



ANCHORAGE NEIGHBORHOOD
HEALTH CENTER

ANNUAL REPORT 2018



ANHC SENIOR LEADERSHIP

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

ANHC BOARD OF DIRECTORS

Michelle Nesbett (Nesbett & Nesbett, P.C)Board Chair
Sarah Nash (Epidemiologist) Vice Chair
Brandi Zeman (Delta Constructors)..... Treasurer
Molly O’Malley (Hope Community Resources)..... Secretary
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Karen Turner (Providence Health & Services)
Leah Van Sandt (Independent Care Provider)
Leroy Williams (retired)
Becky Zembower (retired)

A MESSAGE FROM OUR CEO



2018 was a big year for our organization and the 11,499 patients who came through our doors.

This past year in Alaska brought continued economic challenges for our community. I am proud to say that the Anchorage Neighborhood Health Center has stood by our fellow Alaskans through these tough times, with our mission of 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. These discounts provide reduced costs to our medical, dental, behavioral health, lab, radiology and pharmacy services.

2018 also saw a reduction in available federal funds to support navigation services for Alaskans who need help enrolling in Medicaid, Medicare, and the Health Insurance Marketplace. ANHC has an amazing team of enrollment staff who stepped up to provide continued assistance to those in need, regardless of where they go for their primary care.

2018 also brought a few tears, as we said goodbye to some longtime providers who went on to exciting new adventures—including retirement, and even going abroad to become an author! While goodbyes are always hard, we've also been fortunate to have several new providers join our practice who bring a wonderful energy with them. Take a moment to check out our website to meet some of our newest faces.

Finally, we ended the year on an especially dramatic note, as South-Central Alaska was rocked by a 7.1 magnitude earthquake on November 30, 2018 (with several thousands of aftershocks following!). I am grateful for our building and the way it fared through the earthquake with almost no damage—and I am equally grateful for our wonderful staff who stepped up in quick response to the quake, with exceptional compassion and care for our patients.

It has truly been a year for gratitude. I want to thank each of you for the ongoing support and partnership ANHC receives from this community in keeping Alaskans healthy.

I look forward to an equally amazing 2019.

2018 BY THE NUMBERS



\$5M

Amount of uncompensated care provided to uninsured/underinsured ANHC patients

11,499

Unique ANHC patients served

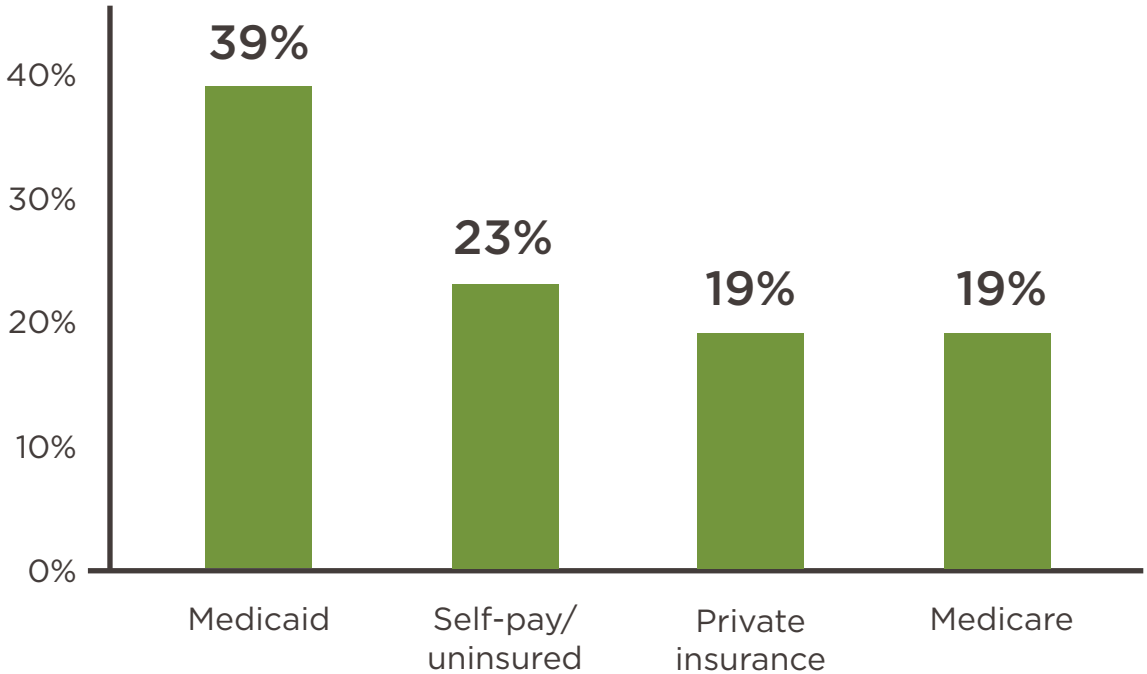


48,433

Individual office visits made

PATIENTS BY PAYOR SOURCE

Where do ANHC's patients receive their health coverage?



1,388

New ANHC patients seen



34

Languages translated



1,017

Number of individuals the ANHC outreach and enrollment team helped enroll in Medicaid or the Health Insurance Marketplace

4,642

Number of Integrated Behavioral Health visits by ANHC patients

93%

of ANHC patients felt their provider spent enough time with them during their appointment.

