



**2017  
ANNUAL  
REPORT**



**ANCHORAGE  
NEIGHBORHOOD  
HEALTH  
CENTER**



LETTER FROM CEO

**I am proud to present ANHC's 2017 Annual Report to the community.**

2017 was a year of continued growth and development for our organization. ANHC saw almost 13,000 patients from all over Alaska— from as far south as Seward and as far north as Utqiagvik (formerly Barrow).

Nelson Mandela once said, "Health cannot be a question of income; it is a fundamental human right" and I believe his statement directly correlates to ANHC's mission of *improving wellness by providing high quality, compassionate health care, regardless of ability to pay.*



As one of Alaska's oldest and largest community health centers, we are proud to offer a robust sliding-fee discount program to our patients.

These discounts allow patients to access our medical, behavioral health, dental, lab, radiology and pharmacy services, by providing reduced costs for these essential needs.

In 2017, we completed an exciting redesign of our discount program. This new simplified structure now offers additional savings and allows our patients to consistently access health care, when they need it, without finances being a barrier. It's important to us to always give back to our community, and our staff and board members were thrilled to launch this newly redesigned discount program.

Know that the ongoing support and partnership ANHC receives from the community plays a major role in our success in keeping Alaskans healthy. I look forward to an equally successful 2018 and I would like to thank each of you for your continued support and encouragement.

Whether you are a patient, staff member, or health center supporter, we thank you for playing a role in in this vital work and we look forward to an equally amazing 2018.

Tammy Green, MPH  
ANHC Chief Executive Officer

2,802  
New Medical  
Patients



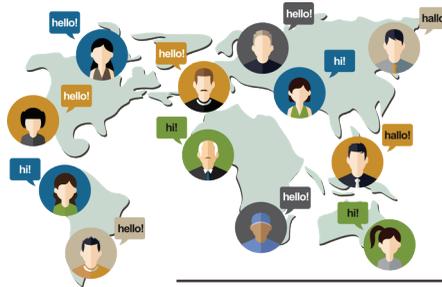
12,753  
Total Patients  
in 2017



95%  
Satisfied with  
their care



37  
Different  
Languages  
Translated



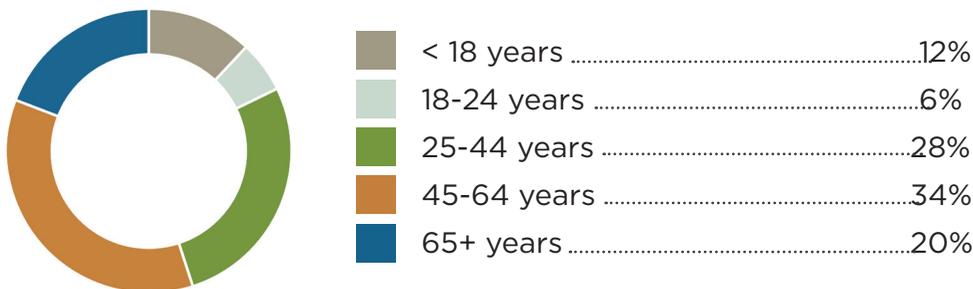
\$4.4  
Million in  
Charity Care



2017  
HIGHLIGHTS

# DEMOGRAPHICS

## 2017 PATIENTS BY AGE

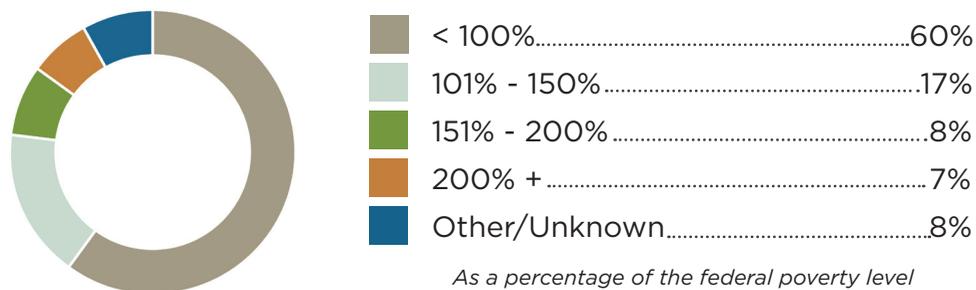


## 2017 PATIENT DIVERSITY



*13% of ANHC patients identify as Hispanic or Latino*

## 2017 PATIENTS BY INCOME



*As a percentage of the federal poverty level*

# 2017 PATIENTS BY PAYOR SOURCE



Medicare	18%
Private Insurance	19%
Self Pay/Uninsured	22%
Medicaid	41%

## 2017 BY THE NUMBERS

1,620

People who the ANHC outreach and enrollment team helped to **enroll in Medicaid or in the Health Insurance Marketplace** this year

