



# *Healing & Hope*

2015-2016 ANNUAL REPORT



East Liberty  
Family Health Care Center

A Christian Ministry of Whole Person Health Care



## FOOTPRINTS IN THE SAND

One night I dreamed I was walking along the beach with the Lord.  
Many scenes from my life flashed across the sky.

In each scene I noticed footprints in the sand. Sometimes there  
were two sets of footprints, other times there was one only.

This bothered me because I noticed that during the low periods of  
my life, when I was suffering from anguish, sorrow or defeat, I could  
see only one set of footprints, so I said to the Lord,

“You promised me Lord,  
that if I followed you, you would walk with me always. But I have  
noticed that during the most trying periods of my life there has only  
been one set of footprints in the sand. Why, when I needed  
you most, have you not been there for me?”

The Lord replied, “The years when you have seen only one set  
of footprints, my child, is when I carried you.”

- Mary Stevenson, 1936



**Rodney B. Jones**  
Chief Executive Officer

## A Message from Our CEO

Hello Friends,

East Liberty Family Health Care Center is a Christian Ministry of Whole Person Health Care. We believe that God has given us the gift to provide medical care while including his strength, mercy and wisdom in our daily patient treatment plans. We work diligently and judiciously to integrate our mission into our daily interactions with our patients, staff and community partners.

We are proud to offer top quality health care to everyone regardless of their ability to pay. Our primary mission is to serve the uninsured, underinsured and the underserved. However, one-third of our patients have commercial insurance. Our patient satisfaction scores and quality outcomes consistently rank within the top percentile within our service area, the state and nationally.

Last year we served more than 8,700 patients throughout more than 32,000 visits.

In a Federally Qualified Health Center (FQHC) community health is a specialization which requires unique skills to ensure patients are receiving high-quality care and are active participants in their plan of care and treatment goals.

FQHCs are a vital safety net provider of health care and with the evolution of the Affordable Care Act, I believe that community health centers will become much more dominant providers within the health care environment.

FQHCs have a distinctive and critical role in the health care delivery system. They are distinguished by being experts in delivering quality health care to the uninsured, underinsured, and the underserved.

East Liberty Family Health Care Center will maintain sustainability by maximizing our relationship with our patients and our benefactors to ensure that they genuinely feel valued. We will continue to become more engaged within the community and with our community partners, and together we will serve all through healing and hope in our communities.

We will continue to focus on meaningful quality care and efficiencies.

I selected the theme reflected in this annual report based on the poem by Mary Stevenson titled “Footprints in the Sand.”

