



SALINA FAMILY
HEALTHCARE CENTER



SMOKY HILL
FAMILY MEDICINE RESIDENCY



2024 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

Sales Executive, Blue Beacon

Jordan Webb - Treasurer

Financial Planner, Pathway
Financial

Tissa Salter - Secretary

Faculty, Kansas Wesleyan Univ.

Andy Adams

Senior VP, Bennington State
Bank

Kaci Ashurst

Insurance Underwriter,
Continental Western Group

Kristi Hays

Implementation Consultant,
Anthology, Inc.

Barrett Halderman, PhD

Retired Clinical Psychologist

Dirk Hutchinson, MD

Retired Physician

Nancy Lonergan

Retired Teacher

Michelle Nosker

Quality Assurance Insp., Veiga

Nicholas Sharpe

Technician, Salina Family Vision

Robert Vidricksen

Commissioner, Saline County



A Message from the CEO

I hope you enjoy learning about Salina Family as much as we enjoy learning about and serving you and our community! The last year has been exciting and filled with new adventures and challenges for us to better meet our mission of serving our community at the crossroads of compassionate healthcare and professional education. I can only highlight a few of our accomplishments, but let it be known that everyone at Salina Family works tirelessly to serve you with the respect, caring, and expertise that everyone deserves, no exceptions!

SFHC is committed to serving patients and the community where they are. We have seen growth in the number of patients served and the locations where they are seen. Our mobile medical unit is ramping up provider clinics at the locations of local partners, including Central Kansas Mental Health. Our dental mobile clinic now serves clients at Heartland Early Education. Our optometry office has expanded to five days per week, and we offer behavioral health services via telehealth technology.

SFHC is committed to providing the best possible care. We received a Health Resources and Services Administration Silver Award for Quality, placing SFHC in the top 11-20% among community health centers for overall quality. For the last 11 years, we have been recognized as a Patient-Centered Medical Home through NCQA. Patients consistently report satisfaction with the services they receive with 94% saying they would recommend SFHC to their friends or family and our Google star rating is at 4.57 out of 5 stars.

SFHC is committed to providing whole person and family-based care. Primary medical, dental, behavioral, vision, and pharmacy services are all integrated under one name. Care coordinators and community resource specialists assist patients to live their best lives in the communities in which they reside.

SFHC is committed to educating the next generation of healthcare professionals. Once again, Smoky Hill Family Medicine Residency graduated five excellent physicians serving citizens in Kansas and rural areas. This has made 166 total family doctors trained since 1979 with the mission to primarily serve rural Kansas. We successfully launched our clinical pharmacy residency with our first graduate due in June 2024. We continue to collaborate with dental schools to provide clinical experience for dental students across the region. We also now serve as a clinical training site for students in the University of Kansas School of Social Welfare.

Yes, a lot is happening at Salina Family Healthcare Center, which makes the steps we are taking to build a new facility for all our activities not only exciting, but necessary! We have identified our future home at 1001 Edison in Salina (the current Kansas OneGas/Every location). Many "next steps" will be required to make that dream a reality, so please stay tuned to learn more as we work diligently toward that goal!

Thank you so much for taking an interest in SFHC. Reviewing our Annual Report shows you are engaged in community health in a way that is so admirable. SFHC appreciates your thoughtfulness and extends to you an invitation to reach out at any time and in any way to further conversations on how we can work toward an even brighter future together.

EXECUTIVE TEAM

Robert Kraft, MD, CEO/CMO

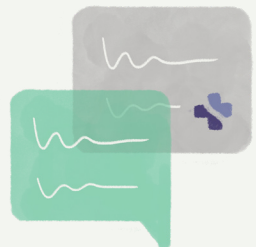
Deb Demel, Chief Financial Officer

Ann Feil, Chief Operations Officer

Derek Pihl, PharmD, Chief Pharmacy Officer

Amanda Rhyne, MD, Chief Medical Officer

Kimberly Williams, MD, Program Director



ACCESS



11,172

Unique patients seen

- Uninsured (16.2%)
- Medicaid (32.7%)
- Medicare (9.8%)
- Private (41.3%)



2023 Patients by
Insurance Type



\$3,960,363

Saved by patients with our
Manufacturer Assistance Program



2

Mobile healthcare units

Ensuring healthcare access is pivotal for both individuals and communities to foster healthy and productive livelihoods. Deprived of such access, individuals often confront untreated or inadequately managed health issues, resulting in a decline in their quality of life, heightened rates of hospitalization and emergency room visits, and escalated healthcare expenses. At Salina Family Healthcare Center, our focus lies in facilitating access through extended after-hours and weekend appointments, round-the-clock availability of on-call physicians, and discounted programs tailored for households meeting specific income eligibility criteria. Plus, growing our Outreach team that focuses on bringing care to anywhere it's needed in the community. We stand committed to being a steadfast support for you and our entire community, ensuring healthcare remains within reach whenever you need it.

