



Milestones

1983

The Institute for Urban Family Health is established as a nonprofit organization and opens its first office in the Bronx. The organization is incorporated in 1985.

1984

The Institute receives a grant to open the **Faculty Development Program in Urban Primary Care** to train future health care leaders in administration, educational theory, precepting skills, and to increase the number of family physicians teaching in urban areas. The program, led by Institute co-founder James Deary III, MA, EdD, continues to be a centerpiece of the Institute's training initiatives for over twenty years.

1985

The Institute opens the **Bronx-Lebanon Department of Family Medicine and the Bronx-Lebanon Residency in Urban Family Medicine and Ambulatory Care Unit at Bronx-Lebanon Hospital**. It is the second family medicine program in the Bronx.

1986

The Amalgamated Clothing Workers Union selects the Institute to assume management of the union's Sidney Hillman Health Center at 16th Street in Manhattan. Our administrative offices move to 16th Street; the health center is renamed **Sidney Hillman Family Practice** and is staffed by family physicians and family nurse practitioners.

1990

Care for the Homeless funds the Institute's **Healthcare for the Homeless Project**. We provide medical care, social services, HIV outreach and health education at churches, shelters, and transitional residences in Manhattan. **Bronx-Lebanon Family Practice Center** opens, followed by **Crotona Park Family Practice** and **MBD Family Practice**. The Institute operates these programs until 1999.

1991

In 1991, the Institute makes an organizational commitment to develop small health centers in partnership with community-based organizations, using the family practice model of care. From 1993 to 1998, five health centers open: **Parkchester Family Practice**, built in collaboration with the Bronx Health Plan; **Mt. Hope Family Practice**, built with the Mount Hope Housing Company; **East 13th St. Family Practice**, built in concert with the H.E.L.P. organization; **Urban Horizons Family Health Center**, developed with the Women's Housing and Economic Development Corporation (WHEDCO) and Bronx United Sisterhood Together; and **Walton Family Health Center**, built with the St. Edmund Episcopal Church and the Primary Care Development Corporation.



The Institute becomes the New York office of the **National Family Practice Education Program**. The program, which runs through 2000, offers guidance to students interested in becoming family physicians who are studying at medical schools without a department of family medicine.

1992

The Institute receives the first of four Ryan White CARE grants. Currently, we receive **Ryan White Title I and Title II** funds to offer services to patients with HIV and AIDS and their caregivers. The program, called COMPASS, offers comprehensive medical, mental health, and social services.

1993

The Institute's president, Neil Calman, MD, receives the **Robert Wood Johnson Community Health Leadership Award**, and later, the **PEW Charitable Trust Primary Care Achievement Award** and the **Public Health Award of the American Academy of Family Physicians**.



From 1993 to 1997, the Institute operates the first **Area Health Education Center (AHEC) Program** in New York State. The program expands

opportunities for community-based clinical training and encourages youth from underrepresented backgrounds to learn about and pursue careers in health. In 2000, the Institute again becomes a lead organization in the AHEC system (see 2000).

1994

The Institute joins with Beth Israel Medical Center to open the **Beth Israel Department of Family Medicine. The Beth Israel Residency Program in Urban Family Practice** enrolls its first residents; **Phillips Family Practice**, the training site for the residency program, opens at the Institute's 16th Street building.

1995

A formal **Department of Social Services** is created with four social workers. Since then, the department's staff has grown to include social workers, health educators, and case managers as well as numerous interns.



An **Organizational Diversity Committee** is established. The committee develops Diversity Training Workshops that are mandatory for all staff.

1996

Yvonne Eisner, RN, C, FNP, an Institute co-founder and vice president for nursing and quality assurance, is one of ten advanced practice nurses nationwide to be honored with the **Pfizer/APNSCAN Award for Exceptional Contributions to Health Care**.



The Institute receives a license to operate its own Medicaid managed care plan, **ABC Health Plan**. In 1997, ABC Health Plan becomes an independent corporation jointly owned by the Institute and Beth Israel Medical Center. The company is sold in 2005.

1997

The Institute is a key participant in the Bronx's successful bid for the prestigious **All American Cities Award**.

1999

Medical students from the Albert Einstein College of Medicine's Community Health Outreach program partner with the Institute to open the **Walton Free Clinic** to serve the growing ranks of the uninsured. In 2002, the **NYC Free Clinic** opens at the Sidney Hillman Family Practice in Manhattan. New York University medical students worked for three years to develop the clinic and obtain funding.



