



ANNUAL REPORT 2014—2015



Committed to the Communities We Serve

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At PCC Community Wellness Center (PCC), we strive to provide our patients, their families, and the communities we serve with high-quality and affordable care. In this Annual Report, we highlight significant accomplishments from our 2014 and 2015 fiscal years made possible with the support of our many partners. First, we discuss how we stepped out of the four walls of our health centers in order to promote active, healthy lifestyles in our community farm. On June 2, 2015 the PCC Austin Farm officially opened to the Austin community. The Chicago Botanical Garden and the Humana Foundation have enabled us to build this farm that showcases sustainable food practices and promotes health and wellness. By prescribing produce, PCC hopes to encourage our patients to eat healthier and understand the importance of community gardening.

Next, we proudly highlight the Birth Center at PCC, the first freestanding birth center in Illinois. The Birth Center at PCC officially opened its doors October 15, 2014, performing 56 deliveries in its first year. Until the birth center opened, pregnant women lacked the option to give birth in an alternative, home-like facility.

Lastly, we will discuss care management as an important initiative for our patients to obtain better health care, improved health outcomes, and reduced costs. PCC believes that improved health care must come from improved management and coordination of the care cycle. To oversee and advance this initiative, PCC promoted Katherine Suberlak, LCSW, as Chief Population Health Officer. Katherine’s expertise and guidance enables PCC to deliver patient-centered care to an ever-expanding patient population.

PCC and its Board of Directors are committed to continuous organizational growth. Through various federally funded grant programs, PCC is able to increase its medical, behavioral health, and dental capacity. We are now expanding our facilities and hiring more medical providers with the intention of reaching an expected 52,178 patients by the end of December 2017. To begin this expansion, we recently opened our first school-based community health center located at Steinmetz High School in Chicago that will offer services to students and community residents of who are not currently engaged with a medical home.

Thank you for supporting PCC through all of our recent and future endeavors.

Sincerely,



Robert J. Urso
President & Chief Executive Officer

A handwritten signature in black ink, appearing to read "Robert J. Urso".

Ronald Austin, Jr.
Board of Directors Chairperson

A handwritten signature in black ink, appearing to read "Ronald Austin, Jr.".

PCC's Mission

PCC Community Wellness Center's mission is to improve health outcomes for the medically underserved community through the provision of high quality, affordable, and accessible primary health care and support services. Anchored with family medicine, we are committed to serving the needs of all people in all stages of life.

PCC primarily serves the Chicago Westside communities of Austin, Belmont-Cragin, Dunning, East Garfield Park, Hermosa, Humboldt Park, Logan Square, Montclare, North Lawndale, West Garfield Park, West Town and the near west suburbs of Berwyn, Cicero, Maywood, Melrose Park, and Oak Park. According to the U.S. Health Resources and Services Administration, many of PCC's service areas are classified as Medically Underserved Areas where residents lack adequate access to primary care and preventive services.

PCC has established partnerships with many community organizations, including four community hospitals: West Suburban Medical Center, Westlake Hospital, Norwegian American Hospital, and Loretto Hospital. By maintaining these partnerships, PCC is able to exchange information, identify challenges within the community, and increase access to care.



3 Erie Court Oak, Park, IL 60302



1225 West Lake Street, Melrose Park, IL 60160



1044 North Francisco Avenue, Chicago, IL 60622



645 South Central Avenue, Chicago, IL 60644

PCC strives to meet the standards set by leading health care organizations in order to ensure optimal operations. Since 2008, PCC has successfully achieved accreditation from The Joint Commission, the premier accrediting body in the nation. In 2014, The Joint Commission certified PCC as a Primary Care Medical Home. In addition, six PCC sites are designated by the National Committee for Quality Assurance as Patient-Centered Medical Homes (PCMH). Each designation demonstrates PCC's commitment to patient-centered care. Key patient-centered initiatives include care coordination, electronic health records (EHR), and team-based care.



