

JULY 2016–JUNE 2018

BIENNIAL REPORT



East Liberty Family Health Care Center is proud to be a Health Center Quality Leader. ELFHCC achieved the best overall clinical performance among all health centers, placing in the top 30%, by integrating medical dental, mental health, substance use disorder and patient support services.



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

A MESSAGE FROM OUR CEO

Wikipedia defines “strategic planning” as an organization’s process of defining its strategy—or direction—and making decisions on allocating its resources to pursue its strategy.

Every three years, East Liberty Family Health Care Center (ELFHCC) updates and revises a Board of Director’s-approved Strategic Plan to ensure that there is structure and focus in the manner by which the ELFHCC functions.

ELFHCC has seven major categories within its Strategic Plan.

They include:

- Facilities
- Connect Staff to Mission
- Marketing and Community Engagement
- Communications
- Board Engagement
- Technology
- Financial Viability

Each of these categories has Goals, Objectives, and Strategies based on a Bible verse. Our overarching strategy is to ensure that our mission is the guiding principle, rooted in scripture, and outstanding Quality Patient Care is provided to all, regardless of their insurance or ability to pay.

ELFHCC’s Quality Outcomes consistently rank in the upper 30th percentile of all Federally Qualified Health Center’s in the country, and our Patient Satisfaction Scores are consistently ranked in the “Outstanding” category.

I would like to thank our ELFHCC Board of Directors, Providers, and entire staff for the outstanding care that we provide to our patients every day.

Sincerely,

Rodney B. Jones, Sr.
Chief Executive Officer



Rodney B. Jones, Sr.

SERVICES OFFERED

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

- Chaplaincy
- Christ-Centered Spiritual Support
 - Consulting Psychiatry
 - Counseling
- Chronic Care Management
- Community Outreach
- Comprehensive Medical and Dental Care for Adults and Children
- Diabetes Group Visits
- Drug and Alcohol Outreach and Relapse Prevention
- Healthcare for the Homeless
- Hearing/Vision Screening
- Home Bound Outreach
- Immunizations/Well-Child Care Visits
- Lab Services
- Medical Assistance
 - Affordable Care Act Enrollment Assistance
 - Benefits Eligibility Assistance
 - Sliding-Fee Scale
- Obstetrics/Gynecology Service and Prenatal Care
- On-Call Physician Services
- Parent/Patient/Family Education
- Podiatry
- Same-Day Appointments
- Social Services
- Translation Services



Total Number of Unique Patients Served



Total Number of Patient Visits





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 27 million people in more than 11,000 service delivery sites. In Pennsylvania, there are more than 300 FQHC sites in rural and urban areas of Pennsylvania, with locations in 52 of the commonwealth's 67 counties. There are four primary characteristics that distinguish community health centers from other primary care providers:

- Fees based on ability to pay
- Quality health care for all (FQHCs are open to all and they must meet federal reporting, performance and accountability requirements)
- 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)
- 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 people who are uninsured, underinsured and underserved. 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.



Patient Visits

	2016	2017
Total Unique Patients	9,330	9,627
Total Patient Visits	37,952	38,189

Number of Patients Who Used

Medical	29,758	27,005
Dental	5,838	8,696
Mental Health	226	562
Substance Abuse	205	318
Other Professional Services	159	130
Enabling	1,766	1,478

Patients by Age

	2016	2017
Children (0–17)	2,050	2,121
Adult (18–64)	6,311	6,379
Geriatric (65+)	969	1,127

Patients by Insurance Status

	2016	2017
Uninsured	2,180	2,335
Medicaid	3,273	2,970
Medicare	709	1,182
Private	3,097	3,067
Other Third Party	71	73

Patients by Income Status

	2016	2017
100% and Below Poverty	4,583	4,436
101–150% Below Poverty	1,491	1,794
151–200% Below Poverty	791	247
Over 200% Below Poverty	1,120	1,478
Unknown	1,345	1,672

Patients by Race and Ethnicity

Racial and/or Ethnic Minority	2016	2017
Hispanic/Latino	844	885
African American	5,682	5,811
Asian	129	166



2017 QUALITY SCORES PERFORMANCE COMPARISON

The Uniform Data System (UDS) tracks comprehensive information, including patient demographics, to improve health center performance and operations, and report overall program accomplishments.

