ANNUAL REPORT 2018
dear friends,

As we look back on 2018, we are continually reminded of the opioid crisis and its impact on our local community. But we are also extremely proud of the unprecedented strides we’ve made to address this challenge over the past year.

United Family Medicine launched an innovative initiative tackling the opioid epidemic with an Integrated Behavioral Healthcare (IBH) approach. Our comprehensive program uses a combination of prescription medication and behavioral therapy to reduce or eliminate opioid use among participants.

As we strive to lead a community-wide effort to reduce reliance on opioids, we have made important progress at UFM, including:

• An increase in capacity for medication-assisted treatment for chemically dependent patients
• Collaboration with area emergency and treatment facilities to increase referrals
• The addition of group visits for opioid-dependent patients, allowing for expanded reach of care

The growth inspired by this program will be leveraged as we continue to integrate behavioral health practices across all primary care services in 2019 and beyond. Understanding both the physical and mental aspects of patient health helps us develop better treatment plans and increase the potential for successful outcomes.

As we focus on the year ahead, our mission to deliver excellence in healthcare for all and sustain vibrant, thriving communities could not be achieved without our donors. We thank you for your generous support and we truly appreciate your commitment to public health and wellness.

Melissa Parker,
Chief Executive Officer

Kim Hyers,
Board Chair

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

VISION
A healthy, vibrant, and thriving community.

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2018 Highlights
UNITED FAMILY MEDICINE BY THE NUMBERS

Patient Care

Clinic Visits
52,880
Clinic Patients
14,832
99% of patients would refer their friends & family to UFM

Dental Visits
4,960
Dental Patients
1,317
366 Sealants placed on 110 patients

Behavioral Health Visits
4,751
Behavioral Health Patients
1,920
21% increase in Behavioral Health visits over 2017

Clinic Honors


United Family Medicine Residency Program ranked the 6th highest in the country in 2018 — out of 513 programs for a five-year rolling average of board exam scores.

A NEW CEO, CONTINUING OUR PATIENT-FIRST FOCUS

We were extremely fortunate to welcome a familiar face as our new CEO. Melissa Parker, our former COO and Director of Operations, took on this position after 18 years with UFM. Melissa has embraced her role with gusto, and aims to sharpen UFM’s focus on quality health outcomes for patients. She sees continued work with diabetes, preventive care and substance abuse as key initiatives to help drive that focus in the future.

“I can’t stress enough the importance of the work we’re doing for our patients with substance use disorder. Working with patients who have chronic pain, who are on opioids and trying to reduce or eliminate their reliance on them — that’s a key initiative for us.”
2018 Milestones

COMMITTED TO REDUCING SUBSTANCE ABUSE
The launch of our innovative initiative aimed at stemming substance abuse was profiled by the Pioneer Press last spring and we continue to invest in the fight against this public health challenge impacting thousands of Minnesotans. Our physicians have received the training required to prescribe and dispense Suboxone (a medication used to treat opioid addiction) to patients dependent on opioids as part of a comprehensive treatment program that includes counseling and behavioral therapy. Unlike Methadone, Suboxone can be prescribed by a trained provider and taken at home.

QUALITY CARE THROUGH INTEGRATED BEHAVIORAL HEALTH
Reducing substance abuse is just one key component of our ongoing commitment to improving care through Integrated Behavioral Health (IBH), which addresses both the physical and mental aspects of patient care. Additional IBH highlights in 2018 included a staff immersive experience at Cherokee Health Systems in Tennessee to learn best practices for integration of staff with IBH expertise to provide support at a moment’s notice.

“The integration of behavioral health into primary care means that patients get their whole person health needs identified and met sooner and more effectively, preventing and reducing potential crises down the road,” says Paula Coyne, Psychologist, UFM Behavioral Health Manager.

RESIDENTS PROMOTING BETTER HEALTH
As part of the United Family Medicine Residency Program, every resident contributes to the health of the community by designing a three-year primary care project that promotes good health and provides outreach services. Doctor Christine Ripp, third-year resident, developed a program to increase access, education and bike safety for local youth and their families. Dr. Ripp’s project, Increasing Youth Cycling in the West 7th Community, brought together community partners and leveraged the annual UFM Block Party to engage participants.

The program was a huge success. Families were invited to learn about bike and helmet safety, where each participating child received a free helmet and was entered to win one of 20 bicycles. Doctor Ripp is now working with Minnesota Academy of Family Physicians (MAFP) on a grant to make it possible to give out helmets at well-child exams.

Special thank you to our community partners: Free Bikes 4 Kidz, MAFP, Bicycle Alliance of Minnesota, St. Paul Cops on Bikes, and MN Brain Injury Alliance.
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2018 Financial Performance

**OPERATING REVENUE AND SUPPORT**

- Patient Revenue: $10,814,100
- Federal Grant Funds: 1,825,054
- Non-Federal Grants and Contributions: 931,716
- Miscellaneous: 2,066,046

**TOTAL REVENUE**: $15,636,916

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**OPERATING EXPENSES**

- Staff Costs: $10,348,120
- Program Expenses: 4,622,291
- Depreciation: 453,122

**TOTAL EXPENSES**: $15,423,533

**OPERATING INCOME**: 213,383

**Investment Income**: 5,382

**NET REVENUE OVER EXPENSES**: $218,765

- Release of Restrictions: (4,796)
- Contributions with Donor Restrictions: 784,694

**TOTAL CHANGE IN NET ASSETS**: $998,663

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**ASSETS**

- Current Assets: $12,218,358
- Assets Limited as to Use: 760,471
- Property and Equipment, Net: 8,869,225
- Pledges Receivable-Long Term, Net: 60,281

**TOTAL CURRENT ASSETS**: 21,908,335

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**LIABILITIES AND NET ASSETS**

**CURRENT LIABILITIES**

- Current Liabilities: $808,789
- Long Term Liabilities: 0

**TOTAL LIABILITIES**: $808,789

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**NET ASSETS**

- Unrestricted Net Assets: 20,171,274
- Permanently Restricted Net Assets: 928,272

**TOTAL NET ASSETS**: 21,099,546

**TOTAL LIABILITIES AND NET ASSETS**: $21,908,335

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