



PUTTING THE PATIENT FIRST



West Side
Community Health Services

2017 IMPACT REPORT
www.westsidechs.org

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OUR VISION

We envision a community in which all people have access to exceptional, comprehensive health care and are living healthy lives. West Side Community Health Services is the leader in delivering affordable health care by being the provider of choice, driven by compassion and respect for all.





As we approach our 50th anniversary, the demand for affordable, high-quality health care continues to grow in St. Paul, Minnesota.

Over the past 6 months, West Side Community Health Services has begun to re-align our organization, re-imagine what we do and who we are, and re-invigorate our collective power to advocate for the communities we serve.

The strength of West Side lies with people: our talented staff, amazing patients, engaged community partners, and dedicated board members. Together, we create a transcending energy that channels our mission to strengthen the well-being of our community through health care for all. This collective energy vibrates; it is alive, representing the spirit of our mission. As we embark on this new epoch of our organization, we are challenged to stay true to our mission. A dynamic healthcare market shift is upon us and I believe our spirit has readied us to thrive.

Aligning our mission, vision, and values to best meet the current and future needs of the communities we serve is all of our responsibility. Together we will advance the spirit of our mission, meeting the health and well-being challenges of our communities as one family, one team. . . One West Side.

Handwritten signature of Reuben Moore in black ink.

Reuben Moore
Chief Executive Officer
West Side Community Health Services

Handwritten signature of Peter Surdo in black ink.

Peter Surdo
Chair, Board of Directors
West Side Community Health Services

Community Impact

Patients Served Annually
36,338



Service Locations
16



Patients who live at or below 200% of the federal poverty line
87%



Babies Delivered
505



Patient Encounters
135,601



Prescriptions Filled in-house
117,007



Employees
327



WHO DO WE SERVE?


ASIAN
16%


OTHER
3%

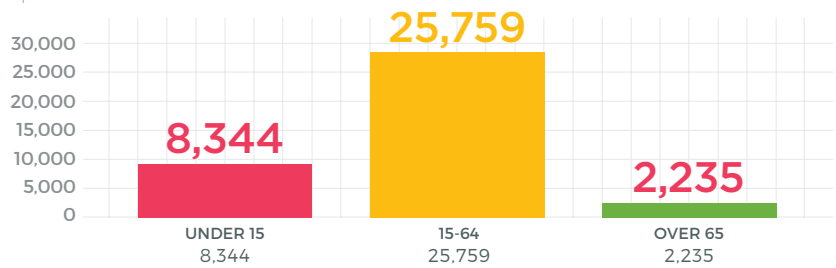

BLACK AFRICAN AMERICAN
16%


WHITE
15%



HISPANIC
50%



AGE



INSURANCE STATUS


uninsured
43%


public insurance
47%


private insurance
10%

Our Financials FY17

\$33.1M

TOTAL REVENUE

\$31.5M

TOTAL EXPENSES

\$10.9M

COST OF UNCOMPENSATED CARE

\$32.0M

TOTAL ASSETS

To fulfill West Side Community Health Services mission to

“Strengthen the well-being of our community through health care for all”

we are committed to providing a range of services including:

- Oral Care
- School-Age Wellness
- Patient Navigation
- Pharmacy
- Vaccinations & Immunizations
- Vision
- HIV/ STD Screening & Treatment
- Health Education
- Family Medicine
- Case Management
- Benefits Eligibility & Enrollment
- Behavior Health
- Pathways to Health & Housing
- Social Services
- Pediatrics
- Adult Primary Care
- Care Coordination
- Health Promotion
- Perinatal Care



EMPLOYEE PROFILE

For Shauntae Thompson, West Side is much more than a workplace. A graduate of Saint Paul Public Schools, she received regular care and appointments through our school-based Health Start clinics. Only 10 years later, Shauntae is leading a program to help girls like herself.

