



**2022 & 2023**

# STATUS REPORT



north texas area  
community health centers



# Letter from Lori Kennedy,

**North Texas Area Community Health Centers Board President:**



Integrated care. It was the theme for the 2023 NTACHC conference, and it has continued to be a theme with our three centers.

Our patients receive excellent care from our providers from the time they step inside to their appointments and after they leave. We call it integrated care because their care is interconnected—from the front desk to the providers to the resources. We make sure they receive the wrap-around services to help them get healthy or keep them healthy.

Let me illustrate this point. A patient comes in to get her diabetes checked. She receives medicine and a monitor for her to check her glucose levels at home. Our staff can check those glucose levels and communicate with her. The provider believes the patient can benefit from the “Living Your Best Life” program, which helps teach people healthy lifestyle choices, so that provider enrolls her. In addition, the provider sees that this patient has not gotten an eye exam lately, so she is referred to the Northside Eye Care Center with an appointment we help her make. Since diabetes can affect your eyesight and cause blindness, we are concerned that our patient needs to get an eye exam. The patient mentions that her daughter is pregnant and has not seen a doctor. The provider tells her to have her daughter make an appointment right away.

This scenario is an example of how we provide integrated care for our patients. As a bonus, we often have family members come to NTACHC because another family member already sees us and trusts us.

NTACHC prides itself on making sure we are taking care of our patients at our three centers. We are improving the health and wellness of each patient through our accessible, compassionate and quality healthcare services.

We hope this report shows how we’re taking care of our community and what we’ve done the past few years.

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# North Texas Area Community Healthcare Centers

We have three local healthcare centers to serve you—Northside, Southeast and Arlington.

## Women's Health

- Well Women Exams
- Prenatal and Postpartum Care
- Sonograms
- Birth Control and Pregnancy Testing
- Testing and Treatment for Sexually Transmitted Infections
- Lab Services
- Behavioral Health/Counseling
- Pharmacy

## Adult Health

- Same-Day Sick Visits
- Yearly Physicals
- Vaccines
- Diabetes and Hypertension Care
- Lab Services
- Behavioral Health/Counseling
- Pharmacy

## Pediatric Health

- Well Child Exams
- Same Day Sick Visits
- Vaccines
- Lab Services
- Behavioral Health/Counseling
- Pharmacy

## Behavioral Health

- Counseling For Patients of All Ages
- Group or Family Sessions
- In-Person, Via Phone or Video

## Northside Eye Care Center

- Eye Examinations
- Glasses Prescriptions
- Eye Examinations for Glaucoma, Diabetes, Macular Degeneration, Cataracts, Dry Eye, Injury/Infection, Red Eyes





### NTACHC Provides COVID and Flu Shots

Over the past few years, we have provided COVID vaccinations and flu shots for the community. As the COVID vaccines have become more available, these numbers have decreased. However, if you still need COVID vaccinations and/or flu shots, make an appointment.

**COVID 2021:** 16,916  
**COVID 2022:** 3,792  
**COVID 2023:** 683

Total Flu doses given at NTACHC per year-  
**FLU 2021:** 2,580  
**FLU 2022:** 1,970  
**FLU 2023:** 2,065



### Medical Home Video Showcases What We Do

A medical home is a patient-centered approach to providing high quality and thorough care to our patients. Learn more about us as we provide high quality care while serving as a safety net for our patients at our three locations. If you need a medical home, we are accepting new patients.

Special thanks to The UNT Health Science Center at Fort Worth for producing this video for us.



### Southeast Center Hosts Open House

In April 2022, our Southeast Center hosted an open house to welcome neighbors, business leaders, pastors of local churches and elected officials to visit. We enjoyed breakfast, tours and visits.



### NTACHC Thanks Alcon

In May 2022, NTACHC thanked Alcon and its leaders for support of its Northside Eye Care Center. Since the center opened, it has helped many with eye exams, glasses, prescriptions and more.



## North Texas Area Community Health Centers Host Two Nationally Prominent Doctors to Discuss Infant and Maternal Mortality

On Aug. 8-9, 2022, we hosted an important discussion about maternal and infant mortality with Dr. Virginia Caine of the Marion County Public Health Department, and Dr. Haywood Brown of University of South Florida. Heads of hospitals, leading OB/GYN providers, residents, elected officials and leaders attended to learn how we can implement strategies in Tarrant County.



Dr. Virginia Caine presented on “Maternal and Infant Mortality: Making the Case to Change the Paradigm for Health Disparities.” “I think that we have seen a tremendous amount of reduction in infant deaths and maternal mortality in Tarrant County. A lot of work has been done in the last five years, and we’re continuing to see a decline, but we still have too many babies dying. And even one mother dying is too much.”



