

*Fiscal Year 2012 Annual Report*



*Celebrating 5 Years Of Service To The Community*



Greater Prince William  
Community Health Center

*Your Home for a Healthy Family and a Healthy Community*





# Achievements

## FY 2012 Achievements

- Completed our fifth year of providing access to affordable health care in the Greater Prince William Area.
- Increased patient visits and the number of patients served for the fifth consecutive year.
- Doubled the number of patients age 5 years and under.
- Increased our income by 21.6% from the previous fiscal year.
- 2012 Virginia Healthcare Innovators Award finalist for our CenteringPregnancy™ Program.
- Provided free health screenings during National Health Center Week.
- Hosted the first annual Chips4Charity fundraiser with the Woodbridge and Lake Ridge Rotary Clubs.

## Five-Year Achievements

- Completed 61,679 patient visits.
- Served 28,757 patients.
- Quadrupled our total income.
- Increased grant revenue by 72%.
- Doubled our facility size to 15,000 square feet including 30 exam rooms and 5 dental operatories.
- Expanded services from one practice—primary care—to four practices—primary, prenatal, dental and behavioral health—under one roof.
- Implemented electronic health records across four practices.
- Grew from a staff of 10 in FY08 to 52 in FY12.



## Message From Our Board Chair



*Sallie Eissler*  
*Chairman Board of Directors*

We have completed five years service to the community and our achievements during that time have been truly remarkable. What's most important to all of us, of course, are the thousands of people whose lives and health are better today because the Health Center exists.

I had the good fortune to work with a small team of dedicated community volunteers who helped to establish the Health Center. We wanted to create a place where anyone—literally any member of our community—could access affordable health care. We hoped it would be a place to serve people of all ages and incomes, with or without insurance, as diverse as the community we serve. With a personal passion for women's and children's issues, I also hoped we could create a place to fill the huge need for prenatal care in our community.

Amazingly, in five years, we have made all of that happen. We provide affordable access to primary, prenatal, dental and behavioral health care under one roof for the whole family. We have put together a team of incredibly talented, caring health professionals and provide care regardless of circumstance—whether you have private insurance, Medicaid, Medicare or use our sliding fee scale. Our dream is a reality.

Of course, we have more work to do. Looking ahead to the next five years, we see big challenges and opportunities. We are developing a multi-year strategic plan, preparing for implementation of health care reform and focusing on improved health outcomes for our patients. We even have a dream to open a second location in the Greater Manassas Area.

We hope you will stay with us on this journey! Become a patient, refer others, invite us to speak to your organization, volunteer your time, or donate at [www.GPWHealthCenter.org](http://www.GPWHealthCenter.org). We look forward to celebrating our 10th anniversary and even more achievements with you by our side.

# Message From Our Executive Director

We strive to make each year at the Health Center more productive, more efficient and more exceptional than the last. In the last fiscal year, we continued to advance our mission to provide accessible and affordable health care for all residents of the Greater Prince William Area.

Some of our accomplishments during Fiscal Year 2012 included:

- Increasing our total income by more than 20% in one year;
- Serving 8,346 patients, many of whom could not find affordable care elsewhere;
- Serving a record number of patients under age five and over age 60;
- Increasing the percentage of our patients ages 24 to 64 who had a cervical cancer screening; and
- Increasing from 16% to 39%, our 2-year-old patients who were fully immunized.

Other accomplishments were less visible but made a significant difference in individual lives:

- Providing mammogram screenings that allowed early detection and treatment of breast cancer for one local woman;
- Enrolling a Woodbridge family in Medicaid so their two children have a doctor and dentist they can see regularly for preventive and sick visits; and
- Providing access to free medications for a local veteran who had been without his diabetes and blood-pressure medications for several months.

It is a challenge to balance the growing demand for affordable patient care with fiscal stability, but every year we manage to accomplish that task at the Health Center. Our success is largely due to our highly qualified and caring staff, the leadership of our volunteer Board of Directors, and a growing list of community partners and donors who support our mission.

On behalf of the thousands of individuals and families we serve, we thank each of you for your support of the Greater Prince William Community Health Center.

