



Metropolitan Family Health Network 2016 Annual Report

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Overview of Metropolitan Family Health Network, Inc.



Metropolitan Family Health Network (MFHN) is a Federally Qualified Health Center with three (3) centers in Hudson County, New Jersey – two in Jersey City, and one in West New York. All are easily accessed using public transportation. MFHN provides primary care for adults and children; dental services, podiatry, and behavioral health are also offered. Certified Affordable Care Coordinators are available for insurance verification.

MFHN began as an independent operation in 2006. At that time there were two centers – 935 Garfield Avenue (Jersey City) and 5300 Bergenline Avenue (West New York). In 2009, Metropolitan opened its third center on Bergen Avenue in Jersey City, which was created to serve the medical and social services needs of the homeless population. Metropolitan shares this location in partnership with the United Way of Hudson County.

In 2010, Metropolitan received its gold seal of accreditation from the Joint Commission, an independent organization that accredits and certifies health care organizations. (MFHN has earned that accreditation three times since.) In 2013 MFHN received Patient Centered Medical Home (PCMH) designation from the National Committee for Quality Assurance (NCQA).

In a long-standing relationship with Jersey City Medical Center/RWJBarnabas Health, Metropolitan has been the home for Adult Care and OB/GYN Resident Rotation since 2013. In addition, Metropolitan has an agreement with Lutheran Health Center in Brooklyn, New York for Dental Resident Rotation. Uniquely, we share a relationship with Jersey City Medical Center/RWJ Barnabas Health which positions our staff members in the Medical Center's Emergency Room to educate, and to channel patients to Metropolitan for care.

CEO's Message



Dear Friends:

As you will see from this Annual Report, 2016 was a milestone year for Metropolitan Family Health Network, one in which we celebrated our 10th Anniversary.

In 2016 we experienced increases in the number of patients we serve, proving that our community outreach endeavors continue to be successful. More patients took advantage of our weekday evening hours. More patients came to our Dental Department for care. Thanks to our certified ACA counselors, the number of patients with insurance and other healthcare coverage increased. All of this points to the important fact that the men, women and children who need comprehensive, top-quality health care are receiving it, and they are receiving it here at Metropolitan Family Health Network. This report recounts just some of the highlights of 2016 at Metropolitan Family Health Network.

The past decade has brought many changes to healthcare. We are certain the years ahead will bring new challenges, and so, we are constantly working to implement innovative programs that will best serve our community. The strides we have made would not be possible without the partnerships we have forged. Our sincere thanks to our elected officials, partnering agencies and staff for making our first ten years productive and beneficial for our community.



Joan Dublin, RN, MPA, ACHE
President & Chief Executive Officer

Message from Board Chairman



Dear Friends:

We know our community counts on Metropolitan Family Health Network to deliver compassionate, quality care that is close to home. To fulfill that need we offer a full roster of health and dental services six days a week, and provide educational events and specialized programs that will enable patients

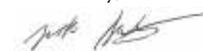
and all the members of their families to lead healthier lives.

2016 marked the tenth year of welcoming patients from Hudson County, one of the most ethnically diverse and densely populated areas of the United States. In our monthly "Straight Talk" sessions we speak one-on-one with patients to learn what they are most satisfied with at MFHN,

and the things they would like improved. Overwhelmingly, our patients speak enthusiastically about the thoughtful and respectful treatment they receive from our providers and staff members in our comfortable and clean centers. Going forward we will continue to reach into the community, and to implement innovative and effective procedures and programs that will provide more – and better – head-to-toe health care.

The Board of Trustees commends Joan Dublin and the entire staff for their advocacy and caring efforts on behalf of our community!

Sincerely,



Jeff Hertz
Chairman



Our Mission

The mission of the Metropolitan Family Health Network is to provide high quality, accessible health care to the underserved population in our community, regardless of their ability to pay.

Vision Statement

To marshal the forces within Metropolitan Family Health Network – employees, physicians, services and technology – toward the single objective of ensuring the best possible health outcome for every patient.

To seek opportunities to expand the continuum of health services provided to our patients and the community, and enhance the quality of services rendered through superior health care offerings.

To be the preeminent provider of services in the region, and to be distinguished for the high quality of health care services provided by competent and compassionate staff.

To create a workplace environment that recognizes and rewards the importance of each employee to the delivery of health care and foster opportunities for career development, teamwork and respect for each individual employed by Metropolitan Family Health Network.

To maintain a position of financial stability, efficiency and sound management practices.

Values Statement

Respect - Showing consideration and appreciation for not only our patients but for each other as co-workers.

Excellence - To continuously strive to achieve quality through growth, creativity, and a positive approach to change.

Service - We are dedicated to serving everyone in need of health care regardless of race, creed, sex, religion, national origin, sexual orientation, gender, disability, age or ability to pay.

Participation - We will strive to have a share in the work so we can all share in accomplishments.

Empathy - We will strive to identify with and understand our patients' needs and feelings because only then can we serve them with compassion.

Community - We will foster a sense of community among ourselves, with our patients and with the community itself.

Teamwork - Even the impossible becomes possible when a group works together. Teamwork is our means to excellence.

