



11 Robinson Street, Suite 100

700 Heritage Drive, Suite 701

800 Heritage Drive, Suite 802

Pottstown, PA 19464

(610) 326-9460

[www.ch-dc.org](http://www.ch-dc.org)

ANNUAL REPORT 2015



QUALITY HEALTHCARE FOR ALL SEASONS OF LIFE!



It is the mission of Community Health and Dental Care to identify gaps in health services and to ensure access to appropriate levels of care for all people in the service area regardless of their ability to pay.

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## 2015 *A Year of Growth and Achievements*

CHDC has been growing with new medical and dental patients since opening the doors in 2008, an average of 200 new patients per month! CHDC was awarded to become a Health Service Resource Administration (HRSA) Section 330 grantee in June 2012 becoming a Federally Qualified Health Center (FQHC). As a FQHC, CHDC is able to focus on its target population which is the Pottstown Borough and surrounding communities to provide quality medical and

**Bridgette McGivern, CEO** dental services based on eligible patient's ability to pay in accordance with the federal poverty schedule and guidelines. CHDC offers a sliding fee discount (health care discount) to each and every patient that registers for care at the health center providing an opportunity of access to affordable care. Why is this so important? It is very important whether you have insurance or not because having access to quality care and services is the first step to improving your health outcomes and being able to afford medical and dental care can be expensive and frustrating for many people. CHDC provides highly trained staff to assist each patient with applying for a health care discount and coordinating care services needed for one patient at a time.

CHDC is made up of caring staff, experienced Providers, and has patients that serve on its Board to ensure the services provided and expanded are meeting the needs of the community. For example, many patients presented transportation barriers to get to and from their appointments and in 2014, CHDC began its free transportation program in its 14 passenger shuttle operating with stops throughout the Pottstown community! This program provides access for people by allowing them to not worry about how they are going to get to their appointments and focus on their health. CHDC provides many more services such as translation and interpretation, case management, care coordination, discounted on-site pharmacy, referral assistance, on-going outreach and community events, health education, eligibility assistance which is all provided by a well-trained staff to assist one patient at a time. If you haven't stopped in to see one of CHDC's two locations, please call today to make an appointment and join your community home with many integrated services provided under one roof!

Some examples of what CHDC did and plans on doing this year and past are as follows:

**Program Expansion:** Opened New Site at 700 Heritage Drive in 2014 to expand medical and dental services providing OB/GYN Prenatal, Walk-in care for registered patients, fully integrated behavioral health, free patient Shuttle, translation services, case management and outreach assistance. CHDC also added the Reach out and Read program in conjunction with Mother Goose Read to Me. CHDC is proud to offer Vaccines for Children (VFC) program providing access to all children needing vaccines. DK Destroyer program was initiated allowing CHDC staff to rotate throughout the Pottstown schools providing dental education and free toothbrushes for children. CHDC also collaborates with the PEAK program providing dental and medical screening for early education students.

**Future Program Expansion:** Vision Services will be added in early 2016 providing access for all CHDC patients needing vision care. A new dental site located on Heritage Drive in Pottstown is being planned to open in early 2016 as well to provide increased access to many patients needing dental emergency care and establish a dental home to increase preventative dental care. CHDC is planning on outsourcing patient scheduling to increase access for patients needing to schedule an appointment in a shorter amount of time. CHDC is initiating a wellness program for its staff because we need to stay healthy to keep our community healthy! CHDC will be applying for Patient Centered Medical Home accreditation in 2016 which will recognize all the hard work CHDC is doing for its patients!

2015 *A Year of  
Growth and  
Achievements*

(continued)

**Technological Advancements:** CHDC loves technology! CHDC utilizes Phreesia, a self check-in tablet allowing patients to update information, take a survey and pay their bill all on a convenient tablet! CHDC uses an electronic medical and dental record system allowing CHDC to collect, evaluate and trend important clinical and financial data to improve health outcomes and operations. CHDC engages patients as well by providing an individual patient portal login enabling patients to request an appointment, prescription refill, communicate with clinical staff and receive important education along with any events CHDC offers.

**Future Technological Advancements:** CHDC plans on joining a Health Information Exchange in 2016 allowing CHDC to receive emergency room and discharge information about CHDC patients from over 18 local hospitals to coordinate care in a faster manner. CHDC is also planning on using Digital Advertising in 2016 and will be sending out digital newsletters to people CHDC is targeting to learn about our services and programs. In addition, CHDC is looking to optimize its website to help identify which people are looking for our services allowing us to connect to them if they so choose. CHDC is building an Intranet for staff because CHDC believes communication is key and a well-informed staff creates a well-informed community.

**Collaborations:** CHDC is very collaborative and works with many local agencies to better support our community. Each Fall, CHDC provides vision, medical and dental screenings for children enrolled with the PEAK program. CHDC works with other agencies such as WIC Program, TCN (TriCounty Community Network), Laurel House, Maternity Care Coalition, Maternal Child and Health Consortium Chester County, PAHWF (Pottstown Area Health & Wellness Foundation), PMMC (Pottstown Memorial Medical Center), TCHC (TriCounty Health Council), HCA (Health Care Access).

