La Red Health Center 2016 Annual Report

21444 Carmean Way, Georgetown, DE 19947

A note from the Board President and Chief Executive Officer

Dear Friends:

2016 was another exciting year for La Red Health Center (LRHC)!

We integrated and expanded women’s health services by adding gynecological services, which helped women without insurance gain access to specialty health care services.

Pediatric services were enhanced across our family practice sites. Health care services to homeless population increased as we targeted at risk populations throughout Sussex County.

None of this would have been possible without the hard work and dedication of our staff. We were honored to have been recognized by The News Journal as a Top Work Place in 2016!

Our work continues and we have many goals for 2017 including:

Expanding service to seniors and other underserved populations through collaborative efforts

Improving payer mix to improve revenue

Being recognized as a Top Workplace in 2017

Achieving PCMH recognition for our Seaford and Milford sites

Thank you for believing in our mission and your continued support of our community health center.

Prue Albright
Board President

Brian Olson
Chief Executive Officer
Service Expansion

The Expansion and Integration of Gynecological Services

Throughout Sussex County, low income and uninsured women were not likely to receive ongoing gynecological care because of the shortage of gynecologists who accepted patients without insurance.

For our female patients who received medical services at our three family practice sites, we delivered family planning services, general women’s health and wellness within the primary care settings, and chronic disease screenings. However, we had to refer out to external sources for any specialized gynecological services. Referral of uninsured, higher-risk patients presented an even greater challenge. It was obvious that without a dedicated gynecological site that accepted patients without insurance many of our female patients would not be able to access quality gynecological care.

To address that need, LRHC hired Dr. James Rupp, an experienced gynecologist and his staff effective January 4, 2016. LRHC utilized his existing office located within a mile of LRHC’s family practice site in downtown Seaford, to begin integrating gynecological services into LRHC’s overall family practice program.

LRHC’s existing patients who had been unable to access gynecological care because of a lack of insurance were referred to Dr. Rupp at the new Seafood GYN Associates site for treatment, but charged according to LRHC’s sliding fee scale, which represented a significantly lower than market price than the fees charged at a private practice.

As an added benefit, Dr. Rupp’s existing patients were eligible to receive services within LRHC’s family practice program, and referral to LRHC’s specialty services such as behavioral and oral health care as needed.

According to Dr. Rupp, “The opportunity to become part of LRHC has proven quite beneficial. Adding our practice specialty has provided immediate gynecological services to our La Red patient population. Equally importantly, the patients of our prior practice have access to the multiple medical services and specialists serving at La Red Health Center. There is a symbiotic upgrade in services enjoyed by staff and clients.”

During 2016, Dr. Rupp and his staff at the Seafood GYN Associates site were extremely productive and served 3070 unduplicated patients for a total of 4188 office visits!

For women, an important part of maintaining good health is getting regular gynecologic care. Women who choose LRHC for their gynecologic care receive personalized and compassionate, lifelong care in a friendly, and culturally sensitive environment.
The Expansion and Integration of Gynecological Services – continued

Our gynecological care program provides for the physical care of a woman’s reproductive system by offering a full spectrum of gynecologic services including routine medical screenings and treatments such as:

- Annual Pap and Pelvic Examinations
- Cervical Cancer Screenings
- Diagnosis and Treatment of Sexually Transmitted Diseases
- Infertility Treatment and Support
- Abnormal Pap Smear Management
- Hormonal Replacement Therapy
- Menopause Management and Support

We also provide minimally invasive surgical services, and in certain cases provide major gynecological surgeries such as:

- Hysterectomy
- Laparoscopy
- Hysteroscopy
- Sterilization

LRHC offers full gynecological services at the Seaford GYN Associates office located at 105 N Front St., Suite B in Seaford. In addition, many of our family practitioners are able to provide some routine or preventative gynecologic care at each of our other three clinical sites.

New Providers at La Red Health Center

Dr. Gonzalez is an experienced Board Certified Family Physician. He is currently licensed to practice in both the State of Delaware as well as the state of New York where he trained.

He did his internship at Woodhull Medical and Mental Health Center in New York and completed his Family Practice training at The Bronx Lebanon Hospital Center, which is affiliated with the prestigious Icahn School of Medicine at Mount Sinai. Afterwards, Dr. Gonzalez remained as an Attending Physician at the Bronx Lebanon Hospital outpatient service as part of a network that provides care for over a million patients a year. He was also part of the inpatient team.

Dr. Gonzalez received his M.D. degree from Universidad Autonoma de Santo Domingo in the Dominican Republic, the first University in the Americas.