Executive Team



Joan Dublin, RN, MPA, ACE,
Chief Executive Officer



Patrick Beaty, MD,
Chief Medical Officer



Scott Carey,
Chief Operating Officer

Programs and Services



Adult Care/Internal Medicine for ages 18 and up

- Physical Exams
- Diabetes Testing and Care
- Lab Tests
- Adult Asthma Care
- Immunizations and Flu Shots
- Geriatric Care
- Nutrition Counseling and Education
- Podiatry (Foot Care)
- Medicaid and Family Care Eligibility and Enrollment
- Social Services and Case Management
- Health Education and Outreach
- Healthcare for the Homeless

Pediatric Care for Infants and Children to age 18

- Well-child and School/Sports Exams
- Sick Visits
- Immunizations
- Screening Tests
- Lab Tests
- Asthma and Diabetes Care and Education
- Nutrition Counseling and Education
- Medicaid and Family Care Eligibility and Enrollment



Obstetrics/Gynecology and Post-Partum Care for Women

- Lab Tests
- Pap Smears
- Breast Exams
- Gynecologic Screenings
- Contraceptive Counseling
- Family Planning
- Prenatal Testing
- Pregnancy Care and Delivery
- Ultrasound Monitoring
- Menopause Services
- Breast Cancer Prevention and Education Programs (including self-exam follow-ups)

Dental Care for Children and Adults

- Cleanings and Deep Cleanings
- Oral Hygiene Instructions
- Checkups and X-Rays
- Oral Cancer Screenings
- Basic Restorative Care (Fillings)
- Extractions
- Root Canals
- Gum Treatments and Care
- Crowns
- Brightening/Whitening
- Dentures (Partial and Full)
- Smoking Cessation

Pharmacy

- Onsite Pharmacy at 935 Garfield Avenue (Jersey City)
- Participates in the 340B Drug Discount Program
- Provides 20%-50% Discounts on Certain Medications for Eligible Patients

Patient Centered Medical Home

- MFHN is Certified by National Committee for Quality Assurance as a Level 3 Patient Centered Medical Home
- MFHN Achieved Designation by Focusing on Supporting Patients and Families, Coordinating Care, and Ensuring Services are Accessible.
- Model Program Coordinates Care Through One's Primary Care Physician
- Operates as a Health Care Team with the Patient
- Utilizes Electronic Health Records

Wealth From Health

- Funded by the Horizon Foundation
- Dedicated to Improving Patients' Health and Reducing Overall Costs
- Provides Proactive, Preventive Care to Reduce the Number of Emergency Room Visits
- Assists Patients in Navigating the Healthcare System
- Established a Foundation for Patient-Centered Chronic Disease Management
- Health Coaches Work Directly with Patients and Connect Them to Outside Resources

Affordable Care Act (ACA)

- MFHN has been a Certified ACA Healthcare Center Since 2013
- Offers Insurance Benefits Regardless of Pre-existing Conditions, Sex or Age
- Certified ACA Application Counselors Assist Patients in Determining Eligibility for Medicaid, CHIP, Tax Credits, and Cost-Sharing Reductions for Insurance

Highlights of 2016

Celebrating 10 Years of Making Our Community Healthier



Since 2006, Metropolitan Family Health Network successfully increased the services it offers to help the people of our community live healthier, happier lives. We developed alliances with social services agencies and other health care organizations to bring tests for cancers and other illnesses and diseases to our centers. Moreover, MFHN is grateful to our physicians, nurses, health care providers, administrators, clerks, security and staff members for their contribution to this milestone. We also acknowledge our partners at the Federal, State and local levels for their collaborative efforts with us.

In September 2016, the MFHN Board of Trustees hosted a celebratory gala for the organization's 10th Anniversary which was themed, "A Decade of Caring." The event was held at the Hyatt Regency on The Hudson in Jersey City and included live entertainment, dinner and a silent auction.

MFHN is privileged and honored to be able to count on the support of many. During the 10th Anniversary Gala, we proudly recognized four (4) individuals who made significant contributions to furthering the mission of MFHN. The recipients of the 2016 Community Advocate Awards were: Jennifer G. Velez, Esq., former Commissioner of New Jersey Human Services and now Senior Vice President of Population and Behavioral Health Integration for RWJBarnabas Health;

Joseph F. Scott, FACHE, President and CEO of Jersey City Medical Center – RWJBarnabas Health; Jackie Cornell, Founder, New Leaders Council of New Jersey; and Dr. Douglas Ratner, M.D., Vice President and Chairman of Medicine, Jersey City Medical Center – RWJBarnabas Health. In all, there were approximately 150 guests in attendance, including representatives from other Federally Qualified Health Centers, hospitals, healthcare and insurance providers, community organizations, MFHN vendors and administration and staff. At a separate ceremony, commemorative awards were presented by CEO/President Joan Dublin to the doctors and nurses whose dedication helped make our 10th Anniversary possible.

As we begin our second decade of providing much-needed, affordable, quality healthcare to the people of our community, we will continue to be mindful of and to implement best practices. Our goal is to make certain that our centers are the cleanest, most comfortable, state-of-the-art facilities anywhere, and that we provide our patients with innovative, comprehensive care and address their needs with thoughtfulness and respect. Each and every day, Metropolitan Family Health Network works to reverse and/or manage preventable healthcare trends and to maintain the confidence and support of our patients and their families.



Horizon Healthy Cooking Challenge

In September 2016, MFHN patients participated in the Horizon Healthy Cooking Challenge, during which the Horizon NJ Health team introduced chef instructors from Hudson County Community College Culinary Arts Institute. At the event, a select group of participants from northern New Jersey learned how to prepare a healthy, budget-minded and delicious meal in less than 60 minutes. The participants were

then challenged to prepare a meal using chicken, spinach, tomato and sweet potato.

Patient Navigator Coordinators Garrick Hall and Judy Hoang accompanied MFHN patients Naomi Ford, Lynette Shuler, Iliana Fontan and Angela Watson, plus Mary Woodward, who won! Special thanks to Iris Novas-Cooney from Horizon.