PATIENT-CENTERED



94%

Of patients would recommend SFHC to their friends or family



96%

Of patients reported feeling heard by their provider



96%

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



11

Years of continuous PCMH recognition

Patient-centered healthcare emphasizes placing the needs, preferences, and values of the patient at the forefront. Within this framework, healthcare providers collaborate closely with patients to deliver tailored and empathetic care, addressing each individual's distinct requirements. This approach holds significance as it acknowledges that every patient is a multifaceted being, encompassing physical, emotional, and social dimensions that influence their holistic health and welfare. At Salina Family Healthcare Center, each interaction is anchored in the patient's viewpoint. We prioritize listening, caring, and advocating not only for you but also for the well-being of the community you call home.

EXCELLENCE



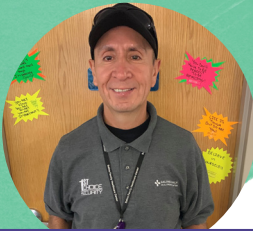
86%

Of patients were screened for depression and had a follow up plan



89%

Of OB patients were seen during their first trimester



96%

Of patients reported that staff protected their safety



Top 11-20% of Health Centers Nationally

Healthcare excellence epitomizes the pinnacle of care, quality, and patient contentment within the healthcare sector, embracing superior standards, advanced technology, and innovative care methodologies. Salina Family Healthcare Center is dedicated to perpetual enhancement, integrating evidence-based practices and emphasizing patient-centered care. Central to our mission is patient safety, underpinned by a collaborative and team-oriented environment among healthcare practitioners. Our pursuit of excellence extends to continual education and training for our staff, alongside a steadfast dedication to patient satisfaction and positive outcomes.

Through an unwavering emphasis on quality and a commitment to delivering unparalleled care, we strive for excellence in every interaction, ensuring the highest standard of care for each patient, without exception.

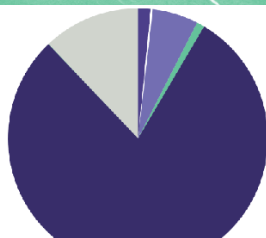
SOCIAL JUSTICE



167

Outreach events with local
community partners!

- Asian (1.6%)
- Native Hawaiian/Pacific Islander (.3%)
- Black (5.7%)
- Native American (1%)
- White (79.4%)
- More than 1 race (0%)
- Unknown (12.1%)



2023 Patients by
Race

- 100% & below (31.7%)
- 101-150% (16.2%)
- 151-200% (15.5%)
- Over 200% (18%)
- Unknown (18.6%)



2023 Patients by
Income Status
(% of FPL)



2

Full-time Spanish Interpreters

Social justice in healthcare entails equitably distributing healthcare resources and opportunities, irrespective of factors like race, ethnicity, or socio-economic status. Its significance lies in ensuring universal access to necessary care for maintaining health and well-being, as well as rectifying health disparities prevalent in communities. At Salina Family Healthcare Center, we confront systemic hurdles like poverty, transportation constraints, and language barriers that hinder access to care. We invest in essential resources such as in-house Spanish language interpreters and dedicated care coordinators who connect patients with local assistance programs for utilities and transportation, thus dismantling barriers to care. Embracing and honoring diverse communities, including yours, is at the heart of our commitment.

INNOVATION



1

Hired a full-time
remote Behaviorist



10

Years celebrated with
our in-house Pharmacy



1,013

Eye Care patients



58,694

Prescriptions filled

Healthcare innovation plays a pivotal role in enhancing care quality and propelling advancements in the medical field. At Salina Family Healthcare Center, we are dedicated to continually evaluating emerging technologies and novel care delivery methods that revolutionize healthcare practices and enhance health outcomes. Our in-house Pharmacy remains at the forefront of this commitment, consistently expanding services and bolstering our team to ensure a seamless and improved experience for you. Moreover, we have redefined the traditional concept of a primary care clinic by seamlessly integrating behavioral health and care coordination services into your primary medical care journey, while also offering comprehensive dental, eye care, and pharmacy services—all unified under one trusted name. In a landscape where healthcare is ever-evolving, we remain proactive in serving you by staying abreast of the latest innovations and advancements.