5,527

Number of patient **visits for Integrated Behavioral Health** services at ANHC in 2017

92

Percentage of medical and dental **patients who felt their provider spent enough with them** when they came in for a visit this year

3.2

Average number of **visits this year** to ANHC by our patients

51,970

Total **number of visits** made to ANHC by our patients in 2017

89

Percentage of medical and dental **patients who would recommend ANHC** to their family and friends

ANHC

OUTREACH

## FEATURED EMPLOYEE

## CONSTANCE “CONNIE” MARKIS, RN

The name Constance comes from the Latin *constantia* and means firm of purpose or constancy. If you ever have had the pleasure to have met longtime ANHC employee Constance Markis, or “Connie” as she is known to staff and patients, you would know that her given birth name is incredibly accurate in describing her commitment and love for helping those in need.



*I feel I have grown in many ways as a nurse, a community member and a person, in part through the many opportunities and benefits I have had at ANHC.*

We think of Connie as one of ANHC’s greatest *not-so-secret* weapons – not only because she is our longest serving employee – but also because of her passion and loyalty to serving our community **really** makes her stand out from the crowd.

In her 35 years of working at ANHC Connie has held many roles. Some of her work has been assisting our HIV/AIDS patients, providing triage, leading tobacco cessation classes, supporting our diabetes program, managing care coordination, and more. She has been especially pivotal in linking our homeless patients with care and support. Connie has always been a smiling face, and warm heart that greets our patients and connects them with what they need.

Connie has been recognized and awarded for her contributions to the community multiple times throughout her career at ANHC. Her awards range from national-level recognition, such as the **Local Hero** award from the National Health Care for the Homeless Coalition, to the University of Alaska Anchorage recognizing Connie for her contribution to Nursing and Human Services education.

In 1983, it was ANHC’s mission that made Connie interested in working here, and it has been ANHC’s Mission that’s made her stay for nearly four decades.

**“** *ANHC’s mission is still my strongest reason for continuing this work. The privilege of getting to know the patients we serve and their trust in us, and the diversity of our patients and staff makes every day amazing.*

# SENIOR LEADERSHIP TEAM

<b>Tammy Green, MPH, CHES</b>	Chief Executive Officer
<b>Katie Blank, MBA, CPA</b>	Chief Financial Officer
<b>Phillip Mendoza, MD</b>	Chief Medical Officer
<b>Ghazal Ringler, DMD</b>	Chief Dental Officer
<b>Sarah Baylous</b>	Chief Operations Officer
<b>Kevin Shreve</b>	Chief Information Officer
<b>Scharla Baker, SHRM-CP</b>	Chief Human Resources Officer
<b>Shannon Savage, MPH</b>	Communications & Development Director

## ANHC BOARD OF DIRECTORS

The ANHC Board of Directors is composed of volunteers, the majority of whom must be patients or patient representatives. The Board accepts applications from interested volunteers throughout the year. Additional information is available at [www.anhc.org/board-of-directors](http://www.anhc.org/board-of-directors)

### BOARD OFFICERS

<b>Michelle Nesbett</b>	Board Chair, Nesbett & Nesbett, P.C.
<b>Sarah Nash</b>	Vice Chair, Epidemiologist
<b>Mark Johnston</b>	Treasurer, Municipal Light & Power
<b>Molly O'Malley</b>	Secretary, Hope Community Resources

### BOARD MEMEBERS

<b>Jay Butler, MD</b>	State of Alaska, DHSS
<b>Loyd Bradley</b>	United States Air force
<b>Cindy Gilder*</b>	State of Alaska, DEC
<b>Anntoinette Johnson</b>	Retired
<b>Joshua Hemsath</b>	Pride Foundation
<b>Rhonda Kitter*</b>	Public Education Health Trust
<b>Steve Pattison</b>	Retired
<b>Karen Turner</b>	Providence Health & Services
<b>Leah Van Sandt</b>	Independent Care Provider
<b>Leroy Williams</b>	Retired
<b>Becky Zembower*</b>	Retired

\* *Past board chairs*

ANHC

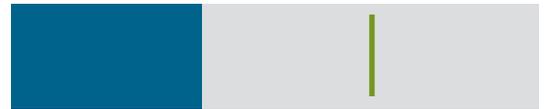
LEADERSHIP

# QUALITY METRICS

A key requirement of being a federally recognized Community Health Center is to closely monitor the quality of our care by tracking progress of our patients in certain key health measures. ANHC has decided to focus on six of these measures as priority metrics.

