

2016 COMMUNITY



Westside Family Healthcare
We treat you well.



Dear Friends,

As 2016 draws to a close, we invite you to join us in reflecting on our achievements as a community health center this year. We are proud to share this report on our growth and accomplishments.

With support from our communities and partners, we expanded access to primary and behavioral health care services across our organization. We are on track to add two more dental offices, at our Northeast Wilmington and Newark health centers, by early 2017. We were also awarded critical federal funding to enhance our information technology infrastructure to improve our patient and clinician experiences.

As a community health center, we are engaged in statewide population health initiatives to improve health outcomes within our communities. This year we have become a key partner in one of Delaware's most exciting health initiatives. The Delaware CAN (Contraceptive Access Now) initiative is supported by Upstream USA and the Delaware Division of Public Health.

This public-private partnership is designed to reduce unintended pregnancies by increasing access for all women to the full range of contraceptive methods, including long-acting reversible contraceptives. Our providers and support staff complete ongoing, intensive training to deliver timely, convenient contraceptive methods. This empowers women to have children when the time is right for them.

When women are ready to have children, we are here to provide care and wrap-around services to ensure they have a healthy pregnancy and baby. In partnership with Christiana Care Health System, Westside's comprehensive prenatal program provides care and case management services to our patients. In 2015, we delivered 734 babies and our model has consistent, proven results with 94% of our prenatal patients delivering babies at a healthy birth weight.

We raised \$545,000 in capital funding and in 2016 redesigned and renovated our oldest and busiest health center, on West 4th Street in Wilmington. We added six additional patient exam rooms as well as patient care suites tailored to a team-based model of care. We can now care for hundreds more patients each year.

In partnership with Christiana Care Health System, we also established a Family Medicine Residency Program Continuity Training site in our 4th Street health center. Not only was this precedent-setting partnership years in the making, it also decreases the impact of the nationwide primary care provider shortage on our community. This training site provides an environment to teach the next generation of family medicine physicians and encourages them to embrace careers in community health.

We know it takes collaborative partnerships and shared resources to build a healthier Delaware. We are grateful to our partners and supporters who played a critical role in helping us expand access to care and ensuring our communities thrive in 2016.

Yours in good health,



Lolita A. Lopez, FACHE
President & CEO



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Chair, Board of Directors

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Our Mission: To provide equal access to quality healthcare, regardless of ability to pay.

Our Vision: To achieve health equity through the provision of person-centered care.

Our Core Services

We are more than a doctor's office to the more than 30,000 patients for whom we will care this year - we are a primary care medical home, where patients are at the center of their care. As a non-profit community health system, we are committed to clinical excellence, meeting the highest quality and safety standards set by The Joint Commission. We have been a Federally Qualified Health Center since 1994, a Joint-Commission-accredited ambulatory care facility since 2000, and certified by The Joint Commission as a Primary Care Medical Home (PCMH) since 2012.

Picture of our Nutrition Department Manager reading to children from a local daycare at our Northeast health center.



Primary Healthcare

Our team of dedicated clinicians provides high-quality, comprehensive, culturally competent and coordinated person-centered primary healthcare. In 2015, we cared for 30,309 patients through 106,332 patient visits.

Dental Care

Our dental team provides preventative and restorative dental care for patients at two dental offices located in our Wilmington and Dover health centers. In 2015, our dentists and hygienists cared for 4,171 patients through 14,806 patient visits.

Prenatal and Postpartum Care

Our "We Deliver" program not only "delivers" but also offers prenatal and postpartum patients comprehensive case management and wrap-around support services. In 2015, our maternal health program cared for 1,281 prenatal patients and delivered 734 babies.

Behavioral Health Care

We offer on-site behavioral healthcare services that include medication management and counseling. In 2015, our behavioral health clinicians cared for 569 patients through 2,057 visits.

Family Support Services

Our patients have access to a team of social service coordinators who connect patients with needed resources such as healthy food options and job assistance. In 2015, our support services team provided one-on-one support services to 1,824 patients through 3,507 patient visits.

Rural Health Outreach Program

Our mobile health unit enables us to provide preventative and primary care services directly to migrant and seasonal agricultural workers and their families where they live and work. In 2015, our team cared for 363 patients through 736 patient visits, and completed health and social services assessments for more than 700 agricultural workers.

Behavioral Health Services: Expanding Access to Care

Telemedicine is rapidly becoming more widely used as a way to expand access to critical health services in medically underserved communities.

Thanks to our new partnership with Mid-Atlantic Behavioral Health, we have expanded behavioral health services to more than 130 patients through telemedicine. This model uses video technology to deliver healthcare, health information and health education. Ellin Wade, PMHNP-BC, a telehealth Psychiatric Mental Health Nurse Practitioner based in Boston, began caring for Westside patients in real-time appointments over a webcam in March.

