

MICHIGAN 21st CENTURY HEALTH CENTER HOMES

Providing comprehensive, accessible, and affordable community-based primary healthcare



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Center for Family Health Jackson, Michigan



Innovation in Design

In June 2011, the Center for Family Health opened its new, centralized Health Center in downtown Jackson, Michigan. With the consolidation of five locations into one building, community members have increased access to quality, affordable, coordinated primary and preventive healthcare, all under one roof. The Center for Family Health is the only healthcare provider capable of meeting the large and growing needs of the medically underserved in the Jackson area. People living in the adjacent neighborhoods have inadequate resources and are often limited to walking and/or using public transportation to get to basic services. A number of the Center for Family Health's patients arrive on foot, bicycle, or via public transportation. Increased accessibility to the Health Center by the underserved, at-risk population will reduce the demand on the local hospital, and shift the care of those patients from receiving only acute treatment to having comprehensive and preventive primary healthcare.

The 54,000 square foot Center for Family Health facility provides an expanded, cost-effective facility to better serve a growing population. It houses more than 60 medical exam rooms, 14 dental operatories, classrooms for health education training, an on-site diagnostic center for labs and x-rays, a pharmacy, and an information center for health coverage programs. It has also brought jobs to downtown Jackson, with additional employees purchasing goods and spending their wages locally.

Construction of the building was made possible by stimulus funding under the American Recovery and Reinvestment Act, which the Center for Family Health received in 2009, as well as from a \$10.7 million capital campaign that generated federal matching funds.

"This building is not for any other purpose than to serve those who need our services. The Center for Family Health is here for no other reason than to provide quality healthcare for our neighbors right here in Jackson...Close to Home."

~ Molly Kaser, President & Chief Executive Officer, Center for Family Health

Covenant Community Care Detroit, Michigan



Special Population Health

A new and innovative healthcare facility called 5716 Wellness opened in the heart of Southwest Detroit in June 2011. Its goal: to improve the health and wellbeing of families through the coordination, integration, and cross-referral of quality, affordable, and efficient healthcare services. The renovated 50,000 square foot facility at 5716 Michigan Avenue, originally designed by well-known architect Albert Kahn a century ago as a cigar factory, is now the home of six partner agencies that promote physical and psychological health.

The community served by Covenant Community Care is that of Southwest Detroit, with a population of over 50,000 and home to the largest concentration of Hispanics and Latinos in Michigan, including many immigrants. It is also home to an estimated 19,000 African Americans, over 40% of which have income below the Federal Poverty Level.

Approximately 10,000 individuals from low-income families are projected to benefit annually from the services offered at 5716 Wellness each year. Covenant Community Care provides primary medical, pediatric, obstetric, pharmacy, dental, and behavior counseling services.

"We are all working together to make sure that families receive the multiple and coordinated services they need to lead healthier and more successful lives."

~ Paul Propson, Executive Director, Covenant Community Care

InterCare Community Health Network

Benton Harbor, Michigan



Community Access

When InterCare Community Health Network opened the doors of its new state-of-the-art, energy-efficient, and ecologically friendly Health Center in Benton Harbor, Michigan, in June 2011, it was the culmination of a long held vision. InterCare has been serving Benton Harbor since 1984. In 2008 it acquired Lakeland's Mercy Family Clinic. Two co-located sites occupied approximately 25,000 square feet of space on two floors in separate wings of the Mercy Center.

InterCare's new 40,000 square foot facility replaced both of the former sites, increasing patient flow and capacity, integrating care through one registration area, and eliminating inefficiencies. It has also been a boost to the local economy. During construction, approximately 45 to 50 jobs were created, and most of the materials used in the building were manufactured within 200 miles of Benton Harbor. New provider positions and additional patient support jobs have also been created.

The new facility was made possible by an \$8.5 million grant from the American Recovery and Reinvestment Act. InterCare Community Health Network was one of two Health Centers in Michigan and one of only 85 Health Centers across the country to receive the award from a pool of 600 applicants. The balance of InterCare's \$10 million project was funded by a USDA Rural Health Facilities loan.

"We see approximately 50,000 patients throughout Southwest Michigan each year and we know that number is only going to increase. In Benton Harbor, we are thrilled to be in a facility equipped to handle that increase."

~ Velma Hendershott, President & Chief Executive Officer, InterCare
Community Health Network



Hamilton Community Health Network Flint, Michigan



Innovation in Green Design

In December 2011, Hamilton Community Health Network celebrated the ribbon cutting of its new flagship facility that was designed to increase access to primary care for residents of Flint, Burton, Clio, and surrounding areas. The new 31,000 square foot building—the largest of Hamilton’s six Health Center sites—is significantly larger than the former facility, which was constructed over 70 years ago. This means a broader scope of services, increased capacity to serve at least 13,000 more patients at this site alone, a \$7 million investment in the community, and the creation of 25 to 30 new jobs. It also affords the provision of services in a more cost-effective manner, provides for better separation of adult and pediatric patients, allows the addition of dental and optical services, and significantly improves the facility’s energy efficiency.

