



Hamilton Health Center

2015 Annual Report



Highmark Community Room



Pediatric Waiting Room



Hamilton
Health Center

FOHC

*Serving the Community Since 1969
A Tradition of Caring, A Vision for the Future*

A message from our Chairman and our CEO



Michael W. Harris



Jeannine Peterson, MPA

Thanks to our dedicated staff, generous donors, supporters, partner organizations and growing number of patients, Calendar Year 2015 (CY15) was another monumental year for Hamilton Health Center. One particularly important event was the opening of phase two of our building project, which consisted of the build-out of another 31,000 square feet of space at our 110 S 17th Street building, bringing our total usable space to 81,000 square feet. The new expansion enabled us to move our administrative offices and social services department to our main location. It also doubled the exam room capacity of our pediatrics and women's health departments, allowing us to serve an additional 4,000 patients and a total of 26,422 patients in CY15. The combination of greater demand and our expanded capacity has allowed us the opportunity to recruit and hire additional medical and dental professionals, as well as staff members needed to support our operations and facilities. We have increased our staff from 185 in CY14 to 205 in CY15, and we expect to hire an additional six physicians and three physician assistants, or nurse practitioners, by the fall of 2016.

As the information in this report reflects, Hamilton has continued to maintain our commitment to hiring bilingual and bicultural staff to meet the growing needs of our diverse patient population. In addition, we strive to continuously improve our financial position by relying less on grants and placing more emphasis on insurance reimbursements. With 2015 being the first full year of Medicaid expansion in PA, Hamilton's Certified Application Counselors were busy helping patients enroll in eligible insurance plans. As a result, 10% of our uninsured patients transitioned to Medicaid, reducing our uninsured percentage to 24% and increasing our Medicaid percentage to 58%.

Hamilton's staff and Board of Directors are extremely proud of our new state-of-the-art facility, which will allow us to meet the medical, dental, behavioral health, and social service needs of the Greater Harrisburg area for years to come. It has also enabled us to expand our collaboration with other not-for-profit organizations interested in serving our target population and it has served as a convening place for city, county, state and federal dignitaries.

Over the next twelve months, Hamilton will assess the need to add vision care to our array of services and expand our parking lots. We are also exploring the feasibility of extending our services into communities of great need outside of the City of Harrisburg.

The Board of Directors and staff thank you for your support, and we gratefully share this CY15 Annual Report with you to illustrate the progress we have made over the past twelve months.

Michael Harris
Chairman
Board of Directors

Jeannine Peterson MPA
Chief Executive Officer

Our History: Phase II and beyond

Phase II completed the vision of our Board and CEO to create a one stop medical mall to provide our services in a central location.

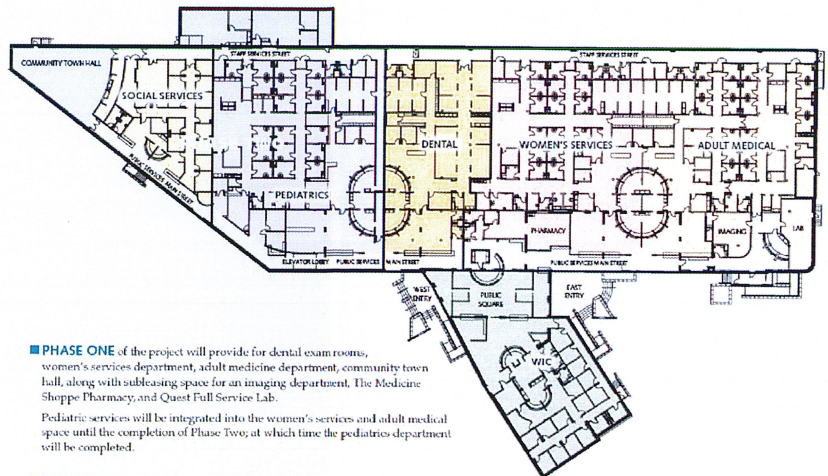


Phase II has an undeveloped space for a future vision center on the first floor. This expansion increased our size by adding a second floor in the undeveloped wing of our new building.

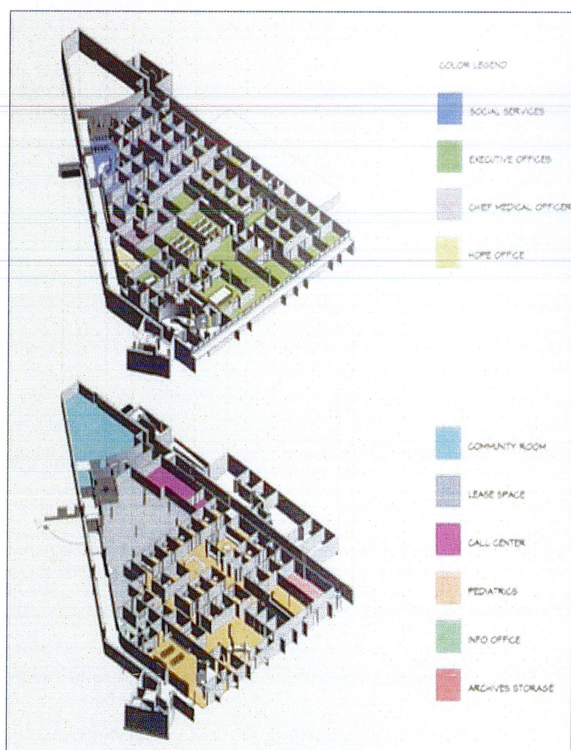
Finally, new to the building, is an elevator to join the first and second floors.

Our Highmark Community Room is thriving with events being held on a regular basis.

Phase I consolidated medical, dental and WIC under one roof. With the Phase II expansion we were able to incorporate a pediatrics department and mental health services. We also have a resource room where patients can access our patient navigators, enroll in health insurance and research health topics on desk top computers.



