



United Family Medicine  
A COMMUNITY CLINIC



# ANNUAL REPORT

# 2018

West Seventh

*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*

## Our Leaders

### BOARD OF DIRECTORS

Kim Hyers, *Chair*  
Christopher Markov, *Vice-Chair*  
Jin Lee Palen, *Treasurer*  
Daymond Dean, *Secretary*

### BOARD MEMBERS

George Baboila  
Roberto Fonts  
Kate Knapp  
Steve Lambros  
Ann Poole Nyakundi  
Zach Ryan

### LEADERSHIP TEAM

Melissa Parker,  
*Chief Executive Officer*  
Steve Ficks,  
*Chief Financial Officer*  
Becky Howard,  
*Director of Operations*  
Kathleen Macken, MD,  
*Residency Director*  
Phuang-Giang Pham, DDS,  
*Director of Dental*  
Maggie Kilpatrick,  
*Director of Human Resources*  
Riley E. Karbon,  
*Director of Advancement*

### MISSION

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

### VISION

*A healthy, vibrant, and thriving community.*

# 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



**Dr. Kathleen Macken** named a Top Doctor by *Mpls St Paul Magazine* in 2014, 2015, 2016, 2017 and 2018.



**Dr. Timothy J. Rumsey** named a Top Doctor by *Mpls St Paul Magazine* in 2013, 2014, 2015, 2016, 2017 and 2018.

**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, preventative 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."





**FUN FOR THE WHOLE FAMILY!**

**Don't miss this year's West 7th  
Community Block Party!  
Thursday, August 8, 2019**

## 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.

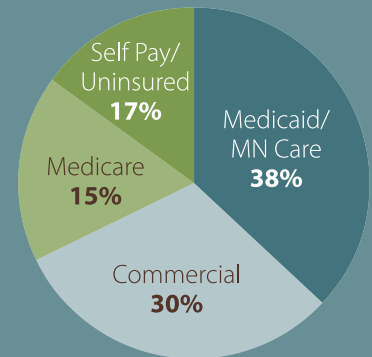
### RESIDENTS PROMOTING BETTER HEALTH

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.

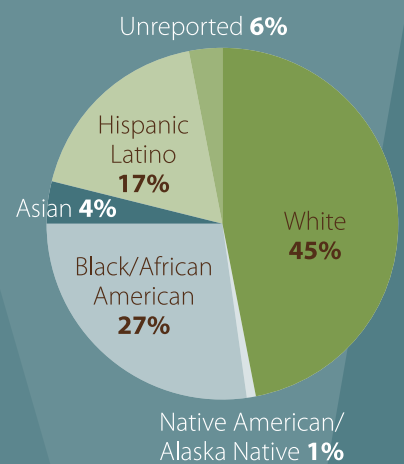
The program was a huge success. Families were invited to learn about bike and helmet safety, where each participating child received a free helmet and was entered to win one of 20 bicycles. Doctor Ripp is now working with Minnesota Academy of Family Physicians (MAFP) on a grant to make it possible to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