Transforming Lives Through Our Special Populations Program

A Hoboken resident became acquainted with the woman known as the Cat Lady of Hoboken and Tux, her cat, at the Hoboken train station. The Hoboken resident provided the Cat Lady with food and money from time to time, and researched housing so that Cat Lady and Tux wouldn't have to spend the winter out in the cold. The housing possibilities were mostly dismissed because pets were not allowed.

In January of 2016, the Hoboken resident again came upon the Cat Lady, who was upset that she was losing vision in one eye. A referral was made to Metropolitan Family Health Network, an appointment was set up, and arrangements were made for transportation to MFHN. However, the Cat Lady declined keeping the appointment as she learned – on the day of the appointment – that Tux would not be allowed to accompany her. That's when MFHN's licensed clinical social worker Jackie Porter-Stewart became fully involved. Ms. Por-

ter-Stewart met the woman and her pet at the Hoboken train station. She gained the woman's trust and put together a plan which resulted in the woman and her pet getting housing in a hotel the next day. Shortly thereafter, Ms. Porter-Stewart made arrangements for the MFHN van to pick up the woman and bring her to MFHN. She is now being treated as one of MFHN's patients, and is on her way to finding a permanent home with her pet.

The MFHN Special Populations program is "special" because of people like Ms. Porter-Stewart, who are willing to go the extra mile and make sure that all of our patients – especially those in need – are treated with respect and consideration, and receive all of the assistance and compassionate, quality care they need and deserve. Sometimes healing relies more upon an understanding ear and a warm arm around one's shoulder than medicine.

Seal the Deal Campaign



Thanks to a grant from the Horizon Foundation for New Jersey, MFHN initiated a new oral health program for children called, "Seal the Deal." This campaign addresses the biggest chronic childhood disease, cavities. Children 17 years of age and younger receive dental screenings to determine the need for fluoride varnish or dental sealants. The screenings are done by pediatricians or nurses who have been specially trained for this program. Both treatments are safe, pain-free ways of protecting teeth from decaying and causing problems:

- Fluoride varnish is a temporary protective coating that makes teeth stronger. It helps stop cavities that have already started from getting worse and prevents new cavities from starting. It can be applied as soon as a baby's first teeth come in.

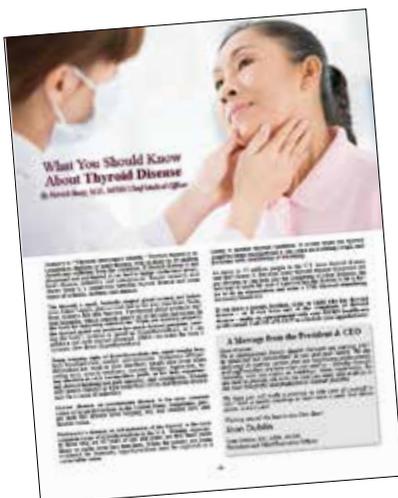
- Dental sealants can be applied to first molars, which appear about the time a child is 6 years old, and second molars, that break through around age 12. Sealants can also be applied to teeth that are in the early stages of decay to prevent further damage. Once applied, dental sealants can last for as long as five to ten years. The sealants are checked at the child's regular dental appointments, and can be reapplied if necessary.

The grant is funded through July 2018.

Healthwise, Our Bimonthly Newsmagazine

Our newsmagazine is produced and distributed every two months. Each issue includes a message from President & CEO Joan Dublin. In addition, *Healthwise* contains advice from Chief Medical Officer, Dr. Patrick Beaty, as well as practical information to help get – and stay – healthy. Topics about improving one's health, recognizing symptoms and managing illness and/or disease are covered, along with information

that supports national awareness days of significant health issues, employees' news and recaps of special events. The newsmagazine has nearly 500 regular subscribers. Links to articles in each issue are posted on MFHN's social media every week.



Year-round Open House and Special Events

National statistics show major disparities between the general population and the most vulnerable and underserved populations, in terms of access to comprehensive medical and dental care. MFHN is committed to providing ongoing patient-centered and community-oriented activities to help

facilitate the availability of much-needed health services and address the needs of the community it serves. MFHN organized several Open House and other special events throughout the year, as follows:

Straight Talk

On the third Monday of each month, members of our outreach and marketing team conduct informal one-on-one interviews with 15 to 20 patients selected at random. These sessions help us understand why and how patients came to choose MFHN for their health care, as well as whether or not they are pleased with services and hours. It also helps us gauge patients' awareness of new initiatives that we are offering. Straight Talk also provides opportunities to inform patients about services and programs that they may find beneficial and invite them to participate in upcoming events and programs.

February

- The **Give Kids a Smile Day New Jersey** is meant to provide services to children, twelve-years old and younger, who could not otherwise afford dental treatment and do not have a dental home. MFHN provided free dental exams, oral healthcare instruction, fluoride treatments, giveaways and healthy snacks.
- MFHN celebrated **National Wear Red Day** by hosting a Bake Sale and a sale of American Heart Association (AHA) Red Dress Pins. Proceeds benefited the AHA's research for and education about women and heart disease.
- Univision TV's Berenice Gartner interviewed our Board-certified Nurse Midwife Marie Ditomasso and a few MFHN patients about Valentine's Day and good health care for the "A Tu Lado" segment on Channel 41.

April

To observe **Oral Cancer Awareness Week**, MFHN offered free Oral Cancer Screening Exams. Our dentists and dental professionals provided thorough check-ups and information on oral cancer symptoms, risk behaviors and good oral care. Additionally, The Bergen-Hudson Chronic Disease Coalition's Tobacco-Free Initiative was on hand to educate patients about the serious risk factors associated with oral cancer and what can be done to minimize those risks. In all, our dentists provided screenings for 151 people, 7 of whom were referred to an oral surgeon for biopsies.