Annually, ELFHCC conducts a Patient Satisfaction Survey which identifies results and opportunities. An overall patient satisfaction score of 5 is considered a perfect score. ELFHCC's most recent overall score was 4.59 out of 5.

Cervical Cancer Screening			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	61.43%	55.23%	55.67%

Body Mass Index Counseling for Children			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	85.71%	55.05%	65.85%

Body Mass Index Counseling for Adults			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	70.00%	58.15%	63.85%

Tobacco Use Assessment and Counseling			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	98.57%	81.21%	87.50%

Appropriate Asthma Medication			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	94.29%	86.90%	86.62%

Coronary Artery Disease: Lipid Therapy			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	80.83%	78.57%	80.72%

Ischemic Vascular Disease: Aspirin Therapy			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	88.57%	80.51%	79.27%

Colorectal Cancer Screening			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	54.29%	40.50%	42.02%

Complete Immunizations by Second Birthday			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	58.57%	42.75%	40.24%

Access to Prenatal Care in First Trimester			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	82.84%	75.43%	73.97%

Children Age 6-9 at Moderate-to-High Risk of Cavities Who Received a Sealant on a Permanent First Molar Tooth			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	71.25%	43.04%	50.71%

HIV Care Within 3 Months of Diagnosis			
	ELFHCC UDS	PA UDS Comparison	National UDS Comparison
2017	100.00%	80.22%	84.52%

Total Cost Per Patient

ELFHCC UDS
\$750.96

PA UDS Comparison
\$770.90

National UDS Comparison
\$941.97

QUALITY PROVIDERS

A number of ELFHCC physicians have been honored on The Best Doctors in America® list for the past several years. Developed by Best Doctors, Inc., the list recognizes the top physicians from a database of nearly 40,000 U.S. doctors, who are selected by leading specialists from all over the country.

Doctors Diane Balestrino, David Hall, and Richard Zimmerman are a blessing to ELFHCC and the patients they care for, along with all ELFHCC providers and the quality of care they provide.

Diane Balestrino, MD
Family Practice,
Geriatrics



David Hall, MD
Family Practice,
Geriatrics

Richard Zimmerman, MD
Family Practice,
Preventative
Medicine



OUR PROVIDERS

Gregory Anderson, MD
Pediatrics

Diane Balestrino, MD
Family Practice,
Geriatrics

Theodore Belsches, MD
Internal Medicine

Charles Bemm, MD
Pediatrics

David Blandino, MD
Family Practice

Krista Cooke, MD
Family Practice

Megan Crissman, PA
Physician Assistant

Mary Ellen Cuccaro, DMD
Dentist

David Hall, MD
Medical Director, Family
Practice, Geriatrics

Anita Hussey
Nurse Practitioner

Joell Pavlik, RDH, PHDHP
Public Health Dental
Hygiene Practitioner

Lisa Raffensperger, RDH, PHDHP
Public Health Dental
Hygiene Practitioner

April Scassera, LCSW
Licensed Clinical
Social Worker

Megan Showers, LCSW
Licensed Clinical
Social Worker

Laura Styles, PA
Physician Assistant

Betty Mae Tatman, CRNP
Pediatric Nurse
Practitioner

Theresa Tran, DO
Family Practice,
Obstetrics, Gynecology

Joseph Weaver, MD
Family Practice

Sima Weaver, MD
Family Practice

Sean Weldon, DO
Psychiatry

Leon Williams, DMD
Dental Director, Dentist

Amaris Yandel, DO
Obstetrics, Gynecology

Richard Zimmerman, MD, MPH
Family Practice,
Preventive Medicine

OUR FINANCES

Patient Services Revenue

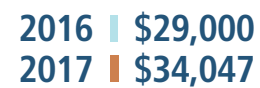


Government Funding

Federal

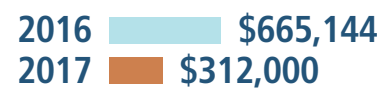


Local & State



Donations

Foundations



Churches and Individuals



Health-Related Corporations



Patient Care Endowment Fund



Ochiltree Endowment Fund



Jackson Home Care Fund



Each year, we provide \$2 million in "charity care and other uncompensated care."

