



Westside Family Healthcare

Looking back on more than two decades of treating you well.



WESTSIDE
HEALTH

2008 Annual Report

Service delivery took a giant step during the summer of 2009 as Westside Family Healthcare opened its newest medical office in Bear, Delaware. This fourth Westside location was created to meet the health needs of the underserved throughout southern New Castle County.



Administrative Office

300 Water Street, Suite 200
Wilmington, DE 19801
302.656.8292
302.656.8982 fax

Northeast Office

908-B East 16th Street
Wilmington, DE 19802
302.575.1414
302.575.1726 fax

Bear/New Castle Office

404 Fox Hunt Drive
Fox Run Shopping Center
Bear, DE 19701
302.836.2864
302.832.1815 fax

Wilmington Office

1802 West 4th Street
Wilmington, DE 19805
302.655.5822
302.655.3541 fax

Newark Office

27 Marrows Road
Newark, DE 19713
302.455.0900
302.455.0902 fax



Westside Family Healthcare

We treat you well.

westsidehealth.org



Our mission

is to provide
equal access to
quality healthcare,
regardless of
ability to pay.

Dear Friends

of Westside Family Healthcare,



We are very proud to report that after twenty years “in the neighborhood,” Westside Family Healthcare is stronger than ever! In our twentieth anniversary year of 2008, we shared our history with many friends, marked the present with a new name and brand, and created a strategic vision and plan for the coming years.

As we looked back over the past twenty years, we felt the momentum that promoted Westside’s amazing growth. Our “Westside Story Gala” in September was not only an occasion for joy and celebration but was also a significant fundraiser, thanks to our donors who very generously invested in our mission once again. We were able to honor our founder, Ms. Salle McDaniel, along with eight other volunteer leaders who have chaired our Board of Directors since 1988. We thank them all for their dedication, vision and guidance.

Having reached the twenty-year mark we decided to re-energize the organization with a new name and brand that reflects who we are and demonstrates our commitment to quality and service. We adopted a new name, Westside Family Healthcare, and a new slogan, “We treat you well,” and integrated both into our sites and programs. We also implemented a colorful and eye-catching new logo. We hope to make our community health centers easily identifiable to those in need of access to care. We are proud to now offer four locations in distinctly diverse communities.

The work we do every day to take care of families is making an impact. We know that by providing equal access to quality healthcare we are improving the health of communities in need. When barriers to care are removed, patients are willing to come and participate in their own healthcare plan. This is evident by the escalating demand for care we see every day at each of our busy locations.

Our plans for the future are clear. Our work is demanding but satisfying. We view adequate healthcare as a basic human right and we relish our ability to help to provide it. Westside Family Healthcare is the medical home to over 18,000 patients and will surely be regarded as a critical safety net in this unprecedented era of healthcare reform. The economic downturn has touched us all. As our uninsured patient panel grows we must remain financially strong to support their needs.

The next twenty years will continue the “Westside Story.” With your help, we will show that America can step up to the standard set by other developed countries and provide high-quality healthcare to all who need it, regardless of their economic status.

Your Committed Community Partners,

Teresa A. Cheek, Esq., Chair

Lolita A. Lopez, FACHE, President & CEO



“My 80-year-old uncle came to Delaware from Puerto Rico with a history of chronic health problems.

I honestly thought Westside Family Healthcare would only be providing ‘stop-gap care’ until I could find a ‘real doctor’ to treat my Uncle Virgillio. During my uncle’s first visit there, Dr. Adrian Wilson took the time to evaluate the many medications he was prescribed in his native country—and then had specialists determine the best care plan for him. Dr. Wilson is never condescending; he never talks down to me like many doctors have in my experience; he actually listens to my concerns. Everyone you come into contact with is a sweetheart at Westside, starting with the people behind the front desk who greet you. You can go to a more expensive and prestigious healthcare facility, but you won’t get better care than right here.”

Westside patient Virgillio Oliver. Quote from his nephew, Abraham.

“After having a miscarriage in Mexico, I was frightened about getting pregnant again.

I had heard about Westside through a family member. I was told they provided quality healthcare, and that the staff was cordial, respectful and caring. So I called and made my first appointment at Westside.

After confirming that I was expecting, their medical staff took wonderful care of me. The doctor was attentive and I always felt that I was receiving the best care. I delivered my son by C-section and recovered well. In fact, I just had my second baby there. The doctors and staff treat you well and make you feel that you are important to them.”

Westside’s Dr. Angela Campbell with mother Almayra Gordillo, and baby José Genaro Rojas-Pantoja.



Our patients



1990

Lolita Lopez was hired as Executive Director. Under her leadership, Westside has become a shining example of how a successful health center should operate.



Our programs

In 2008, Westside implemented the Centering Pregnancy and Storks Nest programs at its Northeast Wilmington location. We piloted these support programs here because historically this community has experienced some of the poorest health outcomes in the state, specifically in terms of infant mortality and low infant birthweight.

Centering Pregnancy

Through this unique model of care, women are empowered to choose health-promoting behaviors. Health outcomes for pregnancies—specifically, increased birthweight and gestational age of mothers that deliver preterm—and the satisfaction expressed by both the women and their providers support the effectiveness of this model for the delivery of care. The March of Dimes Delaware chapter provided support for this program that began in May 2008.

Storks Nest

This program provides meaningful incentives for prenatal patients to seek the appropriate care that they need to ensure delivering a full-term, normal-birthweight baby. Patients collect points for each office visit and prenatal education session they attend. With the points they accrue, mothers-to-be can “purchase” things such as car seats, infant strollers, diapers and other supplies.

