

FAMILY HEALTHCARE

NEWSLETTER

FALL 2020



Affordable, quality healthcare for every person.





Family HealthCare recipient of generosity in response to COVID-19 pandemic

In response to the COVID-19 pandemic, Family HealthCare received several grants from local and state level organizations. See below for a list of those generous gifts:

- \$75,000 from Delta Dental of MN Foundation;
- \$50,000 from Direct Relief;
- \$25,000 from Otto Bremer Foundation;
- \$10,000 from the FM Area Foundation;
- \$5,000 from Wells Fargo Corporate Giving Program; and
- \$5,000 from Helping Hearts sponsored by Dakota Medical Foundation, Impact Foundation, and Alex Stern Family Foundation.

We are exceedingly grateful for our generous community of supporters who continue to equip us to provide quality, patient-centered care to everyone. Funding from these grants will be used to respond to the increase in medical needs our patients are experiencing as a result of the ongoing pandemic.





FHC Downtown Location Becomes COVID-19 Test Site

As the primary entity with experience and knowledge of the vulnerable populations, Family HealthCare was identified as a key organization in the Fargo-Moorhead metropolitan and the Cass County (ND) and Clay County (MN) region to participate in the Red River Valley COVID-19 Task Force. The goal of the Red River Valley COVID-19 Taskforce is the prevention and mitigation of community spread of COVID-19 in the metro community.

The downtown Family HealthCare location became a COVID-19 test site. Family HealthCare took over all operations regarding the test site on June 8th from the North Dakota National Guard. The ND National Guard had been operating the test site for the previous 3-4 weeks. To ensure smooth operations, our staff was trained by the ND National Guard.

Since managing the site, an average of four to five individuals, including nursing staff, are required to be on-site each day. The initial goal of the testing site was to

conduct 50 tests per day. From June 8th to October 15th, Family HealthCare exceeded that goal averaging close to 100 tests per day for a total of over 8,000 tests completed.

With accessibility in mind, testing is free to all Family HealthCare patients and no appointment is necessary. Testing is available Monday through Friday from 8:00 a.m. to 4:45 p.m. We strive to provide test results to patients within 3-7 days.

Most recently, we have purchased a trailer to house the testing site through the end of the year. In 2021 the trailer will serve as an outreach mobile unit to and provide free COVID-19 tests and COVID-19 education for the most vulnerable populations in our community including the homeless population.

We are humbled to offer this important service to our community members and are honored to do our part to effectively respond to this ongoing pandemic.



FHC pivots to telehealth almost overnight

With the CDC guidance released in late March 2020, Family HealthCare rapidly implemented emergency operating procedures to effectively achieve the objectives as set forth by the CDC. Our focus was to reduce transmission of COVID-19, provide patients with the appropriate access and level of care, and decrease the burden on the healthcare system.

We made substantial changes to nearly all patient flow and clinical interaction processes. FHC undertook an immediate transformation from in-person patient care to the use of telehealth capabilities, systems, and processes from home office locations as well as within the clinics themselves.

This conversion to remote telehealth visits at the end of March happened nearly overnight. We explored a number of no-cost or low cost solutions by cobbling together the necessary equipment to facilitate the video and telehealth services. Administrative and clinical staff began using their own personal computers and equipment while we sent out an urgent request to community stakeholders asking to borrow web cameras and other necessary peripherals. Outside of the box thinking like this highlights the creative and resourceful ingenuity of our staff as well as demonstrates the unselfish generosity of our community members.

In the following three months, FHC providers completed roughly 4,000 visits remotely over telehealth, allowing patients to receive care in the safety of their homes during the highly uncertain initial phase of this ongoing pandemic. Providers returned fully to the clinic in mid-June with extensive changes to work flows to continue to protect patients and staff.

Patients continue to have the option of completing their visit over remote telehealth should they prefer. In appropriate circumstances, providers continue to utilize telehealth for in-house visits, sometimes including a hybrid model, to continue to minimize the risk of exposure while providing the quality care our patients require.

Prior to the pandemic, telehealth capabilities were non-existent at FHC. Due to our incredible community of supporters and the adaptability of our staff, we were able to transition to telehealth services. To date, a total of 7,647 visits have been completed in their entirety over telehealth.

