



Your Home for

HEALTH CARE





Your Home for HEALTH CARE

Since 1983, Hamilton Community Health Network has served as the home for affordable, compassionate healthcare for thousands of area residents. Hamilton is a federally qualified health center (FQHC) and patient-centered medical home offering a comprehensive array of healthcare services throughout Genesee and Lapeer counties. Our dedicated team of over 200 health professionals includes more than 40 providers specializing in primary care and family medicine, pediatrics, obstetrics and gynecology, ophthalmology, oral health, podiatry, behavioral health and psychiatry. We are committed to providing care to everyone, regardless of their ability to pay, truly making Hamilton the region's home for HEALTH CARE.

Celebrating Our Progress and Looking FORWARD TO THE FUTURE

Dear Friends,

Hamilton Community Health Network is pleased to present our annual impact report, highlighting our efforts as a federally qualified health center (FQHC) committed to providing accessible, high-quality healthcare to our community members. As the CEO and Board President, we are honored to share the significant strides we have made in fulfilling our mission and contributing to the well-being of those we serve.

Over the past year, we have witnessed remarkable achievements. Our dedicated team of healthcare professionals has expanded our services to meet the growing needs of our community. We have increased the number of patients served in several areas, enhanced our preventive care programs, and introduced innovative practices to improve patient and community health outcomes.

Continuous improvement is integral to our commitment to quality healthcare. We have undertaken comprehensive quality improvement initiatives throughout the organization, utilizing data-driven insights to enhance clinical outcomes, patient satisfaction, and overall service delivery. Our results demonstrate a strategic commitment to excellence.

We believe in the power of community engagement to promote overall health. Through various outreach programs, health education initiatives, and partnerships with local organizations, we have actively worked to empower residents in our service area to take charge of their well-being, physical health, and mental health. Our commitment to fostering a healthier community is reflected in the positive feedback we receive from our community members, exhibited by an increased participation in our outreach and engagement activities.

None of our achievements would be possible without the unwavering support of our community, dedicated healthcare providers and support staff, and the collaborative efforts of our board members. We extend our heartfelt gratitude to everyone who has played a role in making Hamilton Community Health Network a beacon of healthcare excellence.

As we celebrate the results of our efforts and outcomes in 2023, we remain steadfast in our commitment to providing accessible, compassionate, and high-quality healthcare services in the years to come. Nationwide, more than 31 million patients, including nearly 9 million children, 3.5 million seniors, and 400,000 veterans, depend on Community Health Centers as their healthcare home. Hamilton Community Health Network is pleased to contribute to this impact in our local communities.

