

2023 IMPACT REPORT

Westside Family Healthcare



In 2023, Westside Family Healthcare proudly celebrated 35 years of dedicated service to Delaware's communities. Since its founding in 1988, Westside has grown to become the largest Federally Qualified Health Center in Delaware offering integrated medical, dental, and behavioral health care to underserved populations. With a steadfast commitment to addressing both healthcare needs and social determinants of health, Westside has provided compassionate, accessible, and equitable care to thousands of patients. This milestone reflects Westside's enduring mission to support vibrant communities, promote health equity, and empower individuals and families across Delaware.

Our Mission

To improve the health of our communities by providing equal access to quality healthcare, regardless of ability to pay.

Our Vision

To achieve health equity for all.

Our Values

- Lead with compassion.
- Serve with humility.
- Be exceptional.
- Empower all people.

SERVING DELAWARE FAMILIES MOST IN NEED

Our reach across the First State is vast. Westside Family Healthcare serves more than 24,000 patients annually through five health centers and one mobile health unit, providing comprehensive care through over 100,000 primary care, dental, and behavioral health visits. Our health centers are located in underserved communities ensuring those in greatest need can have direct access to the care we provide. We offer a comprehensive range of medical, dental, and behavioral health services that are available to all individuals, regardless of their ability to pay. Each health center is conveniently located within the communities we serve, with accessibility by both public transportation and personal vehicles.



A NEW CHAPTER

INTRODUCING OUR NEW PRESIDENT & CEO: CHRIS FRASER

In July 2023, Westside Family Healthcare began a new chapter welcoming a new President & CEO to lead the organization. Chris Fraser, former Chief Operating Officer, transitioned to President & Chief Executive Officer of Westside Family Healthcare. Fraser's appointment follows the retirement of Lolita Lopez, the former President & CEO. In his new role, Fraser plans to uphold Westside's mission to improve the health of the community by providing equal access to quality healthcare, regardless of ability to pay, by caring for Westside's employees and expanding Westside's influence on the future of community-based healthcare. Fraser joined Westside as an intern in 1999 and has witnessed the growth of the organization for nearly 25 years.

"When Lolita opened the door for me, little did I know what opportunity was being given. She taught me the importance of public health and the beautiful mission of community health centers. I discovered that Westside and the community health center model is the perfect synthesis of public health, healthcare delivery, and community action that results in healthier communities."



ENSURING EQUITABLE ACCESS

CURING HEPATITIS C VIRUS IN PRIMARY CARE

WESTSIDE'S PROGRAM IMPACT

 **1,200+**
PATIENTS SCREENED

 **77**
PATIENTS CURED

 **250+**
STAFF MEMBERS TRAINED

Hepatitis C (HCV) is prevalent in Delaware, with half of those infected unaware of their status, making testing and treatment crucial to preventing its spread. Treating HCV infection saves the patient's life, prevents further spread of HCV, and saves costs by stopping further disease progression. Less than 30% of diagnosed patients receive treatment within the first year, and those with public insurance or from minority groups are even less likely to be treated. Barriers to care, including access to diagnosis and medication, remain significant. For uninsured patients, the cost of care outside of Westside's primary care services is often prohibitive.

In 2018, Westside launched a universal HCV testing and treatment program within our primary care model. This approach increases awareness and ensures individuals receive proper care. We've trained over 250 staff and provide comprehensive case management to support successful treatment. Our program includes telehealth visits and Nurse Case Managers, reducing transportation barriers and helping patients stay engaged. Since 2023, we've shared our toolkit for implementing HCV screening, diagnosis, evaluation, and treatment in primary care settings.

FOSTERING AN ENGAGED WORKFORCE

OPENING OUR DOORS TO FUTURE HEALTHCARE PROVIDERS

As a community health center, we are a premier environment for educating and training the next generation of healthcare professionals. We have an affiliated partnership with Christiana Care Health Systems' Family Medicine Residency program and General Practice Dentistry Residency Program. Residents join the Westside team full-time, and our providers offer education and training to best prepare residents for the future of community-based healthcare. By engaging with Westside's diverse patient population, residents leave our program better equipped to work with patients from a variety of cultural and economic backgrounds.

