



WAYNE MEMORIAL COMMUNITY HEALTH CENTERS



Impact Report 2024





WHO WE ARE

Mission

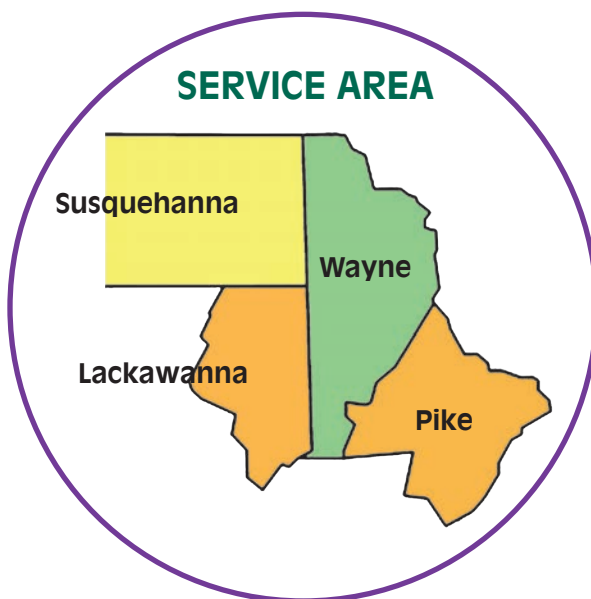
The Mission of Wayne Memorial Community Health Centers (WMCHC) is to serve all members of our community with a focus on the under-served and disadvantaged. Wayne Memorial Community Health Centers will improve and sustain a healthy community by providing affordable and accessible, high quality medical, dental, women's health, children's health, and behavioral healthcare.

About Our Organization

We are a multi-specialty group of physician practices offering quality, affordable healthcare throughout Wayne, Pike, Susquehanna and eastern Lackawanna Counties in Pennsylvania. WMCHC was created in 2007 as a Federally Qualified Health Center (FQHC). WMCHC has grown exponentially since its humble beginning of 23 employees. Growth has been both acquisitional and organic in nature.

In 2024, our organization was made up of 19 sites serving nine communities across four counties. We employed over 400 individuals. Nearly all of our primary care practices are Patient-Centered Medical Home (PCMH) Recognized by the National Committee for Quality Assurance.

As an FQHC, we are supported in part through a grant from the U.S. Health Resources and Services Administration, Bureau of Primary Health Care. This unique designation allows WMCHC to foster community-driven healthcare.



SERVICES

Primary care
Women's health
Pediatrics
Walk-in care
Behavioral health
Dental
Podiatry



A Message from the CEO & Chair of the Board

As we reflect on another year of service, it is with immense pride and gratitude that we present this Impact Report to you. At Wayne Memorial Community Health Centers, our mission has always been clear—to provide high-quality, compassionate care to all individuals, especially those who face the greatest barriers to access. As a federally qualified health center, we are deeply committed to not only meeting the health care needs of our diverse communities but also advancing the well-being of everyone we serve.

This past year has been a testament to the resilience of our staff, the strength of our partnerships, and the unwavering trust that our patients place in us. We are proud to report significant strides in our core areas of service: expanding access to care, reducing health disparities, and improving patient outcomes. Thanks to the dedication of our healthcare professionals, we have continued to provide comprehensive services across a wide range of specialties, from primary care and behavioral health to women's health, dental, podiatry, and preventative services.

Our impact extends beyond just the walls of our clinics and hospitals. We have deepened our community engagement efforts, ensuring that we are not only a provider of care, but also a partner in addressing the social determinants of health that affect so many in our communities. This year, we have made meaningful progress in initiatives designed to improve access to care for the uninsured and underinsured, enhance mental health services, and offer support in chronic disease management.

We are also incredibly proud of the ways in which our health centers continue to evolve to meet the changing needs of our population. Our team-based approach to care, rooted in collaboration and respect, has proven to be a model for delivering high-quality, patient-centered services in a sustainable way.

