



Serving St. Louis for more than 100 years.

“NEIGHBORS
HELPING
NEIGHBORS”



Grace Hill Neighborhood
Health Centers, Inc.
2007 Report to the Community



Neighbors Helping Neighbors



A Message from Our Board Chairman

Dear Friends, Donors and Neighbors.

As we reflect back on 2007, many changes have started to take shape at Grace Hill Neighborhood Health Centers, Inc.

As Board Chairman, I am most excited to have witnessed a renewed energy, focus and commitment to serving our neighbors for many years to come. I see this embodied within the members of the Board of Directors, our dedicated staff and the multitude of volunteers who contribute each day to the success of Grace Hill Neighborhood Health Centers, and most importantly, to the well-being of tens of thousands of St. Louisans each year.

The year 2007 also saw the beginnings of the implementation of a five-year strategic plan, which will help Grace Hill reach even more individuals and families with the health care and services they need. The vision outlined in this plan places a renewed focus on customer service and the “patient experience.” Resources are being deployed to expand collaborations with our partners as we constantly strive to provide new services to our clients so that they can take the lead role in their own health outcomes. These efforts, combined with the work of other local and state health agencies, will lead to positive changes in the lives of those who need our help the most.

With this continued dedication and support, the future of our agency looks even brighter than its rich history. I look forward to continuing to serve on the board and to ensure GHNHC’s next century of service is even better than the last one.

Mitchell Baris
Chairman of the Board



A Message from Our President/CEO

Greetings! All of us at Grace Hill Neighborhood Health Centers are pleased to present our 2007 Report to the Community.

These are exciting times! We recently celebrated the close of our first century in existence. That’s a milestone that very few community health organizations can claim. As we launch our second century of service, we prepare for growth in our programs and facilities, and for increased attention toward our valued community partnerships within the City of St. Louis.

Our programs serve more than 40,000 low-income, uninsured and underserved residents each year. That’s over 10% of the city’s population. We gladly embrace this privilege that our patients bestow. We are extremely proud of our heritage and look forward to the bright future ahead.

As you read our report, perhaps your volunteer spirit will be stirred, or your giving heart will be persuaded. I trust your efforts would be rewarded in special ways. We welcome your interest, and greatly appreciate your continued support.

Alan O. Freeman, MBA, FACHE
President/CEO



Our Mission

To serve our neighbors by providing high quality health care and exceptional service, while promoting healthy lifestyles.

Our Values

- *We provide access to excellent health care for the medically underserved.
- *We serve our neighbors with courtesy, dignity and compassion, regardless of economic status.
- *We are innovative in the delivery of services to the residents of the metropolitan St. Louis region.
- *We protect the privacy of all patients and safeguard patient information.
- *We treat each other with respect and value the contributions of each employee.
- *We recruit and retain professional and knowledgeable staff and are an equal opportunity employer.
- *We are prudent stewards of our resources and abide by the regulations that govern community health centers.
- *We support and advocate for the needs of our neighbors.



"I love it. Grace Hill is convenient, friendly, and the staff work quickly to help you be healthier."

--Sara, a patient since age 11

About Us

Grace Hill Neighborhood Health Centers, Inc. (GHNHC) was formed in 1906. We are a 501(c)(3) non-profit corporation, and a federally qualified health center.

Grace Hill provides primary and preventive health care at five community health center locations, primarily to uninsured and underserved residents of St. Louis and surrounding communities. Grace Hill is accredited through the Joint Commission on Accreditation of Healthcare Organizations (Joint Commission).

Of the nearly 38,000 patients Grace Hill serves, 31 percent are children, 24 percent are homeless, and another 18 percent are public housing residents. The majority, 55 percent, have no health insurance and 90 percent are under 100 percent of the federal poverty level. Services for the uninsured are provided based on a sliding-fee scale. No one is denied services due to an inability to pay.

Primary Health Care is provided by skilled physicians and nurse practitioners on staff at each site.

In addition to providing basic primary care, Grace Hill's unique approach is rooted in its settlement house philosophy of "Neighbors Helping Neighbors." Community residents are hired and provided on-the-job training, resulting in effective services provided by neighbors to other neighbors.

Community health and other services provided involve prenatal and pediatric case management provided by nurses and nurse assistants to high risk pregnant mothers and babies. Through health outreach, neighbors are trained to help other neighbors access health services. Mobile outreach teams provide health education and referrals through three Health-to-Go Vans. Grace Hill's Children's Developmental Center serves children under 12-years of age with developmental and behavioral problems.