August

MFHN celebrated **National Health Center Week**. Opening ceremonies were held at the 935 Garfield Avenue center with welcoming remarks by President and CEO Joan Dublin, R.N., M.P.A., ACHE who recognized distinguished guests: U.S. Senator Robert Menendez; U.S. Congressman Donald M. Payne, Jr.; Jersey City Deputy Mayor Vivian Brady-Phillips; Jersey City Health & Human Services Director Stacey Flanagan; and retired NBA Power Forward and Seton Hall University graduate Anthony Avent – for their partnership and support. Both Senator Menendez and Congressman Payne spoke about the importance of primary care and Federally Qualified Health Centers like Metropolitan. The celebration continued into the afternoon and next day with free health screenings and information about health care, as well as refreshments, giveaways, and face painting for children.

October

At our **Fall Open House**, MFHN, along with the generous assistance of our partnering community organizations and our own staff, provided our patients and men, women and children from our area with free breast exams and referrals, mammograms, healthy eating/nutrition advice, HIV and STD testing, dental screenings, assistance in ACA enrollment, insurance information and giveaways.

November

In the true spirit of the holiday season, **MFHN staff prepared foods baskets for our patients**. Each department collected and assembled all the fixings for delicious Thanksgiving Day meals. Special thanks to everyone who contributed so generously, and to those who did such a beautiful job in making up the baskets.

December

- **MFHN patient Verdan Fontaine** was one of just 3 people to meet with U.S. Senator Cory Booker and U.S. Secretary of Health and Human Services Sylvia Matthews Burwell for a discussion of the importance of the Affordable Care Act. The meeting took place on December 14th in East Newark.
- The **MFHN Dental Program celebrated its 5th Anniversary** in December! The state-of-the-art dental suite at Metropolitan's 935 Garfield Avenue center includes a reception area, laboratory and four operatories, and has digital x-ray technology and electronic dental records. Complete services are offered for children and adults.

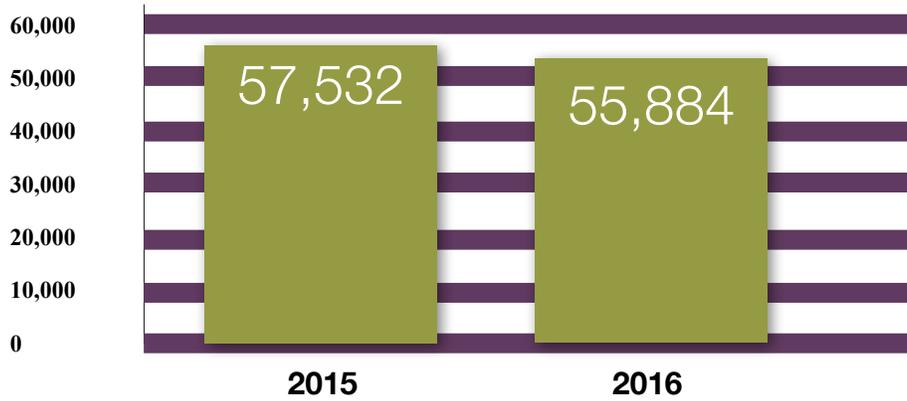
Partners:

Advanced Medical Billing Systems, Inc.
Aetna
American Cancer Society
American Dental Association Foundation
Amerigroup
Amerigroup RealSolutions
ASL Interpreter Referral Service, Inc.
Bergen-Hudson Chronic Disease Coalition
CarePoint Health
CEED
Clover Health
CohnReznick
Daniel H. & Sandra Krivit
Horizon
Horizon NJ Health
IJR Consulting
Jersey City Medical Center - RWJBarnabas Health
Jersey Elevator

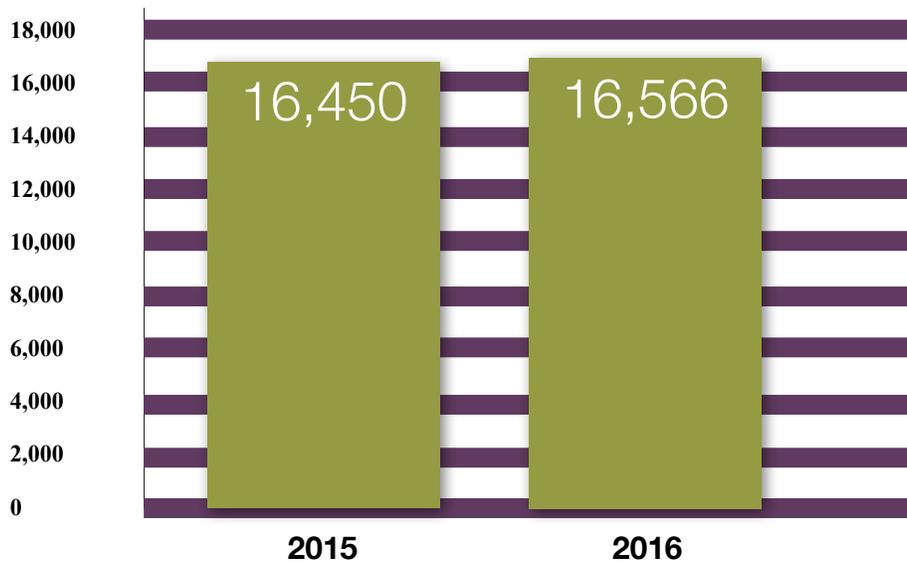
Jones & Associates Communications
KeyCare, Inc.
Kluger Healey, LLC
LabCorp
Lindo Consulting, Inc.
Madeline Fiadini LoRe Foundation
New Jersey Department of Health and Human Services
NJ Cancer Education and Early Detection (CEED)
NJ Primary Care Association
NJ Supplemental Nutrition Assistance Program (SNAP)
Novo Nordisk
NYU Lutheran Family Health Centers
RSC Architects
Southern Jersey Family Medical Centers, Inc.
The Horizon Foundation
U.S. Department of Health and Human Services
United Healthcare