## DEPRESSION SCREEN

Percentage of patients screened for depression who received a follow-up plan or counseling.



ANHC 2017 = 36%

GOAL 2019 = 62%

## ADULT BODY MASS INDEX (BMI)

Percentage of patients with BMI above normal who received a follow-up plan or counseling.



ANHC 2017 = 30%

GOAL 2019 = 41%

## SMOKING CESSATION

Percentage of patients screened for tobacco use who received cessation counseling intervention.



ANHC 2017 = 78%

GOAL 2019 = 83%

## CONTROLLED HYPERTENSION

Percentage of hypertension patients whose blood pressure is under control.



ANHC 2017 = 56%

GOAL 2019 = 60%

## CONTROLLED DIABETES

Percentage of Diabetic patients who have HgA1c blood sugar under control.



ANHC 2017 = 75%

GOAL 2019 = 73%

## CHILD BODY MASS INDEX (BMI)

Percentage of children patients with a BMI above normal who received a follow-up plan or counseling.



ANHC 2017 = 71%

GOAL 2019 = 60%

# \$17.1M

## EXPENSES

# \$18.5M

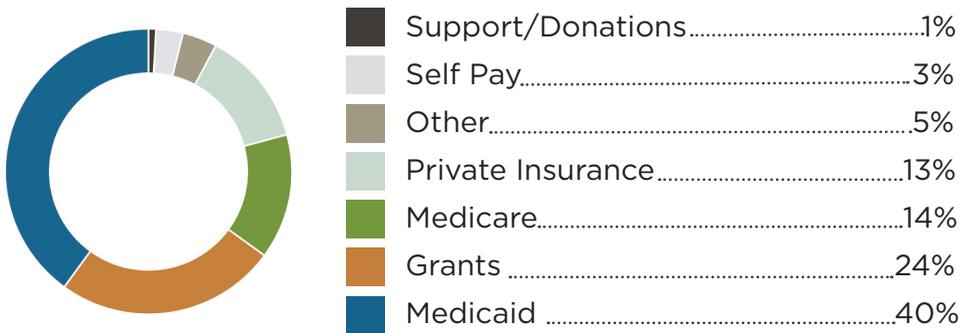
## REVENUE

2017

FINANCIALS

*ANHC Financials are based on audited financial reports from fiscal year 2017*

### 2017 ANHC REVENUE



### 2017 ANHC EXPENSES



# 2017 IN REVIEW



## UNVEILING OF MEDICAL RESPITE PROGRAM AT BROTHER FRANCIS SHELTER

ANHC partners with local healthcare organizations, as well as community and municipal entities who have joined together to work on ending homelessness. In 2017, the *medical respite program* was unveiled at the Brother Francis shelter. This program gives Anchorage's homeless population a safe place to recover after being discharged from the hospital, with additional support to move to permanent housing.



## COMMUNITY HEALTH CENTER WEEK AND 5-YEAR BUILDING ANNIVERSARY

ANHC celebrated 5 years in our new and fully-funded building located in midtown Anchorage. There was an excellent turnout of supporters, with Anchorage Assembly Members, Alaska State Legislators, Mayor Berkowitz and Senator Dan Sullivan in attendance, as well as local TV stations.



## 2-YEAR ANNIVERSARY OF MEDICAID EXPANSION IN ALASKA

ANHC celebrated Alaska's expansion of Medicaid with Alaskan Governor Bill Walker, Representative Ivy Spohnholz, Alaska DHSS Commissioner Valerie Davidson and other community members who were integral in establishing the expansion of Medicaid in Alaska.

It's only through the generous donations, support and advocacy from our ANHC Ambassadors (like you!) that ANHC is able to continue to serve our community.

With continued rising costs of health care in Alaska and an uncertain future for health care in general, we are proud to be a primary care home that is accessible to everyone. Your support helps us to continue our mission of providing high quality, compassionate health care regardless of ability to pay.



Thank you for your commitment to making a lasting impact. Together, we are building a strong and thriving community that is making Anchorage and Alaska a healthier place to live.

Visit [www.anhc.org/donate](http://www.anhc.org/donate) for information on how to become an ANHC Ambassador.

THANK YOU TO  
OUR 2017 ANHC  
AMBASSADORS!



S  
U  
P  
P  
O  
R  
T  
  
A  
N  
H  
C



# ANCHORAGE NEIGHBORHOOD HEALTH CENTER

4951 Business Park Boulevard • Anchorage, Alaska 99503 • (907) 743-7200 • [anhc.org](http://anhc.org)