

IN THE CENTER

Spring 2018

Mission

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



Patient Focused



Quality



Financial Stability

ELFHCC
Family

✓ Proficient

✓ Efficient

✓ Accountable

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Positioned for Sustainability

For the past three years, East Liberty Family Health Care Center (ELFHCC) has developed a culture we call our *Positioning for Sustainability* model.

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**East Liberty
Family Health Care Center**

A CHRISTIAN MINISTRY OF
WHOLE PERSON HEALTH CARE

POSITIONED FOR SUSTAINABILITY

(Continued from Cover)



This model places our Mission at the forefront of a triangle, followed by Patient Focus and ELFHCC Family. The left quadrant of the triangle is the Health Center's focus on Quality and Financial Stability, and the right quadrant is the Health Center's focus on being Proficient, Efficient and Accountable.

This model is reviewed and discussed at all staff meetings, retreats, and worship services. It is interwoven with our mission, our patient-centered quality and our business.

We share this *Positioning for Sustainability* model with you for your understanding of the many branches it takes to fulfill our mission. The three of us concur that without a strong model there would be no mission and with no mission there would be no patient-centered quality. This model has given us the infrastructure to withstand the ever-changing and challenging health care environment and to take our Health Center to new heights.

Our patient-centered quality has led to ELFHCC being recognized as a Level III Patient-Centered Medical Home (PCMH)—the highest level of recognition designated by the National Committee for Quality Assurance (NCQA). PCMH is a model of care that puts patients at the forefront of care by building better relationships between people and their clinical care teams. Research shows that they improve quality, the patient experience and staff satisfaction, while reducing health care costs.

Our East Liberty site achieved this status in August 2017 with a score of 96.87 out of 100 possible points. Our Lincoln-Lemington site achieved Level III recognition in November 2017 with a score of 98.

Not every Health Center is recognized as a Level III PCMH. Recognition through NCQA means ELFHCC has made a commitment to providing quality improvement and a patient-centered approach to care that results in patients that are happier and healthier. NCQA's recognition program is the most widely adopted PCMH evaluation program in the country.



In addition to our quality, we are excited to share with you that ELFHCC received two grants: one from the Eden Hall Foundation and another from the Nimick Forbesway Foundation to help renovate part of our East Liberty facility's second floor to create a dedicated Pediatric Suite.

(l-r): Dr. David Hall,
Rodney B. Jones, Sr.
and Rev. Dr. Mary Lovett

We are blessed that we are able to pay the additional costs of this project through our operating budget. This project would not have been possible without these generous benefactors and the Health Center being proficient, efficient and accountable.


We also are evaluating other opportunities to make major renovations to our other ELFHCC facilities in the future.

We are pleased to report that this hard work was achieved with the help of each and every ELFHCC employee and board member, and that ELFHCC is *Positioned for Sustainability* now and into the future.

After you read our good news, messengers of Christ, please go forth and share this exciting information with your friends, family and colleagues. We no longer want to be the best kept secret.

Stay tuned for more exciting news in the coming months. Should you have any questions about ELFHCC, our mission, services or programs, please reach out to us by calling 412.345.0418.

