

Forty Years in the Heart of the Community

Delaware Valley Community Health, Inc.

2009 annual report



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Message from the President

Dear Supporters and Friends,

In 2009, as the debate over National Health Reform raged on, all sides agreed on the importance of availability of primary care services to everyone. Having a medical "home" helps people stay healthy, get potentially serious conditions diagnosed early, and manage their chronic diseases. Comprehensive care at this level improves health outcomes and reduces the costs of medical care by decreasing the number of expensive and unnecessary emergency room visits and hospitalizations.

Delaware Valley Community Health, Inc (DVCH) celebrated 40 years of providing primary medical, dental and behavioral health care in our communities in 2009. Over the years, as demand has increased, we have expanded our services to accommodate more patients and provide them with a quality medical "home." In our 40th anniversary year, we increased our volume by 12% over 2008, and provided care to over 40,000 people through 135,000 visits! It is with great anticipation that DVCH stands ready to participate in the national agenda as the role of community health centers becomes even more recognized and integral to the success of Health Reform.

In preparation for increasing future access to care and in response to increasing demand at our Norristown center, DVCH purchased a building in Norristown in August of 2009 and received federal stimulus money through the American Recovery and Reinvestment Act (ARRA) to help renovate the first two floors into an expanded health center. This center will enable us to recruit new medical and dental providers to increase our capacity at this busy site. We also plan to re-locate our Parkview site to a newer, larger space in 2010. With this additional physical and staff capacity, we will be able to expand to provide additional primary care services to those most in need!

All of this growth places great demands on the staff and finances of our organization. I am extremely proud and appreciative of the health center and administrative staff, who once again rose to meet the challenges associated with transformation and expansion. I am also extremely appreciative of all of our supporters who have assisted in contributing to our campaigns to fund various Delaware Valley Community Health capital and program needs.

Together we can continue to grow to provide high quality primary care services to everyone in our communities, regardless of their ability to pay!

Thank you for your assistance!

Sincerely,

Patti Deitch

Patti Deitch
President & CEO



2009 Annual Report

40 Years of Providing Health Care!

In 2009, Delaware Valley Community Health (DVCH) celebrated 40 years of providing quality healthcare services to the community by holding a lavish gala affair at the Cescaphé Ballroom. Over 40,000 patients with 137,139 medical visits were seen in 2009 by the DVCH Health Care Providers who also faced the challenges of screening, preventing and treating the H1N1 virus.

DVCH, Inc. 40th Anniversary Celebration

The DVCH 40th Anniversary Celebration was held on September 17th, 2009, at the beautiful Cescaphé Ballroom in Northern Liberties! The emcee for the evening was award winning consumer reporter James



Donovan from Channel 6. The event was an unqualified success with over 160 people enjoying the incredible food, spirits, lively entertainment, and a photo booth.

Attendees were treated to listening to an uplifting R&B singer and then danced the night away to Latin Jazz. Heart of the Community Awards went to a variety of supporters including Blue Cross/Blue Shield,

Senator Christine Tartaglione, and others!

Stimulus Funding/New Buildings for the Norristown and Parkview Health Centers

Since 1999 the Norristown Regional Health Center (NRHC) has served residents who are most in need of quality health services. The NRHC most recently provided services at 133 West Main Street. With an inability to expand due to lack of space and consistently increased demand, it was found that double scheduling, a crowded waiting room, and long lines began to occur on a daily basis. Early in 2009, the DVCH management team began to investigate possibilities and options for solving these health care barriers. In August of 2009, DVCH purchased a 21,000 square foot former Medical Office Building at 1401 DeKalb Street of which the first two floors will be renovated for the various clinical services. The new center will open in April 2010 with space allowing for expanded clinic areas and a separate triage, clinical and waiting area for each medical service, along with parking and public access on two bus routes!