PCC Austin Farm

Addressing the Needs of the Austin Community

PCC has transformed an 8,000 square foot vacant lot across the street from PCC Austin Family Health Center into a successful community farm. The PCC Austin Farm showcases local and sustainable food practices in Chicago's Austin community. As a food desert, this neighborhood lacks adequate access to affordable and healthy food. Additionally, Austin has been designated by the U.S. Department of Health Resources and Services Administration as a medically underserved area.

In order to respond to these inequities, PCC provides residents access to an on-site produce market that sells fresh, affordable produce grown from the farm. The PCC Austin Farm also allocates personal plots to eight families each year through an allotment program. Through the PCC Austin Farm, PCC will engage community members with volunteer opportunities as well as farming and nutrition workshops.



An all-season hoop house grows multiple varieties of tomatoes while raised garden beds surrounding the structure are filled with produce such as collard greens, sweet potatoes, and giant zucchinis. Produce is sold weekly at the PCC Austin Produce Market.



The Help of the Humana Foundation

The PCC Austin Farm was made possible by the Humana Communities Benefit charitable-giving program, funded by the Humana Foundation. The foundation awarded PCC a \$350,000 signature grant to be used over a three year period. The grant is intended to improve community health and well-being, while having a transformational, lasting impact on its residents. Humana, whose mission is to make the communities they serve 20% healthier by 2020, chose PCC as the grant recipient because of the PCC Austin Farm's uniqueness, sustainability, and potential to create long term benefits for health outcomes.

Collaboration with Chicago Botanical Garden

The PCC Austin Farm was established in partnership with Chicago Botanic Garden's Windy City Harvest program. Experts in urban agriculture, Windy City Harvest staff built the quarter acre farm and will maintain the site for the first three years of operations. During that time, PCC will recruit two community members who are interested in participating in Windy City Harvest's certificate program in hopes of finding a permanent, local farm coordinator.

PCC Austin Farm



“Velda’s energy, involvement, and love for the PCC Austin Farm are the richest nutrients for everything that grows here.”

- Lucy Flores, Community Outreach & Health Education Manager

Revitalizing the Austin Community

Velda Brunner, a community organizer for the Chicago Police Department and PCC’s newest board member, has become PCC Austin Farm’s strongest advocate, volunteer, and recruiter. Long before the farm’s inception, Velda was a loyal customer of the PCC Austin Produce Market. Velda loves sharing her own recipes created with produce bought from the farm or grown from her allotment space. She believes that it has brought her neighbors closer together. “We often have conversations about what we’ve bought and planted at the farm. The produce is healthy, it’s good, and it lets us dialogue with each other,” she shares.

It was her love of organic produce that has motivated her to become a vital contributor to the farm, helping to bring life to her community through PCC’s vision. Velda has been the strongest voice in advocating neighborhood participation in the farm’s allotment program. She encourages committed gardeners to apply and assists them with applications. She has also participated in gardening workshops held on the farm and has motivated many enthusiastic volunteers along the way.

Aside from being the farm’s ambassador, Velda is heavily involved in the Austin community. She coordinates monthly Block Club and community policing meetings at the PCC Austin Family Health Center. These meetings help identify crime, provide residents with information about conditions in the neighborhood, and develop strategies to combat those problems. Having lived down the block from the health center for over 30 years, she has seen a tremendous change in the neighborhood and stresses that PCC has helped to revitalize her community. “This is like a forgotten area,” she recalls. “PCC came into the neighborhood and gave us a clinic and now a community garden. This is the most activity that we have ever had on this block.” She now looks forward to coming home to a neighborhood that is restoring itself and blossoming with urban agriculture.

Birth Center at PCC

Birth Center at PCC

On October 15, 2014, PCC opened the first freestanding birth center in Illinois. Located within PCC South Family Health Center in Berwyn, IL, the Birth Center at PCC is a home-like facility separate from a hospital where low-risk women can give birth with minimal medical intervention. The Birth Center at PCC is a supportive, family-friendly environment that minimizes use of technology while remaining safe and cost effective. Because the Birth Center at PCC is integrated into the health care system, mothers have streamlined access to physician consultation, and if needed, hospital care at nearby West Suburban Medical Center. The Birth Center at PCC delivered 56 newborns during its first year of operation and hopes to continue to expand its services.