Sincerely,

Clarence R. Pierce, MS

Chief Executive Officer

Hamilton Community Health Network

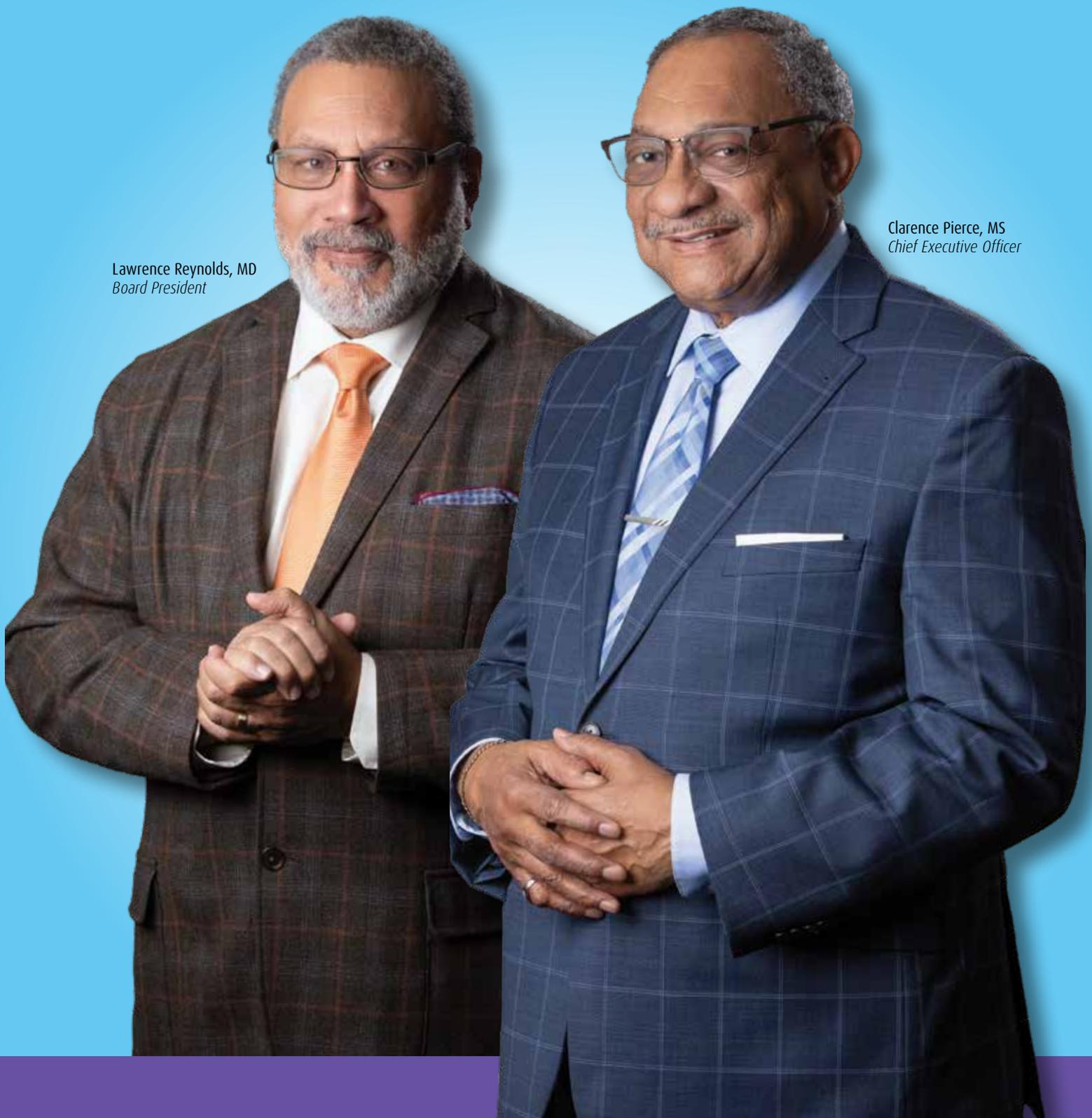
Lawrence Reynolds, MD

Board President

Hamilton Community Health Network

Lawrence Reynolds, MD
Board President

Clarence Pierce, MS
Chief Executive Officer



Hamilton, Your Expanding MEDICAL HOME

Expanding Access to Pediatric Care

In the fall, Hamilton welcomed Fathalrahman Elamin, MD, to treat our pediatric patients at our North Pointe Clinic. Dr. Elamin is an accomplished board-certified pediatrician, with a remarkable track record of pediatric care spanning across the globe. Known as



3,500

Pediatric Patients

Dr. E by his young patients, he is enthusiastic about providing exceptional care to children and collaborating closely with parents to ensure their little ones are healthy and well.

Dr. Elamin joins our long-standing pediatric team, including pediatrician Maria Bernabe, MD, who treats newborns to 17 years of age at our Main Clinic. At our Burton Clinic, Dr. Shaheen Sheikh, MD, treats patients of all ages as a pediatrician and internal medicine specialist.

Increasing Primary Care Provider Capacity

Jennifer Briscoe, MD, joined Hamilton in September 2023, bringing a wealth of family medicine experience to the Lapeer community. Originally from Port Huron, Dr. Briscoe has been treating patients throughout eastern Michigan for over 20 years.

Krister Engja, a physician assistant joined Hamilton's Main Clinic in early 2023. Krister has brought a calm and caring approach to his adult patients who appreciate his holistic approach to treatment.

“Hamilton has been wonderful to me. I have been a patient of Hamilton since I was a young girl, when the clinic was located on Hamilton Street. I brought my children here and now my grandkids see their pediatrician and dentist here too.”

– J. Walker, Flint Resident, and life-time Hamilton patient



**Did You
KNOW?**

Federally qualified health centers serve 1 in 8 children in the United States.

Educating the Future

PRIMARY CARE WORKFORCE

Each year, Hamilton opens its doors to aspiring students pursuing degrees in medical, dental, or behavioral health fields. These dedicated students are granted a unique opportunity to engage in hands-on learning alongside our experienced healthcare providers, offering them a firsthand glimpse into the significance of community health centers. This training plays a pivotal role in molding the future generation of healthcare professionals, providing them with a chance to experience and contribute to the health and well-being of our patients. Through their training, students are empowered to cultivate a comprehensive understanding of healthcare, with an emphasis on the importance of preventive care, health education, and patient-centered approaches.