Dr. Haywood Brown spoke about “Achieving Health Equity in the Vulnerable Maternal Child Population.” In his hospitals, he has implemented a program called the fourth trimester to help moms who have just given birth with postpartum checkups.



### Community Partners Breakfast

On December 7, 2022, we held a Community Partners Breakfast with our board members, elected officials and supporters. They learned about our services including adult health, pediatrics, vaccinations, eye care and pharmacy.



### Southeast Center Hosts Second Back To School Bash

On July 29, 2023, NTACHC hosted a back-to-school bash at our Southeast location. The turnout was terrific, and our staff gave out backpacks, school supplies and food to our neighbors.



### Visit With Kay Granger and TACHC

On August 10, 2023, we had the exciting opportunity to visit with U.S. Congresswoman Kay Granger and Jana Eubank, Executive Director of the Texas Association of Community Health Centers (TACHC). We thank them for their continued support of our community health centers, which serve neighborhoods in Tarrant County.



### NTACHC Hosts Food Drive With American Heart Association

On November 16, 2023, the Southeast Center co-hosted a food drive with American Heart Association. More than 450 families received healthy Thanksgiving food to enjoy.



## Northside Eye Care Center Helps Five-Year-Old See Clearly

A special thanks to Communities Foundation of Texas for awarding North Texas Area Community Health Centers a grant from their recent health-focused funding cycle to provide Northside Eye Care Center with pediatric eye care services. Here's a story of how this grant is helping one of our youngest patients.

Helping people with their eyesight is a passion of Dr. Mary Kate Walters, director of Northside Eye Care Center and professor of practice with University of Houston College of Optometry. She and her team are committed to helping people see clearly.



Dr. Walters met Ximena, a precious five-year-old who had trouble seeing. During this past academic year, Ximena's mom, Keyla, received a letter from her daughter's school stating that she had recently failed an eye exam. Though Ximena was provided with corrective lenses at the time of the exam, Keyla was still concerned.

Keyla quickly contacted her insurance provider to schedule a more comprehensive exam as soon as possible at a nearby facility. Keyla was referred to Northside's Eye Care Center, which is conveniently located close to her home. The facility also

accepted her insurance, which had been an issue with a few other places. She was surprised to find that the Northside Eye Care Center offered an array of services, ranging from routine eye care to comprehensive medical exams, for patients of all ages using state-of-the-art equipment and technology.

At the appointment, Ximena received a thorough examination and was provided with a more appropriate lens prescription. They were even able to easily switch out the lenses on Ximena's original pair of frames. Keyla was relieved that her daughter got the help she needed and is glad to know that Ximena will be able to see more clearly. Keyla stated that working the team "has been great. Ximena loves it there!" Keyla also recommends Northside Eye Care Center as there's a "great group of doctors" ready to help.

Northside Eye Care Center is located on the second floor of North Texas Area Community Health Centers (NTACHC) located at 2332 Beverly Drive in Fort Worth. Northside Eye Care Center's team is accepting new patients and provides pediatric eye exams, diabetic eye exams and treatment for glaucoma, cataracts and red eyes. NTACHC partners with Lighthouse for the Blind to provide glasses and fittings at its location for a one-stop shop. For more information or to schedule an appointment, visit: [ntachc.org/northside-eye-care-center](http://ntachc.org/northside-eye-care-center)



# BREAKING DOWN BARRIERS:

Strategies for Overcoming Systemic Healthcare Inequities in Integration Efforts

NORTH TEXAS AREA COMMUNITY HEALTH CENTERS SECOND ANNUAL CONFERENCE

## NTACHC's "Breaking Down Barriers" Conference a Success

On Oct. 4-5, 2023, NTACHC hosted the Breaking Down Barriers Conference, which was aimed at discussing the integration of behavioral health with primary care.

We covered various topics such as the importance of behavioral health integration, the impact of stigma, and the role of technology in improving access to care. Attendees had the opportunity to engage in fruitful discussions and network with like-minded individuals who share a passion for improving patient outcomes.

**A special thank you to the UNT Health Science Center at Fort Worth for co-sponsoring the conference and hosting it.**



### A SPECIAL THANKS TO THE FOLLOWING SPEAKERS:



- **Dr. Octavio N. Martinez**, Executive Director of the Hogg Foundation  
TOPIC: Unnatural Causes: Understanding & Achieving Health Equity



- **Dr. Virna Little**, Co-Founder of Concert Health & Chief Operating Officer at Zero Overdose  
TOPIC: Collaborative Care: Clinical and Financial Opportunities for Health Centers



- **Teresa Wagner, DrPH, MS, CPH, RD/LD, CPPS, CHWI, DipACLM, CHWC**, Interim Director and Clinical Executive for Health Literacy, SaferCare Texas  
TOPIC: Health Literacy: The Social Determinant of Health