These are just a few of the services and programs Grace Hill provides. As you read this Report to the Community, you will see an even more diverse list of programs that provide trusted care available to St. Louisans in Grace Hill's service area.

In 2007, Grace Hill hosted health fairs at each facility during events like National Health Center Week. Relationships with other health organizations and universities were strengthened, and new partnerships with others were established. In addition, Grace Hill adopted a new mission statement, a new five-year strategic plan for growth, and incorporated lean redesign methods of operation and quality improvement techniques. The focus of all of these efforts and initiatives is to increase health care access to even more of the population.

The future is bright for Grace Hill Neighborhood Health Centers. With continued support and the hard work and dedication of Grace Hill's staff and volunteers, there is much more in store for the populations Grace Hill reaches out to every day.



Our 2007 numbers speak for themselves

* Almost 38,000 neighbors received Primary Health Care services through our five community health centers.

* 26,117 adults, age 20 and older, received care in our adult medicine department.

* 11,744 children, ages 0-19, received immunizations and primary care through our pediatrics department.

* More than 6,000 women received annual “well women” exams.

* Nearly 8,700 neighbors received dental care.

* Community Health, which includes nurse case management for high-risk women and children, provided case management services to 1,555 pregnant women and 769 high-risk infants.

* Our Health Care for the Homeless Program served 8,942 homeless neighbors.

* 699 of our homeless neighbors also received respite care through the Homeless Respite Care program.

* Our mobile dental van provided access to on-site dental care for 575 of our homeless neighbors living in shelters.

* Our three Health-to-Go Vans reached 2,352 neighbors to provide health education information and refer many of them for medical services.

* Our Chronic Disease Department provided both one-on-one and group education on self-management of chronic conditions as follows:

--39 diabetic cluster group sessions.

--123 home visits.

--865 mammograms.

--10 cardiovascular group sessions held for 106 seniors in the Health Care for Seniors program.

--183 participants enrolled in smoking cessation

--Over 500 diabetic patients contacted every week by telephone to return for Hgb A1c testing.

--Over 500 pap smears, colposcopies, and LEEPs reviewed each month for follow-up.

--52 participants referred for colorectal cancer screening.

--Over 2,000 women educated on breast health.

--865 low-income women were able to receive mammography services.

* Grace Hill's onsite pharmacies filled 160,955 prescriptions.

* Grace Hill provided services to 3,009 children living in public housing.

* Our Children's Developmental Center served 530 children with emotional, behavioral or developmental problems.

* Our Women, Infants, & Children (WIC) staff provided 37,963 units of service to pregnant or breastfeeding women, infants and children with nutritional needs.

A passion for those in need

Grace Hill's Villie Appoo has spent her career helping others



In 2007, Grace Hill Neighborhood Health Centers, Inc. (GHNHC) turned 101 years old. Since its beginning as the Holy Cross Dispensary in 1906, Grace Hill has continued to grow and change in order to meet the needs of the communities it serves. Most of that growth has taken place over the last few decades, and Villie Appoo, Executive Vice President of Planning and Development, has been an integral part of that growth. The native of India was hired at Grace Hill Settlement House (GSHS), then known as Consolidated Neighborhood Services, Inc. (CNSI), in 1976, after graduating from Washington University. At that time, CNSI included both GSHS and the Health Center. As a potential practicum student, Ms. Appoo visited the Grace Hill Hadley location, where the “new” health center was being built with federal funding obtained through the Hill Burton Act.

Ms. Appoo conducted her Practicum towards her Master’s in Social Work at Grace Hill, and never left. She started as a Community Organization Supervisor. Shortly after that, she became Director of Aging and Social Services and wrote the grant that eventually had Jackson Park Apartments built next to the Hadley Health Center. She also helped write the grant and developed the System to Assure Elderly Services (STAES) program, designed to prevent premature institutionalization. Ms. Appoo directed the STAES program, which was funded in 1979, and still exists today at GSHS.

Ms. Appoo took over as Director of Neighborhood Services for GSHS in 1981 and served in that capacity until 1985. She recalls the numerous planning sessions with George Eberle and Michael Morrow-Howell as they discussed innovative ideas for community improvement through the application of emerging computer technologies. George Eberle’s vision and their “brain storming” resulted in the development of the Member Organized Resource Exchange, or M.O.R.E. System, which celebrated 25 years of existence in 2007. Ms. Appoo directed the implementation of this innovative system throughout the GSHS service area with help from Judy Jarmon and a team of dedicated Neighborhood Services staff.