Patient Demographics

Annual Visits

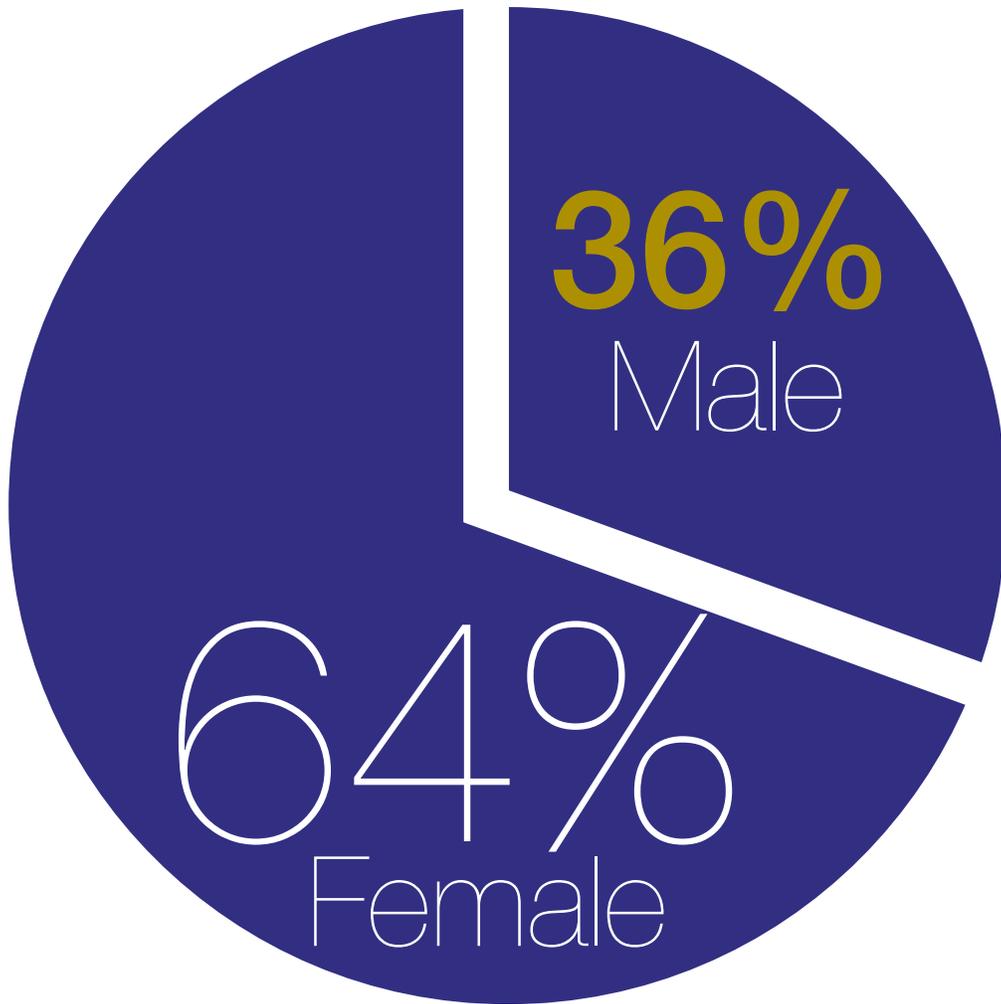


Patients Served

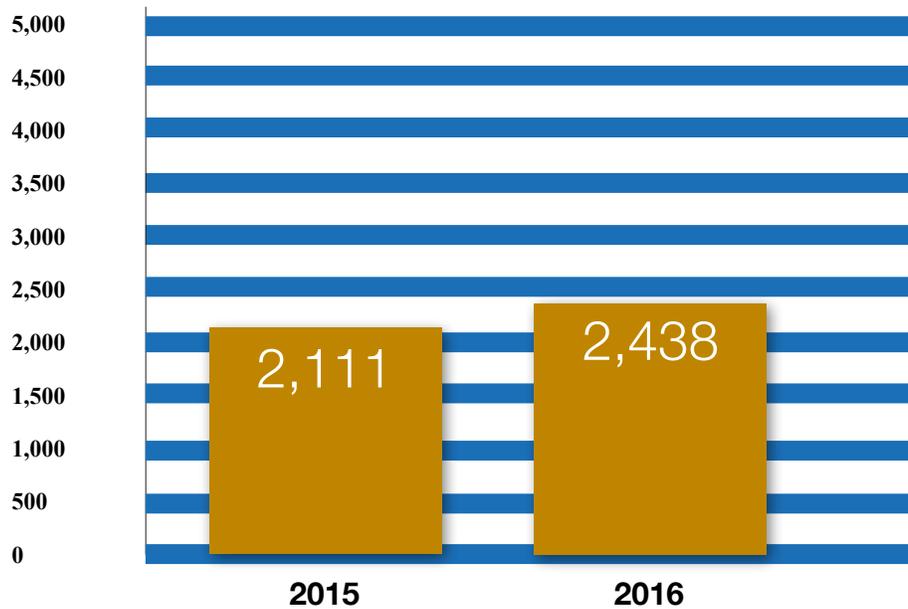


Patients by Gender

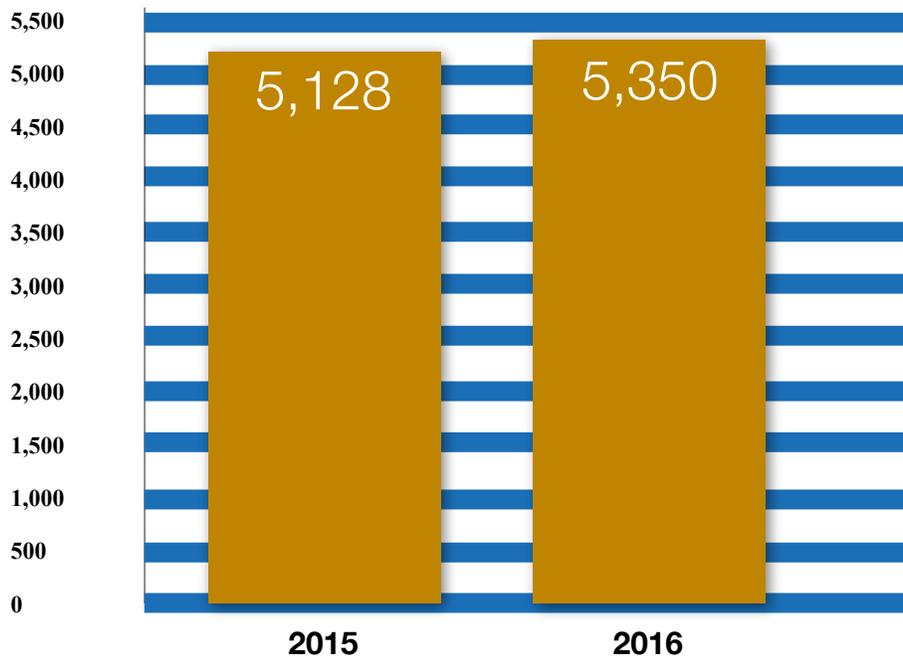