Dr. Gonzalez is a member of the American Medical Association, The American Academy of Physicians, and the Scientific Society of New York. In 2008, he made a Poster Presentation on Carcinoma presenting as Microangiopathic Hemolytic Anemia at the University of Delaware. He is fluent in both English and Spanish.

Carol Marquez-Dyer, Licensed Clinical Social Worker

Carol is a bilingual Licensed Clinical Social Worker with over twelve years experience

Carol serves as the Behavioral Health Consultant in our integrated Milford Family Practice site who receives referrals from the family practitioners once a behavioral health need is identified.

Carol has a Masters of Social Work and a Bachelors of Science in Recreation from Delaware State University and is certified in Trauma Focused – Cognitive Behavioral Therapy through the Division of Child Mental Health.

Carol’s work experience spans multiple settings including non-profits, the State of Delaware Division of Social Services and private practice.
Expanded Programs

Pediatric Team Expands & Integrates Services!

Marisel Santiago, MD

It seems like just yesterday when Dr. Marisel Santiago joined LRHC. In reality, it was a few years ago, back in January of 2012. Prior to Dr. Santiago, LRHC had never had a pediatrician on staff.

As LRHC’s first pediatrician, Dr. Santiago has played an important role in expanding access to high-quality pediatric care for the underserved populations in Sussex County, Delaware.

Appointed as LRHC’s Director of Pediatrics in 2016, Dr. Santiago has worked with the two pediatricians LRHC hired after her, Amudha Boopathi, MD, F.A.A.P. and Nieves Zaldivar, M.D., F.A.A.P.

Together, they have worked to expand and integrate LRHC’s pediatric care across all three of its primary care offices, which are located in Georgetown, Seaford, and Milford.

Initially providing well-child services and immunizations, today LRHC’s Pediatric team has expanded its pediatric services to include:

- Acute Illness Treatment
- Behavioral Health Screenings
- Childhood Immunizations
- Childhood Nutrition Counseling
- Chronic Disease Management
- Dental Screenings
- Hearing Screenings
- Infant Care
- Referrals for Lead Poisoning Screenings
- School and Sports Physicals
- Vaccines for Children
- Vision Screenings

Both Dr. Santiago and Dr. Zaldivar are bilingual, and that has helped serve LRHC’s diverse population base as LRHC offers translation services for its patients when needed.

Programs & Services - continued

Behavioral Health Services for Children & Adults
- Counseling for Children & Adults
- Medication Mgmt.
- Group Intervention
- Patient Child Interactive Therapy
- Psychiatric Therapy

Other Services
- Screening for Life
- Community Healthcare Access Program (CHAP)
- Medicaid Eligibility & Enrollment
- Referral to Women, Infants & Children, (WIC)
- Access to Transportation
- Access to Medications
- Web Based Access to Personal Health Information, (Patient Portal)
Pediatric Team Expands & Integrates Services! - continued

According to Dr. Santiago, “In the Seaford office there’s a large population of Creole patients from Haiti. We have a Creole translator right on site, and we also have a Spanish translator as well.”

But it’s not just Creole and Spanish-speaking patients being served at LRHC. “A lot of our population is from Central and South America, and we get a lot of patients from all over. From places like Russia, Turkey, and Brazil, so the translation helps a lot,” Dr. Santiago said.

Dr. Boopathi is a strong advocate for breastfeeding. She also completed a 1 year fellowship training in Pediatric Hematology and Oncology at the Children’s Hospital of the Cleveland Clinic in Cleveland, Ohio, which will serve her well as she works with LRHC patients who have issues related to pediatric blood and cancer disorders.

As Dr. Boopathi explains, “By expanding and integrating pediatric care within our clinical sites, we are able to provide high-quality health care services to the local community.”

In addition to overseeing pediatric services at LRHC, Dr. Santiago conducts a prenatal class on the first Friday of each month from 12 to 1 p.m. at LRHC’s Georgetown office. The purpose of the class is help mothers deal with the stress that a newborn baby can bring to a family. While the class began as a class for pregnant teens; Dr. Santiago soon opened the class to any women in their third trimester of pregnancy and also welcomed non-LRHC patients to join the class.

“I give them a lot of information,” Dr. Santiago said of the class. “It’s really good, I enjoy it and patients enjoy the class very much as well.”

The class covers the following topics:

1- Proper nutrition and a healthy diet for pregnant women and breastfeeding mothers
2- The need for prenatal vitamins for mothers and vitamin D supplements for newborns (samples are given out during the meetings)
3- The importance of and tip’s on the proper techniques of breastfeeding via a visual display and written information in both Spanish and English
4- The recommended vaccines and the diseases they prevent as well as the suggested immunization schedule
5- Proper care of the newborn including healthy diets, bathing and scheduling appointments for ongoing medical care.