In 1985, Ms. Appoo transferred from GSHS to the Health Centers as the Managing Director of Primary Care. At that time, only the Hadley Health Center and a smaller Cochran Health Center existed, with services provided primarily by residents from Deaconess Hospital, supervised by part-time, voluntary Medical Directors, Dr. Katherine Crawford Trotter and Dr. John Davidson. Grace Hill’s first full time Internist and Pediatrician started a few weeks after Ms. Appoo. One of her initial responsibilities was to help establish the Water Tower Health center and procure resources to develop the Soulard Health Center. Both health centers were opened in February 1987.

Ms. Appoo is grateful for the opportunity to have worked with Richard Gram to develop, fund and implement Grace Hill’s numerous health center sites in St. Louis and St. Charles County. “True to the Settlement House tradition, our health centers and services followed our patients with the greatest need. Grace Hill’s commitment to improve access to health services for our neighbors has been the reason why I have stayed here.”

In addition, she played a key role in developing the Health Care for the Homeless Coalition in St. Louis which was quickly followed by Grace Hill being chosen in 1987 as one of the first recipients of the Health Care for the Homeless grant in the country. Today, this program includes Respite Care services and a Mobile Dental Van. The recently funded Integrated Mental Health Services is another example of procuring scarce resources to meet our patient’s needs.

“Over the years, I’ve seen tremendous growth and unwavering commitment to the community. Our settlement house philosophy of ‘neighbors helping neighbors’ has helped us understand the needs of our neighbors and deliver comprehensive health care in a most effective manner. Despite Medicaid cuts and subsequent reductions in revenues, our Board has maintained a sliding fee scale that starts at \$8, and no one is denied services. We constantly strive to find sources of funding for innovative programs such as the Mind-Body Wellness approach to help our patients stay healthy and manage their chronic conditions better. We prefer that our neighbors use their limited resources to put food on the table rather than pay medical bills. Over 100 years ago, our founders made a commitment to the St. Louis community. I am so fortunate to have had this opportunity to continue and grow what they started.”

Our Services and Programs

Primary Medical Care



Grace Hill Neighborhood Health Centers, Inc. is nationally recognized for the quality of primary health care provided to patients, as well as unique health and wellness programs and strong information management systems that measure clinical data outcomes and track patients. Grace Hill physicians are passionate about their work and are highly trained. All GHNHC physicians have privileges at local hospitals like Barnes Jewish Children's Hospital, where our OB/GYNs deliver babies and conduct other surgical procedures.

Grace Hill's comprehensive primary health care programs are provided through all five community health centers and provide a safety net to those without health insurance. No one is denied service. Health care services include adult medicine, pediatrics, family practice, and OB/GYN. Ancillary and support services include optometry, mammography, wheel chair accessible transportation, medical social services, WIC, and out-stationed DFS workers at each health center site. Grace Hill also has on-site pharmacies at two centers which fill prescriptions at cost.

In 2007, Grace Hill saw nearly 38,000 patients. Ninety percent of these patients were below 100 percent of the federal poverty level. Many of them suffer from chronic illnesses like cardiovascular disease and diabetes, which, if not detected early and controlled, could lead to more serious consequences, including death.

In addition to treating patients, Grace Hill's community health staff are very active in the neighborhoods providing case management and community health nursing, and educating the populations they serve by hosting health fairs and classes on chronic illnesses and nutrition to try and prevent illness. Grace Hill's outreach staff continuously canvas the neighborhoods, providing health information, referrals and conducting blood pressure and other screenings.

With 100 years of providing skilled, comprehensive health care experience, Grace Hill serves our neighbors who are often part of the disadvantaged population and who face numerous barriers to receiving appropriate preventive and primary care.

Dental Services



Grace Hill provides oral health services through the Water Tower, Soulard-Benton and Murphy-O'Fallon Health Centers, plus a mobile dental van. Grace Hill dentists and hygienists provide a wide array of preventive services including cleanings, fluoride applications, sealants, and periodontal therapy. Routine care including restorations, minor surgical procedures and removable prosthetics are also available. Patients needing specialized services such as orthodontics, complicated oral surgery, limited endodontics or fixed prosthetics are referred to specialists. Dentures are provided at cost.

In 2007, Grace Hill added another full-time dentist and better equipment to improve services for patients. All of Grace Hill's dental staff have been trained in the application of fluoride varnishes. Children in the Head Start program now receive dental screenings and fluoride treatments. Alliances have been formed with other institutions resulting in an internship program located at Grace Hill's Murphy-O'Fallon Health Center involving the University of Arizona Dental School, as well as an internship program for hygiene students from Forest Park Community College. Dental assistant students from local area schools are also trained in our facilities. Active participation with the Oral Health Network of Missouri and interaction with other FQHC dental clinics has also been established.