Additionally, we are grateful that during this time there have been no known cases of COVID-19 acquired by FHC staff due to a work-place exposure.

FHC awarded the Eide Bailly Resourcefulness Award

Family HealthCare is honored to be the recipient of the grand prize of \$10,000 for the Eide Bailly Resourcefulness Award. This award focuses on supporting the financial health of the nonprofit sector while recognizing and celebrating nonprofits for their creative revenue generating initiatives.

FHC was awarded based upon our overnight pivot to telehealth. With the CDC guidance released in late March 2020, Family HealthCare rapidly implemented compliant emergency operating procedures. We made substantial changes to nearly all patient flow and clinical interaction processes, undertaking an immediate transformation from in-person patient

care to the use of telehealth capabilities. To do so, we utilized several no-cost or low cost options including person computers and requesting web cameras and other necessary materials from our community.

This creative problem solving highlights the resourcefulness of our staff as well as demonstrates the unselfish generosity of our community members. Our application was evaluated for creativity, implementation, impact, sustainability, and overall impression.

We are grateful to be part of such a generous community.



FHC is grateful to longtime interpreter Dahir Ahmed's dedicated service to the community

Dahir Ahmed was a longtime Family HealthCare interpreter. He recently lost a month-long battle with coronavirus on Wednesday, June 17. Ahmed, husband and father of five children, was laid to rest in a Muslim cemetery in south Fargo.

Ahmed first came to the United States from Somalia in 1996 and became a refugee coordinator at Family HealthCare three years later. After 2005, he transitioned to the role of Somali interpreter

where he worked alongside more than two dozen interpreters. In this role, Ahmed helped countless new Americans navigate life in the Fargo-Moorhead area.

Ahmed was a wonderfully caring person always ready to offer a smile. The team at Family HealthCare is grateful for the opportunity to have worked alongside Ahmed for over 20 years and his presence will be deeply missed.

TARA BOWEN

featured as Ladyboss of the Month

Tara Bowen, RN Homeless Health Case Manager and Outreach Nurse, was featured as Fargo Inc's May Ladyboss of the Month.

She was selected and honored for her recent work in striving to mitigate the risk of coronavirus exposure for those experiencing homelessness. With limited access to sanitation and space to effectively social distance, individuals experiencing homelessness are at increased risk for worse outcomes from the virus.

For Bowen, the biggest change in her work brought about by the pandemic has been in stepping away from her typical non-COVID role at the FHC facility to support and care for FHC patients at the temporary shelter. Bowen's work throughout the past several months has included taking care of and monitoring homeless clients who are COVID-positive or those that have had close contact with a positive person at a temporary shelter. In order to carry out that work, Bowen is provided with necessary supplies and assistance with supplying medications in addition to over-the-counter medicine that may be helpful.

It is certainly a team effort to care for our most vulnerable community members and FHC is grateful to support our employees doing such important work.

Read the Fargo Inc article here:
fargo-inc.com/ladyboss-of-the-month-tara-bowen/



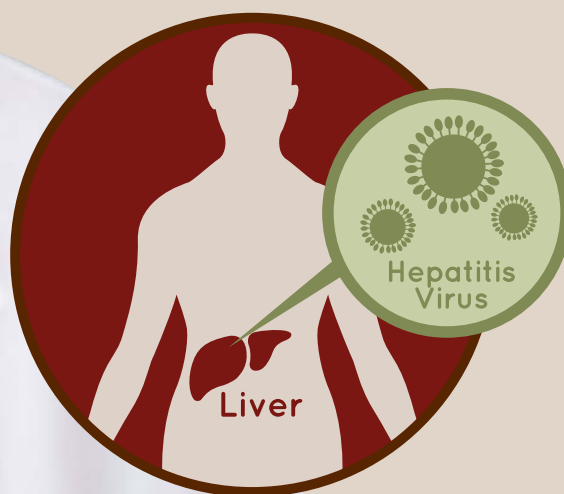
21 FHC PATIENTS

with Confirmed Hepatitis C Cures

The primary care-based clinical model for treating hepatitis C that FHC rolled out in 2019 continues to be successful for FHC patients. In short, hepatitis C is a blood borne, viral pathogen that primarily affects the liver and sometimes other systems of the body. Hepatitis C is an RNA virus which is one of the characteristics that make it curable because it doesn't incorporate into the cell DNA. Most people that are exposed to the disease will have it for life unless they're treated. While 15-20% of people who have hepatitis C will experience the disease resolve on its own, the majority of people need to undergo treatment to be cured.

