



FY23 Annual Report



CH-DC.ORG
610-326-9460

Located in Pottstown & Barto

Our Mission

Community Health and Dental Care's mission is 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.

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 other's thoughts and concerns in order to provide compassionate care between our patients and effective communication to the employees..

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Highlights from the CEO



Bridgette McGivern, MBA
CEO of Community Health & Dental Care, Inc.

FY 23 Program Expansion

CHDC's medical mobile unit has arrived, and we have been partnering with local organizations and local schools to provide medical services such as sports and wellness physicals for children and free screening events. CHDC's dental mobile unit has also been expanded across our service area this past year providing quality dental care in our community.

CHDC received funding from the PA Department of Health to invest in a workforce program. CHDC developed a Medical Assistant and Community Health Worker workforce program to recruit candidates directly in our service area to receive training to become either a Medical Assistant or Community Health Worker at no cost for the candidate! This was successful and 5 students will begin Medical Assistant training program in September 2023 and will work for CHDC upon completion of the program. CHDC is proud to be a great place to work, serve our community, and continue to expand programs with community partners.

Current Technological Advances:

CHDC engaged with Health Talk AI, a texting platform interacting with artificial intelligence to reach out to patients to schedule appointments, increase awareness about CHDC activities and target specific patient populations to improve care outcomes. CHDC will continue to use this software and enhance its features. CHDC has also engaged with adding virtual clinical assistants, "real people", who are helping our Providers and clinical support staff improve care coordination with our patients. The virtual clinical assistants do not work at our physical locations, they connect with our staff and patients virtually using patient portals, and documenting in the patient charts. CHDC will be adding virtual scribes in FY24 to assist our Providers in the patient exam room with capturing required documentation so the Providers can directly engage with each patient and not spend so much time on the computer during the visit. CHDC wants each patient to have the best experience and to be the center of attention during each visit.

FY 24 Future Program Expansions:

CHDC will focus this upcoming year on adding x-ray and ultrasound services at our Coventry mall location. CHDC is excited to offer this service as we understand the convenience patients want and need. Having this service on-site will add to our 'one stop shop' list for all our patients' needs! CHDC is also looking to expand space in the Coventry mall location to add a full pharmacy for patients and hiring a pharmacist to work with our existing Pharmacy technicians to improve medication management and coordinate care with our Providers.

Collaborations:

CHDC continues to partner with our community organizations and is grateful for our relationships. This past fiscal year, we have engaged with schools, hospitals, and even subleased space to Access Services in our Coventry mall location. This has enabled Access Services staff to connect directly with CHDC care management staff and improve communications to support each patient using both services.

CHDC continues to partner with Tower Health Pottstown Hospital and Access Services by participating in the Street Medicine project to work with the growing homeless population growing in Pottstown. CHDC provides a Provider, clinical support staff and a community health worker to engage with the people to become patients of CHDC and receive the care they need and deserve. This has been one of the best collaborations CHDC has participated in and is very proud to be part of! This will continue in the new fiscal year.

CHDC has placed its mobile dental unit at Eagleview Hospital to provide access to dental care since June 2023 as well as having our Center of Excellence Care Managers work with Eagleview Hospital patients.



Board of Directors

2022-2023 EXECUTIVE COMMITTEE

Marta Pecharo, President
Frank Buttaro, Vice President
Jack Burns, Treasurer
Ruth Cole, Secretary
Ron Comtois, Member at Large

2022-2023 BOARD OF DIRECTORS

Matt Deichert
Trenita Lindsay
Jolie Martinez
Dan Maydonovitch, MD, retired
Robert Rettinger, (deceased)