None of these achievements would be possible without the tireless dedication of our team members, the leadership of our board, and the continued support from federal, state, and local stakeholders. We are deeply grateful for your partnership as we work to fulfill our vision of a healthier, thriving community with greater and more equitable access to care.

Looking ahead, we are excited for the opportunities the future holds. As we continue to navigate the complexities of the healthcare landscape, we remain committed to innovating, improving, and expanding our services. We recognize that there is still much work to be done, and we remain steadfast in our commitment to ensuring that every individual in our community has access to the care they deserve.

Thank you for being an integral part of our journey. Together, we are making a lasting impact on the lives of those we serve.

With deepest appreciation,



Greg Capitolo
Chair, Board of Directors
*Wayne Memorial
Community Health Centers*



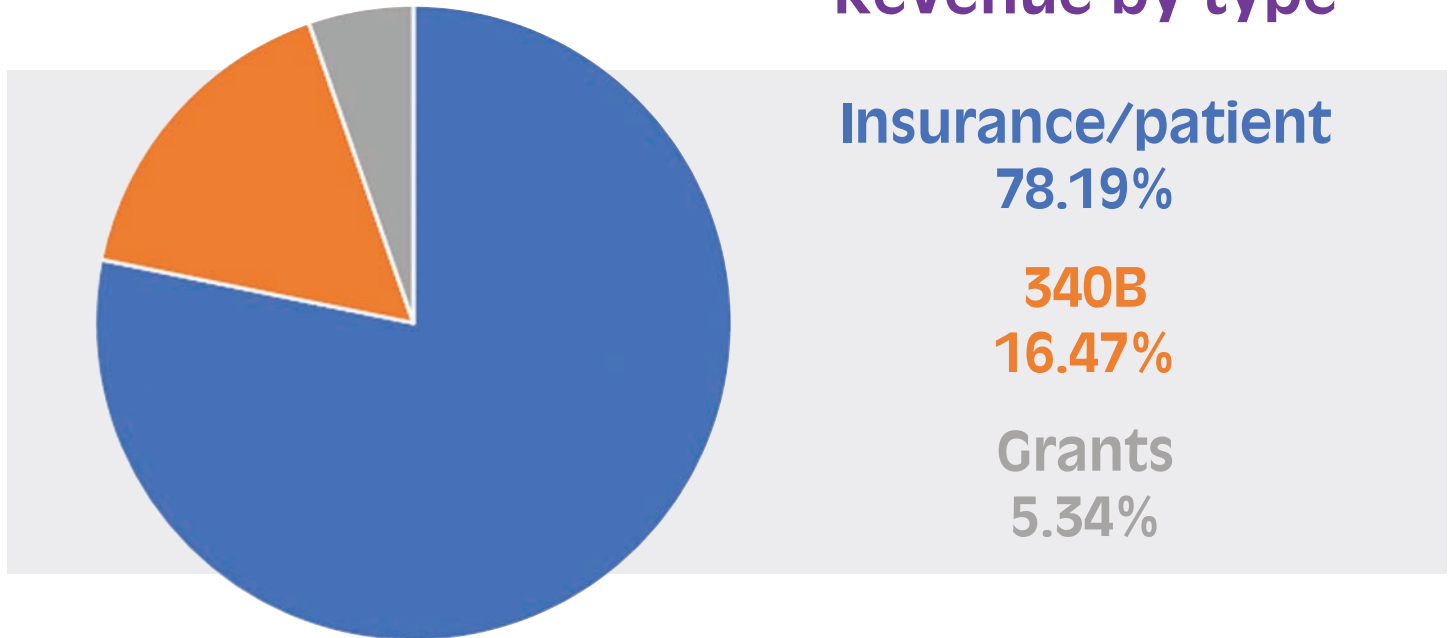
Terea Lacey, RN, BSN
Chief Executive Officer
*Wayne Memorial
Community Health Centers*



