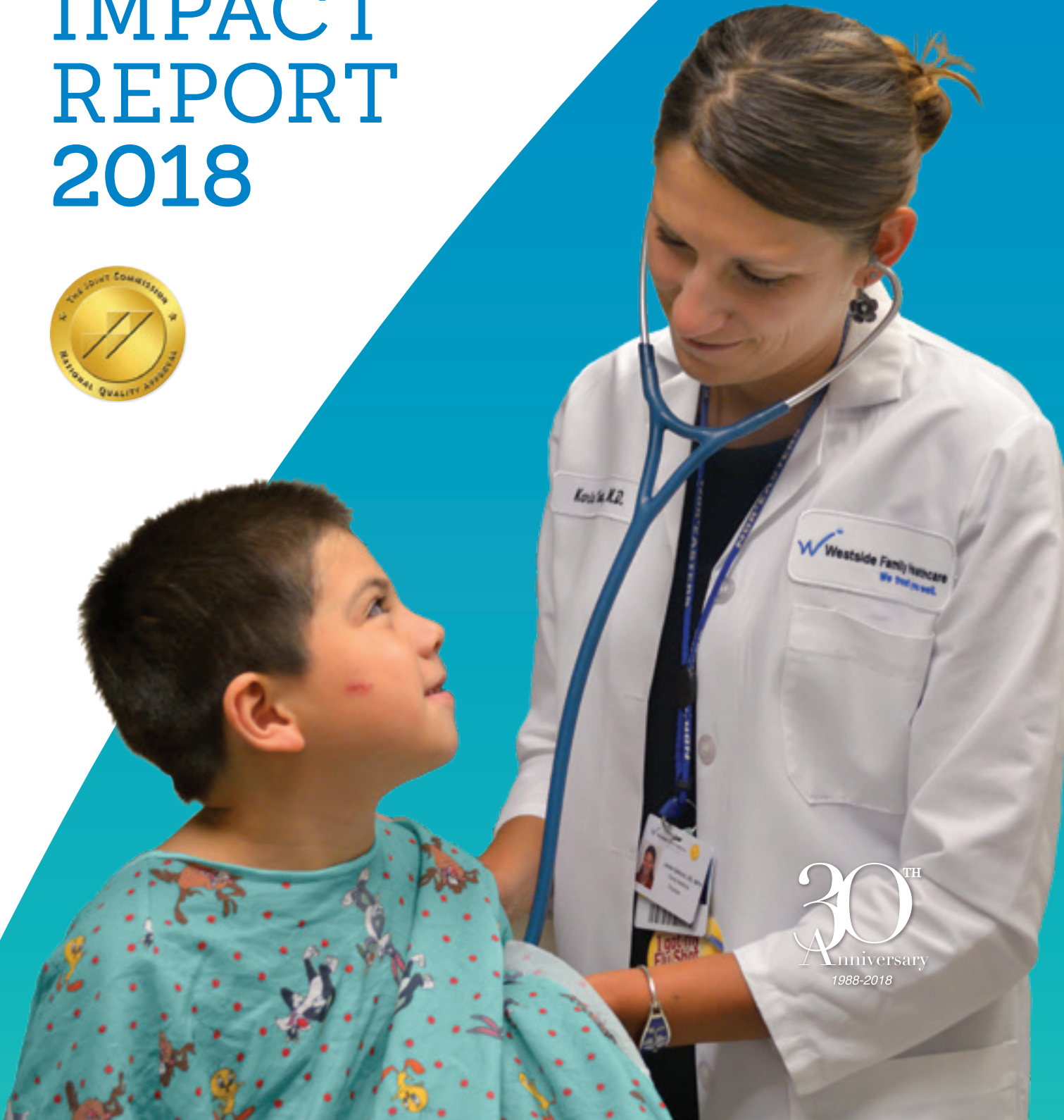




# COMMUNITY IMPACT REPORT 2018



30<sup>TH</sup>  
Anniversary  
1988-2018



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# Dear Friends,



In August 1988, Westside Family Healthcare opened its doors with a mission to provide health services to families living in underserved neighborhoods on the west side of Wilmington. Thirty years later, Westside remains a constant source for compassionate care that families depend on to live vibrant, healthy lives.