**Grants Received:** Since becoming a FQHC in 2012, CHDC was awarded many more supplemental grants from HRSA, PA Dept. of Health and PAHWF to add new locations, services and equipment and staff to meet the growing demands of the community needs.

**Staff Development:** CHDC believes in training and growing each of its staff members and works with the local TCN providing many resources for staff. To assist developing CHDC Wellness Program for its staff, CHDC plans on working with a HR Consultant to build an empowering program to assist in making sure staff is happy and healthy. CHDC provides Off Site Staff Retreats, Monthly Staff Meetings, Activities Committee events, Company Picnic, Holiday Party, New Staff Orientation, Lunch and Learn staff meetings and a Staff Chat Newsletter to make sure staff is up to date and are working in a fun, safe environment! Staff also participate in a monthly quality improvement committee, led by CHDC's CMO, providing input and feedback to improve performance and outcomes for patients.

**Community Events:** Marketplace Insurance Enrollment events with PMMC and Montgomery County Community College, PEAK Young Child of the Month, YMCA Healthy Child, Olivet Boys and Girls Club Health Fair, TCN Healthy Lifestyles Senior Expo, TCN Treasure Hunt, National Night Out, Stop the Drugs Crusade, ACLAMO Health Fair, TCN Bingo Palooza, Boyertown Area Wellness Fair, Rolling Hills (low income housing) monthly resource event with additional agencies requesting CHDC presence at local events on a monthly basis.

## Board of Directors (2015)

**President:** Marge Grim

**Vice President:** Barbara Robinson

**Secretary:** LaRue Emmell

**Treasurer:** Robert Rettinger

**Member-at-Large:** Peter Schroll

**Other Members:** Lorraine Donnelly, Patrick Sullivan, Richard Zimmerman, Rev. Georgiana Harris

### Executive Committee:

**Members:** Marge Grim (Chair), Barbara Robinson, Robert Rettinger, LaRue Emmell, Peter Schroll

### Finance Committee:

**Members:** Robert Rettinger (Chair), Barbara Robinson, Richard Zimmerman

### Board Quality Management Committee:

**Member:** LaRue Emmell (Chair), Marge Grim

### Community Outreach Committee:

**Members:** Lorraine Donnelly (Chair), Patrick Sullivan

### Personnel Committee:

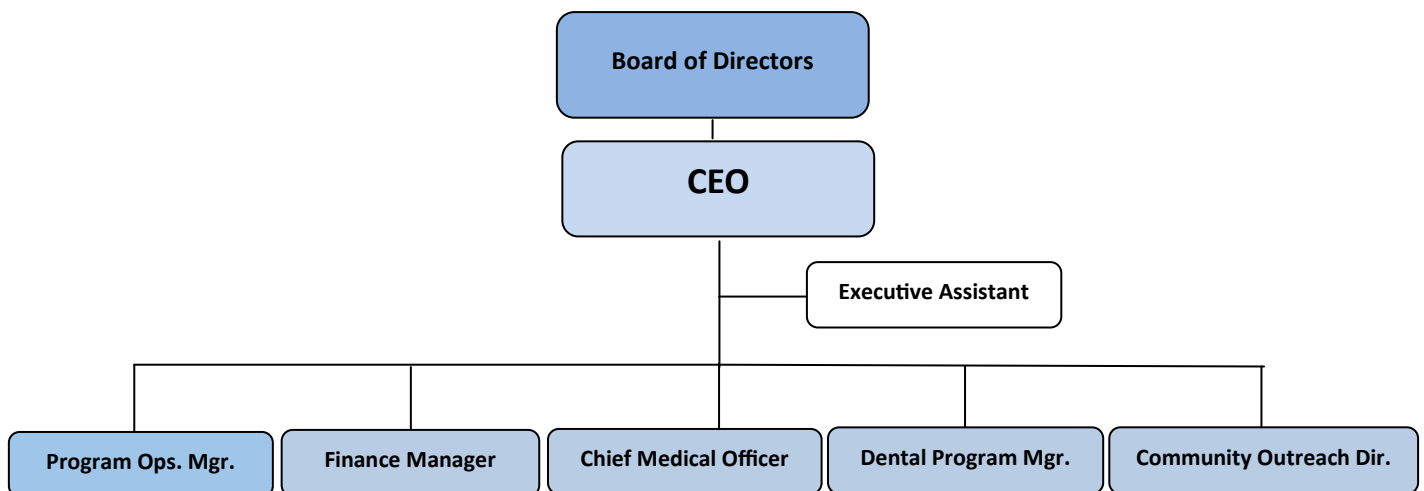
**Members:** Peter Schroll (Chair)

