



United Family Medicine  
A COMMUNITY CLINIC



# 2017 Annual Report

*dear friends,*

We always enjoy the opportunity to look back on another year of growth in the community. At United Family Medicine, we consider it a privilege to help bring greater health and well-being to so many individuals. We don't just serve the community, we are a part of it. The entire community benefits when individuals, families, and neighborhoods have access to support and resources that promote their overall good health. We have much to celebrate and much to be grateful for as we reflect on 2017.

We celebrated together as a community at our 2nd annual Healthy West 7th Block Party. We gathered friends, neighbors, patients and partners to enjoy the community we all share. We hosted our fourth Crucial Catch Day focused on breast cancer screening and we launched a pilot program offering "Convenience Care," making services available to the community on a flexible, walk-in basis as an affordable alternative to emergency room care.

We also began a focused effort addressing the dire crisis of opioid misuse and addiction. In 2018, United Family Medicine will be implementing a comprehensive initiative aimed at changing the way addiction is treated, and changing prescribing practices for the treatment of chronic pain. We are committed to saving lives and helping individuals safely return to good health.

We wish to extend our best wishes as we bid farewell to our Chief Executive Officer, Brian Nasi. We look forward to welcoming a new leader of United Family Medicine later this year.

Lastly, a sincere thank you to our inspiring partners and generous donors that supported United Family Medicine over the past year. You make a difference in the lives of our patients every day and we are truly grateful.



Melissa Parker,  
*Interim Chief Executive Officer  
and Chief Operating Officer*



George Baboila,  
*Board Chair*

## Our Leaders

### BOARD OF DIRECTORS

George Baboila, *Chair*  
Kim Hyers, *Vice-Chair*  
Ken Schaefer, *Treasurer*  
Rebecca Norris, *Secretary*

### BOARD MEMBERS

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Daymond Dean  
Michael DeCourcy, Jr.  
Roberto Fonts  
Christopher Markov  
Steve Lambros  
Jin Lee Palen

### LEADERSHIP TEAM

Melissa Parker,  
*Interim Chief Executive Officer &  
Chief Operating Officer*  
Steve Ficks,  
*Chief Financial Officer*  
David Bucher, MD,  
*Medical Director*  
Kathleen Macken, MD,  
*Residency Director*  
Phuang-Giang Pham, DDS,  
*Director of Dental*  
Lisa Stein,  
*Director of Advancement*

### MISSION

*Excellence in delivering healthcare for all;  
training the providers of tomorrow.*

### VISION

*A healthy, vibrant, and thriving community.*

# Annual Highlights

UNITED FAMILY MEDICINE BY THE NUMBERS

## Patient Care



**Clinic Visits**

64,091

**Clinic Patients**

15,426

**4% Increase in patients  
over previous year**



**Dental Visits**

5,108

**Dental Patients**

1,790

**309 Sealants placed  
on 232 patients**



**Mental Health Visits**

3,932

**Mental Health Patients**

948

**Expanded mental health  
services to pediatric patients**

## Clinic Honors



**Dr. Kathleen Macken** named a Top Doctor by *Mpls St Paul Magazine* in 2014, 2015, 2016 and 2017.



**Dr. Timothy J. Rumsey** named a Top Doctor by *Mpls St Paul Magazine* in 2013, 2014, 2015, 2016 and 2017.

**United Family Medicine Residency Program ranked the highest in the country in 2017** — out of 513 programs for a five-year rolling average of board exam scores.

## RESIDENTS INSPIRING GOOD HEALTH

The United Family Medicine Residency Program is training the next generation of primary care physicians. As part of the residency program, every resident contributes to the health of the community by designing a three-year primary care project that promotes better health and provides outreach services. In 2017, UFM residents actively engaged at-risk community members in 14 different community-oriented, healthy lifestyles programs.

One community project that has had impressive outcomes is the Stride Squad program. Doctors Shannon Fleming, MD and Dane Nimako, MD are focused on improving the health of people living with serious mental illness. In Minnesota, the life expectancy of this group is reduced by 24 years due, in large part, to obesity. Stride Squad uses a group visit model to promote healthy, sustainable weight loss. Through a collaboration with RADIAS Health, a behavioral health case management organization, participants are empowered with the knowledge they need to make healthier lifestyle choices. The goal is to help participants reduce weight by at least 5% by choosing a diet rich in fruits and vegetables, and increasing physical activity. At five months into the project the total combined weight loss of participants is more than 100 pounds!