Total Endowment \$3.36 million

Financial numbers for 2016–2017 are audited and 2017–2018 are unaudited.

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.

WELCOME DR. AMARIS YANDEL

Please welcome Dr. Amaris Yandel, who joined our ELFHCC family on August 23, 2018. Dr. Yandel specializes in obstetrics and gynecology.

A native of Pittsburgh, Dr. Yandel grew up in the East Hills, where she attended Schenley High School. From a young age, she thrived in her academics, but also enjoyed playing basketball, running track, and being active in the music department. She traveled to Baltimore to earn her undergraduate degree at Loyola University Maryland; received her medical training at Lake Erie College of Osteopathic Medicine in Erie, Pennsylvania; and completed her residency at Reading Health System in Reading, Pennsylvania.

Dr. Yandel is excited to be able to give more women access to quality whole-person obstetrics and gynecology care—especially woman-to-woman care. Women often prefer their OB-GYN physician to be a woman, because they share a better understanding of their health and feelings.

Providing care with compassion and respect, as well as treating each patient with top-notch, quality care is at the center of Dr. Yandel's practice. She empowers women to make healthcare choices that focus on all aspects of their well-being: mind, body, and spirit.

In addition, Dr. Yandel also brings valuable skills to ELFHCC, including providing care to high-risk, pregnant patients, and performing state-of-the-art robotic surgeries.

Dr. Yandel splits her time between our Hill District and Lincoln-Lemington offices and is accepting new patients.

This is not the first time Dr. Yandel worked at ELFHCC. Her first introduction to our health center was when she was an AmeriCorps student with the Birth Circle, prior to her first year of medical school.



Dr. Amaris Yandel

A MESSAGE FROM OUR MEDICAL DIRECTOR

When I think back on ELFHCC's 36 years of providing quality health care to our patients, I am often reminded of Ephesians 3:20 (ASV): *Now unto him that is able to do exceeding abundantly above all that we ask or think, according to the power that worketh in us.*

Our Health Center has grown from a small group of providers in the basement of Eastminster Presbyterian Church to a four-site Health Center, employing approximately 90 people in varied and vital positions. I feel very thankful to witness this growth and see the many ways in which we have been privileged to provide quality health care to all our patients. We have dedicated staff with various gifts to serve our patients through our Mission.

I am especially excited to welcome Amaris Yandel, DO, an obstetrician/gynecologist who recently joined the ELFHCC staff. Dr. Yandel specializes in providing care to high-risk, pregnant patients and performing state-of-the-art, robotic surgeries. These gifts are a great asset of quality provided right in our neighborhood health centers.

We have two full-time Licensed Clinical Social Workers and a Licensed Professional Counselor providing behavioral health, as well as drug and alcohol counseling. ELFHCC is starting medically assisted treatment for opioid abuse that will greatly benefit our patients struggling with addiction issues. In addition, we have a part-time psychiatrist seeing patients at our East Liberty and Lincoln-Lemington sites. This continues to expand our Mission of whole-person care and integrate medical and behavioral health services.

Our dental centers are staffed by two highly qualified Dentists and two Public Health Dental Hygiene Practitioners who are able to see patients independently for certain dental services.

The Health Center is always looking to recruit family practice providers, especially Spanish speaking providers for our growing number of Spanish speaking patients.



Dr. David Hall,
Medical Director

Our Home Bound Outreach program provides quality services and continues to help some of our most fragile patients. This is where we see the heart of God reaching the most vulnerable in our neighborhoods.

Recently, a dietitian was hired to provide our patients with information and dietary support needs as it pertains to each patient's health.

I am joyfully blessed to be part of this ongoing mission to serve God and continue to spread and expand medical, dental and behavioral health services for our growing patient population.

Sincerely,
Dr. David Hall
Medical Director



NEW PEDIATRIC SUITE OPENS IN 2018

Saturday, October 6, ELFHCC held a Ribbon Cutting Ceremony to celebrate the completion and opening of its new Pediatric Suite. The Pediatric Suite was made possible through generous grants from Eden Hall Foundation, Nimick Forbesway Foundation and ELFHCC's Capital Fund.