In memory of Bob Rettinger

Strategic Leadership

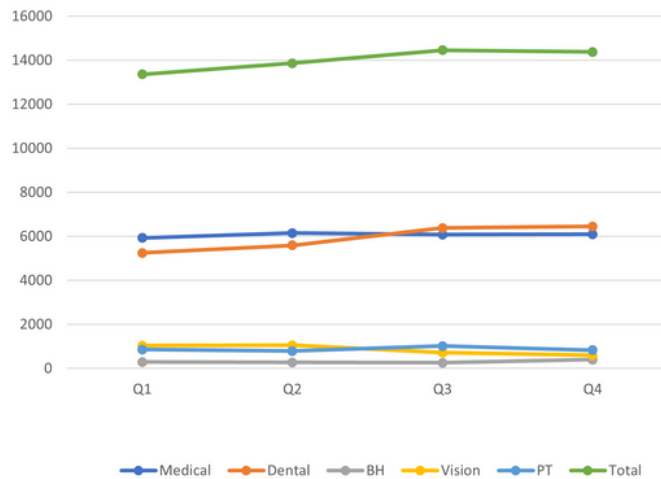
Bridgette McGivern, Chief Executive Officer
Derek Hammacher, Chief Administrative Officer
Christine Moore, Controller
Jenn O'Donnell, Chief Marketing & Development Officer
Eric Rios, Chief Information Officer*
Irene Shepherd, Chief Medical Officer
Jim Wilkinson, Chief Compliance Officer
Joanne Wilkinson, Human Resources Director