- **Molly Lopez, Ph.D.**, Co-Director, South Southwest Mental Health Technology Transfer Center, and **Stacey Stevens Manser, Ph.D.**, Co-Director of the Texas Institute for Excellence in Mental Health  
TOPIC: Mental Health Technology Transfer Center (MHTTC)



- **Aimee Rachel, LCSW**, Trauma Informed Care Coordinator, Texas Association of Community Health Centers  
TOPIC: Trauma Informed Care



- **Kenton K. Murthy, DO, MS, MPH, AAHIVS**, Assistant Medical Director & Deputy Local Health Authority, Tarrant County Public Health – TOPIC: Using The Principles Of Collaborative Practices In An Integrative Healthcare Model To Achieve The Triple Aim Of Healthcare





## A New Patient Portal

NTACHC launched a new Patient Portal to make it easier than ever to access your medical records and manage your health. From scheduling appointments online to sending secure messages to a provider, there are plenty of exciting features to help make it easier for our patients to get the information they need.

## NTACHC and American Cancer Society Partnership

A special thanks American Cancer Society (ACS) for its financial support! We have teamed up with ACS to provide funding, resources and tools to patients to help reduce cancer risk, particularly colorectal cancer. ACS chose to publicly thank NTACHC's very own Chief Medical Officer Dr. Patricia Rodriguez because of her dedication to support the health and wellness of the community by working tirelessly to improve screenings in underserved areas. NFL Dallas Cowboys Quarterback Dak Prescott surprised Dr. Rodriguez with a private tour of The Star, a Sleep Number Smart Bed, and tickets to Super Bowl LVIII to thank her for all the work she has done to support the fight against cancer.





## North Texas Area Community Health Centers Helps Jose Manage His Diabetes

Jose had been struggling with diabetes for years, trying to find ways to control his glucose levels. He had been to many different doctors and clinics, but none of them had ever made him feel heard or truly cared about his health problems. That all changed when he was referred to North Texas Area Community Health Centers (NTACHC) by the Refugee and Immigrant Center for Education and Legal Services (RAICES).

At his first appointment, Jose was amazed. Not only did he feel welcomed and heard, but the cost of care was far more affordable than most of the other options he had tried in the past. He was also referred to the Living Your Best Life (LYBL) program, which taught him how to make healthy changes to his lifestyle and diet that would help him lower his glucose levels. LYBL is an NTACHC program in which providers refer patients needing counseling to help get their diabetes and high blood pressure under control.

Jose was also able to take advantage of new technologies that helped him monitor his blood pressure remotely. The remote blood pressure monitoring cuff allowed Jose to take his reading and instantly transmit the data to a secure portal where his healthcare providers were able to review it in real-time. But even more important was the care he received from the staff at NTACHC.



Gaby, Carmen and Mary Lou were instrumental in helping him make the changes that would improve his health.

Carmen said, "A patient's overall wellness is our priority. We wanted to make sure Jose truly felt that we care for him and take his health seriously."

Thanks to the help of the staff at NTACHC and the Living Your Best Life program, Jose was able to lower his glucose levels and feel better than ever before. He was so impressed with his care that he recommended NTACHC to several of his friends. He was confident that anyone who sought care at NTACHC would be in good hands.

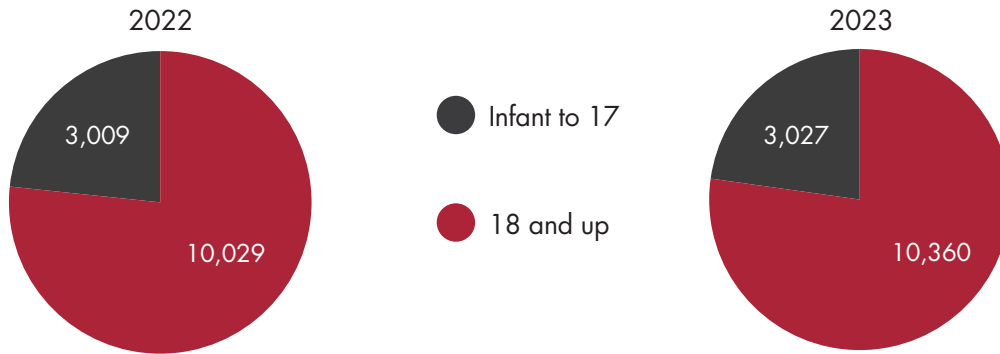


"This has helped me a lot," Jose said. "I tell everyone I know about NTACHC and the amazing care they provide, and the affordable cost of medications."

