

# Rhode Island Community Health Center Fact Sheet



*Community health centers* are non-profit, safety-net primary care providers that serve patient populations who otherwise confront financial, geographic, language, and cultural barriers accessing health care services. Since 1972, the Rhode Island Health Center Association ([www.rihca.org](http://www.rihca.org)) has supported our members as they provide high quality, affordable primary care to the most vulnerable populations. The following facts will illustrate the valuable service the community health centers provide to all Rhode Islanders.

## Facts and Figures

### Health Center Facts

- ✓ In 2008, community health centers served approximately 112,000 residents in Rhode Island. In addition, community health centers provided over 400,000 patient visits. (2008 Uniform Data System: preliminary)
- ✓ The Rhode Island Health Center Association has ten organizational members:
  - Blackstone Valley Community Health Care
  - Block Island Health Services
  - Chad Brown Health Center
  - Comprehensive Community Action Program (CCAP)
  - East Bay Community Action Program
  - Northwest Community Health Care (includes Bayside Family Health Care)
  - Providence Community Health Centers
  - Thundermist Health Center
  - Tri-Town Community Action Agency
  - Wood River Health Services.
- ✓ The ten health centers are located throughout the state in urban, rural, suburban, and island areas providing services to all Rhode Islanders.

In 2008:

- ✓ 22% of community health center patients were privately insured (over 23,000 patients).
- ✓ 28% of patients were uninsured (over 29,000 patients, including over 7,000 children). Community health centers are open to all residents, regardless of insurance status or ability to pay by offering sliding fee scale.
- ✓ Our dental clinics served nearly 31,000 patients with over 85,000 patient visits. (2008 prelim. UDS)

### Leading the way...

- ✓ Six of Rhode Island's health centers have adopted an electronic health record (EHR), and a seventh will start this year. Electronic medical records improve efficiency and clinical outcomes, aid in quality improvement, and streamline resource management.
- ✓ All community health centers participate in the Rhode Island Chronic Care Collaborative (RICCC), an in-state collaborative effort to examine innovative ways to manage patients with chronic illnesses.
- ✓ The Chronic Care Sustainability Initiative of Rhode Island (CSI-RI), funded by the Center for Health Care Strategies (CHCS) with the goal of improving the delivery of primary care services to those with chronic illness through advancing the patient-centered medical home concept, included a community health center site as one of the five medical practices selected for participation in the project.

### Quality and Patient Satisfaction

- ✓ According to Neighborhood Health Plan's 2007 Visit-Based Member Satisfaction Survey, CHC patients indicated high levels of satisfaction:
  - Over 90% of patients were satisfied with their visit
  - Over 90% of patients would recommend their doctor
  - Over 90% of patients felt that office staff, nurses, and their doctors were courteous and respectful