



Interior Community Health Center

Quality primary care accessible to all

Corporate Report

Fiscal Year 2021

July 1, 2020 to June 30, 2021



Mission

The Interior Community Health Center's mission is to provide universal access to excellent primary health care consisting of medical, dental, integrated behavioral health within primary care, preventive and educational services for people in Alaska's Interior. We are committed to delivering quality service in a manner that is sensitive, compassionate and responsive to the needs of all.

Board of Directors

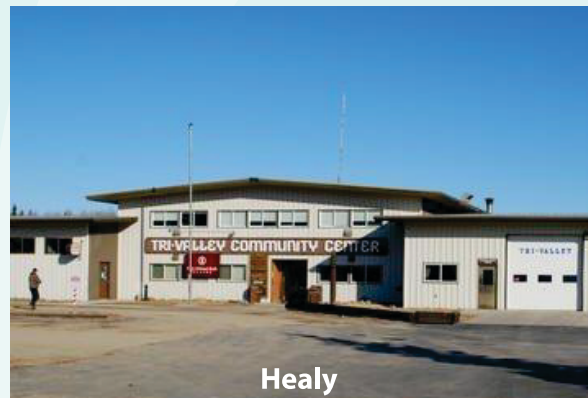
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Joan Stepovich, Secretary
Derek Miller, Treasurer
Ellen Ganley, Member-at-Large
Justin Borgen, Member
Scott Kawasaki, Member
Fanta Lee-Sankoh, Member
Alissa "Allie" Schafer, Member
Paul Sherry, Member

Staff Leadership

Cheryl Kilgore, MA, *Chief Executive Officer*
Rebecca Taylor, DO, *Chief Medical Officer*
Roxana Mirabal, DMD, *Chief Dental Officer*
Hayley Allison, PsyD, *Director Behavioral Health*

Core Purpose

Quality primary care accessible to all.



Taking care of our community one person at a time.

Message from the Chief Executive Officer



By the beginning of July 2020, we were well into the COVID-19 pandemic, had reopened for services and, six months later, were not just testing but vaccinating the people we serve. In a time of rapid change, my colleagues continued to flex to deliver quality services safely to the people we see. We were fortunate to have acquired the grant resources we needed to maintain our operations, stood up virtual visits to continue to deliver quality services safely, and operationalized oral health at our Healy site, while at the same time making progress on effectively using our new Practice Management and Electronic Health Record System, Athena.

In addition to the challenges that the COVID pandemic brought, as an organization we had changes in Key Leaders and providers. For the first time in 26 years, two (50%) of our Fairbanks-based medical provider staff were on Parenting Leave at the same time; and on top of this our Chief Medical Officer, Dr. Moazzem Khan, resigned concurrent with their leave. Fortunately, Dr. Rebecca Taylor (who was actively working into the role of Chief Medical Officer [as part of our succession plan]) was willing to move into this position early. Dr. Taylor also mentored a new Advanced Practice Professional, Janet Whatley, while continuing to deliver care. Along with this, Dr. Roxana Mirabel, our sole dental provider and Chief Dental Officer, tendered her resignation. Fortunately, Dr. Hayley Allison was here to anchor our Behavioral Health Department and continued to mentor our Behavioral Health Case Managers while delivering integrated behavioral health within primary care services.

The conversion to Athena continued to require attention with the Finance Office working on billing and our Quality Department working with Dr. Taylor on clinical workflow mapping.

Our team of committed leaders and colleagues throughout this time successfully delivered, as identified in the national Healthy People 2030 goals, exceptional Patient-Centered Team-Based Primary Care. I'm proud to say ICHC stands out as a community leader in this area, and it shows by the attainment of a Health Resources and Services Administration Quality Award for being in the top ten percent of the country for the third year in a row, and by retention of our National Committee for Quality Assurance Patient-Centered Medical Home recognition—the only civilian practice in the Fairbanks North Star Borough who attained it.

While my exceptional colleagues have accomplished a great deal during this pandemic, and closed the year successfully, we're continuing to focus on recovery, getting the workforce we need, expanding our on-site counseling services, and planning for the future. Together with our community partners, our patients, and our Board, we're looking forward to operating in the new normal by increasing patient access and maintaining quality, satisfaction, and sustainability.