Reach Out and Read

This program provides the tools to help promote children’s developmental skills and later school success. Gently used books are available in each waiting room for pediatric patients to read and take home with them to keep if they like. Children also receive a new book during their well-child exam to promote early literacy. The program was implemented at each of Westside’s three locations in July 2008. Westside has received book donations from Reach Out and Read, AstraZeneca employees and Emmorton Elementary students who participated in a reading competition to secure books for Westside.

Diabetes Management Program

Westside’s comprehensive Diabetes Management Program made great strides in 2008 in the way of service expansion. The program, which incorporates Certified Diabetes Education, nutrition services, case management, and specialty services including podiatry, diabetic ophthalmology care and dentistry, in addition to general medical care, received the prestigious Blue Cross Blue Shield Blue Prints for the Community grant award, extending through most of 2009. In 2008, Westside had over 1,200 patients living with diabetes. This program has in many cases been successful in reversing the disease progress through education, disease monitoring and nutrition services. Westside’s Diabetes Management Program is part of the Delaware Diabetes Collaborative and the Partnership for Chronic Disease Delaware.

1991

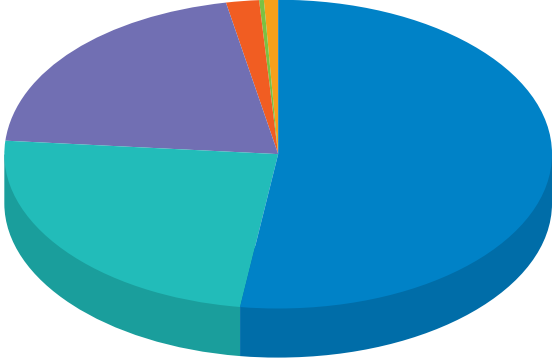
Lolita Lopez and many others take place in the very first 5k the Latin Way fundraiser.



Our 2008 statistics

Operating Revenue, Gains, and Other Support

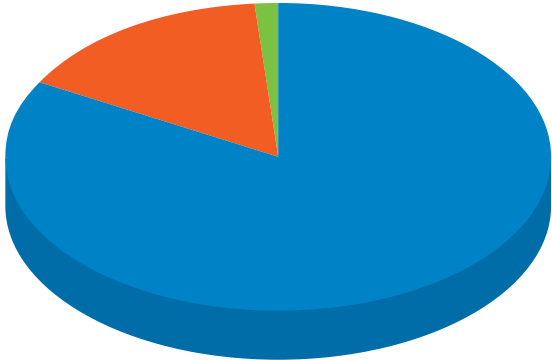
n Patient Service Revenue \$5,554,345 (52.4%)	n Contributions \$23,268 (0.3%)
n Federal Grants \$2,547,088 (24.0%)	n Other Income \$69,127 (0.7%)
n State/Local Grants \$2,186,094 (20.6%)	Interest Income \$9,526 (0.1%)
n Special Events \$201,615 (1.9%)	Total: \$10,591,063



Operating Expenses & Losses

n Program \$8,758,673 (83.2%)
n General and Administrative \$2,547,088 (24.0%)
n Fundraising \$133,637 (1.3%)

Total: \$10,524,173



Operating Income (Loss)	\$66,890
Non-Operating Income	\$165,074
Change in Net Assets	\$231,964
Net Assets (Beginning of Year)	\$5,448,375
Net Assets (End of Year)	\$5,680,339

Patient Demographics

Total Number of Patients	16,725
Total Number of Visits	74,825

Race

White	2,832	(16.93%)
Black/African-American	3,504	(20.95%)
Asian	379	(2.27%)
Multiracial	2,143	(12.81%)
Unreported/Refused to Report	7,867	(47.04%)

Ethnicity

Hispanic or Latino	10,095	(60.36%)
Non-Hispanic/Latino	6,630	(39.64%)

Patient Income Levels

100% and below Federal Poverty Level	8,973	(53.65%)
101%–150% of Federal Poverty Level	4,513	(26.98%)
151–200% of Federal Poverty Level	1,605	(9.60%)
Over 200% of Federal Poverty Level	1,333	(7.97%)
Unknown	301	(1.80%)

Age of Patients

0–19 Years Old	6,039	(36.11%)
20 and older	10,686	(63.89%)

Insurance Status of Patients

Uninsured	8,309	(49.68%)
Medicaid	5,917	(35.38%)
Medicare	735	(4.39%)
Private Insurance	1,764	(10.55%)

Prenatal Program

Number of Prenatal Patients who received care	1,316
Number of Babies Delivered within the year	734



1996

Beneficial National Bank donates its building located at 1802 West Fourth Street to Westside with a challenge to raise \$2.2 million for facility expansion construction.

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 2007 Bank of America Neighborhood Builders Award

* 2008 Capital Campaign Donor

Westside Family Healthcare apologizes in advance for any incorrect or missing information related to this list.

2003

Westside's entire clinical staff grabbed crash carts and rushed toward the fire in search of victims during the 3rd Street explosion on July 3rd.



Our leadership

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2008 Westside Family Healthcare Executive Staff

Lolita A. Lopez, FACHE
President & Chief Executive Officer

Donna M. Goodman
Vice President and Chief Finance & Operating Officer

Christine Donohue-Henry, MD
Chief Medical Officer

2006

Relocated its first satellite site from the Wilmington Hospital Annex to the underserved Northeast Wilmington community. The second satellite site was opened in Newark in 2004, and then expanded to double its size in 2007.