### Board Development Committee:

**Member:** Barbara Robinson (Chair), LaRue Emmell, Marge Grim

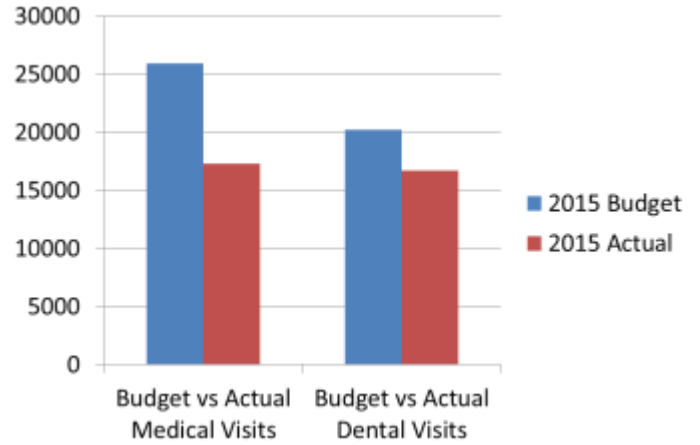
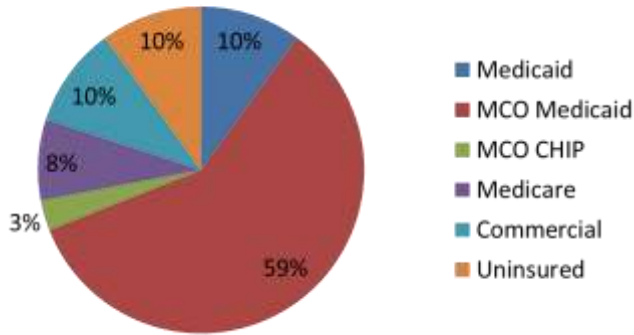


## Management Team Organizational Chart

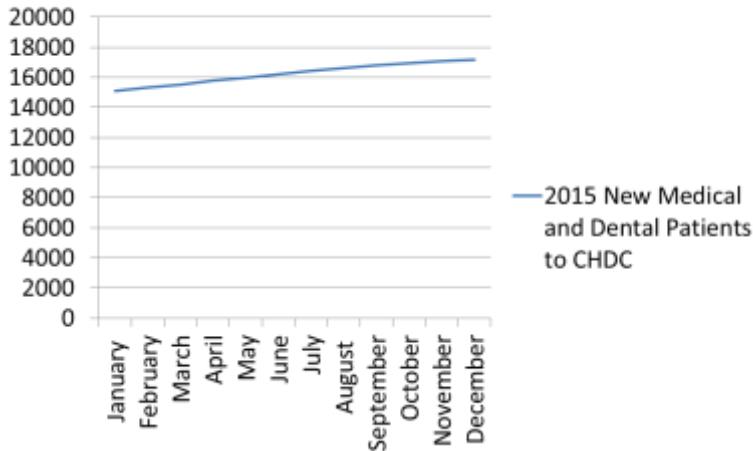


# 2015 FINANCIAL HIGHLIGHTS

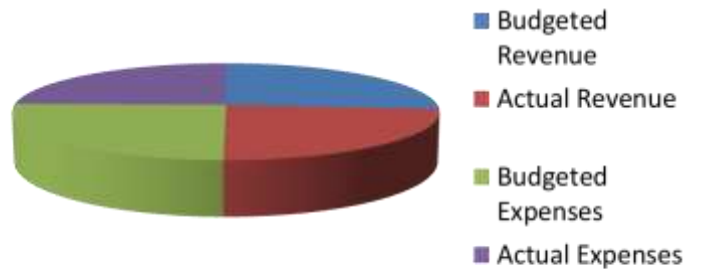
## 2015 Patient Payor Mix



## 2015 CHDC New Patient Growth

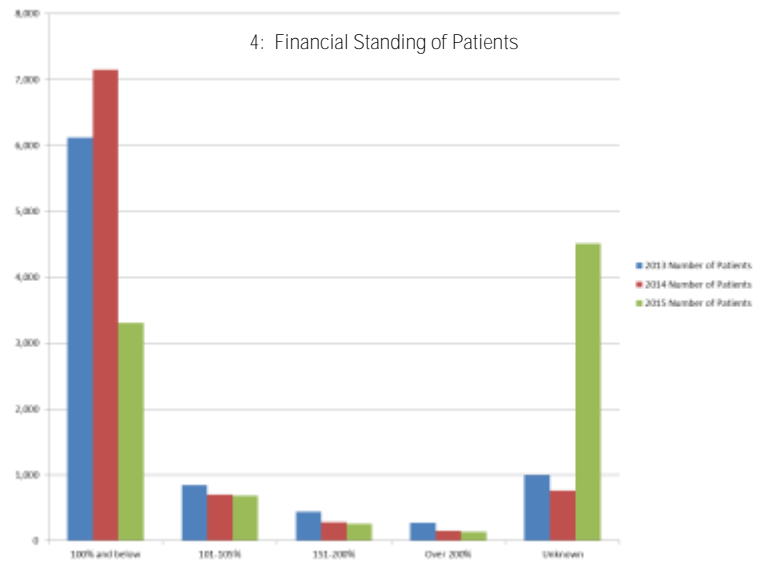
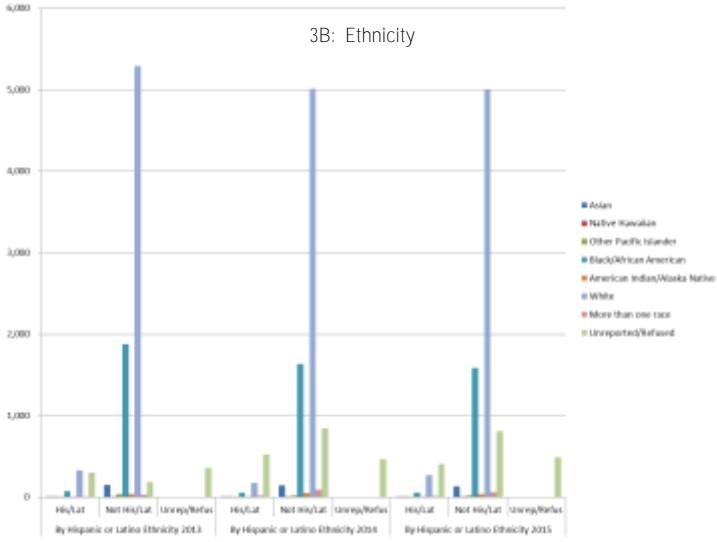
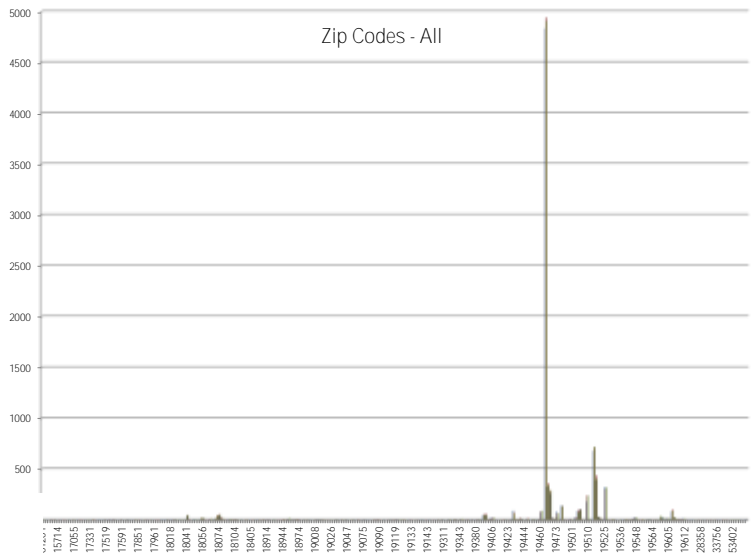


