

## MISSION, VISION & BACKGROUND

### Mission:

To honor God by providing quality, personal health care.

### Vision:

We envision all residents of our east side community receiving quality, personal health care, enabling them to achieve optimum health. Preventative health care will become normal, regardless of one's income. Sustained high quality, personal health care will contribute to the transformation of our community.

### Background:

Hope Family Care Center (HFCC) started as a small volunteer-based primary care clinic. Since opening, we have seen substantial growth. Growth has included both increased patient volume and new community partnerships that help provide funding for the staff needed to improve access for residents.

Hope Family Care Center is a fee-based primary health care provider seeking to meet the medical needs of an underserved community. The HFCC service area includes the 64109, 64128 and 64127 zip codes where there are 48,409 people living and only one provider, HFCC. Hope Family Care Center opened on October 1st, 2009 at 3027 Prospect Avenue in the urban core of Kansas City. A full-time doctor, Dr. Jeremy Kirchoff, and his staff were recently hired to work at Hope Family Care Center, which has allowed the clinic to open its doors full-time, while providing continuity of care through a full-time doctor and staff. Hope Family Care Center still relies heavily on volunteer staff to augment the small paid staff.

Hope Family Care Center is open Monday - Friday from 8:30am - 5:00pm and is also open for urgent care on Saturday between 8:30am - 12:00pm. We accept most of the major health insurance providers, as well as Medicare and Medicaid and uninsured patients for a small fee based upon household size and income.

## HOPE FAMILY CARE CENTER SERVICES

Hope Family Care Center is working towards the patient-centered medical home standards. Our goal is to become a place where patients receive comprehensive care; including mental health, vision services, oral health and a superb specialty network. HFCC is already utilizing electronic medical records end to end, and increasing partnerships with other agencies to address mental and oral health needs, and when possible moving the uninsured to some form of insurance or Medicaid coverage, and expanding the coordinated care of patients.



### Services we offer at HFCC:

Prenatal care, child and adult immunizations, physicals, well women's exams, laboratory services, referral services, school to sports physicals, well child checks, diabetes education and management classes, and Medicaid enrollment assistance. In-patient care is coordinated and supported through Research Medical Center.

## PARTNERSHIPS

Hope Family Care Center was started by The Hope Center, a community organization open since 1998. There are two key partnerships that have made Hope Family Care Center possible. The first partnership is College Park Family Care Center, a private practice in Johnson County, Kansas, which committed their staff resources and substantial funding over five years for occupancy costs.



The second is Research Medical Center which provided a two-year financial commitment to provide a Physician, Nurse and Administrator for the clinic. There have been other smaller partnerships including St. Luke's Hospital, Children's Mercy Hospital, Menorah Medical Center, and several other Private Practices.

HFCC has partnered with local agencies to improve the quality of care for neighborhood residents. The key partnerships that have been established are with Reconciliation Ministries, Black Health Care Coalition and Veronica's Voice.

HFCC has also recently established a partnership with Jewish Vocational Services, which will assist HFCC's uninsured patients with Medicaid enrollment. Jewish Vocational Services provides a social worker that will office at Hope Family Care Center. Once a week the social worker will help patients through the enrollment process and assess other needs they might have.

## DEMONSTRATING THE NEED FOR QUALITY HEALTH CARE

- 48,409 people live the Hope Family Care Center service area and there is only one Primary Care provider in the HFCC service area
- 19,503 Low Income Residents in HFCC service area are currently not using any Community Health Centers.  
Obtained from UDS Mapping.
- 11.76% of births in the HFCC service area were low-birth weight babies.  
Obtained from the State of Missouri Department of Health and Senior Services [http://health.mo.gov/data/mica/mica/birthzip\\_kc.php](http://health.mo.gov/data/mica/mica/birthzip_kc.php)
- The number of patient visits at Hope Family Care Center has been steadily increasing over the last six months, and is currently averaging 10 patients per day.
- As of July 2011, Hope Family Care Center has 1,992 individual patients using their services.
- Of the 1,992 individual patients, 46% of them are uninsured and 34% are Medicaid.

## HOPE FAMILY CARE CENTER PROJECT NEEDS

- Funding to increase marketing for outreach and education to residents.
- Funding for organizational capacity to improve the patient-centered medical home standards and to prepare for an expected increase of patients.
- Funding to close the financial gap on caring for uninsured patients.