Services through Grace Hill's **Mobile Dental Van**, which serves homeless patients, has expanded. Many specialized procedures are now performed in-house, reducing the need for outside referrals. An alliance with the Veterans Administration has also been established to serve homeless veterans needing dental services.

Grace Hill's dental staff knows that dental care is important to overall systemic integrity, and that good oral health is necessary for proper chewing and speaking, as well as aesthetics. Recent findings have shown that poor oral conditions can contribute to the aggravation of other conditions such as diabetes and heart disease. Regular oral screenings can also detect the presence of cancers and other systemic conditions which may not yet be identified by a routine physical exam. Good oral health should begin as early as one to three years of age in order to address the importance of the primary teeth and establish a pattern of routine dental visits. Towards that end, staff have instituted systems to encourage all Grace Hill pediatric and prenatal patients to see the dentist at the time of their primary care visit.



Optometry

Grace Hill collaborates with the University of Missouri-St. Louis (UMSL) School of Optometry to provide optometric services to all patients. Optometry services are located at the Murphy-O'Fallon Health Center. Through this service, patients can receive eye exams on a sliding fee scale. Grace Hill's diabetic patients are referred to this service by health coaches and are given priority. In 2007, patients began receiving eyeglasses dispensed on site as well. The services are currently available on Tuesdays and Thursdays, but the demand is so great that plans are underway to expand services.

Children's Developmental Center

In 1996, Grace Hill Neighborhood Health Centers, Inc. established the Children's Developmental Center (CDC) to provide help to parents concerned about their child's emotional, behavioral, neurological and/or intellectual development. With a team of specialists consisting of three psychologists, a pediatric neurologist, clinical social workers, and case managers, the CDC evaluates children, considers environmental factors, and offers treatment plans to benefit children individually. The ultimate goal is to improve the social, neuro-developmental, behavioral, and general health outcomes of each child.

Grace Hill's CDC serves children from infancy through beginning high school. An initial assessment process is usually completed within two working days of a parent contact, or referral from another office.

Treatment could include individual or family therapy, coordination of services with the child's teacher, school counselor and/or other providers, overall management of the child's case with the parent(s), management of neurological and psychiatric conditions (including treatment with medications if appropriate), and the use of other resources that will offer the child the best treatment possible. The CDC maintains partnerships between health professionals, the child, their family, and their school to promote the healthy development of each and every child. The CDC also works with the child's primary care physician.

In 2007, the CDC instituted a Law Clinic that utilizes Law Students from Saint Louis University, under the direction of one of the professors, to help parents deal with legal issues. These include the education of their children, legal rights regarding educational evaluations, or follow-through on Individual Educational Plans. Some of the law students' time is also dedicated to legal issues regarding housing, abuse or other domestic concerns.





Chronic Disease Initiatives

The need for improved management of patients with chronic diseases in St. Louis is great.

According to the St. Louis City Department of Health's document, *City of St. Louis, Understanding Our Needs, June 2007*, these studies performed from 2002 to 2005 indicated that, in St. Louis, African-Americans are 4.4 times more likely to be hospitalized than Caucasians. Also among African-Americans, St. Louis has one of the highest average death rates in the country due to diabetes, heart disease, cancer, and stroke.

Grace Hill Neighborhood Health Centers, Inc. (GHNHC) initiated the Chronic Disease Management (CDM) program in 1998 with a diabetes collaborative sponsored by the Bureau of Primary Health Care and the Institute for Health Care Improvement. Chronic diseases are debilitating, and the most commonly occurring are cardiovascular disease, asthma, cancer, and diabetes.

Since GHNHC instituted the CDM program, staff have participated in other bureau-sponsored collaboratives: cancer screening and treatment; attention deficit hyperactivity disorder (ADHD); and asthma. To help combat these diseases, the CDM department provides in-home coaching and support to patients suffering from chronic diseases. Health care coaches educate patients on the importance of ownership of their medical care management. Also, in conjunction with the clients' physicians, the coaches provide clients with self-management options to improve their quality of life. Cluster clinics and support groups have been established to provide peer support.

In 2006, Grace Hill received a grant to develop the "With Every Heart beat is Life" (WEHL) program. The 12-week cardiovascular program is for African Americans residing in public housing. Health coaches teach the program, using a program manual created for African-American communities by the National Heart, Lung and Blood Institute at the National Institute of Health. In 2007, health coaches visited ten public housing apartment complexes teaching 107 participants how to set their individual self-management goals.

Also in 2007, Grace Hill received funding to begin using the Missouri Screen for Life – Colorectal Cancer Screening Demonstration Program.