Below are a few students who spent time with us this past year.



◀ **Sarah Small**, a fourth-year medical student from the University of Michigan Medical School, spent her summer with Hamilton learning about community medicine and how an FQHC works to improve the well-being of individuals and the community.

▶ **Christopher Simpson and Roxanne Madrid**, Physician Assistant students from the University of Michigan-Flint,

completed their cornerstone project that showed children what happens during a routine medical exam.

▶ **Chanel Farmer, DDS**, (opposite page) graduated from Howard University College of Dentistry in May 2023 and is currently an Advanced Education in General Dentistry Program resident from New York University Langone Dental Medicine. Dr. Farmer chose to complete her residency at Hamilton to gain additional training and experience under the guidance of our Dental Director, Anya Harris, DDS.





WORKFORCE

Your Home for

BEHAVIORAL HEALTH

Swift and Supportive Response to Veterans' Mental Health Needs

Community Health Centers represent the most diverse and innovative part of the health care system by providing comprehensive primary care and integrated behavioral health, dental, pharmacy, substance use disorder treatment, and ancillary care services for patients nationwide.

In 2023, Hamilton's Director of Behavioral Health, Albert Ujkaj, MBA, LMSW, forged a strong partnership with Veterans Affairs, where Hamilton serves as a VA Community Care provider. It was observed that Mid-Michigan veterans had experienced excessive wait times to receive new access to behavioral health treatment in community-based settings. Now, as a result of the Hamilton VA partnership, referred veterans are scheduled for behavioral health treatment within 48 hours, usually less.

How did we do it?

- A commitment to rapid access to mental health services for veterans.
- Streamlined referral processes for health system and community partners.
- Compassionate efforts on behalf of our behavioral health team to reach patients when they are seeking help.

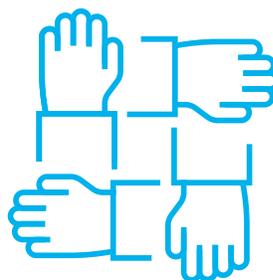
Cultivating Wellbeing: Hamilton's "Healthy Body, Happy Mind" Lunch and Learns

Hamilton's behavioral health team identified a need for informal community gatherings to promote education and stigma reduction, with a goal to engage more community members in accessing treatment for behavioral health needs, including depression, anxiety, stress, trauma, or social isolation. The "Healthy Body, Happy Mind" initiative was launched in March 2023 as a result, focusing on providing practical tips and tools for individuals seeking to enhance their mental and emotional wellbeing.

The free monthly one-hour discussions are initiated by practitioners on Hamilton's behavioral health team alongside community outreach staff and are open to all community members interested in learning strategies for managing their behavioral health.



10
Lunch and
Learn Sessions



65
Community
Participants



“Thanks to Hamilton Community Health Network, our nation’s great Veterans are being treated quicker and receiving excellent care within 24 hours. Our Veterans deserve the best care at the time the care is needed and that is what they receive from Hamilton.”

– Cynthia Claus
*Advanced Medical Support Assistant,
Veterans Affairs Ann Arbor
Healthcare System*

Expanding Behavioral Health Access in the Community

Hamilton’s behavioral health team, led by Albert Ujkaj, MBA, LMSW, expanded with the addition of more therapists and counselors as well as additional Psychiatric Nurse Practitioners this year. Karen Hassell serves as our Psychiatric Nurse Practitioner at Hamilton’s Clio Clinic, while William Paul supports patients at both Hamilton’s North Pointe Clinic, as well as the Hamilton Flint Healthcare for the Homeless Clinic embedded at The Center for Hope. Sara Elmore, Psychiatric Nurse Practitioner Fellow, also provides care to patients at our Hamilton North Pointe Clinic location. Tauheed Hasan, MA, LPC, CAADC, leads the Hamilton-Flint Healthcare for the Homeless Clinic where we provide care for those experiencing a substance use disorder.



*Albert Ujkaj, MBA, LMSW
Director of Behavioral Health*



*Tauheed Hasan, MA, LPC, CAADC
Director of Integrated Services*

Your Home for ACCESS TO CARE



North Pointe Medical Assistant starting a VOYCE interpretation session for a Spanish speaking patient.

Providing access to healthcare, regardless of ability to pay, is the foundation of community health centers. In 2023, Hamilton worked to expand access to care for our community in a variety of ways.