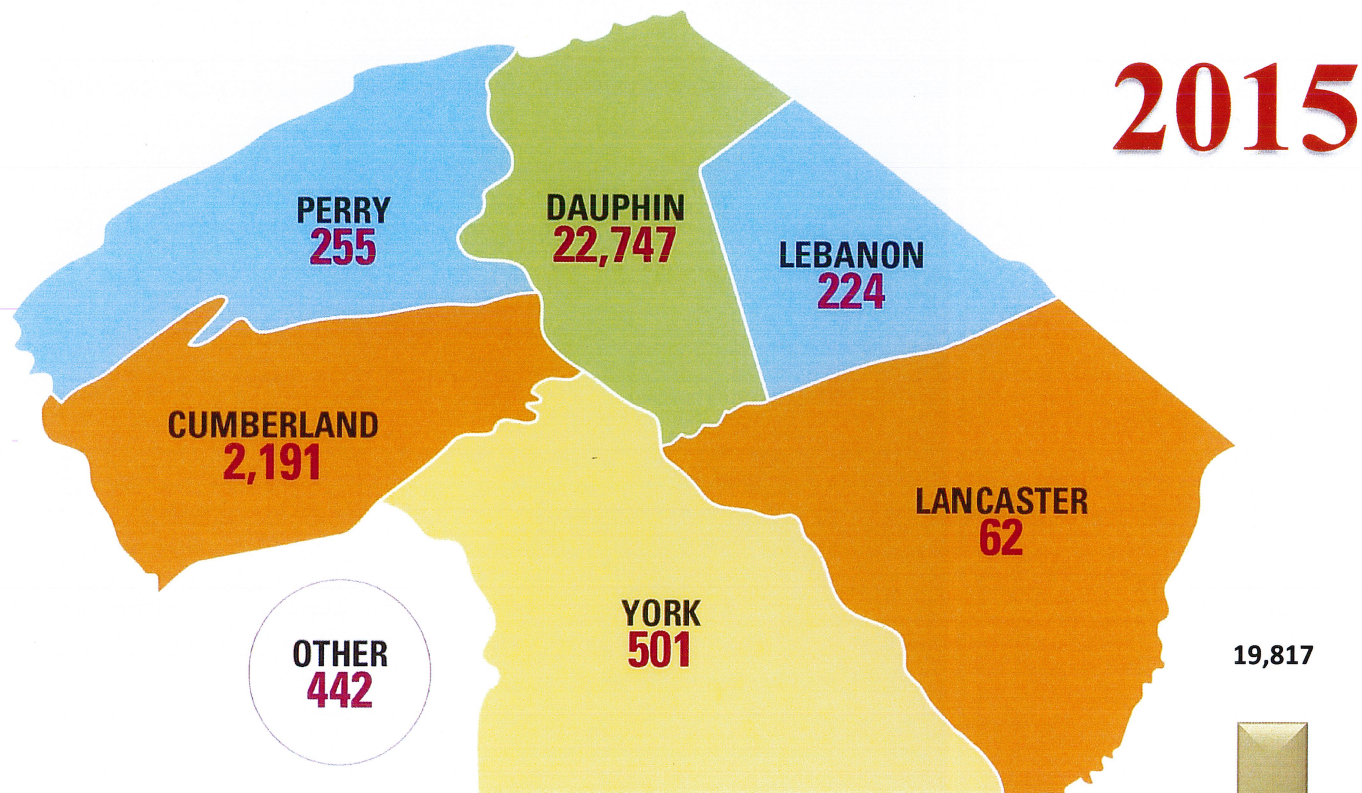
Our new second floor houses our administrative offices, a Board Room, training rooms, meeting rooms, our teen clinic and offices for our Social Services Department (Baby Love and Greater Harrisburg Healthy Start programs.)



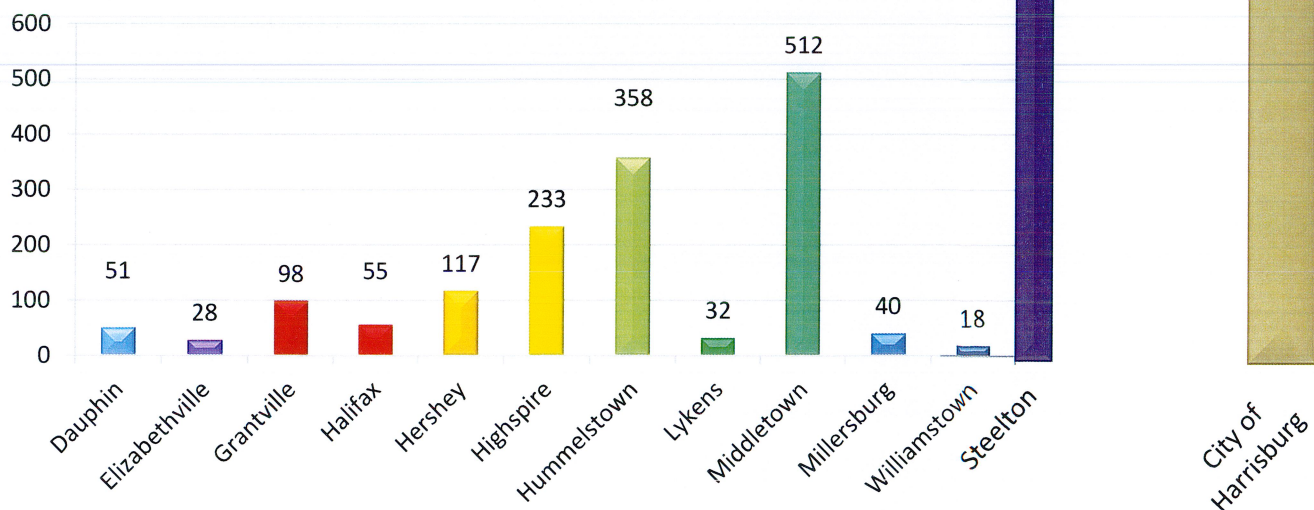
It is truly a one-stop, state-of-the-art medical mall.

Our Geography

When we opened Phase II in January 2015 we were able to expand our capacity to see more patients from a wider geographic footprint. The first map offers an overview of where our patients reside. The chart below gives a deeper look into Dauphin County, where the majority of our patients live.



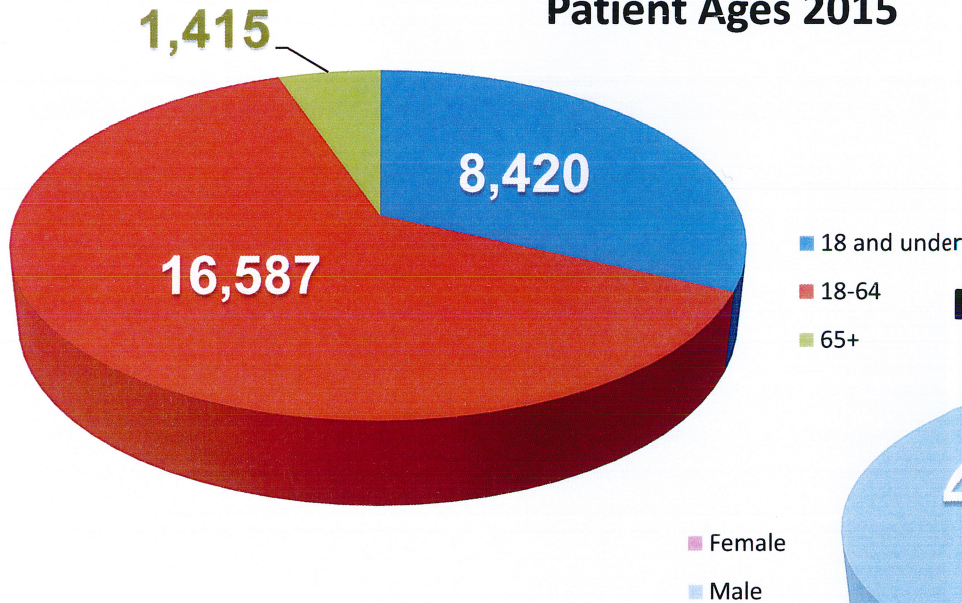
Patient Numbers in Dauphin County by City



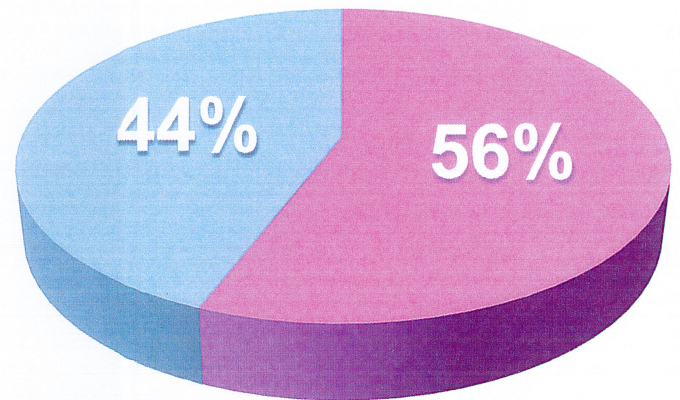
Our Patients

With the increase in space and capacity, due in large part to our new Pediatric wing and Medicaid expansion, we increased our patients from 25,651 in 2014 to **26,422** in Calendar Year (CY) 2015. The following charts list our patients by age and gender. 5% are over 65 years old, 32% are 18 and under and the majority (63%) are between 18-64 years of age.