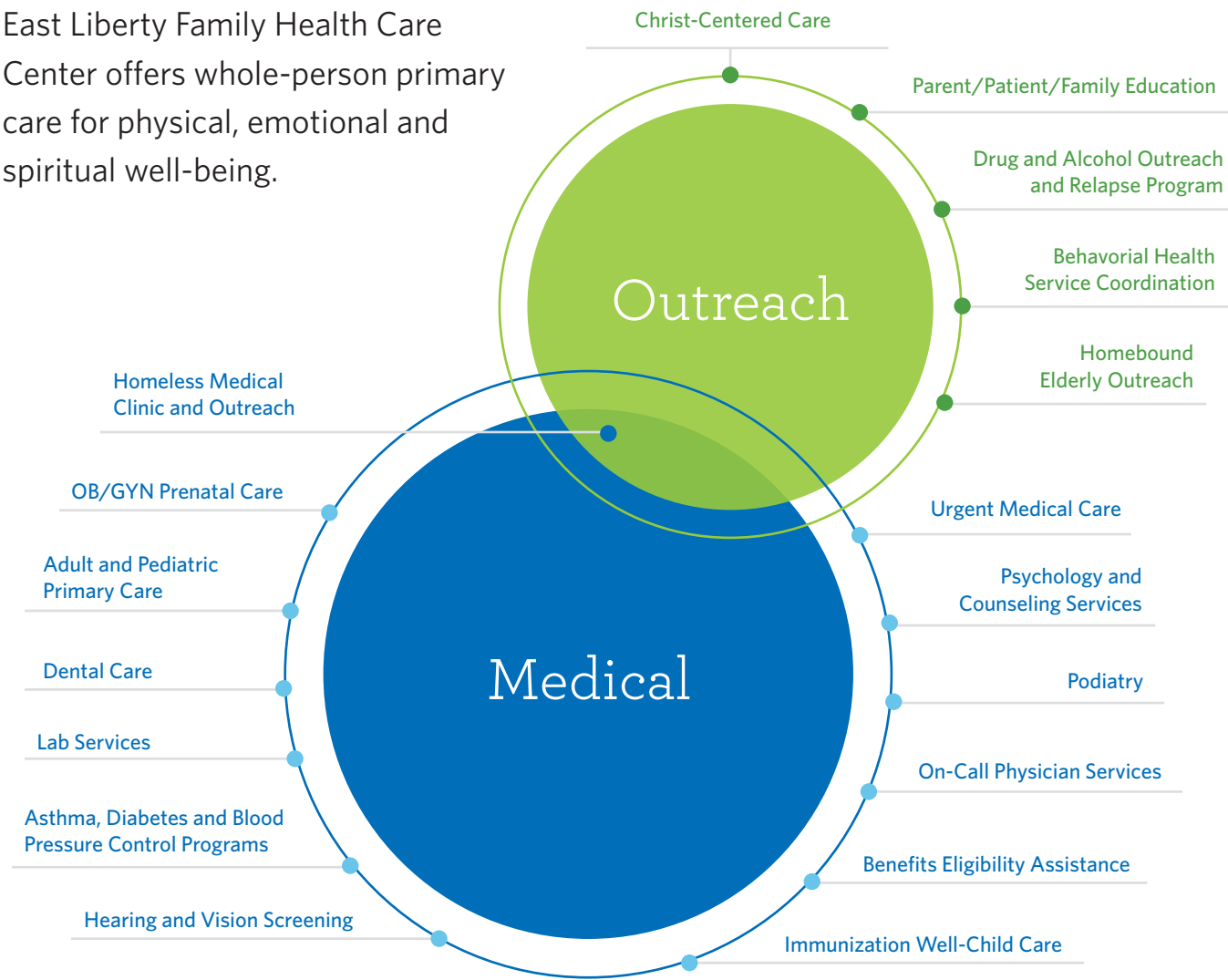
With God’s mercy and strength, East Liberty Family Health Care Center will ensure that all of our patients receive the highest quality whole-person health care.

Sincerely,

Rodney B. Jones, Sr.  
Chief Executive Officer

# Services Offered

East Liberty Family Health Care Center offers whole-person primary care for physical, emotional and spiritual well-being.



8,757

Total number of patients served.

32,108

Total number of patient visits to ELFHCC.

1,614

Total number of uninsured patients served by ELFHCC.

# Our Finances

## Patient Services Revenue: \$2.9 million

When possible, our patients participate in paying for their care. We maximize reimbursements from insurers and assure that our patients are enrolled in every program for which they are qualified. Earned revenue from patients is our largest source of revenue.

Each year, we provide \$2 million in “charity care and other uncompensated care.” To support this effort, we need to have additional funding to cover patient care. This comes from:

## Federal Government: \$1.6 million

The Center utilizes federal funding to enable us to serve the uninsured/underinsured at the significant level that we do. We are a Federally Qualified Health Center (FQHC) and receive an annual grant from Health Resources and Services Administration (HRSA) to provide primary health care to uninsured, underinsured and underserved people. This valuable, renewable source of funding, requires high levels of service and accountability. We are proud of the clinical outcomes and measures of financial stewardship that our federal funding requires of us. We are grateful that our federal government recognizes the importance of funding community-based groups to care for the most vulnerable in our midst.