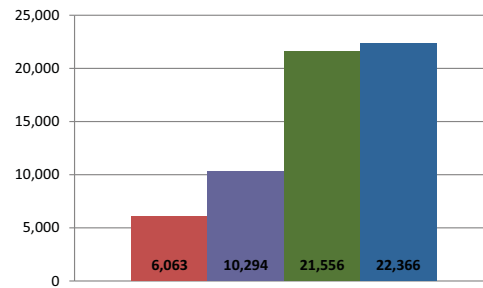
*Frank J. Principi  
Executive Director*



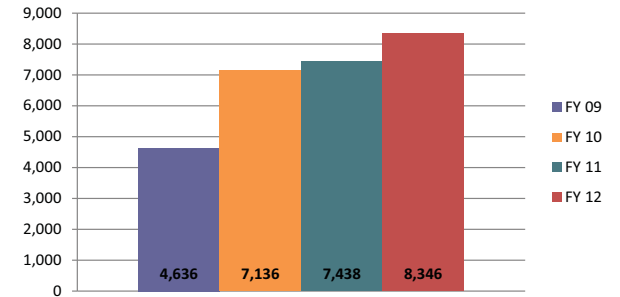


# Patient Demographics

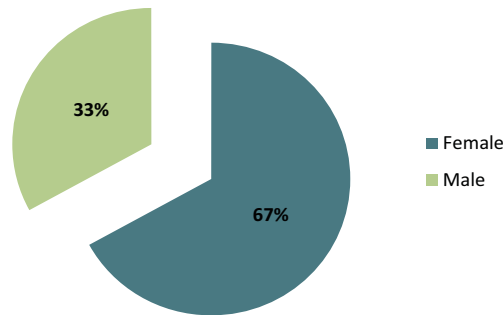
### Visits Per Year



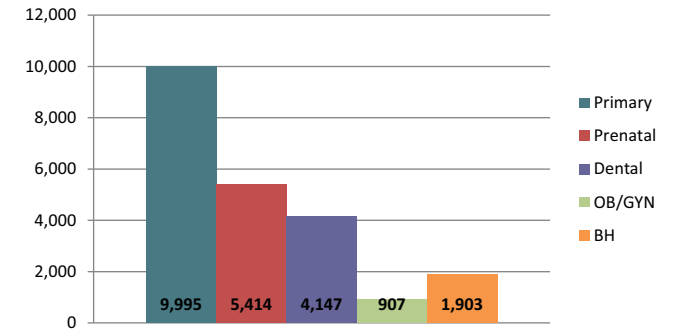
### Patients Per Year



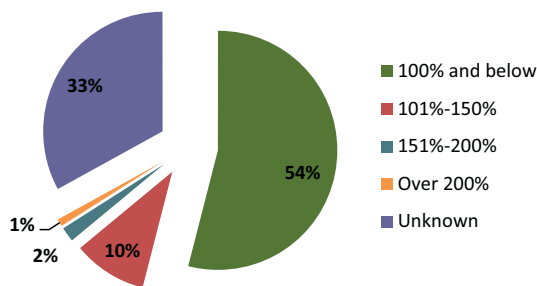
### Gender FY 2012



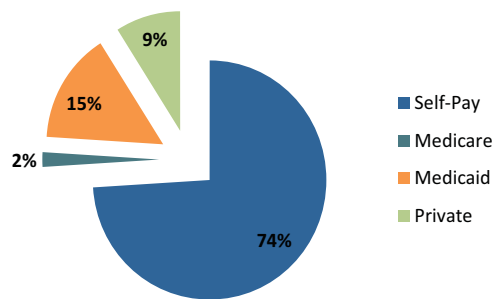
### Visits Per Practice FY 2012



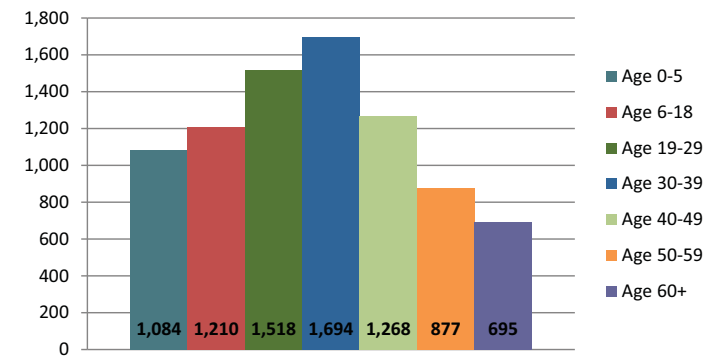
### Income - % of Poverty Level FY 2012



### Payer Mix FY 2012



### Ages FY 2012





# Patient Services

## Medicaid

We welcome local families who are receiving or are eligible for Medicaid assistance. Our goal is to help these families gain access to quality health care – perhaps for the first time in their lives.