## 2015 Budgeted vs Actual Revenues and Expenses

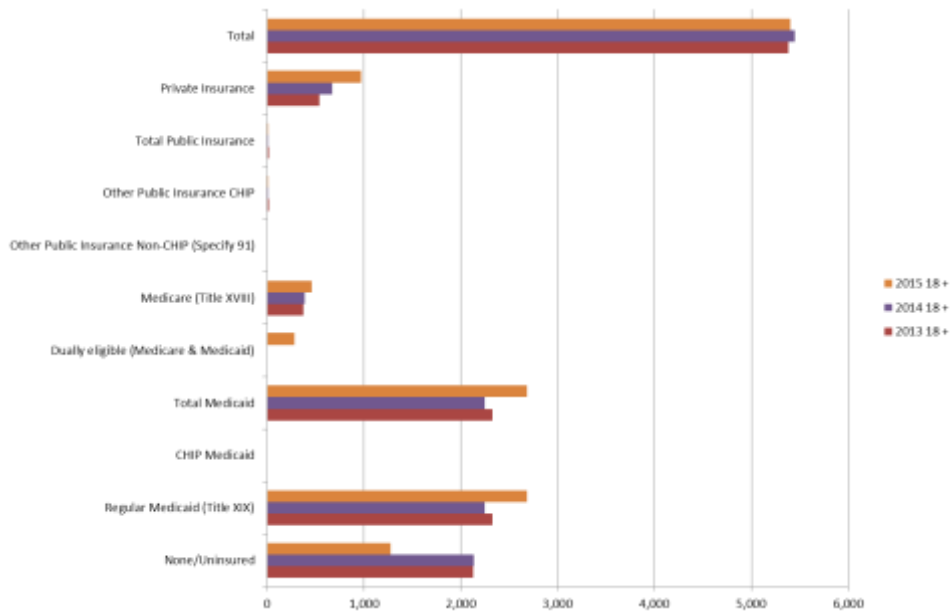




# Patient Demographics

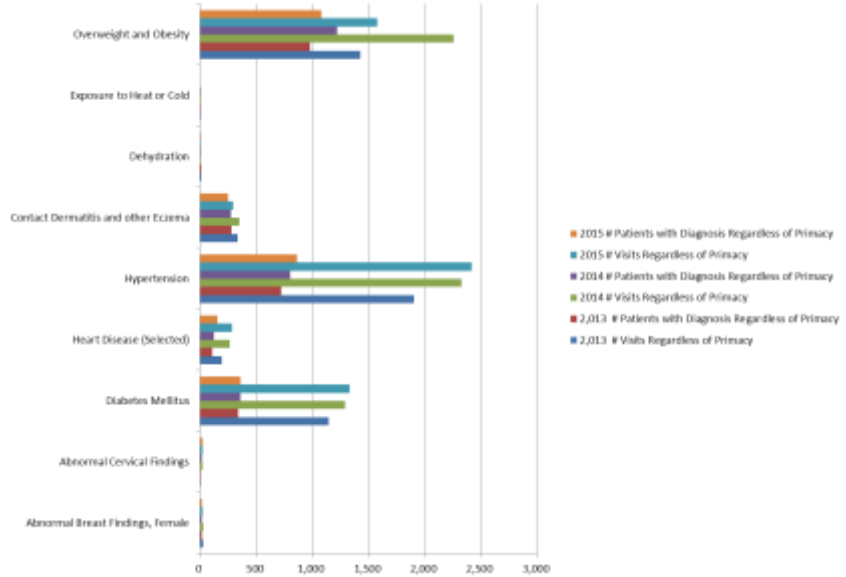


## 4: Principal Third Party Medical Insurance Source 18 +

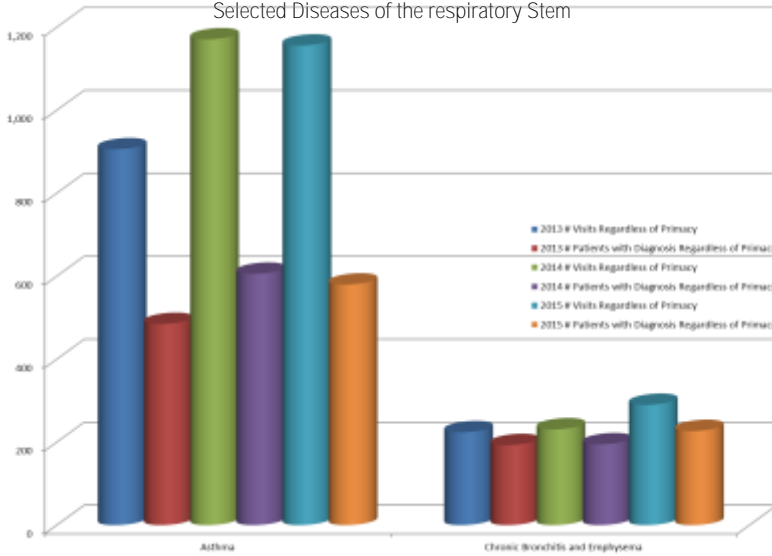




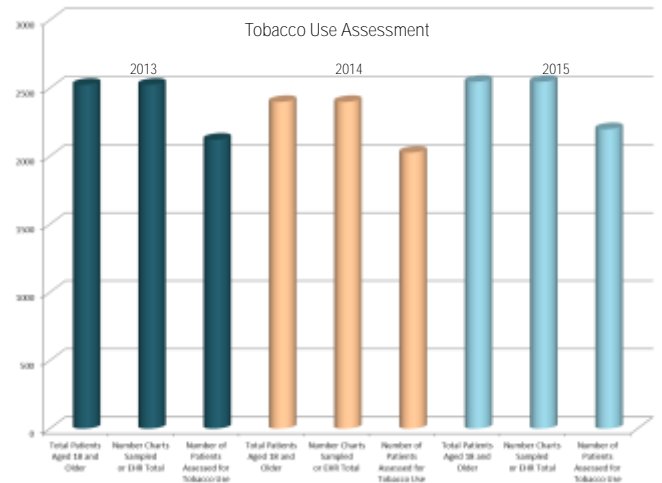
Selected Other Medical Conditions



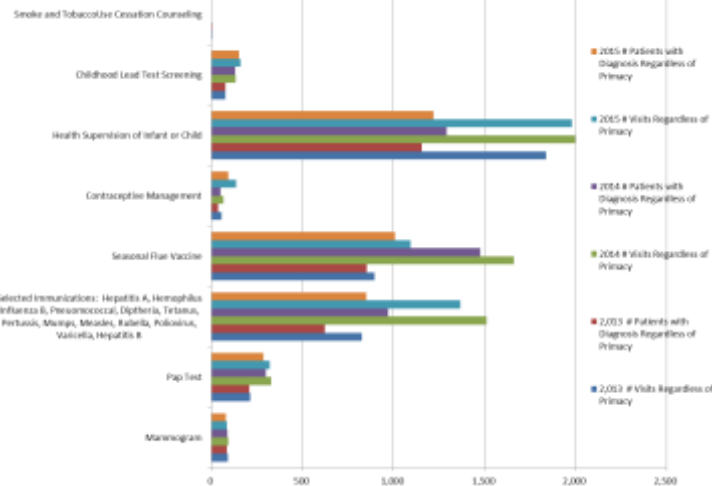
Selected Diseases of the respiratory Stem