Patient Ages 2015



Patient Gender



94,652

After the opening of Phase II in Calendar Year (CY) 2015 we saw an increase in the number of patient visits by 12.6%.

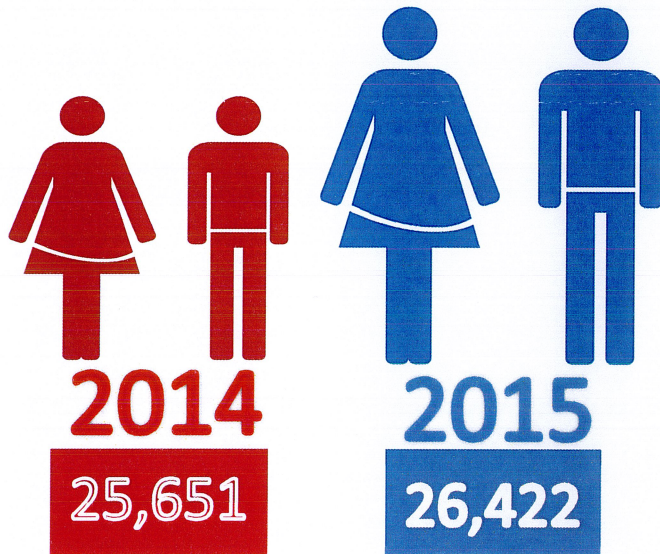
This compares to the **84,038** visits in CY 2014



We project the number of visits to rise towards **108,468** visits in 2016!

Patients: Overview

Our mission is to serve the community regardless of their health or economic status. With the completion of Phase II we have increased our patients as illustrated below.

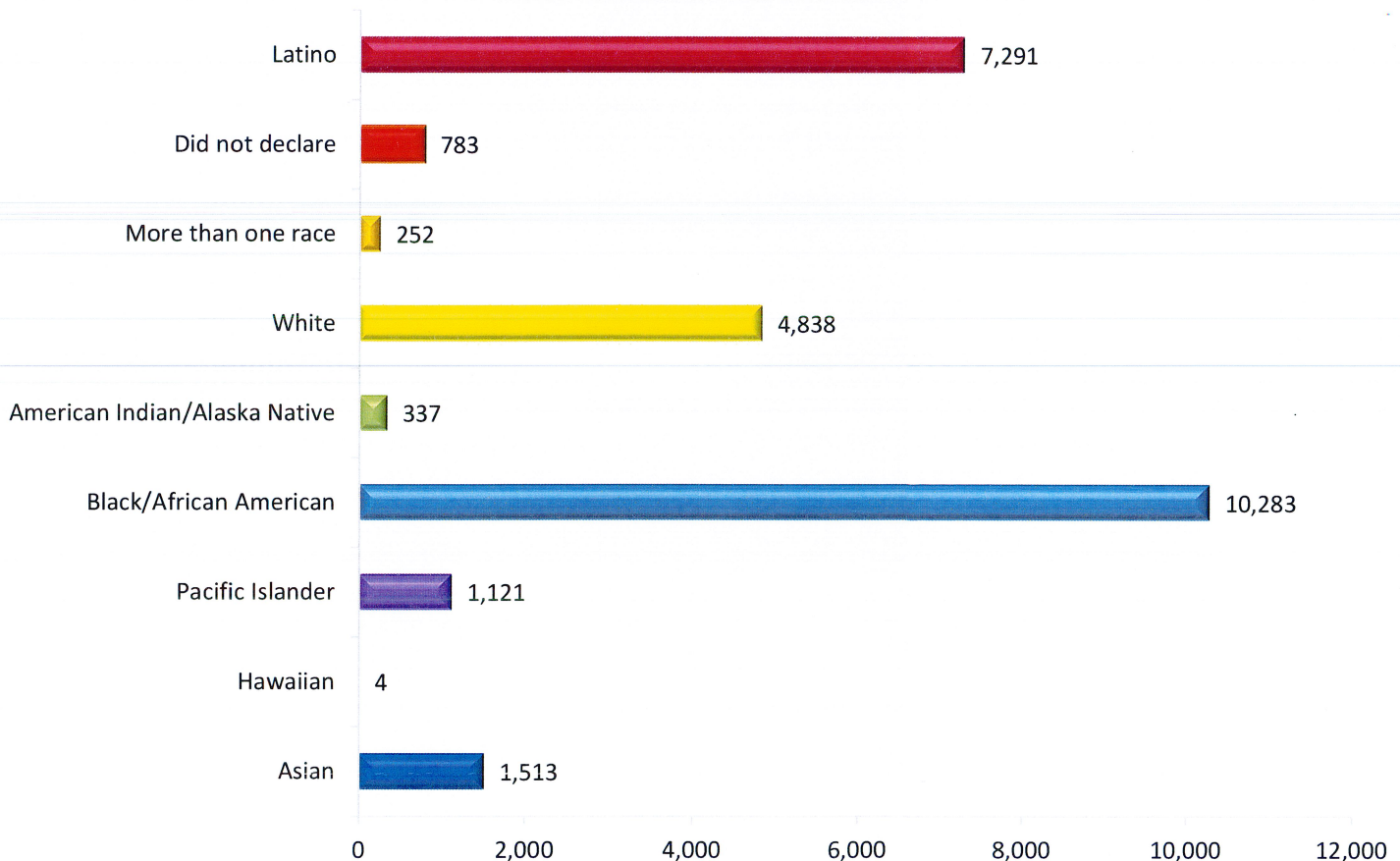


A year into Phase II we have experienced a 3% growth of at least 771 new patients

5,802
Patients are best served in a language other than English

As a Federally Qualified Health Center (FQHC), we are a nonprofit, consumer-directed corporation that provides high quality care and cost-effective treatment to the underserved and the uninsured. Below we illustrate a snapshot of the patients at Hamilton Health Center with regard to race and ethnicity. Of the **26,422** patients – 40% are Black/African Americans, 18% are Caucasian and 27% are Latinos. Latinos cross all racial and ethnic lines.