We are available to assist families who may be eligible for free health insurance through Virginia’s FAMIS or FAMIS Plus programs. During the last fiscal year alone, we served 1,220 patients with Medicaid insurance. Our team helps families through the entire process, including:

- Helping families complete the FAMIS application process;
- Determining eligibility;
- Assisting eligible families in choosing a Primary Care Physician; and
- Completing the annual renewal process.

## Pharmacy Assistance Program

For low-income and uninsured residents, the cost of prescription medications is sometimes a ‘luxury’ they can’t afford. Given the choice between meeting basic household needs and paying for a prescription, too many local residents do without needed medications.

Our Pharmacy Assistance Program allows us to provide prescription assistance to uninsured patients or those with qualifying incomes. This makes it possible for many patients to receive life-saving medications at little or no cost. In FY12, the value of prescriptions distributed through the Pharmacy Central Program totaled more than \$1.5 million and assisted 561 of our patients.

## Referrals

We have established a network of specialists in so we can refer our uninsured patients, usually at reduced rates. Last year, the Health Center initiated several thousand referrals to more than three dozen external providers. We refer to such specialists as orthopedic surgeons, cardiologists, physical therapists, oral surgeons and oncologists.

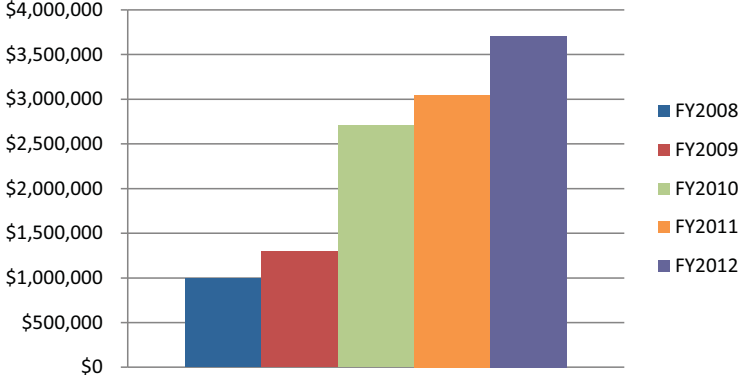


*Patients can obtain information and services 24/7 by accessing the Patient Portal from a kiosk in our waiting rooms or anywhere with Internet access.*