Eliminating Language Barriers for Patients

Hamilton firmly believes that every patient deserves to have their voice heard during their healthcare journey. In 2023 Hamilton introduced a new on-demand, audio/video interpretation service at all clinic locations, ensuring all community members or patients can communicate easily during their healthcare service regardless of the language they speak.

At no cost to patients, Hamilton's VOYCE service is a live-person interpretation service that seamlessly connects our staff and patients when they do not speak the same language.

With over 200 languages, including American Sign Language, Hamilton patients of all backgrounds can communicate effectively and confidentially with their healthcare provider.



375
Non or Lower
English-Speaking
Patients



1,255
VOYCE Service
Interpretations
for the year



14,000+

Medicaid Patients



4,000

Efforts Assisting Patients with Medicaid Redetermination



71

Medicaid Redetermination Awareness and Enrollment Events

Health Insurance Coverage

In June of 2023, as a result of the end of the COVID-19 public health emergency (PHE), the Michigan Department of Health and Human Services launched the largest redetermination process for Medicaid coverage in history. After a multi-year pause under the PHE, annual insurance coverage redeterminations resumed, requiring all Medicaid recipients to submit documentation specific to their annual income and related factors to determine their eligibility to retain Medicaid coverage.

Hamilton has developed a comprehensive outreach and patient engagement campaign to support patients to ensure they can retain their health insurance. Conducted via clinic based staff, and a variety of community based outreach strategies, we've spent the past year proactively connecting with patients to ensure they understood the redetermination process, helping to enroll and retain coverage. If you're in one of our clinics and have a question, look for our staff with an "Ask me about Redetermination" button!



**Did You
KNOW?**

Michigan health centers serve over 715,000 patients annually.

Expanded Access to Preventive Screenings

Hamilton launched a new partnership with the University of Michigan Health Rogel Cancer Center and its Mammography Mobile Unit this year. Hosted at our Main Clinic the third Monday of each month, the Mobile Mammography Unit provides preventive screening mammograms on site for primary care patients. The breast imaging scanner on the mobile mammography unit is the same state-of-the-art scanner that is located at fixed breast imaging locations throughout the University of Michigan Health System.



Bringing the Michigan Medicine mobile mammogram bus to Genesee County was a group effort between Hamilton and the Michigan Medicine's Mammography Team.



340B Improves Prescription Drug Access for Hamilton Patients

The 340B Drug Pricing Program is an essential source of support for Community Health Centers, allowing health centers to purchase outpatient drugs at significantly reduced costs. Hamilton patients with diabetes, heart disease, and behavioral health needs rely on drugs purchased through the 340B program more than other patient populations. Without 340B, these patients would face much more severe health outcomes.



52,000

Prescriptions Filled

Hamilton has two pharmacies, located at our Main and Burton clinics, where 340B-eligible patients can access prescriptions and refills as prescribed by their primary care provider or specialty care physician. In addition, Hamilton continues to expand its network of 340B program contracted pharmacies where Hamilton patients can access 340B discounted medications at pharmacies in their local neighborhoods.

Hamilton Pharmacy Hours

Burton Pharmacy
G-3375 S. Saginaw St. Burton
MONDAY - FRIDAY
8:00AM - 5:30PM

Main Pharmacy
2900 N. Saginaw St. Flint
MONDAY - FRIDAY
8:00AM - 5:00PM

*Main Pharmacy is closed from
12:30 - 1:30PM every day for lunch*

Your Home for COMMUNITY ENGAGEMENT

Throughout 2023 we were fortunate to have many supporters and partners throughout the community who assisted Hamilton with advancing our mission as a Community Health Center. Support came in several forms, including sponsoring National Health Center Week activities, organizations opening their doors to partner for community-based COVID-19 and flu vaccines, or partnering on specialty care and prevention initiatives.

We want to thank all our supporters, partners, and friends who work with us time and time again in an effort to expand access to care for our community members.



Stephanie Cates, LMSW, speaking with patients and guests during Hamilton's monthly Healthy Body, Happy Mind series.

