



SALINA FAMILY
HEALTHCARE CENTER



SMOKY HILL
FAMILY MEDICINE RESIDENCY



2023 ANNUAL REPORT

Mission

... to serve our community at the crossroads of compassionate healthcare and professional education.

Vision

- Providing the most comprehensive, quality, and integrated primary care services among community health centers in Kansas
- Fostering and expanding training opportunities for health professionals
- Being the residency program of choice for physicians who desire to practice in rural Kansas
- Increasing access to core health care services within the Salina region
- Being the employer of choice in the community

Values

Excellence, Innovation, Access, Teamwork, Social Justice, Education, Ethics & Integrity, Patient-centered

MEET THE BOARD

Ramona Malone - President

Secretary, New Jerusalem
Missionary Baptist Church

Rafael Mendez - VP/Secretary

Sales Executive, Blue Beacon

Jordan Webb - Treasurer

Financial Planner, Pathway
Financial

Andy Adams

Senior VP, Bennington State
Bank

Kaci Ashurst

Insurance Underwriter,
Continental Western Group

Barrett Halderman, PhD

Retired Clinical Psychologist

Michelle Nosker

Chemist, REPCO

Sara Nelson

Owner, Merry Maids of Salina

Vonzetta Rhodeman

Warehouse, UPS

Tissa Salter

Faculty, Kansas Wesleyan University

Robert Vidricksen

Commissioner, Saline County

Lynn Wuthnow, DDS

Dentist/Owner, Fine Art of Family
Dentistry



A Message from the CEO

Welcome everyone to the SHEF Annual Report 2023! I am happy to report that SHEF has accomplished great things over the last year and is poised to be a great community partner for health and wellness in the coming years. While we are still dealing with some of the aftershocks of COVID, we have been able to redirect our focus on other community needs and look forward to meeting them with the same caring and expertise as was demonstrated with the pandemic!

First, I am thrilled to announce a successful operational site visit this last spring. The site visitors from the Health Resources and Services Administration (HRSA) were impressed by the compassion and quality of care provided by our staff, which extends way beyond the minimum requirements expected of community health centers. They also commented on the amazing work to train the next generation of health professionals, providing quality care to our community today and expanding that reach to communities across the state for years to come.

Our Eye Care Center has also been a great success with increasing access to the uninsured and Medicaid patients for this care. The “trial” period with two days per week of services has been so successful that we are currently in the process of recruiting for a full-time optometrist to extend the hours that we are able to provide vision care.

This last year we celebrated the graduation of five highly competent and caring family physicians who are fulfilling the family medicine residency mission of serving the people of rural Kansas. At the same time, we welcomed five new resident physicians as well as being a training site for 63 students in various health professions fields. These residents and students keep us engaged in the innovations of healthcare and remind us of the true honor it is to serve our patients.

Our Dental Department has welcomed two new dentists, our Pharmacy continues to increase the number of prescriptions filled through our 340B and medication assistance programs, and our Community Outreach Department is increasingly serving our community outside of our four walls. Our Quality Department has helped us successfully engage in value-based payment programs as well as being recognized as a Patient Centered Medical Home (PCMH) through NCQA.

Our Board of Directors has been doing amazing work, as well. We have welcomed four new members to our board this last year. They participated in our site visit, showing off our expert governance to HRSA. They have also guided us through a strategic planning process this fall, helping set our strategic vision and goals for the coming three years. For this work I am deeply appreciative and excited for our future!

SHEF is an amazing place to work! The people and the passion come together in a way not seen in any other place. We truly serve our community at the crossroads of compassionate healthcare and professional education! A heart-felt “thank you!” to everyone for your contribution to our accomplishments over the last year!