Grace Hill was also funded in 2007 by the Missouri Foundation for Health for a three-year "Better Self Management of Diabetes" (BSMOD) program. The program is unique because it trains Health Coaches to support diabetic patients who want to reach their self-management goals. It also creates opportunities for patients to participate in holistic self-care skills classes. This program helps patients build a strong foundation of self-management and self-help.

Many new partners are collaborating with Grace Hill to reach more members of the community. Grace Hill has also benefited from renewed grants, such as the AVON Foundation's grant for Breast Cancer Awareness. In addition, Grace Hill's mobile mammography and breast cancer screening program, in partnership with Barnes-Jewish Hospital, conducted 865 mammograms, exceeding its goal for 2007.



Lead Prevention & Remediation

Grace Hill is in its third year of implementing the Lead Prevention and Remediation program in nine of the most impacted zip code areas in the City of St. Louis.

The funds for this project were made available through a Housing and Urban Development (HUD) grant sponsored by U.S. Senator Christopher “Kit” Bond. Grace

Hill’s project is unique in that it focuses on primary prevention activities through the identification of pregnant women and their children who are “at risk” of lead poisoning. The pregnant women and children are identified through obstetric and other health services provided at GHNHC, People’s Health Centers, Myrtle Hilliard Davis Comprehensive Health Centers, and Family Care Health Centers.

The project’s prevention goal is to serve 6,000 families of pregnant women over the three years. At the end of 2007, this goal had been exceeded by 1,000. Remediation activities to reduce lead dust takes place in the homes of pregnant women, based upon Lead Risk Assessments of each home and HUD’s guidelines. The project’s remediation goal is to remediate 900 housing units in three years. In 2007 Grace Hill completed remediation of 266 housing units. Grace Hill is well on the way to meet, and possibly, exceed the goal of providing remediation services in 900 housing units of program participants. Remediation may include the replacement of windows or other interventions, depending upon the sources of lead identified. Capacity building of a lead-licensed workforce in St. Louis has also been addressed in GHNHC’s program with an emphasis on the participation of small and minority-owned construction businesses. “Grace Hill went above and beyond to make my home lead safe,” said a happy homeowner. “Thank God for Grace Hill.”

Women, Infants, & Children (WIC)

Grace Hill offers WIC services through staff located at four of Grace Hill’s five health centers and also at Barnes-Jewish Hospital. The WIC program provides supplemental infant formula and other nutritional food supplements to pregnant, postpartum and breastfeeding women and their children under the age of five years. Grace Hill nutritionists and dieticians offer nutritional counseling, education and assessments. The WIC Program also provides breastfeeding peer counseling support and education to clients who choose to breastfeed their infants. The Grace Hill WIC program received an additional Breastfeeding Peer Counselor (BFPC) grant from the Missouri Department of Health and Senior Services-Bureau of WIC and Nutrition for 2007 and 2008. The grant is for two part-time counselors who perform the duties required to give basic breastfeeding information and encouragement to pregnant and breastfeeding mothers. They also recruit and counsel women at WIC clinics. Counselors explain the benefits of breastfeeding, overcoming common barriers and getting a good start with breastfeeding.





Mind-Body Wellness

Relaxation, movement and healthier eating have been shown to improve many conditions from fatigue and chronic illnesses to infertility. That's why Grace Hill Neighborhood Health Centers (GHNHC) initiated a holistic health approach to care called the Mind-Body Wellness (MBW) Program for its patients in 2005.

With the help of a small grant, the MBW approach was initiated by clinicians as a pilot program at the Grace Hill South Health Center. Grace Hill clinicians are certified in mind-body medicine and have attended courses through well-known schools including the Georgetown University Medical Center. This approach has been very effective with patients, and was again funded through 2008 to continue and expand to additional sites. Participants in the program must be GHNHC patients and can participate in classes including Eating Well, Yoga, Meditation and Stress Reduction and Relaxation.

Eating Well classes introduce patients to better nutrition techniques such as eating whole foods instead of processed foods, and how to grocery shop by reading labels. Class participants also enjoy a healthy meal prepared as a group. This process helps patients experience a meal that they might have with family and friends. Exercise classes introduce patients to movement using basic yoga techniques and positions, stretching, as well as educating them about the health benefits of yoga and exercise in general. Finally, the Stress Reduction and Relaxation classes teach patients how to use their abilities to respond more effectively to stress, pain, and illness. Trained staff guide participants through a series of relaxation techniques, especially targeted to patients with chronic diseases. The program recently expanded to Grace Hill's Souldard-Benton and Murphy-O'Fallon Health Centers.