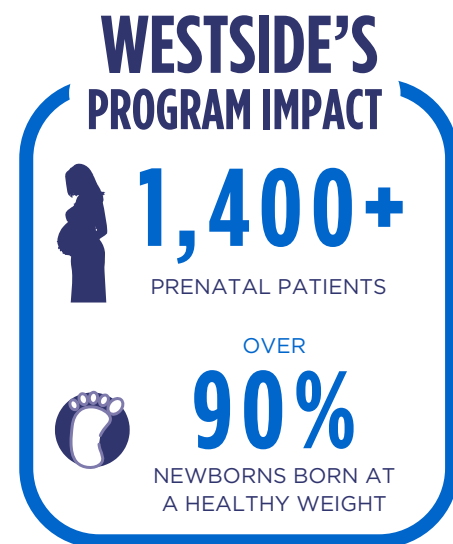


"Students training at Westside can have a significant and multifaceted impact on Community Health. Their involvement not only benefits their personal and professional development but also strengthens the community and the healthcare organization they are working with." - Brandi Taylor, Director of Clinical Operations

VIBRANT COMMUNITIES

NURTURING FAMILIES

Each year, Westside provides comprehensive services to support mothers and babies, from family planning and labor to delivery, newborn care, and beyond. Our services are essential resources for Delaware families, ensuring their health and well-being. Westside continues to deliver patient-centered care to perinatal patients, tailoring services to meet the unique needs, lifestyles, and cultures of each family. Prenatal patients receive ongoing support from nurse case managers and social services, offering individualized care and recommendations. Additionally, our support team connects patients to other services they may qualify for.



Through our We Deliver Program, expectant mothers have access to prenatal and parenting classes in English and Spanish, bilingual breastfeeding counselors, breastfeeding support groups, and nutritional and behavioral health services. Over 10% of babies born at ChristianaCare are Westside patients, reflecting the impact of our care in the community.

"Our focus on pediatric health and really supporting our youngest patients and their families. They're going to grow up to the next generation, so it's important to invest in preventative care through early childhood resources. We need to make sure we connect families to resources during the early childhood period."
-Dr. Karla Testa, Director of Pediatrics & Special Populations

FOOD AS MEDICINE FEEDING FAMILIES PROGRAM

Dr. Jack Geiger pioneered the "Food as Medicine" initiative by prescribing healthy food to patients, emphasizing the link between nutrition and healthcare. Inspired by his vision, Westside launched the Feeding Families program in 2021 to provide fresh food deliveries, nutrition education, and essential tools to 51 families. Participants saw a 23.5% reduction in food insecurity within a year, with only 47.1% remaining food insecure compared to 70.6% at baseline.

Building on this success, Westside enrolled a second cohort in 2023 and secured a grant from Advancing Healthy Lifestyles to develop an off-ramp program, ensuring lasting impact for graduates. Feeding Families exemplifies Westside's commitment to transforming lives through food and health education.

"Without this program, I wouldn't have known how to prepare a lot of fruits and vegetables that I had never heard of. The program has also helped out a lot on having groceries due to the rising cost of food."

"Knowing that the support is there to make healthier choices really makes a difference in my day to day life."

- Feeding Families Participants, Cohort 1



DOVER COMMUNITY FRIDGE

In 2022, we partnered with Planting to Feed and Global Ubuntu Impact Foundation to open the first community fridge in Kent County outside of our Dover location. Throughout 2023, Westside has established partnerships with local farms, grocery stores, volunteer organizations, faith-based organizations and members of the communities to ensure our community fridge stays stocked with fresh, healthy foods. This program increases our patients' access to healthy, fresh foods. As Geiger suggests, our primary care services must include addressing food insecurity—as we advocate for healthy food as a prescription, programs like our community fridge work towards a healthier Delaware.



**TAKE WHAT YOU NEED.
LEAVE WHAT YOU DON'T.
GIVE WHAT YOU CAN.**

MEETING OUR PATIENTS WHERE THEY ARE

THE MOBILE HEALTH MODEL

Westside has been on the forefront of the mobile health unit model—a travelling service that brings primary and preventative care to patients where they live and work. Since 2011, Westside’s mobile health unit (MHU) has travelled to farms in Kent and Sussex counties to provide care for migrant, seasonal, and agricultural workers (MSAW). This year, Westside unveiled a new design for our mobile health unit as a sign of our continued commitment to the MSAW community.