Earlier this year, we had the privilege of hosting world-renowned physician, human rights activist, and scholar Dr. H. Jack Geiger. Dr. Geiger led the community health center movement more than 50 years ago. Rooted in the values of social change, community health centers quickly became known for not just caring for the individual patient, but for the health of the entire population.

Dr. Geiger recently defined why the community health center model is critical to a thriving healthcare delivery system. "The recognition that health didn't depend primarily on medical care except in the individual acute instance, but on the water you drank, the food you ate, the house you lived in. [Community Health Centers] was the merger of public health and clinical medicine, which had been separate for far too long," Dr. Geiger said in 2014.

Each day, Westside continues to fulfil Dr. Geiger's vision. We reach beyond conventional medicine to address social, emotional and economic factors that affect our neighbors.

Our view of primary care is expansive and comprehensive. It includes preventive care, prenatal care and children's health, dental care, and behavioral health. Collaboration makes us stronger and our patients healthier. Our improved technology allows our care teams to consult seamlessly.

We are actively engaged in population health, addressing prediabetes at the primary care level and teaching patients with prediabetes and diabetes to manage their care so small problems don't become big problems.

Our five health centers are located in underserved communities to provide better access for patients. Our mobile health unit brings services directly to agricultural workers on Delaware farms. We adjust our schedule to theirs, often working into the night after workers return from the fields. We engage our community in meaningful ways. We knock on doors and give out toothbrushes. We sponsor baby showers for expectant mothers. We host free health and resource events that draw hundreds of our neighbors.

After 30 years, we are a robust, healthy champion for more than 30,000 patients, who know we care and count on us to be there. We look forward to an even brighter future, for Westside and for our patients for many years to come.

Wishing you health and happiness, today and tomorrow.

**Lolita A. Lopez, FACHE**  
*President & CEO*

**Thomas Sweeney, MD**  
*Chair, Board of Directors*

# Treating Our Patients and Communities Well

A nonprofit community health system, Westside Family Healthcare is a medical home, where patients are at the center of their care. We are committed to clinical excellence and meet the highest quality and safety standards set by The Joint Commission as a Federally Qualified Health Center and Primary Care Medical Home. Westside's skilled and dedicated clinicians provide high-quality

primary care that is culturally competent and centered on patients.

Our clinicians make it convenient for patients to get the help they need through medication management and counseling. Westside's team of dentists and hygienists provides preventive and restorative dental care for adults and children. Westside's We Deliver program is focused on healthy

babies and healthy futures with personalized, high-quality care before and after the baby is born, in addition to comprehensive social support services. Westside's social services coordinators connect patients with resources, such as healthy food and help getting employment. Our mobile health unit brings preventative and primary care directly to migrant and seasonal agricultural workers. [w'](#)

“ Our bread and butter as community health centers is through providing good and comprehensive medical care for people who need it on the principle that no one is ever turned away, regardless of their means. But beyond that, I think, always to keep in mind that we have to help the community deal with these external determinants of poverty, disease & suffering in the ways that affect their day-to-day lives just as much as health or illness.

**Dr. H. Jack Geiger** in March 2018 at the Westside/Christiana Care Health Equity Forum

**Dr. H. Jack Geiger** is the Arthur C. Logan Professor Emeritus of Community Medicine, City University of New York Medical School. From 1965-71, Dr. Geiger was director of the first urban and first rural health centers in the U.S., at Columbia Point, Boston, and Mound Bayou, Mississippi.



*Left to Right:  
Lolita Lopez,  
Dr. Jack Geiger,  
Dan Hawkins*



## Technology Breaks down Barriers

Westside is harnessing the power of data to drive care and quality improvement initiatives, developing clinical dashboards for diabetes, HIV, prenatal care, asthma and common illnesses and conditions.

Aggregated data from visits goes into a dashboard and shared throughout the organization to ensure each care team is meeting its goals for screenings and disease management. That might include how many patients with persistent asthma are on a controlled inhaler, ways to improve that number, and improving medication reconciliation information.

Frequently, our care teams work together to identify localized strategies that can improve patient health outcomes. This could be adjusting patient work flows,

enhancing case management techniques, or engaging patients in educational sessions.

