La Red Health Center employees helped spread awareness about Breast Cancer
Executive Summary

2018 was a year of continued clinical integration and expansion of services as we strategically invested in our staff and facilities and aligned our resources to have the most meaningful impact in the Sussex County, Delaware community.

Some of our accomplishments include:

• Became licensed by the Division of Substance Abuse and Mental Health as both as a Co-Occurring and Outpatient Substance Use Disorder Provider

• Added significant clinical strength in our provider staff by hiring:
  • Juan Cabrera, DMD
  • Lourdes Nunez, DMD
  • Cara Grove, Family Nurse Practitioner
  • Ruby Fairchild, Family Nurse Practitioner
  • Guilford Hurst, DNP, APRN-BC

• Increased access to health care by opening a second CHEER site in Long Neck

• Contracted with ENTECH ENGINEERING to conduct a Facility Condition Assessment of the Georgetown and Seaford Family Practice Sites

• Increased Provider / Staff security by installing the Pinpoint Alarm System

• Implemented a quarterly employee newsletter

• Recognized by The News Journal as a Top 100 Workplace for the third year in a row as voted by our employees

None of these accomplishments would have been possible without the hard work and dedication of our staff. Thank you for believing in our mission and your continued support of our community health center.

Prue Albright
LRHC Board President

Brian Olson
LRHC Chief Executive Officer

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
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Editor/Writer: Kevin Loftus
Director of Development, Marketing & Communications
Family Practice
The Delaware State Chamber of Commerce hosted a networking breakfast meeting at the CHEER Pelican Cove Activity Center located at 26089 Long Neck Road, Millsboro, DE 19966 where LRHC opened its 2nd CHEER Satellite Site in December.

Brian Olson, LRHC’s CEO acknowledged the support of the donors who provided financial support to help LRHC expand access to health care at CHEER’s Ocean View and Longneck Activity Centers and the Delaware State Chamber for hosting the breakfast networking meeting.

Working together, LRHC and CHEER have partnered to increase access to high quality healthcare to all residents and tourists in Sussex County, including full and part time employees and seasonal workers regardless of whether or not they have insurance or the ability to pay.

LRHC provides a full range of medical services, including primary care, behavioral health care and oral health care.

The following services are available at the CHEER Long Neck and Ocean View Activity Centers: acute illness treatment for fevers, asthma attacks, earaches, colds/flu, headaches and dizziness, as well as treatment for chronic medical problems. In addition, health screenings for vision, depression, diabetes & blood pressure are also available.

Through the delivery of these services, LRHC expects to enhance the quality of life for Sussex County seniors by increasing the percentage of patients 50 years and older that have received immunization for influenza, and by increasing the percentage of patients 65 years and older that have a documented assessment of fall risk and are evaluated for independence with activities of daily living.

Once registered, patients have access to all of the healthcare programs and services offered at LRHC’s family practice sites located in Georgetown, Seaford and Milford.
New Family Practice Provider Profiles

Cara Grove, Family Nurse Practitioner
Cara joined La Red Health Center in September of 2018 and works as a Family Nurse Practitioner at the Georgetown Family Practice site providing primary care assessment, diagnosis and treatment to adults and children. Cara is also the coordinator of La Red Health Center’s Wellness Center at Sussex Technical High School.

Prior to joining La Red Health Center, Cara has had over 25 years of clinical experience working as a nurse in various environments including: Bayhealth Medical Center, Christiana Care, private practices in Kent and Sussex counties and with the US Navy and Marine Corp. Cara also serves as Adjunct Faculty for Wilmington University, performing site visits to nurse practitioner student clinical sites and reviewing and grading nurse practitioner assignments. Cara is a US Air Force Reserve Veteran and has worked as both a flight nurse and nurse practitioner in the Air Force Reserve.

Cara earned an Associate Degree, Medical Office Assistance, and an Associate Degree, Nursing from Delaware Technical and Community College. Cara also earned a Bachelor of Science (with distinction) in Nursing and a Master of Science in Nursing, Family Nurse Practitioner from Wilmington University.

Cara’s credentials include:
· Board Certification, Family Nurse Practitioner, American Nurses Credentialing Center
· Family Nurse Practitioner, Delaware
· Registered Nurse, Delaware
· AIDS Certified Registered Nurse (ACRN) in the past
· Basic Life Support (BLS)
New Family Practice Provider Profiles - continued

Ruby Fairchild, Family Nurse Practitioner
Ruby joined La Red Health Center in October of 2018 and has worked as a Family Nurse Practitioner at the Georgetown Family Practice site.

Prior to joining La Red Health Center, Ruby has had experience working as a registered nurse in a home care setting providing PICC line therapy, tracheostomy care, wound care, hospice care, joint rehabilitation, medication management, and dietary counseling.