WESTSIDE'S MHU IMPACT

3,000+

MILES TRAVELED

594

MSAW PATIENTS
SERVED

89%

FARMWORKER PATIENTS
UNINSURED

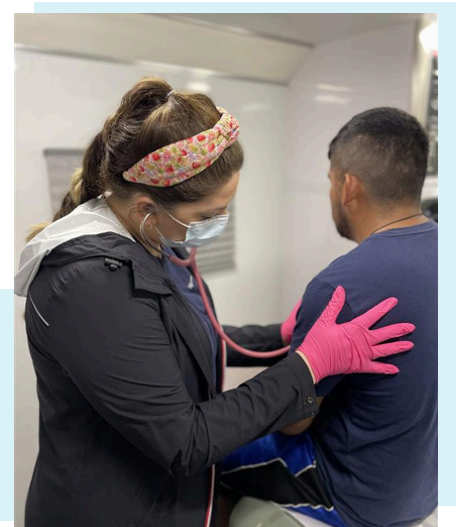
MHU healthcare targets transportation barriers that limit access to services in Delaware communities. According to a needs assessment performed by the University of Delaware, “the majority of respondents indicated having experienced barriers to transportation in Delaware, with 75 percent of the 681 respondents unable to travel due to a lack of transportation in the last six months.” By travelling to patients in rural areas, Westside meets patients where they need us most.

MEET ERICA MELVIN, FNP-C

Erica Melvin is a Nurse Practitioner who works on the Mobile Health Unit. She has worked at Westside for 5 years, where she provides compassionate, patient-centered care. With a Doctor of Nursing Practice (DNP) degree and certification as a Family Nurse Practitioner (FNP-C), Erica combines clinical expertise with a deep commitment to promoting community health.

“Community health impacts everything. At Westside, we have the ability to reduce health disparities in the places we live and work. We come together to improve the well-being of underserved communities in the State of Delaware.”

-Erica Melvin, DNP, APRN, FNP-C



2023 SPECIAL EVENTS

more than
24,000

patients served

51%

of patients
identified as
Hispanic/Latino

37%

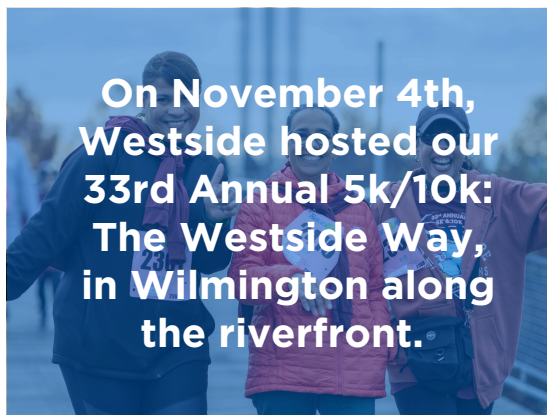
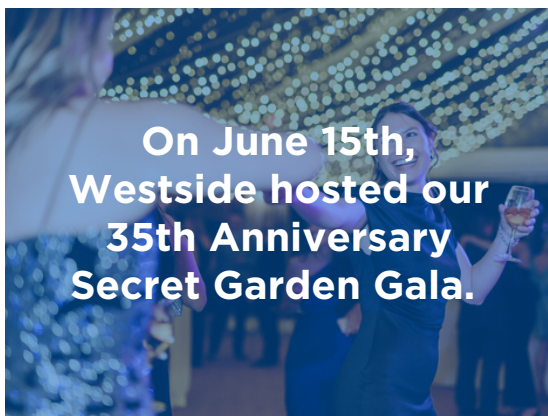
of patients identified
as Black/African
American

43%

of patients are best
served in a language
other than English

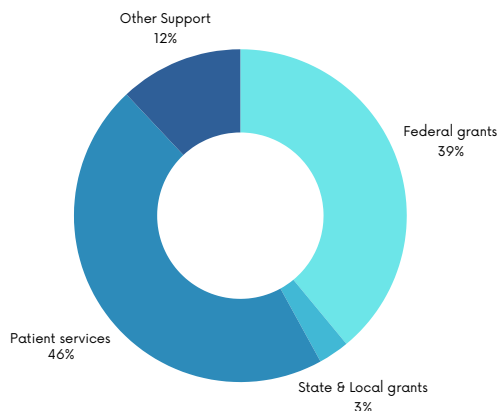
94%

of patients were at
or below 200% of
the poverty line



2023 FINANCIAL STATEMENTS

REVENUE



EXPENSES



2023 CONTRIBUTORS

Thank you to our generous 2023 grant funders, corporate sponsors, and individual donors who have made a profound impact on our mission throughout 2023.

For a full list of contributors, please visit: westsidehealth.org/funders