



ANCHORAGE
NEIGHBORHOOD
**HEALTH
CENTER**

EST. 1974

"He who has health, has hope; and he who has hope, has everything." - Thomas Carlyle

2016 ANNUAL REPORT

FROM THE CEO | TAMMY GREEN

I am proud to present ANHC's 2016 Annual Report to the community. 2016 was an exciting year for our organization, with greatly improved health care access for our patients, as well as continued growth of our services.

It makes me proud to know that we continue to come together in order to serve our mission and to meet the need in our community. This past year, we saw more than 13,000 patients and provided those patients with more than 52,000 medical and dental visits.

In 2016, we were able to work through and eliminate a waiting list of more than 1,500 patients, thanks to the retention of staff members, ongoing strategic leadership, and the implementation of countless improvements in policies, procedures, and practices. This made it possible for us to add nearly 3,500 new medical patients to our ANHC family in 2016.

Know that these numbers are a direct result of the ongoing support and partnership ANHC receives from the community. Know that we are grateful for your assistance and advocacy.

Whether you are a patient, staff member, or health center supporter, we thank you for playing a role in our success and we look forward to an equally successful 2017.



Tammy Green, MPH
ANHC Chief Executive Officer



**ANHC'S
MISSION**

To improve wellness by providing high quality, compassionate healthcare, regardless of ability to pay.

2016 HIGHLIGHTS

NEW

3,425 NEW MEDICAL PATIENTS



13,184 TOTAL PATIENTS SEEN IN 52,027 VISITS



REDESIGNED WEBSITE ANHC.ORG



43 DIFFERENT LANGUAGES TRANSLATED



ACCOMMODATED EVERYONE ON NEW PATIENT WAITLIST- MORE THAN 1,500 INDIVIDUALS



ANHC PROVIDED \$4.67 MILLION* IN CHARITY CARE TO UNINSURED AND LOW INCOME PATIENTS

QUALITY INDICATORS

HIV VIRAL LOAD

HIV patients with an Undetectable Viral Load
ANHC 2016 = 83%



DIABETES CARE

Diabetic patients who have HgA1c blood sugar under control
ANHC 2016 = 72%



BIRTH WEIGHT

Babies born to health center patients with normal birth weight
ANHC 2016 = 92%

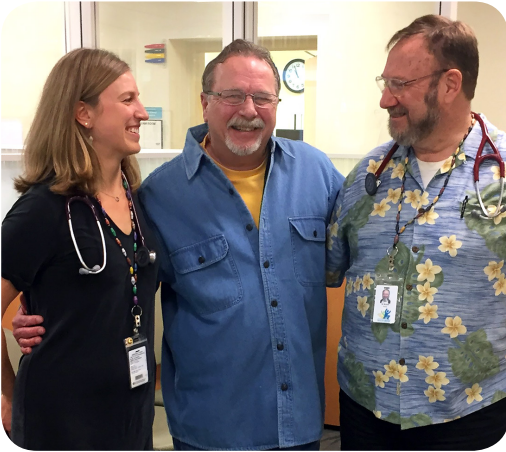


COLORECTAL SCREENINGS

Patients age 50-75 who received colorectal cancer screening
ANHC 2016 = 24%



SPOTLIGHT | ANHC PATIENT STORY



JAMES hit a patch of financial rough spots starting in 2010 when he became unemployed and found himself without any affordable health coverage options.

In need of essential health services, and unsure of where to turn, James found himself at the Anchorage Neighborhood Health Center looking for care. With the assistance of the ANHC staff, James got connected with resources for all his health care needs, including medical and dental services, as well as assistance in looking for options to help him pay for his care.

The outreach and enrollment team at ANHC connected James to assistance programs and resources to help offset the cost for some his health care expenses, and set him up with ANHC's sliding fee discount program. They were eventually able to get him into the State of Alaska's expanded Medicaid program, in 2015.

James was lucky to get health coverage when he did. After being misdiagnosed for over 25 years, his attentive medical providers and care team at ANHC were able to correctly diagnose him with

Hepatitis C. Unfortunately for James, the suggested treatment for Hepatitis C can cost upwards of \$70,000 to \$100,000, and he struggled with the financial realities of trying to afford the treatment that he needed.

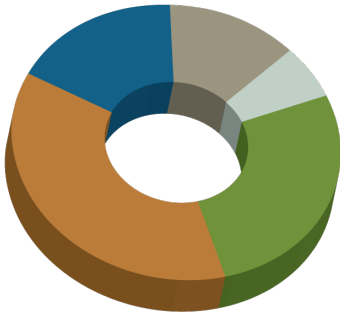
"It is hard to put into words how grateful I am to the State of Alaska and to ANHC."






ANHC medical staff worked with his new medical coverage to help offset the cost of his treatment, giving James peace of mind to know he would get the care that he needed, without the fear of an overwhelming financial burden on his shoulders.

Thanks to the attention of his ANHC team, and the resources and programs available to him, James has now been receiving the needed medication and medical care for his diagnosis, and he is almost finished with the treatment to cure his Hepatitis C. He couldn't be happier. "It is hard to put into words how grateful I am to the State of Alaska and to ANHC," he says.