A handwritten signature in black ink that reads "Cheryl Kilgore".

Cheryl Kilgore, Chief Executive Officer

Taking care of our community one person at a time.



The Health Resources and Services Administration has recognized the Interior Community Health Center as a Health Center Quality Leader.

By the Numbers

Who We Are (Fiscal Year ending June 2021)

Employed **37** community members
Provided discounts and adjustments of
\$785,162

Wrote off **\$32,567** to bad debt
Received donations of **\$518,654**
Includes CARES Act Funding

Source: 3/30/21 Fiscal Year

How We Did

Served:

4,192 people with **14,725** visits
(**3,659** virtual)

3,291 patients with known income at
or below 200% of the Federal Poverty
Level (**82%**)

940 uninsured patients (**22%**)

1,169 patients with Medicaid (**28%**)

726 patients with Medicare (**17%**)

Visits included:

Medical services to **3,494** people

Dental services to **1,077** people

Behavioral Health services to **933**
people



Top Ten Diagnosis

1. Hypertension
2. Hyperlipidemia
3. Tobacco Use
4. Type II Diabetes
5. Obesity
6. Depression
7. Anxiety
8. Back Pain
9. COPD
10. Hypothyroidism

Diagnosis by Percentages

27% of adults with diabetes had HbA1c $\geq 9.0\%$

66% of adults with hypertension had blood
pressure $\leq 140/90$ mmHg

51% of women 21 to 64 years of age received
cervical cancer screening within the last 3
years

55% of women 50-74 years of age had breast
cancer screening

47% of people 50-75 years of age had
colorectal cancer screening

93% of adults were screened for depression
and those who were positive had a
documented follow-up plan