"The biggest benefit is that we can reach more people across the country."

- Ellin Wade,
PMHNP-BC



Training for Our Future

We provide a unique opportunity in Delaware for students and primary care professionals to get a hands-on learning experience at our six health centers.

We nurture exciting partnerships with Christiana Care Health System, and work collaboratively with leaders of its residency programs and highly respected academic institutions. This helps us develop a robust primary care professional workforce that serves thousands.

Clinicians trained at Westside benefit from myriad and distinctive learning experiences that prepare them to serve multigenerational families while having access to a multi-disciplinary care team. This explains why students and residents who experience the value of community-based primary care choose to work at Westside. Moreover, this successful recruitment tool benefits our neighbors in need. The uninsured and underserved among us always have access to care.

A Team-Based Experience for Nurse Practitioner Students

Through academic partnerships with Wilmington University, University of Delaware, and University of Pennsylvania, Westside offers opportunities for nurse practitioner students to complete their clinical rotations in a community-based primary care setting. This experience provides them an opportunity to become part of Westside's clinical care



Picture of the Family Medicine Residents and Leadership Team at a press event to announce the program. Pictured left to right: Victoria Shertel, D.O., Mukarram Razvi, D.O., LeeAnn Tanaka, D.O., Lindsay Ashkenase, M.D., Erin Kavanaugh, M.D., Lolita A. Lopez, FACHE, and Neil Jasani, M.D.

team while it serves as an entry point for those who choose to practice in a health center settings after graduation.

Robert Day, APRN, FNP-BC, a Family Nurse Practitioner, completed a rotation at Westside and was hired after graduating. "Westside Family Healthcare is a highly sought-after organization for nurse practitioner students," said the Wilmington University graduate. "I witnessed a dedicated team of professionals who sincerely cared about their patients and prided themselves in administering the highest level of patient care. Being a part of that team became my new goal."

Our team-based model is twofold. It provides the hands-on experience nurse practitioner students need for graduation, while providing Westside an opportunity to give back. "We're able to ensure access to care for underserved communities, while providing a pipeline for Delaware residents to train in the communities where they live," said Stacey Graves, DNP, FNP, Associate Clinical Director at Westside Family Healthcare, who oversees the nurse practitioner training program.



"In our mutual commitment to increasing access to health care for our community, we've enjoyed a strong tradition of sending our residents to Westside Family Healthcare to experience rich training opportunities and provide care to a diverse group of patients with various health conditions and needs," said Janice E. Nevin, M.D., MPH, president and CEO of Christiana Care Health System.

"We are now strengthening our partnership through this first-of-its-kind Family Medicine Residency training site at Westside Family Healthcare. This partnership creates value for our neighbors, who will have greater access to care, and also for our physicians, who will experience the very rewarding work of providing care to the underserved."

The Christiana Care Family Medicine Center at Westside Family Healthcare: Among the First of its Kind

The Christiana Care Family Medicine Center at Westside Family Healthcare is an innovative partnership that enables family medicine residents to serve as practicing physicians at Westside's Wilmington health center.

This collaboration between a federally qualified health center and a major hospital system is among the first in Delaware to be approved by the Accreditation Council for Graduate Medical Education.

"After several years in the making," said Lolita Lopez, President and CEO, "Westside is thrilled to launch this new partnership with Christiana Care. The new training site is a smart and sustainable solution that carves a manageable path forward for talented doctors to train and practice in underserved communities as they increase access to care for hundreds of Delawareans in the years to come."

This continuity-training program is unlike other training opportunities offered at Westside. Instead of rotating for a few weeks at a time, three family medicine residents will spend their required three-year training experience practicing at our Wilmington health center. Westside's practicing physicians supervise the care that residents provide to patients and mentor residents throughout the duration of the program.

Physicians trained in community health centers are three times as likely to work in health centers and twice as likely to work in underserved areas as those not trained at health centers, according to research from the U.S. Health Resources and Services Administration. Through the continuity training site, Westside is excited to be able to enhance our partnership and offer valuable and unique hands-on training experience caring for diverse, complex patient populations.

"I knew there was no better place than Westside that fit my desire to continue to grow as a physician," said Dr. Jamie Gellock, D.O., MPH, a Westside supervising physician. "Both previously as a resident physician and now as an attending, I am thankful for the supportive environment at Westside which helps me be the best physician I can be."



