

# Lowell Community Health Center

1 in 3 Lowell Residents Choose LCHC

978-937-9700 • www.lchealth.org

Dorcas Grigg-Saito, Chief Executive Officer



2008

## Did You Know?

- ⦿ The Health Center has been providing high quality, affordable health care services for the community since 1970.
- ⦿ The Health Center stimulates an economic impact of over \$31 million in Greater Lowell, including \$23.9 million in personal income.
- ⦿ The Health Center has 290 employees and 48% of them live in the City of Lowell.
- ⦿ The Health Center has an annual operating budget of \$20.7 million. Since only 63% of revenue is derived from patient fees and insurance reimbursements, LCHC must raise an additional \$6.5 million each year.
- ⦿ The Health Center delivers services at 10 different locations, including school-based health services at three public schools.
- ⦿ The Health Center's employees speak 25 different languages and there are 60 staff trained in medical interpreting. The federal Office of Minority Health has recognized the Health Center as a national leader for cultural competency.
- ⦿ The Health Center accepts most private insurances (such as Blue Cross, Harvard Pilgrim, Aetna) along with MassHealth, Medicare and Commonwealth Care and Choice. No patient will be denied health care services because of inability to pay.
- ⦿ The Health Center has achieved Joint Commission accreditation and has been recognized for complying with rigorous national performance standards that promote quality health care delivery.

<b>PATIENTS SEEN IN 2008:</b>	<b>32,151</b>
Primary Care	20,090
Behavioral Health	3,371
HIV/AIDS Services	2,281
Prenatal	503
Women's Services	1,634
Ancillary Services	1,309
Health Education & Outreach	1,561
Health Insurance Counseling	1,402

<b>PATIENT VISITS IN 2008:</b>	<b>105,739</b>
Primary Care Visits	75,348
Behavioral Health Visits	18,855
Other Services	11,536

## PATIENT DEMOGRAPHICS

93% Below Federal Poverty Level

13% Uninsured

40% Children

62% Female

35% White

29% Hispanic/Latino

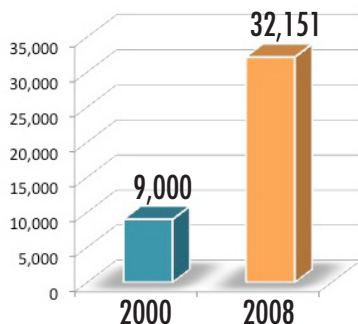
27% Asian

8% African, Black

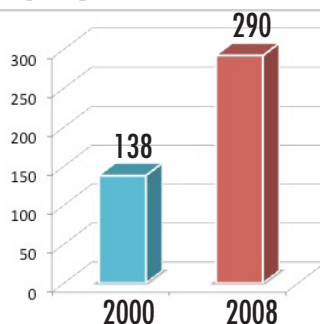
51% Limited English Proficient

## Extraordinary Growth Since 2000

### Patient Growth +257%



### Employee Growth 112%+



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