

**ARKANSAS SENATE AND HOUSE PUBLIC
HEALTH, WELFARE AND LABOR COMMITTEES
AND
ARKANSAS LEGISLATIVE BLACK CAUCUS**

Increasing Access to Build Healthier Communities

SUSAN WARD-JONES, MD
CEO

WHAT IS A COMMUNITY HEALTH CENTER

Federally Qualified Health Center (FQHC)

Community Health Center (CHC)

FQHC = CHC (more common name)

FQHCs

- Community-based organizations
- Provide primary care and preventative health services
- Provide services to all patients, regardless of ability to pay or insurance status
- ****NOT** Free Clinics, **NOT** Health Department Clinics, **NOT** Rural Health Clinics******



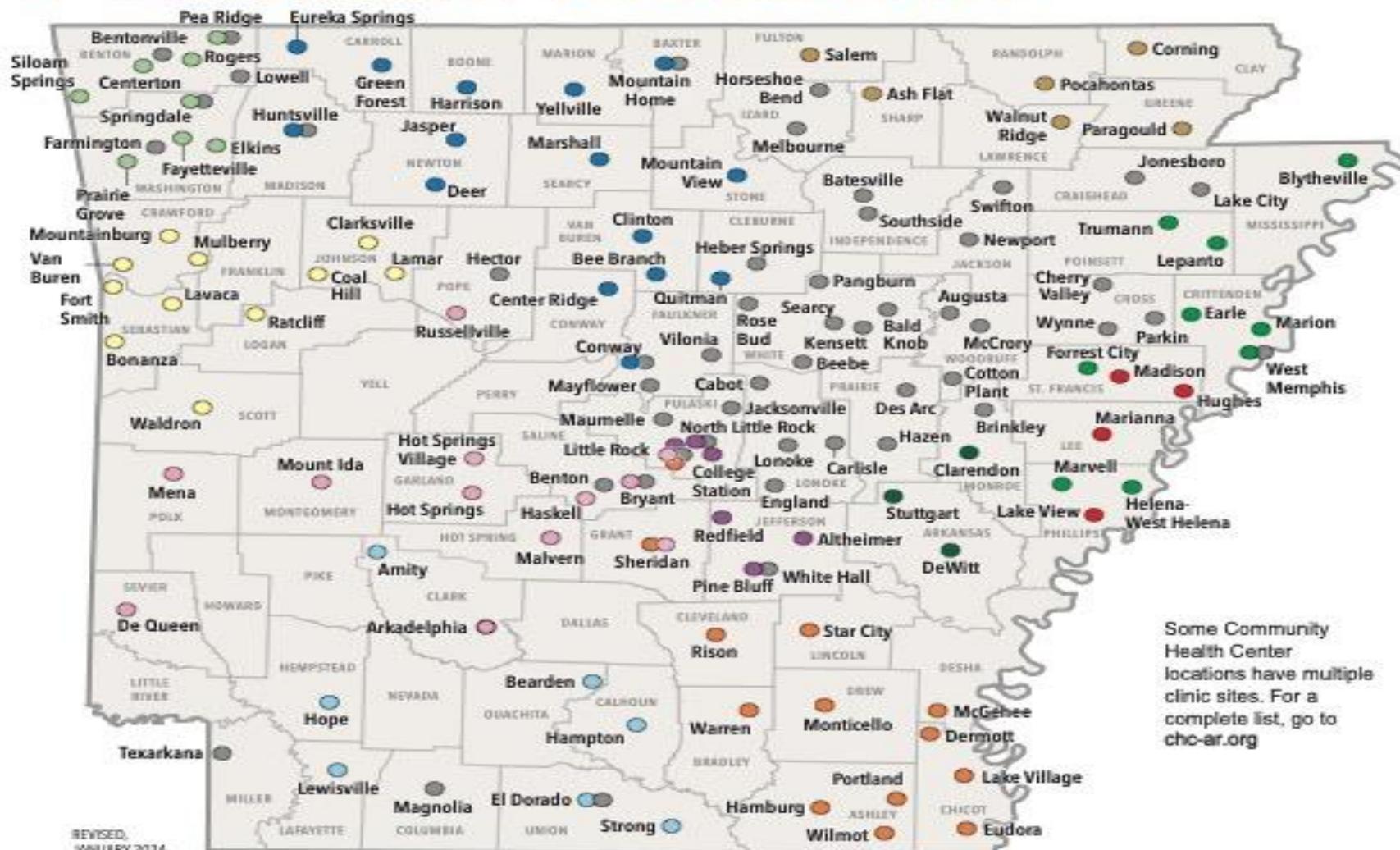
PARTNER OF CHOICE

COMMUNITY DIRECTED/ FOCUSED

- Directed by a board of directors
- Board makeup is at least 51% health center patients
- Many employees are also patients
- Partnerships with local hospitals (critical access, DSH, hospital systems, etc.)
- Partnerships statewide with other providers
- Partnerships with other non-profits
- Partnerships with local businesses
- Involvement in community activities



Community Health Centers, Arkansas locations



- **1st Choice Healthcare**
Corning 870-857-3334
- **ARcare**
Augusta 866-550-4719
- **Boston Mountain Rural Health Center**
Marshall 870-448-5733
- **CABUN Rural Health Services**
Hampton 870-798-4299
- **Community Clinic**
Springdale 855-438-2280
- **East Arkansas Family Health Center**
West Memphis 870-735-3842
- **Healthy Connections**
Mena 888-710-8220
- **Jefferson Comprehensive Care System**
Pine Bluff 855-543-2380