PCC has worked collaboratively with the Illinois Department of Public Health to ensure the first birth center in the state would serve as a strong model for future centers. The Birth Center at PCC is accredited by the Commission for the Accreditation of Birth Centers, with standards meeting those developed by the American Association of Birth Centers.



Each patient has access to a birthing tub, full size bed, and proficient midwifery support.

Perinatal Care and Community Education Services

The Birth Center at PCC provides comprehensive prenatal care, health education, and support services throughout the perinatal period. In addition to the support provided by certified nurse-midwives (CNMs) during labor and delivery, birth center patients have access to the following services:

Perinatal Care:

Comprehensive prenatal and postpartum care from CNMs; postpartum home visits; lactation support; streamlined consultation with PCC's family medicine physicians and OB/GYNs; support from maternal-child health nurses; access to integrated primary care, behavioral health, and oral health care; care coordination

Health Education:

Orientation to birth center care; free childbirth education classes; individual childbirth education

Support Services:

Peer counseling from Mentor Moms; case management from Westside Healthy Start Specialists; volunteer doulas; access to the PCC Austin Farm and Produce Market

Birth Center at PCC

Birth Center's First Baby

On the rainy fall morning of October 18, 2014, Sophia Azalia, daughter of Delilah Noyola and Ivan Ramos, gave the first newborn cries at the Birth Center at PCC. "I was really shocked I was the first one; I loved it!" shared Delilah. Although she had planned to deliver in the birth center, Delilah knew she needed to await the birth center's final licensure from the Illinois Department of Public Health. Luckily, PCC was licensed on October 15, 2014, in time for her to labor and deliver in one of two birthing suites at the center.

Ceal Bacom, CNM was instrumental in establishing the Birth Center at PCC. She believes all the preparation and anticipation for the birth center was put into action all at once. "The first birth at the birth center was so exciting for me. Delilah came in and quickly delivered her beautiful daughter."

Delilah was encouraged to deliver naturally with a midwife by her sister-in-law, who used midwifery services for the delivery of her son. Initially, Delilah planned to deliver with midwives in the hospital. However, when she took childbirth education classes following a tour of the birth center, she fell in love with the facility and how it made her feel at home. "The midwives treated me the best and they really make you feel at home," she shared. "If I decide to have more children, I would love to deliver here again!"



Midwifery Care

A certified nurse-midwife (CNM) is a health care provider who cares for women and specializes in low-risk pregnancy and birth. CNMs provide prenatal care at PCC health centers and attend to women during labor in the hospital and out-of-hospital setting. CNMs at the Birth Center at PCC keep the mother and baby safe and help the mother deliver her baby naturally. After the birth, they examine the mother and baby and help with breastfeeding. Midwives are also trained to provide postpartum care and help with family planning.

Midwifery-led care within a birth center is associated with increased natural delivery and breastfeeding rates. It is also known to lower the risk of Cesarean birth, as well as various complications for mother and baby.

Care Management

What is Care Management?

PCC believes that improved access to health care will result from strategic management of the care cycle. Care management at PCC is the collaborative process of conducting health assessments, care planning, facilitation, care coordination, ongoing evaluation, and advocacy. Overall, the goal is to provide options and health services to meet individuals' and families' comprehensive health needs. These are addressed with effective communication and referrals to resources that can promote quality, cost-effective outcomes. The Care Management program highlights three specific goals:

Better Health Care: While enhancing health care services is an evolving and complex process, PCC uses care management and team-based care to guide its efforts. Through a lens of social determinants of health, PCC can better understand the burden of disease on well-being, particularly for those who face health inequities. With this in mind, PCC integrates vital support services, such as behavioral health care, to address compounded health concerns.

Better Health: PCC's multidisciplinary teams use high-touch and high-tech interventions to establish close relationships and engage patients in behavior change. The promotion of exercise, optimal nutrition, and adherence to care plans contribute to improved outcomes.

