



# 2017 ANNUAL REPORT

## Hamilton Health Center

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

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## COMMITMENT TO QUALITY

Of the many accomplishments over the past year, attaining Joint Commission accreditation is one that will affect Hamilton Health Center (Hamilton) for years to follow. With hard work and dedication, the leadership team, providers and staff worked together to receive the industry's gold seal of approval, Joint Commission Ambulatory Care Accreditation. Hamilton has always measured up to the best of healthcare systems and community health centers in the state, but this accreditation validates it.

In addition to national recognition, Hamilton received Joint Commission certification as a Primary Care Medical Home (PCMH). This certification represents a care delivery model where patient treatment is coordinated through their primary care provider to ensure patients receive the necessary care when and where they need it, in a manner they can understand. Hamilton embodies this model of providing care by providing whole-person comprehensive care to those most in need, which is a natural fit for Hamilton.

# MESSAGE FROM OUR BOARD CHAIR & CEO

Hamilton Health Center has experienced a wonderful and prosperous calendar year 2017. We are embracing change and improving lives every single day. This year has presented challenges and barriers to overcome, but even more successes. Through it all, the Board of Directors has been steadfast in their resolve, guided by our mission and always putting our patients first.

Due to the ever-changing healthcare environment, Hamilton needed to grow to meet our patients' needs. Growth is exactly what occurred in the last year. We had the best financial year on record, although we experienced a federal funding crisis brought on by a delay in our funding reauthorization by Congress. We increased the number of enrolled patients, as well as total patient visits, increased the number of staff employed and initiated several new programs this past year. At the invitation of Dr. Abdulai Bukari, a local private physician, Hamilton assumed his practice and formed the Union Deposit Family Practice, where we now serve patients in Lower Paxton Township. We continue to serve as an economic catalyst for the South Allison Hill area and to improve the community at large through our strategic plans for growth. We are working with the City of Harrisburg, Harrisburg Redevelopment Authority, Capital Region Economic Development Corporation (CREDC), Commonwealth of PA agencies and private companies to ensure that Hamilton can continue to meet the needs of patients in Harrisburg and Central Pennsylvania.

Hamilton is providing leadership in the healthcare arena. Our CEO served as the Chair of the Pennsylvania Association of Community Health Centers, and as a member on the Board of the United Way of the Capital Region as well as on the Board of CREDC. Additionally, other senior staff hold seats on various boards and commissions pertinent to our industry.

Through our partnership with various educational institutions Hamilton continues to be a training ground for future healthcare providers. Hamilton was designated by Governor Wolf as one of 45 Centers of Excellence, directly addressing the opioid crisis plaguing our state. Hamilton was also selected to be the lead agency in the United Way of the Capital Region's Access to Care Program, employing Community Health Workers who connect citizens to insurance and health services in the City of Harrisburg.

These connections and relationships reflect Hamilton's philosophy of collective impact. Together we can transform our community and improve lives. As you will read in this 2017 Annual Report, this past year was highly successful, and the future is even brighter for Hamilton Health Center.