- **Lee County Cooperative Clinic**
Marianna 870-295-5225
- **Mainline Health Systems**
Dermott 870-538-5414
- **Mid-Delta Health Systems**
Clarendon 870-747-3381
- **River Valley Primary Care Services**
Ratcliff 479-431-2050

Some Community Health Center locations have multiple clinic sites. For a complete list, go to chc-ar.org

REVISED,
JANUARY 2024

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**Providing
Healthcare
to
Minority
Communities**

**Healthcare
in the Arkansas Delta
through the
Lens of
East Arkansas
Family Health Center**

OUR PRINCIPLES

MISSION

To provide accessible, high-quality, comprehensive healthcare to our communities.....one patient at a time.

VISION

By 12/31/2026, we will be a leader in quality healthcare, patient experience, and workforce engagement.

CORE VALUES

Accountable to All

Respectful of Others

Dedicated to Our Mission

Compassionate toward Everyone

Innovative in Our Approach

BRAND PROMISE

Quality Service. Quality Health. Quality Life



OUR SERVICES

are specific to the healthcare needs of the communities we serve

Primary Care



Pediatric Care



Dental Care



Behavioral Health



Women's Health Care



Transportation



Vision Care



Lab & X-ray



Value Based Care



Chronic Disease



Pharmacy

In-house & Retail



Outreach & Enrollment



HIV/AIDS Management



Nutritional & Diabetic Counseling



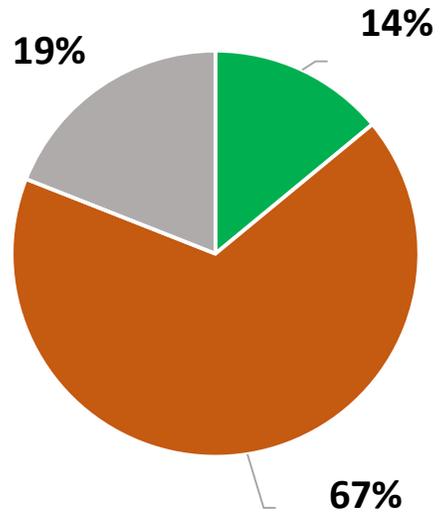
Preventive Care



PREVENTION

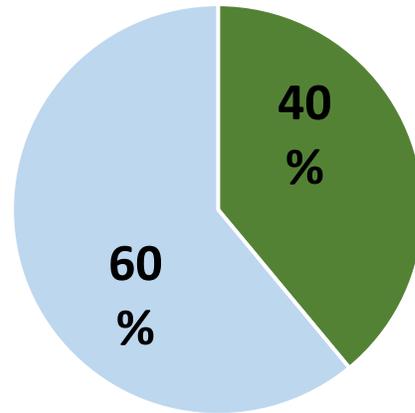
The Patients We Serve / 20,366 patients - 70,553 encounters