Nutrition Services

Grace Hill offers nutrition services to Grace Hill patients and staff. Nutrition Services are provided by Registered Dietitians and nutritionists licensed in the state of Missouri. Services include individual nutrition assessment and counseling provided to adult and pediatric patients with diabetes, hypertension, hyperlipidemia, obesity, and kidney disease among other problems. Other services include group education sessions such as diabetic classes and Eating Well Classes as part of the Diabetic Cluster Clinics and Mind-Body Wellness Program. These classes include demonstration of healthy food preparation, meal planning and shopping. In addition, Grace Hill Registered Dietitians are frequently involved in planning and implementing neighborhood-based nutrition programs and developing nutrition education materials to improve the nutrition and overall health in the community. These programs include obesity prevention, promotion and counseling on behavioral changes, and lifestyle improvements--especially physical activity. These are achieved by one-on-one and/or group counseling focusing on teaching basic nutrition principles and providing resources relevant to the population.





Prenatal Classes

When a woman learns that she is pregnant, she may feel excited, overwhelmed, or even shocked!

The first step in receiving personalized prenatal care at Grace Hill Neighborhood Health Centers is to attend a prenatal class held at one of four Grace Hill Health Centers: Grace Hill Water Tower; Soulard-Benton; Grace Hill South; or the Murphy-O'Fallon Health Center. Prenatal class is

an opportunity for our prenatal women to apply for Medicaid and Women, Infants and Children (WIC) services; talk to the nurse about her health; learn about a healthy pregnancy; meet other expectant mothers; have her height, weight, blood pressure, and temperature checked; have necessary laboratory tests performed; see the doctor; and arrange for her next clinic appointment. Mothers also have the opportunity to attend a "Baby Shower Educational Forum for Mother's To Be." Moms enjoy listening to speakers provide information like health and breast-feeding tips, as well as receiving gifts designed just for expectant mothers.

New in 2007 was the adoption of the Centering Pregnancy Program. This program combines the education benefits of the prenatal class in a supportive group setting with practices from the Mind-Body Wellness Program dealing with stress and promoting healing. At Grace Hill, it is felt that prenatal class attendance lays the foundation for good prenatal care and a positive pregnancy outcome.

Health Education

The Health Education Department assists all five Grace Hill Health Centers and their various programs by providing accurate, current and easy to understand health information. Our health educators coordinate training in a variety of subjects for staff including CPR instruction, new employee orientation, and on-line health education. In addition, Health Educators conduct courses for health center patients on a number of health topics including regularly scheduled classes on childbirth, prenatal care, lead poisoning prevention, and HIV/AIDS education. These sessions are conducted in the community in a variety of venues such as health fairs, schools and community events. New in 2007 was the Arthritis Foundation Exercise Program taught to senior citizens at the Murphy-O'Fallon Health Center. The low-impact, joint-safe exercise program was developed by physical therapists specifically for people with arthritis.

Grace Hill Health Educators assist with developing health curriculums, brochures and posters. Health Education is also the home of the Materials Library at the Murphy-O'Fallon site. Staff can check out materials from this library on site or electronically. Health topics at the library are available in a variety of formats including VHS, DVD, CD-ROM, cassette, as well as written formats like posters and brochures.



Homeless Services/Respite Care

In 1987, Grace Hill Neighborhood Health Centers, Inc., (GHNHC) was awarded funding through the Stewart B. McKinney Act to administer the Health Care for the Homeless Program for St. Louis. Over the years, Grace Hill has forged a coalition of homeless service agencies who provide comprehensive health care to this highly transient group.

GHNHC's Health Services for the Homeless Program continues its efforts to ensure our homeless neighbors have access to high-quality, affordable health care.

In 2007, this program served 8,942 individual homeless patients.

GHNHC contracts with three other community health centers and the St. Louis County Department of Health to provide primary care to the homeless, as well as the Salvation Army's Harbor Light Center for substance abuse services. GHNHC services include primary care community health nursing and case management, respite care, on-site services provided by Grace Hill's mobile dental van, and volunteer shelter screening sessions. GHNHC serves nearly 30 shelters located in St. Louis and several others in St. Charles, Mo. These include shelters for men, youth, families, safe houses for women, and transitional housing. Grace Hill's four CHN's and Health Assistants visit some shelters daily, some on a weekly schedule and others on an "as needed" basis.