Program and Event Sponsors

- Blue Cross Blue Shield of Michigan
- Blue Cross Complete
- Catholic Charities / Center For Hope
- Common Health Care Alliance
- ELGA Credit Union
- Ennis Center
- Flint Community Schools
- Genesee Health Plan
- Goyette
- Greater Flint Health Coalition
- Greater Holy Temple
- Health Alliance Plan
- LatinX
- Lawrence Moon Funeral Home
- Mass Transportation Authority
- McLaren Health Plan
- Meridian
- Michigan Primary Care Association
- Molina Healthcare of Michigan
- National Heritage Academies
- Saginaw Bay Underwriters
- Salvation Army
- United Health Care
- United Way of Genesee County
- Valley Area Agency on Aging



Clarence Pierce, Chief Executive Officer, and Congressman Dan Kildee, encouraging support for community health centers across the country.



Hamilton team members at Center for Hope with Katie Baxter, CEO of Catholic Charities of Shiawassee and Genesee counties.



ENGAGEMENT



Above: Hamilton and local churches collected more than 300 blankets that were donated to Catholic Charities warming centers, Carriage Town, and Shelter of Flint. Pictured are staff members of the Burton Clinic.

Left: Kids enjoying National Health Center Week activities at the North Pointe clinic.



158

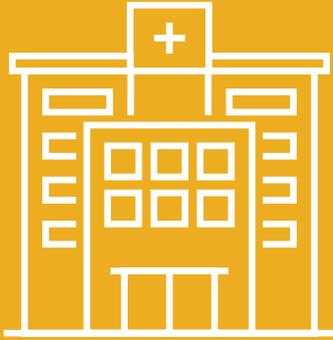
Number of
Outreach Events

Did You KNOW?

Federally qualified health centers serve 1 in 5 rural residents in the United States.



Your Home for **HEALTHIER** Impact



Total Visits

86,536

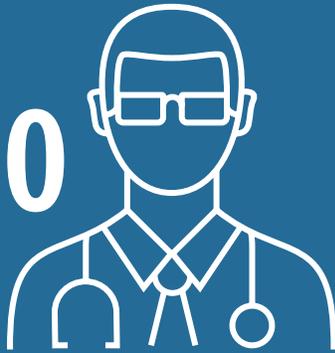
Behavioral Health Visits

4,331



68,550

Medical Visits



2,127

Vision Visits

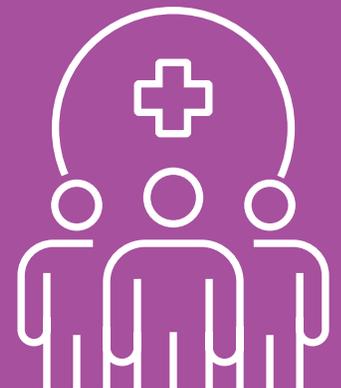


Dental Visits

10,238

21,759

Total Patients



Note: All patient service data included in this community impact report is sourced from Hamilton's calendar year 2022 Uniform Data System (UDS).

Service AREA

Hamilton Community Health Network currently operates eight clinics throughout the Genesee and Lapeer area. Each clinic is conveniently located near public transportation, creating a healthcare experience that is easy to access for everyone. Locations are open from 8:30AM to 5:00PM Monday through Friday.



Clio Clinic
4154 W. Vienna Road
Clio, MI 48420
Phone: 810-406-4246



Dental North
5399 N. Saginaw Street
Flint, MI 48505
Phone: 810-406-4246



North Pointe Clinic
5710 Clio Road
Flint, MI 48504
Phone: 810-406-4246



Main Clinic
2900 N. Saginaw Street
Flint, MI 48505
Phone: 810-406-4246



Flint Clinic
Inside Center for Hope
812 Root Street, 2nd Floor
Flint, MI 48502
Phone: 810-406-4246



Administrative Offices
225 E. Fifth Street, Suite 300
Flint, MI 48502
Phone: 810-406-4246



Hamilton-McFarlan
Senior Health Center
800 E. Court Street
Flint, MI 48502
Phone: 810-406-4246



Burton Clinic
G-3375 S. Saginaw Street
Flint, MI 48529
Phone: 810-406-4246



Lapeer Clinic
1570 Suncrest Drive
Lapeer, MI 48446
Phone: 810-406-4246

Coming in 2024:
Hamilton Whitmore Lake Clinic
Whitmore Lake, MI 48189



Hamilton Community Health Network is accepting new patients in all service and program areas. Hamilton is open to all residents, regardless of insurance coverage or ability to pay. To schedule an appointment, call 810-406-4246 or visit HamiltonCHN.org to submit an appointment request online.

225 E. 5th Street
Suite 300
Flint, MI 48502
810-406-4246
HamiltonCHN.org