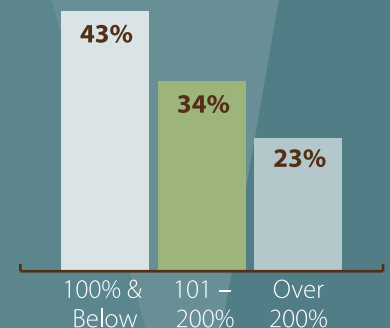
### PATIENT INSURANCE



### PATIENT RACE



### PATIENT POVERTY LEVEL



**MORE THAN  
2200  
of our patients are best  
served in a language  
other than English**

# Donors

## FOUNDATIONS AND CORPORATIONS

Allina Health Community Engagement  
Allina Health System  
American Cancer Society  
Associated Speech & Language Specialists, LLC  
Association for Nonsmokers-Minnesota  
Blue Cross Blue Shield of Minnesota  
Roseville Retail Center  
Boston Scientific Foundation Inc.  
Delta Dental of Minnesota Foundation  
Ellie Family Services  
Face To Face Health & Counseling Service, Inc.  
Fred C. and Katherine B. Andersen Foundation  
Greater Twin Cities United Way  
Hazelden Betty Ford Foundation  
Health Resource Services Administration (HRSA)  
HealthPartners  
Highland Chateau Health and Rehabilitation Center  
Jewish Community Center of the  
Greater St. Paul Area  
Jewish Family Service of St. Paul  
Kessler & Maguire Funeral Home, Inc.  
Keystone Community Services  
LifeSource  
McKesson Foundation  
Medtronic  
Midwest Language Banc, Inc.  
Minnesota Academy of Family  
Physicians Foundation  
Minnesota Brain Injury Alliance  
Minnesota Department of Health  
Mississippi Market  
Mount Sinai Community Foundation  
National Kidney Foundation  
Neighborhood Health Care Network  
Nuway  
Open Arms of Minnesota  
Otto Bremer Trust  
Ramsey County Master Gardeners  
Ramsey County Public Health  
Richard M. Schulze Family Foundation  
Saint Paul Foundation  
Sholom Community Alliance  
UCare  
University of Minnesota  
West 7th Business Association  
West 7th Pharmacy, Inc.  
WomenVenture

## INDIVIDUALS

Rita Adam  
Saidda Mohammed A. Taha and  
Khalaf Allah E. Khalil  
Walter and Leslie Albertson  
Ellwood C. Anderson  
Mary Anderson  
Anonymous  
Arlene Appelbaum  
Lucy Arimond  
James Art  
Elizabeth H. Barnard  
Eric and Daniel Bennett  
Lidiya Berg  
Marilyn Bieren  
Laura Billings Coleman and Nicholas Coleman  
Sema Bronshteyn and Ida Kishko  
Dr. David Bucher  
Ann Burkholder  
Barbara Jean Burleigh

Russ Bursch and Lee Mauk  
Dr. Joseph and Eileen Capecci  
Pauline C. Castronovo  
Ree Chit  
Jeanne Christopher  
Joanne Clarke  
John Clay  
George and Joanne Clemens  
Katherine and Philip Clubb  
Marilynn R. Colby  
Gayle Cole  
David A. Cox  
Daymond and Valerie Dean\*  
Jeff Dubois  
Roger Egge  
Dennis Eynck  
George Emrick  
Bironke Akpeedje Eusebio  
Katherine Fandrey  
Michael and Janice Faust  
Kevin Filter  
Sarah Flanagan  
James Flink  
Connie Foote  
Charles Freberg  
Dr. Margaret Funk and Andrew Lipkin  
Marianne Funk  
Paula Gallagher  
Mark Gautschi  
Peter Germann  
Ephraim Ghide  
Maria R. Gomez  
Dr. William and Eleanor Goodall  
Glenn Gordon  
Lloyd Grooms  
Jill and Dan Gustafson  
Dr. Katherine Guthrie and John Ward  
John and Megan Haggerty  
Theodore and Christine Haland  
Benjamin Hall  
Deborah Hannasch  
Ann Hartman  
Sheila Hayes  
John F. Hick  
Stan and Jane Hooper  
Mary Horan  
John Howard  
Ruby Hunt  
June Husom  
Kimberly and Dean Hyers\*  
Sofya Introlegrator  
David Irvin  
Janet and Les Johnson  
Dr. Katherine Louise Johnson  
Michael and Anne Johnson  
Joyce Donald Besser  
Gary Ketch  
Edward Kiefer  
Juli Kinzer  
Cory and Sheila Kissling  
Caroline Kniech  
Thomas and Kathryn Kromroy  
Robert and Opal Kuehn  
Kristen LaFavor  
Steven and Rose Lambros\*  
Linda Lease  
Don and Joann Leavenworth  
Harold Lebo  
Rebecca Leier and John Perozino  
Arthur Lemke  
Maxine Letourneau