2015 and 2016



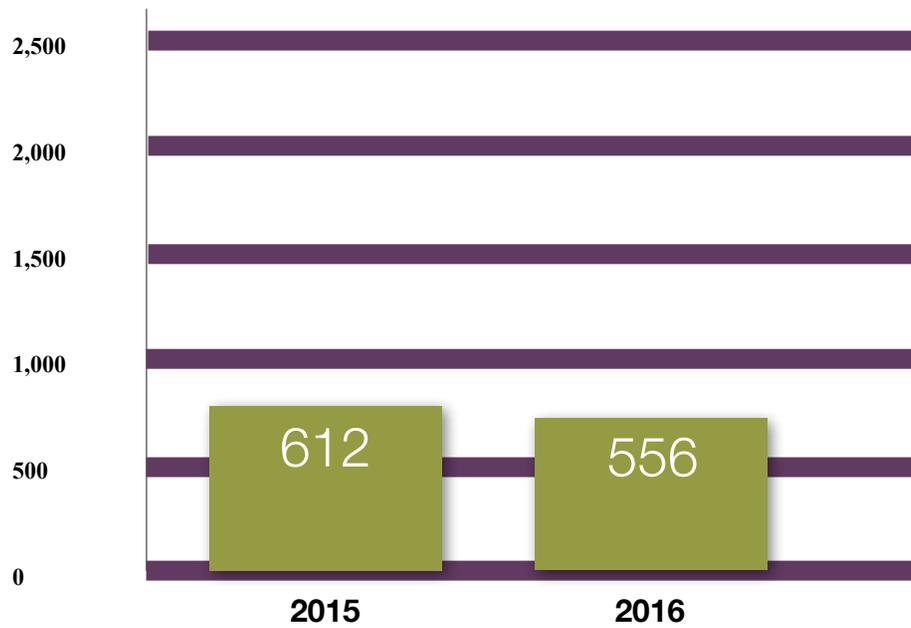
Dental: Number of Patients



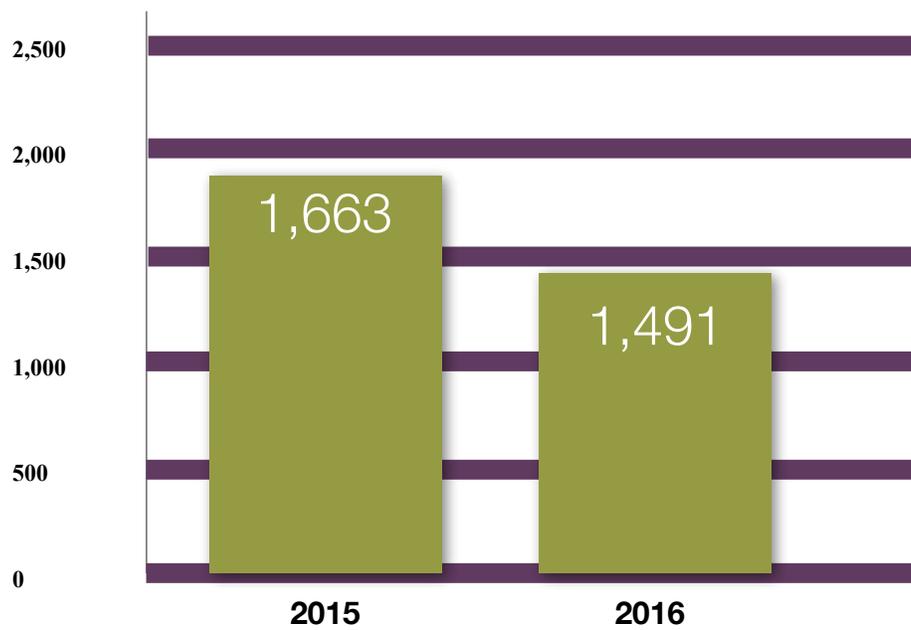
Dental: Number of Visits