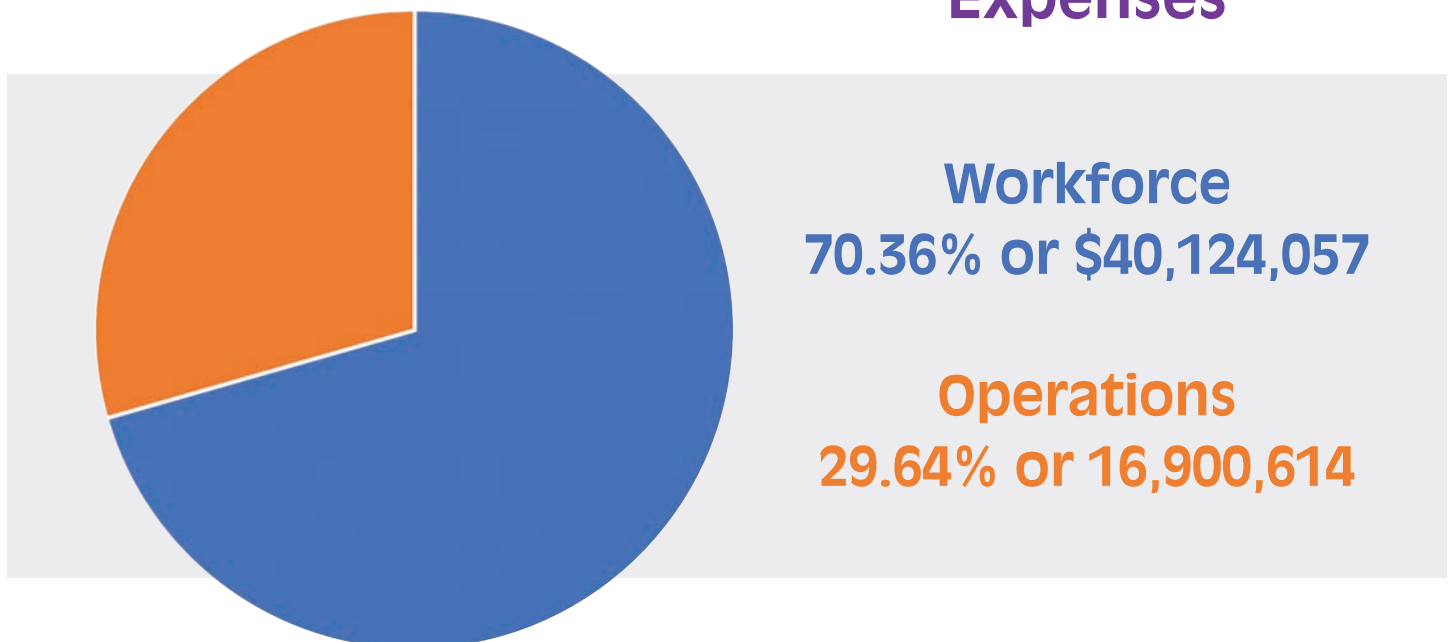
REVENUE AND EXPENSES

The majority of WMCHC's budget is invested in our workforce. By providing meaningful employment to those who live within our communities we are able to offer outstanding healthcare while making a significant contribution to the local economy!

Revenue by type



Expenses





CLINICAL CARE 2024



Total unique patient visits: 57,203
Total visits: 222,390



Medical:
of patients 51,889
visits: 166,410



Dental:
of patients 8,360
visits: 23,690



Behavioral Health:
of patients 2,733
visits: 26,691



Case Management:
of patients: 3,475
visits: 5,599

Accountable Care Organization

WMCHC is a member of the Aledade accountable care organization (ACO). Through our partnership we are committed to finding new ways to deliver high-quality care, achieve better patient outcomes and lower health care costs. We are proud to play a role in creating a health care system that is good for patients, good for practices and good for society.



"The entire visit from scheduling to check out was pleasant, professional, and courteous. I am extremely pleased with the care, the facility, and most certainly the staff."

