointments. Using this model enables us to make a difference in the health and well-being of our community. We are grateful to the Alaska Primary Care Association for their technical assistance and support and the Health Resources and Services Agency for providing funding for this initiative.

PCMH Goals:

- Focus on patient and family centered care
- Ensure access to high quality primary care services
- Provide consistent, high quality care by health care teams
- Provide care management services for patients with complex conditions
- Stay in tune with and respond to community needs
- Making positive, sustainable, and measurable improvements in care

Clinical Highlights

Diabetes control: 78% of patients with diabetes have their blood sugars under control

BP control: 67% of patients with hypertension had controlled blood pressure

Dental chairs: two dental chair clinic serving 322 patients

Expanded hours: 311 patients came in for a visit with a primary care provider or for labs during our extended hours for a total of 665 encounters (517 provider visits, 148 lab visits).

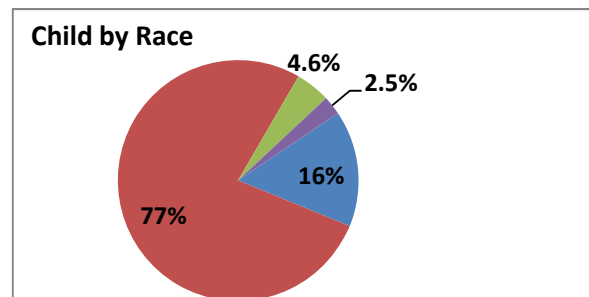
Depression: 80% of patients seen in the primary care clinic age 12 and older were screened for depression and, if positive, had a treatment plan documented.

SBIRT: 47% of adult patients were screened for alcohol use between June 2016 and May 2017. With technical assistance and funding from the University of Alaska Anchorage Center for Behavioral Health Research and Services, the primary care clinic began screening patients for alcohol use and offering education, counseling or referral for those who screened positive. The screening has become standard practice.

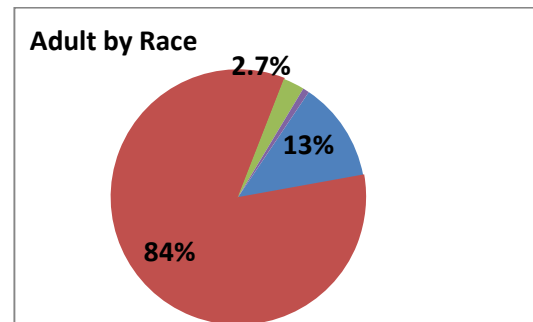
Behavioral Health Services Program (BHS)

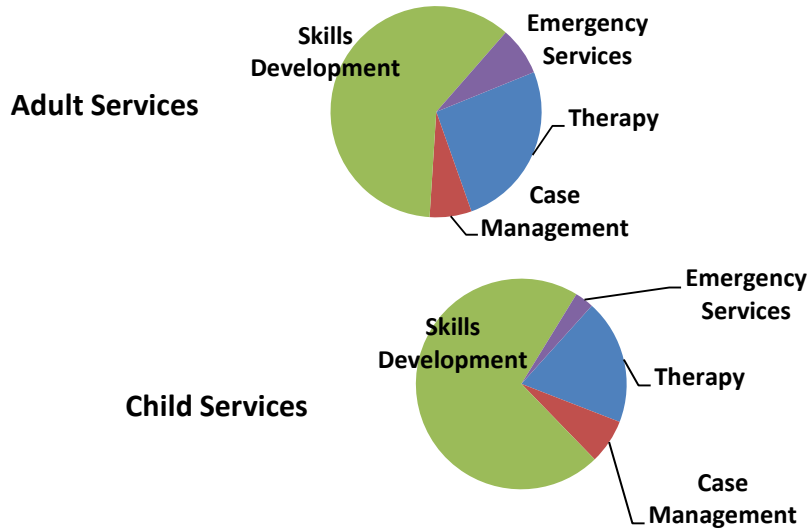
Mat-Su Health Services BH Services program receives grant funding through the Alaska Department of Behavioral Health to provide wrap around services in the Matanuska -Susitna Borough. Services include crisis intervention, case management, psychosocial rehab, community integration and outpatient therapy for individuals, families and groups. Our clients receive services for a variety of reasons, including: depression, bipolar disorder, schizophrenia and schizoaffective disorders, substance use disorders, anxiety disorders, post-traumatic stress, borderline personality disorders, family relationship issues, anger management, and school-related issues. In fiscal Year 2017 (July 1, 2016, through June 30, 2017), MSHS served more than 1098 individuals through the Behavioral Health Services program; 860 adults and 238 children and adolescents.

| 2017 Child by Race BH | # of people | Percentage |
|---------------------------------|-------------|------------|
| Native American /Native Alaskan | 37 | 15.5% |
| Caucasian | 183 | 76.9% |
| Black /African American | 11 | 4.6% |
| Other | 6 | 2.5% |



| 2017 Adult by Race BH | # of people | Percentage |
|---------------------------------|-------------|------------|
| Native American/ Native Alaskan | 108 | 12.6% |
| Caucasian | 711 | 82.7% |
| Black /African American | 23 | 2.7% |
| Other | 7 | 0.8% |





| FY2017 CLIENTS AND SERVICES | | |
|--|---------------------|----------------------|
| ADULTS | # of clients | # of services |
| Outpatient Treatment | 386 | 2847 |
| Case Management/Services Coordination | 202 | 960 |
| Community Integration | 256 | 6837 |
| Crisis Intervention: Mental Health | 403 | 847 |
| CHILDREN AND ADOLESCENTS | | |
| Outpatient Treatment | 111 | 931 |
| Case Management/Services Coordination: | 92 | 331 |
| Community Integration | 87 | 3433 |
| Crisis Intervention: Mental Health | 82 | 141 |