Respite Care

Grace Hill's Respite Care Program was developed to serve homeless patients who are not sick enough to remain in a hospital, but are still too ill to be on the streets. Grace Hill contracts with the Salvation Army Harbor Light Shelter for 25 shelter beds each day. Patients admitted into the Respite Care Program are provided with a bed 24-hours-per-day and three meals while they recuperate. GHNHC nurses visit these patients daily, and sometimes several times per day to provide services that include monitoring of their health status and recovery, wound management and dressing changes, medication supervision, health education, and referrals. Grace Hill nurses and clinicians are on call 24-hours-per-day. In 2007, Grace Hill provided respite care for 699 individual homeless patients.

Mobile Dental

Grace Hill operates a Mobile Dental Van staffed by a dentist and a dental assistant. The Mobile Dental Team provides comprehensive dental services to homeless patients on-site at several homeless shelters on a regularly-scheduled basis. The van is customized to transport mobile dental equipment which can be rolled off the van and plugged into any normal grounded outlet. Comprehensive dental services provided include routine extractions, cleanings, fillings, and x-rays. Patients needing extensive or more complex procedures are referred to Grace Hill's Souldard-Benton Health Center location for follow up. In 2007, Grace Hill provided mobile dental services to 575 homeless individuals.



Social Services

Grace Hill Neighborhood Health Centers has medical social workers at each of its sites to assist patients who are experiencing barriers to obtaining medical care, or who need counseling or crisis intervention.

St. Louis' homeless population experience many barriers to maintaining health. People who are homeless or experiencing some other housing crisis can meet privately with a social worker to discuss their circumstances. A brief assessment is completed, and the social worker determines what services and resources may be available to ensure that the health needs of that individual or family are met, especially during a time of instability.

Helping patients access services outside of Grace Hill is another function of the social workers. Social workers coordinate with clinicians to help patients obtain medical equipment, home health services, prescriptions, and mental health care. They also assist with resources needed to ease the stress of family or financial problems.

Advocating on behalf of patients with Medicaid, Medicare, Social Security and other systems is another common function. Whether someone has private insurance, Medicaid, Medicare, no insurance, or limited income, the social workers at GHNHC are available to help people overcome barriers to maintaining good health.

Health/M.O.R.E. Outreach

The Health/M.O.R.E. Outreach Program staff conduct “in-reach” on a daily basis in each health center’s waiting areas and “outreach” by canvassing the neighborhood areas using Grace Hill’s “Health-to-Go Vans.”

The staff in these vans enroll new patients, provide health education, social needs assessments, and blood pressure checks to neighbors throughout Grace Hill’s service areas. Outreach staff also provide assistance completing the Medicaid/Missouri HealthNet enrollment process, making health center appointments, and enrolling patients into the Grace Hill Member Organized Resource Exchange (M.O.R.E.) Time Dollar Exchange Program and other needed services. The M.O.R.E. Time Dollar Exchange Program is a barter exchange system where participants can exchange services with one another to earn and use M.O.R.E. Time Dollars. Participants can also use these dollars at Grace Hill’s M.O.R.E. Time Dollar shops and toward sliding fees for medical services at Grace Hill’s health centers.

Outreach staff also telephone and make home visits to patients who have not accessed health care services in a while, as well as assist with special health drives. The staff organize outreach classes taught by Resident Trainers, who are qualified neighborhood residents, to raise awareness about health related issues.





Pharmacy

Grace Hill Neighborhood Health Centers Inc., has two pharmacies that fill prescriptions for patients at a reduced cost.

The Murphy-O'Fallon Health Center pharmacy is located at 1717 Biddle, on the north side of St. Louis, and provides pharmacy services to the Murphy-O'Fallon, St. Patrick, and Water Tower Health Centers. The Murphy-O'Fallon pharmacy also provides pharmacy services to homeless and shelter patients. The Soulard-Benton pharmacy is located at 2220 Lemp, on the south side of St. Louis, and services the Soulard-Benton and Grace Hill South Health Centers.

Together, these two pharmacies filled 160,955 prescriptions in 2007. In 2007, Grace Hill also provided 23,465 prescriptions, worth more than \$1.5 million to uninsured patients through an indigent care program called "Sharing the Care." This program is sponsored by the pharmaceutical company "Pfizer," which donates the medications.

For patients' convenience, both Grace Hill pharmacy locations are open later, two days each week (6:30 p.m. and 7 p.m.), and on Saturdays. A new automated refill line available 24-hours-per-day, began in 2007. Our goal is to provide affordable prescription medications with courtesy, dignity and compassion, regardless of economic status.

Health-to-Go Vans

Grace Hill provides a unique mobile outreach service to residents called Health-to-Go Vans. Since 1999, this program has enrolled new patients and provided health education, social needs assessments and blood pressure checks to more than 30,000 of the agency's neighbors throughout Grace Hill's service areas.