A designated Pediatric Suite allows us to co-locate the pediatric team who are currently seeing patients at separate offices. By co-locating the pediatric team to their own Pediatric Suite this will create a win-win-win situation. One, the pediatric team will be a united and organized department. Two, this will open up much needed space for our adult primary care providers. Three, we will add two more adult medical exam rooms in order to optimize the delivery of care throughout our Health Care facilities.

This \$400,000 project includes six Pediatric exam rooms, a lab, a charting room a play/waiting room for the children and so much more. The kids—and parents alike—are very pleased with the new space.

(l-r) Dr. Greg Anderson, Pediatrician and
Dr. David Hall, Medical Director

A MESSAGE FROM OUR BOARD CHAIRPERSON

The number one goal of everyone at the ELFHCC is to provide top-notch quality healthcare to our patients. Everything the health care professionals, Board of Directors, and staff does on a daily basis revolves within that all-encompassing goal. We continuously seek ways to enhance patient care, decrease wait times, and improve upon services provided to our patients. I am pleased to share with you so many positive changes that have occurred in the past two years.

In 2016, ELFHCC had an on-site visit with four reviewers from Health Resources and Services Administration (HRSA). This special visit included a thorough exploration of ELFHCC's policies and procedures, financials, patient care, billing, accounts payable, and every other department within ELFHCC. I am proud to share with you that ELFHCC passed the on-site review with no infractions.

A lot of hard work and excitement paid off in 2017, when ELFHCC applied for—and received—a grant through HRSA to open a new location in the Hill District. This new office has been operating for a year, providing care to residents of the Hill District, Oakland, and surrounding neighborhoods.

Building on our desire to update our Health Centers and provide a warm and welcoming environment to our pediatric patients, ELFHCC applied for and received grant funds through the Eden Hall Foundation and Nimick Forbesway Foundation. These funds—in addition to funds from ELFHCC's Capital/Renovation account—enabled us to open a new, dedicated Pediatric Suite in August 2018.

The Board of Directors shares in the vision and future of ELFHCC, and helps to steer the trajectory of the organization. Meeting monthly, we have a strong commitment to set strategic direction, and we accomplish this initiative through an annual

Kathy Mayle Towns,
Board of Directors, Chairperson



review of the mission, value, strategic plan, and goals of ELFHCC. We are proud to have a strong leadership team that carries out the strategic goals in an inclusive manner—a leadership team that is structured in such a way that it makes it realistic to accomplish the strategic plan.

ELFHCC would not be where it is today without the ever-present prayers and support of our many church partners. Most of these partners have been benefactors to ELFHCC for 36 years. We praise God for their devotion to ELFHCC and our patients. ELFHCC is equally blessed for grants and donations from some of Pittsburgh's most generous foundations and individuals. Their support has helped ELFHCC remain in the community and serve those who are uninsured, underinsured, and underserved. We could not do it without you!

By partnering and working together, the Board of Directors, health care professionals, staff, churches, foundations, and committed benefactors make a difference in the lives of our patients and our community.

Sincerely,
Kathy Mayle Towns
Board of Directors, Chairperson

BOARD OF DIRECTORS AND OFFICERS

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Mattie Woods

David Hall, M.D.
Executive Officio

Rodney B. Jones, Sr.
CEO

Stephen P. Paschall, Esq
Emeritus Director

THANK YOU FOR YOUR SUPPORT

East Liberty Family Health Care Center thanks our many community supporters for their contributions January 1, 2016 through June 30, 2018.



