MID-ATLANTIC ASSOCIATION OF COMMUNITY HEALTH CENTERS

The Voice of Communities in Need
Dear Friends and Partners:

Success, fundamentally, is attaining a favorable or desired outcome. However, we know that success in reality entails much more than that. It happens only with hard work, perseverance in the face of challenges, and with the combined efforts of many.

Based on this understanding of success, I would suggest that the Federally Qualified Health Centers in Maryland and Delaware have been very successful over the past several years. Since 2002, health centers in both states have seen exponential growth. This tells us that our health centers not only are providing quality care that brings people back, but that the need for services FQHCs can offer are in high demand. This success is also a direct result of the continued support for the health center program at both the state and federal level.

The road has not been easy; especially with the economic downturn and slumping housing and financial markets. As a result, our health centers have seen an increase in the number of unemployed and uninsured patients seeking care at health centers. This has forced our health centers to do more with less.

At MACHC, we continue to work aggressively to support our health centers in delivering quality care to
the most vulnerable residents in Maryland and Delaware. This commitment is demonstrated through such MACHC programs as the Continuous Quality Improvement Initiative (CQI) and the Chief Financial Officer Network, both programs that work to identify quality benchmarking and best practices to our health centers.

We are also working towards expanding our partnerships and working with a larger network of stakeholders that includes public, nonprofit, academic, and private partners. At MACHC, we know that Community Health Centers will always have high expectations for quality of care while helping patients overcome barriers to receiving that care. Our job will remain to help our health centers to meet that end and support them in continuing their success in delivering stellar primary care services to our most vulnerable populations in Maryland and Delaware. It is my pleasure to serve our communities in need.

*Miguel McInnis*

Chief Executive Officer, Mid-Atlantic Association of Community Health Centers
The Mid-Atlantic Association of Community Health Centers (MACHC) is the Federally designated Primary Care Association for Maryland and Delaware health centers. Our members consist of community, migrant, and homeless Federally Qualified Health Centers (FQHCs) and other locally based safety-net community health systems of care. They provide health care services to the medically underserved and uninsured in Maryland and Delaware. MACHC is built on helping its members in the delivery of accessible, affordable, cost effective, and quality primary health care to those in need.

MACHC is dedicated to building, strengthening, and uniting Bureau of Primary Health Care (BPHC) supported organizations. MACHC’s mission is to advance and sustain community health systems serving the underserved. Primary business strategies used by MACHC to fulfill this mission and serve community health systems are: data assessment, surveillance, workforce development, community development, training and technical assistance, leveraging revenue for health centers, clinical quality improvement initiatives, building partnerships and alliances, and capital planning. These strategies have been identified based upon MACHC’s rich history of service and direct input from those organizations which we serve.
The Association is governed by a Board of Directors that is responsible for planning, directing, and approving MACHC activities. The Board is comprised of executive leaders from FQHCs within MACHC’s membership.

MACHC has worked closely with a large and varied group of organizations, including local and state health departments in Maryland and Delaware, local hospitals, Maryland Health Care Foundation, Open Society Institute-Baltimore, Kaiser Family Foundation of the Mid-Atlantic State, John Snow, Inc., Phytel Inc., Bon Secours Hospital, Kaiser Permanente Health Plan, The Center for Poverty Solutions, Baltimore Substance Abuse Systems, United Healthcare, Baltimore Mental Health Systems, and the National Association of Community Health Centers.

MACHC is affiliated with the National Association of Community Health Centers (NACHC) and is funded by the Health Resources and Services Administration (HRSA). We seek partners who share our vision and look for opportunities that enable us to achieve our mission.
Our Work

As an advocate for thousands of families who lack access to quality health care, MACHC serves its members by providing educational resource and training opportunities for health center professionals and by keeping health centers current on issues and trends affecting our complex health care industry.

Community Development

The Mid-Atlantic Association of Community Health Centers is committed to increasing access to health care and reducing health disparities through the development of new Community Health Center access points. MACHC’s community development efforts centers on the creation of new FQHCs and the expansion of existing health centers in the areas of Maryland and Delaware with the greatest need. We also share FQHC best practices with other safety net organizations seeking to increase access to high quality, comprehensive health care.

Clinical Quality & Performance Improvement

In 2007, MACHC launched its Clinical Quality Improvement Initiative (CQI) - a forum for creating core competencies for Community Health Centers around clinical quality and organizational improvement. MACHC provides resources to Community Health Centers through technical assistance, assessments, and trainings.