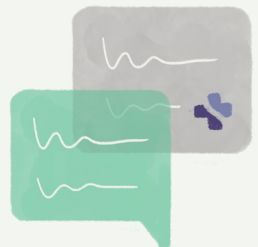
EXECUTIVE TEAM

Robert Kraft, MD, CEO/CMO

Deb Demel, Chief Financial Officer

Ann Feil, Chief Operations Officer

Kimberly Williams, MD, Program Director



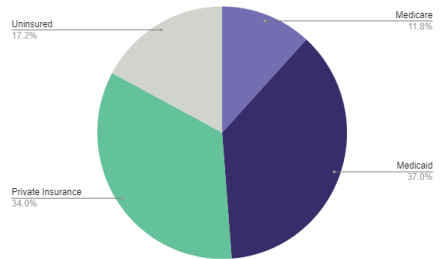
ACCESS

Healthcare access is crucial for individuals and communities to lead healthy, productive lives. Without access to healthcare, individuals are more likely to suffer from untreated or poorly managed health problems, leading to decreased quality of life, increased hospitalization and emergency room visits, and higher healthcare costs. Salina Family Health-care Center focuses on access through after hours and weekend appointments, 24-7 access to on-call doctors, and discount programs for those who meet household income eligibility. We are always here for you and our community!



10,531

Unique patients seen



2022 Patients by Insurance Type



\$3,851,003.66

saved by patients with our Manufacturer Assistance Program



PATIENT - CENTERED

Patient-centered healthcare is an approach that prioritizes the needs, preferences, and values of the patient. In this model, healthcare providers work in partnership with patients to provide personalized and compassionate care that meets the individual's unique needs. This approach is important because it recognizes that every patient is a whole person, with physical, emotional, and social needs that impact their overall health and well-being. Salina Family Healthcare Center focuses every interaction on the patient's perspective. We listen. We care. We advocate for you and the community you live in.



96%

of patients would recommend SFHC to their friends or family



97%

of patients reported feeling heard by their behavioral health provider



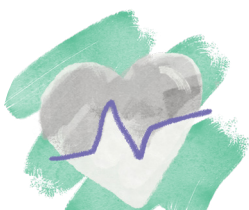
96%

of patients reported SFHC's hours to be convenient for them



EXCELLENCE

Healthcare excellence refers to the highest standard of care, quality, and patient satisfaction in the healthcare industry. It encompasses the best practices, cutting-edge technology, and innovative approaches to care delivery. Salina Family Healthcare Center commits to continuous improvement, the integration of evidence-based practices, and a focus on patient-centered care. We prioritize patient safety and foster a culture of teamwork and collaboration among healthcare providers. Our pursuit of excellence also involves a commitment to ongoing education and training for healthcare professionals, as well as a focus on patient satisfaction and outcomes. We strive for excellence through a relentless focus on quality and a commitment to delivering the best possible care to every patient, every time.



95%

of patients screened for tobacco use
AND received cessation counseling



86%

of OB patients were seen during their
first trimester



97%

of patients reported that staff
protected their safety

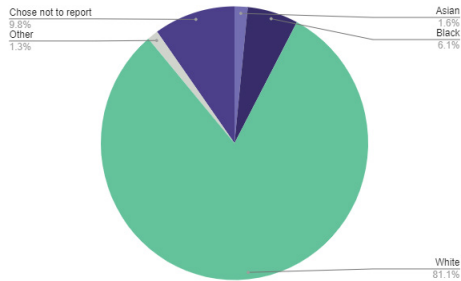


SOCIAL JUSTICE

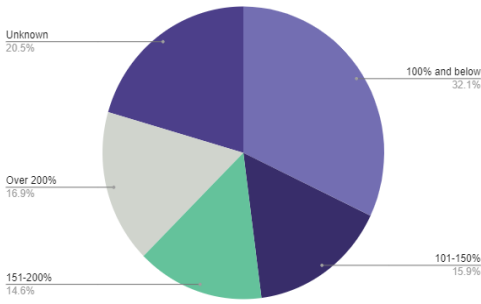
Social justice in healthcare refers to the fair distribution of healthcare resources and opportunities, regardless of a person's race, ethnicity, socio-economic status, or any other factor. It is essential for ensuring that every individual has access to the care they need to maintain their health and well-being, and for addressing health disparities that exist within communities. Salina Family Healthcare Center addresses systemic barriers such as poverty, lack of access to transportation, and language barriers that can prevent individuals from accessing care. We invest in resources such as in-house Spanish language interpreters and care coordinators linking patients to local resources such as utility and transportation assistance to break down barriers to care. We care about and celebrate diverse communities – including yours!