## Foundations: \$1.3 million

Philanthropic and corporate foundations are strong partners with us, supporting existing and new projects, safety net enabling services and capital needs. Their gifts allow us to provide many of our “mission critical” services that help to break down the barriers that keep our neighbors from accessing our services.

The figures mentioned above are from the Uniform Data System (UDS). UDS is a reporting requirement for Health Resources and Service Administration (HRSA) grantees, including community health centers. The data are used to improve health center performance and operation and to identify trends over time. UDS data are compared with national data to review differences between the U.S. population at large and those individuals and families who rely on the health care safety net for primary care.

## Health-Related Corporations: +\$100,000

Many local hospitals and health insurers share our mission of providing quality health care for all people without regard to ability to pay. The region’s largest health plans, service providers and payers (Gateway, UPMC and Highmark) partner with us in many ways because they’ve recognized the important role we play in the Region’s Health Care Safety Net.

## Churches & Individuals: +\$300,000

We depend on local churches and individuals to be a strong foundation of financial and spiritual support. These donors trust that we are good stewards of our resources. They know that we keep Jesus Christ at the center of our activities and that their gifts are used to provide quality, whole person, compassionate, loving care.

## Local & State Government Funding: \$150,000

Government entities help us serve our vulnerable brothers and sisters by supporting several of our critical Safety Net services.

The East Liberty Family Health Care Center has permanently restricted net assets, which consisted of the following on December 31, 2015:

Patient Care Endowment Fund .....	\$ 1,337,042
Ochiltree Endowment Fund .....	\$ 188,705
Jackson Home Care Fund .....	\$ 49,106

**Total Endowment .....\$ 1,574,287**





# Annual Statistics

Community Health Centers are all non-profit health care providers that provide comprehensive primary health care. They comprise the largest national network of primary care providers, serving more than 21.7 million people in more than 9,000 locations. In Pennsylvania, there are more than 250 FQHC sites in rural and urban areas, with locations in 44 of the Commonwealth's 67 counties. There are four primary characteristics that distinguish community health centers from other primary care providers:

1. Fees based on ability to pay (FQHCs must offer a sliding fee scale)
2. Quality health care for all (FQHCs are open to all and they must meet federal reporting, performance and accountability requirements)
3. Highly competent health professional team (FQHCs offer other services to help patients stay well, such as case management, pharmacy, lab testing, social services and translation)
4. Community control to ensure they are responsive to their patient population (at least 51% of people serving on the governing board of an FQHC must be patients served by the FQHC)

## Annual Statistics

The East Liberty Family Health Care Center is a Federally Qualified Health Center (FQHC) and receives support through the Health Resources and Services Administration of the Department of Health and Human Services (HRSA). Our focus is uninsured, underinsured and underserved. The Uniform Data System (UDS) tracks comprehensive information, including patient demographics, to improve health center performance and operations, and report overall program accomplishments. When we talk about quality measures in health care, FQHCs must meet federal reporting, performance and accountability requirements. Patient data is collected daily and must be reported to HRSA annually.

### Patients

Total Patients.....	8,757
<i>Number of Patients Who Used</i>	
Medical.....	7,829
Dental.....	1,705
Mental Health.....	237
Substance Abuse.....	63
Professional/Enabling.....	587

### Patients by Age

Children (0-18).....	1,976
Adult (18-64).....	5,912
Geriatric (65+).....	869

### Patients by Insurance Status

Uninsured.....	1,614
Children Uninsured (0-18).....	179
Medicaid/CHIP.....	3,381
Medicare.....	1,142
Other Third Party.....	2,620

### Patients by Income Status

Percent 200% and Below Poverty.....	6,626
Percent 100% and Below Poverty.....	4,749

### Patients by Race and Ethnicity

<i>Racial and/or Ethnic Minority (Percent Known)</i>	
Hispanic/Latino Identity.....	8.8%
African American.....	59.4%
Asian.....	1.6%

