

# Family Health Center of Worcester



## 2019 FACTS



**Our Mission:** Family Health Center of Worcester is dedicated to improving the health and well-being of all residents in the Greater Worcester area, especially culturally diverse populations, by providing access to affordable, high quality, integrated, comprehensive, and respectful primary health care and social services, regardless of patients' ability to pay. Family Health Center carries out its mission through the practice and teaching of family medicine, dentistry, nursing, behavioral health, and vision; and operating as a primary care patient-centered medical home, with walk-in urgent and primary care; prenatal care and OB; outpatient opioid addiction treatment services; school health centers; Worcester Healthcare for the Homeless; nutrition services and education; HIV and Hepatitis testing, counseling, and treatment, refugee health, pharmacy, x-ray, mammography, and lab services.

Family Health Center educates and empowers patients; assists with health insurance enrollment; coordinates community health services; employs community residents; and provides public health programs directed at early detection and disease prevention.

**Our Professional Staff:** Our team is comprised of more than 400 medical, dental, social service and other clinical providers, pharmacists, nutritionists, interpreters, health benefits advisors, and volunteers who serve our patients with respect and compassion. We provide services in 55 languages, including: Albanian, Arabic, Burmese, Farsi, French, German, Cambodian, Chinese, Creole, Hindi, Kaba, Nepali, Polish, Portuguese, Russian, Sango, Spanish, Somali, Swahili, Twi, Urdu, Vietnamese, and more.

**Our Academic Programs:** Family Health Center of Worcester trains physicians, nurses, dentists and social workers in partnership with UMass Medical School, Lutheran Medical Center, UMass Graduate School of Nursing, and area social work schools through our Family Medicine Residency Program (Est. 1974), Dental Residency Program (Est. 2004), Family Nurse Practitioner Residency Program (Est. 2009), and Social Work Internship Program; and provides a clinical training site for MCPHS University School of Optometry students (Est. 2014).

**Our Patients:** In 2019, Family Health Center served over 35,000 individuals with medical, dental, mental health and social services, nutrition counseling, health benefits advising and school-based health services through 178,428 clinical visits and 32,000 nutrition visits for low-income clients. Family Health Center provided prenatal care for 503 pregnant women in 2019, and infant care for 551 babies.

### Additional Information on Our 2019 Patient Population:

**Patient Insurance:** 60% Medicaid, 11% Medicare, 16% Private Insurance, 12% Uninsured

**Patient Income:** 94% of patients have income levels below 200% of poverty; 75% live below 100% of poverty.

**Self-Reported Patient Race/Ethnicity:** 53% ethnic Hispanic/Latino; 9% Asian/Pacific Islander; 18% African American/African-born; 52% White (Hispanic & Non-Hispanic); 21% Multiracial

**Language:** 46% of patients are best served in a language other than English.

**Patients Living in Worcester:** 79% of patients reside in the City of Worcester.

**Senior Patients:** 4,487 patients were ages 60 and older, with 179 patients ages 85 and older.

**Homeless Patients:** 2,077 patients were homeless during the year.

**Main Location:** 26 Queen Street, Worcester, MA 01610

**16 Satellite Sites:** Family Health Center – Homeless Outreach and Advocacy Program, 162 Chandler Street, Worcester, MA (2019)

Family Health Center – Southbridge Family Dentistry, 32 Orchard Street, Southbridge, MA (Est. 2015)

Family Health Center – Southbridge Family Medicine, 29 Orchard Street, Southbridge, MA (Est. 2014)

Helen A. Bowditch Community Health Center at Elm Park School (Est. 2007)

School-Based Health Centers at 6 additional locations in the Worcester Public Schools

Judith Ruskin Oral Health Clinic at Webster Middle School (Est. 2007)

Worcester WIC Program locations at 5 sites in Worcester & Millbury

[www.FHCW.org](http://www.FHCW.org) // [www.ArtintheCity.org](http://www.ArtintheCity.org)



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