Reduced Costs: Systemic strategies such as care coordination and team-based care will contribute to increased access to preventative care, decreased emergency room utilization, and decreased inpatient hospitalizations, thereby, reducing health care



Team-Based Care

Since 2013, PCC has implemented team-based care at six health centers. Through this initiative, PCC provides each patient with a primary care provider and access to an interdisciplinary care team that includes medical providers, nurses, medical assistants, and patient care representatives. Within a team-based model, each team member works to his or her highest capacity under a defined set of roles and responsibilities to meaningfully contribute to improving patient health. This model improves patient satisfaction and clinical results, while increasing employee satisfaction and patient volume.

Care Coordination

Care coordination helps staff identify appropriate providers and facilities throughout a patient's continuum of care. In our program, Care Coordinators serve as a bridge between patients, PCC, external specialists, and the hospital. For example Care Coordinators reach out to hospitalized patients in order to reinforce adequate follow-up care, with a focus on ensuring that patients have appointments before they are discharged. Further, through community outreach and health promotion, Care Coordinators remain updated on barriers faced in our service area and can appropriately inform patients about available services. Overall, we expect our Care Coordination program to continue to expand as care management becomes more fully integrated in our clinics.

Care Management



“Katherine has demonstrated an exceptional ability to implement strategies that are required to compete in the current health care environment.”

- Robert J. Urso, President and CEO

Population Health at PCC

In efforts to further our care management capabilities, PCC has created a population health department that will work closely with providers and staff to streamline patient care. PCC has recognized the need for a new executive position to operationalize clinical integration and enhance clinical quality outcomes, best practices, and improve cost effectiveness of care. In July 2015, Katherine Suberlak took the role of this position as the Chief Population Health Officer. She will oversee and advance the new care management model.

Katherine is a passionate behavioral health clinician and administrator with over ten years of clinical experience. She first joined PCC in 2004 as an AmeriCorps member and returned in 2007 as a graduate from the University of Chicago’s School of Social Service Administration to integrate behavioral health at PCC. Since then, Katherine has supported PCC patients in both clinical and administrative capacities and has assumed leadership over the departments of Community Outreach and Health Education, Patient Access, and Care Coordination. In 2013 Katherine completed the Johnson & Johnson Health Care Executive Program at the Anderson Graduate School of Management at UCLA. Her previous roles at PCC have included: Director of Clinical Support Services, Director of Behavioral Health, Behavioral Health Manager, and Health Promoter & Interim AmeriCorps Program Manager.

In her new role, Katherine enjoys working with a diverse group of individuals who are able to assist patients in accessing high quality, affordable health care. Katherine believes that one of care management’s ultimate goals will be achieved when patients are able to identify their care coordinator as their partner in the PCC system to help them navigate through their health care needs.

When asked what challenges care management will face, she responded, “Successful care management is taking care of the whole person. This will require changing individual behaviors one person at a time until a wave of change reflects improved health of the population and reduced costs to the health care system. PCC’s Care Management Program is well positioned to meet this challenge.”

PCC's Health Care and Support Services

Health Care Services

- Pediatric and adolescent care, including well—child exams, immunizations, lead screening, and school physicals
- Women's care, including pap and breast screening, family planning, and birth control
- Maternal/child care, including prenatal postnatal care
- Adult and senior care, including disease screening, treatment, and prevention
- HIV screening, counseling, and treatment
- Primary care for chronic illness, including disease screening, treatment, and prevention
- Behavioral health services
- Dental care and referrals
- In-patient care at West Suburban Medical Center, Westlake Hospital, Norwegian American Hospital, and Loretto Hospital
- Labor and delivery in the hospital or Birth Center at PCC

Support Services

- Health education and community outreach services
- Nutrition and childbirth education classes
- Free books at well-child visits
- Community farm and summer produce market
- Assistance with WIC forms
- Transportation and prescription assistance for those who qualify
- Referrals to other community resources
- Legal assistance to address serious housing issues that negatively impact health