### Visits

Total Visits.....	32,108
Medical.....	25,822
Dental.....	4,214
Mental Health.....	268
Substance Abuse.....	624
Other Professional Services.....	142
Enabling.....	1,038

### Staffing

Total Staff.....	75
Full time.....	57
Part time.....	18
Physicians.....	13
Physician Assistants.....	2
Certified Nurse Practitioner.....	1
Dentists.....	3
Dental Hygienist.....	1

*(of which some are full time and others part time.)*

## Quality of Care/Health Outcomes

Improving quality is about making health care safe, effective, patient-centered, timely, efficient and equitable. There has never been such a focus on improving the quality of health services as there is today where all staff have a role to play in ensuring that health care services continue to improve.

We are honored to report that ELFHCC earned a \$79,353 quality award from the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA). This grant was the largest awarded to a family health care center in Southwestern PA. ELFHCC is one of approximately 40 Federally Qualified Health Centers (FQHC) in Pennsylvania and one of 1,202 FQHC nationally. The Health Center is among the top 30 percent of all health centers that achieved the best overall clinical outcomes. HRSA-funded health centers are expected to have ongoing quality assurance and improvement programs that improve patient care and outcomes. Health centers that meet or exceed quality improvement measures in their annual Uniform Data System reports can receive quality improvement award payments that reward their achievements and support further improvement. We continually strive to provide our patients with quality whole-person health care. This award was restricted to continuing to improve our quality measures.

### These are a Few of ELFHCC's Quality Measures:

#### Tobacco Use Screening & Cessation Intervention

95.7% of patients age 18+ were screened for tobacco use one or more times in the year and those found to be a tobacco user, received cessation counseling intervention or medication.

#### Asthma Pharmacologic Therapy

91.4% of patients ages 5 – 40 diagnosed with persistent asthma have an acceptable pharmacological treatment plan.

#### Patient-Centered Medical Home

The patient-centered medical home is a transition away from a model of symptom and illness-based episodic care to a system of comprehensive coordinated primary care for children, youth and adults. Patient centeredness refers to an ongoing, active partnership with a personal primary care physician who leads a team of professionals dedicated to providing proactive, preventive and chronic care management through all stages of life. These personal physicians are responsible for the patient's coordination of care across all health care systems facilitated by registries, information technology, health information exchanges, and other means to ensure patients receive care when and where they need it. With a commitment to continuous quality improvement, care teams utilize evidence-based medicine and clinical decision support tools that guide decision-making as well as ensure that patients and their families have the education and support to actively participate in their own care. Payment models are moving to a system that recognizes and incorporates the value of the care teams, non-direct patient care, and quality improvement provided in a patient-centered medical home.

ELFHCC is recognized by the National Committee for Quality Assurance (NCQA) as a Level 3 Patient Centered Medical Home; the highest level of recognition.



# Quality Recognition

*Pittsburgh Magazine* recently honored five East Liberty Family Health Care Center physicians, naming them among the region's "Best Doctors." We are grateful to doctors Balestrino, Blandino, Hall, Wilson, Zimmerman, and all our physicians for their outstanding service to our patients and the community.

**Diane Balestrino, MD**  
Family Practice, Geriatrics



Dr. Balestrino specializes in Family Medicine and Geriatrics. She was called to care for uninsured, underinsured and underserved patients at ELFHCC in 1992.

Dr. Balestrino is also affiliated with UPMC Shadyside and UPMC St. Margaret Geriatric Care Center. In addition to seeing patients at the health center, Dr. Balestrino visits homebound elderly as part of the health center's Home Care Team. Witnessing the care and genuine compassion she shows every patient, it is fitting that she is one of Pittsburgh's Best Doctors. When she is not focusing on the diverse health care needs of her patients, Dr. Balestrino enjoys spending time with her family.