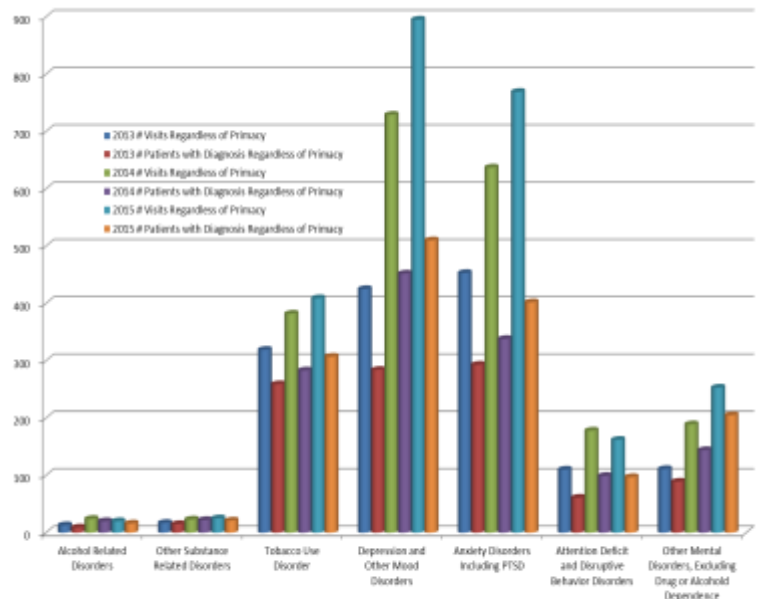
Tobacco Use Assessment



Selected Diagnostic Tests/Screening/Preventive Services

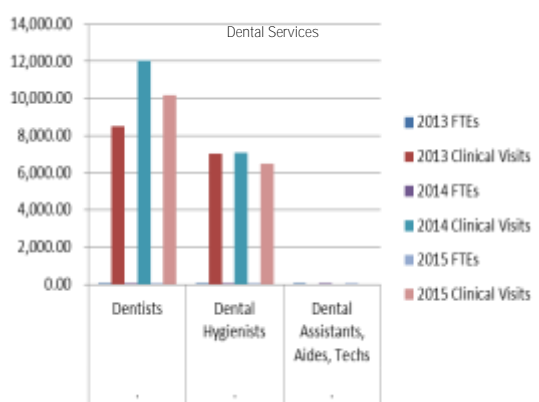
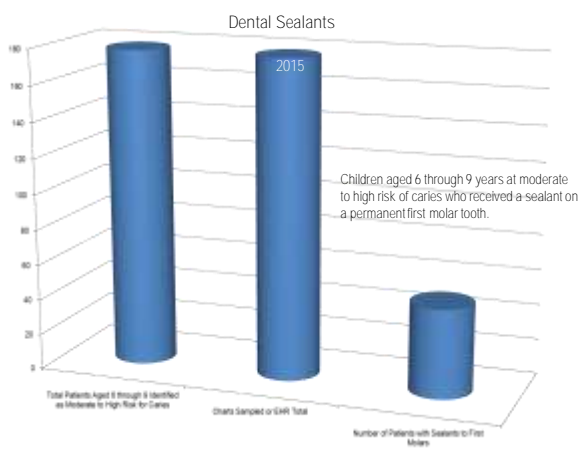
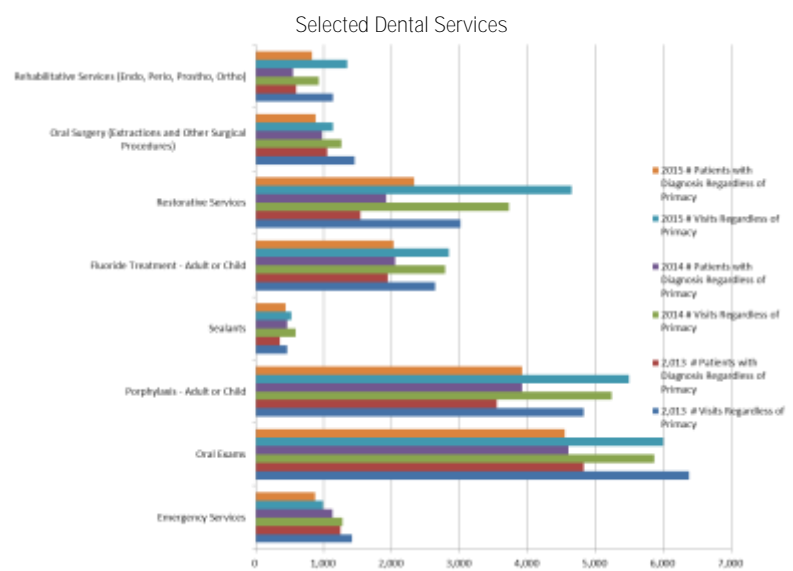