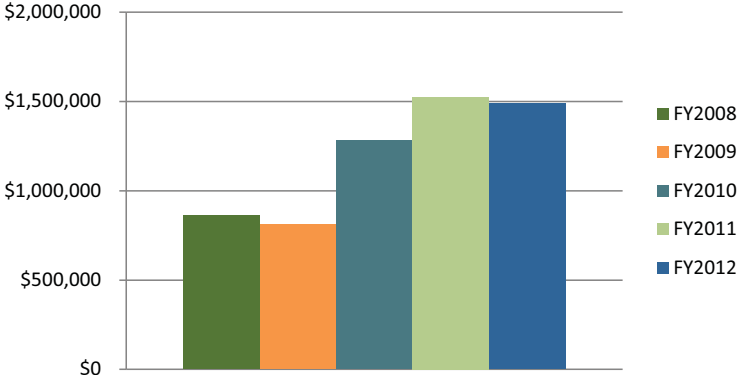


# Financial Information

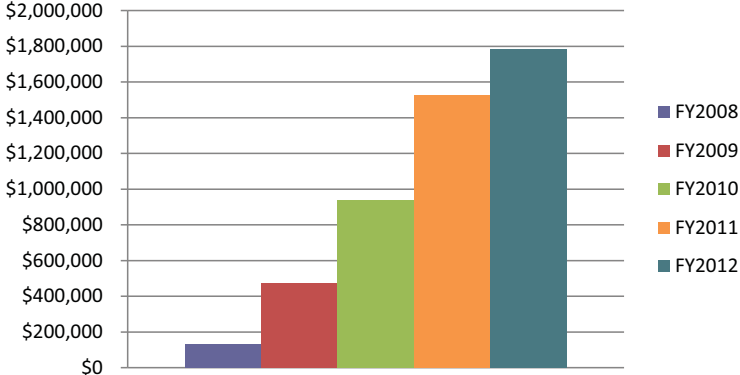
**Total Income\***



**Grant Revenue**



**Patient Revenue**



\*Total Income reflects Grant Revenue, Patient Revenue and In-Kind Contributions.



# Statement of Financial Position

<b>Assets</b>	<b>FY 2012</b>	<b>FY 2011</b>
Cash and Cash Equivalents	\$430,285	\$217,847
Account Receivable, Net	\$139,473	\$132,229
Grants Receivable, Net	\$34,813	\$14,236
Prepaid Expenses and Other	\$12,955	\$11,041
Other Investments	\$9,822	\$9,822
Security Deposit	\$10,863	\$10,863
Property and Equipment	\$668,464	\$648,464
Less Accumulated Depreciation	\$(264,960)	\$(190,309)
<b>Total Assets</b>	<b>\$1,041,715</b>	<b>\$854,193</b>
<b>Liabilities &amp; Net Assets</b>	<b>FY 2012</b>	<b>FY 2011</b>
<b>Liabilities</b>		
Accounts Payable	\$221,765	\$243,556
Accrued Payroll and Benefits	\$85,806	\$56,409
Accrued Leave	\$93,753	\$75,948
Deferred Rent	\$96,029	\$80,119
Long-Term Equipment Note	\$96,783	\$122,524
Deferred Revenue	\$1,200	
<b>Total Liabilities</b>	<b>\$595,336</b>	<b>\$578,556</b>
<b>Net Assets</b>		
Unrestricted	\$405,082	\$180,812
Temporarily Restricted	\$41,297	\$94,745
<b>Total Net Assets</b>	<b>\$446,379</b>	<b>\$275,557</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$1,041,715</b>	<b>\$854,113</b>
<b>Expenses</b>	<b>FY 2012</b>	<b>FY 2011</b>
Program Services	\$2,281,590	\$2,656,395
Supporting Services		
Management and General	\$157,091	\$431,434
Fundraising	\$97,120	\$148,771
Total Support Services	\$254,211	\$580,205
<b>Total Expenses</b>	<b>\$3,535,801</b>	<b>\$3,236,600</b>

\* All financial information for FY12 is based on audited financials.





From immunizations to physicals, sick visits to chronic disease management, on-site treatment to specialist referrals, we offer high-quality, affordable resource for Primary Care. We address short-term health problems before they become chronic or critical, reducing lost work days, school days and visits to hospital emergency rooms for routine care. We also continue to demonstrate improved health outcomes for our patients, such as increased immunizations among our pediatric patients and increased cervical cancer screenings for women.

# Primary Care

## Medical Director

**Dr. Rashid Mohiuddin, Board Certified Family Practice** is the Center's Medical Director and oversees all of our patient care. He completed his residency in Family Medicine at Howard University, worked previously as a physician and has conducted extensive research in clinical issues. He is a member of the American Academy of Family Physicians.

*"It is my passion to serve the underserved community."*



## Making a Difference

In early 2011, Enas got a call that her mother, Rozario, had suffered a stroke overseas. Enas brought her mother to Woodbridge but struggled to find affordable health care for her uninsured mother, who required comprehensive medical care. Enas' caregiver recommended the Health Center, where both Rozario and Enas found the affordable services they needed and the compassionate care to make their lives more manageable. "Everyone is very pleasant. The receptionists, the nurses, they are all very kind—they make you feel like you are at home," said Enas. "Dr. Rashid is the top of the line. He really treated us as human beings first, not just a name on a file. That's the way a doctor should be."