Ruby earned a Bachelor of Arts Degree in Psychology from Connecticut College as well a Bachelor of Science in Nursing and Master of Science in Nursing, Family Nurse Practitioner Program from the Columbia University School of Nursing.

During the course of her studies, Ruby has had a significant amount of student Family Nurse Practitioner Clinical Experience working in settings such as:
· The Primary Care area of the Theodore C. Docu Clinic in New York City
· The Pediatric area of the Refuah Health Center in Spring Valley, NY
· The Geriatric area of the Isabella Geriatric Center in New York City
· The Urgent Care area of the Health Professionals NYP in Forrest Hills, NY
· The Women’s Health area of Ottenheimer Health in New York City

Ruby is credentialed as an ANCC Board Certified Family Nurse Practitioner and as a Basic Life Support Provider by the American Heart Association

Ruby authored and published a qualitative study that evaluated the acceptability of the use of cellular glucose meters in diabetes care management. Ruby also presented a poster session at Columbia University in New York City on improving accessibility to interpersonal violence screenings tools in the primary care setting.
Prenatal – Health Walk & Fair
Juanita, one of LRHC’s Health Ambassadors conducted the 6th Annual Women's Walk & Health Fair at Soroptimist Park in Seaford. In spite of the weather it was a huge success!

Community Baby Shower
Juanita, also organized and participated in a Community Baby Shower at Our Lady of Lourdes Parish Hall where she helped 12 moms receive convertible car seats and training from the Nemours Trauma Department and Seaford Police Department!

Juanita partnered with the following organizations to make this a very successful event.

Parents as Teachers
Nurse Family Partnership
Safe and Stable Families
WIC Food Bank of Delaware
Kent Sussex Community Services
Beebe Lactation
Contact Lifeline
Telemon
Overall Statistics

2018 Demographics

**Unduplicated Users:** 14,395  **Patient Age Group:**  **Patient Utilization by Service: #’s not%**

**Patient Visits:** 46,254  **Children (0-19):** 4,534 (31%)  **Family Practice & B. Health:** 12,361

- Adult (20-64): 8,348 (58%)  **GYN:** 2,926
- Geriatric (65+): 1,513 (11%)  **Dental:** 3,114

**Language Best Served In**

- English: 8,404  **Spanish:** 5,307  **Creole:** 561  **Other:** 123

**Patient-Racial Breakdown**

- Latino/Hispanic: 42%
- Other: 58%

**Patient Payor Mix by Visit**

- Uninsured: 17,572  **Medicaid:** 15,791
- Commercial: 8,600  **Medicare:** 4,407

LRHC has been recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home at all three of its Family Practice sites.
Oral Health

Dr. Colombaro named Dental Director!
Dr. Colombaro was named Dental Director in 2018.

Having joined LRHC in 2017, Dr. Colombaro has had a significant impact in increasing access to oral health care for the Sussex County, Community.

In her new role, Dr. Colombaro will lead the current clinical operations and plan for the future growth of LRHC’s Oral Health Program. We look forward to her continued success!

New Oral Health Provider Profiles

Juan M. Cabrera, DMD
Dr. Cabrera received his Doctor of Dental Medicine in 1997 and Post Certificate General Dentistry (GPR) in 1998 from the University of Puerto Rico, Medical Sciences Campus, in Rio Piedras, Puerto Rico.

Dr. Cabrera has had significant work experience at Oficina Dental Cabrera & Nunez, C.S.P., in San Juan, P.R. and at Intermed Oral Care, in Guaynabo, Puerto Rico. For the last 10 years he has treated patients from a nonprofit corporation in PR that helps HIV patients to have a better quality of life. Dr. Cabrera is a strong believer in preventive dentistry. He has given orientation to young kids trying to raise awareness about oral hygiene.

Dr. Cabrera is a member of Colegio de Cirujanos Dentistas de Puerto Rico since 1998.

Members of LRHC's Dental Team celebrated Dr. Cabrera’s successful passing of the State of Delaware Dental Board Examination during the summer of 2018!

Congratulations Dr. Cabrera!!!!!!!
New Oral Health Provider Profiles - continued

Lourdes L. Nunez, DMD
Since she was a little girl, Dr. Nunez wanted to become a dentist. She came from Aguada, a western town in Puerto Rico, and moved to San Juan to study at the University of Puerto Rico where she graduated Magna Cum Laude with a B. S. in Sciences. She was admitted to the Recinto de Ciencias Medicas of the University of Puerto Rico and received her DMD in 1998 from the School of Dental Medicine.

She began practicing in different private dental clinics until she decided to establish her own practice in San Juan in the year 2000.

Dr. Nunez has been member of Colegio de Cirujanos Dentistas de Puerto Rico since 1998.