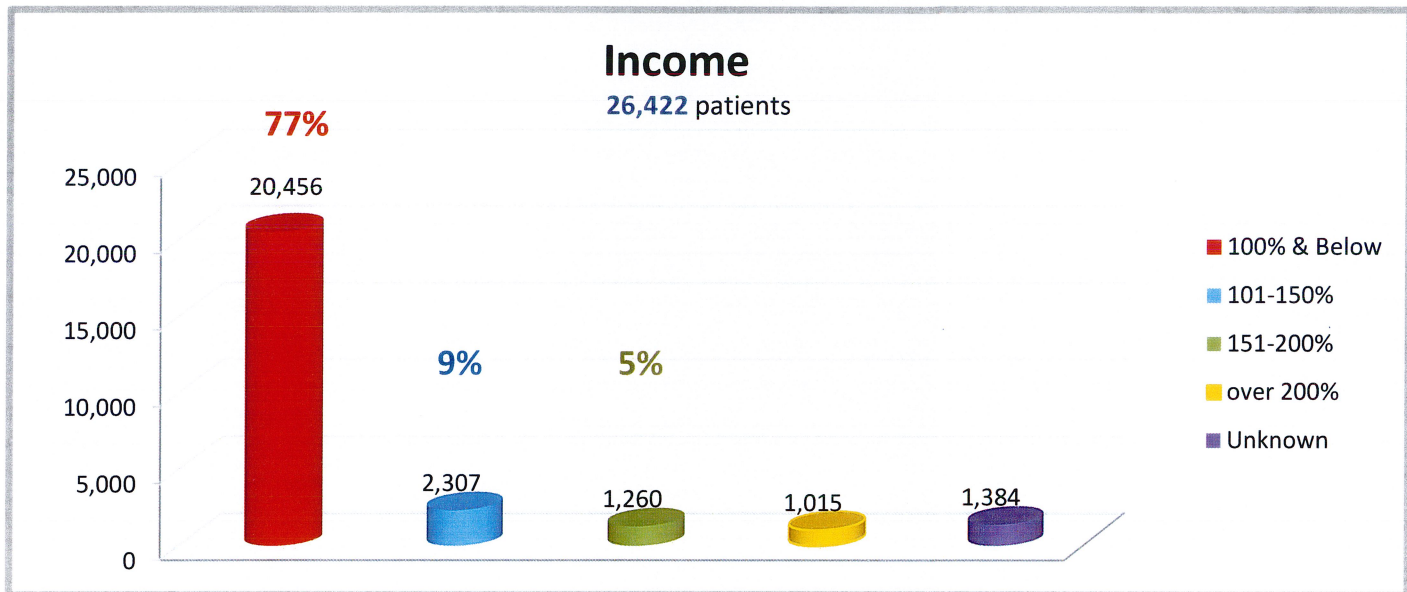
Race and Ethnicity 26,422 patients



Patients: Income and Medical Insurance

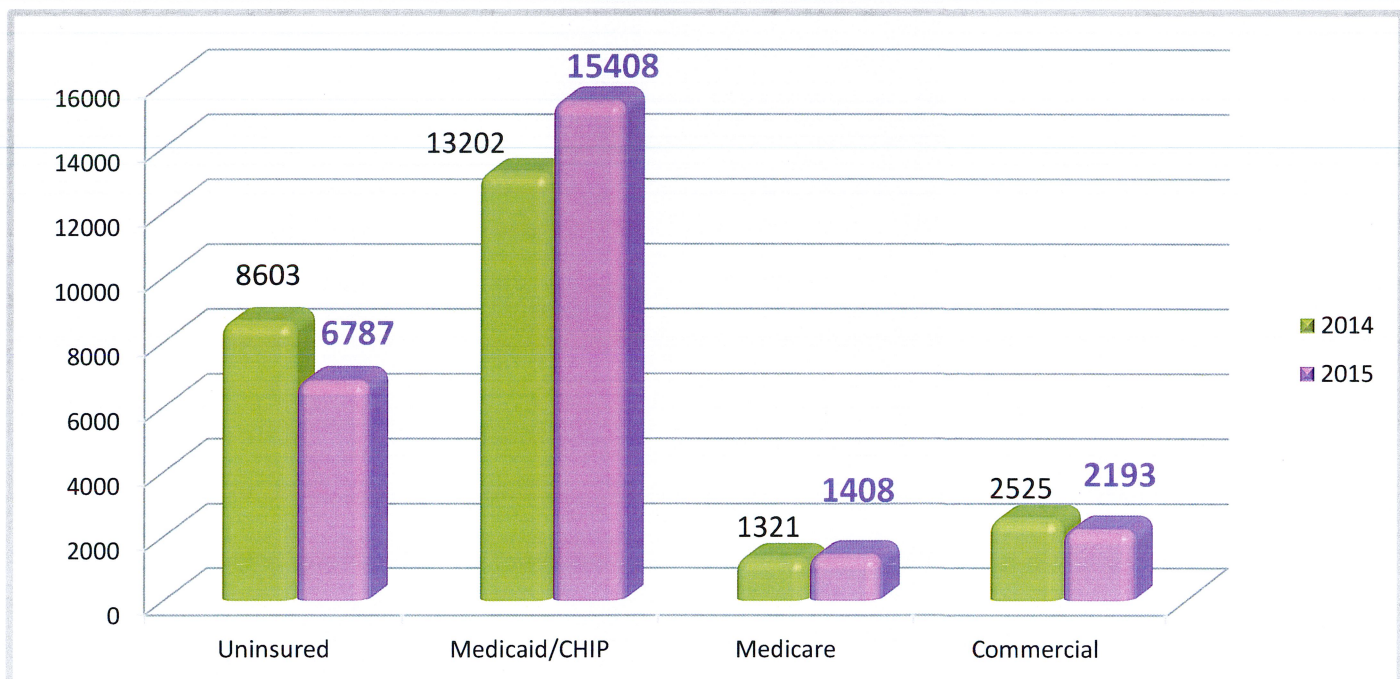
As our mission is to serve the community regardless of their health or economic status, our patients tend to be of low income, without insurance, or receive some form of public assistance.

In 2015, the federal poverty guidelines indicated that, a family of four can earn up to \$24,250/year at 100%; up to \$36,375 at 150% of poverty and \$48,500 is 200% of poverty. The chart below illustrates our patients' status. In CY 2015, 91% of our patients lived below 200% of the federal poverty guidelines.



Hamilton Health Center met the demands of Medicaid expansion with the addition of Insurance Navigators. These navigators used the Patient Resource Room to enroll more patients into this program, reducing the numbers of uninsured patients. This chart shows the effectiveness of our enrollment specialists, over the year, in helping our patients find coverage by comparing enrollment in the various programs in CY 2014 versus CY 2015. Over the last year the number of uninsured decreased while the insured increased by an average of 8%.