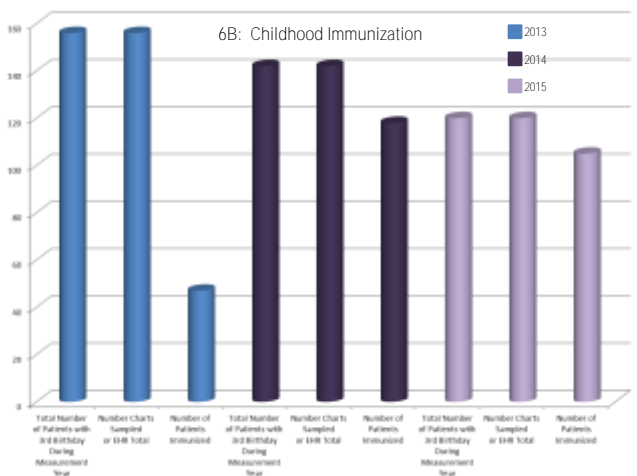
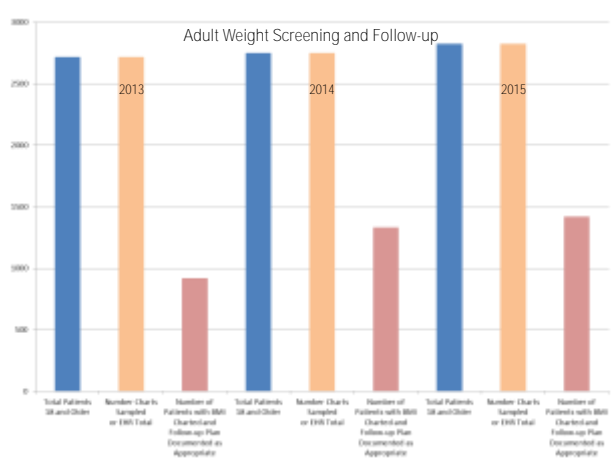
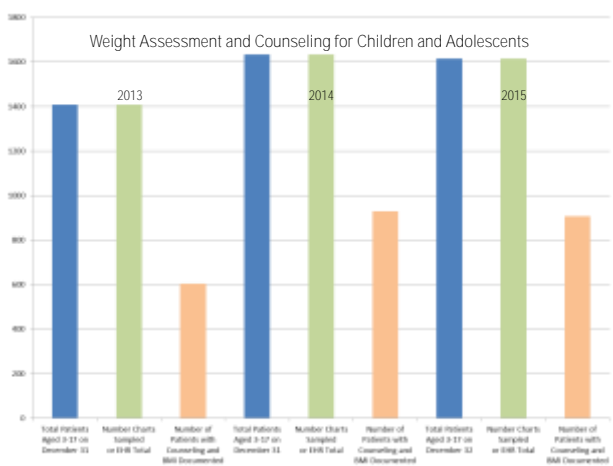
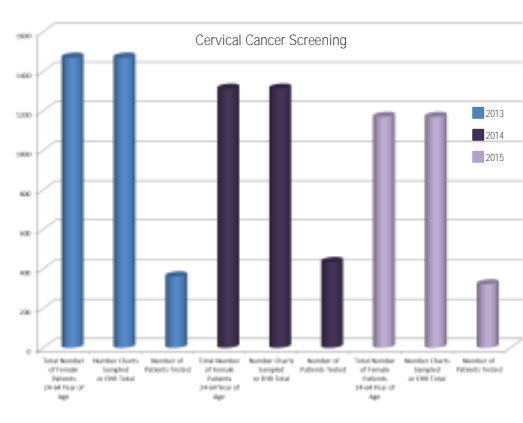
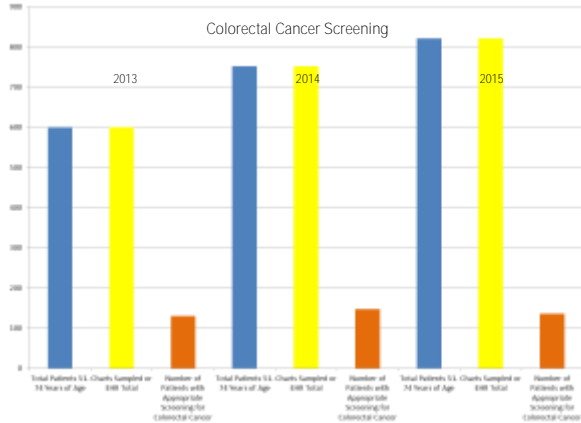