Age



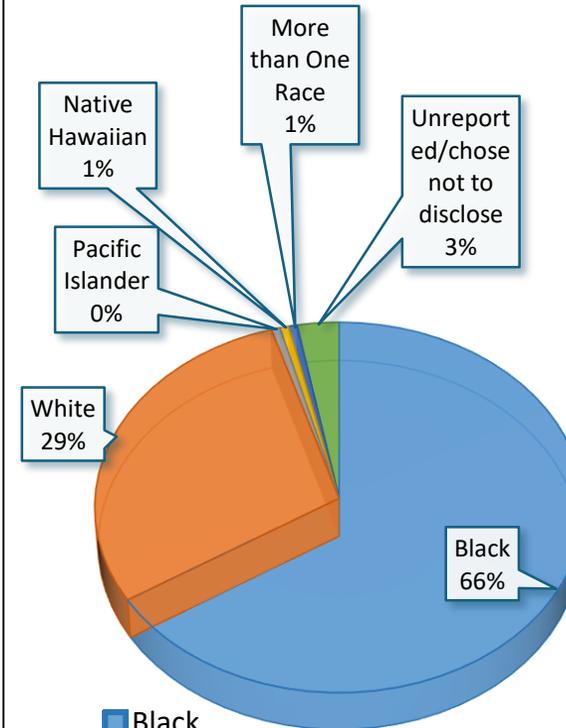
- 0-17 years
- 18-64 Years
- 65+ years

Gender



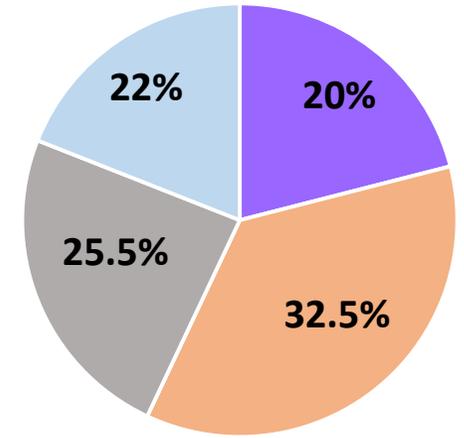
- Male
- Female

Race



- Black
- White
- Pacific Islander
- Native Hawaiian
- More than One Race
- Unreported/chose not to disclose

Payors



- Uninsured
- Medicaid
- Medicare
- Private Insurance



EAFHC'S JOURNEY

1974 - Opened the doors to the public (West Memphis - corporate site)

1976 - Expanded - Lepanto FHC (1st satellite)

1998 - Established ADAC Program (HIV/AIDS) - RW Part C

2009 - Established Healthy Partners - NAP \$443,162

2010 - Opened Trumann FHC

2012 - New West Memphis site - Capital Development Building Capacity - \$5,000,000

2012 - Lepanto Renovated - Capital Development Facility Improvement – \$499,266

2012 - Established Helena FHC – NAP \$900,079

2014 - Established Behavioral Health Program-Mental Health Service Expansion \$250,000

2015 - Added dental services to Helena site – HIIP \$1,000,000

2015 - Established Earle FHC – NAP \$650,000

2015 - Added vision services – Service Expansion \$278,524

2017 - Opened EAFHC- Marvell site

2017 - Opened ASU Mid-South College site

2018 - Opened Marvell/Elaine SBHC

2018 - Opened Marion School District SBHC

2020 – Opened Marvell Pharmacy – (Retail)