Since FHC first began offering treatment, Amber Slevin, clinical pharmacist, reports that FHC has 21 patients with confirmed hepatitis C cures. A total of 29 patients have completed treatment. There are 8 patients who are scheduled to complete lab work confirming their cure in the next few months. To date, there have been zero treatment failures.

Currently, there are six patients on treatment and approximately 30 patients are actively engaged in the treatment work up process.



Amber A. Slevin, PharmD

Stacie's Story

Stacie is one of the 21 patients who have been cured of hepatitis C. The Fargo resident has struggled with addiction for most of her life and used IV drugs for eight years. She stopped caring about herself or others and frequently shared needles which is how she became exposed to hepatitis C. Stacie was arrested and incarcerated on November 26, 2018 which was a pivotal turning point in her life.

"I sobered up and changed my life. I became a Christian and turned my whole world around; God did. Through all of this, I feel like my path is definitely changed. I no longer have a desire to use, I want to take care of myself," said Stacie.

Stacie first visited Family HealthCare for thyroid medication. When she provided her medical history, she was told that hepatitis C treatment was available through the FHC Hepatitis C Clinic. At the clinic, Stacie began working closely with Slevin and Kayla Nelson, DNP to set up a treatment plan.

"They were just fantastic, compassionate, and truly wanted to help me. They were true advocates for me. They want to know why the problem is there and figure out what caused it in the first place," said Stacie.

In addition to the tailored care Stacie received, she also felt welcomed through the inviting environment of the space. "I really like the downtown facility. It's clean and everyone is very kind and professional. At the same time, it doesn't feel sterile. If I have to go to the doctor, I'm glad I get to go to Family HealthCare," said Stacie.

Stacie responded to the 8-week Hepatitis C treatment well. She took her treatment in tablet form one time per day which is consistent with the treatment plan most patients are on. "I completed the whole treatment without any problems. During the first week I had some nausea which was the only side effect. I felt more energetic and better every week that I was taking the medication," said Stacie.

"Overall, my providers would call to check up on me often... it was a really simple process. Everything they did for me was so holistic and caring. I tell people all the time that Family HealthCare will help you," said Stacie.

Collaborative Effort

The core Hepatitis C treatment team is composed of two medical providers and Slevin. The team partners with another pharmacist and two technicians in the FHC Downtown pharmacy, and the nursing staff. The two medical providers and Slevin see most patients together to ensure that they are collecting all the necessary clinical information and providing smooth, continuous care from

diagnosis to cure. This highly collaborative, interdisciplinary team works together to ensure patients have access to the care and treatments they need.

"My thought process is that from day one of meeting a patient, I want it to be clear that we are advocates for them. We are going to partner with them. Our greatest goal and hope is to get them on treatment as soon as possible and provide the highest level of support possible," said Slevin.

Furthermore, the team is aware of the stigma that hepatitis C carries in some places or in some people's minds. "We are sensitive to that fact. For a lot of our patients, the treatment ends in celebration of it being gone. It's such a huge life moment when someone is cured. We celebrate with them and do a lot of education on avoiding reexposure," said Slevin.

Increasing Access

With a proven effective treatment and clinical model established, the FHC team has been focusing on bringing awareness to their treatment availability and increasing access to treatment. That means addressing barriers such as medical insurance and increasing the number of patients who are screened for the disease since it is a relatively silent disease.

At FHC, everyone has access to hepatitis C services. What poses some challenges is obtaining insurance coverage because the treatment is quite expensive and some insurances still require specialist involvement, even for straightforward cases. Slevin has personally consulted with a major ND insurance payer on criteria that they could put into place to

allow more primary care doctors to treat standard hepatitis C cases. She hopes those criteria will be in effect in 2021.

