



United Family Medicine  
A COMMUNITY CLINIC



**ANNUAL REPORT**

2019

dear friends,

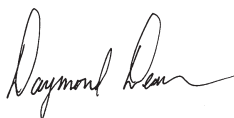
The year 2019 was a tremendous year of growth and transition. We expanded our Integrated Behavioral Health program with additional therapy models and added staff to care for this unique patient population. As a result, we welcomed 5,087 behavioral health patient visits. We will continue to expand these programs in response to community needs, including programs focused on trauma/behavioral health and trauma/addiction.

Changes in leadership introduced new perspectives in 2019 — both in how we work together and in how we address community needs in the St. Paul area. We said a fond goodbye to our outgoing CEO Melissa Parker and CFO Steve Ficks. As the CEO, aligned with strategic board priorities, I assembled a leadership team whose work focuses on community needs to drive our priorities. That teamwork will continue. We expanded patient services, improved patient experience, and laid the groundwork to revitalize our care model design.

We plan to have a productive and exciting year ahead. Through community relationships with generous supporters, we will push ahead, fulfilling our mission to deliver excellence in healthcare for all. We personally thank you for supporting us in this important work. Your generous donations and volunteer hours make it possible for us to improve public health in our community.



Ann Nyakundi, MHA  
*Interim Chief Executive Officer*



Daymond Dean,  
*Board Chair*

## Our 2019 Leaders

### BOARD OF DIRECTORS

Kim Hyers, *Chair*  
Christopher Markov, *Vice Chair*  
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### BOARD MEMBERS

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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*  
Phuong-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.*

# 2019 Highlights

UNITED FAMILY MEDICINE BY THE NUMBERS

## Patient Care



Medical Visits

52,325

Medical Patients

15,356



Dental Visits

4,407

Dental Patients

1,719



Behavioral Health Visits

5,087

Behavioral Health Patients

1,875

**Substance Use Disorders**  
800 visits, 384 patients

## Welcome CEO Ann Nyakundi, MHA

We welcomed CEO Ann Nyakundi, MHA, to lead the United Family Medicine organization. During 2019 Ann set the stage for increasing clinical capacity within existing physical space, in line with the Board's priority and the Community Needs Health Assessment. Ann's leadership set us on a path to achieve operational independence while expanding patient services. Her work in 2019 was essential to prepare for future growth, critically important to our mission. Ann comes to us with many years of executive leadership in healthcare administration; under her leadership we are well positioned to achieve our goals.



## Clinic Honors



**Dr. Kathleen Macken** named a Top Doctor by *Mpls St Paul Magazine* in 2014, 2015, 2016, 2017, 2018 and 2019.



**Dr. Timothy J. Rumsey** named a Top Doctor by *Mpls St Paul Magazine* in 2013, 2014, 2015, 2016, 2017, 2018 and 2019.





MAT Program Leaders, Jonathan Dickman, MD, PhD, Mariya Javed, MSW, LGSW, LADC, CBIS, Joel Giffen, DO.

## 2019 Milestones

### COMMITTED TO REDUCING SUBSTANCE ABUSE

In 2019 we strengthened our treatment programs for patients with opioid use disorder by creating a dedicated model of back-to-back individual visits as well as group visits. Our Medication Assisted Treatment (MAT) program combines intensive individual treatment and follow up with both medical and behavioral health care on the same day. We also offer group visits to enhance therapeutic support among peers. A cross-discipline team of a physician and a behavioral health consultant leads these groups. Patients on Suboxone or other medication assisted treatment engage with peers on issues of sobriety, readiness to reduce or stop using, and work through the challenges along their healing journey.

### QUALITY CARE THROUGH INTEGRATED BEHAVIORAL HEALTH

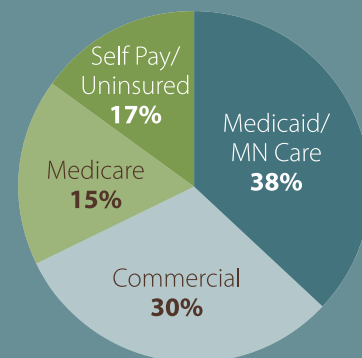
Deepening our commitment to behavioral health, we focused on the therapeutic intersections of chronic health issues and trauma, addiction and trauma, and mental health de-escalation. Our team added a social worker, behavioral health consultant, and psychiatric RN to meet the needs of our patients. Our integrated behavioral health program is structured to respond quickly to patients in real time when they are here for medical visits.