** No longer at CHDC*

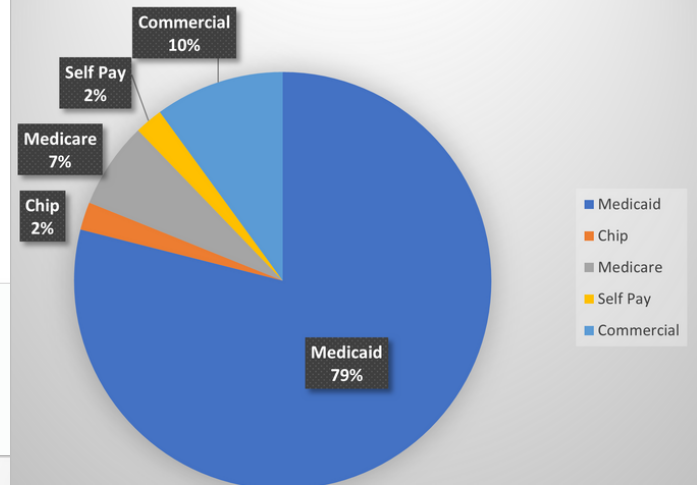
Financial Overview

FY 23

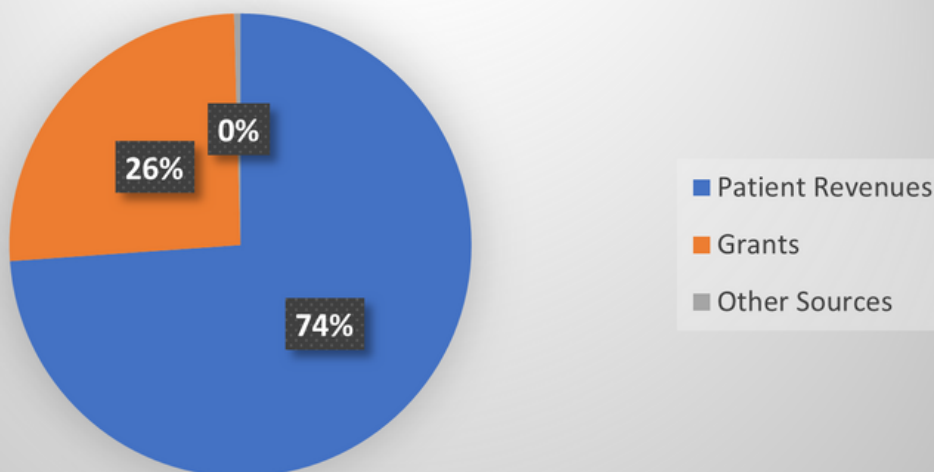
Encounters by Quarter



Insurance by Type



Revenues by Source



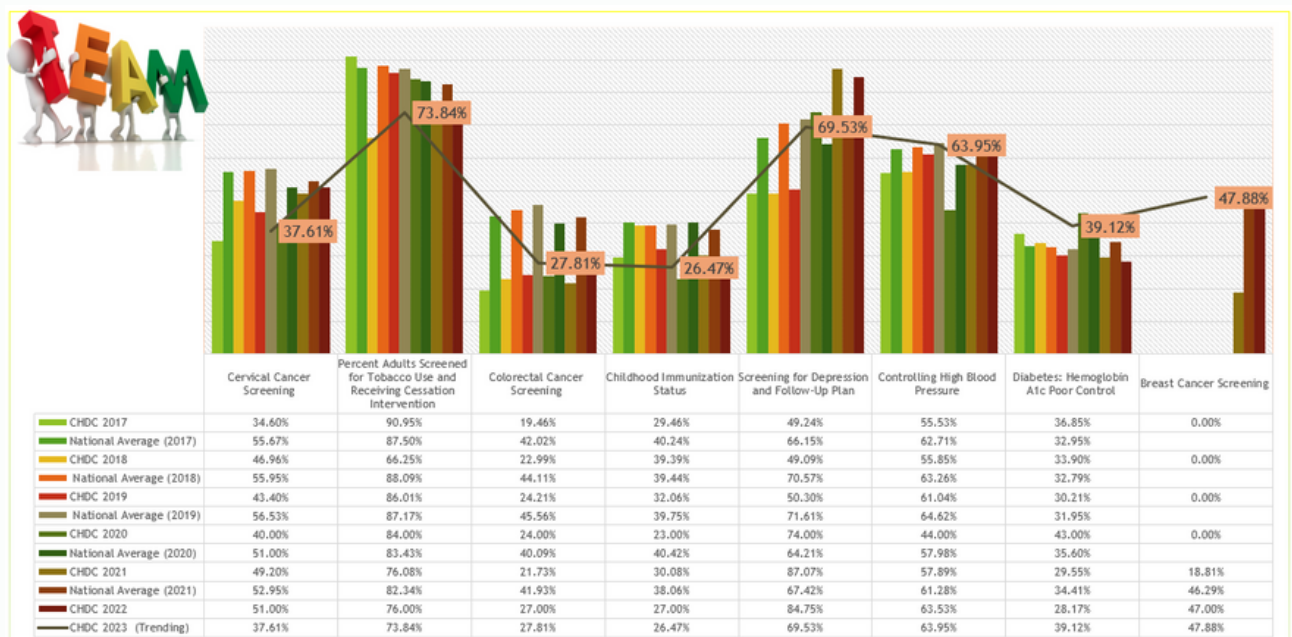
2022 UDS Reporting Focus

Rolling Calendar Year

The graphs represent our Quality Performance Measures. Year by year comparison demonstrates the Clinical Quality metrics that make-up the Uniform Data System (UDS), a standardized reporting system that health centers use to report their performance measures.

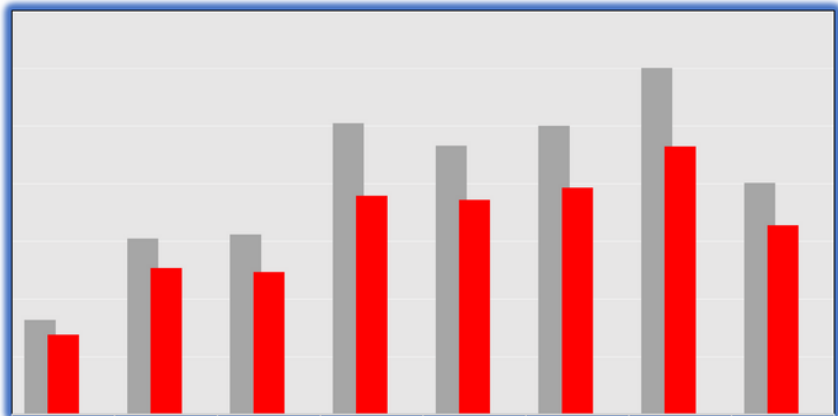
- Listed are the seven measures that CHDC focuses on to demonstrate our improvement in these measures yearly.
- Percentages on each graph represent the total number of patients seen during the calendar year and those who have met the measure.