"I think a lot of the access barriers are incorrectly perceived or patients report they had been turned away from other places. A lot of the time there are barriers with insurance. We can overcome those; it just takes coaching and education of the process of the clinical work up and fulfilling insurance requirements. We ensure that patients know and understand what to expect. We put a lot of work into figuring out what the patient's insurance requirements are," said Slevin.

Furthermore, FHC has been working to increase engagement with hepatitis C ECHO model. This entails bi-monthly presentations of content and cases with a collaborative of primary care doctors and hepatology specialists so that the primary care-based hepatitis C clinic can continue to grow in specialized knowledge. The team is also able to bring forth complex cases and have specialists advise without requiring specialist referrals for every patient. This helps to ensure that some of the complex cases have a higher level of expertise involved and referrals to specialists are only made when necessary.

We are eager to continue increasing access to hepatitis C treatment and work to better serve patients in need of care.

“They were just fantastic, compassionate, and truly wanted to help me...They were true advocates for me.”



WHITNEY FEAR,

**Behavioral Health
Provider, honored at
Leading Ladies
Luncheon, presents
several trainings**

Whitney Fear, Behavioral Health Provider, was honored at the ND Women's Business Center annual Leading Ladies Luncheon in the spring of 2020.

In April for Presentation Partners in Housing and in July for Someplace Safe MN, Fear presented a virtual training on how to adjust person-centered and trauma informed principles with infectious disease recommendations for COVID-19 in mind. These presentations also focused on how a pandemic affects individuals with emotional trauma.

Additionally, Fear completed a taping as a collaborating professional for a series of videos that the Council on Abused Women's Services (CAWS) ND and the North Dakota Human Trafficking Task Force will release for training purposes for ND professionals working with individuals who are currently or have been formerly involved in forced commercial sex. She was asked by CAWS and the Task Force to participate as a mental health professional with expertise in the areas of social determinants of health and the assessment/treatment of individuals who have experienced extensive trauma.

Dr. Espejo presented the Catholic Charities North Dakota Caritas Award

Dr. Lucho Espejo of Family Medicine was presented with the Catholic Charities North Dakota Caritas Award this year. The luncheon was held on March 10, 2020 at Sts. Anne and Joachim Catholic Church in Fargo, ND. Bishop John Folda presented the award as Dr. Espejo was honored for using his medical skills to help those in need and advocating for the poor. He was recognized for providing unselfish and compassionate medical care to those from and in all walks of life.



Luecke received the Lozier Scholarship for New Members

Kalie Luecke, Certified Physician Assistant, received the Lozier Scholarship for New Members. The National Health Care for the Homeless Council recognized five winners of 2020 awards and scholarship for outstanding achievement and leadership in the movement to improve homeless health care and end homelessness.

Lozier Scholarship for New Members is an award honoring the legacy of the National Health Care for the Homeless Council's founding Executive Director, who retired in December 2016. The scholarship supports the registration fee, lodging, and related costs up to \$1,000 for one individual to attend the annual National HCH Conference & Policy Symposium.

Maack inducted into the Tapestry of Inclusion and named Vice Chair, Pharmacy Practice

Brody Maack, PharmD, Board Certified Ambulatory Care Pharmacist (BCACP) was nominated and selected for induction into the 2020 Tapestry of Inclusion at North Dakota State University.

The Tapestry of Inclusion, a program of the Student Activities Office, is a pictorial mosaic that recognizes students, faculty, staff, and alumni for the contributions to diversity they bring to North Dakota State University. Each year individuals are inducted into The Tapestry during a formal ceremony. Inductees contribute to supporting and advocating for diversity on the basis of age, color, gender, expression/identity, mental and physical ability, race, socioeconomic status, religion, sex, sexual orientation, and veteran status of the University community. The Tapestry program kindles the spirit of diversity that is integral to the NDSU Community.

Furthermore, Maack was also selected to serve as the Vice Chair for the Pharmacy Practice Department at NDSU. Maack will begin his Vice Chair duties on July 1. As a Clinical Pharmacist, his areas of expertise include ambulatory care clinical pharmacy, patient-centered medical home, pharmacy practice clinical service, and tobacco cessation.