In North Philadelphia, Parkview Ob/Gyn Services had been a tenant in the former Parkview Hospital Campus space at 1331 E. Wyoming Avenue for many years. Being the last tenant in the building, while also trying to meet current and future needs, the Center was in desperate need of relocating to a bigger and better space. After searching for a suitable facility, a space was found in the Hunting Park Professional Center at 841 E. Hunting Park Avenue, Suite 201, Philadelphia, PA 19124. The new center will open in

**OUR
MISSION**

DVCH is a community-focused health care organization providing affordable and accessible primary medical, dental and behavioral health care. Services are provided in a fiscally responsible manner to all patients regardless of their ability to pay.



March 2010 and will be located on SEPTA Bus Route 89 and will have plenty of free parking along with expanded patient care areas!

Grant Funded to the Norristown Regional Health Center!

The North Penn Community Health Foundation approved a \$45,000 grant at their January 2009 meeting to assist in improving health outcomes of their patients at the Norristown Regional Health Center. The North Penn Community Health Foundation identifies, selects and invests in programs and agencies that will improve the health, welfare and quality of life of children and families, older adults, people with disabilities and other disadvantaged populations in the community.

The Montgomery County Foundation approved a \$10,000 grant toward improving service delivery at the Norristown Regional Health Center. The mission of the Montgomery County Foundation is to develop, receive, administer and manage, under community control, funds received from public and private sources and distribute them for charitable purposes, primarily to meet local needs. The funding will be used, along with other sources of funding, in support of the implementation of an Electronic Health Record system which will allow medical providers to more efficiently and effectively document patients' visits and track medical outcomes.

Special Awards/Recognition

Patricia Deitch, President and CEO of Delaware Valley Community Health Inc., was honored on May 1, 2009 with the Charles P. Hall, Jr. Award for Excellence in Leadership from the Temple University Healthcare Management Program. Patti has been the President and CEO of Delaware Valley Community Health, Inc. for over 16 years.

Dr. A. Scott McNeal, D.O., Vice President and Chief Medical Officer (honored also to the entire organization), received an achievement award from Health Partners for improving the Health of Members with Diabetes and Heart Disease.

Howard Bemby, Physician Assistant at the Fairmount Primary Care Center, was given the 2009 Fighting Asthma Disparities Award at the Community Asthma Prevention Program (CAPP): Policies for Change Collaborative Summit. He was honored for being a model physician, asthma champion and advocate for fighting asthma disparities in the area of medical practice and asthma education for more than 17 years.



Suzanne Daub, Director of Behavioral Health, received the Innovation Award from the Pennsylvania Association of Community Health Centers. The award was given for her initiative and commitment to the delivery of effective, accessible healthcare

and her willingness to work collaboratively with other Federally Qualified Health Centers.

Zoe Laureano, Maria de los Santos Health Center Manager, received the APEX Career Achievement Award from the Pennsylvania Association of Community Health Centers. The award was given for her motivation and initiative, which has helped her advance in the organization. Ms. Laureano serves as an inspiration and role model for others.

New Board Members

The DVCH Board of Directors is thrilled to have added three new Board Members in 2009. William E. Aaronson, Ph.D., returns as a Board Member after a long hiatus. He is currently the Assistant Dean & Director of the Cochran Research Center at Temple University and brings with him years of Healthcare/Finance and prior Board experience. He is a patient at the Fairmount Primary Care Center. Barrie Baker, M.D., is currently the Senior Medical Director at Keystone Mercy Health Plan and brings with her many years of Business and Healthcare Management experience. Sapphire Berrios is currently a nursing student and brings with her Healthcare experience. She is a patient at the Maria de los Santos Health Center.

New Health Care Providers

DVCH welcomed the following providers during 2009: David Agosto, Nurse Practitioner; Astrid Woodward-Lee, Pediatrician; Maria Flores, Physician; Aida Gallagher, Physician Assistant.

Please do not forget to support Delaware Valley Community Health in providing high quality primary care services to patients regardless of their ability to pay. Contributions to Delaware Valley Community Health's important efforts can be made online through www.dvch.org, United Way donor number #3899, or by contacting the Development Director at development@dvch.org or 215-599-0744.