— WMCHC patient



ENABLING SERVICES

Case Management

In April of 2024, WMCHC developed the Value Based Care Program to shift from volume to value-based care. Our vision is for patients to be active partners in their healthcare journey while improving care services.

We achieve this through:

- Meaningful outreach to chronically ill patients to reduce ER visits, prevent hospital readmissions and reduce duplicated services
- Utilizing a patient-centered care approach to enhance communication, empower patients and help providers make collaborative care plans
- Coordinating with our PCP offices to address discharges from hospitals, Skilled Nursing Homes, inpatient Behavioral Health facilities and ER visits
- Outreach by Care Managers with patients to review discharge plans, medication, follow up care including primary and specialist appointments and/or community-based organizations
- Ensuring patients have all their medical needs met, while also addressing social determinants of health (transportation, medication costs, food insecurity)



Outreach & Enrollment

WMCHC's Outreach & Enrollment Coordinators help those who are looking for health coverage, experiencing food insecurity or need to connect with community resources. In addition, these Community Health Workers also process Sliding Fee Scale and Prescription Drug Applications for WMCHC patients who qualify based on income. In cooperation with the Wayne County Food Pantry, our office serves as a Pop Up Pantry distributing food and hygiene items to anyone who presents with a need!



Care And Resources Provided **Free** To Our Community

Sliding Fee Scale
\$826,731

Prescription Drug
\$487,565

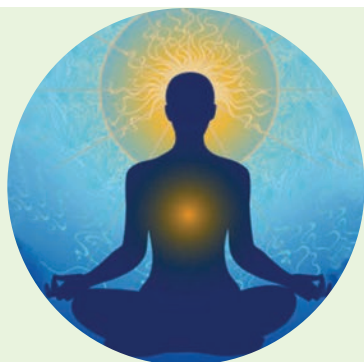
Food Boxes
480



EMPOWERING OUR EMPLOYEES

Employee Wellness is a Priority

Through its voluntary Employee Wellness Program WMCHC encouraged staff members to take positive steps towards “a healthier you.” The kick off started in January with a biometric screening including a full lipid panel, blood sugar and blood pressure check. Participants earn points by completing healthy activities from the My Highmark website or app which also tracks progress. The **114** employees who completed the program were rewarded not only with improved health but also a reduction in health insurance premiums from July to the end of December.



Transcendental Meditation Training

All WMCHC staff were offered free TM training through a program called Heal the Healers, sponsored by the Chatlos Foundation. Instructors Jim and Nina Mead, held 4-day courses at various office sites. Employees were not required to clock out during trainings and are encouraged to practice TM during their lunch or break time. Benefits include reduction of stress, improved sleep, increased energy and concentration. TM training typically costs \$700. Throughout 2023 and 2024 a total of **129** WMCHC staff members were trained.



Presenting to our Peers at the State Level

WMCHC team members presented at the 2024 Pennsylvania Association of Community Health Centers (PACHC) Annual Conference and Clinical Summit held in October. Topics “Embracing the Culture of Change in Coding” and “Increasing Engagement in Value Based Care” were addressed. Our staff shared their wisdom and outlined strategies for embracing new methods and technologies as well as overcoming barriers — all while pursuing continuous improvement!





2024 ACCOMPLISHMENTS

Look what we've accomplished in 2024 — a **new service line**, **additional site to expand access to care**, **innovative care models** and **advanced technology** in our day-to-day operations.

Podiatry — Newest Service

Podiatry was added as a new service to WMCHC's existing network of offices. Honesdale Podiatry is attended by Board Certified Podiatrist Anthony Brutico, Jr., DPM. This specialty focuses on the health of ankles, feet and toes. In his practice, Dr. Brutico provides general podiatric medicine including in-office wound care management. Additionally, he acts as a vital member of a patient's care team for chronic conditions such as diabetes. The office is located within the Stourbridge Medical and Professional Complex at 600 Maple Avenue in Honesdale.