Childhood Immunizations	Cervical Cancer Screening	Tobacco Screening and Counseling	Colorectal Cancer Screening	Depression Screening and Follow-up	Controlling High Blood Pressure	Comprehensive Diabetes Care HgbA1c
Percentage of Children who had a visit during the measurement year and were fully immunized by their second birthday.	Percentage of women 21-64 years of age who Completed a PAP Smear.	Percentage of patients 18 and older who were screened for Tobacco use and received counseling when needed.	Percentage of Adults between the ages of 50 to 75 years of age who had appropriate screening for Colorectal Screening.	Percentage of patients aged 12 years and older who were screened for depression and had follow-up when needed.	Percentage of patients 18-85 years of age who have controlled Blood Pressure	Percentage of patients 18-75 years of age who had HgbA1c > 9% or no test performed.



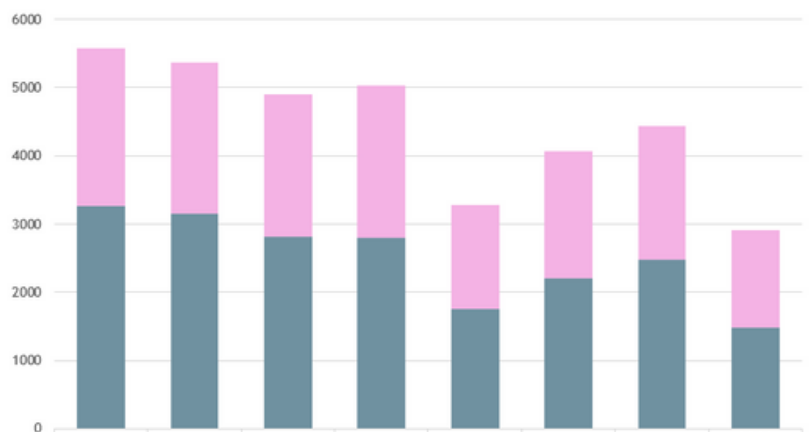
Rolling Calendar Year

TOTAL PATIENTS SEEN FOR EMERGENCY DENTAL SERVICES ARE REPRESENTED BY THE **RED** BAR ON THE GRAPH BELOW. EMERGENCY SERVICES PERFORMED ARE REPRESENTED BY THE **GREY** BAR ON THE GRAPH.



Patients Seen Denominator	820	1527	1562	2525	2330	2503	3002	2007
Dental Emergency Services Numerator	693	1270	1235	1896	1861	1967	2324	1639
HRSA Goal is 90%	85%	83%	79%	75%	80%	79%	77%	82%

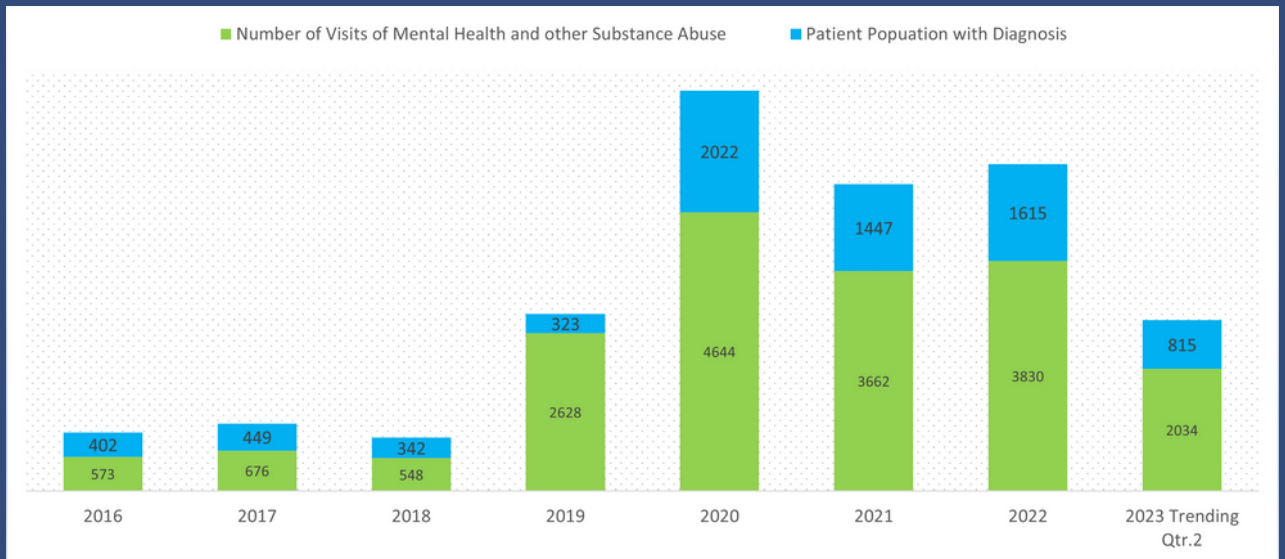
TOTAL NUMBER OF PATIENTS SEEN DURING THE CALENDAR YEAR ARE REPRESENTED BY THE **PINK** BAR ON THE GRAPH BELOW AND TOTAL VISITS FOR DENTAL FLUORIDE TREATMENT ARE REPRESENTED BY THE **BLUE** BAR ON THE GRAPH.