***We are proud of our residents and grateful for their positive impact in the community.***

*Building a healthy community together*

**DON'T MISS THIS YEAR'S  
HEALTHY WEST 7TH BLOCK PARTY!  
AUGUST 16, 2018**

## 2017 Milestones

### HEALTHY WEST 7TH BLOCK PARTY

This past August we threw our second block party. Our first community health-focused block party in 2016 was such a success, we decided to do it again! The 2017 Healthy West 7th Block Party brought together businesses and organizations to celebrate all the wonderful uniqueness of the West 7th community.

We treasure the opportunity to meet people, learn about each other, engage in important discussions and enjoy our shared community. We are grateful to our title sponsor, The Language Banc, and other sponsors and participating organizations who helped make the event possible and we hope to continue the tradition. We believe that in coming together and working together we are building a stronger, healthier community.

### CRUCIAL CATCH — YOUR DAY TO FIGHT BREAST CANCER

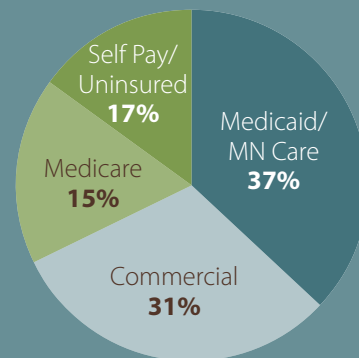
On October 24, UFM hosted our fourth event focused on breast cancer screening and education. Crucial Catch Day—Your Day to Fight Breast Cancer is made possible by a grant from the American Cancer Society and the National Football League. The event helps us make much needed resources and support more accessible to everyone in the community. This year Crucial Catch also included efforts to increase colorectal cancer screenings. Partner agencies Colon Cancer Coalition and Minnesota Gastroenterology participated by educating patients.

### CONVENIENCE CARE

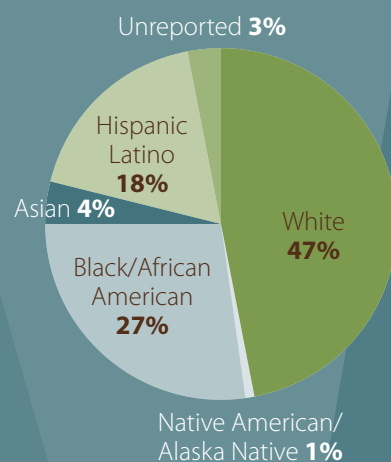
In the fall of 2017, UFM launched a Convenience Care pilot program at our main clinic. Convenience Care offers a more flexible, affordable alternative to an emergency room visit. Services are available on a walk-in basis and while Convenience Care is not meant to replace a patient's primary care physician, it can be a critical service for patients who are unable to see their physician due to scheduling issues.

Convenience Care offers our most vulnerable patients and community members an affordable option that complements traditional medical services. We hope it also presents an opportunity for many to visit for the first time. For some patients, the program could be an entry point to a longer-term care solution.

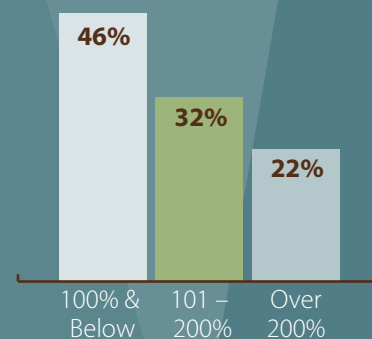
### PATIENT INSURANCE



### PATIENT RACE



### PATIENT POVERTY LEVEL



**MORE THAN  
2000  
of our patients are best  
served in a language  
other than English**

# Donors

## FOUNDATIONS AND CORPORATIONS

Allina Health System  
American Cancer Society  
Association for Nonsmokers—  
Minnesota  
Back To Wellness Chiropractic, PLLC  
F.R. Bigelow Foundation  
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Minnesota Foundation  
Colon Cancer Coalition  
Delta Dental of Minnesota  
Foundation  
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Greater Twin Cities United Way  
Haggerty Family Foundation  
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Sholom Community Alliance  
Sokol Minnesota  
Springboard for the Arts  
UCare  
West 7th Pharmacy, Inc.  
YWCA St. Paul

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Joanne Clarke  
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Roshan Paudel  
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Jill Pennie and Mark Pearson  
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Ferdinand Peters  
Curtis and Anne Petersen  
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William Reiling  
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Denise Reuter  
Dennis Ring  
Rosemarie Roach  
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William and Jane Skar  
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Arkadiy Sokolovskiy  
Valija Springstead  
St. Philip's Lutheran Church  
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Lisa Stein  
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Kirsten Szendrey  
Gloria and Maurizio Tava  
Drs. Naomi and David Tetzlaff  
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Chris Hughes  
Sharon Vevering  
Margaret Walsh  
Scott Wendt  
Wally Wescott  
Mary Ellen and Chuck West  
Roy and Judith Wolff  
Barbara Wulf  
Teng Chien Yu  
James Zieba