Carbondale Walk-in Care

A Ribbon Cutting Ceremony was held for Carbondale Walk-in Care. The Center, located at 150 Brooklyn Street in Carbondale, opened its doors to patients in June, 2024. The facility is one of three Walk-in Care sites managed by WMCHC. Patients ranging in age from one to adult are treated for non-life-threatening conditions Monday through Saturday from 8 am to 6 pm.



Integrated Behavioral Health

Four of WMCHC's primary care sites — **Hamlin Family Health Center**, **Sterling Pediatric Center**, **Carbondale Family Health Center** and **Forest City Family Health Center** launched Integrated Behavioral Health programs in 2024. Under this care model PCPs and behavioral health clinicians work together to address a patient's physical and mental health needs within a single care setting!



WAYNE MEMORIAL COMMUNITY HEALTH CENTERS Family Medicine Residency Program



In 2024, WMCHC received its Sponsoring Institution accreditation from Accreditation Council for Graduate Medical Education (ACGME). This was step 1 in the process of implementing our own Family Medicine Residency Program. Through the diligent work of WMCHC's internal Graduate Medical Education Committee including — development of policies and procedures, block schedules and affiliations with other organizations — the final residency program application was submitted by year's end in 2024. Approval from ACGME was received January 2025 ... **WMCHC Family Medicine Residency Program will be welcoming its first group of residents on July 1st.**



EHR Implementation

In late 2024, all WMCHC offices transitioned to a new Electronic Health Record (EHR) system **eClinicalWorks**. This cloud-based system helps us ensure every aspect of patient care is under control through improved work flows for documentation, test orders/results, prescriptions and billing. Patients are encouraged to take advantage of features such as **automated appointment reminders/confirmation**, **efficient check-in** and **effective communication** via the patient portal. Consider downloading the **healow** family of apps to connect virtually to your provider's office.



Weight Loss Program

Headed up by Hamlin Family Health Center's Dr. Ebi Rowshanshad, the WMCHC's physician guided weight loss program helped "tip the scales" for many patients in 2024. The program utilizes a multi-disciplinary approach to obtaining a healthy weight and lifestyle.

Patient Consults

213



Total
Pounds Lost
2,213



CONTINUING EDUCATION & STAFF DEVELOPMENT

Medical Assistant Training Program



Through our partnership with the National Institute for Medical Assistant Advancement, WMCHC's MA Training Program offers students employment at one of our health centers during their eight-month educational journey and job placement upon completion of the program and certification. Those who continue to work for WMCHC for 18 months qualify for 100% free tuition. To date, 13 students have graduated and become Certified Medical Assistants.



Tuition Reimbursement Program

In 2024, WMCHC employees like Ultrasound Technician Stephanie Wilson, who has been employed by the Women's Health Center for 12 years, took advantage of the organization's Educational/Tuition Reimbursement program to earn a Bachelor's Degree in Diagnostic Medical Sonography from Marian University. Stephanie says she felt her aspirations were incredibly supported throughout the process and without WMCHC she would not have been able to pursue higher education.

