



Mission Statement

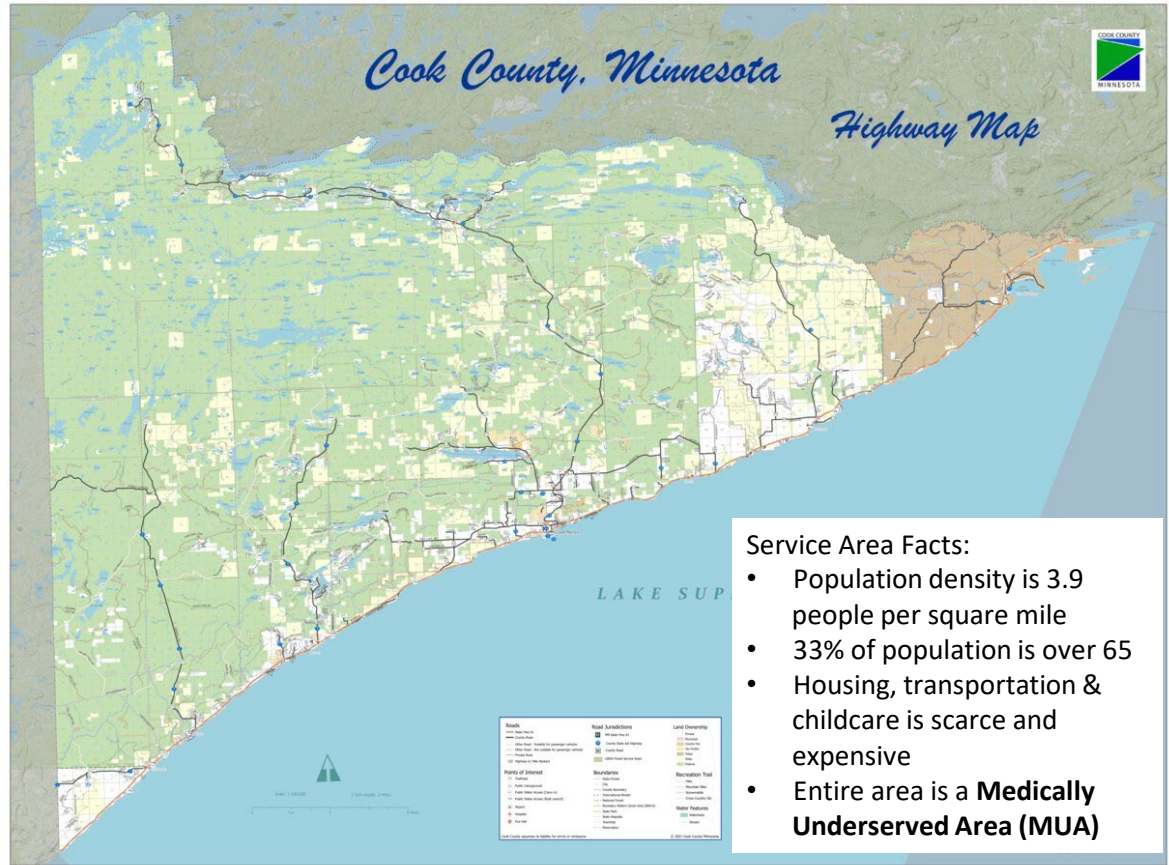
We maintain that quality healthcare, regardless of financial ability to pay, is a right, not a privilege. Our mission is to provide access to high-quality, patient-centered primary and preventative healthcare for all persons throughout SMC's service area of Cook County, Minnesota and the Anishinaabe Nation of the Grand Portage Band of Lake Superior Chippewa, on whose ancestral tribal lands we stand.

Who we are/ where we are



100
mile,
2+ hr
drive in
good
weather

Who we are/ where we are



Service Area Facts:

- Population density is 3.9 people per square mile
- 33% of population is over 65
- Housing, transportation & childcare is scarce and expensive
- Entire area is a **Medically Underserved Area (MUA)**

Federally Qualified Health Centers - Nationwide Impact

As an FQHC, SMC is part of one of the largest systems of primary care delivery in the nation.

30 million receive care in a Community Health Center - over 100 million patient visits

Federally Qualified Health Centers (FQHCs)



Source: Centers for Medicare and Medicaid Services; U.S. Department of Health and Human Services; October 2015.

Note: Alaska and Hawaii not shown to scale



- ❖ Grant program authorized under Section 330 of the Public Health Services Act as amended by the Health Centers Consolidation Act of 1996.
- ❖ The “330” grant is offered competitively every three years and reviewed every year.

Improving Access to Quality Health Care

Private, Non-Profit, and Community-Governed

51% (or more) of our governing board is made up of SMC patients who represent the communities we serve.