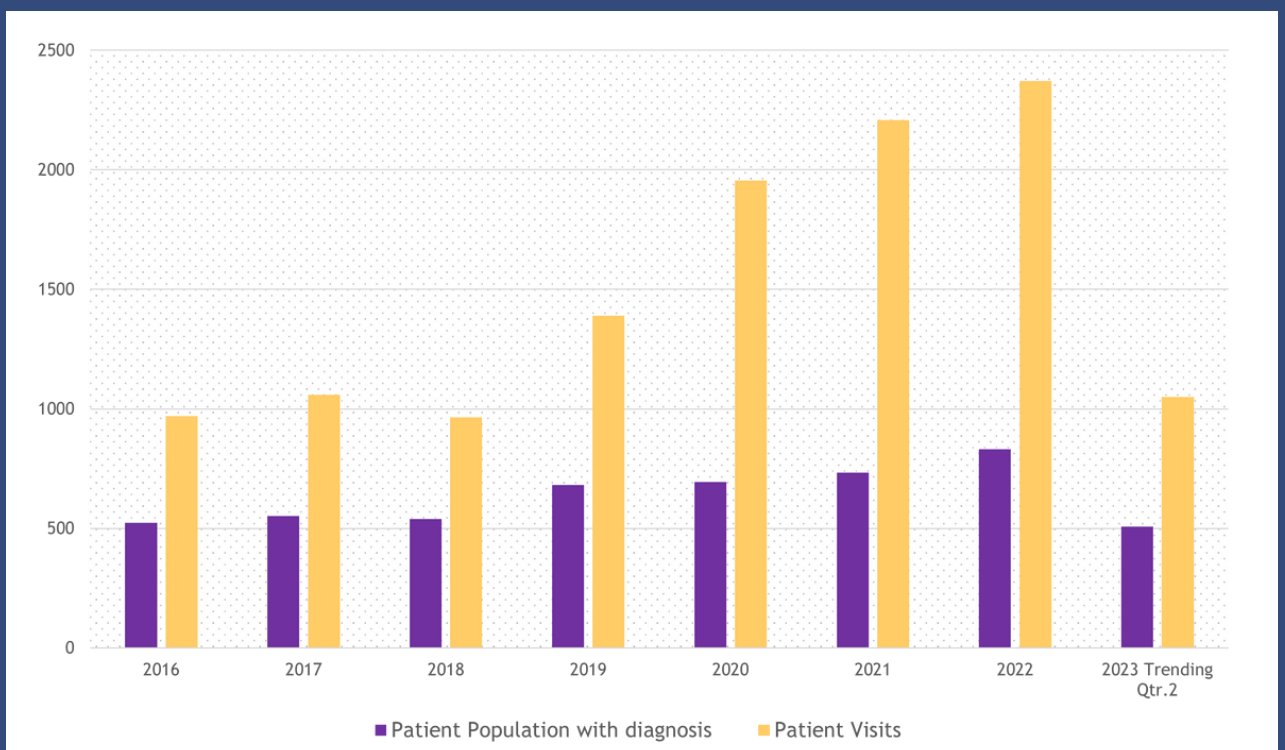
Visits for Dental Fluoride Treatment Adult or Child	2306	2214	2083	2222	1519	1869	1950	1426
Patients Population Seen	3267	3147	2816	2802	1759	2205	2481	1487

Rolling Calendar Year

TOTAL NUMBER OF PATIENTS SEEN DURING THE CALENDAR YEAR ARE REPRESENTED BY THE **BLUE** BAR ON THE GRAPH BELOW AND THE TOTAL VISITS FOR MENTAL HEALTH AND OTHER SUBSTANCE USE DISORDER IS REPRESENTED BY THE **GREEN** BAR ON THE GRAPH.