Dynamic, Involved, Valued, African-American (DIVA) Moms is a perinatal support program for US-born African-American Moms, providing culturally-sensitive care for an under-served population. Shauntae works as a perinatal care navigator with the DIVA Moms team. Shauntae would have been a patient of this program ten years ago. Pregnant at age 18, she received perinatal care from midwife, now-supervisor Diane Banigo (CNM, APRN). Diane's confidence and presence as a black woman in health care inspired Shauntae. Their relationship fostered not only a healthy birth, but also a career through West Side. After attending school for medical assisting, Shauntae was hired at West Side. Years later, she is a leader within the innovative program. Her progression from medical assistant to patient navigator was done in-house, knowing that Shauntae had a strong grasp of DIVA's mission and values. The

emergence of DIVA Moms comes after years of planning and deliberation.

The program epitomizes West Side's mission and constant progression as a healthcare provider in an urban environment. While this program certainly provides new and necessary care to a specific group, it follows decades of unique and culturally-sensitized care for various under served populations.

Shauntae finds herself constantly drawing on her life experiences for motivation and ideas in her work. She values creating a safe space for women like her to make their perinatal experience as comfortable as possible; something she did not have easy access to. Thompson's commitment to community-based health care illustrates the work that West Side has done, does, and will continue to do.

Shauntae Thompson

Legacy Patient, Current Perinatal Care Navigator

"I want to help my community. To me, this is the best way I can do that"





“With community-based participatory research, West Side is able to bring a “translation pipeline” to our patient population. Culturally sensitive and appropriate care has always been something that the organization has prided itself on, and it is constantly looking to be improved upon”.

Marty Ortega

Patient, Third Year Medical Student, and Community Researcher

As a bridge to health care for under-served communities, West Side Community Health Services constantly strives to be an expert in culturally appropriate care. Through the community-driven research program, SoLaHmo (The Somali, Latino, and Hmong Partnership for Health and Wellness), those goals are being achieved. With medical professionals and academics working side-by-side with community members, SoLaHmo exposes under-served communities to health care, as well as informing providers, academics, and administrative healthcare staff on how the community functions.

For Luis “Marty” Ortega, age 26, SoLaHmo merges his passions. A graduate of the University of St. Thomas and life-long Minnesota resident, he is a third-year medical student at the University of Minnesota. Marty is already deeply entrenched in the medical field. However, with his background in Justice and Peace Studies, the lack of interdisciplinary education offered in his graduate studies frustrated Marty. During his first year of medical school, Marty attended an institute hosted at the University at which SoLaHmo introduced its work and expertise to students. Marty immediately approached SoLaHmo about learning more and getting involved.

One of Marty’s career goals is to further bring social science into the medical field. As the medical field becomes more diverse, long-standing methods of research and thinking are problematic to the equity-minded. “Looking at biomedical research throughout history, it has largely been conducted by older, white, Anglo-Saxon males, and the research population they have engaged with are more or less the same,” Marty says. SoLaHmo offers fresh insights and provides more relevant research for West Side as we continue to serve our diverse populations.



“This clinic respects what you need. They give you time to think about receiving care and treatment. It’s never forced with stigma surrounding certain medical procedures and tests. West Side physicians make sure they take the time to educate their patients on health risks using diagrams, figures, demonstrations, and case studies.”

Yee Vang

Employee, Medical Lab Supervisor

Yee Vang, Medical Lab Technician, is no stranger to feeling like an outsider. Originally from Laos, her life has taken her across the globe: Vietnam, Wisconsin, California, and finally, St. Paul. Unlike her location, her career has been rock steady for 30 years. After the birth of her first child, Yee committed to attend Medical Assistant school. At the end of her program, she began her internship at West Side. Thirty years later, while her title and responsibilities have increased significantly, Yee has remained steadfast in her commitment to providing health care to under-served populations.

Yee’s transition from medical assistant to medical lab technician took six years. Her service keeps her motivated and close to West Side’s mission: Strengthening the well-being of our community through health care for all. Her experience of providing intimate one-on-one care and interpretation give Yee great understanding of the cross-cultural competence that is required in her field. This understanding is only heightened by her own background and story.