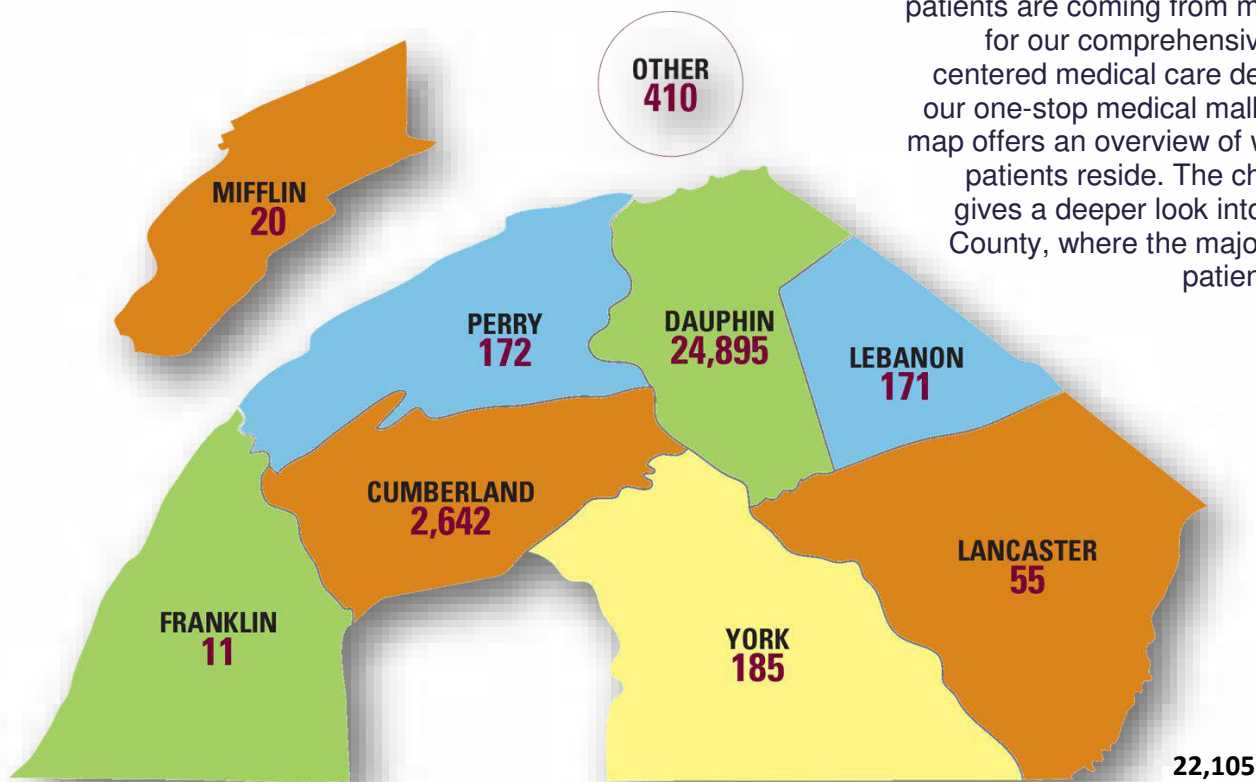
Michael W. Harris



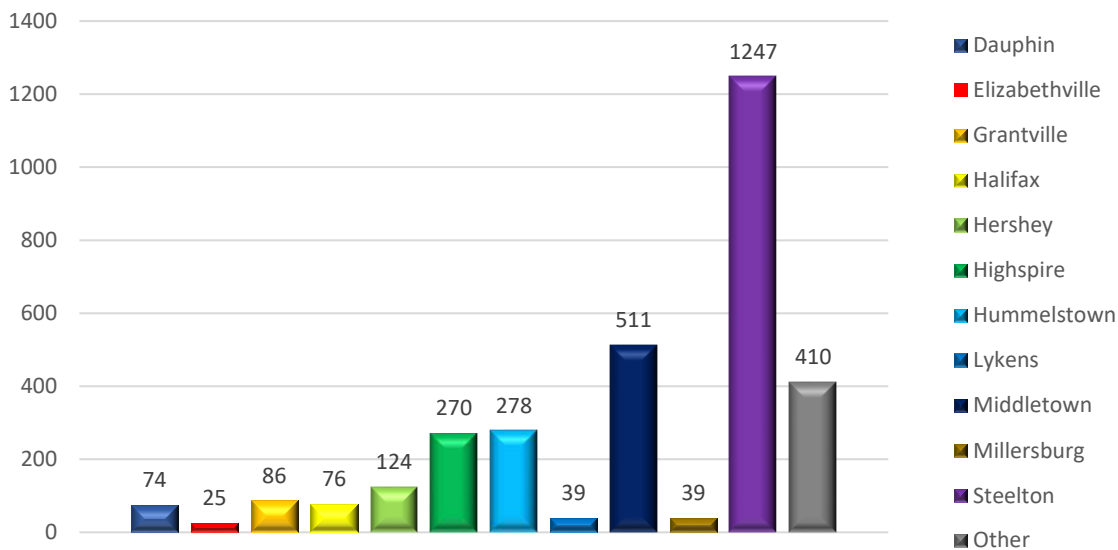
Jeannine D. Peterson, MPA

# GEOGRAPHIC DATA

In 2017, our geographic footprint expanded to Mifflin County in the Northwest, Lancaster County in the Southeast and Franklin County in the Southwest. This indicates that patients are coming from miles away for our comprehensive, patient centered medical care delivered at our one-stop medical mall. 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 reside.



Number of Patients in Dauphin County by Zip Code

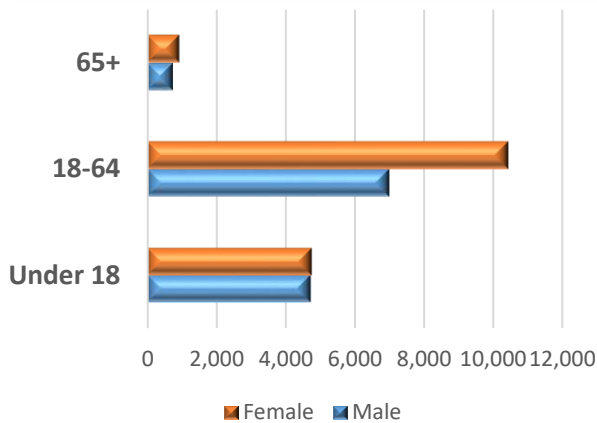


Harrisburg Zip Codes

## PATIENT DATA

28,561

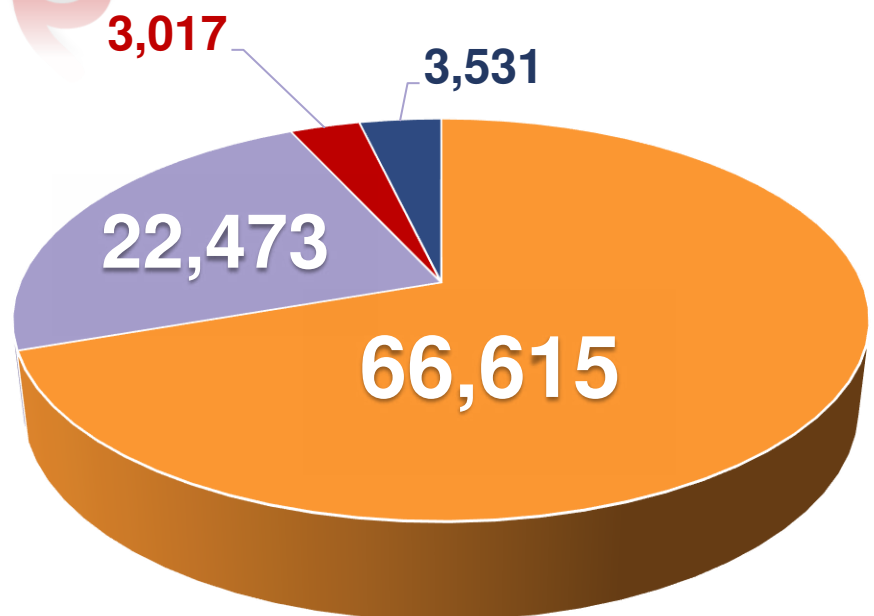
Patients by Age



95,636

## Clinic Visits

- Medical Care Services
- Dental Care Services
- Mental Health Services
- Other Professional Services