Hamilton Community Health Network not only contributed to the improvement of the local network by building a modern healthcare facility on formerly industrial zoned land for healthcare services, it also constructed the facility in an environmentally sensitive manner, seeking LEED certification. LEED certification provides independent, third-party verification that a building, home, or community was designed and built using strategies aimed at achieving high performance in key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection, and indoor environmental quality.

“The opening of this new facility significantly broadens our ability to meet healthcare needs. With the addition of vision and specialty services, we are creating a one-stop shop for medical, dental, behavioral health, and pharmacy services.”

~ Clarence Pierce, Chief Executive Officer, Hamilton Community Health Network



Heart of the City Health Center

Grand Rapids, Michigan



Social Determinants of Health

Through a partnership between Cherry Street Health Services, Touchstone Innovare, and Proaction Behavioral Health Alliance, the new \$30 million Heart of the City Health Center in Grand Rapids, Michigan, is what many call a new national model for integrated healthcare. Clinical social workers, mental health workers, and medical and dental staff are all integrated under one roof, providing comprehensive care to Kent County residents in need. Research shows that more than 60% of adult Medicaid patients experience a chronic or disabling condition, and an estimated one-quarter of the Medicaid population has a mental disorder, making the need for integrated care paramount.

The doors of the 80,000 square foot Heart of the City Health Center opened in October 2011, replacing Cherry Street Health Services' cramped Grand Rapids Pediatrics and Ferguson Dental facilities, as well as adding new capacity.

Social determinants of health are the conditions in which people are born, grow, live, work, and age, including the health system. Cherry Street Health Services integrates medical, dental, behavioral, enabling, and supportive services and collaborates with health and social services available in the community. Heart of the City Health Center's holistic care meets the physical and behavioral health needs of those it serves by removing barriers to healthcare and promoting prevention, personal responsibility, interdisciplinary treatment, health education, and collaboration with other community partners. This new facility enhances its capabilities for care integration and community outreach.

"The promise of this is that it can substantially reduce emergency room visits and inpatient care. It can improve the overall health of the patient."

~ Chris Shea, Executive Director, Cherry Street Health Services

Family Health Center, Inc.

Kalamazoo, Michigan



Community Access

A \$10 million, 46,000 square foot expansion and renovation project at Family Health Center's main location in Kalamazoo, Michigan, will triple the number of exam rooms, expand access to quality primary and preventive care for an additional 20,000 Kalamazoo County residents, and increase the number of healthcare professionals and support staff Family Health Care employs by 40%. It also has led to new and improved housing in the surrounding area; opportunities for parks and bike paths to increase exercise options; and improved patient safety. Completion of the project is expected by October 2012.

As community-based and patient-directed organizations, Community Health Centers like Family Health Center are well positioned to be responsive to the specific healthcare needs of their community. By maximizing the availability, access, and continuity of primary care services to the nation's neediest populations, Health Centers play a critical role in improving the healthcare status of medically underserved and vulnerable populations and decreasing health disparities throughout the United States.

"Our mission is to ensure quality healthcare with dignity for all of Kalamazoo County, and we provide excellent healthcare to anyone who walks through our doors. This expansion will expand our reach to more patients who need our services."

~ Denise Crawford, President & Chief Executive Officer, Family Health Center, Inc.

Baldwin Family Health Care

White Cloud, Michigan



Community Development Integration

Baldwin Family Health Care's new Health Center in White Cloud, Michigan, is the most distinctive building in the business section of this small downtown community. Its 32,000 square feet of space houses medical, dental, behavioral health, pharmacy, x-ray, and lab services. Larger exam rooms, comfortable waiting areas, a play area for children, and advances in technology, such as a robotic prescription dispensing system, provide value for patients, staff, and the community as a whole.

The new \$6 million site consolidated the services formerly provided at two Health Centers in this rural community, whose aged and small facilities were barriers to meeting growing patient need.

Construction costs were paid in part by a combination of federal grants and loans, gifts from local and national foundations, and a loan from the U.S. Department of Agriculture.

"We are committed to providing the White Cloud community with the very best healthcare—now, and into the future. This new facility, and our staff, presents us with the resources to do that."

~ Kathy Sather, President & Chief Executive Officer, Baldwin Family Health Care



Family Health Center of Battle Creek

Battle Creek, Michigan



Community-oriented Primary Care

Family Health Center of Battle Creek has a successful track record spanning more than 25 years in addressing and expanding its resources in timely and appropriate fashion to meet its community's needs. Expansion of its main facility increased it from 35,000 square feet with 48 exam rooms and 10 dental chairs to 68,000 square feet with 78 exam rooms and 20 dental chairs. The recent expansion and renovation—a community investment of over \$8.2 million—demonstrated Family Health Center of Battle Creek's commitment to meet the needs of its community. It now plans construction of a Women's Health Services Center in response to demonstrated and documented need. Input was obtained from patients, families, staff and community groups—a true response of, for, and by the community.

"At the Family Health Center, we provide quality healthcare with the belief that all individuals have the right to considerate service at all times with recognition of their personal dignity."