In the Schools

Mat Su Health Services began as a community mental health provider and has provided mental health services uninterrupted since 1977. Much has changed in the past 40 years but our commitment to serving adults and children in our community who face mental health challenges remains constant. We saw a need for BH services in our public schools and have made a focused effort to increase our presence there in order to better meet the needs of children in our community. In FY2017 we worked with children in 6 area middle and high schools.

In 2017 MSHS successfully maintained various contracts for BH services; with Mat Su College for the student counseling partnership, with the Valley School District to provide IEP services in six schools and with Redington High School for an onsite counseling program. The Director of Behavioral Health also

provided clinical and administrative consultation for the Sunshine Community Health Center in Talkeetna.

Rehab Services

Our summer SED Program provides opportunities for children to learn and develop coping skills to be successful at home, school and in the community. The groups conducted in the Summer Program provide age appropriate services for children from preschool to high school and in the summer of 2017 served 39 youth. The program has a strong component of demonstrating acquired skills in a community setting so groups participate in outings in environments in which the children are commonly expected to engage.

Staff identified a need to support adolescents in transitioning out of mental health services and into community or after school programs. Many parents need assistance in supporting their teenagers in independently engaging in community activities and we see this assistance as part of the foundation of case management. Some parents are understandably hesitant to embrace the transition and our clinicians and case managers work with them in connecting teens to recreational and sports opportunities in the community and to providing a successful transition upon discharge from the SED program.

In 2016, MSHS developed a Skills Development Coordinator position which has been a great addition to the Rehab Services team. The Coordinator has done extensive work in reviewing SED discharges and identifying trends in why children leave services, ensuring safety compliance in our satellite locations and ensuring CARF recommendations are being maintained work in supervising the Skills Development staff

Access to Services

In FY2014 MSHS introduced telemedicine in order to increase access to the BH program by increasing our capacity to complete and process intakes and reducing the wait time to an intake appointment. We provide a private room at our Spruce Avenue location where the patient meets with the remote intake provider and completes the intake appointment. The tele-intake process is well accepted by most clients and we plan to continue using this model along with face to face intakes. Throughout FY2017 there were between 8-10 tele-intake appointment slots available each week and the wait time to an Intake appointment has decreased from 21 days in FY2014 to 18 days in FY2017.

| Intakes | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 |
|-----------|--------|--------|--------|--------|--------|
| Tele-med | 0 | 267 | 329 | 278 | 292 |
| In person | 354 | 159 | 92 | 92 | 120 |
| Total | 354 | 426 | 421 | 370 | 412 |

Strategic Initiatives

Provider of Choice: In 2015 the Board of Directors identified two strategic initiatives related to customer service: being the provider of choice and employer of choice in the community. To that end the Leadership Team engaged the Baird Group, a patient experience consultant, to assess our customer service environment and to provide staff training. Following the Baird Group recommendations, MSHS formed a Service Excellence Team (SET) in late 2016 with the mission of identifying service issues and recommending improvements to the Leadership Team. The Team is comprised of front line staff from all departments. SET reviews customer feedback as well as staff suggestions and we are excited to have this focused effort in such a crucial area.

Employer of Choice: With the goal of attracting and retaining quality staff, MSHS strives to be an employer of choice in the community. We are fortunate to have a retention rate of 83%, which is on the high end of the industry average despite the chronic shortage of health care professionals in the region.

Annual Survey

Annually, MSHS surveys those whom it serves to determine their level of satisfaction with services. The 2017 survey was made available to patients and clients from March 13-31. 31 completed surveys were returned. Patients were asked about access, waiting times, staff and services, account services, and about the facility. MSHS received high marks from patients in most areas; a sampling of the data is shown below. The Service Excellence Committee identified the timeliness of returning phone calls as an area for improvement in 2018 and are developing a plan to increase patient satisfaction in that area.

| Patient Satisfaction Survey | 2016 | 2017 |
|--------------------------------------|--|------|
| <i>The MSHS Staff...</i> | <i>(percentage that responded Very Good or Good)</i> | |
| <i>Listened to me</i> | 89% | 100% |
| <i>Took enough time with me</i> | 89% | 100% |
| <i>Were courteous to me</i> | 97% | 100% |
| <i>Answered my questions</i> | 93% | 100% |
| <i>Developed a care plan with me</i> | 89% | 97% |
| Ability to get in to be seen | 85% | 94% |
| Convenience of the center's location | 74% | 76% |

Prompt return of calls

| | Same day | 2-3 days | 4-7 days | Within a week | 7+ days | Never |
|-------------|----------|----------|----------|---------------|---------|-------|
| 2016 | 55% | na | na | 39% | 0% | 5% |
| 2017 | 50% | 40% | 5% | 45% | 4% | 0% |