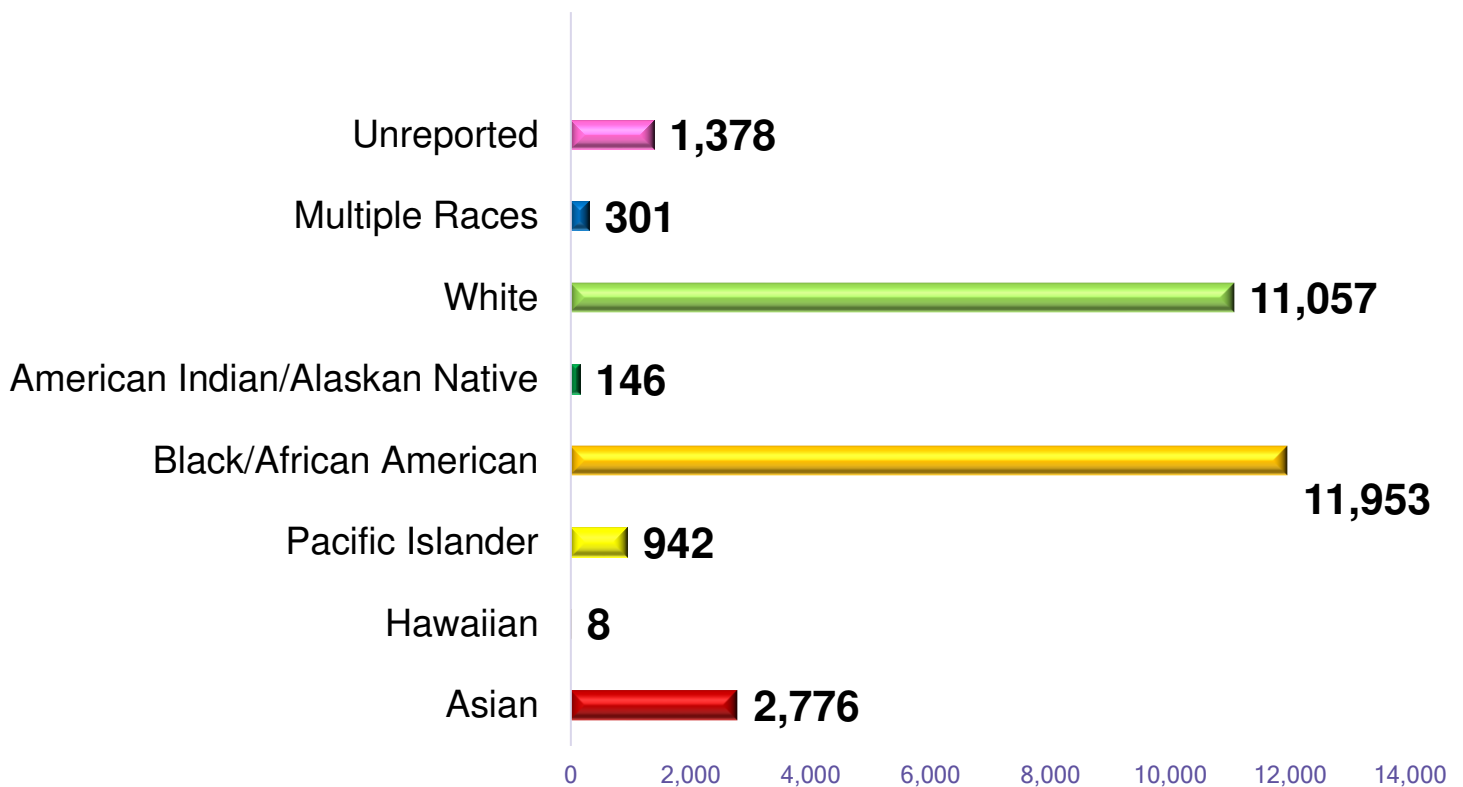


## PATIENT DATA

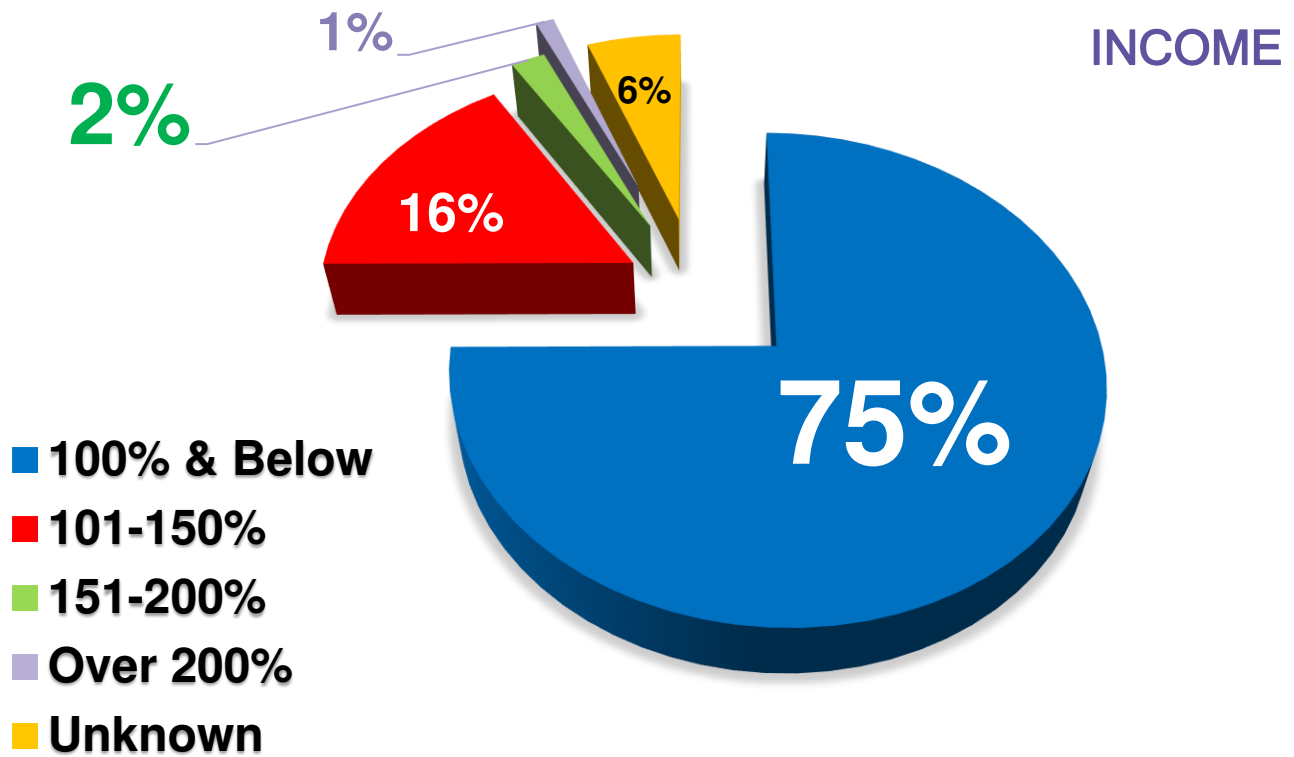


Patients Best Served in a Language Other than English

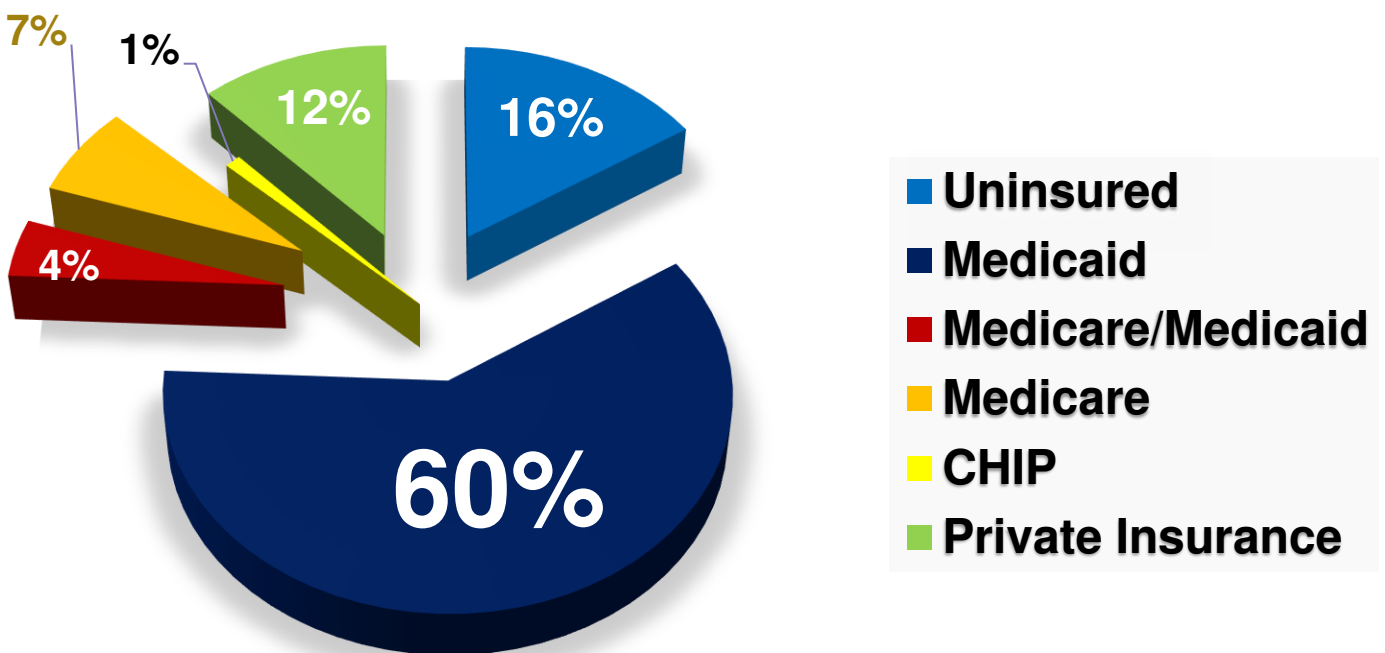
## Patients by Race



# PATIENT INCOME & INSURANCE

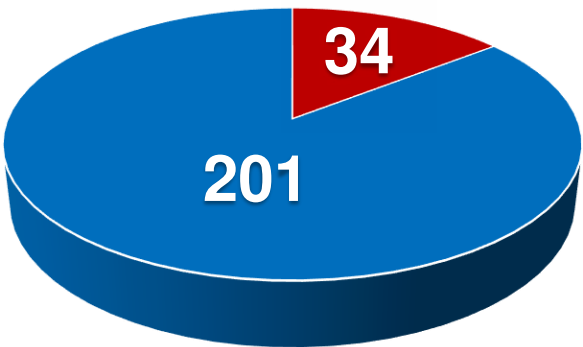


The chart above indicates the number of patients living at or below the federal poverty level. The chart below details our patients' insurance types.