~ A.J. Jones, President & Chief Executive Officer, Family Health Center of Battle Creek

Muskegon Family Care

Muskegon, Michigan



Community Access and Collaboration

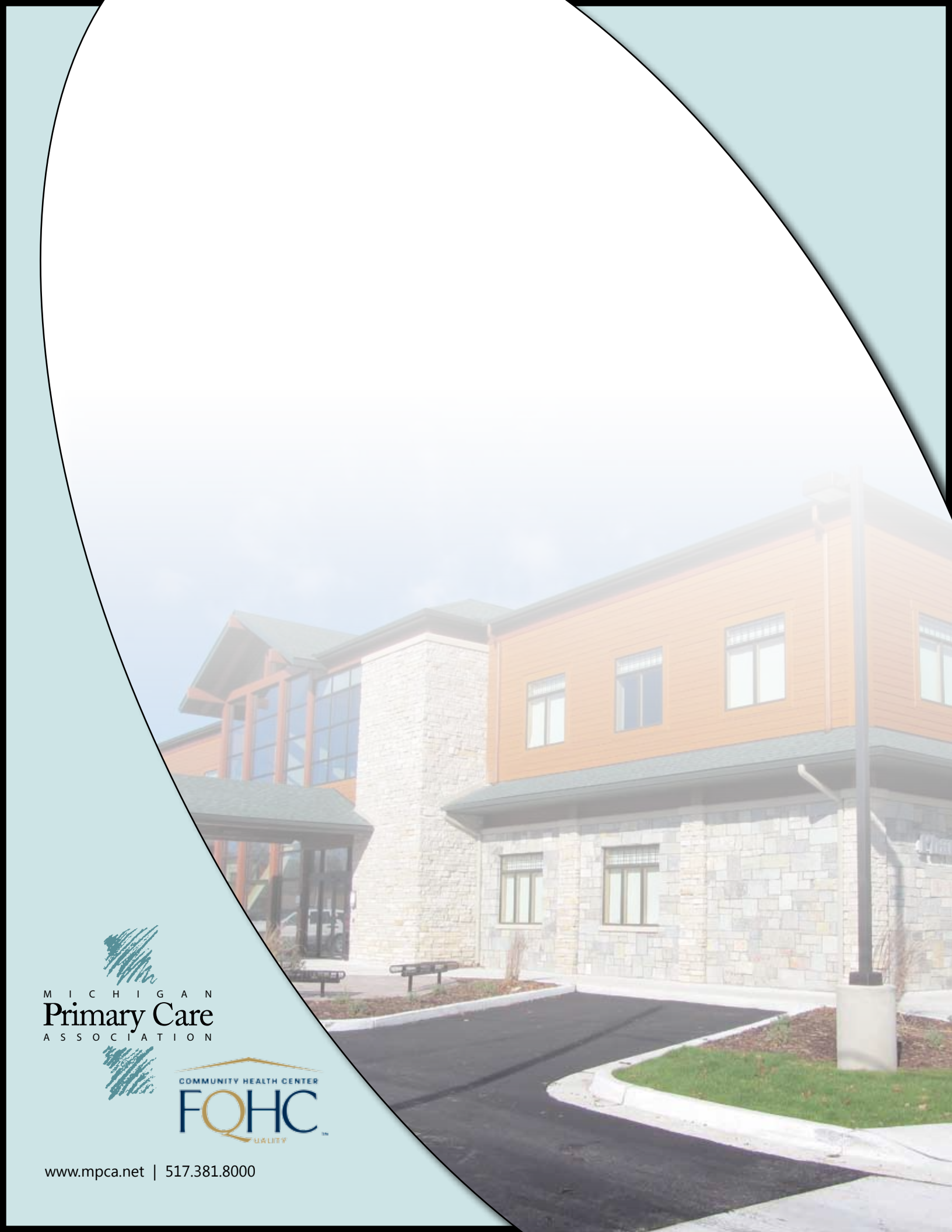
In September 2011 Muskegon Family Care opened its expanded \$5 million state-of-the-art healthcare facility in the heart of Muskegon's urban community. The newly expanded, 22,000 square foot addition significantly increased the number of patient exam rooms, behavioral health rooms, dental operatories, training rooms for patient/health education, and an upgraded pharmacy with a new prescription dispensing machine—all in an effort to provide services to a growing patient population.

Funded in part by the American Recovery and Reinvestment Act, and guaranteed by the U.S. Department of Agriculture, the expansion allowed for all of Muskegon Family Care's services, programs, and staff members to be housed in one location as opposed to three separate areas. The expansion has also yielded tremendous results in efficiency to patient flow and coordinated patient care. Approximately 100 employees were moved from the former locations to the newly expanded Getty street facility, increasing the number of employees in the City of Muskegon Heights.

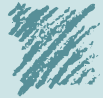
The facility meets LEED requirements, and its construction pulled in community involvement, minority participation, and advanced minority involvement in the construction industry through a local training program. Approximately 100 people touched this project at its height, and as many as 50 people were on-site at one time.

"As we strive to build a healthier community through healthy patients, endeavors such as our recent expansion continue to fuel our drive for quality and to consistently ignite our passion to build into the future".

~ Sheila Bridges, Chief Executive Officer, Muskegon Family Care



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