THE **PURPLE** BAR ON THE GRAPH BELOW REPRESENTS THE TOTAL NUMBER OF PATIENTS SEEN DURING THE CALENDAR YEAR. THE **YELLOW** BAR REPRESENTS THE TOTAL NUMBER OF VISITS FOR DEPRESSION AND OTHER MOOD DISORDERS.



Our Why

"I've been going here for years, and the whole nursing staff is great. There's free transportation and drivers, (Michael) go out of there way to help! The Medical assistants, (Wanda), and let's not forget our CRS, (Deliverance), and Dr Netaji, and Dr Kristen are the greatest! Last, but not least, Brittany!! Brittany has also helped with so much in these past years! I definitely community health and dental care!" - patient K.C.

"Community health and dental is a top notch facility with multiple providers for most all your medical needs. My visit there in September left me feeling most grateful for their care, kindness and professionalism! Admissions - friendly and willingness to assist! Deliverance (Yes that is her name) - understanding, nonjudgmental and a heart of gold to help♥ Gladys- ROCKS♥♥ Phlebotomist - SHE is your go to!! Best Ever! Thank you! Tiffany - thank you for your care and compassion! One in a million! Doctor - She spent Soo much time with us and was guiding us through this whole process with such empathy. For that we are most grateful ♥ Our visit there on Friday, September 16th I will never forget! The facility is not only clean as a whistle but the most ELEGANT doctor's office I've ever been to! So, for all that you do, you should be extremely proud! Well done! Many blessings to entire staff ♥" - patient G.C.

"Miranda was absolutely amazing with my daughter she is 10 yrs old with Autism an ADHD. She was Very calm an talked to her the whole time to make sure she was all good. she had her first needle in her gums. My daughter said in the Car Mom I really like going here. Thank you for making Her feel comfortable at you office... Thank you to everyone there, everyone is so nice." - patient O.H.

"I needed a new gynecology provider, so I scheduled with CHDC. I have been to CHDC for eye and Dental. When I arrived at the office I was greeted by Anne immediately and did not have to wait long for my appointment. Lori, the nurse that did my intake was really sweet. She was experienced, thorough and very patient. I then saw Krista Dankiw Ludwig, CRNP and was really happy with the care that I received. She was accommodating and very caring during my exam. I was apprehensive about switching practices and she made me feel very welcome. Everyone in the office was friendly and accommodating. I did not feel rushed and they took plenty of time to answer my questions and address my concerns. I will be scheduling my yearly check up with this practice each year." - patient L.L.

Thank you to our Community Partners



We are grateful for the generous support we receive from:



Health Federation of Philadelphia, Creative Health Services, Maternal and Family Health Services (WIC program), Child, Home and Community, Inc., Pottstown YMCA, YWCA Tri-County Area, Ricketts Center, TriCounty Community Network (TCN), TriCounty Area Chamber of Commerce, Upper Perkiomen Valley Chamber of Commerce, ACLAMO, Pottstown Family Center, PEAK, Pottstown Area School District, Owen J. Roberts 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.

Hospital Partners

Pottstown Hospital Tower Health, Phoenixville Hospital Tower Health, Reading Hospital Tower Health, Einstein Medical Center, Mercy Suburban – a Member of Mercy Health System, University of Pennsylvania Health System, Temple University Health Systems, Children's Hospital of Philadelphia, St. Christopher's Hospital for Children, Nemours Children's Clinic – part of A.I. Dupont Hospital, Thomas Jefferson University Hospital, and Lehigh Valley Health Network

Donations

As a non-profit (501C3) organization, Community Health & Dental Care, Inc. gratefully appreciates charity donations. Please send contributions to:

Community Health & Dental Care, Inc.
Attention: Finance Department

351 W. Schuylkill Road, Suite G- A15, Pottstown, PA 19465.
Donations are tax deductible to the extent provided by law.

Our Providers

Meet the qualified, compassionate, and caring team of CHDC.

