

Forty One Years in the Heart of the Community

Delaware Valley Community Health, Inc.

2010 annual report



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Message from the President

Dear Supporters and Friends,

In 2010, Delaware Valley Community Health (DVCH) continued to grow to meet the increasing need for our services in the communities we serve. This document provides an overview of the highlights of 2010, while we continue with our mission to provide quality, primary medical, dental and behavioral health care.

In continuing DVCH's efforts to assure that everyone (especially the medically underserved) has access to a primary care home, the Parkview Health Center and Norristown Regional Health Center moved to larger facilities and added more staff and services in the spring of 2010. DVCH also expanded to address the unmet health care needs of the seriously mentally ill, homeless and substance using populations, through the integration of primary and behavioral health care, by opening two Fairmount Primary Care Center satellite centers onsite at Horizon House in University City and the Parkside Recovery Center in West Philadelphia in the fall of 2010. This is a revolutionary step forward in addressing the preventative, primary and behavioral health care needs of these underserved populations by treating both physical and emotional needs onsite, in one location, through an individualized blend of care that assures use of the best possible methods for each participant.

In preparation for expanded access to care in the Fairmount community, DVCH is planning to open the Fairmount Primary Care Satellite Center at St. Joseph's Hospital in North Philadelphia early in 2011. The Fairmount/Spring Garden community is where we started our services in 1969, and our existing site on Fairmount Avenue is at capacity and not able to house the additional staff necessary to provide care to adults in the area. Last year Delaware Valley Community Health, Inc. Centers provided quality medical, dental and behavioral health to over 42,000 individuals with over 157,000 medical visits. I am extremely proud and appreciative of the efforts of all of our staff who once again rose to meet the challenges associated with growth and delivered superior care to our patients. I am also extremely appreciative of all of our supporters who have assisted in contributing to our various campaigns to fund DVCH capital and program needs. Together we can continue to grow and provide high quality primary care services to those most in need in our communities!

Thank you for your assistance!

Sincerely,

Patti Deitch

Patti Deitch
President & CEO



2010 Annual Report

41 Years of Providing Health Care!

In 2010, Delaware Valley Community Health (DVCH) celebrated 41 years of providing quality healthcare services to the community! Over 42,000 patients were seen with an accompanying 157,000 medical encounters by the DVCH Health Care Providers. DVCH doctors delivered 850 babies at Temple University Hospital to moms who received their pre-natal care at either the Maria de los Santos or Parkview Health Centers.

New, Larger Buildings for the Norristown Regional and Parkview Health Centers

The new Parkview Health Center opened in March in the Hunting Park Professional Center at 841 E. Hunting Park Avenue in Philadelphia. The center, offers outpatient OB/Gyn services, is located on SEPTA Bus Route 89, has plenty of free parking, and expanded patient care/waiting areas. An Open House was held on March 17th which was attended by various community partners. In 2010 over 3,800 patients were seen with over 12,900 medical visits.



On April 7th, a ribbon cutting/pre - grand opening celebration was held for the new Norristown Regional Health Center, at 1401 DeKalb Street in Norristown. Congressman Jim Gerlach, Senator Bob Casey, and Representatives Mike Vereb and Matt Bradford were in attendance. The center, which is three times larger than the previous, rented space, was purchased by DVCH in 2009 and renovated with Federal ARRA funds (stimulus funds). On April 12th, the new Center opened to the public. The center is located on SEPTA Bus Routes 96 and 98, has plenty of free parking, expanded clinic areas and a separate triage, clinical and waiting area for each medical service! In 2010 over 9,300 patients were seen with over 24,000 medical visits!

DVCH, Inc. Partners with Social Service Organizations for the Disabled to Launch Two New Integrated Primary Care & Behavioral Health Centers

Early last year, DVCH was approached by two organizations interested in offering primary medical care on-site at their locations. Because the seriously mentally ill experience serious, chronic medical conditions and do not typically access primary health care, DVCH partnered with Horizon House, Inc. (HH) and opened a satellite of the Fairmount Health Center at HH's 30th Street location in September. The Center represents a revolutionary step forward in addressing the preventative, primary and behavioral health care needs of individuals with serious mental illness as well as those who have been homeless. The Fairmount Primary Care Center at Horizon House provides integrated, accessible health care and is the first of its kind in the Philadelphia region, and one of the first in the nation, to take the innovative step of providing primary and preventative health care services within a full-scope behavioral health care setting. An open house was held on October 13th with Dr Arthur Evans, Commissioner of the Department of Behavioral Health and Intellectual Disabilities in Philadelphia, speaking on the importance of integration of behavioral and medical health care. In its first three months of operation, this site provided medical care to over 171 patients through 479 medical encounters.