2020 - Established Delta Health Mobile MED – CARES Grant - \$902,690

2021 - American Rescue Plan - \$4,008,000

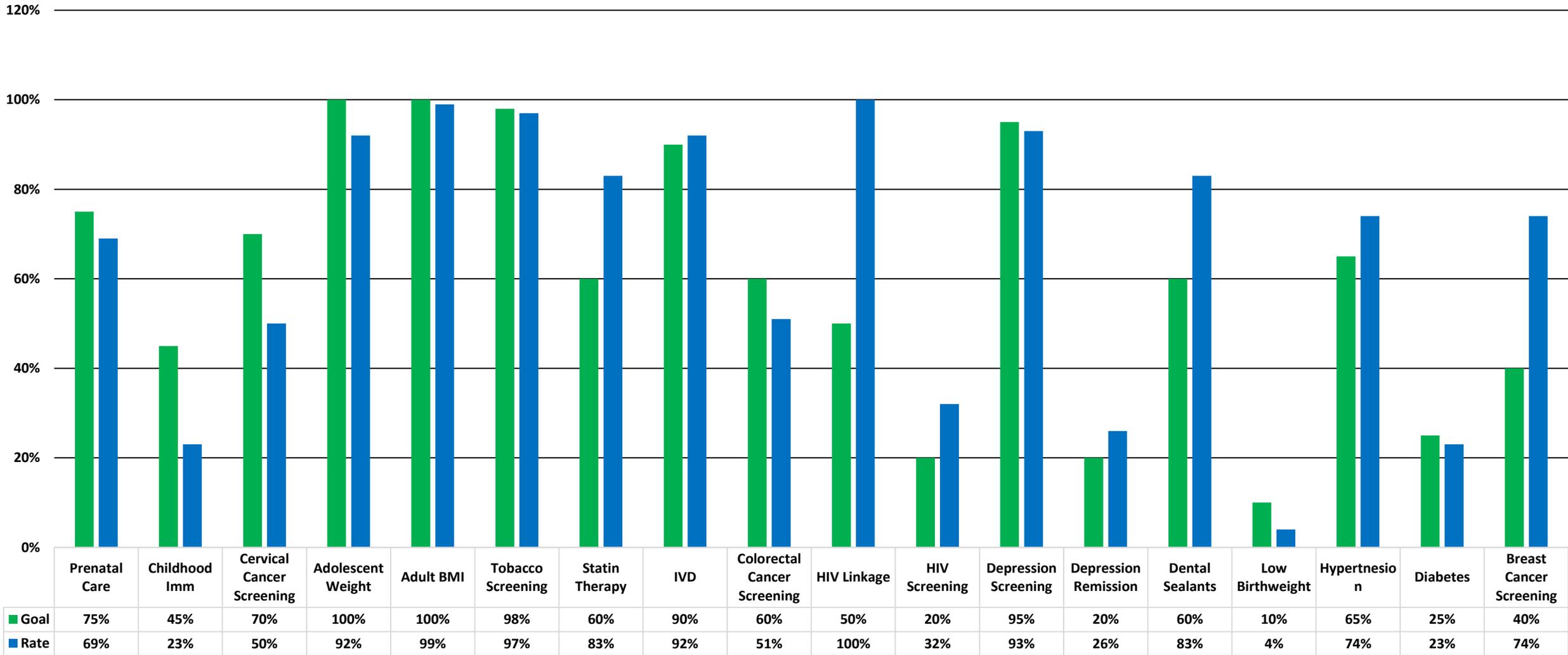
2021 - American Rescue Plan – Construction & Capital Improvements - \$704,000 (opened May 2024)

2023 – Opened Forrest city School District Health & Wellness (SBHC)

2023 – East Arkansas Family Health Center South (Expanded Women’s Health) opened October 2023