PATIENT DEMOGRAPHICS







2016 PATIENTS BY AGE

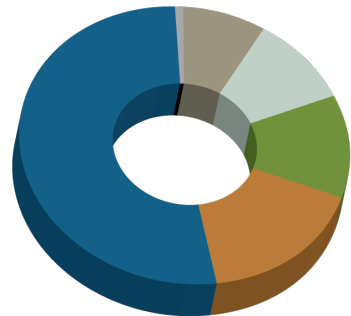


	< 18 years.....	13%
	18-24 years.....	6%
	25-44 years.....	27%
	45-64 years.....	37%
	65+ years.....	17%

2016 PATIENT DIVERSITY

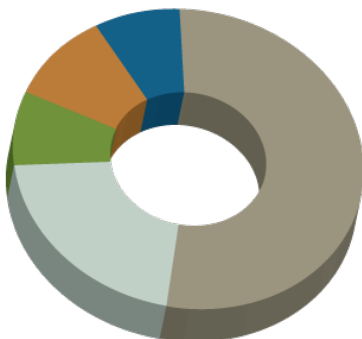
NOTE: 12% of ANHC patients identify as Hispanic or Latino






	American Indian/Alaska Native.....	1%
	Pacific Islander/Native Hawaiian....	8%
	More than one race.....	10%
	African American/Black.....	12%
	Asian.....	17%
	Caucasian/White.....	52%



2016 PATIENTS BY INCOME

(As a percentage of the federal poverty level)



	< 100%.....	53%
	101% - 150%.....	21%
	151% - 200%.....	8%
	200% +.....	10%
	Other/Unknown.....	8%





2016 ANHC FINANCIALS

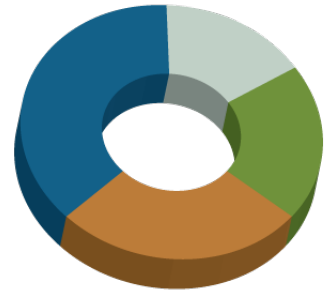
*BASED ON AUDITED FINANCIAL REPORT FROM FISCAL YEAR 2016

2016 ANHC EXPENSES \$15,349,283

2016 ANHC REVENUE \$16,600,462







PATIENTS BY PAYOR SOURCE

	Medicare.....	16%
	Private Insurance.....	20%
	Self Pay/Uninsured.....	27%
	Medicaid.....	37%








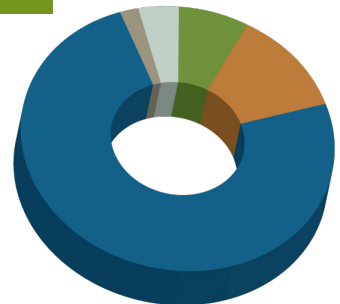
2016 ANHC REVENUE*



	Fundraising/Contributions.....	1%
	Self Pay.....	8%
	Medicare.....	11%
	Private Insurance.....	20%
	Grants.....	25%
	Medicaid.....	35%

2016 ANHC EXPENSES*

	Occupancy.....	2%
	General and Administrative.....	4%
	Depreciation.....	7%
	Services and Supplies.....	15%
	Staff Costs.....	72%



ANHC DONORS & PARTNERS

To all of our donors and partners, the Anchorage Neighborhood Health Center is grateful for your support. Your ongoing donations allow us to continue our mission of improving wellness by providing high quality, compassionate health care, regardless of ability to pay. For more information regarding financial contributions to ANHC, you can always contact communications@anhc.org.

2016 BOARD OF DIRECTORS

BOARD CHAIR	Michelle Nesbett	Nesbett & Nesbett, PC
VICE CHAIR	Sarah Nash	Epidemiologist
SECRETARY	Molly O'Malley	Hope Community Resources
TREASURER	Mark Johnston	Municipal Light & Power
PAST CHAIR	Cindy Gilder	State of Alaska, DEC

Loyd Bradley, United States Airforce | **Jay Butler, MD**, State of Alaska, DHSS
Joseph Falcone, ConocoPhillips Alaska | **Joshua Hemsath**, Pride Foundation
Rhonda Kitter, Public Education Health Trust | **Joel Neimeyer**, State of Alaska, DEC Denali Commission | **Steve Pattison**, Retired | **Leslie Pridgen**, Home Instead Services | **Vanessa Salinas**, Providence Alaska Hospice | **Dr. Aharon Sternberg**, Retired | **Karen Turner**, Providence Health & Services
Leah Van Sandt, State of Alaska, DEC | **Becky Zembower**, Retired

2016 SENIOR LEADERSHIP TEAM

CHIEF EXECUTIVE OFFICER	Tammy Green, MPH
CHIEF FINANCIAL OFFICER	Katie Blank, CPA, MBA
CHIEF OPERATIONS OFFICER	Sarah Baylous
CHIEF DENTAL OFFICER	Ghazal Ringler, DMD
CHIEF INFORMATION OFFICER	John Bartholomew
MEDICAL DIRECTOR OF QUALITY	Jenny Love, MD, MPH, FAAFP, CPE
HUMAN RESOURCES DIRECTOR	Scharla Baker, SHRM-CP

MISSION | To improve wellness by providing high quality, compassionate health care, regardless of ability to pay

VISION | To address the unmet primary health care needs of our community

VALUES | Respect, Excellence, Personal Integrity, Compassion and Collaborative Spirit



ANCHORAGE NEIGHBORHOOD HEALTH CENTER

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