PCC Locations

Berwyn

PCC South Family Health Center
6201 Roosevelt Road
Berwyn, Illinois 60402
708.386.0845



Chicago

PCC Austin Family Health Center
5425 West Lake Street
Chicago, Illinois 60644
773.378.3347



PCC Clinic at The Boulevard
3456 West Franklin Boulevard
Chicago, Illinois 60624
773.533.6013

PCC Community Wellness Center at
Loretto Hospital
645 Central Avenue, Suite 600
Chicago, Illinois 60644
773.537.0020

PCC Walk-In Wellness Center at
Norwegian American Hospital
1044 North Francisco Avenue
Chicago, Illinois 60622
773.292.8348

PCC Salud Family Health Center
5359 West Fullerton Avenue
Chicago, Illinois 60639
773.836.2785

PCC Community Wellness Center at Steinmetz
3030 North Mobile Avenue
Chicago, IL 60634
773.622.5679

PCC West Town Family Health Center
1044 North Mozart Avenue, Suite 100
Chicago, Illinois 60622
773.292.8300

Melrose Park

PCC Melrose Park Family Health Center
1111 Superior Street, Suite 101
Melrose Park, Illinois 60160
708.406.3040

Oak Park

PCC Erie Court Health Center
1 Erie Court, Suite 6040
Oak Park, Illinois 60302
708.386.1301

PCC Lake Street Family Health Center
14 Lake Street
Oak Park, Illinois 60302
708.383.0113

PCC Walk-In Wellness Center at
West Suburban Medical Center
3 Erie Court, Suite 1300
Oak Park, Illinois 60302
708.406.3929

PCC Funders & Donors

\$100,000 and above

Access Community Health Network
Erie Family Health Center
Humana Foundation
Illinois Department of Human Services
Illinois Department of Public Health
Northwestern University—Family and Community Medicine
U.S. Department of Health and Human Services
Westlake Health Foundation
Westlake Hospital

\$50,000 - \$99,999

The Chicago Community Trust
Lloyd A. Fry Foundation
Michael Reese Health Trust
Polk Bros. Foundation

\$10,000 - \$49,999

Aetna Better Health
Alliance of Chicago Community Health Services
American Association of Birth Centers
The Boulevard
The Crown Family
Dr. Scholl Foundation
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March of Dimes
Northern Trust Charitable Trust
Public Health Institute of Metropolitan Chicago
Stand Against Cancer
Village of Oak Park
VNA Foundation

\$1,000 - \$10,000

The Blowitz-Ridgeway Foundation
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The Field Foundation
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Kenneth Yu
Dianne Zimmerman

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Intuit Dance Studio
James Anthony Hair Salon
Kelly Kanapaux
Khyber Pass
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Aileen Landau
John LeGear
Lettuce Entertain You Enterprises
Marion Street Cheese Market
Maya Del Sol
McAdams Landscaping
Medical Aesthetics Ltd.
Muse, A Boutique for Inspired Living
My Best Friend Groom & Board
My Gym Children's Fitness Center
Mary Lou Noll
Oak Park Jewelers
Oak Park River Forest Infant Welfare
Oak Park River Forest Symphony Society
Original Pancake House
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We have carefully reviewed the names of those listed in this report. If your name has been misspelled, incorrectly listed, or omitted in this report, please accept our sincere apology and call us so that we may correct the matter.