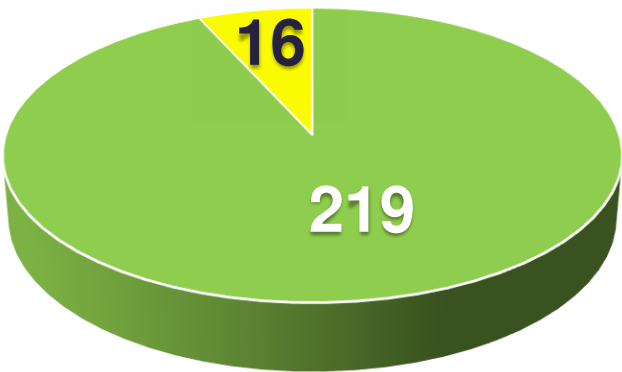
# HAMILTON STAFF

Gender



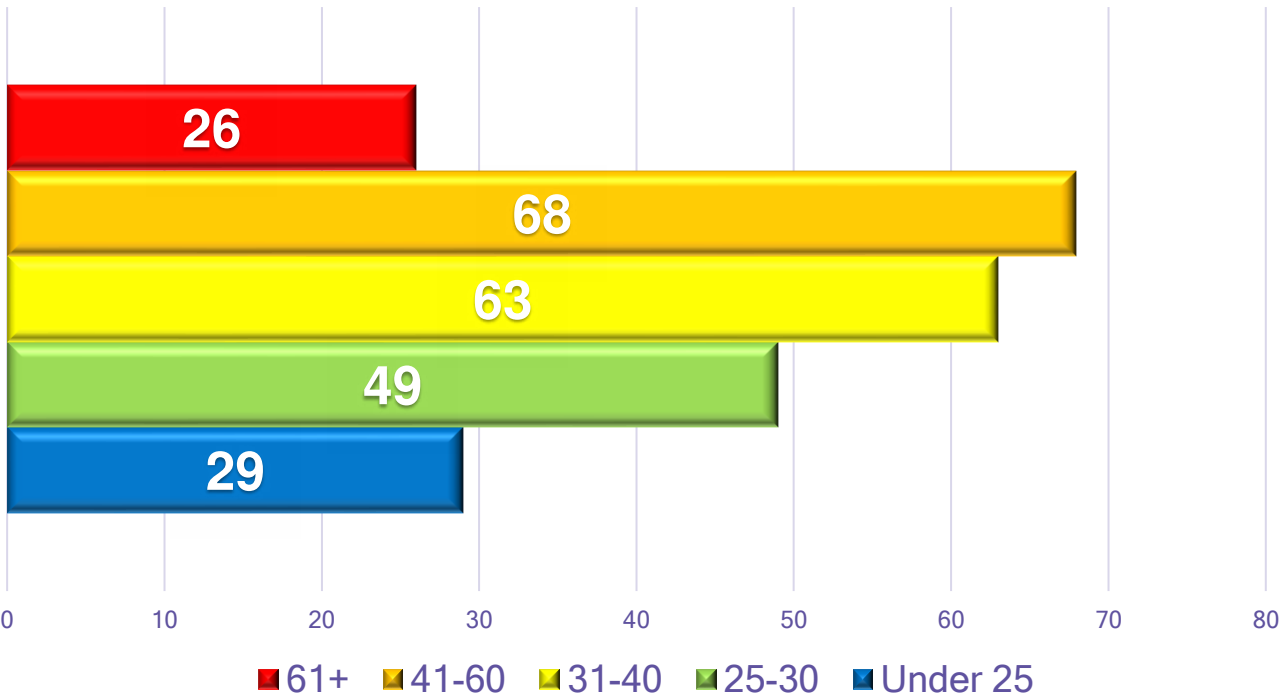
- Male
- Female

Status



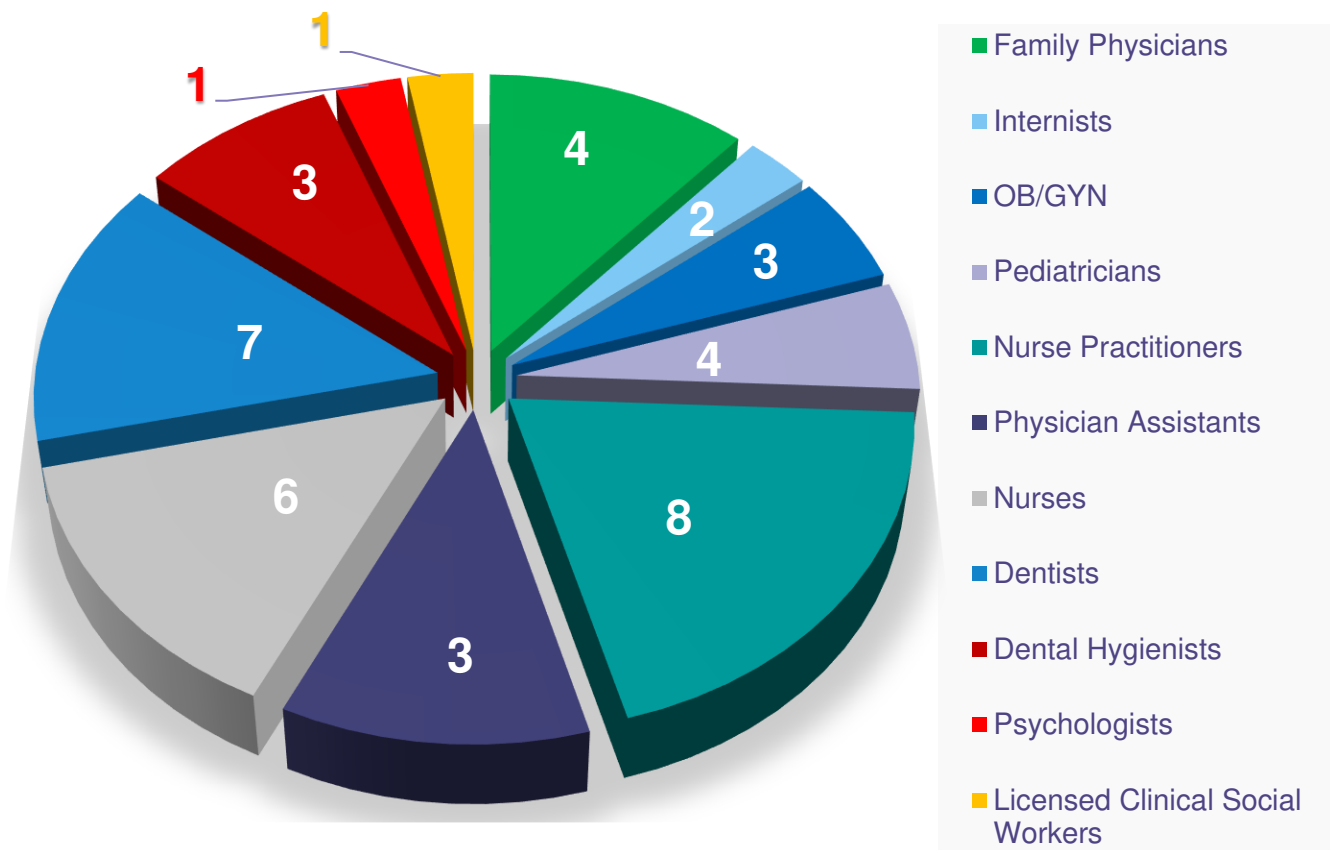
- Full time
- Part-time

Age





# HAMILTON PROVIDERS



These are some of the health related issues Hamilton providers treated our patients for:

Number of patients with *Diabetes* **2,481**      *Hypertension* **4,596**

Our Behavioral Health team worked with **2,587** patients struggling with Depression

We performed **1,215** Lead Screenings

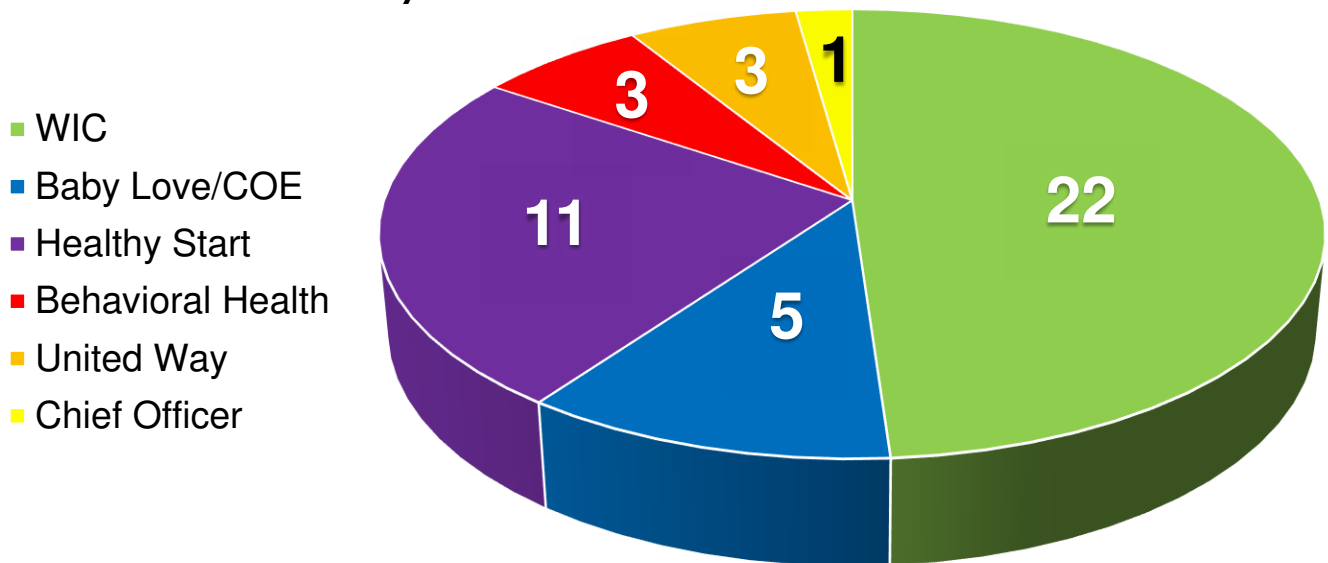


# SOCIAL SERVICES

*The Social Services Department has been steadily growing over the past several years, but experienced significant progress in 2017. Hamilton Health Center became one of 45 Centers of Excellence programs in the state of Pennsylvania. The program's first year included building the foundation, staffing, and initiating services to those in the community experiencing opioid use disorder. In addition, Hamilton became the primary service provider for the United Way of the Capital Region's creating a Healthy Community project. This initiative was developed from community conversations, which highlighted health care, income, and education as the capital region's primary disparities. The Greater Harrisburg Healthy Start program also restructured its programming and staffing based on national changes mid-grant cycle. This department brings passion and innovation each day, providing holistic healthcare to Hamilton patients and the community as a whole.*

Judith McCrea, MSW, LSW  
Chief Social Services Officer

## Social Services Staff by the Numbers



## Behavioral Health

Our team is comprised of a psychologist, a licensed clinical social worker, and their administrative assistant. They were re-credentialed in January 2018, receiving a score of **95%**, exceeding the 80% requirement.

## SOCIAL SERVICES, cont'd



657

Participants Served

77%

Percentage of enrolled mothers who initiated breastfeeding

123

Male Participants

73

Free health educational sessions

**Infant deaths: 0! (Zero)**

(5.9 deaths per 1,000 live births is national average)

The Greater Harrisburg Healthy Start program focuses on improving the body, mind, and social health of mothers, fathers, and children. The services they promote include: connecting clients to preventative health care, providing timely mental health services, child development assistance, education and advocacy.



During 2017 our **Certified Lactation Counselor** provided breastfeeding support and assistance to **873** new moms and their infants at UPMC Pinnacle.

We served an average of **6,489** clients per month, an increase of **189** over last year.

Hamilton Health Center houses the Women, Infants and Children (WIC) program of Dauphin County.

WIC provides healthy food and a whole lot more! Our WIC program offers families:

Nutrition education/tips, healthy foods at no costs, breastfeeding promotion and support, as well as, health and social service referrals. There were so many measures that our WIC program exceeded this past year that only a few could be listed above in this report.

### Center of Excellence

Here is a testimonial from a Center of Excellence client regarding a case manager: "You really show that you care... and believe it or not that goes a long way. You've helped me stay sober and walk this path... just showing me you really do care... whenever I have a bad thought I do factor you in along with my family."