**David Blandino, MD**  
Family Practice, Geriatrics



Dr. Blandino is a Family Physician who has been engaged in nearly all aspects of health care, from clinical practice to clinical teaching to writing.

He has been with ELFHCC for over seven years and is on staff at UPMC Shadyside, Magee Womens Hospital of UPMC and West Penn Hospital. In addition to being one of Pittsburgh's Top Docs, Dr. Blandino is a published author with articles in peer reviewed journals. He serves as Chairman of The Board at Allegheny Health Network, Inc. and serves as a Board Member of Highmark Inc. and West Penn Allegheny Health System.

Dr. Blandino enjoys time with his family, involvement at his neighborhood church and has an interest in improving population health.

**David Hall, MD**  
Family Practice, Geriatrics



Anyone who knows Dr. Hall recognizes why he has been voted one of Pittsburgh's Best Doctors three years in a row.

The founding physician of ELFHCC, Dr. Hall embodies the mission of the center by empowering his patients through christ-centered, whole-person quality care. In addition to the health center, Dr. Hall and his wife Suzie are respected members at Church of the Ascension and are active in many service organizations in the community.

Dr. Hall likes bicycling and most of all spending time with his family.

**Stephen A. Wilson, MD**  
Family Practice



Over 17 years ago, Dr. Wilson was attracted to ELFHCC for the opportunity to combine his love of Christ with his profession of medicine, treating the whole-person, medically and spiritually, in a way that was not afforded at other medical institutions in the city.

Throughout the years, Dr. Wilson has mentored residents rotating through the Family Residency Program at St. Margaret's Hospital and the Christian Medical and Dental Association and introduced them to a different kind of patient care model by experiencing community medicine at a FQHC.

Dr. Wilson, his wife Kristen and their two daughters worship and serve at Allegheny Center Alliance Church and, on rare occasion, when time permits, rumor has it that Dr. Wilson will leave home before dawn to play golf.

**Richard Zimmerman, MD**  
Family Practice, Preventive Medicine



Dr. Zimmerman has been with ELFHCC since 1991.

He has been the principal investigator on Centers for Disease Control-funded studies about how well influenza vaccine works, racial disparity and adult immunization, and on ways to increase vaccination rates.

Dr. Zimmerman has authored over 200 publications on immunizations and vaccine-preventable diseases. He has received national awards for his research on immunization and for his curricular materials on immunization.

Away from patient care, Dr. Zimmerman likes to exercise and spend quality time with his children who enjoy participating in Special Olympics events and handicapable square dancing.

## OUR MEDICAL STAFF

**Gregory Anderson, MD**  
Pediatrician

**Diane Balestrino, MD**  
Family Practice, Geriatrics

**David Blandino, MD**  
Family Practice

**Eileen Boyle, MD**  
Medical Director,  
Quality Assurance

**Krista Cooke, MD**  
Family Practice

**Mary Ellen Cuccaro, DMD**  
Dentist

**Jessica Diggs, MD**  
Family Practice, Obstetrics

**Zylphia Ford, PA**  
Physician Assistant

**David Hall, MD**  
Medical Director, Operations

**Melanie Morrow, DMD**  
Dentist

**Lisa Raffensperger, RDH**  
Dental Hygienist

**Ruby Shepherd, MD**  
Family Practice

**Laura Styles, PA**  
Physician Assistant

**Betty Mae Tatman, CRNP**  
Pediatric Nurse Practitioner

**Theresa Tran, DO**  
Family Practice, Obstetrics

**Joseph Weaver, MD**  
Family Practice

**Sima Weaver, MD**  
Family Practice, Obstetrics

**Leon Williams, DMD**  
Dentist/Dental Director

**Stephen Wilson, MD**  
Family Practice

**Richard Zimmerman, MD**  
Family Practice





Leon Williams, DMD  
Dental Director

## ELFHCC Welcomes New Dental Director

Leon Williams, DMD joined the East Liberty Family Health Care Center on February 29, 2016 in the role of Dental Director.