PCC's Comparative Financials

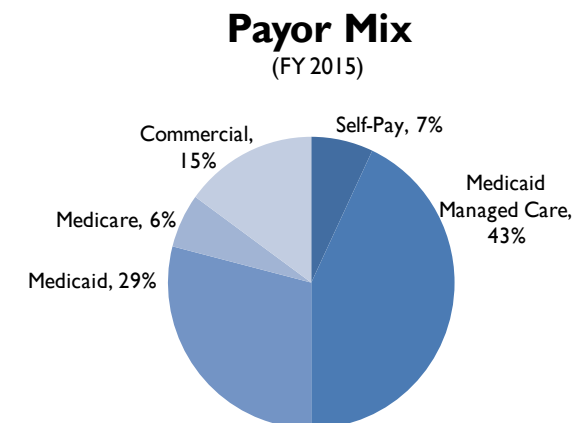
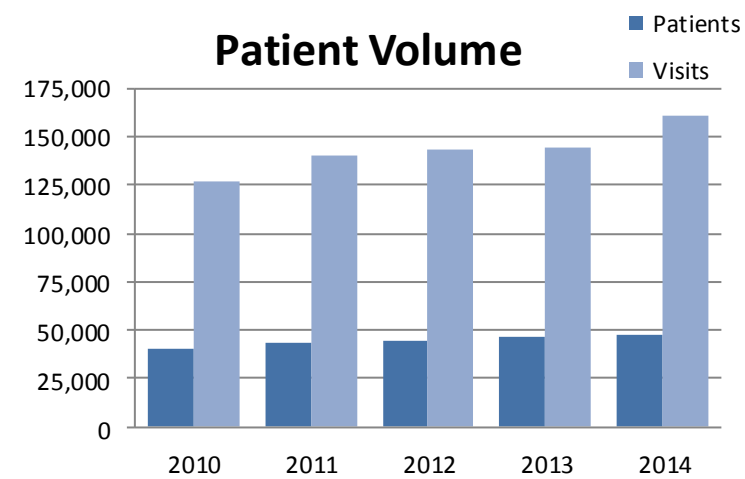
Fiscal Year 2014 (July 1, 2013— June 30, 2014) and Fiscal Year 2015 (July 1, 2014—June 30, 2015)

ASSETS	2015	2014
Cash and cash equivalents—unrestricted	\$7,647,003	\$7,432,127
Cash and cash equivalents—restricted	\$330,836	\$220,430
Accounts receivable, net	\$3,005,328	\$2,331,447
Accrued interest receivable	\$35,159	\$35,159
Grants and other receivables	\$1,124,086	\$764,517
Prepaid expenses	\$337,313	\$282,864
Total current assets	\$12,479,725	\$11,066,544
Long-term note receivable	\$4,687,800	\$4,694,844
Investment in Accountable Care Entity	\$87,500	\$30,000
Property and equipment, net	\$15,024,095	\$15,507,843
Deferred financing costs, net	\$135,162	\$140,570
Total assets	\$32,414,282	\$31,439,801
LIABILITIES AND NET ASSETS		
Accounts payable	\$769,472	\$538,369
Accrued payroll and payroll taxes	\$701,435	\$971,985
Interest payable	\$47,003	\$47,003
Deferred revenue	\$205,365	\$135,617
Notes payable, current portion	\$24,806	\$84,578
Total current liabilities	\$1,748,081	\$1,777,552
Accrued vacation	\$939,097	\$848,635
Notes payable, long-term portion	\$9,001,411	\$9,025,796
Total liabilities	\$11,688,589	\$11,651,983
NET ASSETS		
Unrestricted	\$20,481,849	\$19,513,159
Temporarily restricted	\$243,844	\$274,659
Total net assets	\$20,725,693	\$19,787,818
Total liabilities and net assets	\$32,414,282	\$31,439,801

PCC's Comparative Financials

SUPPORT AND REVENUE	2015	2014
Patient services, net	\$21,357,635	\$18,971,544
Grant revenue	\$5,774,658	\$4,888,478
Contributions	\$146,316	\$88,605
Interest income	\$56,806	\$48,423
Other income	\$4,933,076	\$3,604,185
Total support and revenue	\$32,268,491	\$27,601,235
EXPENSES		
Medical	\$24,552,556	\$19,079,072
Grants and contracts	\$233,908	\$1,100,388
Management and general	\$6,416,861	\$6,360,004
Fundraising	\$127,291	\$57,161
Total expenses	\$31,330,616	\$26,596,625
Net revenue in excess of expenses	\$937,875	\$1,004,610
Net assets, beginning of year	\$19,787,818	\$18,783,208
Net assets, end of year	\$20,725,693	\$19,787,818

* This data was compiled by an external accounting firm





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