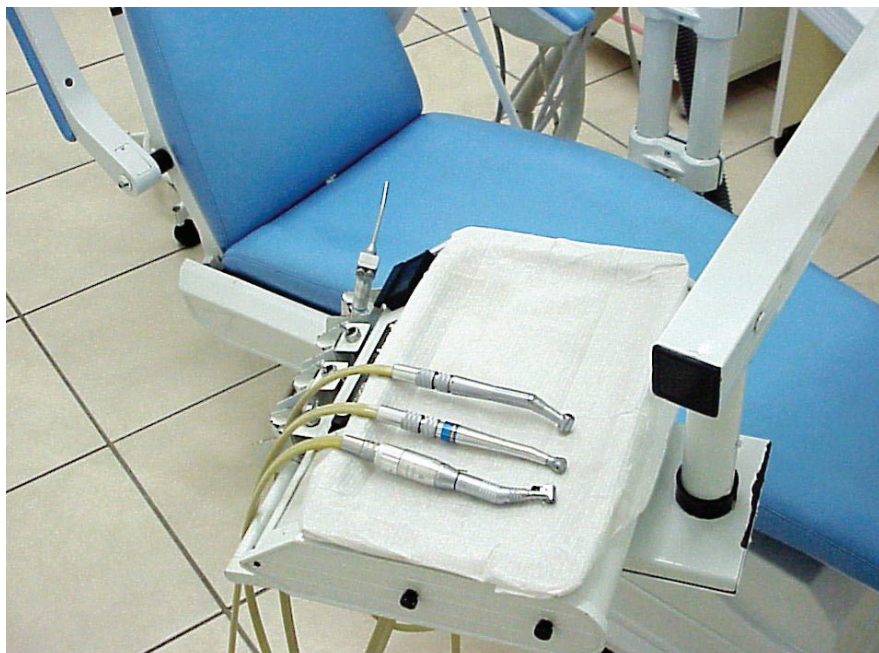


Dental Assistant Program

The WMCHC Dental Assistant Training Program through the University of Pittsburgh School of Dental Medicine, allows students to “earn as they learn” by working at either of our two dental centers while completing education on-line. Students gain the knowledge and skills to succeed as a Dental Assistant plus free tuition with continued employment. WMCHC had two graduates thus far. Next cohort is August, 2025.

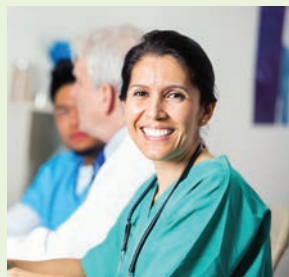
“Everyone is great to deal with; they are kind, listen, and understand.”

— WMCHC patient



Training the Next Generation of providers!

WMCHC helps approximately **15–20** students completing clinical rotations each year including nurse practitioners, midwives, physician’s assistants, and medical students.



“From the moment I walked into the office until I left, I was shown attention and care. I’m beyond impressed and grateful to have found this practice.”

— WMCHC patient



COMMUNITY ENGAGEMENT

WMCHC was Out There in 2024

Our staff stepped out into the community to attend **22** events in 2024! Ranging from children and senior health fairs, reality fairs for high school students, National Night observances, community parades to educational lectures — we were there. When all was said and done, WMCHC staffers had the potential to deliver educational messages on dental health, Lyme Disease, healthy and safe habits for kids, and accessibility to affordable health insurance to audiences of more than **3,800** people!





Bili Baby Program

AllOne Foundation & Charities awarded a \$25,000 grant to WMCHC in support of its NEPA Bili Baby Program. The program provides prompt bilirubin level testing and access to newborn phototherapy blankets (bili-blankets) within a rural area with limited resources. Grant monies equipped WMCHC's four pediatric offices with transcutaneous bilirubinometers which render dependable results in seconds rather than hours or days as well as three bili-blankets to loan to patients at no cost. The program eliminates barriers of parents of traveling more than 40 miles to a DME to rent a blanket and incurring fees between \$75 to \$125 per day.

Animal Assisted Therapy

The Honesdale Behavioral Health Center added another modality of psychotherapy in 2024 — Animal Assisted Therapy. Neil Petrosky, LCSW, CAADC, CBC, became certified as an Animal Assisted Therapy Interventionalist (AAT-I) and works with his certified therapy dog, Willow, a three-year-old, miniature labradoodle. Petrosky stresses that AAT is not a standalone treatment and describes Willow as a



co-therapist during sessions which include individual and group therapy. AAT focuses on the well-being of the client, ethical treatment of animals and physical health.

Staff Pays it Forward

On the third Friday of each month, WMCHC staff are allowed to “dress down” to raise funds for a deserving non-profit in our community. The suggested donation to participate is \$5 and it adds up. We commend our staff for their generosity by “paying it forward” to help those in need!