Dr. Williams attended Pittsburgh Public Schools, graduated from Schenley High School and completed his undergrad at Fisk University in Nashville, TN. Returning to Pittsburgh, he enrolled in and graduated from the University of Pittsburgh School of Dental Medicine.

Dr. Williams created a successful private dental practice in East Liberty for over 30 years and for almost as long, he was the Dental Director at another Federally Qualified Health Center (FQHC) in the area. ELFHCC is blessed to have his extensive experience with FQHCs and dentistry leading our dental team. Dr. Williams will be responsible for the operation of both ELFHCC's Dental Centers located in Lincoln Lemington and Hosanna House in Wilkinsburg.

Dr. Williams is married and has two daughters.



Members of the Mission Committee at the Southminster Presbyterian Church in Mt. Lebanon. L-R Ginny Peet, Marian Bragdon, Alice May Burger and Cheryl Polito.

### DENTAL FACILITY GAINS A NEW FOUNDATION

Blessings abound in the Dental Center as a brand new, beautiful floor was installed thanks to a generous donation from The Mission Committee of Southminster Presbyterian Church.

Their gift provided for a much needed renovation to the 15-year-old floor at the Lincoln Lemington location that had to bear the impact of more than a few flooding occurrences. A few months ago the City of Pittsburgh made repairs to underground pipes that should prevent against future flooding. Now patients and staff alike do not have to look at an old, much worn floor but can enjoy a lovely modern floor thanks to the generosity of the Southminster Presbyterian Mission Committee.

4,214

Total number of dental visits.

1,705

Total number of dental patients served.



## A Message from Our Medical Director

Dear friends in Christ,

As you know, 2015 has been a year of change at the East Liberty Family Health Care Center. After five years of leading the health center, Dr. Eileen Boyle resigned her position as CEO.

The Board of Directors worked judiciously to review resumes and interview prospective candidates. Thoughtfully and prayerfully, Rodney B. Jones, Sr. was hired to continue to move ELFHCC forward while striving for excellence in quality primary care, which you will read about further in this report, and to keep our mission to witness God's love, known to us in Jesus Christ, a priority for our patients, the Health Care Center and each other.

There seems to always be a guarantee in life that change will happen and while changes to our clinical and office staff have occurred, our patients continue to be the focus of our ministry as we proclaim Jesus Christ as Lord and demonstrate his love by providing affordable, quality primary health care to the uninsured, underinsured and underserved. Take comfort in knowing Jesus Christ is the same yesterday and today and forever, Hebrews 13:8.

Sincerely,

Dr. David Hall  
Medical Director-Operations

### OUR LEADERSHIP TEAM

Erin Bindewald  
Director of Nursing

Eileen Boyle, MD  
Medical Director,  
Quality Assurance

Kim Fedor  
Chief Operating Officer

Debra Felton  
Administrative Coordinator  
Supervisor

Yancy Guinyard  
Medical Records Supervisor

David Hall, MD  
Medical Director-Operations

Martha Hochendoner  
Quality Manager

Rodney Jones  
Chief Executive Officer

Alice Keister  
Billing Manager

Elaine Kulman  
Accounts Manager

Heather Lawrence  
Office Manager

Cathy Lucot  
Nurse Manager,  
Lincoln Lemington

Lynette MacLeod  
Nurse Manager, East Liberty

Andrew Pernesky  
Chief Financial Officer

Celeste Rhodes  
Director of Human Resources

Renee Teichman  
Home Care Coordinator

Jo Ellen Welsh  
Director of Development &  
Community Outreach

Leon Williams, DMD  
Dental Director

Bonita Young  
Executive Assistant

# Thank You For Your Support

East Liberty Family Health Care Center thanks our many community supporters for their contributions July 1, 2014 through December 31, 2015.