In His Name,


David Hall, MD, Medical Director

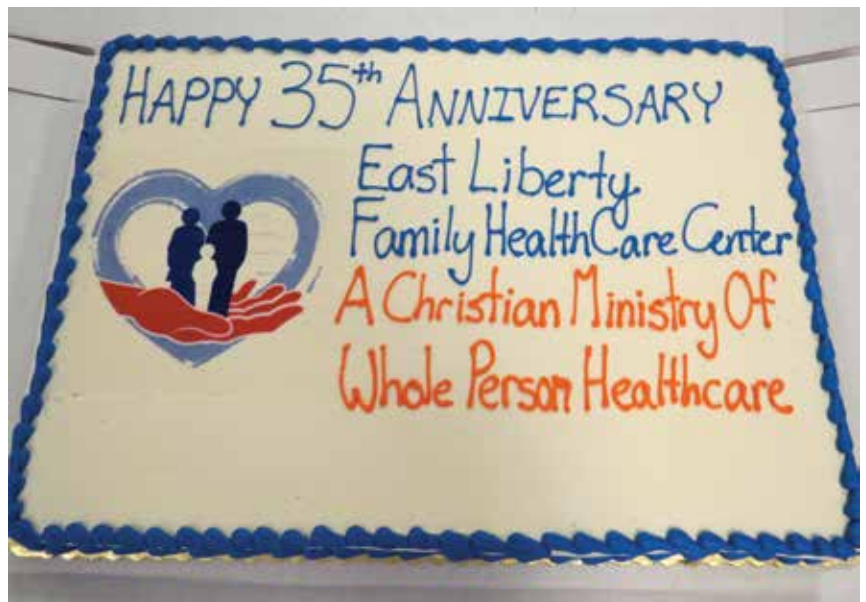

Rodney B. Jones, Sr., CEO


Rev. Dr. Mary Lovett, Chaplain

CELEBRATIONS AND AWARDS

Celebrating 35 Years

2017 marked ELFHCC's 35th anniversary of providing whole-person medical care to residents of Pittsburgh's East End and beyond. To recognize this momentous occasion, anniversary banners were hung in each Health Center. On July 28 (our official opening day in 1982), ELFHCC staff and friends took part in a prayer procession led by the Rev. Mary Lovett, ELFHCC chaplain. Hymns were sung and prayers were offered that God continue to guide the Health Center to welcome and care for more patients each year.



Creating a Joyful Noise

The celebration continued with Joyful Noise on October 7, bringing friends, donors, community partners, board members, staff and patients together to praise God, honor ELFHCC's mission, acknowledge community partners and share fellowship. Eastminster Presbyterian Church, where it all began, was the site of our 17th annual Joyful Noise celebration.

Guests were treated to performances by the Urban Impact Jazz Band, Urban Impact Mime Group, and the Judah Project. The children were so talented and did an outstanding job of entertaining everyone.



(l-r): Rodney B. Jones, Sr.,
Steve Paschall, Esq. and
Kristen Wilson



Recognizing Our Awardees

Each year before Joyful Noise, staff and board members are asked to nominate fellow staff members, board members and/or community members/partners to be appreciated at this annual event. The criteria for the nomination process centers on ELFHCC's *Positioning for Sustainability* model. The nominator must offer a written explanation as to how the nominee reflects at least one of the following criteria: Mission, Patient Focus, ELFHCC Family, Quality, Financial Sustainability, Proficient, Efficient and Accountable.

Staff members recognized by their coworkers included:

- Dr. Greg Anderson, Pediatrician
- Deanna Ebo, Accounts Receivable Specialist
- Martha Hochendone, Director, Quality Management
- Suanne Stewart, Pharmacy Program Coordinator

Also recognized was:

- Mike Wherry, Board Member and Treasurer

All five were presented with the *Mission Award* for their individual contributions to the Health Center.

The *MICAH 6:8 Award* was presented to Stephen Paschall, Esq. Steve is one of a handful of people who was involved with the Health Center from the start, and is still serving the good of the Health Center today. The *MICAH 6:8 Award* reflects the scripture,

"What does the Lord require of you but to seek justice, love kindness, and walk humbly with your God?"—Micah 6:8

It was only fitting that we pay tribute to a man who has devoted his time and expertise to ELFHCC. As the first executive director, alongside Dr. David Hall, the Rev. Douglas Dunderdale and Suanne Stewart, the foundation was laid for ELFHCC to grow and thrive to become a leading and comprehensive health care organization in the East End. Steve is appreciated for his 35 years of devotion to the Center and his legal guidance, performed steadfastly, while always remaining true to the ELFHCC Mission to serve the uninsured, underinsured and underserved.