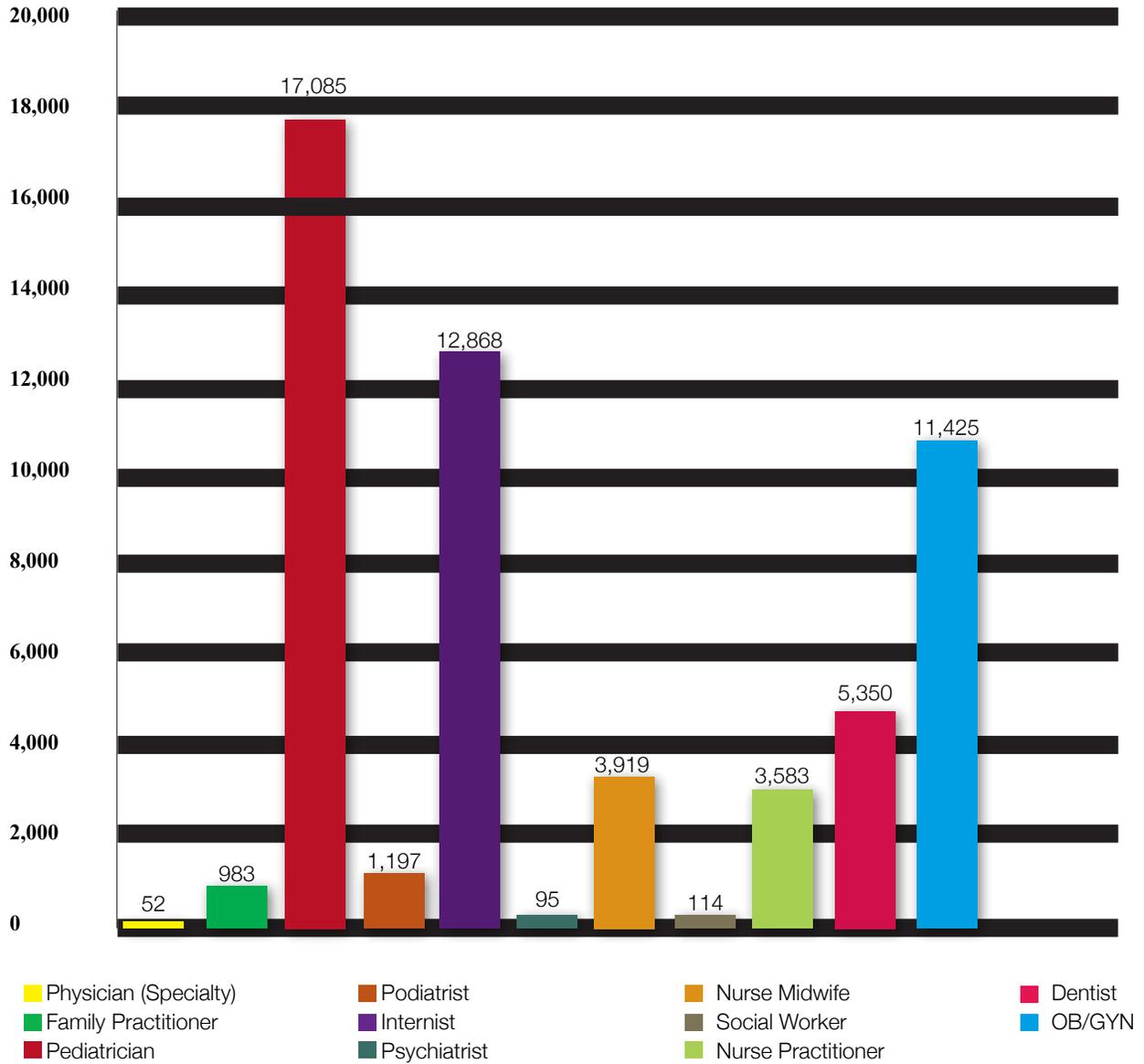
Homeless: Number of Patients



Homeless: Number of Visits

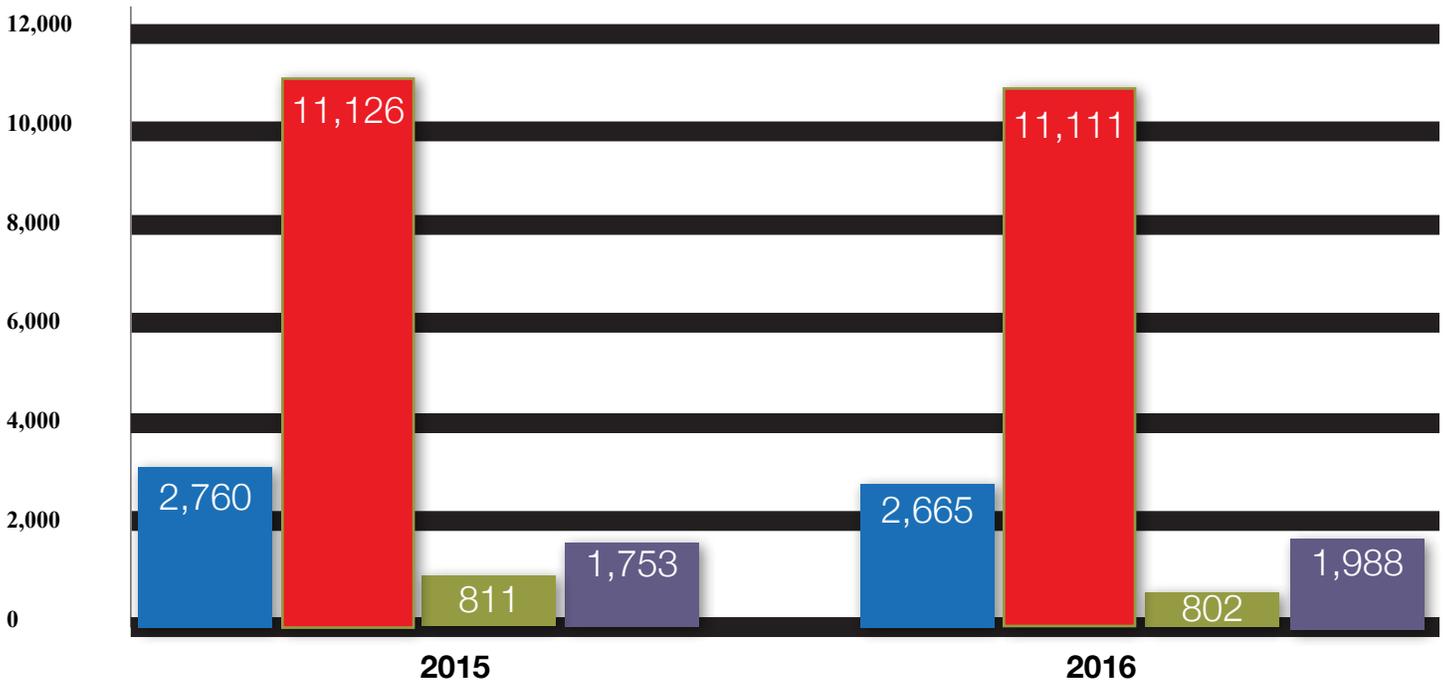


2016 Visit Type

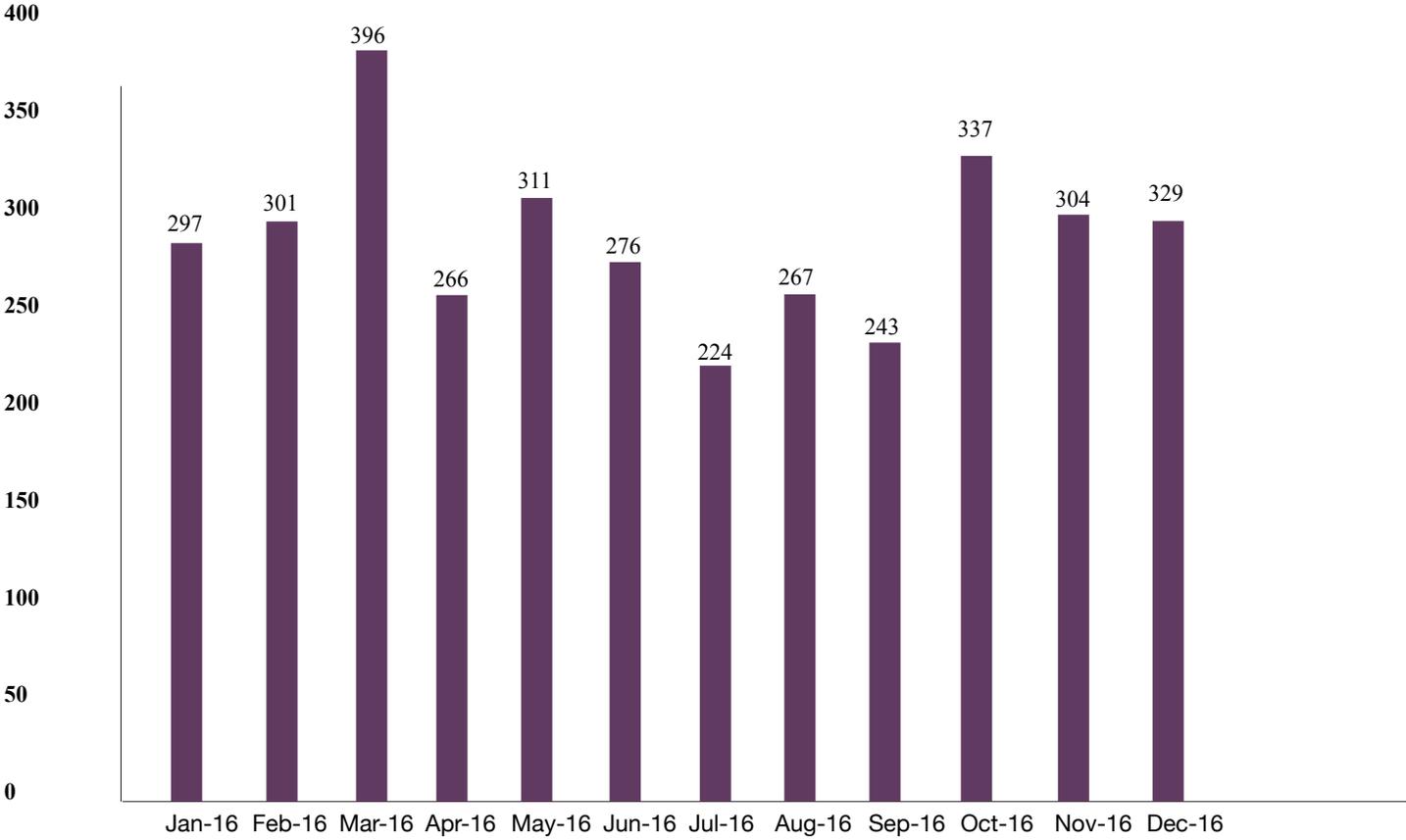


Payor Type

	2015	2016
Uninsured	2,760	2,665
Medicaid	11,126	11,111
Medicare	811	802
Private Insurance	1,753	1,988



Late Hours Visits Report (for 2016)



Total: 3,551