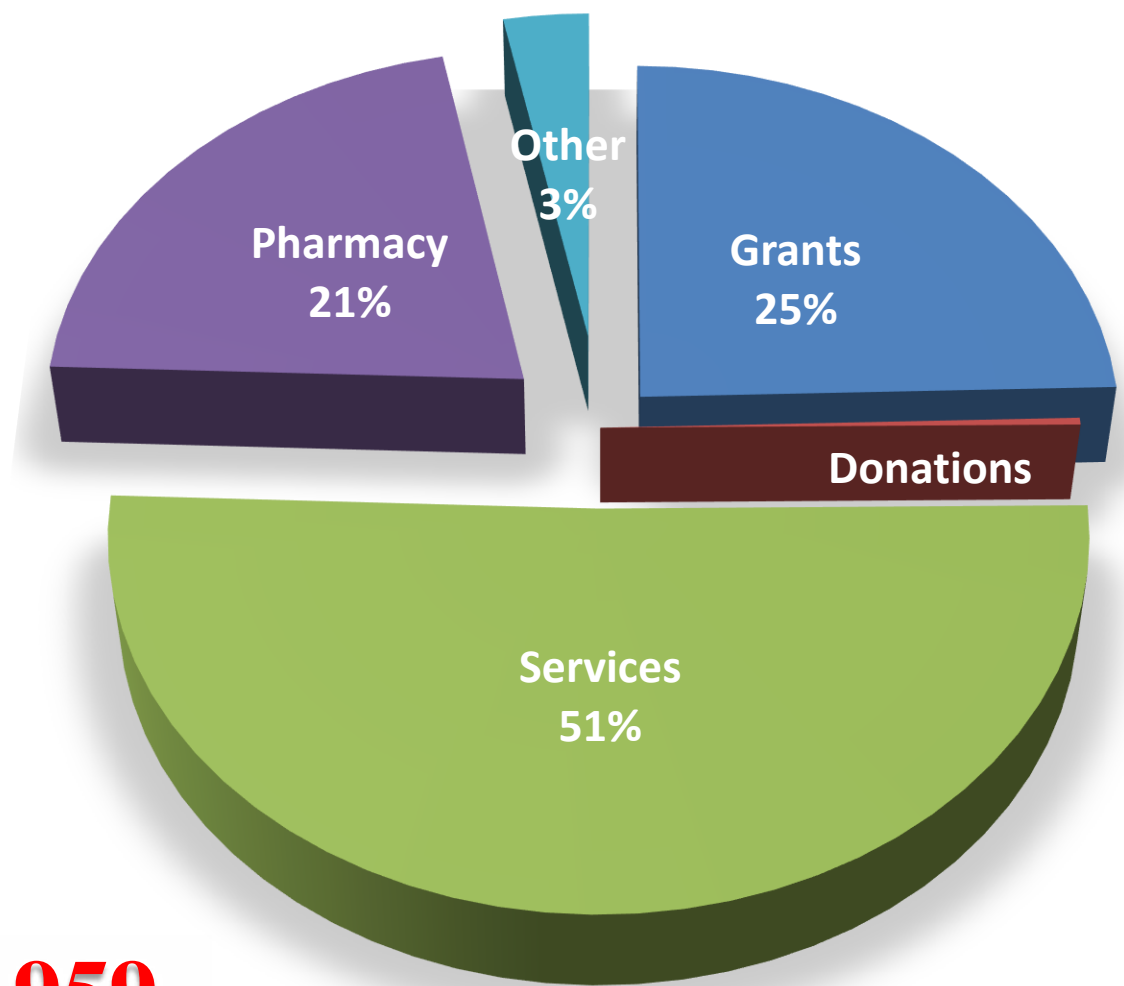
90%

The Baby Love program showed a 90% reduction in relapse rates for enrolled clients.



We employ Community Health Workers from the Contact to Care (United Way) program. This team of three (3) provided services to **417** people in the program's **first four months**. The 12-month goal was to provide services to 500 people.

# HAMILTON SOURCES OF REVENUE



Total revenue:

**\$25,064,959**

Grants	\$ 6,155,198
Donation	\$ 75,120
Services	\$ 12,709,863
Pharmacy	\$ 5,337,913
Other Sources*	\$ 786,865

This was a

**\$4,205,953**

increase over prior year!

\*interest income, medical records fees,  
rental income

# OUR BOARD



Michael Harris  
Chair



Dr. Robert Little  
Vice Chair



Harvey Littman  
Treasurer



Sarah Weedon  
Secretary



Stevie  
Blackston, II



Lorraine Calien



Linda M.  
Cammack



Michelle  
Carrasquillo



Juanita Curtis



Quentin Kushner



Dr. Bolanle Limann



William Pugh



Richard Utley



Melanie  
Vanderau, Esq

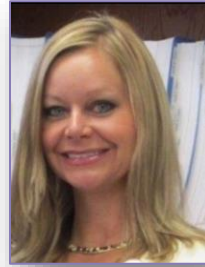
# OUR LEADERSHIP TEAM



Jeannine Peterson  
Chief Executive  
Officer



Eric Blum  
Chief Financial  
Officer



Brenda Baker  
Chief Human  
Resources Officer



John Logan  
Chief Operating  
Officer



Judith McCrea  
Chief Social  
Services Officer



Jean Schifano  
Chief Medical  
Administrator



Art Williams, MD  
Chief Medical  
Officer



# OUR COMMUNITY HIGHLIGHTS

**Our HOPE/HIV program provides testing, counselling and treatment services.**

In 2017, the HOPE program provided medical services to 129 patients. We enrolled 37 new patients into the program and expanded staff to include a full time registered nurse and two medical case managers. The 2<sup>nd</sup> Annual World AIDS Day Hamilton Film Festival took place on December 1, 2017.

*Knowing is Sexy - Get Tested*



In 2017, Hamilton Health Center staff received multiple awards. Below is a listing of just a few of our major accomplishments.