Yee’s understanding of culturally sensitive care boils over into her relationships with her coworkers, as well. “Everyone here is so diverse and understanding,” she

says, “the patients, the staff, how people dress. [Nothing] or no one phases me.” These relationships are key to Yee’s work. Serving as a hub of information and resources, she is constantly asked questions by her coworkers about how to best evaluate and proceed with diagnoses. Yee sees her supervisor role as one to help all of her coworkers be better. As West Side enters a new chapter with expanded programming and funding, the organization and Yee intend to keep providing the same services that have been making a difference for over four decades: bridging health care to those who need it most, no matter the circumstances.





Thank you

Board of Directors as of fall 2017:

Pete, Surdo, Chairperson

Hlee Lee, Vice Chairperson

Dawn Ksepka, Treasurer

Andreatte Hames, Secretary

Marsha Cressy, Member

Jeanette Jones, Member

Bill Thompson, Member

Carol Williams, Member

Zachary Hylton, Member

Kimery Workman, Member

Susan Marschalk, Member

How You Can Help

Please consider supporting our work with a tax-deductible gift made by cash, check, or credit card. Undesignated gifts from individuals allows us to direct funds where they are needed most. Your generosity is greatly appreciated.

Double Your Gifts

Your employer may have a matching program that would double the value of your gift. Check with your employer to see whether your gift can be matched.

Cultural Values

At West Side, we put the patient first.

We partner with and care for our patients by seeking to understand the world through their eyes and empowering all employees to put our patients first.

At West Side, we build resiliency.

We exist to promote health, healing, and resilience for all.

At West Side, we champion equity.

We advocate and work for an equitable distribution of resources and opportunities.

At West Side, we model integrity.

We model integrity in everything we do; holding ourselves and each other accountable for our work and impact on our patients.

At West Side, we uplift people.

Through a culture of collaboration, we empower the best in each other. We uplift each other, our patients, and community members.

At West Side, we embrace respect.

We value all people, honoring each individual's dignity, unique strengths, and challenges with a mutual respect for all.

At West Side, we elevate excellence.

With a culture of excellence, we empower our staff to consistently deliver high-quality services and ensure an exceptional patient experience.

At West Side, we unleash creativity.

We unleash creativity in people, throughout our workplace and in the community with the goal of co-creating the best solutions for our patients and stakeholders.

La Clinica

153 Cesar Chavez Street
St. Paul, MN 55107

East Side Family Clinic

895 East 7th Street
St. Paul, MN 55106

McDonough Homes Clinic

1544 Timberlake Road
St. Paul, MN 55117

Dorothy Day Clinic

438 Dorothy Day Place
St. Paul, MN 55102

Family Services Center Clinic

2001 Van Dyke Street
St. Paul, MN 55109

Union Gospel Mission Clinic

435 University Ave
St. Paul, MN 55101

Agape School-Based Clinic

1037 University Ave West
St. Paul, MN 55104

Central School-Based Clinic

275 Lexington Parkway North
St. Paul, MN 55104

Como School-Based Clinic

740 Rose Ave West
St. Paul, MN 55117

Gordon Parks School-Based Clinic

1212 University Ave West
St. Paul, MN 55104

Harding School-Based Clinic

1540 6th Street East
St. Paul, MN 55106

Highland Park School-Based Clinic

1015 Snelling Ave South
St. Paul, MN 55116

Humboldt School-Based Clinic

30 Baker Street East
St. Paul, MN 55107

Johnson School-Based Clinic

1349 Arcade Street
St. Paul, MN 55106

Washington School-Based Clinic

1495 Rice Street
St. Paul, MN 55117

West Side Dental

478 Robert Street South
St. Paul, MN 55107

Administration

380 East Lafayette Frontage Road
Suite 200
St. Paul, MN 55107



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