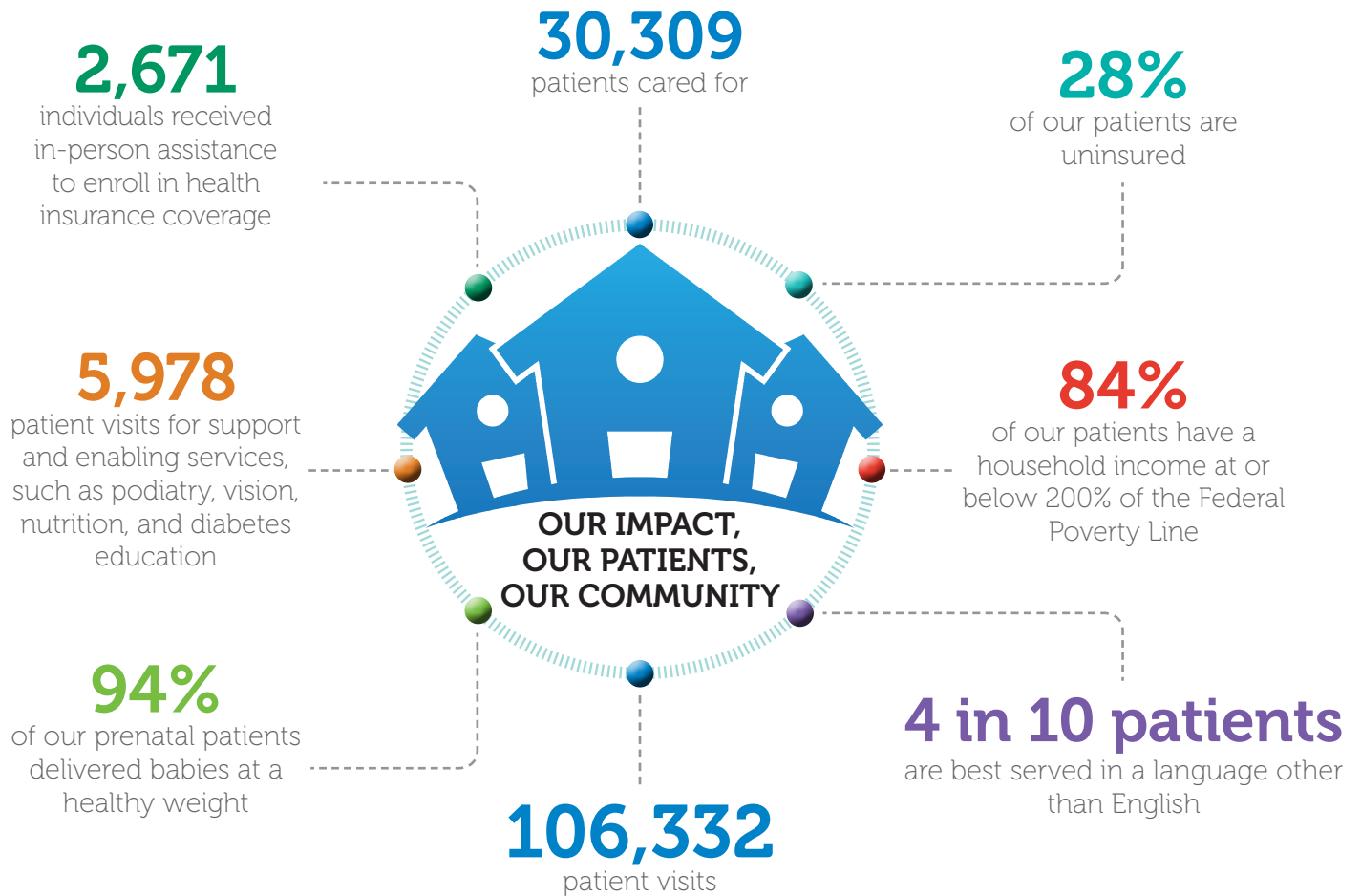
Picture of Dr. Matthew with his patient.

General Practice Dentistry Residency Program

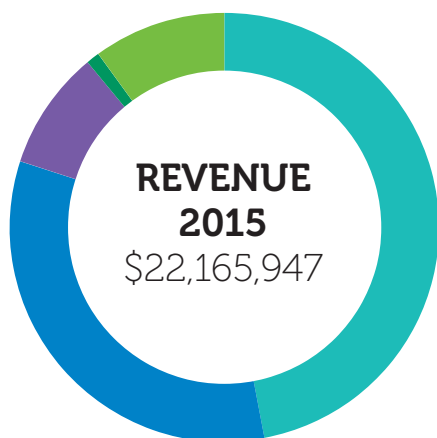
Westside also participates in Christiana Care's General Practice Dentistry Residency Program, which is the only dental residency program in Delaware. Its curriculum requires residents to complete two-week rotations at our dental office located in our 4th Street Wilmington health center. Practicing dental residents provide up to 24 hours of additional weekly appointment times, enabling us to increase access to uninsured and underserved patients. Similar to the family medicine residency, this experience offers valuable training.