Comprehensive, Quality Healthcare Services

Our team of exceptional healthcare providers offer a comprehensive range of healthcare services to support the entire family.

Accessible Care

Multiple locations as well as outreach events, supportive services for language translation, care coordination, insurance navigation, health education and transportation support

Affordable Health

Cost of care is adjusted based on the patient's ability to pay. of low -income and uninsured patients.

Required Services



- Comprehensive primary care (5 physicians, 3 NPs)
- **Laboratory & radiology services (via NSH)**
- Preventive services
- Prenatal, **Intrapartum** and perinatal (via partnership with OBs in Duluth)
- Cancer and other disease screening
- Well child services
- Immunizations
- Family planning
- **Preventive dental (via GMFD)**
- Mental health and **Psychiatry** (4 therapists and more soon)
- Urgent Care
- Minor injuries
- Pharmacy
- Nutrition (on -site via St. Luke's)
- 24/7 access to care
- Eligibility workers (Insurance navigators)
- Case management
- **Interpreting (via telehealth software)**
- Outreach & health education
- **Transportation (via partnerships and gas cards)**

❖ Also provide Public Health programming: WIC, Family Home Visiting, Outreach & Education, Community Vaccinations, Child & Teen Checkup program

Your SMC Provider

A team approach



Who is on your team?

- YOU!
- Family and friends
- SMC Team
 - Primary care provider (physician or Nurse Practitioner)
 - Care coordination (RN help with specialists, refills, chronic conditions)
 - 24/7 triage line (after hours connection with RN and/or your provider)
 - Patient Access reps (scheduling, insurance navigation, financial assistance)
 - Medical Assistants (vitals, immunizations, etc.)
 - Pharmacist
 - Mental Health provider
- Other local teams: Dentist, Hospital, Care Partners, etc.
- Outside specialists (Cardiologist, endocrinologist, etc.)

What to expect from primary care at age 65+:

- Yearly visits – more often for certain conditions
- New vaccines – some vaccines are only for those age 65+
- New screening schedules for cancers
- Focus on planning – are healthcare directives up-to-date?
- Cognitive and BH screening
- Assessing activities of daily living (ADLs)
- Assessing need for community services
- Consultation with specialists if needed
 - ConferMed
 - Referrals to St. Luke's, Essentia Health, Mayo
- Specialized plans for chronic conditions
 - Nutrition education
 - Prescription refills and integration with pharmacist
 - Care coordination post-surgery or hospitalization

Activities of Daily Living (ADLs) vs. Instrumental Activities of Daily Living (IADLs)

ADLs

- Bathing



- Dressing



- Grooming



- Eating



- Toileting



- Transferring



IADLs

- Cooking



- Cleaning



- Managing finances



- Grocery shopping



- Managing medications



Your Community Providers

Friends and Neighbors



Local Partners

- North Shore Health Hospital and Care Center
 - Labs and imaging
 - Physical and Occupational Therapy
 - Mammograms and Colonoscopies
 - Home Health
 - SMC and NSH are separate entities that work closely together
- Grand Marais Family Dentistry
 - Accepts all financial assistance including Sliding Fee
 - New financial assistance added for 65+ in 2023
- Grand Portage Health Services
 - SMC physicians on-site 6 days/month
 - SMC therapist on-site 4 days/month
 - Shared electronic record system/shared trainings
- **Care Partners – support and coordination of care**
- Cook County Public Health and Human Services

Looking Ahead



Opportunities:

- Telehealth options: Psychiatric Nurse Practitioner, SMC therapist evening hours
- New grants: SUD community response, sexual health, behavioral health, oral health for seniors, telehealth consults w/specialists
- Increased community partnership
- Train-on-the-job programs for professionals – expanding support staff
- Provider recruitment and team-based care
- Sometimes a small community can do it better!

Challenges:

- Distance to higher levels of care
- Post-pandemic changes in systems
- Fewer providers of all kinds
- Aging rural populations
- Changing financial landscape – flat funding, reimbursement changes
- All health systems are being asked to do more with less

Specialty Care



What about bringing specialists here?

- Specialists in recent years:
 - Orthopedics and Gen. Surg.
 - Not enough volume
- Vision care - working on it
- Specialty care issues:
 - Willing provider/employer
 - Equipment
 - Timing/Scheduling
 - Tech interoperability
 - Logistics/Space
- Specialists have long wait lists
- Large systems have little incentive for outreach
- Pandemic increased challenges for everyone
- Telehealth is an option for some – but the above challenges may still apply

How to get involved

- Advocate for community health centers!
 - Hcadvocacy.org
 - Talk to your representatives about healthcare issues
- Engage with SMC
 - Answer SMC surveys
 - Attend focus groups
 - Join a patient committee
- Understand your own healthcare – SMC and/or partners can help
- Volunteer with community organizations like Care Partners!