## ENDOWMENT

Anonymous  
George Baboila\*  
Dr. Ravi Balasubrahmanyam and  
Ann Caspar  
MaryAnn and David Benke\*  
Dr. David Bucher  
Leo and Jeanne Feeney~  
Kevin Filter and Family  
Dr. Joel Giffin and Carol Washington  
Michael Henley and Randi Yoder  
Ken and Mary HERRIGES  
Dr. Katherine Louise Johnson  
Roberta and Dennis Keller  
Patti Lawson  
Dr. Kathleen Macken  
Christopher Markov\*  
Mercer Family  
Dr. Gerald Montie  
Mark and Phyllis Parr~  
Dr. Lisa Phifer and Dr. Jared Jones  
Tegan Presley  
Malachy and Nancy Scanlan  
Ken and Mary Schaefer\*  
Cara and Vincent Simone  
Lisa Stein  
Connie Walsh

# 2017 Financial Performance

## OPERATING REVENUE AND SUPPORT 2017

Patient Revenue	\$10,541,835
Federal Grant Funds	1,573,823
Grants and Contributions	995,698
Permanently Restricted Contributions	143,374
Other Revenue	2,565,279
<b>TOTAL REVENUE</b>	<b>\$15,820,279</b>

## OPERATING EXPENSES

Staff Costs	\$10,011,807
Program Expenses	4,845,655
Depreciation	472,267
<b>TOTAL EXPENSES</b>	<b>15,329,729</b>
<b>NET REVENUE OVER EXPENSES</b>	<b>\$490,280</b>

## CURRENT ASSETS 2017

Cash and cash equivalents	\$7,841,340
Certificates of Deposit	2,109,902
Patient Receivables, Net	1,561,498
Other Receivables	80,072
Pledges Receivable	65,783
Prepaid Expenses and Other Current Assets	377,926
<b>TOTAL CURRENT ASSETS</b>	<b>12,036,521</b>
<b>PROPERTY AND NET ASSETS</b>	<b>9,250,337</b>
<b>PLEDGES RECEIVABLE-LONG TERM NET</b>	<b>60,424</b>
<b>TOTAL ASSETS</b>	<b>\$21,347,282</b>

## LIABILITIES AND NET ASSETS

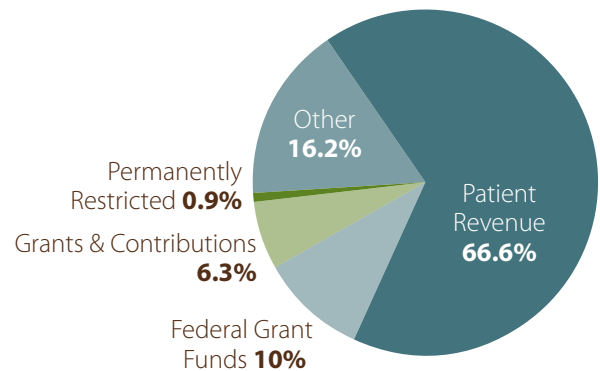
### CURRENT LIABILITIES

Accounts Payable	\$740,877
Accrued Expenses	505,522
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,246,399</b>

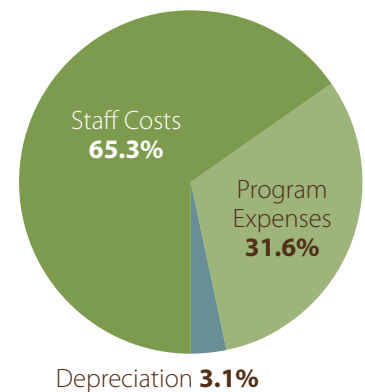
### NET ASSETS

Unrestricted Net Assets	19,952,509
Permanently Restricted Net Assets	148,374
<b>TOTAL NET ASSETS</b>	<b>20,100,883</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$21,347,282</b>

## REVENUE 2017



## EXPENSES 2017



Visit [unitedfamilymedicine.org](http://unitedfamilymedicine.org) to:

- > Become a patient
- > Work for us
- > Get involved
- > Donate



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A COMMUNITY CLINIC

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Saint Paul, MN 55102

651-241-1000  
[www.unitedfamilymedicine.org](http://www.unitedfamilymedicine.org)

to serve | to teach