Selected Mental Health and Substance Abuse Conditions





# Health Measures (continued)



## Thanking Our Community Partners:

### Pottstown Area Health and Wellness Foundation



[www.pottstownfoundation.org](http://www.pottstownfoundation.org)

**PACHC**—Pennsylvania Association of Community Health Centers [www.pachc.com](http://www.pachc.com)

**NACHC**—National Association of Community Health Centers [www.nachc.com](http://www.nachc.com)

Creative Health Services, Maternal and Family Health Services (WIC program), Child, Home and Community, Inc., Pottstown YMCA, YWCA, TriCounty Community Network (TCN), TriCounty Area Chamber of Commerce, ACLAMO, Pottstown Area Health and Wellness Foundation, Pottstown Family Center, PEAK, Pottstown Area School District, Boyertown Area Community Wellness Council, Laurel House, Boyertown Area Multi-Service, Boyertown YMCA, Maternal and Child Health Consortium of Chester County, Montgomery County Community College, Pottstown Library, Rolling Hills Housing Center.

\*List may not be all inclusive.

**DONATIONS:** As a non-profit (501 C 3) organization, Community Health & Dental Care, Inc. gratefully appreciates charity donations. Please send contributions to:

Community Health & Dental Care, Inc.

Attention: Finance Department

800 Heritage Drive, Suite 810

Pottstown, PA 19464

Donations are tax deductible to the extent provided by law.

## Hospital Partners

### Pottstown Memorial Medical Center

[www.pottstownmemorial.com](http://www.pottstownmemorial.com)

### The Reading Hospital and Medical Center

[www.readinghospital.org](http://www.readinghospital.org)

### Phoenixville Hospital

[www.phoenixvillehospital.com](http://www.phoenixvillehospital.com)

### Montgomery Hospital (Einstein)

[www.montgomeryhospital.com](http://www.montgomeryhospital.com)

### Einstein Medical Center Montgomery

[www.einsteinmontgomery.com](http://www.einsteinmontgomery.com)

### Mercy Suburban

[www.mercyhealth.org](http://www.mercyhealth.org)

*A member of Mercy Health System*

### University of Pennsylvania Health System

[www.pennmedicine.org](http://www.pennmedicine.org)