Technology is empowering our team approach to care, as well as providing an enhanced convenience for patients. Our care teams work together to monitor the needs of each patient. It used to be that the provider had to be the one to remember that a patient needs labs. Now, the receptionist can facilitate the lab process as they receive an alert when the patient checks in for their appointment. With LabCorp co-located at Westside health centers, patients can get the labs done while they are waiting for the provider.

Information from the Electronic Health Record (EHR) and population health software is also increasing the number of patients who receive routine screenings, like HIV and Hepatitis C. Westside's technology systems can alert providers and members of the care team when a patient is overdue for

a screening. With consistent follow up and support, we can drastically improve screening results. For instance, our HIV and Hepatitis C testing has increased to more than 60 percent screening rates across our patient population. Screening is important because if someone knows they have HIV or Hepatitis C they are more likely to take measures to keep from passing along the disease.

As a community health center, we know that patients rely on our care teams to help them live a healthy, productive life. By harnessing the power of technology, our care teams are working efficiently and effectively to improve the health of our patients and the communities we serve.

✓

# We Deliver: Westside's Commitment to Moms & Babies

A week after giving birth, Edith came to Westside's Northeast Health Center in Wilmington for her daughter Kaylani's first checkup since leaving the hospital. For Edith, who received her prenatal care at Westside, it was an ideal homecoming: a healthy mother with a healthy baby. Her first baby, now 8 years old, weighed only 5 pounds when he was born. Because he had to stay in the hospital, it was difficult for her to breastfeed. This time around, she had a life-threatening complicated pregnancy, and with extra care from specialists from Westside partner Christiana Care, Kaylani arrived at a healthy 7 pounds, 10 ounces.


Westside provides medical, social and support services to moms-to-be at its health centers and through trusted community partners. In 2017, 1,235 prenatal patients received care at Westside. Like Edith, 93 percent of Westside's prenatal patients deliver their babies at a healthy birth weight, higher than the state average of 91%.

From her first prenatal visit, she felt cared for and supported by her doctor, nurse practitioner and social service coordinators. An enrollment specialist helped her to obtain assistance from the Women, Infants and Children (WIC) program and additional state resources. She could pick up prenatal vitamins at her regular checkups, "and if I ran out, I would call and they would have them waiting for me." She obtained a

baby car seat and instruction on how to use it through Westside's partnership with Nemours. She received guidance from a nutritionist and is committed to eating healthy meals to support breastfeeding her daughter.

"My appointments were convenient and I never had to wait long," she says. "Everyone I spoke with was kind and wanted the best for me and my baby."

Because healthy communities start with healthy babies, Westside is committed to quality care both before and after birth. Expectant parents can learn about their expanding families at prenatal and parenting classes. Through a WIC funded program, breastfeeding moms have access to a bi-lingual peer counselor and statewide resources to break down barriers many moms face when breastfeeding.

Westside and our partners are there for mothers and their babies every step of the way with compassionate care and support. When families thrive, Delaware thrives. 



“ We've partnered with the Christiana Care family medicine residency program to provide continuity training where physician residents work closely with Westside clinicians and complete their three year residency at our Wilmington health center. The quality of education and the experience working with our patients is unmatched, which makes it a program of choice. **Tom Stephens, M.D.**, Chief Medical Officer

# Bridging The Dental Divide To Primary Care



We know that healthier smiles start with access to affordable, comprehensive dental care. Patients have access to preventative and restorative dental services at four out of our five health centers. We offer a sliding fee scale for our uninsured patients to make the care more affordable.

We also know that at a dental visit you can detect early signs of oral cancer, see symptoms of hypertension, diabetes, substance abuse and other conditions that impact physical health.

At Westside, our dental and medical teams are integrated, working hand-in-hand to provide optimal care. We know good oral health is critical to overall physical health. If a patient's blood pressure is high, our dental team can alert their primary care provider, and help to facilitate a medical appointment. Or, when a patient complains of tooth pain during a medical visit, the primary care provider can directly refer the patient to our dental team.


This is how Wazeer, a 43-year-old landscape worker, was referred to our dental office. He came to the Newark center for his regular diabetes check. When he told the doctor his tooth hurt, he was able to get X-rays right away at Westside's dental office that is co-located in at the Newark health center. The results showed that his pain indicated serious decay.