ETHICS & INTEGRITY



96%

Of patients feel that their provider shows concern for their questions & worries



76

Total years of tenure of our Executive Team



39%

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



11

Audits completed and audits passed

Ethics and integrity serve as fundamental pillars within any successful and esteemed healthcare institution. They form the bedrock upon which trust is cultivated among patients, families, and healthcare providers, playing an indispensable role in ensuring the delivery of healthcare in a safe, ethical, and empathetic manner. At Salina Family Healthcare Center, we uphold the values of honesty, transparency, and respect for patient autonomy with utmost sincerity. We nurture a culture steeped in integrity, recognizing the deeply personal nature of healthcare. It is a profound honor that our patients bestow upon us their trust each day, motivating us to adhere unwaveringly to the highest standards of ethics and integrity in all facets of our work, both for them and for our community.

TEAMWORK



151

Employees



726

Employees' total years of
service at SHEF



21

Departments



96%

Of employees report planning to
stay with SFHC

Collaboration and communication among healthcare providers, patients, and their families are essential for effective and efficient healthcare delivery, highlighting the critical role of teamwork. Given the complexity and constant evolution of healthcare, it necessitates the collective expertise and skills of various healthcare professionals working cohesively to deliver comprehensive and coordinated care. At Salina Family Healthcare Center, we prioritize recruiting, training, and retaining highly qualified and compassionate team members dedicated to serving both you and our community. By fostering a positive and supportive work environment, we ensure that our patients receive the highest standard of care, reflecting the commitment and dedication of our cohesive team.

EDUCATION



90

Students hosted



74%

Of family medicine graduate retention in rural KS over 30 years



14,810

Dental outreach screenings & education in area schools



2

Future healthcare professionals awarded inaugural SFHC scholarship

Healthcare professionals hold a pivotal role in delivering top-notch medical care to patients, underscoring the importance of a comprehensive education that arms them with the requisite knowledge, skills, and attitudes for effective practice. Salina Family Healthcare Center is deeply committed to our mission of nurturing the next generation of healthcare professionals. Since our inception as a family medicine residency, we've actively involved health professions students spanning disciplines such as medicine, nursing, dentistry, behavioral health, pharmacy, and healthcare administration. Through investing in the education of healthcare professionals, Salina Family Healthcare Center amplifies the impact of our care not only across the region but also throughout the state, ensuring a broader reach and enhanced healthcare outcomes for all.

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.

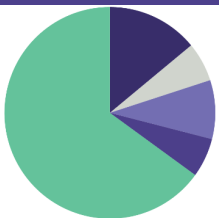
Financial Successes

*Managed 15 grants totaling \$4.9 million
Expanded Eye Care Center hours to full-time
Acquired land for our future facility
Evaluated and adjusted 50% of staff salaries to remain competitive*

Other Stats FY23

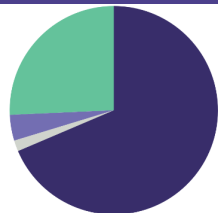
*Current Ratio (Current Assets/Current Liabilities): 21.46
Days Cash on Hand: 115*

- Federal (14%)
- State (6%)
- Private (9%)
- Misc. (6%)
- Patient Services (65%)



Revenue Sources

- Personnel (68.6%)
- Facility (1.7%)
- Administration (4%)
- Supplies and Equipment (25.7%)



Operating & Expenses

OUR PEOPLE

Medical Providers

Joshua Bahr, MD
Molly Biggs, PA-C
Nathaniel Clennan, MD
Danielle Corbett, MD
Mariah Crumbaker, MD
Allison Edwards, PA-C
Whitney Gantz, APRN-C
Carlos Guzman, MD
Maci Hicks, MD
Lewis Hutfles, DO

Garrett Koehn, MD
Robert Kraft, MD
Josiah McAllister, MD
Seth Metzler, PA-C
Rob Nagely, MD
Caitlyn Nguyen, MD
Sara Ohadi-Hamadani, MD
Leah Peterson, MD
Amanda Rhyne, MD
Martha Riese, MD

Abbey Rupe, MD
Philip Sedo, MD
Sarah Shaban, MD
Tyler Shriver, DO
Thierry Tchiengue, MD
Sara Teague, DO
Kimberly Williams, MD
Landon Younger, DO

Dental Providers

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

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

Michelle Nunes, DDS
Karli Schrag-Bonilla, RDH
Haley Sherwood, RDH

Behavioral Health Providers

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

Raquel Moeder, LCMFT
Kate Nesbitt, APRN, PMHNP-BC

Pharmacists

Alex Engelland, PharmD
Tabia Norris, PharmD

Derek Pihl, PharmD
Cassie Shields, PharmD

Mallory Zweygardt, PharmD
Robert O'Neill, PharmD

Optometrists

Ashley Francis, OD

SHEF IN PHOTOS





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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