*Various hospitals w/in the Health System*

### Temple University Hospital

[www.templehealth.org](http://www.templehealth.org)

### Children's Hospital of Philadelphia

[www.chop.edu](http://www.chop.edu)

### St. Christopher's Hospital for Children

[www.stchristophershospital.com](http://www.stchristophershospital.com)

### Nemours Children's Clinic

[www.nemours.org](http://www.nemours.org)

*Part of A.I. Dupont Hospital*

### Thomas Jefferson University Hospitals

[www.jeffersonhospital.org](http://www.jeffersonhospital.org)

### Lehigh Valley Health Network

[www.lvhn.org](http://www.lvhn.org)



# Committed to our Community

## High Quality Services Offered

- Medical
- Dental
- OB/GYN and Prenatal
- Integrated Behavioral Health
- Nutrition Services
- On-Site Discount Pharmacy
- Healthcare Discounts
- Case Management
- Referral Assistance
- Translation and Interpretation Services
- FREE Transportation Program
- New for 2016! Vision Services and Expanded Substance Abuse Access

Plus many more exciting programs!

## Our Programs:

Reach Out and Read

Mother Goose Read to Me

VFC, Vaccines for Children

D.K. Destroyers , dental education program

Dental Sealant Program

Free Patient Transportation Program

## Accepted Insurances:

### Medical

Amerihealth Caritas  
 Keystone First  
 Cigna  
 DPW/ACCESS  
 Health Partners  
 Coventry Health/Coventry Cares  
 Loomis  
 United Healthcare  
 Capital BC (PPO Plans)  
 IBC Keystone Health Plan East  
 Highmark BCBS  
 Aetna  
 Aetna Better Health  
 United Health Care Community Plan  
 Coventry Cares  
 UPMC  
 Medicare

### Dental

Most widely accepted Dental Insurance Companies:  
*(Please call our office if your insurance carrier is not listed)*

Amerihealth Caritas  
 Keystone First  
 AmeriHealth Mercy  
 Health Partners  
 Aetna Better Health  
 United Health Care Community Plan  
 DPW/Access  
 Coventry Cares  
 United Concordia  
 MetLife  
 Delta Dental  
 Guardian  
 UPMC  
 Gateway

**Walk-In Medical Hours at 700 Heritage Drive, Suite 701**

**Mon: 9-5, Wed: 9-7, & Fri: 9-3**

**For CHDC established patients**

### 11 Robinson St., Suite 100

Monday	8am - 8pm
Tuesday*	8am - 7pm
Wednesday*	8am - 7pm
Thursday	8am - 8pm
Friday**	8am - 5pm
Saturday	8am - 3pm

\*Dental only closes at 6pm.

\*\*Dental only closes at 4pm.

### 700 Heritage Dr., Suite 701

Monday	8am - 5pm
Tuesday	8am - 7pm
Wednesday	8am - 7pm
Thursday	8am - 5pm
Friday	8am - 5pm
Saturday	Closed

Hours are subject to change without notice.

### 800 Heritage Dr., Suite 802

Monday	8am - 5pm
Tuesday	8am - 5pm
Wednesday	8am - 5pm
Thursday	8am - 5pm
Friday	8am - 2pm
Saturday	Closed

### On-Site Discount Pharmacy Hours

Monday - Friday 8:30am - 5:00pm



*From Our Patients:* Staff was incredibly friendly and great with the kids!

*Everyone was very nice, pleasant. Made my grandson and myself very comfortable.*

*Very pleasant visit overall.* Most pleasant experience! Thank you so much!

*I like going to the dentist!*

I always appreciate a caring, informed staff.



*Great staff – Love it!*



**Family Practice:**

- Gary Davis, MD
- Jacek Obara, MD
- William Haug, DO
- Deborah Cellars, CRNP

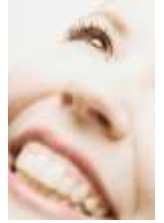
**Pediatrics:**

- Irene Shepherd, CPNP
- Kai Moy, MD



**Dental:**

- Safwan Shaaya, DDS
- Reeme Sreedharan, DMD
- Steven Lubin, DMD
- Beth Desch, RDH
- Robert Miller, RDH
- Hilary Boscoe, RDH
- Claire Donahower, RDH
- Janet Wronowski, RDH



## *Our Current Providers*

## *Our Values*

**Quality** - Provide the highest quality of care by utilizing the latest standards and most advanced technology in a professional atmosphere.

**Integrity** - Maintain a high level of ethical standards and core values that are recognized through the interchange between our patients and staff.

**Respect** - Understand and accept the cultural diversity that exists within our community and the workplace and interact with dignity and grace.

**Teamwork** - Achieve all levels working together to meet our common goal of providing affordable, accessible, quality health care for our community.

**Communication** - Create an atmosphere that is receptive to others thoughts and concerns in order to promote effective interaction between our patients and the organization.

**Vision:**

Joel D. Messner, OD

**Behavioral Health:**

- Marlelle Fromuth, M.Ed., LCSW
- Pamela DeLoretta, MSW, LSW

**OB/GYN and Prenatal Providers:**

- Krista Dankiw-Ludwig, CRNP
- Maria Tucker, MD
- Gary Ott, MD
- Jessica N. Williams, MD

(In partnership with Total Woman Health & Wellness)