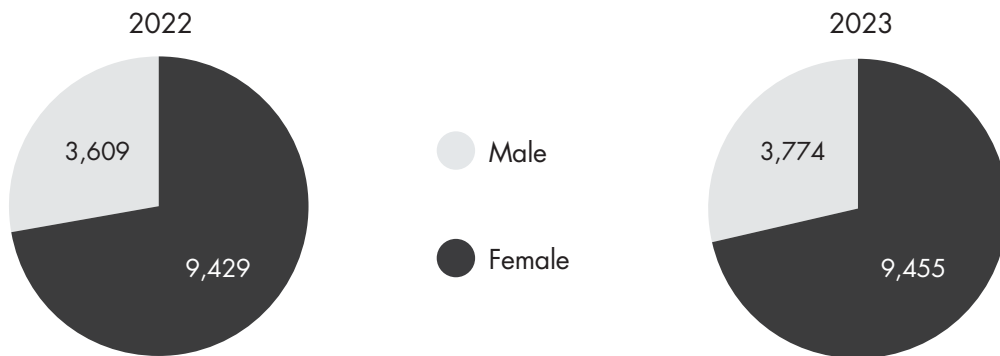
Jose was grateful he had been referred to NTACHC and was glad he finally found a center that was willing to take care of him and make sure he was living his best life.

# By the Numbers:

## Age of Patients

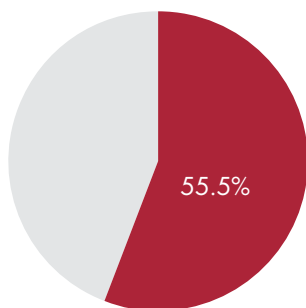


## Number of Male and Female Patients

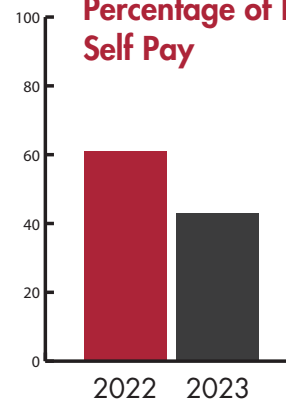


Total Number of Patients	
2022 – 13,038	2023 – 13,387

## Percentage of Patients Served Below Poverty Line



## Percentage of Patients Self Pay



## Accepted Medical Plans:

- Medicaid
- CHIP
- Private Insurance (see website for list)
- Medicare
- Marketplace Insurance

# In the News:



## *The Dallas Morning News* Flu and COVID vaccine to be offered on Saturdays at Tarrant County health centers



## *Fort Worth Magazine* North Texas Area Community Health Centers Offer Flu, COVID Vaccines Saturdays, Oct. 1 to Nov. 5 Tarrant County health centers



## *Fort Worth Report*

"As a leader, Rodriguez strives to be collaborative, fair and respectful with her team...But, her biggest accomplishment: bridging the gap between Hispanic communities and health care, especially in the Northside Community Health Center."

Photo: Courtesy of Fort Worth Report





### D CEO Magazine Addressing Infant Mortality in North Texas

Dr. Virginia Caine: "It is so difficult for people to learn how to navigate the healthcare system...It's so critical that we tie our patients to a primary care provider or at least some kind of health care services."



### Fort Worth Report NTACHC partners with American Heart Association on Healthy Thanksgiving Food Drive



### The Metro Report

"NTACHC's commitment goes beyond conventional medical care. It's a commitment to building a healthier, more resilient community. In the backdrop of Texas' healthcare challenges, NTACHC stands as a testament to the power of community-driven healthcare."



# Awards Received:

## ADCES Accreditation

North Texas Area Community Health Centers (NTACHC) have achieved the significant milestone of accreditation by the Association of Diabetes Care & Education Specialists (ADCES). Accreditation represents a high level of quality and service to the community, and the ability to better meet the needs of Medicare recipients and others affected by diabetes in the north Texas area.

The four-year accreditation was awarded as NTACHC provides high quality diabetes management through the Living Your Best Life Program. This program is for NTACHC patients who are referred by their provider based on their chronic disease. The purpose of Living Your Best Life is to educate, empower and equip patients to control their chronic conditions using an inter-disciplinary team approach.



## NTACHC Receives CAREMINDr Client Recognition Award

NTACHC received the CAREMINDr client recognition award for helping our hypertensive patients. We have helped a majority of our patients get their hypertension under control by working with them to get them healthy through our Living Your Best Life program and patient monitoring!



## NTACHC Receives American Heart Association Awards

### Northside Community Health Center

- Silver for Target: BP
- Participant for Check. Change. Control. Cholesterol.
- Participant for Target: Type 2 Diabetes



### Arlington Community Health Center

- Gold for Check. Change. Control. Cholesterol.
- Silver for Target: BP
- Participant for Target: Type 2 Diabetes



### Southeast Community Health Center

- Silver for Target: BP
- Participant for Check. Change. Control. Cholesterol.