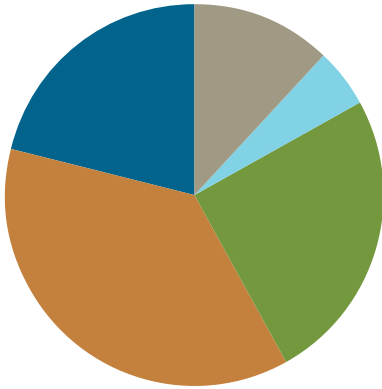
96%

of patients were satisfied with the care they received at ANHC.

86%

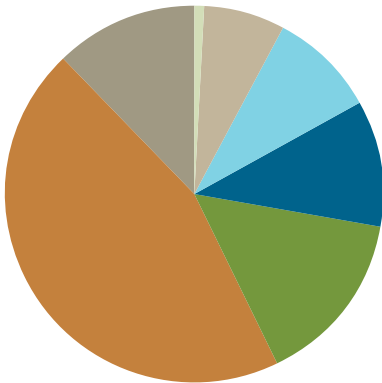
of patients would recommend ANHC to their family and friends.

PATIENT DEMOGRAPHICS



Age

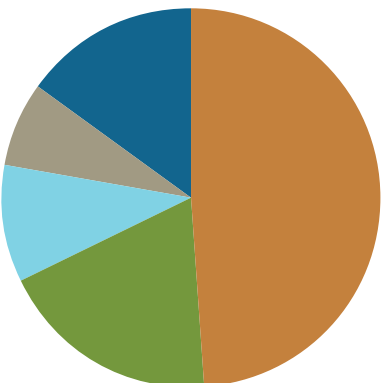
Younger than 18.....	12%
18-24.....	5%
25-44.....	25%
45-64.....	37%
Older than 65.....	21%



Racial Diversity

American Indian/Alaska Native	<1%
Pacific Islander/Native Hawaiian.....	7%
More than one race	9%
African American/Black	11%
Asian	15%
Caucasian/White.....	45%
Unreported	12%

14% of ANHC patients identify as Hispanic or Latino



Income

as a percentage of the federal poverty level

Less than 100%	49%
101% - 150%	19%
151% - 200%	10%
Greater than 200%	7%
Other/unknown.....	15%

PATIENT CARE MEASURES

As a Federally Qualified Health Center, ANHC must demonstrate that we are actively working to improve specific health quality indicators among our patients.

ANHC has prioritized the following measures:



BODY MASS INDEX

Percentage of ANHC patients with a BMI outside of normal parameters (overweight or underweight) who are receiving follow-up counseling or have a follow-up plan in place.

Goal: 41%

CY18 Rate: 29%

ADULTS

Goal: 60%

CY18 Rate: 47%

CHILDREN



CLINICAL DEPRESSION

Percentage of ANHC patients age 12 and older who have been screened for clinical depression. If they experience clinical depression, they are receiving follow-up care.

Goal: 62%

CY18 Rate: 49%

CONTROLLED DIABETES



Percentage of adult ANHC patients with diabetes who have their HbA1c level under control.

Goal: 73%

CY18 Rate: 68%

CONTROLLED HYPERTENSION



Percentage of adult ANHC patients with hypertension who have their blood pressure under control.

Goal: 60%

CY18 Rate: 55%

TOBACCO CESSATION



Percentage of adult ANHC patients who have been screened for tobacco use. If they use tobacco, they are receiving follow-up care.

Goal: 83%

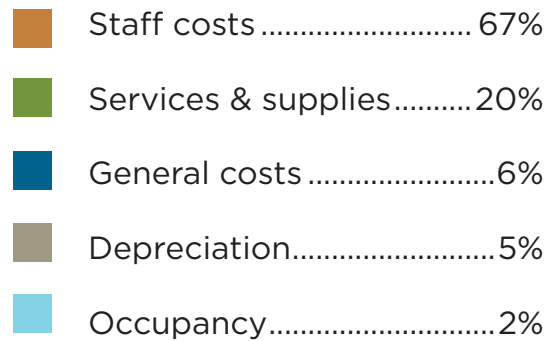
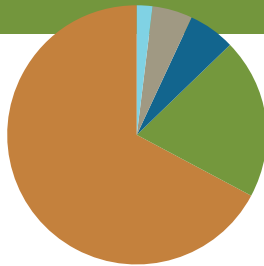
CY18 Rate: 82%

2018 FINANCIAL REPORT



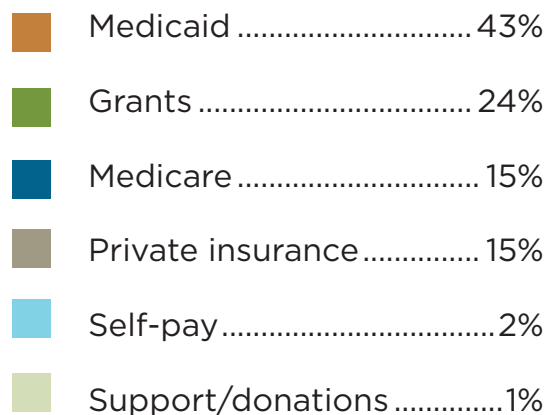
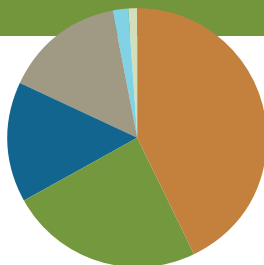
EXPENSES

**\$18.9
MILLION**



REVENUE

**\$19.3
MILLION**





Every year, Kaladi Brothers Coffee (KBC) donates hundreds of pounds of coffee to the Anchorage Neighborhood Health Center.

Our patients, as well as our dedicated providers and staff, are all grateful for their support and partnership.



**ANCHORAGE
NEIGHBORHOOD
HEALTH
CENTER**

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