



**International
Community
HEALTH SERVICES**

2011 Annual Report

www.ichs.com



ICHS is a federally-qualified health center (FQHC) that opened in 1973 to serve the needs of Asian Pacific Islanders in Seattle's International District. In 2011, ICHS doctors, dentists and staff members continued to excel at meeting the multilingual health care needs of an increasingly-diverse Puget Sound area, even as government budget cuts were felt. ICHS provided quality care in 53 languages and dialects to anyone in need, especially the uninsured, the low income, immigrants and refugees. In 2011, as the Great Recession's impact lingered, ICHS had a total of 168,400 patient, community member and other health-related encounters. More than 21,400 individuals contributed to these encounters. The number of unduplicated FQHC patients remained high at 18,585 – a 16% jump from 2008. These patients made more than 80,300 visits to ICHS. Most visits occurred at the International District and Holly Park clinics. ICHS also operates clinics at Seattle World School and Asian Counseling and Referral Service. ICHS assisted patients from Seattle and the Puget Sound area - and 75.7% of them were 200% below the federal poverty level. Of all patients, 31% lacked insurance and 60% were female. Coordinated care, behavioral health and health education, especially with hepatitis and diabetes, were priorities. Among ICHS accomplishments: Provided \$2.1 million in uncompensated care, continued its Women's Preventive Health Services through generous funding from the Tateuchi Foundation, advocated with other health clinics for a strong health care safety net and opened a health clinic at Seattle World School/NOVA High School.

| Patients by age | No. of patients | Percent |
|-----------------|-----------------|---------|
| 0 – 14 | 3904 | 21 |
| 15 – 19 | 1245 | 6.7 |
| 20 – 29 | 1808 | 9.8 |
| 30 – 44 | 3252 | 17.5 |
| 45 – 64 | 5018 | 26.9 |
| 65 – 79 | 2652 | 14.3 |
| 80 and older | 706 | 3.8 |

| Language Barrier | No. of patients | Percent |
|------------------|-----------------|---------|
| Yes | 12006 | 64.6 |
| No | 6451 | 34.7 |
| Unknown | 128 | 0.7 |



| Preferred Language | No. of patients | Percent |
|--------------------|-----------------|---------|
| Cantonese | 5582 | 30 |
| Vietnamese | 4699 | 25.3 |
| English | 4158 | 22.4 |
| Mandarin | 1049 | 5.6 |
| Korean | 758 | 4.1 |
| Tagalog | 402 | 2.2 |
| Other Languages | 958 | 5.2 |
| Toisanese | 313 | 1.7 |
| Cambodian/Khmer | 178 | 1 |
| Laotian | 139 | 0.7 |
| Mien | 117 | 0.6 |
| Ilokano | 100 | 0.5 |
| Spanish | 110 | 0.6 |

| Health Care Coverage | No. of patients | Percent |
|-----------------------------|-----------------|---------|
| Basic Health | 1625 | 8.7 |
| Medicaid | 5876 | 31.6 |
| Medicaid/Medicare Crossover | 2061 | 11.1 |
| Medicare | 440 | 2.4 |
| Private Insurance | 2641 | 14.2 |
| Other Public Ins/S-CHIP | 177 | 1 |
| None/Uninsured | 5765 | 31 |

| Income by Federal Poverty Guidelines* | | |
|---------------------------------------|-----------------|---------|
| Income | No. of patients | Percent |
| Below 100% | 8888 | 47.8 |
| 101 – 150 % | 3368 | 18.1 |
| 151 – 200 % | 1819 | 9.8 |
| Above 200% | 1008 | 5.5 |
| Unknown | 3502 | 18.8 |

*2011 Federal Poverty Guideline income (100%) was \$10,890 for a single person and was \$22,350 for a family of four.

ICHS Department and Program Highlights

MEDICAL

In 2011, our Medical Program provided 55,784 medical visits to 14,921 patients, which continues a 4% increase in the number of patients served since 2009. Care for chronic conditions such as diabetes and hypertension continued to be among the most frequent reasons for seeking care.

Our Pharmacy Program continued its expanded clinical services to include medication consultation for patients with multiple chronic conditions. The prescription volume increased 2.6% from 2010 to 2011 with a 17% increase in total revenue. The Pharmacy Program also began a partnership with the University of Washington School of Pharmacy to become a training site for their students.