Emergency Preparedness

For the last five years, MACHC has provided training on Emergency Preparedness to CHCs. In 2010, with the advent of the H1N1 crisis, MACHC partnered with both State Health Departments and NACHC to provide over 500 hours of enhanced training and technical assistance to Community Health Centers around H1N1. This included webinars, teleconferences, one-on-one training, table top exercises, and conference training. We also provided training on Business Continuity Planning, Fit Testing Training for N95 Masks, Point of Dispensing, Influenza Training, Mass Casualty, Communications Strategy, and Alternative Care Sites. Today, MACHC continues to provide individual emergency preparedness site assessments, planning and readiness training, and direct on site table top training for health centers.
Advocacy

As part of its mission, MACHC engages in advocacy efforts at the State and Federal levels on behalf of its members and promotes public policy that expands access to health care services and improves health care outcomes for vulnerable populations and underserved communities. Our advocacy program is designed to communicate the needs of Community Health Centers to state and federal elected and appointed officials in concert with other health care providers. As the “Voice of Communities in Need” throughout the states of Maryland and Delaware, MACHC partners with the National Association of Community Health Centers and key strategic partners to advocate on behalf of its members. MACHC communicates vital health care disparity issues with Members of Congress, while providing critical information to opinion leaders in the media to support expanding access to primary care services.

Business Plan Development

MACHC has worked to support BPHC funded entities in Maryland and Delaware in expansion efforts. The need to create effective business plans that assist health centers remain competitive and strategic is essential. Many of MACHC’s technical assistance offerings focus on instituting key financial controls, establishing financial indicators, financial metrics, cost report preparation, forecasting, benchmarking, dash board reports, cash flow management, and billing and coding training for financial case managers and billers. We also provide operational assessments and simulation programs that project potential growth patterns and strategic infrastructure development opportunities.

Services and Technical Assistance

MACHC’s staff has over 40 years of collective experience working with Community Health Centers. From that experience, we have crafted dedicated work groups such as our Chief Financial Officer (CFO) Network and our Board Governance to assist in the specific demands of these health center roles. We offer trainings and resources for key areas of health center operations including: Clinical Quality and Evaluation, Finance and Operations, Emergency Preparedness, and Workforce Development.
Membership is open to all Bureau of Primary Health Care supported programs and other locally based safety-net community health systems of care throughout Maryland and Delaware.

MACHC continues to focus on services which are based on our guiding principles:

- Commitment to serving our membership
- Commitment to providing service with integrity
- Commitment to the education and success of our membership through:
  - Community Development Services
  - Technical Assistance
  - Policy Development and Advocacy
  - Special Projects
 Membership Benefits

Since 2001, MACHC has successfully developed over $53 million dollars in opportunities for Community Health Centers in Maryland and Delaware. Membership in MACHC provides a full complement of benefits and services including, but not limited to:

- Advocacy Tools & Resources
- Workshops and Trainings
- Monthly E-Newsletters
- Technical Assistance
- Peer Networking
- Individualized Organizational Assessments
- Advocacy in Media & Public Relations
- Strategic Partnerships
- Services in Finance & Operational Improvement
- Research & Analysis Reports
- Notification of Grant Opportunities
- Legislative Updates

Membership Levels

There are two membership levels to choose from: Organizational and Associate.

Organizational Members:

This category is reserved for U.S. Public Health Service, Section 330 health centers. This includes non-profit health care providers operating in multiple sites throughout Maryland and Delaware, incorporated under a single name, with a central governance body (Board), and a central infrastructure including administration, financial management, and other operations.

All applicants for membership must be approved by the Board of Directors.

Associate Members:

Associate Membership is open to any agency, business/industry, group or association whose mission and programs support the advancement of primary health care and the mission and purposes of this Association. This category includes primary care centers, rural health clinics, mental health centers, and community-based health care centers. Associate Members have voting privileges on select committees only.

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The Voice of Communities in Need
Over its history, MACHC has achieved many accomplishments and continues to provide value to its members. Value is derived from MACHC’s focused emphasis on providing training and technical assistance to Bureau of Primary Health Care (BPHC) funded Community Health Center (CHC) programs and organizations that seek BPHC funding. MACHC has secured nearly $57 million in financial opportunity for BPHC supported programs for emergency preparedness, capital expansions, health information technology, operational efficiencies and clinical initiatives, including alternative drug treatment therapies. For every $1 Federal dollar invested in MACHC there is approximately a $24 return on investment to Community Health Centers in the region. Since 2003, MACHC has provided over 38,945 technical assistance hours to BPHC funded CHC programs and organizations in both jurisdictions. In fact, in 2009 alone, we provided a minimum of 5,500 direct hours of training through workshops, classes, presentations, seminars, webinars, and one-on-one technical assistance meetings.
Our Community Health Centers are an investment, and they deliver high quality of care to our patients.

Nationally, Community Health Centers (CHCs) have achieved an unparalleled record of stability, cost-effectiveness, and quality improvement as they have grown to serve greater than 23 million people in more than 8,000 communities across the country. Likewise, the CHCs in Maryland and Delaware have mirrored this success. Our CHCs provide a full range of primary medical, dental, and behavioral health services. In addition to primary care, many of our centers have on-site pharmacies, laboratories, and radiology services. In efforts to energize community members to take greater personal responsibility for their health, our health centers also host innovative programs in outreach, education, and prevention.

For more information, e-mail info@machc.com or visit www.machc.com.