The Institute receives a **REACH 2010 (Racial and Ethnic Approaches to Community Health)** grant from the Centers for Disease Control and Prevention to reduce racial disparities in health outcomes in diabetes and cardiovascular disease in the southwest Bronx. The Institute leads **Bronx Health REACH**, a coalition of faith-based, community, and healthcare organizations.

2000

The Institute is selected by the **New York State Area Health Education Center System** to serve as **New York Metropolitan Regional Office**. Over the following three years, the Institute helps develop three local AHEC offices: Bronx-Westchester AHEC, Brooklyn-Queens-Long Island AHEC, and Manhattan-Staten Island AHEC. The AHECs promote diversity in the healthcare workforce and service in underserved communities.



From 2000 to 2006, the Institute and Continuum Health Partners contract to form **Continuum Family Practice Management**, which assumed operation of six health centers formerly operated by HIP of New York.



Urban Horizons Family Health Center is the first Institute practice to receive community health

center funds under the federal **PHS 330 Program**; soon after, all Institute practices receive 330 designation.

2001

The Institute receives a three-year **Community Access Program** grant from the Human Resources and Services Administration (HRSA) to develop an integrated health care delivery system for the uninsured through implementation of an electronic health record system and increased patient access to health insurance and specialty care.



2002

The Institute becomes the first freestanding health facility in New York State to implement an **electronic health record** system throughout its network, leading the way to extensive collaboration with the New York City Department of Health and Mental Hygiene's **Primary Care Information Project, Syndromic Surveillance System**, and **Take Care New York Initiative**.

2003

The Institute, in collaboration with the Beth Israel Department of Family Medicine, opens the **Washington Irving High School Health Center**.



Walton Family Health Center's **Dental Department opens in the Bronx**.

2004

Our seven health centers receive **JCAHO (Joint Commission for the Accreditation of Healthcare Organizations)** certification.



Five-hundred Bronx residents go to Albany with Bronx Health REACH to share REACH's **Statewide Advocacy Agenda to eliminate racial disparities in health** with 92 state legislators.

2005

The Institute and Bronx Health REACH release a monograph titled “**Separate and Unequal: Medical Apartheid in New York City**” at a press conference attended by 300 people at Bronx Borough Hall. The Institute and its Bronx Health REACH partners receive a grant from the **NIH National Center for Minority Health and Health Disparities** to study the success of its faith-based outreach initiative to eliminate racial disparities in diabetes.

2006

The Institute, Bronx Health REACH, and its sister program, Bronx Healthy Hearts, celebrate the success of the “**1% or Less**” campaign, resulting in a decision to eliminate whole milk from public school cafeterias citywide.

Dr. Neil Calman wins the prestigious **2006 Physician’s Information Technology Leadership Award**, presented annually by the Healthcare Information and Management Systems Society.

Mayor Michael R. Bloomberg visits the Institute to announce funding to expand health information technology in primary care centers in New York City.

The Institute acquires three health centers formerly operated by St. Christopher’s, Inc.: **Amsterdam Center** in Manhattan; and **Westchester Avenue Center and River Center for Counseling** in the Bronx.

2007

We receive an **Article 31 license** from the New York State Office of Mental Health to provide counseling services at the River and Westchester Avenue health centers.

The Institute acquires the **Mid-Hudson Family Health Institute**, adding six health centers in Dutchess and Ulster counties, a residency training program in Kingston, and several community outreach programs to our network.

We change our name to **The Institute for Family Health** to reflect our service to communities outside of New York City.

The Institute receives the **2007 Davies Public Health Award** from the Healthcare Information and Management Systems Society. The award is for outstanding use of electronic health record systems to improve safety and quality of care for our patients, and for improving public health through our participation in the New York City Department of Health and Mental Hygiene’s Syndromic Surveillance program.

The Centers for Disease Control and Prevention designates the Bronx Health REACH project as a **National Center of Excellence in the Elimination of Disparities (CEED)**.

The Institute receives funds from the Human Resources and Services Administration (HRSA) to provide patients with internet access to their own health records using **MyChart MyHealth**, produced by Epic Systems.

Our partnership with the New York City Department of Health and Mental Hygiene and Columbia University is designated a **Center of Excellence in Public Health Informatics** by the Centers for Disease Control and Prevention.

2008

The Institute is asked to lead the **New York State Health Foundation’s Diabetes Campaign**, designed to improve clinical care, mobilize communities, and promote policy changes to prevent diabetes and reduce its impact on people’s

lives. The Institute partnered with F.E.G.S. to operate **WeCARE** (Wellness, Comprehensive, Assessment, Rehabilitation and Employment) to provide medical and mental health assessments to public assistance recipients. Assessments help identify clinical barriers to employment and determine appropriate accommodations to promote the transition from welfare to work.