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.

Similarly, NHS, Inc was interested in providing primary medical care to their clients receiving treatment for addictions at their Parkside Recovery site in West Philadelphia, and another satellite of the Fairmount Primary Care center was opened there in October. The co-location of services allows easy access and highly coordinated medical and behavioral health care for those receiving opiate treatment services. This innovative and exciting collaborative has resulted in a significantly greater improvement in physical health when treated in a setting integrating primary and behavioral health care. A grand opening celebration was held on November 5th with various constituents attending. Over 163 patients were seen with 269 medical visits by the end of 2010.

Podiatry Services relocates to a larger space to increase availability to all DVCH Patients

In early October, Podiatry Services were relocated from the Maria de los Santos Health Center to a larger space in the Parkview Health Center at 841 E. Hunting Park Avenue. Dr. S. Ray Rodriguez and staff continuously improve the health of our patients by focusing on preventing, diagnosing, and treating conditions associated with the foot, ankle and lower leg. In the increasing elderly and diabetic patient population, Podiatric care is of the utmost importance. Diabetics especially have a vast number of medical risks such as Vascular Compromise (dry skin, ulcers, fungus nails, and infections) and Neuropathy (loss of sensation, burning, cramping). Periodic foot care can prevent these complications through the prescription of the necessary tests, medicines and shoe gear to prevent any breakdown.



State Department of Economic Development grants funding for expansion of the DVCH Electronic Health Record System!

DVCH received a \$50,000 PA Department of Community & Economic Development Grant towards supporting a portion of the overall cost needed for the various equipment and related costs of expanding and implementing the current Electronic Health Record System to the Maria de los Santos, Parkview and Norristown Regional Health Centers.

Special Awards/Recognition

Nilsa Gonzalez, DVCH's Board Chairperson, received the Pennsylvania Association of Community Health Centers (PACHC) 2010 APEX Board Excellence and Service Award. The award is given to an individual who promotes and advocates the organization's mission in the community; provides leadership related to policy setting and strategic planning; plays a leading role in fundraising and awareness activities; and has a minimum of two years of board service. Gonzalez has been on the Board of Directors of DVCH for over 15 years. She is a well-respected educator and school administrator in the community, and is a visible, active leader in the Latino community. During her tenure, the DVCH Board helped transform a struggling \$6 million organization, into a \$23 million organization which employs 225 people; operates four large sites, several satellite facilities, and provides care to more than 42,000 people every year!



Dr. Robert Watterson received the teacher of the year award for the St. Joseph's residency program.

New Health Care Providers

DVCH welcomed the following providers during 2010: Cecilia Ahanonu, Physician Assistant; Amera Amaker, Physician Assistant; Annie Kou Chow, Physician; Stephen Rockwood, Dentist; Janice Samuels – Russell, Dentist; Donna Sillman, Nurse Practitioner.

How to Support Us

Please do not forget to support Delaware Valley Community Health, (DVCH) in providing high quality primary care services to patients regardless of their ability to pay. Contributions to DVCH's important efforts can be made online at www.dvch.org, United Way Donor # 3899, or by contacting the Director of Business Development at development@dvch.org or 215-599-0744. Thank you for your assistance!

The Independence Blue Cross Charitable Giving & North Penn Community Health Foundation grant funding to Maria de los Santos & Norristown Regional Health Centers.

Independence Blue Cross (IBC) awarded Delaware Valley Community Health, (DVCH) Inc. \$200,000 through their Charitable Medical Care Grant Program in order to provide free or nominal-fee medical care to the uninsured and medically underserved communities served at the Maria de los Santos and Norristown Regional Health Centers. Through this investment, IBC assists in strengthening DVCH's operations, builds capacity, and ultimately expands access to primary and preventive care for vulnerable populations. This is part of IBC's ongoing Social Mission commitment to enhance the health and well-being of the community and to bring support and attention to the uninsured and medically underserved.