Thank you for your assistance!

Delaware Valley Community Health, Inc.

2009 Board of Directors

Nilsa Gonzalez, Chair

Mary Grady Duden, Vice-Chairwoman

William E. Aaronson, Ph.D.

Barrie Baker, M.D.

Sapphire Berrios

Judy B. Harrington

Helen Johnson

Barbara O'Malley

Carmen I. Paris

Marshall A. Pepper

Sylvester L. Willis

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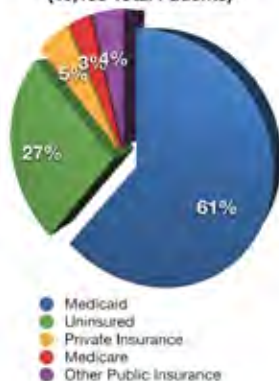
Delaware Valley Community Health and the Norristown Regional Health Center are now on Facebook!

SERVICES WE PROVIDE

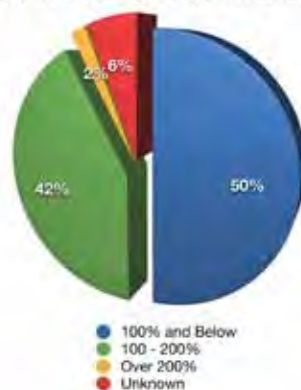
DVCH operates four centers for primary health care in the Philadelphia area: Fairmount Primary Care Center (1412 Fairmount Avenue, Philadelphia); Maria de los Santos Health Center (401 W. Allegheny Avenue, Philadelphia); Norristown Regional Health Center (1401 DeKalb Street, Norristown) and Parkview Ob/Gyn (841E. Hunting Park Ave. - Suite #201, Philadelphia). Medical, dental, behavioral health, case management and health education services are provided to patients to further reduce the barriers to quality healthcare for underserved and uninsured populations. Board-certified physicians and dentists are employed by DVCH and work at all four health centers. The service delivery model mirrors that of a private physician's office, where each patient chooses their own medical provider. Nurse practitioners and physician assistants are also on staff to provide services to patients.

REVENUE AND EXPENSES JANUARY 1, 2009 - DECEMBER 31, 2009	Unrestricted	Temporarily restricted	Total
Revenue			
Federal Grants	\$4,132,540		\$4,132,540
Patient Services (net)	\$14,660,902		\$14,660,902
Contract Services	\$750,822		\$750,822
Interest	\$44,003		\$44,003
Other	\$220,170	\$100,000	\$320,170
Total Revenue	\$19,808,437	\$100,000	\$19,908,437
Expenses			
Salary & Benefits	\$14,817,456		\$14,817,456
Other than personal Services	\$4,341,074		\$4,341,074
Provision for Bad Debts	\$165,802		\$165,802
Total Expenses	\$19,324,332		\$19,324,332
Operating Income Prior to Depreciation	\$484,105	\$100,000	\$584,105
Depreciation	\$692,163		\$692,163
Operating Loss	(\$208,058)	\$100,000	(\$108,058)
Non-operating Activities			
Federal Grants	\$308,467		\$308,467
Contract Services	\$1,050,395		\$1,050,395
Contributions - capital construction	\$68,285		\$68,285
Release of net assets	\$100,000	(\$100,000)	\$0
Gain on interest rate swap	\$446,543		\$446,543
Gain on sale of building	\$500		\$500
Increase in Net Assets	\$1,766,132		\$1,766,132
NET ASSETS AT BEGINNING OF YEAR	\$10,722,689	\$200,000	\$10,922,689
NET ASSETS AT END OF YEAR	\$12,488,821	\$200,000	\$12,688,821

DVCH Patients by Payor, 2009
(40,195 Total Patients)



DVCH Patients by Poverty Level, 2009



DVCH Patient Encounters, 2009
(137,139 Visits)