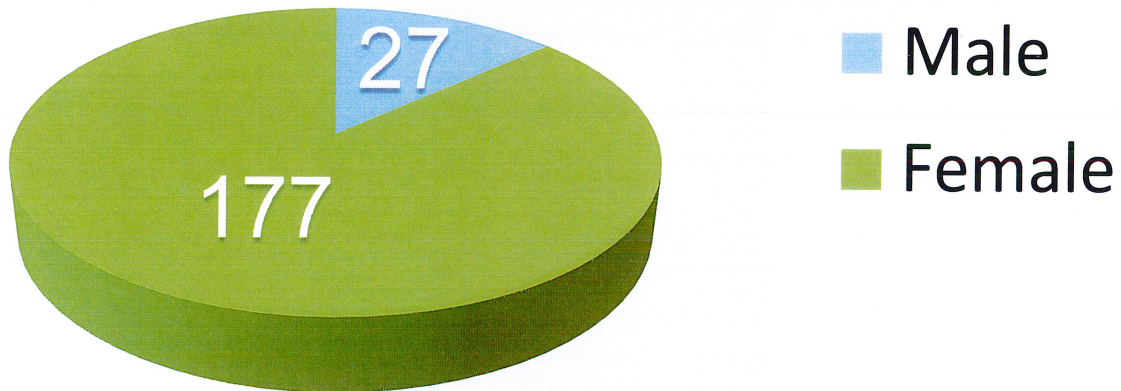
Insurance Status



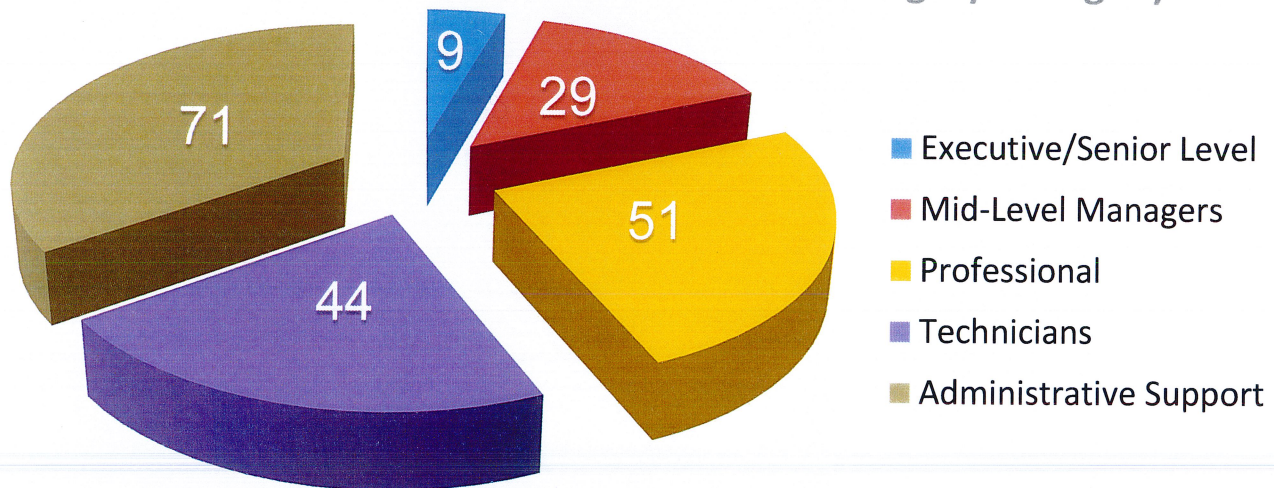
Our Staff: Overview

In Calendar Year 2015 we employed 204 staff. The data indicates that, at Hamilton Health Center, there is a much higher percentage of female to male employees. (87% versus 13%). The majority are full-time. Executive staff comprises 4%, mid-level managers 14%, professionals are at 25%, and technicians make up 22% of the workforce with 36% being administrative support.