Silver Tails Rescue	\$350
The Cooperage Project Senior Meals	\$200
American Cancer Society	\$225
Outreach & Enrollment Pop Up Pantry	\$190
Hamlin Senior Center	\$150
Wayne County Emergency Housing Fund	\$350
Billy's New Hope Barn	\$314
Hands of Hope	\$185
Forest City Resident — Community Need	\$331
Zipper Junction Toy Drive	\$170
Dessin Animal Shelter	\$215

Total for 2024

\$1,715



New Providers Welcomed in 2024



Sara Aronica, PA



Anthony Brutico, DPM



Madeline Carey, PA-C



Neda Danniell, MD



Marla Dempsey, MD



Natasha Freethy, CNM



Chelsea Grecco, PA



Sheila Hockman, DO



Hannah Wiley, LAPC



Susan Mowatt, MD



Salma Mustafa, MD



Sandra Pascal, DO



Breanne Phillips, PA



Breann Striefsky, PMHNP



Michele Szymanski, CRNP



Dylan Wiley, DDS



Dannielle Wilmot, LCSW



Elizabeth Westendorf, FNP



Sujin Yu, DMD

***Recruiting skilled,
compassionate
providers to
care for our
community!***



ORGANIZATION AWARDS & RECOGNITION

Million Hearts BP Champs

The Centers for Disease Control and Prevention (CDC) presented four awards to WMCHC, naming them 2024 Million Hearts® Hypertension Control Champions for achieving blood pressure control for at least 80% of their patients with hypertension.



There are only 199 nation-wide who have reached this milestone! Among those are other WMCHC practices - Carbondale Family Health Center, Pinnacle Family Health Center and Waymart Family Health Center all who were inducted in 2023

*Forest City
Family Health Center
Hamlin Family Health Center
Pike Family Health Center
Wayne Memorial
Community Health Centers*

*“You guys are the best!
Thank you for always taking
such great care of me.”*
— WMCHC patient

OSHA Site Visit

Quotes from HRSA reviewer during site visit exit interview:

“Your organization is among the top tier of high performing FQHC’s.”

“You have a high performing team.”

“Grace and Passion were seen in every interaction they had.”

WMCHC has been recognized for its overall delivery of care based on benchmark clinical quality measures. We rate!



This entity receives HRSA Health Center Program grant funding under 42 U.S.C. § 290b and has been deemed a Public Health Service employee for purposes of certain liability protections, including Federal Tort Claims Act coverage, under 42 U.S.C. § 200gg-1(c).

Sneak Peek into 2025

New Primary Care Site Open — Lake Ariel Family Health Center

Mark Murnin, MD and Sabrina Shander, CRNP offering internal medicine to adult patients.

Pediatric Walk-in

Will operate out of Sterling Pediatric Center with providers Dr. Debra Georgetti and Jessie Apostolakis, NP.

School Based Health Center

WMCHC submitted an application to HRSA to establish a mobile unit at Wallenpaupack School District. If approved, this will serve as a new access point for students, parents and staff offering medical, dental, behavioral health and outreach services.

Community Health Needs Assessment

Conducted every three years to identify health needs through collecting and analyzing data. Goal is to better tailor healthcare services to meet the specific needs of the population and reduce health disparities within the community.

Awaiting CME Accreditation

WMCHC has submitted an application to the ACCME (Accreditation Council for Continuing Medical Education). If approved, we will be able to offer CMEs to its own physicians and healthcare professionals. There are only 1,600 accredited organizations and we are hoping WMCHC will be among them!

THANK YOU TO OUR BOARD OF DIRECTORS

Greg Capitolo, Chair

Michelle Wonders, Vice Chair

Patricia Dunsinger, Treasurer

Cinda Tietjen, Secretary

John Brennan

Michael Clifford (retired in October)

Dr. Carrie Demers

Steve Guccini

William Kerl (retired in October)

Tim Knapp

James Pettinato

Pamela Sader-Treanor

Steve Tourje (retired in October)

Judith Vegh



Wayne Memorial
Community Health Centers

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