Since then, Wazeer has needed a significant amount of dental work as a result of his diabetes.

"Because I have diabetes, my teeth get sick more often," he says.

Wazeer is uninsured, so he pays for care on a sliding scale making it more affordable. "I wouldn't be able to afford it, if not for Westside," he says. He also has learned how to take better care of his teeth and gums so he can prevent further decay.

Wazeer is not alone as many Westside adult patients have never been to the dentist before. That's changing as Westside promotes good oral hygiene, starting when children are very young, typically around a baby's first birthday. This effort is supported by our primary care providers who apply fluoride varnish treatments for children under the age of 12 months at the routine check-ups to prevent tooth decay. Our oral hygienist follows up with these patients to schedule their first dental visit that will focus on educating parents on how brush their children's teeth and nutritional tips that promote good oral health.

At Westside, we are committed to integrating medical and dental care to improve the overall health of our patients. 



# Taking On Diabetes

At Westside, we're partnering with patients who have diabetes, giving them extra help to manage a serious disease that can lead to stroke, kidney failure, blindness and other complications if it is not controlled. Diabetes impacts more than 10 percent of our adult patients or more than 3,000 patients annually. Fifty-six percent of these patients live with controlled diabetes, and continue to live a full life.

One of these patients is 61-year-old Phillip, a Westside patient since 2010. He has a family history of diabetes, and has lost his mother from complications of the disease. Diagnosed when he was 30 years old, Phillip relies on Westside's care team for the resources to

manage his diabetes. "At Westside, they keep me in line with my diabetes," he says. "They work with me to monitor and control my sugar."

For Phillip, managing his diabetes means he can perform his part-time job as a security guard. He feels better and can enjoy time with his friends and family.

We leverage technology to provide on-site telehealth retinopathy screenings that can detect eye problems before patients experience loss of vision. Funded by Highmark Delaware Blueprints for the Community, the program expands access to retinopathy screening for patients with diabetes as the disease increases the risk for vision loss. Due to financial and access barriers, many patients do not get their annual vision exams from an ophthalmologist. By offering this service onsite, this means less travel, less expense, and it doesn't require a dilated exam for our patients.

We also know that our patients with diabetes need extra support and

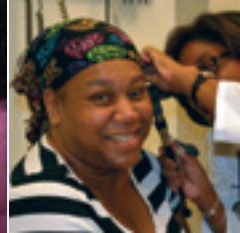
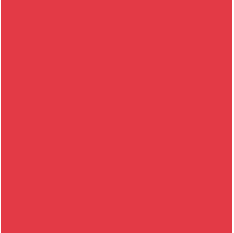
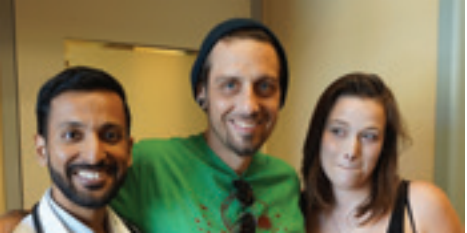
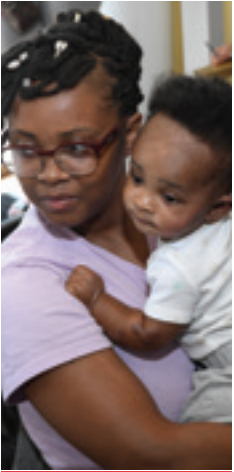
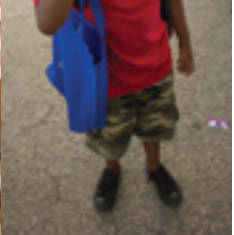
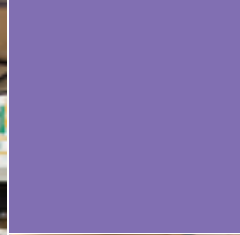
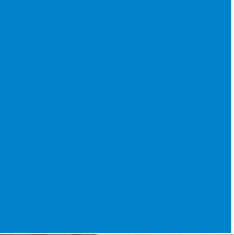
coaching to help them manage this disease. A nurse follows up with patients on compliance instructions, instead of waiting for the next office visit. Patients who can't afford their medications are connected with lower-cost alternatives. A nutritionist reaches out with guidance on maintaining a diet that is low in sugar and carbohydrates, and a diabetes educator works closely with patients to teach them to manage their disease on a day-to-day basis. We offer diabetes management classes at our health centers. Through partner collaboration, we are beginning to offer affordable, fresh vegetables and fruit in our waiting rooms breaking down barriers to healthy food in their neighborhood. This concentrated effort has increased the number of patients who are aware of their vitals, and we are starting to see positive results with more patients taking control of the diabetes than ever before.