The Institute is one of four winners of a **New York Times Company Nonprofit Excellence Award** for the Excellent Use of Technology and Focus on Mission.



Dr. Neil Calman is a winner of the first annual **National Physician Advocacy Merit Award** given by the Institute on Medicine as a Profession (IMAP) and its partner, the Center on Medicine as a Profession (CMAP) at the Columbia University College of Physicians and Surgeons. The award recognizes physician advocates for promoting the principles of civic engagement and medical professionalism.

2009

Dr. Neil Calman is one of 13 members appointed to the national **Health Information Technology Policy Panel** by the Obama Administration to make recommendations on the development of a nationwide health information technology infrastructure.



The Institute for Family Health becomes the first community health center network in New York State to achieve Level 3 recognition as a **Patient Centered Medical Home from the National Committee for Quality Assurance (NCQA)**. Nicole Nurse, vice president for clinical affairs, is honored with the Rosemarie Forstner Award by the Community Healthcare Association of New York State for her leadership of the Institute's effort to achieve NCQA recognition.



Dr. Neil Calman receives two awards for his commitment to care for the underserved and the elimination of racial disparities in health: a **Kanter Prize** from the Health Legacy Partnership, and the **Felix A. Fishman Award for Extraordinary Advocacy** from New York Lawyers for the Public Interest.

2010

The Institute opens the **Access Program at the Kingston Family Health Center** to provide primary medical care, psychiatry, dental care and other services to 900 adults with developmental disabilities living in the Mid-Hudson Valley. We implement **InstituteLink** to communicate electronically with caregivers.



Robin Hood awards the Institute \$1.1 million to implement an innovative diabetes care model at 10 health centers that combines diabetes care teams, a state-of-the-art electronic health record, and the strength of the Institute's community health center model to improve health outcomes for patients with diabetes.



The Institute opens the **Family Health Center at North General**, a full-service community health center projected to serve 20,000 patients in its first year. The center offers primary care, mental health, dental care and support services to the Harlem community.

2011

The Institute is designated one of the first Teaching Health Centers in the country. For the first time, federal funding for graduate medical education is being given directly to health centers in an effort to support physician training in primary care. The Institute is using this funding to expand its Mid-Hudson Family Medicine Residency Program in Kingston, NY, as well as establish a new program in Harlem, the **Harlem Residency in Family Medicine**, where there is a severe shortage of primary care providers.

◆
The Institute breaks ground for an expansion of its popular Walton Family Health Center in the Bronx, which is expected to serve over 15,000 patients annually when the larger facility opens in 2012.

◆
The Institute for Family Health receives an **HHSinnovates** Award from HHS Secretary Kathleen Sebelius for MedlinePlus Connect, a tool that integrates with any patient health record application to link patients directly to high-quality, relevant health information on MedlinePlus.gov. The project is a result of a collaboration between the Institute and the National Library of Medicine.

◆
The Institute purchases a five-story building, located at 1824 Madison Avenue in Harlem, to serve as the permanent home of our **Family Health Center in Harlem**. The building will be fully renovated to function as a state-of-the-art “patient-centered medical home” offering primary care, behavioral health and dental services to Harlem residents of all ages.

2012

The Institute is designated the lead agency in the only Medicaid-funded “**Health Home**” in Ulster County. The Institute also partners with a number of other health and human services providers to establish a Health Home serving Bronx and Manhattan patients. The Health Home program provides care management services to Medicaid beneficiaries with multiple complex chronic conditions.

◆
With funding from Single Stop USA, the Institute launches a new “**Veterans Initiative**.” The program is dedicated to lifting veterans, military members and their families out of poverty by assisting them in accessing necessary government and Veterans’ benefits.

◆
The Institute opens the **Stevenson Family Health Center** in the Soundview section of the Bronx. Like

all Institute centers, Stevenson offers comprehensive primary health services to patients of all ages, regardless of ability to pay.

◆
The Institute establishes a **new Department of Family Medicine and Community Health at the Icahn School of Medicine at Mount Sinai**. The department is the first department of family medicine at a Manhattan academic medical center. The Institute’s President & CEO, Dr. Neil Calman, serves as chair.

◆
The Institute opens the **Family Health Center of Harlem**, a newly renovated, 37,000 square foot community health center. Funding was provided by the New York State Department of Health, the New York City Council, and other sources. The center is expected to provide over 80,000 medical, mental health and dental visits annually.