Quality Measures – UDS 2023



■ Goal

■ Rate

Top 3 Diagnoses at the Health Center

Hypertension

7,613 patients

19,910 visits

Obesity

6,436 patients

13,584 visits

Diabetes

3,197 patients

9,545 visits

East Arkansas Family Health Center – WM 1974



215 East Bond, West Memphis, AR 72301

2014



**EAST ARKANSAS
FAMILY HEALTH CENTER**

900 North 7th Street, West Memphis, AR 72301

East Arkansas Family Health Center – Lepanto 1976



102 W. Broad, Lepanto, AR 72354

Arkansas Delta Aids Care Center (ADAC) -1998



620 Thompson, West Memphis, AR 72301

Healthy Partners - 2009



605 North 2nd Street, Blytheville, AR 72315

Trumann Family Health Center - 2010



417 West Main Street, Trumann, AR 72472

Helena Family Health Center - 2012



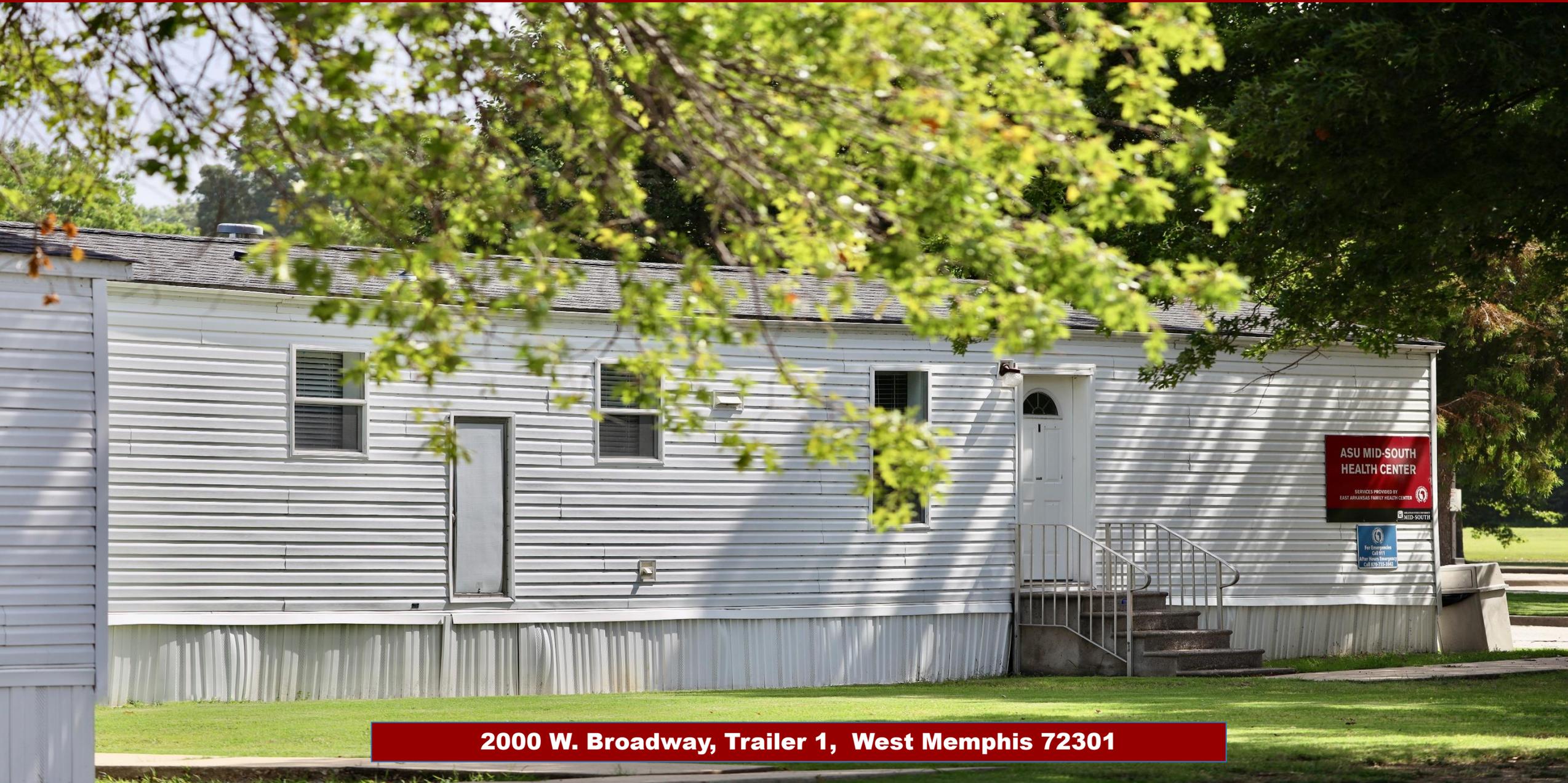
513 Porter Street, Helena, AR 72342

Earle Family Health Center - 2015



216 Arkansas Street, Earle 72331

ASU Mid-South Community College - 2017



2000 W. Broadway, Trailer 1, West Memphis 72301

East Arkansas Family Health Center-Marvell - 2017



1008 W. Main Street, Marvell, AR 72366

Marion School District SBHC - 2018



1 Patriot Drive, Marion, AR 72364

Forrest City School District Health & Wellness - 2023



801 Deadrick Road, Forrest City, AR 72235

East Arkansas Family Health Center – South 2023



301 W. Polk Street, West Memphis, AR



Delta Health
Mobile Med

EAST ARKANSAS FAMILY HEALTH CENTER, INC.

Medical
Dental
Pharmacy

870.35.3842



eafhc.org

EAST ARKANSAS FAMILY HEALTH CENTER, INC.

Barriers to Healthcare

Financial

Uninsured / Poverty

- The cost of healthcare and insurance can be very prohibitive for many patients.

EAFHC