In 2017, she decided to move to Delaware. To Dr. Nunez, her profession is not a job, but a way to help others have a better quality of life and the best reward is the gratitude of her patients.
Behavioral Health

Janet Urdahl appointed Behavioral Health Administrator
Janet Urdahl, a Licensed Clinical Social Worker (LCSW) and Certified Addiction Counselor (CAC) was appointed to the Behavioral Health Administrator position in 2018.

In this role, Janet oversees a staff of psychiatrists, therapists, addictions specialists, case managers, and outreach workers.

Janet has an MPS from the New School for Social Research in New York City and an MSW from Delaware State University. Janet has over 30 years of social work experience in multiple settings including hospitals, nursing homes, and administrator for the State of Delaware for 20 years, Delaware Court system and in a school district. She has also worked for the Department of Corrections and for the Department of Defense as a Military Family Life Consultant.

New Behavior Health Provider Profile

Guilford Hurst, DNP, APRN-BC

Dr. Hurst joined La Red Health Center (LRHC) in December of 2018 as a Clinical Supervisor overseeing LRHC’s Behavioral Health Consultants located at LRHC’s Family Practice Sites in Georgetown, Seaford and Milford.

Prior to joining LRHC, Dr. Hurst has had over twenty-five years of clinical experience in the Behavioral Health Field. Dr. Hurst’s experience includes working as a Nurse Manager at the Delaware Psychiatric Center, a Community Mental Health Nurse at Horizon House Delaware, a Nurse Coordinator at Meadowwood Behavioral Health, and as a Prescriber at Focus Behavioral Health at The Beach.

Dr. Hurst earned an ASN from the University State of New York, a BSN from Wilmington University, an MSN from the University of Delaware, Clinical Nurse Specialist: Psychiatric, and a Doctoral Of Nursing Practice from the University of Delaware.

Dr. Hurst is also licensed as a Counseling Psychologist by the State of Delaware.
Behavioral Health – continued

Vision To Learn
Janet, LRHC's Behavioral Health Administrator and Brian, LRHC's Case Manager for the Homeless coordinated the Vision To Learn Event at LRHC!

Vision To Learn is a non-profit organization that provides free eye exams and glasses to children in low-income communities.

LRHC Goes Purple

The Purple Bench is symbolic of LRHC’s involvement in the Seaford Goes Purple Initiative, which is an effort to Stand Up Against Substance Abuse. A special thanks goes out to Juanita, a LRHC Health Ambassador and Zully, LRHC’s Seaford Office Coordinator who worked with Sue and Chad from the Marvel Portable Welding Company that made and donated the purple bench!

Janet met with members of the DCF Youth Philanthropy Board to discuss LRHC's Behavioral Health Program
**Awards**

**Dr. Alarcon received the Delaware Hispanic Award**

The Delaware Hispanic Award recognizes individuals and organizations that are going the extra mile to serve the Hispanic Delawareans.

**Delaware Today Top Doctors!**

Based on a survey conducted by Delaware Today that included 2,500 Delaware-based, licensed physicians who were asked what doctors they would most recommend to a loved one, a member of La Red Health Center clinical staff, Abha Gupta, MD, OBGYN was selected by her professional peers as a Top Doctor in the State of Delaware! This recognition is a powerful testament to the positive impact she has had in the Sussex County community.

**The News Journal recognized La Red Health Center as a Top 100 Workplace!**

For the third year in a row, La Red Health Center has been named as a Top Work Place by The News Journal, which partnered with Philadelphia-based Energage to determine Delaware’s Top Workplaces based solely on employee survey feedback.
Programs and Services

Pediatric/Adolescent Services
- Infant Care
- Childhood Immunizations
- Chronic Disease Management
- Acute Illness Treatment
- Referrals for Lead Poisoning Screenings
- School and Sports Physicals
- Vision Screenings
- Childhood Nutrition Counseling
- Vaccines for Children

Adult & Senior Services
- Acute Illness Treatment
- Chronic Disease Management
- Flu Shots
- Tetanus & Other Immunizations
- Employment Screenings
- Annual Physicals
- Adult Nutrition Counseling

Women’s Health Services
- Routine Gynecological and Obstetrical Care
- Reproductive Health Services
- Prenatal & Perinatal Services
- Postpartum Services
- Breast Feeding Support and Education
- Nutrition Counseling

Screening Services for Chronic Diseases
- Heart Disease
- Diabetes
- Cervical, Breast, Colorectal & Prostate Cancer
- Sexually Transmitted Diseases and HIV
- Hypertension
- Obesity
- Depression

Members of LRHC’s Outreach Staff supported the “Give Kid’s A Smile Day!”

