Dr. Francis Tham, DDS, Dental Director retired from Chicago Family Health Center after 30 years of service. Dr. Tham is a Chicago native who attended Loyola University Stritch School of Medicine. Throughout his tenure at CFHC, Dr. Tham worked tirelessly to build and expand the dental department, which today includes more than 20 dental staff members including dentists, dental hygienists and other clinical staff. According to Dr. Tham, his most rewarding experience at CFHC has been: “Helping as many as possible. With the support of strong partners we can have a more comprehensive model of care. We are proud and excited for the momentum we have gained. We aim to nurture and maintain the health and wellness of individuals, families and communities who come to us when they need us most. We hope you continue to watch for and measure improvement of the health of the communities we serve for all who seek care and the choice for comprehensive primary healthcare by achieving our vision for Depreciation and Amortization Net Patient Service Revenue Operating Expenses Profit for Depreciation and Amortization Financial Expenses Other Revenue Net Income Annual Report 2015

Who WE ARE

How WE INNOVATE

*INTEGRATED CARE is about the whole person. At CFHC we know that mental health is integral to people’s overall wellness, quality of life, and medical care outcomes. OUR GOAL is for patients to rely on us as their medical home for their physical and emotional health* —Nora Reyes, PhD, CFHC Board of Directors
CFHC South Chicago
9119 South Exchange, Chicago, IL
• The largest CFHC site
• Opened in 1977
• 44,000 square foot facility (renovated in 2007)
• 33 medical exam rooms and 8 dental operatories
• 48,576 patient visits per year

CFHC East Side
3000 South Sangamon, Chicago, IL
• Opened in 2009
• 4 medical exam rooms, 2 dental operatories
• 11,949 patient visits per year
• Experienced 4% increase in patients, reflecting the growing Latino population on the East Side

CFHC Pullman
575 East 115th Street, Chicago, IL
• Opened in 2013
• New facility opened in 2013
• 21,000 square feet of space
• 23 medical exam rooms, 9 dental operatories
• 22,596 patient visits per year

CFHC Roseland
1205 East 111th Street, Chicago, IL
• First opened in 2006
• Current facility opened in 2008
• 12 medical exam rooms, 5 dental operatories
• 10,414 patient visits per year
• Staff fluent in Spanish and Arabic to serve its diverse patient population.

Behavioral Health Integration (BHI) was made possible through a generous grant from the Health Resources and Services Administration (HRSA). Like millions of Americans, many CFHC patients suffer from depression, anxiety, bipolar disorder, substance abuse, pain management issues, and other behavioral health conditions. The Behavioral Health Integration (BHI) program allows CFHC to integrate and expand these services by fully incorporating behavioral health into routine healthcare visits. Our team of professionals has grown to increase capacity and meet the needs of patients from the time they arrive for their primary care visit, until they are seen by a Behavioral Health Therapist. If a patient presents with any behavioral health concern, medical providers immediately link them with the Behavioral Health Therapist for a brief diagnostic interview and to begin developing a coordinated health care plan. Collaboration between behavioral and primary health professionals is the crux of the integrated care model of behavioral health, and CFHC is at the forefront of establishing cohesive and personalized care for our patients.

Care Coordination helps provide holistic care to patients who may come in for a doctor’s visit, but who are in need of more than just routine care. At CFHC, our Care Coordination Team is made up of dedicated nurses and care coordinators who work side by side with the care team to connect patients with needed resources. These can include social services, behavioral health, and specialists across the continuum of care. The team works to assist and guide patients as they transition between the different levels of services they request or require, organize patient care activities and share information with all those involved in their care coordination plan. Care Coordinators also ensure that the patients’ needs and preferences are being heard and addressed by the appropriate team members and are being incorporated into an effective healthcare plan for them.

Dramatic Performance Improvement (DPI) was made possible through a generous grant from the Lloyd A. Fry Foundation. In order to improve our delivery of care and achieve stellar Patient Centered Medical Home (PCMH) certification, CFHC worked with the Coleman Associates team to create a culture of learning and innovation. The successful DPI movement involves creating an atmosphere of learning, innovation and teamwork that aims to transform patient experience. There are employee teams based at each site with a system-wide support team called the “I-Team.” The DPI movement is working toward decreasing patient wait times, reducing the no-show rate and enhancing our customer service practices. Our teams will continue to train with Coleman Associates, and share the skills and knowledge they acquire with their colleagues in addition to peer-to-peer training to grow and sustain the significant progress made during DPI. Through these efforts, CFHC can and will become the provider of choice for our patients.

Care for the Whole Person
Transforming the Patient Experience
Building Better Care

CFHC South Chicago
9119 South Exchange, Chicago, IL
CFHC East Side
3000 South Sangamon, Chicago, IL
CFHC Pullman
575 East 115th Street, Chicago, IL
CFHC Roseland
1205 East 111th Street, Chicago, IL
CFCH Chicago Lawn
3223 West 63rd Street, Chicago, IL