## CHURCH

Bellefield Presbyterian Church  
Bethany Community  
Bethel Presbyterian Church  
Beulah Presbyterian Church  
Blacknall Memorial Presbyterian Church  
Bower Hill Community Church  
Christ Church Fox Chapel  
Christ United Methodist Church  
Church of the Ascension  
Community Presbyterian Church of Ben Avon  
Covenant Fellowship Reformed  
Cross Roads Presbyterian Church  
East Liberty Presbyterian Church  
Eastminster Presbyterian Church  
Elfinwild Presbyterian Church  
Episcopal Church Women Dio of Pittsburgh  
Faith Community Church  
First Presbyterian Church  
First Presbyterian Church of Castle Shannon  
First Presbyterian Church of Murrysville  
Fox Chapel Presbyterian Church  
Friendship Community Presbyterian Church  
Grace Fellowship Community Church  
Hampton United Presbyterian Church  
Hebron United Presbyterian Church  
John McMillan Presbyterian Church  
Ken Mawr Presbyterian Church  
King of Kings Baptist Ministries  
Mt. Lebanon United Presbyterian Church  
Mt. Pleasant United Methodist Women  
Northmont United Presbyterian Church  
Pittsburgh Presbytery  
Presbyterian Women in the Presbytery of Pittsburgh  
St. Paul's Episcopal Church  
St. Stephen's Episcopal Church  
The Open Door  
The Upper Room United Presbyterian  
Third Presbyterian Church  
Trinity Evangelical Lutheran Church

Unity United Presbyterian  
Venice Presbyterian Church / Dorcas Circle  
Waverly Presbyterian Church  
Westminster Presbyterian Church

## FOUNDATION & BUSINESS

Allegheny County Medical Society Foundation  
Cochrane Foundation  
Edward B. Dunlap Jr. Foundation  
Ewart Family Foundation, Inc.  
FISA Foundation  
George H., Lillian S., & Mary S. Campbell Foundation  
Hall Industries, Inc.  
Irene C. Shea Charitable Foundation  
Jack Buncher Foundation  
Jewish Healthcare Foundation  
John R. McCune Charitable Trust  
Lovett Bookman Harmon Marks, LLP  
Massey Charitable Trust  
McClintock and Associates P.C.  
Nimick-Forbesway Foundation  
North Carolina Community Foundation, Inc.  
Pittsburgh Leadership Foundation  
Portiuncula Foundation  
Richard King Mellon Foundation  
Sobol Veltum & Associates  
Summit Foundation  
The Forbes Fund  
The Pittsburgh Foundation  
The Sandman Family Fund of the Ayco Charitable Foundation  
UPMC  
UPMC Health Plan  
UPMC Shadyside Auxiliary  
Wrenn Dietzel Charitable Foundation / PNC Institutional Asset Mgmt.  
Wycliff Foundation

## INDIVIDUAL

Joshua Abajian  
M. Jean Ackerman  
Samuel Albano  
Ms. Anne Hoffman or Ms. Fay Kane  
Anonymous  
Kristine and Cosimo Antonucci

Diana Lynn Armstrong  
Mrs. June F. Armstrong  
Pauline Atkinson  
Alan and Elaine Axelson  
Robert and Barbara Baker  
Diane Barati  
Ms. Barbara N. Baur  
Barbara Lisivick  
Bruce and Nancy Barron  
Thomas and Darlene Bartos  
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Paul Ward Bezdicek  
Susan Birch  
Keith and Shari Bittel  
David and Barbara Blandino  
Virginia M. Blandino  
Louis and Clara Bojarski  
Bernice and Philip Bollman  
Mark and Marsha Bookman  
Anne E. Bowes  
Alberta Boyd  
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Frances Burke  
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Paul and Katharine Emery  
Janice Enos  
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John Esaias  
William and Joan Ewart  
B.M. Faccenda  
James and Janet Fahrion  
Ralph and Mimi Falbo  
Kimberly and Stephen Fedor  
Christopher and Kathleen Fenton  
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Michael and Ellen Ferguson  
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Dennis and Norma Fitzgerald  
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James & Nancy Foster  
James and Barbara Franzen  
David and Dorothy Frazier  
Bruce and Ann Gabler  
Ms. Karen L. Geisler  
Carol George  
David and Lisa Geyer  
William and Carol Gilfillan, Jr.