By partnering with local safety net health care providers to improve health care access for the uninsured and underserved, the Charitable Medical Care Grant Program reduces costs linked to uncompensated care, inappropriate and avoidable use of emergency rooms, and expensive specialty care incurred due to lack of preventive treatment.

The North Penn Community Health Foundation approved a \$45,000 grant to assist in improving health outcomes of the patients from their service area 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.

Delaware Valley Community Health, Inc.

2010 Board of Directors

Nilsa Gonzalez, Chair

Mary Grady Duden, Vice-Chairwoman

William E. Aaronson

Sapphire Berrios

Judy B. Harrington

Helen Johnson

Barbara O'Malley

Carmen I. Paris

Marshall A. Pepper

Sylvester L. Willis

facebook

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

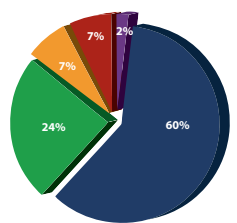
SERVICES WE PROVIDE

DVCH operates six centers for primary health care in the Philadelphia and Montgomery County areas: Fairmount Primary Care Center (1412 Fairmount Avenue, Philadelphia); The Fairmount Primary Care Center at Horizon House (120 S. 30th Street, Philadelphia) The Fairmount Primary Care Center at Parkside Recovery (5000 Parkside Avenue, Suite 100 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). High quality medical, dental, behavioral health, case management, health education and other supportive services are provided through board certified physicians, dentists, and nurse practitioners, physicians and other licensed personnel through 6 convenient locations in Philadelphia and Montgomery Counties. Our model of providing service mirrors that of a private physician's office where you choose a primary care provider who offers individualized health care, which includes collaboration with the rest of the medical team, the individuals themselves and any family members, in working together to achieve optimal wellness!

REVENUE AND EXPENSES JANUARY 1, 2010 - DECEMBER 31, 2010	Unrestricted	Temporarily restricted	Total
Revenue			
DHHS Grant Revenue	\$4,425,936		\$4,425,936
Patient Services, Net	\$16,043,039		\$16,043,039
Contracted Revenue	\$821,093		\$821,093
Donated Goods and Services	\$128,116		\$128,116
Interest Income	\$31,057		\$31,057
Other Income	\$38,808		\$38,808
Release of Net Assets	\$200,000	(\$200,000)	
Total Net Revenue	\$21,688,049	(\$200,000)	\$21,688,049
Operating Expenses:			
Salaries and related benefits	\$15,916,099		\$15,916,099
Other than Personnel Services	\$4,402,667		\$4,402,667
Bad Debt Expense	\$314,818		\$314,818
Interest	\$201,007		\$201,007
Total Operating Expenses	\$20,834,591		\$20,834,591
Operating Income Prior to Depreciation and Amortization	\$853,458	(\$200,000)	\$653,458
Depreciation and Amortization	(\$849,262)		(\$849,262)
Operating Income	\$4,196	(\$200,000)	(\$195,804)
Nonoperating Activities:			
DHHS grant revenue - capital projects	\$1,193,908		\$1,193,908
Contract Revenue	\$50,000		\$50,000
Unrealized Loss on Interest Rate Swap	(\$124,161)		(\$124,161)
Increase in Net Assets	\$1,123,943	(\$200,000)	\$923,943
NET ASSETS AT BEGINNING OF YEAR	\$12,488,819	\$200,000	\$12,688,819
NET ASSETS AT END OF YEAR	\$13,612,762		\$13,612,762

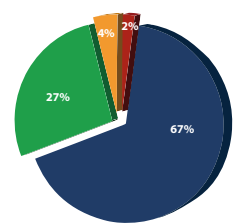


DVCH Patients by Payor, 2010
(42,559 Total Patients)



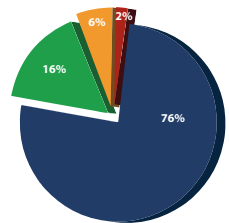
- Medicaid
- Uninsured
- Medicare
- Private Insurance
- Other Public Insurance

DVCH Patients by Poverty Level, 2010



- 100% and Below
- 100% - 200%
- Over 200%
- Unknown

DVCH Patients Encounters, 2010
(157,334 Medical Visits)



- Medical
- Dental
- Enabling Services
- Behavioral Health