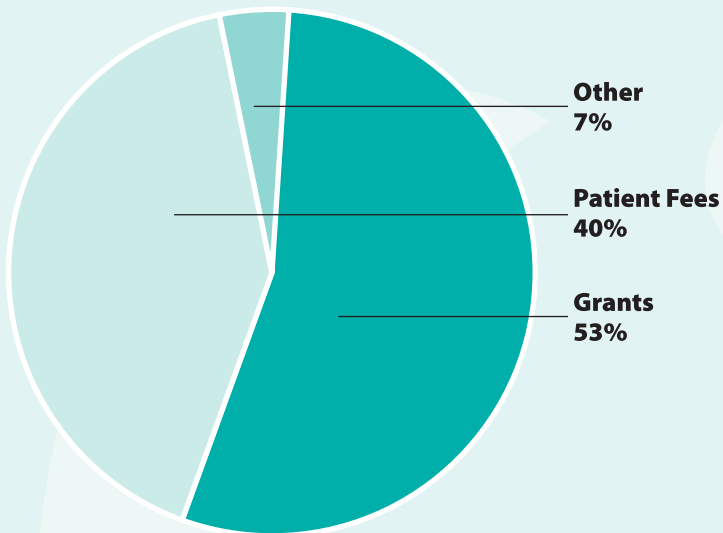
Health care with a heart

Statement of Activity and Changes in Net Assets

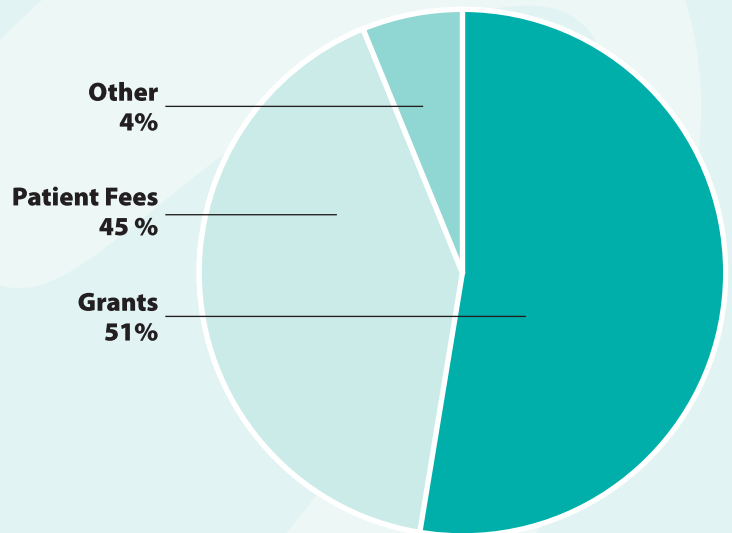
	FY 2021	FY 2020
Revenues and Support		
Patient fees	\$2,875,566	\$3,010,599
Grants	3,841,224	\$3,389,167
Other	540,521	297,708
Total Revenues & Support	\$7,257,311	\$6,697,474
Expenses		
Personnel	\$3,956,059	\$4,681,520
Supplies	319,715	385,428
Training & Travel	9,691	63,285
Contractual	361,749	332,190
Facility	323,666	366,380
Other	513,556	526,068
Total Expenses	\$5,484,436	\$6,354,871
Unrestricted Net Assets		
Beginning of Year	\$14,220,522	\$13,877,919
End of Year	\$15,985,352	\$14,220,522
Increase in Unrestricted Net Assets	\$1,764,830	\$342,603



Revenue and Support

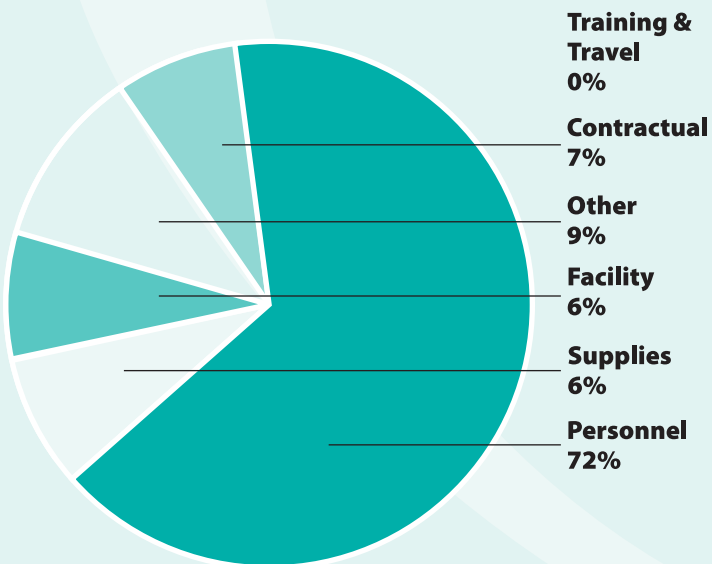


Fiscal Year 2021

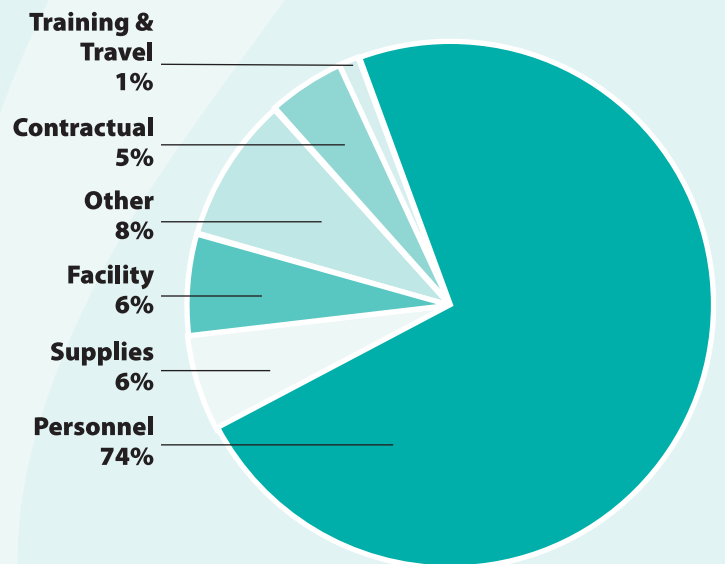


Fiscal Year 2020

Expenses



Fiscal Year 2021



Fiscal Year 2020

Care for all ages and all stages

Thank You to Our Supporters



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Interior Community Health Center

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Tri-Valley Community Center
Healy, Alaska 99743

www.InteriorCommunityHealth.org