The class has been so successful, that she’s already considering adding additional classes. “As of right now it’s one Friday a month, but it will probably end up being more than that. I wouldn’t mind doing it weekly.”

For Doctors Boopathi, Santiago, and Zaldivar, Pediatrics is much more than a job - it’s a passion. Their collective desire to serve the community was evident when in December of 2016, they held a Holiday Party for their most underprivileged patients. The party was held at LRHC Georgetown office and was very well received by all those fortunate enough to attend.

One of the participants actually said, “This is the best day of my life, thank you so much!”

As Dr. Zaldivar sees it, “As a part of LRHC’s Pediatric Team, I am delighted to use my extensive experience as a clinician and as an administrator to help the diverse children of Sussex County who deserve the very best healthcare.”
Pediatric Team Expands & Integrates Services! - continued

But it is not just that they are having fun doing what they do. LRHC’s pediatricians are making a significant difference!

In 2016, LRHC’s Pediatric Team realized a year over year improvement in three out of the four clinical measures for Child Health Outcomes!

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>Lead Screening by Age 6</td>
<td>46%</td>
<td>51%</td>
</tr>
<tr>
<td>Children with Comprehensive Exams</td>
<td>70%</td>
<td>73%</td>
</tr>
<tr>
<td>BMI/Counseling</td>
<td>55%</td>
<td>75%</td>
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</tbody>
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So stay tuned as the Pediatric Team looks forward to further increasing access to high quality pediatric care throughout Sussex County, Delaware.
A Patient’s Story!

In early 2016, LRHC received a $15,000 grant from the Fund for Women through the Delaware Community Foundation. The grant was awarded to help expand women’s health services in northern Sussex County in order to better serve residents of Milford, Lincoln, Slaughter Beach, Ellendale, Milton and the surrounding areas.

Prior to the grant funding, this area suffered from a void in women’s services with very limited options for healthcare providers.

Kiara Gibbs, who graduated from Milford High School, is extremely grateful that LRHC expanded women’s services in the Milford area.

Ms. Gibbs, who was 18 at the time, contacted LRHC for a breast examination when she discovered a lump in her breast. “This was a very serious issue for me as I have a very strong history of breast cancer in my family,” Ms. Gibbs said. “I called my family physician who could not see me for three weeks. Everywhere I called told me there would be a delay in getting me in to see a doctor. Because of my family history, I wanted to see someone as soon as I could. Someone told me to call La Red and they were able to schedule an appointment for me that same day.”

While performing a breast exam, Dr. Tayal and her Medical Assistant, Rosario Alvardo-Saenz found two masses and Ms. Gibbs was immediately sent for a breast ultrasound, which confirmed the two masses. This led to a biopsy which determined that the masses were benign, a great relief to Ms. Gibbs.

“They were so nice and so helpful,” Ms. Gibbs said. “I had results very quickly, and though I need to be followed up with ultrasounds on a regular basis, it was such a relief to know that it wasn’t cancer. I am now a permanent patient at La Red.”

The need for increased health care services in this area was clear, as Northern Sussex County had been identified by the federal government as a Medically Underserved Area. The government had also designated it as an area that had a health, dental and mental health professional shortage area. This underscored the need for accessible, quality healthcare services. LRHC was happy to address the need and remains the only ambulatory care, sliding fee safety net provider serving Sussex County.

Ms. Gibbs said that she is very thankful that LRHC’s newest location is in Milford, and that it is available to provide her and other residents in the area with increased access to women’s health care.

“Not only did they get me in quickly and diagnose my issue, they were so nice,” Ms. Gibbs said. “The doctor helped me understand what was happening. It was as if she was more of a motherly figure to me than just a doctor. She was calm and soothing during what was an extremely serious health issue for me. She never made me feel like my concerns were silly or unfounded, even when the tests showed I didn’t have cancer. They made me feel comfortable and they helped me so quickly. I highly recommend them to anyone who needs healthcare.”
2016 Accomplishments

Some of our additional operational highlights included:

La Red Health Center was named one of the News Journal Top Workplaces of 2016! The News Journal recognized 60 Companies and Organizations in Delaware as Top Workplaces in 2016. These companies were recognized as Top Workplaces based solely on surveys about the workplace completed by their employees.

LRHC was awarded the Mountaire Farms, Better Delmarva Award for its Comprehensive Case Management for the Homeless Program and specifically for the collaborative effort with Tap Faith and the ACE Peer Resource Center. The Mountaire Farms, Better Delmarva Award is designed to highlight organizations that are going above and beyond to assist others in their community. This collaborative effort was partially fund by the Delaware Community Foundation and HRSA.