Medical

Pediatrics

Irene Shepherd, CMO, CRNP
Kai Moy, MD
Sarah Spengler, CRNP

Family Medicine

Jordan Delgadillo, DO*
William Haug, DO
Collette Hain, CRNP, FNP-BC
Neliza Lao, MSN, RN, FNP-BC, FNP-C, CWOCN
Natalia Massias, CRNP, FNP-C
Danielle Parks, CRNP
Kirstin Tarquini, PA-C
Jessica Tucciarone, PA-C

Women's Health: OB/GYN

Krista Dankiw-Ludwig, MSN, CRNP, WHNP-BC
Elisa Ross, MD
Yardie Toussaint-Foster, MD

Medication Assisted Treatment

Vinthu Netaji, MD

Dental

Dentists

Minyong Chen, DMD*
Syed Fahim, DMD
Steven Lubin, DMD
Logan Monighan, DDS
Ava Selya, DMD
Safwan Shaaya, DDS
Reeme Sreedharan, DMD

Dental Hygienists

Jaime Acevedo, RDH, PHDHP
Syeda Akhtar, RDH, PHDHP
Beth Desch, RDH, PHDHP
Claire Donahower, RDH, PHDHP
Rana Khalil, RDH, PHDHP
Janell Klinger, RDH, PHDHP
Robert Miller, RDH, BS, PHDHP
Stephanie Muse, RDH, PHDHP
Janet Wronowski, RDH, PHDHP
Miranda White, PHDHP

* No longer at CHDC

Behavioral Health

Behavioral Health Consultants

Rebecca Greene, LPC
Niya Grenevich, LPC
Derek Hammacher, LPC
Andrew Hewitt, LPC
Courtney Ogbeche, LPC*
Meghan Onderdonk, LPC*

Physical Therapy

Physical Therapists

Leeat Adlersburg, DPT
Cesar Avila, DPT
Matthew Musket, DPT
Candice Troilo, DPT

Vision

Optometrists

Min Chen, OD
Marie Gwinn, OD

Podiatry

Podiatrist

Thomas Beideman, DPM, FACFAS
Therese Rinaldi, DPM, FACFAS
Scott Samuelson, DPM, FACFAS

Accepted Insurance

We accept over 370 insurance providers. If you don't see your insurance provider listed, please contact our office at 610-326-9460.

Medical

- Aetna
- Aetna Better Health
- Amerihealth Caritas
- Capital Blue Cross
- Cigna
- Gateway
- Health Partners
- Highmark
- Humana
- Independence Blue Cross
- (Keystone East, Keystone 65 & Personal Choice)
- Keystone First
- Medicare
- PA Health & Wellness
- PA Medical Assistance
- Tricare
- United Healthcare (commercial and Medicaid)
- UPMC

Dental

- Aetna Better Health
- Amerihealth Caritas
- Capital Blue Cross Dental
- Cigna Dental
- Delta Dental
- Guardian
- Health Partners
- Keystone First
- Metlife
- PA Health and Wellness
- PA Medical Assistance
- United Concordia
- United Healthcare
- UPMC

Vision

- Davis vision (Commercial plans)
- Davis vision (Keystone First, Amerihealth Caritas, Health Partners)
- Eyemed (most plans accepted)
- March vision (United Healthcare)
- NVA
- Superior vision (Aetna Better Health)
- VSP



Healthcare Discounts & Free Transportation Available

To schedule an
appointment, please call:
610-326-9460
ch-dc.org



Medical

Adult & Pediatrics



Dental

Hygiene & Restorative



Vision

Exams & Lenses



OB/GYN

Annuals & Prenatal



Podiatry

Routine & Diabetic Care



Physical Therapy

Therapeutic, Manual Therapy &
Modalities



Behavioral Health

Healthy Inside & Out



Dispensary

Discount Medication



MAT

Medication Assisted Treatment



Center of Excellence

Opioid Use Disorder



This health center receives Health and Human Services (HHS) funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.