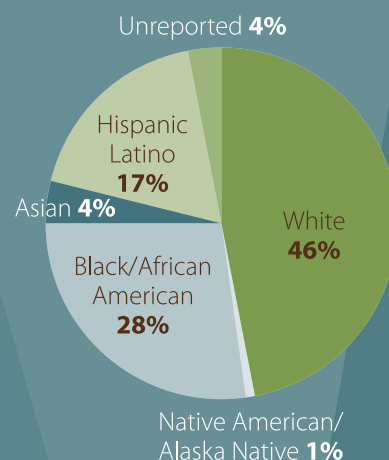
### ACCESS TO BOOKS IMPROVES OPPORTUNITES TO LEARN

With the support of generous donations, Dr. Mike Mercer and Dr. Jonathan Dickman instituted two dedicated areas for our younger patients. Brightly decorated with an illustrated forest, a world map and even a solar system on the ceiling, these kid-sized spaces have smaller chairs and reachable 3-D puzzles installed on the wall. There is room for parents and caregivers to engage with their children. And books! Lots of donated books to enjoy before and after the doctor appointment. Best of all, the space creates positive experiences with books and reading, and the books may be taken home for kids to start their own home library of treasured books.

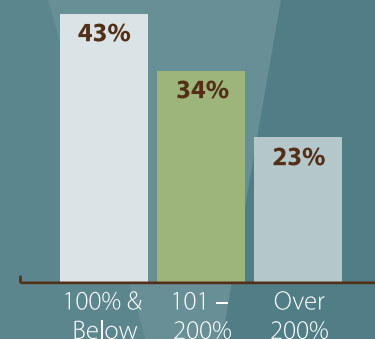
### PATIENT INSURANCE



### PATIENT RACE



### PATIENT POVERTY LEVEL



**MORE THAN**  
**2100**  
**of our patients are best**  
**served in a language**  
**other than English**

# Donors

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American Cancer Society  
BankCherokee  
Blue Cross Blue Shield of Minnesota  
Roseville Retail Center  
Boston Scientific  
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Do Good Events  
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~ West 7th Legacy Society Member

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# 2019 Financial Performance

## OPERATING REVENUE AND SUPPORT

Patient Revenue	\$11,009,600
Federal Grant Funds	1,769,642
Non-Federal Grants and Contributions	814,018
Miscellaneous	2,420,528
<b>TOTAL REVENUE</b>	<b>\$16,013,789</b>

## OPERATING EXPENSES

Staff Costs	\$10,752,088
Program Expenses	4,490,897
Depreciation	428,234
<b>TOTAL EXPENSES</b>	<b>15,671,220</b>
<b>OPERATING INCOME</b>	<b>342,570</b>
Investment Income	151,400
<b>NET REVENUE OVER EXPENSES</b>	<b>\$493,970</b>

## ASSETS

Current Assets	\$12,966,987
Assets Limited as to Use	877,915
Property and Equipment, Net	8,528,620
Pledges Receivable-Long Term, Net	233,527
<b>TOTAL CURRENT ASSETS</b>	<b>22,607,049</b>

## LIABILITIES AND NET ASSETS

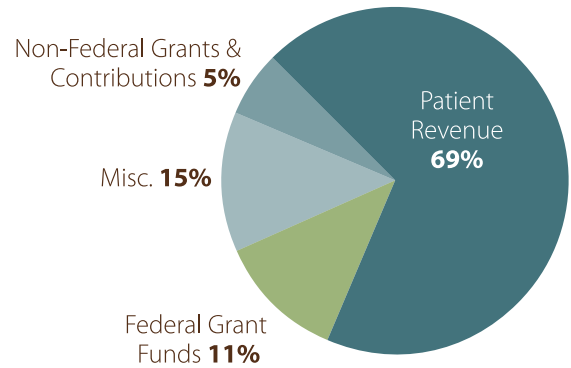
### CURRENT LIABILITIES

Current Liabilities	\$926,428
Long Term Liabilities	—
<b>TOTAL LIABILITIES</b>	<b>926,428</b>

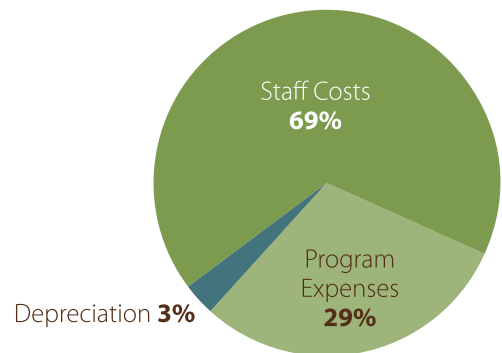
### NET ASSETS

Unrestricted Net Assets	21,591,870
Permanently Restricted Net Assets	1,015,179
<b>TOTAL NET ASSETS</b>	<b>22,607,049</b>

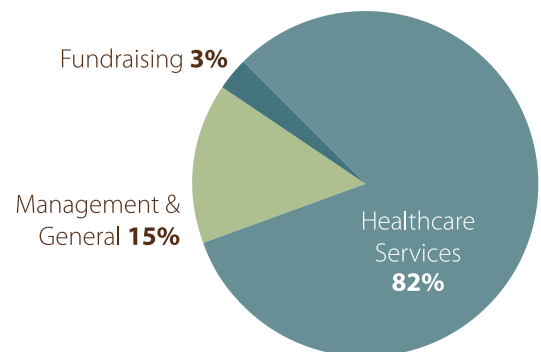
## REVENUE 2019



## EXPENSES 2019



## FUNCTIONAL CLASSIFICATION OF EXPENSES



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- > Work for us
- > Get involved
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to serve | to teach