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Judy Kane  
Kathleen Kane  
Nancy Karras  
Robert N. Kennedy, Jr.  
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Mrs. Ruth Kirchmier  
Allison A. Kliber & Scott M. Stickney  
Lawrence Knapp  
Mary Knowles  
Gorana Kolar  
Herb and Jean Kolbe  
Janice and Rocky Kondel  
Ms. Roberta Konefal-Shaer  
Daniel and Janet Kremin  
Janet Kremin  
Michael and Patricia Kremin, Jr.  
George and Debra Krieg  
Kathleen Kromer  
Rev. and Mrs. Gregory J. Kronz  
Mr. and Mrs. Keith Kuhn  
Kim Kunkle  
Harry and Betty Kunze  
Dan and Kelly Lacey  
Barbara and Thomas Lamb  
Mrs. Gwendolyn Lammert  
George A. Lampert  
Robert and Cynthia Lang  
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Stewart and Jeannette Lawrence  
Linnea Haller Pearson Leclair  
Claudio and Sandra Lima  
Elizabeth Lindeberg  
Peggy Lindvig  
Jacqueline Lioon  
Theodore and Virginia Logan  
Mary and John Long  
Rev. and Mrs. Robert R. Long  
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Christina Lovely  
Barry and Janet Luokkala  
James and Georgene Lytle  
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Ms. Marcia Marshall and Ms. Margaret L. Detar  
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Richard and Elizabeth McMillan  
Kathryn Meek  
Michael and Virginia Meenan  
Tom and Judy Menk  
O'Dell and Marcia Merryman  
Mildred Metcalfe  
Roger and Deborah Metcalfe  
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Ms. Pamela Meyer  
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# A Message from Our Board Chairperson

I am proud to serve as the chairperson of the Board of the East Liberty Family Health Care Center and to see the Center working in partnership with the community to improve the health of the people it serves.

The center provides expanded access to care for people who would have a difficult time accessing quality care because they are uninsured, underinsured or underserved.

Our exceptional health care providers and staff are highly recognized in primary, pediatric and oral health care. In 2015, our centers touched the lives of 8,757 people providing whole-person and spiritual care.

Running in the background, the commitment of our management team keeps our center's doors open and accessible to all so that we may continue to be an ever-present beacon in the community where everyone is welcome regardless of race or ethnicity or ability to pay.

My fellow Board Members and I are eternally grateful to the foundation community, our benevolent church partners, business supporters and selfless individual donors for the time, support and commitment you show the patients of ELFHCC on a daily basis.

Through God's grace and love we plan on continuing to provide whole-person health and spiritual care and improve quality outcomes for our patient population now and well into the future.

Sincerely,

Kathy Mayle Towns  
Board of Directors, Chairperson

## OUR MISSION:

To witness to God's love, known  
in Jesus Christ, by empowering our  
patients through community-centered,  
whole-person quality health care for all,  
which includes those who are uninsured,  
underinsured and underserved.





**East Liberty**

6023 Harvard Street  
Pittsburgh, PA 15206  
Medical - 412.661.2802



**Lincoln Lemington**

7171 Churchland Street  
Pittsburgh, PA 15206  
Medical - 412.361.8284  
Dental - 412.345.0400



**Hosanna House**

807 Wallace Avenue  
Pittsburgh, PA 15221  
Dental - 412.345.7730



**East Liberty  
Family Health Care Center**

A Christian Ministry of Whole Person Health Care