Received a commemorative plaque from Generations Home Care celebrating the opening of our Milford site.

An agreement was signed by CHEER and LRHC to provide onsite services at four CHEER locations, (Ocean View, Longneck, Greenwood and Milton).
2016 Demographics

<table>
<thead>
<tr>
<th>Unduplicated Users:</th>
<th>12,728</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Visits:</td>
<td>40,898</td>
</tr>
</tbody>
</table>

Patient Racial Breakdown
- Latino/Hispanic: 39%
- Caucasian: 39%
- African American: 17%
- Other: 5%

Patient Age Group:
- Children (0-19): 3970 (31%)
- Adult (20-64): 7492 (59%)
- Geriatric (65+): 1266 (10%)

Patient Payment Source
- Uninsured: 3950 (31%)
- Medicaid: 4274 (34%)
- Medicare: 1352 (11%)
- Commercial: 3152 (24%)

2016 Additional Services

Health Care for the Homeless:
- Doubling Up: 245
- Shelter: 91
- Transitional: 97
- Street: 33
- Other: 51

Patient Enabling Services By Outreach Staff:
- Transportation: 2,740
- Interpretation: 1,432
- HIV Testing: 727

Patient Utilization by Service: (#’s not %)
- Medical: 11,091
- Mental Health: 1,354
- Dental: 2,137

Language Best Served In:
- English: 7,689 (60.1%)
- Spanish: 4,572 (35.8%)
- Creole: 358 (2.9%)
- Other: 169 (1.2%)

As you can see in the background, a lot of donations were received at the June Community Baby Shower. Ashley then distributed those gifts to each expectant mother at the Baby Boutique.
### 2016 Income & Expenses

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Grants</td>
<td>$3,236,202</td>
<td>32%</td>
</tr>
<tr>
<td>State Grants</td>
<td>$1,270,370</td>
<td>12%</td>
</tr>
<tr>
<td>Patient Revenue</td>
<td>$4,849,121</td>
<td>47%</td>
</tr>
<tr>
<td>Other Income</td>
<td>$954,291</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>$10,309,984</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### Income

- Federal Grants: 32%
- State Grants: 12%
- Patient Revenue: 47%
- Other Income: 9%

#### Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll</td>
<td>$6,059,968</td>
<td>63%</td>
</tr>
<tr>
<td>Contract Expenses</td>
<td>$190,368</td>
<td>2%</td>
</tr>
<tr>
<td>Equipment &amp; Supplies</td>
<td>$1,317,729</td>
<td>14%</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>$2,008,580</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$9,576,645</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

#### Expenses

- Payroll: 63%
- Contract Expenses: 2%
- Equipment/Supplies: 14%
- Other Expenses: 21%

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Ivan, one of LRHC’s RN’s introduces himself at the September Staff Meeting

Kevin & Chris accept a $10K check from M&T Bank for facility repairs
La Red Health Center Mission Statement

La Red Health Center’s Mission is to be a Center of Excellence, which provides quality patient centered care to the diverse members of our community.

For more information regarding LRHC, please visit our website [www.laredhealthcenter.org](http://www.laredhealthcenter.org)

Rodney, Butch and Barb, LRHC BOD members participated in the visit to Capital Hill

La Red Health Center welcomes the philanthropic support of corporations, organizations, foundations and individuals.

Your financial support enables us to bring quality health care and support services to the Sussex County residents who most need it and can least afford it.

To make a donation through our secure giving site, [click here!](http://www.laredhealthcenter.org/donate)

You can also donate to La Red Health Center via our United Way Partner Code 9620

Please Support LRHC!

Board of Directors & Administrative Staff

Board of Directors:
- President - Prue Albright
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- Secretary - Rodney Joyner
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- Allen "Butch" Briggs
- Randall Cash
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- Maria Mendoza
- Bianca Mojica
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- Rosa Rivera, Chief Operations Officer
- Fabricio Alarcón, M.D., Chief Medical Officer
- Maryann K. Bailey, D.D.S Chief Dental Officer
- Beatrice Chiemelu, Chief Financial Officer
- Mary Kay Rosolie, Director of Human Resources
- Kevin Loftus, Director of Development, Marketing & Communications
- Saulo Chavez, Executive Assistant

Chris and Prue attended The Fund for Women award presentation to accept a $15K grant to expand women’s health services in Northern Sussex County
Locations

Seaford
300 High Street
Seaford, DE 19973
Telephone: 302-855-1233

Seaford GYN Associates
105 North Front Street, Suite B
Seaford, DE 19973
Telephone: 302-629-2434

Georgetown
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