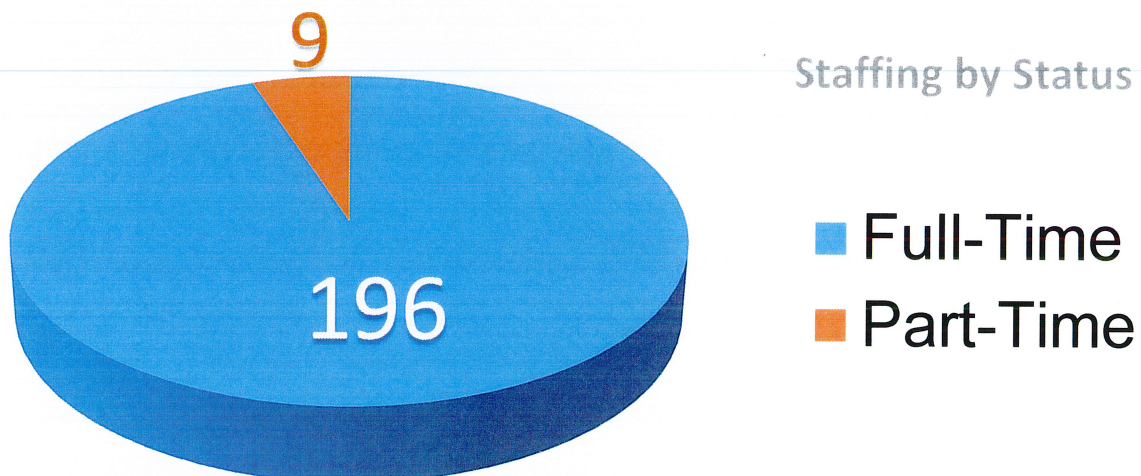
Staff by Gender



Staffing by Category



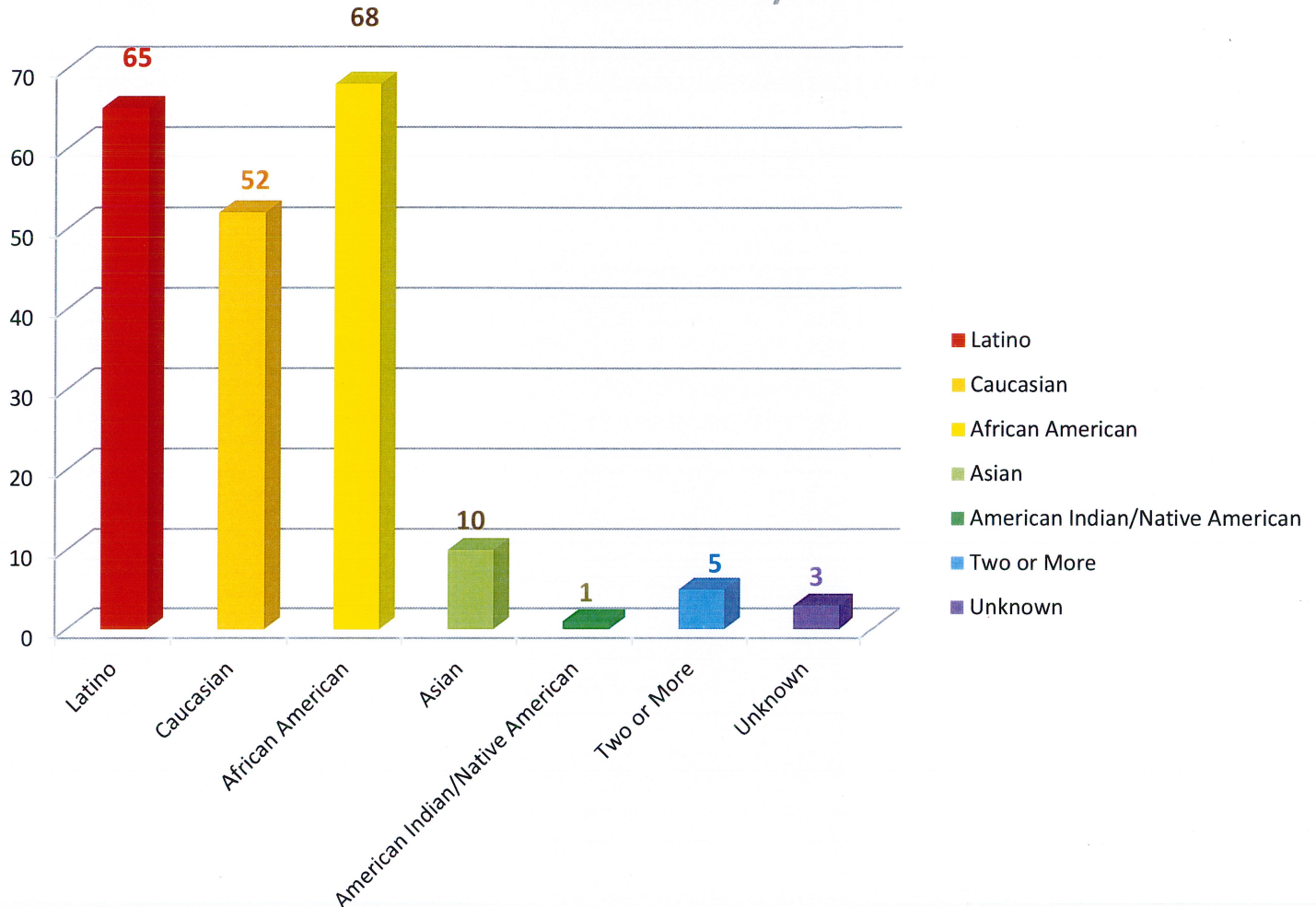
Staffing by Status



Our Staff: Growth and Diversity

With the increase in space and capacity, our staff has grown over the last calendar year. We have added close to 20 new staff members as a result. In addition, our staff is very diverse. The chart below depicts our multicultural and multilingual internal culture. Our staff very closely matches the diversity of our patient population.

Staff Diversity

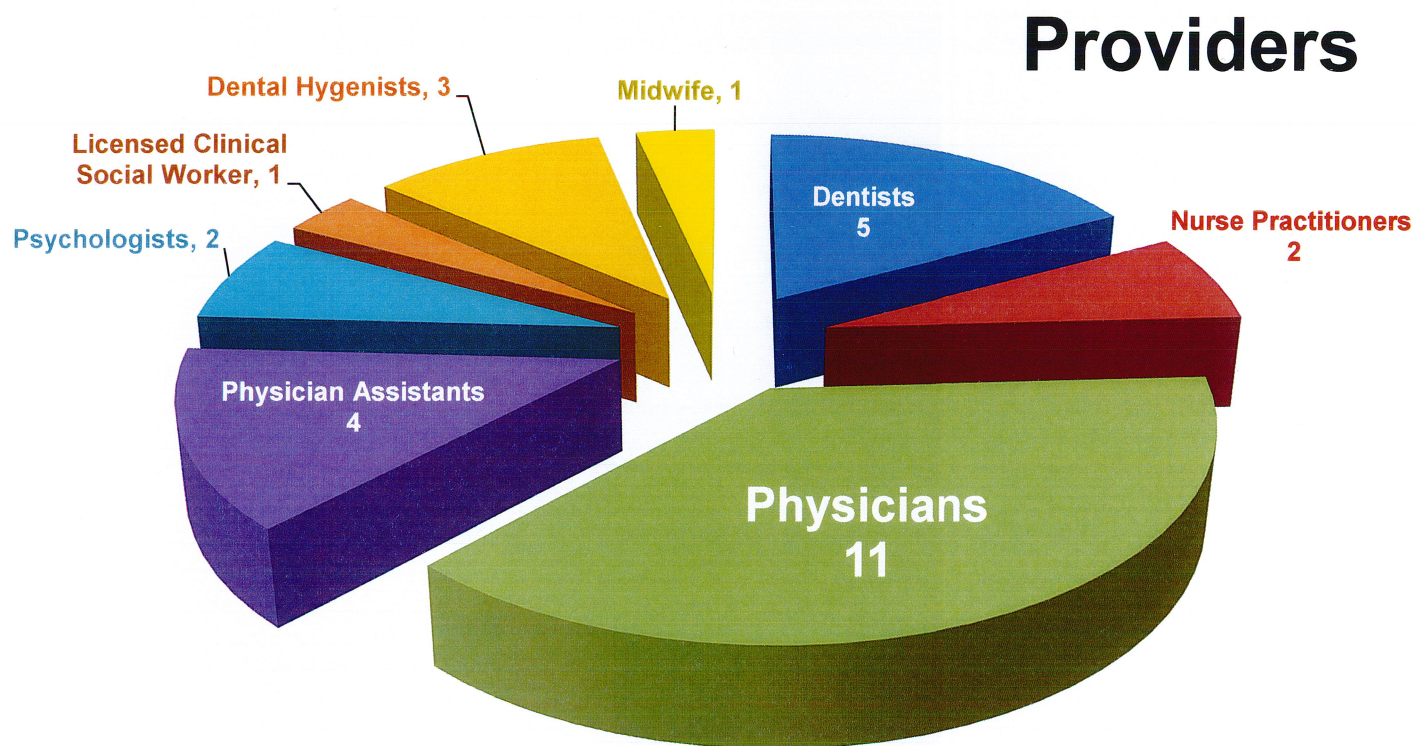


Our new facility has increased the number of staff we employ.

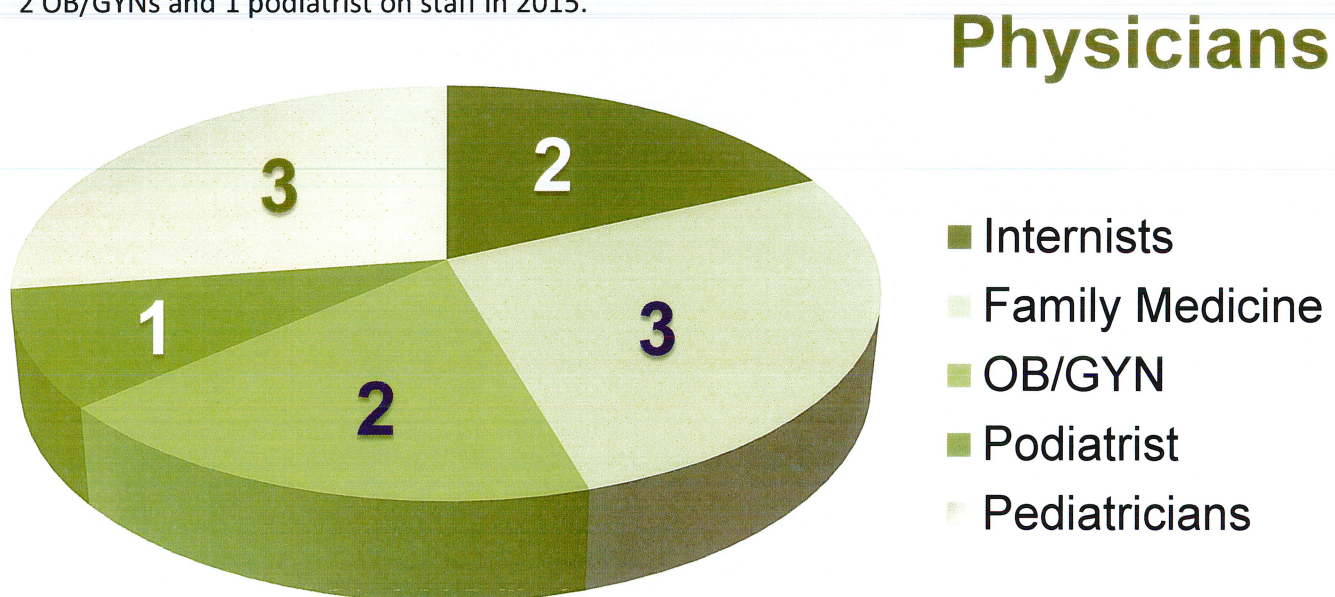


Our Staff: Providers

With the increase in space and capacity, there is an increased need for providers. The chart below illustrates the types and numbers of providers. In Calendar Year 2015 we had **27 providers** on staff. With attrition, provider numbers fluctuate throughout the year. With a full human resources team in place and active recruiting we plan to be fully staffed by July 2016.