Mary Lindquist  
James Lockwood  
Jo Ann Lucas  
Jody Manahan  
Ms. Lila Marquez  
Maxine and Kenneth McCormick  
Laurel A. Meyer  
Karen Davy Moehring  
Rosemary Morgan  
Leonid Moyseyevich Khait  
Marina Munoz Lyon  
Michael and Marilyn Myers  
Constance Nardini  
Edmund and Mary Ann Newman  
Dr. Amanda and Trey Norris  
Mark Olson and Margaret Fust-Olson  
Danielle Ostroushko  
Jin Lee Palen\*  
Paul and Jodelle Dougherty  
Mickey Pedina  
Jill Pennie and Mark Pearson  
Catherine Perrone  
Ferdinand Peters  
Daniel Peterson and Carol Peterson Johnson  
Mary and Kenneth Peterson  
Judy M. Pfenning  
Dr. Lisa Phifer and Dr. Jared Jones  
Matthew Jay Porter  
Joan and Dick Powers  
Erick G. Quintanilla  
Mark E. and Jeanne A. Rancone  
Debra Rassat  
Lois Reardon and Paula Ovre  
Arthur Renteria  
Denise Reuter  
Marina Rodriguez  
Stephanie Rosener  
Michael and Sharon Ross  
Margaret Ryan  
Susan and Dan Ryan  
Ken and Mary Schaefer  
Dr. Paul and Karen Schanfield  
Joyce Schliesing and Eugene Szondy  
Jeanne and David Schmalz  
Janet Shellman  
Robert Simmons  
Teresa L. Skally  
David and Sherry Smith  
Bozena - Katarzyna Sobieska  
Mary and James Stahlmann  
Nicole and Jenny Starr  
Richard Steiner  
Dr. Chris and Amy Stuart  
Inessa Sukhanova  
Janice Sullivan  
Kirsten Szendrey  
Gloria and Maurizio Tava  
Christy Timm-Hughes and Chris Hughes  
Thomas Tommet  
Lesly Travis  
Sharon G. and William A. Vevering  
Alison Wagenknecht  
Margaret Walsh  
Scott Wendt  
Wally and Rosie Wescott  
Ben And Jenny Wittry  
Roy and Judith Wolff  
Susan D. Woodhall  
Barbara Wulf  
James Zieba  
Jacqueline Zimmerman

## ENDOWMENT

Dr. Kathleen and Dave Abrahamson  
Dr. Kelle and Christopher Anderson  
Anonymous  
Everett C. Arnold  
George Baboila\*  
Joseph Bailey  
Ravi Balasubrahmanyam and Ann Caspar  
Mike and Joanne Barrett  
Dr. Ann and A.J. Barry-Freking  
Michael Campion  
Ariel Carls  
Robert and Mary Casper  
Dr. Johnna and Daniel Charbonneau  
Dr. Michelle and Paul Chestovich  
Michael and Vanessa DeCourcy, Jr.  
Scott and Jane Deming  
Dr. Marla DeWitt Tesch and Nathan Tesch  
Dr. Melanie and Drew Dixon  
William and Claudia Engeland  
Kevin Filter and Family  
George Finley  
Dr. Margaret Funk and Andrew Lipkin  
James and Joan Gardner  
Mark Gautschi  
GHR Foundation  
Theodore and Christine Haland  
Dan and Molly Hartnett  
Russell Havir and Linda Wilcox  
Michael Henley and Randi Yoder  
Patrick J. Hennessy  
Ken and Mary Herriges  
Kimberly and Dean Hyers\*  
Richard and Elizabeth Karel  
Roberta and Dennis Keller  
Russell and Andrea King  
Steven and Rose Lambros\*  
Dr. James and Erinn Letts  
Richard and Margaret Lidstad  
Pat and Jane Mancini  
Louise A. Mattson  
Dr. Sarah and Daniel McKay  
Robert and Teresa McMahon  
Mercer Family  
James T and Mary Ellen Nichols  
Tom and Mindy Nonnemacher  
Becca Norris and Lynn Moline\*  
Jinny Palen\*  
Melissa Parker  
Phyllis and Mark Parr~  
Gregory and Mary Helen Pates  
Dr. Phuong-Giang Pham  
Dr. Benjamin Pofahl and Ellen Guettler  
James C. Pohl  
William and Joanne Reiling  
Dr. Tim and Jennifer Roberts  
Ken and Mary Schaefer\*  
Dennis and Barbara Senneseth  
Meg Simmons  
Beth Spooner-Falde and David Falde  
Lisa Stein  
Tom Steiger  
Dr. Philip and Brielle Stoyke  
Tom and Ann Sturm  
Dr. Dan Sullivan and Becky Erickson  
Paul Sween  
Drs. Mike and Heather Tacheny  
Drs. Naomi and David Tetzlaff  
Dr. Anne Tofte and Cory Jackson  
Connie Marie Walsh  
Dave Wilkie