◆
The Institute receives federal funding from HRSA to open its second **Teaching Health Center** program at its Family Health Center of Harlem. The program trains family physicians in the provision of primary care services in high-need communities in collaboration with the Icahn School of Medicine at Mount Sinai and Mount Sinai Hospital.

2013

In January, the Institute began providing primary care and behavioral health services patients of the International Center for the Disabled, which closed its health care services to focus on its core mission. As part of that closure, the Institute also acquired the Health Connect Project, a SAMHSA - funded integration project. The Institute also opened a Center for Counseling at the AIDS Services Center in Manhattan, maintaining community-based mental health services for roughly 100 individuals, many of whom are affected by HIV/AIDS, that had been operated by ICD.

◆
In September, the Institute opened its newest School Based Health Center at the High School of Fashion

Industries, serving 1,500 students. The New York City Board of Education has committed to building out a state-of-the-art health care suite at the site, to be completed in 2015.



Also in September, New York State Commissioner of Health, Dr. Nirav Shah, gave the inaugural Grand Rounds lecture of the Institute-led Department of Family Medicine and Community Health at the Icahn School of Medicine at Mount Sinai. His remarks centered on the transformation of the health care system, focusing on the importance of primary health care and training primary care providers. Afterwards, he gave a key note address at the ribbon cutting for the Institute's Family Health Center of Harlem, which began seeing patients in December 2012.

2014

In collaboration with two other FQHCs, the Institute founded Family Health ACO, a Medicare-designated accountable care organization. The ACO is one of only a few in the country led by health centers.



The Institute completed renovations of its Walton Family Health Center, nearly doubling the center's size and capacity. In addition to primary care, mental health and dental care, the renovated center offers prenatal and diabetes group classes, as well as community fitness classes.



The Institute joined three "Performing Provider Systems" organized in alignment with New York State's DSRIP (delivery system reform incentive payment) program. The three networks work to streamline and improve health care for Medicaid beneficiaries in Manhattan, the Bronx and Harlem, respectively.

2015

The Institute graduated its first class of residents from its Harlem Residency in Family Medicine, a federally-funded Teaching Health Center and the

only program of its kind in the historic neighborhood of Harlem.



The Institute purchased a building in Harlem and consolidated its administrative offices from East 16th Street and West 19th Street to this new location. This move is saving the Institute operating funds, as well as being a valuable investment property.



The Institute met its goal of covering one third of its Medicare, Medicaid and commercially insured patients in shared savings agreements that have been developed with five different health care plans.

2016

The Institute opens a new school based health center in collaboration with Harlem Children's Zone. The health center is located at the Promise Academy II on 125th Street and Madison Avenue and serves children in grades K-12.

2017

The Institute opens its second school based health center in collaboration with Harlem Children's Zone. The health center is located at the Promise Academy I on West 129th Street and serves children in grades K-12.



2018

In May, the Institute opened its 30th location: the Institute for Family Health at Westchester Square, the former Access Health Center operated by AHRC Health Care.



This year, the Institute was fortunate to receive funding to address critical population health issues in the communities we serve: funds from the centers for Disease Control permitted us to expand our Bronx Health REACH project to the entire county; and a grant from the Substance Abuse and Mental Health Services Agency (SAMHSA) is supporting

efforts to curb opioid overdose throughout our service area.

Dr. Neil Calman, president and CEO, was appointed to the prestigious National Academy of Medicine (NAM), one of the highest honors in the fields of health and medicine, recognizing individuals who have demonstrated outstanding professional achievement and commitment to service. Membership in NAM will afford him the opportunity to participate in national discussions of policy and to apply his experience to our nation's critical health problems.

2019

The Institute receives competitive funding from the U.S. Health Resources and Services Administration to launch a new family nurse practitioner residency program in the Bronx.



The Institute opens its first school-based health center in the Bronx at JHS 123, the James M. Kieran School.

2020

In response to the COVID-19 pandemic, the Institute rapidly launches a new telehealth program, thereby safely sustaining access to care for underserved New York communities. By the end of 2020, patients access nearly 300,000 virtual primary care, mental health and social services visits.

2021

The Institute establishes seven of its health centers as COVID-19 vaccine distribution sites. Vaccines are offered at no out-of-pocket cost to all eligible individuals at two locations in the Bronx, one in Manhattan, and four in the Mid-Hudson Valley. In the first half of the year, over 14,000 people access the life-saving COVID-19 vaccine at an Institute site.