This chart breaks out the physicians and their area of specialty. We have 5 internists, 3 family medicine doctors, 2 OB/GYNs and 1 podiatrist on staff in 2015.



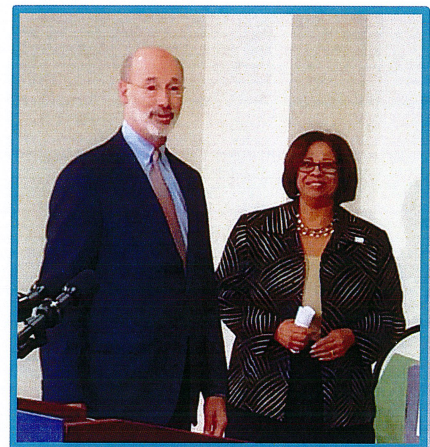
Community Highlights

Hamilton Health Center is in the community. Since the opening of Phase II our Highmark Community Room has been actively put to use. We have had nearly 100 events in this community space ranging from small parties to statewide events. Over the next two pages we list some of the highlights of our community engagement in CY 2015.



On March 10, 2015 Hamilton Health Center had its Grand Opening and Ribbon Cutting ceremony for Phase II of our construction project. We thank all of our donors who made this possible. A special thank you goes out to our Grand Opening and Ribbon Cutting Events Sponsor, Highmark Blue Shield, a trusted community partner and friend to Hamilton Health Center.

Governor Tom Wolf joined Hamilton CEO Jeannine Peterson, Department of Human Services Secretary Ted Dallas and Pennsylvania Public Utility Commission (PUC) Chairman Gladys M. Brown to kick off the start of the Low-Income Home Energy Assistance Program (LIHEAP) in the Highmark Community Room at Hamilton.



Hamilton Health Center created the WORLD AIDS DAY "The Crisis is not Over" event on December 1, 2015. It was a huge success. We performed 16 A1C (glucose) and Hypertension (high blood pressure) screenings, eleven Hepatitis C and 11 HIV tests, as well as, 10 Gonorrhea and Chlamydia STD tests. Finally, ABC news covered the event both at the 7:00pm and 11:0 pm newscasts.

Greater Harrisburg Head Start (GHHS) hosted their 3rd Annual Baby Buggy event on September 18, 2015 on City Island. This event raises awareness of National Infant Mortality Awareness Month. The event included a 1.5 mile walk, a healthy luncheon, child-friendly activities, and educational sessions. The event brought a total of 119 participants.



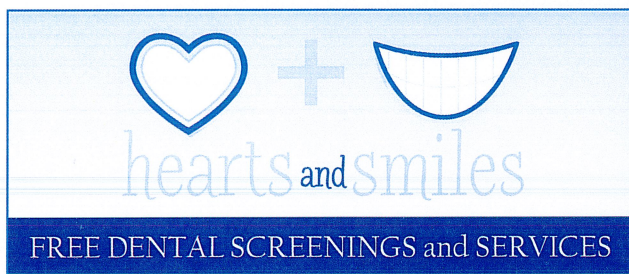
Community Highlights

This page continues several of the events from CY 2015.



In cooperation with Capital Blue Cross and a multitude of partners, Hamilton Health Center participated in the Diabetes Education Initiative. We performed blood pressure checks and glucose readings at events such as the Sean McCoy Family Day, Recovery Day, Rep. Patty Kim Senior Expo, the Bethesda Mission Taste of Harrisburg and our own World Diabetes Day Event. In total we screened 1205 individuals.

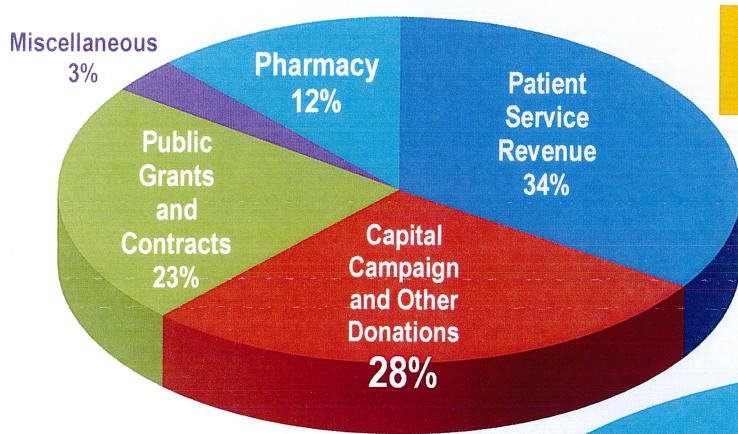
We had a great time and turn-out at our 4th annual Golf Tournament Fundraiser on August 31, 2015 at the West Shore Country Club. We raised \$34,770 which was enough for 3 pediatric dental sensors. Thanks to all our sponsors, but particularly Pinnacle Health, our Tournament sponsor. Thank you Tim Brunner and Jonathan Vipond III, our club member sponsors, and Sutliff Chevrolet for the Hole-In-One car giveaway.



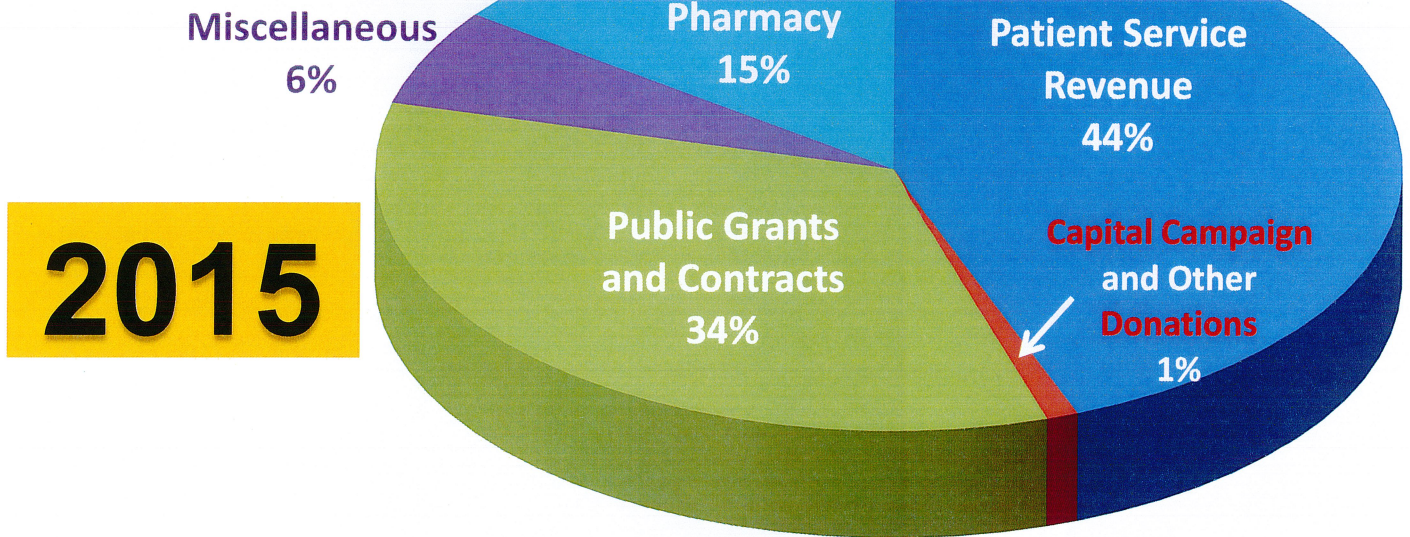
With the support of Pinnacle Health, Benco Dental, United Concordia, the Harrisburg Area Dental Society and the leadership of Drs. Brian Lorei, DMD, MS; Steve Grater, DMD; and George Herrold, DMD, Hamilton Health Center hosted a day of free dental care for those without dental insurance on February 28, 2015. 64 people received care.