2017 NAACP Presidents Award  
2017 Boy Scouts of America "Good Scout Award"

***Jeannine Peterson, CEO***

2017 PA Association of Community  
Health Centers APEX Primary  
Clinician Award

***Arthur Williams, MD***  
***Justin Berman, PA-C***



Justin Berman, PA-C



Arthur Williams, MD



Kim Craig, LPN



Jill Garman, PHDHP

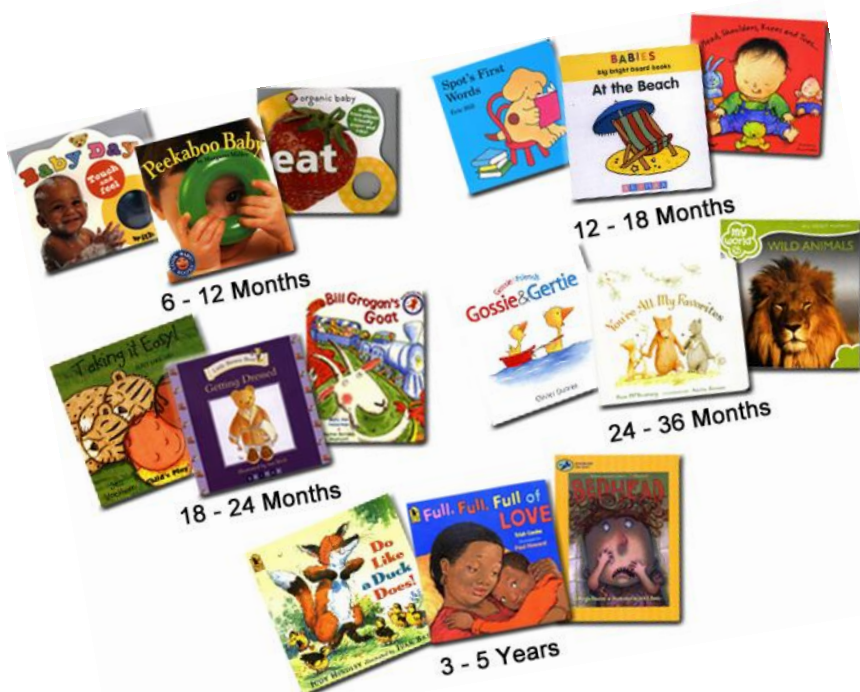
2017 Winner of Central Penn Business  
Journal's Health Care Hero Award in the  
Oral Care Hero Category

***Jill Garman, PHDHP***

2017 YWCA Woman of Excellence  
2017 Finalist in the Central Penn Business  
Journal's Health Care Hero  
Nurse of the Year Award Category

***Kim Craig, LPN***

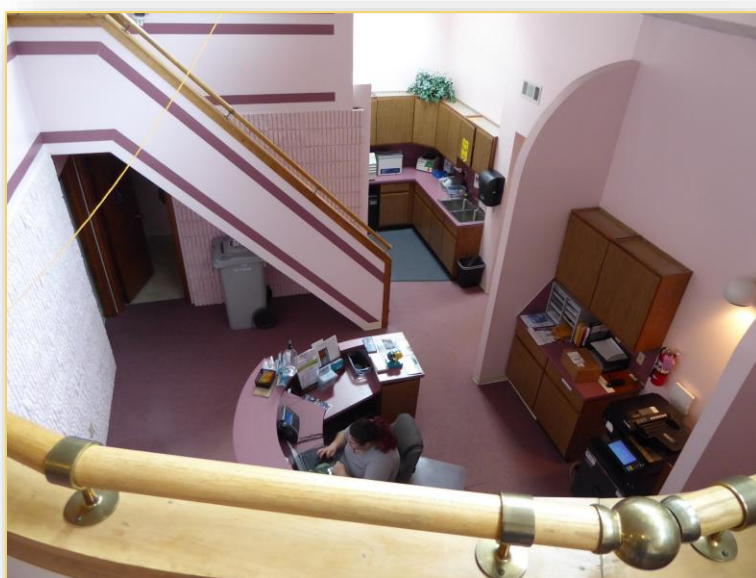
# WHAT IS NEW



where great stories begin™

Hamilton Health Center has coordinated the Reach Out and Read program in our Pediatrics department now for two years, but 2017 saw its greatest surge forward in implementation. Spearheaded by provider Monica Johnson and coordinated by Development Director Bradley Gebhart, the program puts brand new books in the hands of children 0-5 during their well-child care visit. This program would not be possible without the generous donations of books from the Capital Area Literacy Council and Joe Bedard, who have given Hamilton over \$5,000 worth of free books.

When Dr. Abdulai M. Bukari, MD, was planning on retiring, his first instinct was to ask Hamilton Health Center to assume his practice. Having once worked at Hamilton, Dr. Bukari knew the quality of care Hamilton provides, and that his patients would be in good hands. In 2017, Hamilton acquired his practice and renamed it Union Deposit Family Practice. Located next to the UPMC Pinnacle Community General Hospital, on Arlington Avenue, it is a convenient site for our patients.



## **LOCATIONS**

### **Hamilton Health Center**

Main Campus

**110 South 17<sup>th</sup> Street**

**Harrisburg, PA 17104**

**(717) 232-9971**

**[www.hamiltonhealthcenter.com](http://www.hamiltonhealthcenter.com)**

Downey School-Based Site

1313 Monroe Street

Harrisburg, PA 17103

Foose School-Based Site

1301 Sycamore Street

Harrisburg, PA 17104

Jackson Lick Tower

1301 North 6th Street

Harrisburg, PA 17102

Union Deposit Family Practice

891 South Arlington Avenue

Harrisburg, PA 17109

Phone: (717) 232-0500

Hamilton Health Center of Perry County

46 Red Hill Court

Newport, PA 17074

Phone: (717) 204-7865