A special presentation of appreciation acknowledged church partners for their support of the Health Center and our patients through unwavering prayer and financial support: Christ Church of Fox Chapel, Christ United Methodist Church, Elfinwild Presbyterian Church, First Presbyterian Church of Murrysville, First Presbyterian Church of Pittsburgh, Ken Mawr United Presbyterian Church, Mt. Lebanon Evangelical Presbyterian Church, Third Presbyterian Church—Presbyterian Women, Trinity Evangelical Lutheran Church, and Upper Room Church Community.

Mark your calendar to join us on Saturday, October 6, for the 18th annual Joyful Noise event.



STAFF RETREAT/STAFF EDUCATION AND CHRISTMAS LUNCHEON

Worship and Education

On December 11, ELFHCC staff participated in a Staff Retreat held at Eastminster Presbyterian Church. The purpose of the event was worship, staff education and fellowship. The event was coordinated by Martha Hochendoner, director of Quality and Risk Management, and an employee committee.

The worship service, led by the Rev. Dr. Mary Lovett, ELFHCC chaplain, introduced the retreat's theme "Reaching for Higher Ground Together." The Rev. Dr. Lovett's inspirational words and wisdom were accentuated with joyous music and prayer.

A continental breakfast was sponsored by The Children's Home of Pittsburgh and Lemieux Family Center. Two of their birth parent counselors conducted a presentation on adoption.

To ensure compliance with OSHA Guidelines, an industrial hygienist with the Department of Labor led an educational session for staff. On-the-edge-of-your-seat topics included; blood-borne pathogens standards, effective hazard communication and updated reporting requirements. Participants were enthusiastically receptive to this information, which is important in their day-to-day mission of caring for ELFHCC's patients.

The Rev. Dr. Lovett engaged staff in an exploration of the ELFHCC theme "Reaching for Higher Ground Together." Using a question and answer game format, she challenged the staff with ELFHCC history, as well as Bible passages and verses. Staff worked together to answer the questions, bringing them closer in knowledge and laughter.

Following the Rev. Dr. Lovett's interactive presentation, Andrew Pernesky, CFO, provided a clear and understandable financial update. Kim Fedor, COO, illustrated the Patient-Centered Medical Home concept and how ELFHCC benefits. CEO Rodney Jones' "State of ELFHCC" presentation described the Health Center as one organization with many parts, including the recent expansion into the Hill District and ELFHCC's three-year plan.

Christmas Luncheon and Fellowship

ELFHCC Board of Directors hosted a Christmas luncheon for staff in the Eastminster fellowship hall at the conclusion of the Retreat/Education portion of the morning. The delicious luncheon was catered by Bistro to Go Café and Catering. Praising God, fellowship, games and laughter completed the wonderful luncheon.

On behalf of ELFHCC staff, we offer our heartfelt thanks and gratitude to the Board.

SOUTHMINSTER PRESBYTERIAN CHURCH DONATES COLD-WEATHER GIFT BAGS

Spearheaded by church member Carol Petti, Southminster Presbyterian Church donated 125 “cold weather gift bags” consisting of gloves, hats, scarves, socks and McDonald’s gift cards, totaling \$945 to ELFHCC’s adult patients in need.

Identified by providers at ELFHCC, patients were offered the gift bags during their appointment.

One patient told a staff member how grateful he was to receive the gift bag because his winter gloves had been stolen from him in the shelter he stayed in the previous night.

Patients and staff alike are so very grateful to the members of Southminster Presbyterian Church for their generosity and compassion.

SPREADING CHRIST’S MESSAGE WITH TOYS

Each year, ELFHCC organizes its annual *Pediatric Patient Christmas Toy Program* to help make the holiday season extra special for children. Planning begins early in the year, but ELFHCC is blessed to receive toy donations from many generous benefactors throughout the Pittsburgh region.

Angel Trees were placed in the lunchrooms at our Lincoln-Lemington and East Liberty offices for staff to participate in purchasing a toy or two for the children. Their efforts brought in more than 90 toys to our program.