\* Board Member  
~ West 7th Legacy Society Member

United Family Medicine makes every effort to properly acknowledge each of our donors. If we have misspelled or omitted your name, please let us know by calling 651-241-1103. We will correct it in future publications.

# 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
<b>TOTAL REVENUE</b>	<b>\$15,636,916</b>

## OPERATING EXPENSES

Staff Costs	\$10,348,120
Program Expenses	4,622,291
Depreciation	453,122
<b>TOTAL EXPENSES</b>	<b>15,423,533</b>
<b>OPERATING INCOME</b>	<b>213,383</b>
Investment Income	5,382
<b>NET REVENUE OVER EXPENSES</b>	<b>\$218,765</b>

Release of Restrictions	(4,796)
Contributions with Donor Restrictions	784,694
<b>TOTAL CHANGE IN NET ASSETS</b>	<b>\$998,663</b>

## 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
<b>TOTAL CURRENT ASSETS</b>	<b>21,908,335</b>

## LIABILITIES AND NET ASSETS

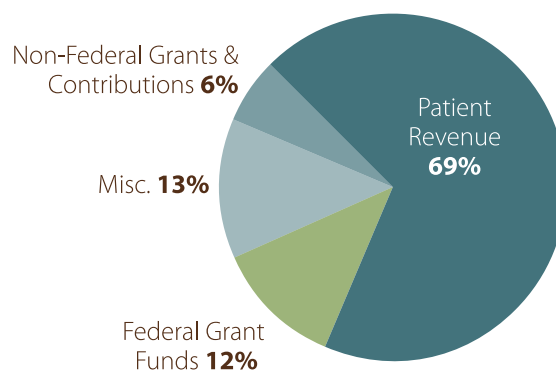
### CURRENT LIABILITIES

Current Liabilities	\$808,789
Long Term Liabilities	0
<b>TOTAL LIABILITIES</b>	<b>808,789</b>

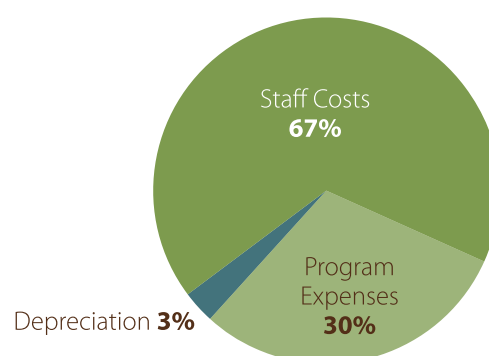
### NET ASSETS

Unrestricted Net Assets	20,171,274
Permanently Restricted Net Assets	928,272
<b>TOTAL NET ASSETS</b>	<b>21,099,546</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$21,908,335</b>

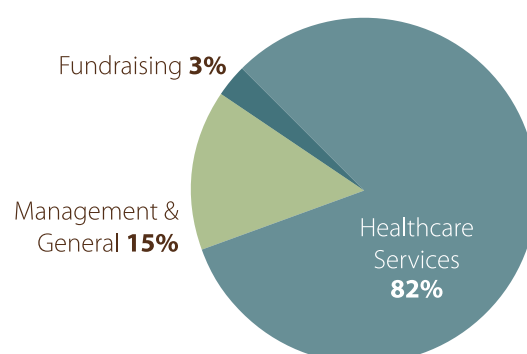
## REVENUE 2018



## EXPENSES 2018



## FUNCTIONAL CLASSIFICATION OF EXPENSES



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

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



United Family Medicine  
A COMMUNITY CLINIC

1026 West 7th Street  
Saint Paul, MN 55102

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

to serve | to teach