Your Donation Makes A Difference

We Need Your Help to Offer Quality Healthcare to Every Person

DONATION

Family HealthCare depends on donations from people like you to provide a wide variety of services, from general medical exams and X-rays to vision and dental care. We need your help to make sure our efforts go even further and continue our mission of providing affordable quality healthcare for every person.

To donate securely online, visit our website.

HOW TO GIVE

Online

www.famhealthcare.org/donate

Contact Us

Email: jsorby@famhealthcare.org
Phone: 701-551-2450

Mail

Family HealthCare
Attn: Julie Sorby
301 NP Avenue
Fargo, ND 58102

\$25

donation will provide
ONE COMPREHENSIVE HEALTH CARE PATIENT VISIT.

\$40

donation could give a
CHILD HIS OR HER FIRST DENTAL EXAM.

\$100

donation would cover all
CHRONIC CARE APPOINTMENTS FOR AN ELDERLY DIABETIC PATIENT.

A donation of any amount is appreciated.

Family HealthCare Board of Directors

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Learn more about how to apply
Call: 701-551-2450 Email: jsorby@famhealthcare.org

The Family HealthCare Qualified Endowment

Make an Even Bigger, More Lasting Difference

Did you know there is a way you can make an even bigger, more lasting difference? With significant tax savings, you can give more and give forever. Through the North Dakota Charitable Income Tax Credit, you can claim a credit of 40% on a minimum donation of \$5,000 to a qualified endowment; Family HealthCare has such an endowment set up at the FM Area Foundation. This credit is on top of the savings you can receive on your federal return by itemizing your qualifying charitable donations.

If you'd like to learn more about the 40% tax credit and how you can turn this year's giving into a forever gift, please contact Julie Sorby at 701-551-2450 or jsorby@famhealthcare.org.

Family HealthCare named **BICYCLE FRIENDLY BUSINESS**

Family HealthCare has earned recognition as a Bronze level Bicycle Friendly Business from The League of American Bicyclists.

We've joined nearly 1,400 local businesses, government agencies, and Fortune 500 companies across the United States in transforming the American workplace to be more welcoming to our customers and employees who bike.

"When places make it easier for people to choose to bike, they are building safer, stronger, and better connected communities. The League of American Bicyclists is thrilled when organizations like Family HealthCare join us in this movement to build a more Bicycle Friendly America. When more people are biking to work or shop, life is better for everyone," says Executive Director Bill Nesper of the League of American Bicyclists.

Learn more about the League's Bicycle Friendly Business program at bikeleague.org/business. If you have feedback on how we can be even more welcoming to people who bike, don't hesitate to let us know.

Bicycle Friendly Business is a Service Mark of the League of American Bicyclists; used with permission.





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www.famhealthcare.org

CONTACT AND LOCATIONS

Main Clinic & Pharmacy

301 NP Avenue
Fargo, ND 58102

MONDAY – FRIDAY

Clinic: 701-271-3344
7:30 am – 5:00 pm

Dental: 7:00 am – 5:30 pm

Homeless Health Services: 701-271-3344
7:30 am – 12:30 pm

Pharmacy: 701-271-1495
9:00 am – 5:00 pm

Homeless Health Services

311 NP Avenue
Fargo, ND 58102

701-271-3344

MONDAY – FRIDAY
7:30 am – 5:00 pm

Moorhead Dental

715 North 11th Street, Suite 106B
Moorhead, MN 56560

701-271-3344

MONDAY – FRIDAY
7:00 am – 5:30 pm

West Fargo Clinic

726 13th Ave. E.
West Fargo, ND 58078

701-271-3344

MONDAY – FRIDAY
8:00 am – 12:00 pm
1:00 pm – 4:30 pm

South Fargo Clinic

4025 9th Ave. S.
Fargo, ND 58103

MONDAY – FRIDAY

Clinic: 701-271-3344
8:00 am – 5:00 pm

Pharmacy: 701-271-1495
9:00 am – 12:00 pm
1:00 pm – 5:00 pm

Valley City

City-County Health District
415 2nd Ave. NE., Valley City

701-271-3344 (main office)

WEDNESDAY & FRIDAY
9:00 am – 4:00 pm

Get Involved

Become a Family HealthCare patient or volunteer. Visit us and tour our facility, or use it for service club meetings or other organizations.

www.famhealthcare.org