DENTAL

In 2011, our Dental Program provided 22,102 dental visits to 7,096 unduplicated patients, which represents a continued increase of 15% in patients helped since 2009. The program was hard hit with the elimination of state Medicaid funding for adult dental services except for emergency procedures. ICBS remains steadfastly committed to continuing to serve adults and children.

DIABETES

ICBS successfully held diabetes training for 10 community representatives from the Filipino, Samoan and Chamorro communities. These community members led diabetes education and support groups. The focus of this project is to spread the success that ICBS has had internally to greater numbers of people in order to support diabetes management and prevention on a broader level.

Number of community diabetes interventions: 1,878

WOMEN'S PREVENTIVE HEALTH SERVICES

ICBS runs support groups for women in Cantonese, Mien and Vietnamese. More than 50 women attend these groups each month - many were formerly feeling socially isolated and this has provided an opportunity to interact with peers as well as gain valuable health information and support.

Number of women reached through community interventions: 3,661

COMMUNITY ENGAGEMENT

Community Advocates participated in fairs and community events during weekends throughout the year and specifically in the summer. Staff provided ICBS information to 3,196 fair and event attendees at more than 25 events.

Patient- and staff-created digital stories about diabetes, tobacco, breast cancer, access to healthy foods, affordable physical activity and other topics were used to raise awareness with patients and the greater community through the Internet. The digital story project received support from a grant called Mapping Our Voices for Equality (MOVE). The grant funded the training and filming, as well as a computer kiosk for the waiting room where patients can view the multilingual stories. The MOVE digital stories can be found at www.mappingvoices.org. Stories from ICBS staff, patients and the community can be found at www.vimeo.com/channels/ichs.

WOMEN, INFANTS AND CHILDREN (WIC)

WIC made over 2,000 referrals to medical, dental, immunization and other health services – of which, 90% were made to ICBS providers. The ICBS WIC program alone contributed about \$1 million to the local economy through the food vouchers that were provided to the families living in poverty. ICBS WIC staff also helped develop the “nursing mother” policy which enabled patients and staff members at ICBS to breastfeed their infants when needed. ICBS became a recognized “breastfeeding friendly” facility in the state. WIC served over 1,900 clients in 2011, including women, infants and children up to age 5.

ICHS At a Glance: 2011

\$2.1 million provided in uncompensated care

168,400 total health encounters

55,784 medical encounters

22,102 dental encounters

21,400 people helped or reached

60% of patients were females

53 languages and dialects interpreted for health care

42% more dental patients (2008-11)

31% of patients uninsured

9% more medical patients (2008-11)

ICHS Consolidated Fiscal Highlights

January 1, 2011 – December 31, 2011

SUPPORT, REVENUE, AND GAINS

| | |
|---|-----------|
| Capitation and enhancements | 3,090,398 |
| Public-sponsored insurance and entitlements | 5,451,478 |
| Patient fees and private insurance | 5,014,396 |
| Fees and grants from government agencies | 2,444,215 |
| Contributions and private grants | 846,930 |
| In-kind donations | 447,479 |
| Interest and investment income | 179,845 |
| Other | 83,149 |

Total Operating Support, Revenue, and Gains **\$17,557,890**

| | |
|--|-----------|
| Gain on disposal of equipment & improvements | 9,992 |
| Pool savings | 3,508,987 |
| Disability Lifeline savings | 218,858 |
| Unrealized Loss | (218,465) |

TOTAL REVENUES (includes unrealized gains & capital assets) **\$21,077,262**

EXPENSES

Program Services

| | |
|----------------------|-----------|
| Primary Medical Care | 7,183,348 |
| Primary Dental Care | 3,407,823 |

Other Health and Enabling Services

| | |
|--|-----------|
| Pharmacy | 1,791,413 |
| Access (Interpretation, eligibility screening, outreach) | 1,278,931 |
| Health Education & Case Management | 1,411,594 |
| Women, Infants & Children | 297,557 |
| Acupuncture | 152,740 |
| Mental Health | 320,049 |

Total Program Services **\$15,843,455**

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| | |
|-------------------|---|
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ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and anyone in need.

International District Medical & Dental Clinic | 720 8th Ave. S., Seattle, WA 98104 | 206.788.3700

Holly Park Medical & Dental Clinic | 3815 S. Othello St., Seattle, WA 98118 | 206.788.3500

Seattle World School/NOVA High School Clinic (for campus students) | 301 21st Ave. E., Seattle, WA 98112 | 206.971.0810

ACRS Clinic (for ACRS patients) | 3639 Martin Luther King Jr. Way S. Seattle, WA 98144 | 206.695.7600

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