



February 2017

## Welcome!

Welcome to Chicago Family Health Center (CFHC) *Vitals*, a new e-newsletter for CFHC partners and supporters. As we enter our 40th year, we want to reach out to those who make our mission possible: **You**. Today because of you, CFHC provides care to almost 30,000 patients every year across five service locations. CFHC *Vitals* will come to you monthly to keep you up to date on important happenings at CFHC. We look forward to continuing our journey with you to transform the health of the communities we serve.

## Our History

Up until the early 1970's, South Chicago was a prosperous and sustainable community thanks to a bustling steel industry that provided jobs, commerce and accessible healthcare in the community. After the systemic decline of steel mills and factories in the area, residents not only lost their jobs but access to vital health services and programs went with it. The Claretian priests of the neighboring Our Lady of Guadalupe Church addressed this demand by working with local agencies and community residents to build a fundamental health safety net that would meet the critical healthcare needs of the thousands of community residents affected by the exodus of the steel industry in South Chicago. The Claretian Medical Center opened in 1977 on East 91st Street with a staff of four and cared for 400 patients that year, marking the beginning of CFHC as we know it today. [Click here to learn more about our history.](#)



*Grand Opening of the Claretian Medical Center, 2945 East 91st St. circa 1977*

## *CFHC Receives The Joint Commission Accreditation*

Chicago Family Health Center has earned The Joint Commission's Gold Seal of Approval for Ambulatory Health Care Accreditation for demonstrating continuous compliance with their nationally recognized standards across our five health centers. The Gold Seal of Approval is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.



In December a team of Joint Commission surveyors evaluated our compliance with ambulatory care standards in a variety of areas, including coordination of care, infection prevention and control, medication management and patient education and training. Our staff worked diligently for over a year preparing to meet the standards required to be aligned with The Joint Commission, the premier healthcare quality improvement and accrediting body in the nation.

The level of care our patients receive will be forever impacted by this achievement and our work to maintain Accreditation has only just begun as we continue develop and improve our quality and safety goals for our patients and communities.

[Click here for more information.](#)

## *We are Still Growing*



Today CFHC cares for nearly 30,000 patients a year through a network of [five health](#)

[center sites](#) in South Chicago, Pullman, East Side, Roseland and Chicago Lawn. Our services are coordinated with a comprehensive approach to care for patients in need of **Medical, Dental, Behavioral Health and support programs** . We have more than 250 employees including upwards of **25 Providers** who specialize in family and internal medicine, pediatrics, cardiology, OB/GYNE, dental and behavioral health. We also have a dedicated team of nurses, caseworkers and clinical staff working together to ensure all health needs are being met.

## ***Program Spotlight: Dramatic Performance Improvement Collaborative***

Ask patients what they dread about a doctor's visit and they'll likely say it's the long visit times. Ask a healthcare worker what they dread and they'll say it's patient no-shows. CFHC recently concluded a Dramatic Performance Improvement (DPI) Collaborative, a one-year initiative focused on improving the patient and staff experience through structure, intensive training and workflow changes. The process encouraged teamwork and eliminated silos among staff and the results were impressive. In one year CFHC saw a no-show rate reduction of 46% and a 40% reduction in appointment cycle time system-wide. The DPI Collaborative practices will continue to further increase patient and employee satisfaction levels. The success of this program was made possible through the partnership of [Coleman Associates](#) and the generous support of CFHC partner, the [Lloyd A. Fry Foundation](#).



*Patient leaves our CFHC Chicago Lawn Health Center*

## ***City of Chicago Honors CFHC with Proclamation:***

The City Council of Chicago released a Proclamation to honor and commemorate CFHC's 40th Anniversary Year. The proclamation, signed by Mayor Rahm Emanuel, was approved at the January City Council Meeting after it was proposed by 10th Ward Alderwoman Susan Sadlowski-Garza. "We wanted to recognize CFHC's commitment to the wellness of communities and to the important work that began 40 years ago and continues today," said Alderwoman Sadlowski. [Click here to see the Proclamation.](#)

# *Your Support Matters*

Whether you are a donor, supporter or community partner your participation in our mission makes an important difference in the lives many. Your collaboration with us is felt throughout some of the most underserved communities in Chicago. At CFHC 98% of our patients live at or below 200% of the National Poverty Line, 72% are underinsured and 17% are uninsured. Yet by ensuring access to quality healthcare and programs you are encouraging the health and productivity of entire communities.

**Give. Learn. Become involved.**

[www.chicagofamilyhealth.org](http://www.chicagofamilyhealth.org)

Contact us:

[\*info@chicagofamilyhealth.org\*](mailto:info@chicagofamilyhealth.org)



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