- Sliding Fee Program
- Charge Accounts
- Waiver Policy

Insurance Gaps & Medicaid Redetermination

COVID-19 Public Health Emergency

- ⑩ Made it easier to get Medicaid (allowed for flexibility in qualifying for Medicaid)
- ⑩ Patients lost coverage or had a lapse in coverage (many no longer qualify due to changes in age, income or other factors)
- ⑩ Some providers do not take certain insurances.

EAFHC

Outreach & Enrollment Specialist - assisted **294** individuals and/or families educating and connecting them to third party primary care health insurance coverage options (2023)

Health Literacy

Health Literacy

- People with lower education
- People with lower income
- People who are racial or ethnic minorities
- People with chronic disease
- People with limited English proficiency

⑩ Signs that someone may have difficulty with health literacy

- Frequently missed an appointment
- Incomplete registration forms
- Non-compliant with medication
- Unable to name medication explain purpose of dosing

EAFHC

Patient Care Coordinators

Case Managers

Community Health Workers

Transportation

No Transportation

- ⑩ No public transit system
- ⑩ One car families
- ⑩ Results in missed appointments
- ⑩ Results in delayed medication use

EAFHC

- ⑩ Provides Transportation at all clinic sites with no charge to patients
- ⑩ Provided 13,524 trips in 2023
- ⑩ A fleet of 11 patient care vehicles and 10 drivers connect patients with local and long-distance appointments. Another fleet of 15 vehicles for health center operations.

Workforce Shortages

Recruitment & Retention

- Provider Burnout
- Lack of amenities, jobs, school system, etc. in rural communities.

