



MONMOUTH FAMILY HEALTH CENTER, INC

Organizational Background

Monmouth Family Health Center was established in 2004 as a 501(c)3 nonprofit organization and obtained status as a Federally Qualified Community Health Center in 2009.

For over thirty years, the Center operated as the Outpatient Department of Monmouth Medical Center before it became a separate corporation with its own independent Board of Directors. The Board is comprised of 11 members whose composition reflects the community it serves.

Our mission is to provide comprehensive, affordable and culturally sensitive primary and preventive health care. The Health Center serves patients of all cultures and backgrounds in the Long Branch community, neighboring towns and throughout Monmouth County.

Our main building is a 10,000 square-foot facility located at 270 Broadway and is easily accessible by public transportation. It also has two satellite locations. The Dental Center located at 335 Broadway and Women's Wellness Center is located at 80 Pavilion, Long Branch NJ.

The Center serves approximately 14,000 individual patients and almost 54,000 total medical and dental visits per year. MFHC is staffed by over 85 full and part-time employees, including physicians, dentists, clinical and administrative personnel. To meet the needs of all patients, the center provides a wide range of services including pediatrics, adult medicine, pre-natal & gynecological care, dental services and more. Our primary health care services emphasize early intervention and prevention and are aligned with national evidence-based standards of health care.

Access to Care:

- Evening and Saturday hours have been added to accommodate the growing demand for our services and those who have jobs during the day
- Trilingual personnel (Spanish, Portuguese and English) have been hired to facilitate communication
- Board Certified physicians have been added to accommodate higher demand
- The Dental program has been expanded to include a new state of the art 5,000 square feet of space with 10 dental operatories
- The Ob/Gyn program is housed in a 4,000 square foot facility
- Monmouth Medical Center residents and preceptors provide health care to Center patients as well
- Mental health services have been expanded

Technology:

- The Center has an electronic practice management system which incorporates scheduling, registration and billing. This system has facilitated the integration and utilization of financial information. This software has given the center the capability to bill third parties electronically
- A call center was established to ensure that dedicated staff and technology are in place to improve the patient's ability to reach personnel and make appointments
- A new Electronic Health Record system is in place
- A new appointment reminder system was installed to decrease the no-show rate

Process Improvement:

- Process improvement including the measurement of patient satisfaction is the backbone of the organization. Quality standards have been established through a number of resources including those mandated by the New Jersey Department of Health and Senior Services, Healthy People 2020. These standards are systematically assessed to ensure a continuous delivery of quality patient care. As it relates to patient satisfaction, the Center consistently achieves an overall satisfaction rate between 89 and 90%. All of these indicators are included in both the Quality Improvement and Strategic Plans and are reported to the Board of Directors on a quarterly basis
- Recently the Health Center received a Certificate of Quality of Care from the Health Resources and Services Administration which indicates that as it relates to Quality outcomes, the Center is among the top 30% in the country

Outreach and Education:

- The Center provides assistance to the local food pantries and churches, through food drives conducted during the holidays and special events
- The Center participates in the Reach Out and Reach Program and its various programs have been highlighted in National Television (The McNeal Leher Report) and local newspapers such as the Asbury Park Press, Nosotros and the Link
- The Medical Director, Dr. Raksha Joshi, is Board Certified physician in Obstetrics and Gynecology and consistently presents her research findings to the American College of Obstetrics and Gynecology and the Association of Professors of Obstetrics and Gynecology. She also writes health columns in Latinos Unidos, a local Spanish newspaper
- The Center consistently conducts four to five Health Fairs a year and provides free health screenings including dental, disseminating patient information and gives away door prizes and other gifts. Two of the Health Fairs take place during Health Center and Women's Health Week. Additionally, the Center conducts a Christmas Party and distributes more than 500 gifts to children from infants to adolescents. Other educational programs are carried out during the normal course of operations

Resource Development:

- In the last 6 years, the Center has received funds from ten foundations to carry out programs in health education, purchase of external defibrillator, cervical cancer screening, asthma prevention, pre-natal care, Emergency Room Diversion program and through the BIMR Grant, we focus on the prevention of black infant mortality rates
- The Center has received funds from the various Medicaid HMOs to conduct health fairs and other educational activities
- It has obtained state grants for expanded medical capacity, purchase of medical equipment and emergency preparedness
- The Center, in conjunction with Monmouth Medical Center, received a substantial grant to decrease the number of patients coming to the Emergency Room for primary care
- The Center is now funded under the Federal 330 Program
- The Health Center has received numerous federal grants to expand medical capacity, dental and mental health and substance abuse services