CHURCH

Ladies of Bethany
Bower Hill
Community Church
Christ Church Fox Chapel
Christ United
Methodist Church
Church of the Ascension
Bellefield Presbyterian Church
Bethel Presbyterian Church
Beulah Presbyterian Church
Destiny International
Ministries
Eastminster Presbyterian
Church
Fox Chapel Presbyterian
Church
Friendship Community
Presbyterian Church
Hebron United
Presbyterian Church
Northmont United
Presbyterian Church
Southminster Presbyterian
Church
Third Presbyterian Church
Unity United
Presbyterian Church
Waverly Presbyterian Church
Westminster Presbyterian
Church
East Liberty
Presbyterian Church
Cross Roads
Presbyterian Church
Elfinwild Presbyterian Church
Emsworth United
Presbyterian Church
First Presbyterian Church
of Castle Shannon
First Presbyterian Church
of Murrysville
First Presbyterian Church
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Hampton United
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John McMillan
Presbyterian Church
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Holy Nativity
Sisters of St. Francis of The
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St. Paul's Episcopal Church
St. Paul's Episcopal Church,
Episcopal Church Women
Sunset Hills United
Presbyterian Church
The Open Door
Trinity Evangelical
Lutheran Church
Whitehall United
Presbyterian Church
Second United Presbyterian
Church of Wilkinsburg
The Women of St. Stephen's
Wilkinsburg
Venice Presbyterian Church

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Summit Foundation
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Society Foundation
Eden Hall Foundation
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Ms. Joan W. Keadle
Ms. Margaret Johnson
Ms. Margaret Derfler
Ms. Margaret Paschall
Ms. Margaret Henderson
Ms. Mary Sweeney
Ms. Nancy Noyes
Ms. Pamela Meyer
Ms. Patricia Leiphart &
Mr. Warren Kinneer
Ms. Phyllis Praisner
Ms. Priscilla Utzig
Ms. Konefal-Shaar

Mr. and Mrs. Robert Eley
Dr. and Mrs. Robert Baker
Mr. and Mrs.
Robert Panagulias
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Rev. S. Cyril Hurnyak
Mr. Thomas Cummings &
Ms. Mary Lang
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William Whitelock
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Mr. and Mrs. William Roberts
Mr. and Mrs.
William Pohlmann

LOCATIONS

P 412.661.2802 F 412.661.8020 www.ELFHCC.com

East Liberty—EL

6023 Harvard Street
Pittsburgh, PA 15206

Hill District—HD

373 Burrows Street
Pittsburgh, PA 15213

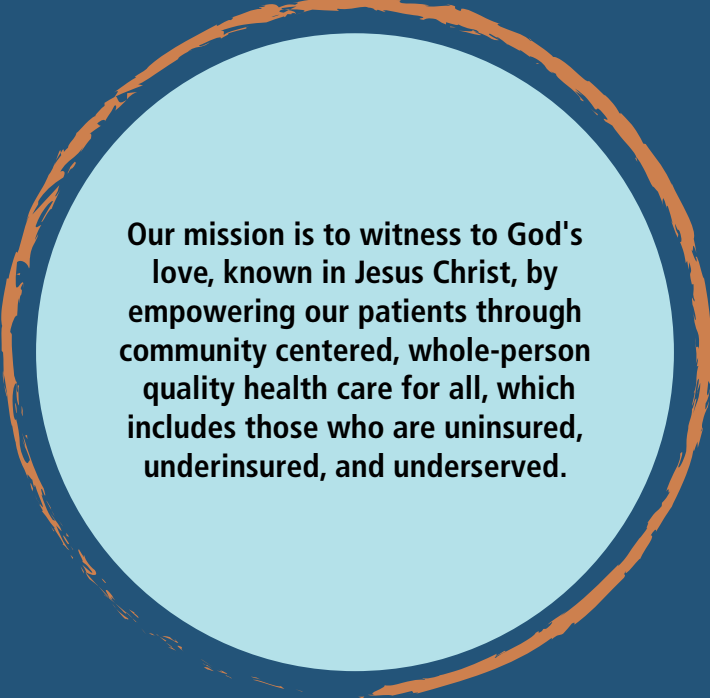
Lincoln-Lemington—LL

7171 Churchland Street
Pittsburgh, PA 15206

Wilksburg—W

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

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



Our mission is 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.

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ELFHCC provides language assistance for people with limited English proficiency, and effective communication for individuals with disabilities. Language assistance services are available to you free of charge.

Servicios de Asistencia Lingüística

ELFHCC brinda servicios de interpretación a personas con inglés limitado y asistencia para comunicación efectiva a personas discapacitadas. Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

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