EAFHC

- Robust Compensation Package (competing salary, retirement, vacation, sick leave, performance raises, bonuses, paid medical insurance, CME, flexibility and provide a friendly and pleasant work environment)

Serving Our Community

National Health Center Week



Serving Our Community National Health Center Week



Serving Our Community



October 2023

Annual Breast Cancer Walk



Serving Our Community – Back to School

Marion School District Back to School Event



Marion School District SBHC



Serving Our Community

**Annual Health
&
Wellness Fair**
(hosted by the
City of West Memphis)

October 2023

Serving Our Community – Opening of the Women’s Health Center



Serving Our Community – DEEP - December Class of 2023



NO SMOKING
NO SMOKELSS TOBAC
NO E-CIGARETTES
ON THIS PROPERTY
OR IN THIS BUILDING

THIS PHARMACY
WILL NOT
FILL PRESCRIPTIONS
PHARMACY
CLOSURE

DIABETES FITNESS

Boards, Committees and Affiliations

Ties that strengthen the organization

- Community Health Center of Arkansas Board of Directors
- Arkansas Center for Health Improvement (ACHI)
- National Association of Community of Health Centers
Committees: Clinical, Health Policy and Legislative
- University of Arkansas Admissions Committee
- Southland Casino & Hotel Corporate Board of Directors
- Fidelity Bank Board of Directors
- West Memphis Chamber of Commerce Board of Directors
- Sequenced Treatment Effectiveness for Posttraumatic Stress (STEPS)
- Accreditation Council for Graduate Medical Education (ACGME)
- Delta Health Population Institute (DHPI) Advisory Board

National Awards & Recognitions

Joint Commission Accreditation

EAFHC has earned the prestigious Joint Commission seal of approval. The full three-year accreditation is the Gold Seal of Approval from the nation's oldest and largest standards-setting and accrediting body in health care (**Continuous accreditation since 1997**).



Patient Centered Medical Home Level III

National Committee recognition program is the most widely adopted PCMH evaluation program in the country. Practices that earn recognition have made a commitment to continuous quality improvement and a patient-centered approach to care.

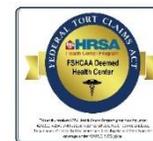
HRSA Health Center Quality Leader Awardee

EAFHC received the Health Center Quality Leader Award in recognition of ranking among the top 11- 20% of health centers nationwide for best overall clinical performance.



COLA Accredited Lab

EAFHC has five COLA Certified Moderate Complexity Labs and four CLIA Waived Labs. COLA is the laboratory accreditation program with deeming authority under CMS that promotes compliance to CLIA.



FTCA Deemed Status for CY 2024

EAFHC's deemed status is confirmation of medical malpractice coverage (liability protection) for both the health center and its covered individuals.

Employer of Choice

Quality Patient Experience

Long Term Sustainability

While patients remain the focus, nothing happens without staff. They are critical to every component of what EAFHC does and the most valuable resource. The guiding principle behind this goal is for EAFHC to become an Employer of Choice in the 5-county service area. By promoting a positive and connected work environment, equipping leadership with the necessary tools to be effective leaders, and continuing efforts to nurture a diverse healthcare workforce, this objective can be reached.

Every patient will experience the same high level of quality healthcare at EAFHC, regardless of which location the patient and their family visit. To that end, standardized operations will be in place at each clinical site to ensure a consistent patient experience. Each clinical setting is held accountable to key performance indicators, with timely reporting, feedback, and process improvements.

EAFHC has grown significantly, and my desire is to continue to grow with emphasis on diversification of revenue targeting specific growth opportunities. EAFHC will continue its exceptional work with Aledade and collaborating organizations. Efforts will continue toward growing services for the underserved and disenfranchised populations.

**Health
Centers
Deserve Your
Support**

You Can Help....

- Visit a health center
- Stay connected with health centers' CEOs
- Support funding opportunities

2022



2023



EAFHC PRESENTS

The
GOLDEN
TOUR **50TH**
1974 — 2024
Anniversary

JOIN US FOR THE

G  **GOLDEN**
TOUR

January – Earle, AR

February – Marion, AR | Forrest City, AR | West Memphis, AR

March – Marvell, AR

April – Trumann, AR

May – West Memphis, AR

June – Helena, AR

July – Blytheville, AR

September – Lepanto, AR

November – West Memphis, AR



Earle

Forrest City

Marion SBHC

Marvell



Trumann

ADAC

Blytheville



West Memphis



Questions ?