Like many dental residents who rotate through our dental office, Dr. Brian Matthews, DMD, returned to practice in Wilmington shortly after his residency ended. "One of the things I wanted to do after leaving the residency was to spend time in underserved areas to really open up access to care," said the Wilmington native. "Westside was a great fit for me because of their work philosophy and their patient population. It was a great way to give back to the community."

2015: Our Impact and Our Patients



2015 Financial Statements



Patient Service Revenue

● \$10,482,050

Federal Grants

● \$7,408,627

State and Local Grants

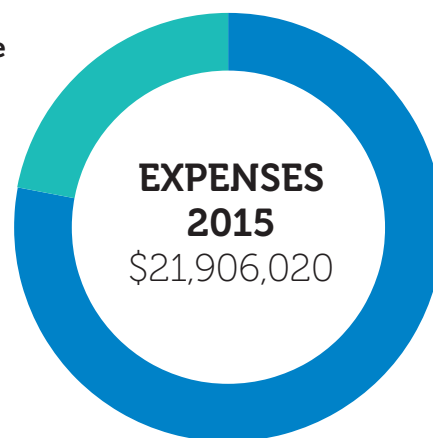
● \$2,059,166

Contributions

● \$42,273

Other Income

● \$2,173,831



Program Services

● \$17,119,855

Support Services

● \$4,786,165

Operating Income	\$ 259,927
Non-Operating Income (Loss)	\$ (86,846)
Change in Net Assets	\$ 173,081
Beginning of Year Net Assets	\$ 7,199,044
Net Assets	\$ 7,372,125

Benefiting Westside:

Delaware's Primary Care Workforce Programs

For decades, the Delaware Institute for Medical Education and Research (DIMER) and the Delaware Institute for Dental Education and Research (DIDER) have opened doors for Delawareans interested in pursuing advanced degrees in medicine or dentistry. Supported by state funding that is matched by federal funding, both offer significant benefits for Delawareans, including reserved admission slots at Philadelphia medical and dental schools and financial assistance. These programs also offer loan repayments to physicians and dentists who practice at Delaware community health centers for a minimum of two years after completing their residency.

Dr. Katherine Townsend, DMD, a practicing general dentist at Westside's Wilmington health center, is a DIDER success story. "DIDER exists for people like me," said Dr. Townsend, who in 2008 was accepted to Temple University's dentistry school under the DIDER program. She completed her residency

through Christiana's General Practice Dentistry Residency Program and finished several rounds of rotations at Westside. She admired our patient-oriented model of care and supportive staff.

When a position opened after she finished her residency, Dr. Townsend jumped at the opportunity and learned about DIDER's loan repayment plan. "When deciding to pursue my career in dentistry at Westside," she said, "it was comforting to learn that I could help those who needed dental care the most while also receiving loan repayment."

The DIMER and DIDER programs relieve the financial stresses of pursuing medical and dental careers, allowing professionals like Dr. Townsend to focus on serving patients. Recruiting more providers to community health centers



Picture of Dr. Townsend with her patient.

and targeting more attention to Health Professional Shortage Areas, DIMER and DIDER aim to meet the medical and dental needs of Delaware communities that typically do not have access to care.

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OUR HEALTH CENTER LOCATIONS

Bear/New Castle
 404 Fox Hunt Drive
 Bear, DE 19701

Dover
 1020 Forrest Avenue
 Dover, DE 19904

Middletown
 306 East Main Street
 Middletown, DE 19709

Newark
 27 Marrows Road
 Newark, DE 19713

Northeast Wilmington
 908-B East 16th Street
 Wilmington, DE 19802

Wilmington
 1802 West 4th Street
 Wilmington, DE 19805

Administrative Office
 300 Water Street, Suite 200
 Wilmington, DE 19801

Ancillary Administrative Office
 2 Penns Way, Suite 412
 New Castle, DE 19720

Scheduling: 302.224.6800

www.westsidehealth.org



Picture of the **2016 Growing Healthy Families Event** hosted at our Dover health center! This year we hosted two community health screening events at our Dover and Northeast health centers. Hundreds of community members went home with a fresh bag of produce and informational resources to help them live a healthy life. Special thanks to our corporate sponsors, donors, community partners, and volunteers who helped to make these events a great success!

2015 Corporate Giving and Grant Funders

2015 5K/10K The Westside Way

\$3,000+

Doctors for Emergency Service
 DuPont

\$2,999-\$1,000

ATI Physical Therapy
 Bank of America
 Christiana Care Health System
 CITI
 Dynamic Therapy Services
 Indo American Association
 M&T Charitable Foundation
 New Destiny Fellowship
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 WSFS

Up to \$999

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 Bank of America Charitable Foundation
 Carol A. Ammon Foundation
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 Services, U.S. Department of Health
 and Human Services
 Delaware Community Foundation
 Delaware Department of Health and
 Social Services
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