Southminster Presbyterian Church in Mt. Lebanon hosted a *Christmas in July Toy Drive* by placing angel tags on a tree in their church for parishioners to take and purchase a toy. Their kindness offered more than 40 toys for the children.

For several years, Greentree Chiropractic and Rehab has held a toy drive to support our *Pediatric Patient Christmas Toy Program* by requesting family, friends, staff, and patients, to bring a toy to their annual Christmas Party. Each year, their toy donation has grown. In 2017, ELFHCC received more than 400 toys as a result of their overwhelming generosity.

ELFHCC also received nearly 190 additional toys through the Toys for Tots program coordinated by the U.S. Marine Corp.

Staff volunteered to help sort, categorize, and bag toys. The main pick-up date for families was December 9 and the entire following week. Staff also volunteered to help distribute toys to families coming to our East Liberty office to pick up toys. The Rev. Dr. Mary Lovett, ELFHCC chaplain, also created a letter for each family, portraying the true meaning of Christmas.

Everyone’s most gracious and heartfelt generosity allowed ELFHCC to fill toy request for 385 children. ELFHCC and our patients are forever grateful to the wonderful partners who make the Pediatric Patient Christmas Toy Program an overwhelming success. Thank you!

To be eligible for the *Pediatric Patient Christmas Toy Program*, children must be:

- ELFHCC patients
- Up to date on well-child care and immunizations
- Between birth and 14 years old

Check www.ELFHCC.com later this year for details on our 2018 *Pediatric Patient Christmas Toy Program*.



GRAND OPENING OF HILL DISTRICT SITE

Health Fair and Open House

Approximately one-third of ELFHCC's funding comes from the Health Resources Services Administration (HRSA) through the federal government. In February 2017, HRSA advertised grant funding through a Service Area Competition-Additional Area (SAC-AA) application where the awardee would be required to open a new site in Pittsburgh's Hill District neighborhood. ELFHCC was awarded the grant in July and opened its fourth site at 373 Burrows Street on October 9. Allowing a little time to get settled in, ELFHCC began planning a *Health Fair and Open House* to announce and show the new site and introduce the staff of the Hill District site. The event took place from 1-5 p.m., on January 25. Physicians and staff greeted guests, while screenings, health information and healthy snacks were provided.

New Providers

Excitement surrounded the opening of our Hill District location, not only to give ELFHCC the opportunity to provide quality whole-person health care to a new area of the city, but because it also offered ELFHCC the opportunity to hire new providers; Dr. Charles Bemm, pediatrician, and Anita Hussey, nurse practitioner.

Dr. Bemm is not new to ELFHCC; he previously worked with us for a number of years before moving to Africa. Dr. Bemm and his family moved back to Pittsburgh at the time the Hill District site was being organized and wanted to return to ELFHCC. The plan God had for ELFHCC and the Bemm family was truly divine intervention.

Anita Hussey, nurse practitioner, joined ELFHCC in October and is building a family patient-centered practice.

Drs. Joe and Sima Weaver (yes, they are husband and wife) are family medicine providers who have provided care for years at ELFHCC's Lincoln-Lemington site. Dr. Sima Weaver can still be seen in Lincoln-Lemington, but she also provides care at our Hill District office on Fridays. Dr. Joe Weaver is delivering quality whole-person health care at our Hill District location Monday-Thursday.



Dr. Bemm



Anita Hussey



Dr. Sima Weaver



Dr. Joe Weaver





HEALTH AND MISSION FAIRS

Grand Opening of the Hill District site

If you plan to host a Health or Mission Fair in 2018, and are one of our church and community partners, ELFHCC would be happy to participate, staff dependent. We could provide medical and dental screenings and health information, as well as information about ELFHCC.

Please contact Jo Ellen Welsh at 412.345.0418 or jwelsh@elfhcc.com for scheduling.

PLUSOPTIX MOBILE VISION SCANNER THROUGH UPMC SHADYSIDE AUXILIARY GRANT

Amblyopia (also called lazy eye) causes more unilateral cases of reduced vision in childhood than all other causes combined. Many children who develop amblyopia could have had their vision problems prevented with earlier detection and treatment.