In 2007, staff in the three Health-to-Go Vans reached 2,352 neighbors.

The vans are staffed by outreach workers and AmeriCorps/HealthCorps members who provide face-to-face outreach to many neighbors who may not have been reached otherwise. They also help link neighbors to various Grace Hill health services and assist them in accessing career training services, food pantries and other social services. The three vans are equipped with TV/VCR units for educational purposes and customized to accommodate small group presentations. They also have a cell phone and a computer connected by a cellular modem.





Volunteers

Volunteerism is one of many ways in which Grace Hill enjoys strong community support. The goal of the Volunteer Services Program is to place volunteers in Grace Hill's Neighborhood Health Centers to expand and enhance the services that Grace Hill provides to its patients, while providing a rewarding experience for volunteers. Volunteer opportunities are nearly endless, and GHNHC volunteers range in age from 14 to 84. They play an indispensable role in keeping the health centers running smoothly.

A volunteer's time and skills are greatly appreciated, and many volunteers often have special skills to offer that do not fit into one of the listed categories. Grace Hill's Volunteer Services Program is usually able to create a special volunteer opportunity just for them. Following are a few of the areas where volunteers have provided services:

Clerical – Volunteers provided clerical support – including addressing envelopes, faxing, mailing and delivering correspondence, filing and copying.

Homeless – Volunteer Physicians, Nurse Practitioners and Nurses provided primary care services to the homeless residents and respite care patients on-site at some of the larger homeless shelters.

Nursing – Volunteers assisted health center nursing staff with a variety of non-medical duties.

Pharmacy – Volunteers assisted with greeting patients, receiving incoming prescriptions from patients, and answering phones.

GHNHC also collaborates with AARP and area colleges to help seniors and students gain job training and work experience. In 2007, 212 volunteers dedicated almost 21,000 hours of service.

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 Company
 St. Louis Christmas Carolers
 Association
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 The Alvin Goldfarb Foundation
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 Foundation
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 United Food and Commercial
 Workers Union Local #655
 Vance Improvements
 Washington Metropolitan
 AME Zion Church
 Wiese Planning & Engineering, Inc.
 World Wide Technology Holding Co.,
 Inc.

Our Budget

Grace Hill Neighborhood Health Centers, Inc.

| | <u>2008</u> | <u>2007</u> |
|-----------------------------|----------------|----------------|
| Federal Revenue | 10,980,780 | 10,743,737 |
| State Revenue | 6,744,046 | 6,628,733 |
| Medicaid and Medicare | 12,328,495 | 9,572,915 |
| Patient Revenue | 1,179,016 | 1,210,391 |
| Donations | 165,000 | 20,000 |
| Other | 1,016,512 | 786,534 |
| Inkind donations | 2,850,000 | 2,900,220 |
| Total Revenue | 35,263,849 | 31,862,530 |
| Primary Medical care | 17,142,030 | 14,752,375 |
| Health Care for Homeless | 4,279,653 | 3,634,643 |
| Public Housing Primary Care | 3,366,797 | 2,993,235 |
| Dental services | 1,763,142 | 1,727,879 |
| Lead Prevention | 4,950,000 | 5,000,000 |
| WIC | 394,872 | 425,678 |
| Head Start services | 432,500 | 428,500 |
| Contributed Services | 2,850,000 | 2,900,220 |
| Total Expenses | 35,178,994 | 31,862,530 |
| Surplus | 84,855 | (0) |



Neighbors
Helping
Neighbors



Grace Hill Neighborhood Health Centers, Inc.

Grace Hill Business Office
100 N. Tucker, Ste. 1100
St. Louis MO 63101

Grace Hill Water Tower Health Center
4308 North Grand
St. Louis MO 63107

Grace Hill Program Management Office
2524 Hadley
St. Louis MO 63106

Grace Hill Souldard-Benton Health Center
2220 Lemp
St. Louis MO 63104

Grace Hill South Health Center
3400 S. Jefferson
St. Louis MO 63118

Grace Hill Murphy-O'Fallon Health Center
1717 Biddle
St. Louis MO 63106

Grace Hill @ St. Patrick Health Service
800 N. Tucker
St. Louis MO 63101

Main Number: (314) 898-1700
Appointment Line: (314) 814-8700

Website: www.gracehill.org



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- I am interested in volunteering with Grace Hill.
- I have enclosed a donation.

For more information, call us at 314-898-1700

Please mail completed form to:

Grace Hill Neighborhood Health Centers, Inc. Development Office
100 N. Tucker
St. Louis MO 63101



Grace Hill Neighborhood
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2524 Hadley
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