LRHC staff participated in the VIDA Healthy Living event sponsored by the Delaware Breast Cancer Coalition

The guys show their support for breast cancer awareness month!
Programs and Services - continued

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

Oral Health Services
- Examinations
- Screenings
- Cleanings
- Extractions
- Fillings
- Periodontal Services
- Endodontic Services
- Crowns and Bridges
- Partial and Complete Dentures

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)

CPR training took place in LRHC’s Georgetown Family Practice Site

Monica and Yomarie participated in Kid’s Day at the Delaware State Fair

Olivia, a college student interested in the medical field volunteered with us this summer

Jasmine and Monica participated in the Community Baby Shower held at the Seaford Public Library
Sussex Tech Wellness Center

LRHC completed its eighth full year operating the Wellness Center at Sussex Tech High School with an emphasis that continues to focus on ensuring that students have easy access to high quality individual medical and emotional health services.

During 2018, the clinical staff continued to increased the number of patient visits from 2017, which was up significantly from 2016.

The Milford Family Practice Site

The upward trend in patients and patient visits continued at LRHC’s Milford Family Practice Site as evening hours were added on Thursdays.
2018 Income & Expenses

Income

<table>
<thead>
<tr>
<th>Source</th>
<th>Income</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Grants</td>
<td>$3,488,570</td>
<td>33%</td>
</tr>
<tr>
<td>State Grants</td>
<td>$1,057,101</td>
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</tr>
<tr>
<td>Patient Revenue</td>
<td>$5,440,182</td>
<td>51%</td>
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<tr>
<td>Contributions &amp; Donations</td>
<td>$335,645</td>
<td>3%</td>
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<tr>
<td>Other Income</td>
<td>$351,502</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$10,673,000</td>
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</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>Expenses</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll &amp; Employee Benefits</td>
<td>$7,692,667</td>
<td>73%</td>
</tr>
<tr>
<td>Contract Expenses &amp; Consulting</td>
<td>$240,694</td>
<td>3%</td>
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<tr>
<td>Equipment &amp; Supplies</td>
<td>$865,885</td>
<td>8%</td>
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<tr>
<td>Facilities</td>
<td>$754,348</td>
<td>7%</td>
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<tr>
<td>Other Expenses*</td>
<td>$1,029,481</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$10,583,075</td>
<td></td>
</tr>
</tbody>
</table>

* Includes all other operating expenses (e.g., Utilities, Telephone & Internet)
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. You can target your gift in various ways such as:

**La Red Health Center’s Capital Campaign** – To help renovate, expand and build La Red Health Center facilities!

**The Emergency Assistance Fund** – To help patients with emergency medical needs such as co pays and medications.

**The Better Babies & Healthy Families Fund** – To support prenatal care, child wellness and family strengthening programs.

**The Social Work Discretionary Fund** – To provide emergency cash to help individuals who are experiencing a personal crisis

**Linkages to Specialty Care Program** - To help patients with high-risk conditions receive medical services

[To make a donation through our secure giving site, click here!](#)
You can also donate to La Red Health Center via our United Way Partner Code 9620
Board of Directors, Advisory Board, & Administrative Staff

**Board of Directors:**
- President - Prue Albright
- Vice President - Velma Norwood
- Secretary - Barbara DeBastiani
- Treasurer - George Walker
- Allen "Butch" Briggs
- Randall Cash
- Sterling Egglesston (not pictured)
- Helena Gibbs
- Judy Johnson
- Rodney Joyner
- Bianca Mojica
- Chris Sadowski (not pictured)
- Michael Santini (not pictured)
- Ayrton Sosa-Suarez (not pictured)

**Advisory Board:**
- William A. McGowan, Ed.D
- Allison Burris Castellanos
- Dave Pedersen
- Dr. Frank Rodriguez
- Jim Hartstein
- Jose Somalo

**Administrative Staff:**
- Brian S. Olson, Chief Executive Officer
- Rosa Rivera, Chief Operations Officer
- Fabricio Alarcón, M.D. Chief Medical Officer
- Phyllis Colombaro, D.D.S Chief Dental Officer
- Janet Urdahl, LCSW, CADC Behavioral Health Administrator
- Beatrice Chiemelu, Chief Financial Officer
- Mary Kay Rosolie, Director of Human Resources
- Kevin Loftus, Director of Development, Marketing & Communications
- Brenda Pusey, Director of Quality Improvement
- Saulo Chavez, Executive Assistant
Locations

Georgetown Family Practice & Administration Office
21444 Carmean Way
Georgetown, DE 19947

Seaford Family Practice
300 High Street
Seaford, DE 19973

Milford Family Practice
1 Sussex Avenue
Milford, DE 19963

Seaford GYN Associates
105 North Front Street, Suite B
Seaford, DE 19973

CHEER Ocean View Activity Center
30637 Cedar Neck Road Ocean View, DE 19970

Seaford GYN Office

CHEER Long Neck Activity Center
26089 Long Neck Road, Unit 7
Millsboro, DE 19966

The Wellness Center at Sussex Technical High School
17099 County Seat Highway
Georgetown, DE 19947
Telephone: 302-856-4360