Working together with our patients, we are committed to taking on diabetes. ✓

“ It's an exciting time to be thinking about quality, thinking about the whole person and all of their needs. We are learning that primary care works much better when there is a team approach.

**Megan Werner, M.D.,**  
Associate Medical Director







# 2017: Our Impact & Our Patients

30,674 Total Unique Patients  
102,948 Total Patient Visits

**Primary Care Services**  
29,529 total patients • 81,928 total visits

**Dental Services**  
4,554 total patients • 14,918 total visits

**Behavioral Healthcare**  
527 total patients • 1,580 total visits

**Family Support Services**  
1,802 total patients • 3,143 total visits

**Nutrition Services**  
834 total patients • 1,268 total visits

**Rural Health Outreach Program**  
Through our mobile health unit:  
546 total patients • 1,713 total visits

**Prenatal Care\***  
1,235 total patients • 708 patients delivered

85%

have a household income at or below 200% of the Federal Poverty Guideline

26%

are uninsured

44%

use Medicaid coverage

4 in 10

are best served in a language other than English

61%

are female

93%

of prenatal patients delivered at a healthy birth weight\*

*\*Despite being an at-risk population, 93% of Westside's prenatal patients delivered a healthy birth weight infant compared to Delaware's average of 91%.*

## 2017 Financial Statements

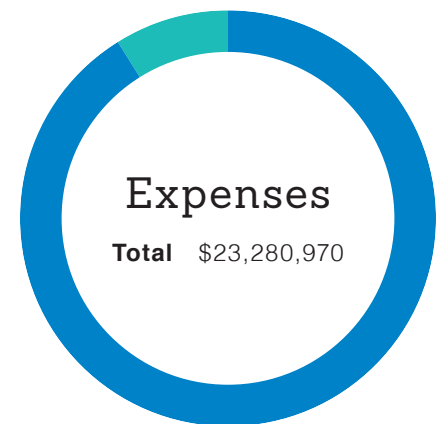
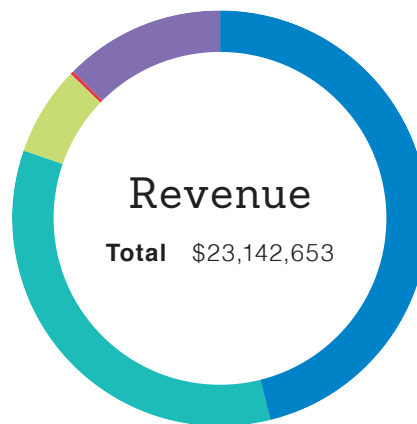
**Operating Income (loss)**  
\$(138,317)

**Non-Operating Income (loss)**  
\$(283,787)

**Change in Net Assets**  
\$(422,104)

**Beginning of Year Net Assets**  
\$7,129,279

**New Assets**  
\$6,707,175



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Delaware General Assembly  
Delta Dental Community Care Foundation  
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“ My three children and I have received good quality care since day one, when Westside opened its doors. They are very caring people and that’s why Westside will grow and grow.

**Carmen Colon**, patient since 1988

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404 Fox Hunt Drive  
Bear, DE 19701

### **Dover**

1020 Forrest Avenue  
Dover, DE 19904

### **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

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**Scheduling** 302.224.6800

### **Administrative Office**

300 Water Street, Suite 200  
Wilmington, DE 19801

### **Ancillary Administrative Office**

2 Penns Way, Suite 412  
New Castle, DE 19720

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**[www.westsidehealth.org](http://www.westsidehealth.org)**