Outreach events - with 55 organizations!



2022 Patients by Race



2022 Patients by Income Status



INNOVATION

Healthcare innovation is essential for improving the quality of care and advancing the field of medicine. Salina Family Healthcare Center continuously assesses the development of new technologies and approaches to care delivery that transform healthcare and improve health outcomes. Ultrasound-guided procedures exemplify how we stay at the forefront of healthcare advances to improve your experience. We have also reimaged and redesigned what a primary care clinic is through integrating behavioral health and care coordination services into your primary medical care experience, as well as providing dental, eye care, and pharmacy services all under one name. Healthcare is constantly changing, and we serve you by staying one step ahead.



Ultrasound machines available for
guided procedures



of patients were screened for
clinical depression



Eye Care patients



Prescriptions filled

ETHICS & INTEGRITY

Ethics and integrity are critical components of a successful and well-respected healthcare organization. They are the foundation upon which trust is built between patients, families, and healthcare providers, and they play a critical role in ensuring that healthcare is delivered in a safe, ethical, and compassionate manner. Salina Family Healthcare Center takes the principles of honesty, transparency, and respect for patient autonomy seriously. We foster a culture of integrity because healthcare is so personal. We are humbled that our patients honor us with that trust every single day. We owe it to them and our community to meet the highest standards of ethics and integrity in all we do.



98%

of patients feel that their provider shows concern for their questions and worries



58

total years of tenure of our Executive Team



90%

Patients on opioid medications are in our 'Chronic Pain Protocol'



10

Audits completed and audits passed

TEAMWORK

Teamwork is a critical component of effective and efficient healthcare delivery. It involves collaboration and communication among healthcare providers, patients, and their families, to achieve the best possible outcomes. Healthcare is a complex and rapidly evolving field, and it requires the expertise and skills of multiple healthcare professionals working together to provide comprehensive and coordinated care. Salina Family Healthcare Center recruits, trains, and retains highly qualified and caring team members who are here to serve you and our community. We create a positive and supportive work environment that is then reflected in our patients receiving the best possible care.



137

Employees



831

Employees' total years of service
at SHEF



16

Departments



97%

Of employees report planning to
stay with SFHC long-term

EDUCATION

Healthcare professionals play a crucial role in providing high-quality medical care to patients. It is essential that these professionals receive a comprehensive education to equip them with the necessary knowledge, skills, and attitudes to carry out their duties effectively. Salina Family Healthcare Center takes our mission of training the next generation of healthcare professionals seriously. Since our founding as a family medicine residency, we have engaged health professions students in medicine, nursing, dentistry, behavioral health, pharmacy, and healthcare administration. By investing in the education of healthcare professionals, Salina Family Healthcare Center multiplies as the impact of the care we provide across the region and the state.



63

Students hosted



94%

Of family medicine graduates
are practicing in rural Kansas



9,885

Dental outreach screenings &
education in area schools



11

Patients participating in our first
Diabetes Education course

FINANCIALS

Fiduciary duty is a legal obligation that requires individuals or organizations in positions of trust to act in the best interests of their beneficiaries. In the context of healthcare, this means that healthcare providers, administrators, and leaders have a responsibility to act in the best interests of their patients and community, ensuring that their care and well-being is prioritized above all else. As a community health center, Salina Family Healthcare Center is a fiduciary to Salina and the surrounding areas. We demonstrate our commitment to these principles through our community-focused board of directors, being good stewards of the resources provided to us, and holding ourselves to the highest standards of ethics and integrity.