Starting vision screening in pre-verbal children—as young as six months—is able to prevent amblyopia and permanent vision loss.

Thanks to a generous grant from the *UPMC Shadyside Auxiliary*, ELFHCC pediatric patients as young as six months will be screened. Use of the Plusoptix Mobile Vision Scanner will improve outcomes; specifically, early diagnosis of vision loss and astigmatism, which would equate to medical/insurance cost savings now and into the future. In



Dr. Greg Anderson and patient

addition, undiagnosed vision problems often lead to learning deficiencies and disabilities.

The Plusoptix Mobile Vision Scanner is light and portable, allowing our Pediatric team to move it between ELFHCC locations instead of having to purchase one scanner for each site.

DR. BLANDINO RECEIVES NATHANIEL BEDFORD PRIMARY CARE AWARD

Printed with permission from the Allegheny County Medical Society. Excerpt originally appeared in the December 2017 issue of "Allegheny County Medical Society Bulletin."

Nominated by Donald Middleton, MD, David A. Blandino, MD, was chosen as the 2017 Nathaniel Bedford Primary Care Award recipient. Presented by the Allegheny County Medical Society since 1975, the award recognizes a primary care physician for exemplary, compassionate,

comprehensive and dedicated care of patients. As a family physician, Dr. Blandino has been engaged in nearly all aspects of health care, including clinical practice, clinical teaching, writing and research, health care administration, clinical leadership and health care corporate governance, while always maintaining a community health perspective.

Congratulations to Dr. David Blandino on a most deserving award.



WHAT IS A FEDERALLY QUALIFIED HEALTH CENTER (FQHC)?



Federally Qualified Health Center (FQHC) is a reimbursement designation in the United States, referring to several health programs funded under the Health Center Consolidation Act (Section 330 of the Public Health Service Act). Health programs funded include Community Health Centers which serve a variety of federally designated Medically Underserved Area/Populations (MUA or MUP).

FQHCs are community-based organizations that provide comprehensive primary care and preventive care, including health, dental, and mental health/substance abuse services to persons of all ages, regardless of their ability to pay.

FQHCs operate under a consumer Board of Directors governance structure and function

under the supervision of the Health Resources and Services Administration, which is part of the United States Department of Health and Human Services. FQHCs were originally meant to provide comprehensive health services to the medically underserved to reduce the patient load on hospital emergency rooms.

Their mission has changed since their founding. They now bring primary health care to underserved, underinsured and uninsured Americans. They provide their services to all persons regardless of ability to pay, and charge for services on a community board approved sliding-fee scale that is based on patients' family income and size. FQHCs must comply with Section 330 program requirements.

BOARD OF DIRECTORS AND OFFICERS

Board of Directors

Kathy Mayle Towns, RN, Chairperson
Georgette D. Powell, Vice Chairperson
Stephen Paff, Secretary
Michael T. Wherry, CPA, Treasurer

Officers

Diana Armstrong
Rev. Javier Cabrera
Rev. Etta Calvert
Sean Conroy
Angelica Cooper
Abimbola 'Abi' O. Fapohunda
Pastor Mark Richardson
Rev. Paul E. Roberts
Pastor Michael Smith
Kristen Wilson
Mattie Woods
David Hall, MD, Executive Office
Rodney B. Jones, Sr., CEO
Stephen P. Paschall, Esq., Emeritus Director