Hamilton Health Center partnered with PennState University's Dr. Martha Wadsworth and her team to work with children in the South Allison Hill area with an NIMH grant for the BaSICS program, which helps those in poverty learn life and coping skills. Over 50 children participated in the program at Hamilton.



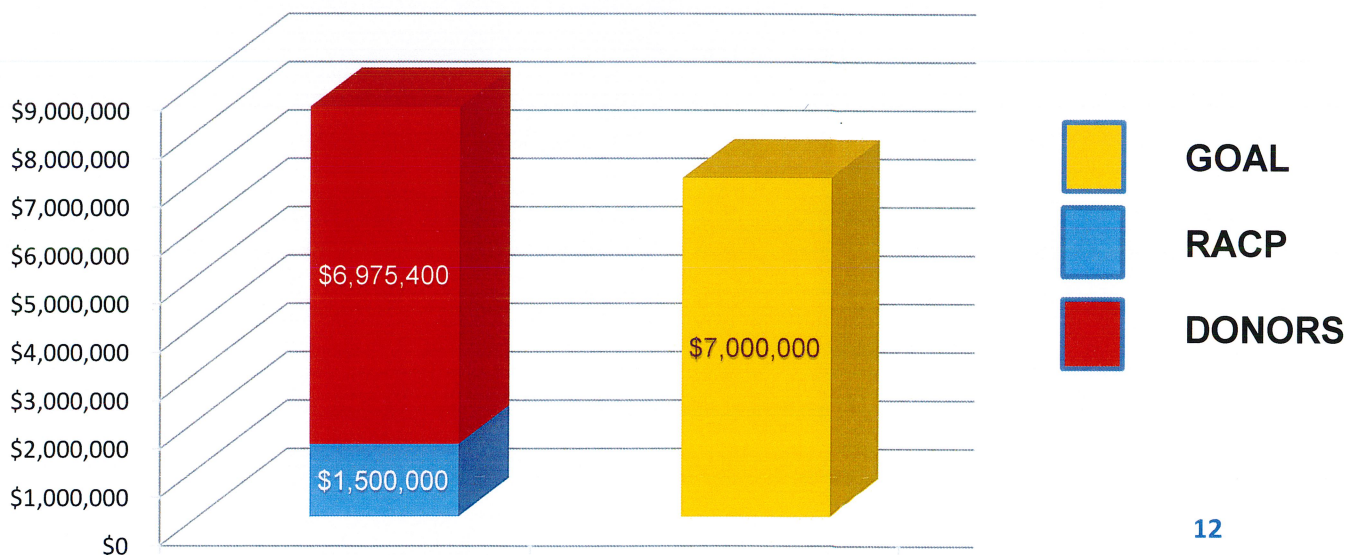


REVENUE
This chart details the revenue for FY 2014 as compared to FY 2015



Phase II of our new building project was completed in 2014. The majority of our capital campaign revenue was recognized during that period resulting in the differences in the charts. The chart below indicates the amount of revenue our capital campaign raised. Our goal was \$7,000,000. The total was a combination of \$1,500,000 RACP (Redevelopment Assistance Capital Program) dollars and \$6,975,400 from individual pledges and contributions.

Thanks to our generous donors we raised an additional 21% totaling
\$8,475,400 for Phase II



Our Services



Hamilton Health Center FOHC

Looking for the ONE place
that can take care of ALL your
health care needs?

www.hamiltonhealthcenter.com
110 South 17th Street, Harrisburg, PA 17104

Our Services Include:

- Internal Medicine
- Adult Medicine
- Pediatrics
- Women's Services
- Prenatal Care
- Obstetrics and Gynecology
- Family Planning
- Podiatry
- Behavioral/Mental Health Services
- X-Ray/Laboratory
- Dental Services for adults and children
- STD and HIV/AIDS counseling treatment and testing
- WIC (Women, Infants and Children) nutritional services
- Case Management Services for prenatal, pregnant and addicted women & children (up to age 2)
- The Medicine Shoppe on-site pharmacy
- Insurance Enrollment
- Language Interpretation



Hamilton Health Center Hours

Monday and Wednesday: 7 am - 7 pm

Tuesday and Thursday: 7 am - 8 pm

Friday: 8 am - 5 pm

Every other Saturday: 8 am - 12 pm

(for Dental, Adult Medicine and Pediatrics)

Call 717.230.3909 to schedule an appointment.

Our Board

These dedicated board members have served through the course of our recent growth. We could not have accomplished this great feat without their vision, tenacity, guidance and leadership.



Michael Harris
Chairman



Dr. Robert Little
Vice Chairman



Harvey Littman
Treasurer



Sarah Weedon
Secretary



Stevie
Blackston, II



Linda M.
Cammack



Michelle
Carrasquillo



Juanita Curtis



Brenda T. Jones



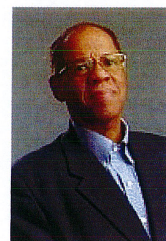
Quentin Kushner



John Moyer



Barbara Terry



Richard Utley



Melanie Vanderau

Not pictured:
Mauricio Conde

Our Senior Leaders

This team was in leadership positions during the 2015 calendar year.



Jeannine Peterson
Chief Executive
Officer



Kim Alumbaugh
Controller



Brenda Brown
Human Resources
Director



Terese Delaplaine
Chief Compliance
Officer



Dr. George Herrold
Dental Director



Brandon Jones
Chief Operating
Officer



Regina King
Clinical Nurse
Manager



Dr. Art Williams
Chief Medical
Officer



*Serving the Community Since 1969
A Tradition of Caring, A Vision for the Future*

Hours of Operation

Main Site

110 South 17th St.
Harrisburg, PA 17104
(717) 232-9971

Monday & Wednesday 7am-7pm

Tuesday & Thursday 7am-8pm

Friday 8am-5pm

*Saturday by appointment only

* For Dental, Adult Medicine and Pediatrics

Foose School-Based Clinic

1301 Sycamore St.
Harrisburg, PA 17104

Monday – Thursday 8am-5pm

Downey School-Based Clinic

1313 Monroe St.
Harrisburg, PA 17103

Monday – Friday 8am-5pm

**For an appointment please call
(717) 232-9971**

www.hamiltonhealthcenter.com