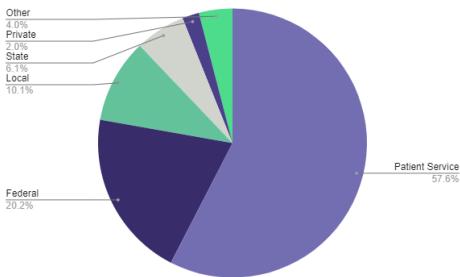
Financial Successes

*Opened Outreach's mobile medical unit
Replaced all dental & medical exam chairs
Purchased new OB Ultrasound technology
Began Pharmacy Residency Program*

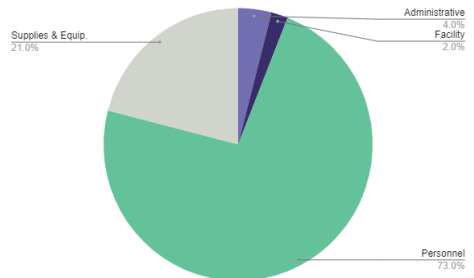
Other Stats FY22

Current Ratio (Current Assets/Current Liabilities): 15.09

Days Cash on Hand: 91



Revenue Sources



Operating & Expenses

OUR PEOPLE

Medical Providers

Joshua Bahr, MD
Molly Biggs, PA-C
Danielle Corbett, MD
Mariah Crumbaker, MD
Allison Edwards, PA-C
Whitney Gantz, APRN-C
Catherine Goetz, DO
Abby Hanzlicek, MD
Alex Hermesch, MD
Maci Hicks, MD

Lewis Hutfles, DO
Kevin Klug, MD
Robert Kraft, MD
Marija Lawless, MD
Andrew Lopata, PA-C
Seth Metzler, PA-C
Rob Nagely, MD
Caitlyn Nguyen, MD
Sara Ohadi-Hamadani,
MD

Leah Peterson, MD
Brandon Reid, MD
Amanda Rhyne, MD
Martha Riese, MD
Abbey Rupe, MD
Philip Sedo, MD
Tyler Shriver, DO
Thierry Tchiengue, MD
Kimberly Williams, MD

Dental Providers

Charles Abbick, DDS
Shelly Bushnell, RDH
Omar Elkhabbaz, DMD

Megan Honas, RDH
Alyse Gotti, RDH
Sarah Nelcamp, DDS

Michelle Nunes, DDS
Haley Sherwood, RDH

Behavioral Health Providers

Kate Behan, LMSW/T
Danielle Blea, LCMFT, LCAC
Sam Coup-Metzler, LCPC, LAC

Kate Nesbitt, APRN, PMHNP-PC
Erika Warbinton, PhD

Pharmacists

Alex Engelland, PharmD
Tabia Norris, PharmD

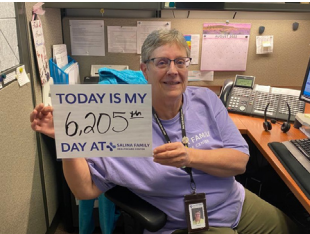
Derek Pihl, PharmD
Cassie Shields, PharmD

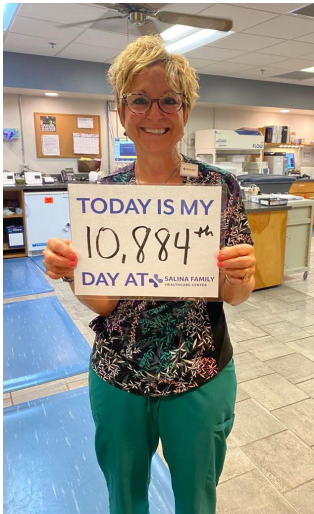
Mallory Zwegardt,
PharmD

Optometrists

Monte Wentz, OD

SHEF IN PHOTOS





651 E. PRESCOTT RD, SALINA, KS 67401 | SalinaHealth.org



SALINA FAMILY
HEALTHCARE CENTER

Main Office

785-825-7251

Dental

785-826-9017

Pharmacy

785-452-3900

Medical

785-825-7251

Eye Care

785-823-3937