PROVIDERS

Greg Anderson, MD
Pediatrician

Diane Balestrino, MD
Family Practice,
Geriatrics

Theodore Belsches, MD
Family Practice

Charles Bemm, MD*
Pediatrician

David Blandino, MD
Family Practice

Kristine Cloonan*
Nurse Practitioner

Krista Cooke, MD
Family Practice

Megan Crissman, PA*
Physician Assistant

Mary Ellen Cuccaro, DMD
Dentist

David Hall, MD
Medical Director

Anita Hussey*
Nurse Practitioner

Kimberly Kenseth*
Nurse Practitioner

Joell Pavlick, RDH*
Public Health Dental
Hygiene Practitioner

Lisa Raffensperger, RDH
Public Health Dental
Hygiene Practitioner

April Scassera*
Licensed Clinical
Social Worker

Megan Showers*
Licensed Clinical
Social Worker

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

Sean Weldon, DO
Psychiatrist

Leon Williams, DMD
Dentist/Dental Director

Richard Zimmerman, MD
Family Practice

*Indicates new
providers

LOCATIONS

P 412.661.2802 F 412.661.8020 www.ELFHCC.com

East Liberty—EL

6023 Harvard Street
Pittsburgh, PA 15206

Medical Hours*

Mon: 8:15 AM - 4:30 PM
Tues: 8:15 AM - 6:00 PM
Wed: 8:15 AM - 4:30 PM
Thur: 8:15 AM - 4:30 PM
Fri: 8:15 AM - 4:30 PM
Sat: 8:15 AM - 12:30 PM

Hill District—HD

373 Burrows Street
Pittsburgh, PA 15213

Medical Hours*

Mon: 8:15 AM - 4:30 PM
Tues: 8:15 AM - 4:30 PM
Wed: 8:15 AM - 4:30 PM
Thur: 8:15 AM - 4:30 PM
Fri: 8:15 AM - 4:30 PM

**Our physicians are on
call 24 hours/7 days for
patient care concerns.**

*Hours may vary.

Lincoln-Lemington—LL

7171 Churchland Street
Pittsburgh, PA 15206

Medical Hours*

Mon: 8:15 AM - 6:00 PM
Tues: 8:15 AM - 4:30 PM
Wed: 8:15 AM - 4:30 PM
Thur: 8:15 AM - 4:30 PM
Fri: 8:15 AM - 4:30 PM

Dental Hours*

Mon: 9:15 AM - 5:30 PM
Tues: 8:15 AM - 4:30 PM
Wed: 8:15 AM - 4:30 PM
Thur: 8:15 AM - 4:30 PM
Fri: 8:15 AM - 4:30 PM

Wilkinsburg—W

(Dental Care Only)
807 Wallace Avenue
Wilkinsburg, PA 15221

Dental Hours*

Mon: 8:15 AM - 4:30 PM
Tues: 9:15 AM - 5:30 PM
Wed: 8:15 AM - 4:30 PM
Thur: 8:15 AM - 4:30 PM
Fri: 8:15 AM - 4:30 PM



**East Liberty
Family Health Care Center**
A CHRISTIAN MINISTRY OF
WHOLE PERSON HEALTH CARE

6023 Harvard Street
Pittsburgh, PA 15206

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HERE WE GROW

**ELFHCC received generous grants from
the Eden Hall Foundation and Nimick
Forbesway Foundation to renovate the
second floor of the East Liberty location
to create a designated Pediatric Suite.**

Having a dedicated Pediatric Suite will allow ELFHCC to co-locate the pediatric team, which is currently seeing patients at separate offices. By co-locating the pediatric team to their own Pediatric Suite, we will create a win-win-win situation. One, the pediatric team will be a united, organized and a more efficient department, allowing for increased patient population. Two, this will open up much-needed space for our adult primary care providers. And three, this will allow two adult medical exam rooms to be available in



order to optimize the delivery of care at both our East Liberty and Lincoln-Lemington facilities.

The renovations will include five Pediatric exam rooms, a lab, a charting room and a dedicated site for pediatric behavioral health counseling services. Construction began in March, with the Pediatric Suite opening in June.

A copy of the official registration and financial information for the East Liberty Family Health Care Center may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1.800.732.0999. Registration does not imply endorsement.

If you do not wish to continue receiving these newsletters, call 412.345.0418 or email jwelsh@elfhcc.com.

East Liberty Family Health Care Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. East Liberty Family Health Care Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Language assistance services are available to you free of charge.
Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.