## FY12 Milestone

The Primary Care Practice established or expanded several community partnerships—all to benefit our patients' health. The University of Virginia's Mobile Mammography Van provided screening mammograms at our center for about 75 local women. Using our Primary Care Van, we provided services to clients at the Community Services Board's facilities twice each month and provided free services to 300 local residents at a Red Cross shelter following Tropical Storm Lee in September 2011.

# Behavioral Health

## Behavioral Health Director

**Dr. Yorvaska Salazar, PsyD. LPC** has a Doctor of Psychology in Clinical Psychology from Argosy University. She is a Licensed Professional Counselor and Registered Play Therapist with many years of hands-on experience in community settings.

*“For me, it’s about making a difference and doing what I love. It’s the passion of serving the community that keeps me motivated.”*



## Making a Difference

“When I called the Health Center, I was desperate to find help for my daughter who is suffering from depression and anxiety,” said one local mother. “We were treated with the utmost respect and kindness. I never expected to be faced with this situation with my child. It has been very difficult, but it is especially scary when you don’t have health insurance. It is my hope that this program will continue to receive funding so that those without health insurance can still receive quality health care. A program like this can sometimes mean the difference between life and death. “

## FY12 Milestone

Our Behavioral Health Director conducted 437 classroom observations for the Prince William County Head Start program. These behavioral health assessments resulted in treatment and referrals for children found to have behavioral problems. Dr. Salazar conducted evaluations in the child’s classroom or playground, monitoring such behaviors as response to teachers and peer interaction and watching for issues such as inattentiveness, aggression or self-injurious behavior. We worked with teachers, administrators and some parents to make appropriate recommendations for each child.



Our Behavioral Health Practice uses a brief counseling approach to help patients address behavioral health issues that are affecting their lives. Because we offer behavioral health in the same location as our primary, prenatal and dental care, our providers work as a team. For example, if you have been diagnosed with diabetes by your Primary Care Physician, our Behavioral Health Practice can help you learn behaviors and skills to manage your illness and its effects on your life. In FY12, we completed over 1,900 Behavioral Health patient visits.





Our Dental Practice fills a major void in our community—affordable dental care that is available to patients regardless of age, income, language or insurance status. We provided dental care to more than 4,100 children and adults in the last year, with services ranging from routine check-ups and cleanings to fillings, extractions, and preventive oral health care.

## Dental

### Dental Director

**Emmanuel Finn, DDS, MS** holds a Bachelors degree in Chemistry, a Doctor of Dental Surgery Degree, and a Masters in Health Policy and Administration. Most recently, Dr. Finn was the Chief of Oral Health Program at the D.C. Department of Health in Washington, D.C.

*“I am excited and gratified to show up for work every day because I recognize the difference we make in the lives of our patients.”*



### Making a Difference

Josephine, a local senior citizen, needed dental care but was afraid of the cost. A recent immigrant from Nigeria, she was also daunted by the prospect of going to a dentist in America for the first time. When her friend Sheri learned that Josephine didn't want to eat because of the pain, she made an appointment with our Dental Practice. Our team eased Josephine's anxiety, helped her understand the services she needed and how our sliding fee scale works. By the ending of the appointment, Josephine hugged the Dental Hygienist. “The work you do is very important to so many,” said Sheri. “The dental services are professional and not available elsewhere for this clientele.”

### FY12 Milestone

FY12 was the first full year of the Health Center's expanded pediatric dental services in our gentle, child-friendly dental practice. We now provide cleanings, fillings and sealants; X-rays; crowns for primary teeth; five dental operatories; and a goody bag children's dental health. The expansion of services was important because it allowed more local families to access and afford critical dental services for their children.

# Prenatal

## Prenatal Director

**Lisa Wiener, CNM** holds a Post Masters Certificate as a Certified Nurse Midwife from Shenandoah University. Previously, she was a Certified Nurse Midwife at Providence Hospital in Washington, D.C., and served as a Family Nurse Practitioner for the Family Health Connection at a local hospital.

*“Our tremendous growth is gratifying because each new patient potentially represents a woman who would not otherwise have had prenatal care.”*



## Making a Difference

Katherine participated in our new Centering Pregnancy™ program while she prepared to give birth to her first child, Makayli. Katherine learned about the Health Center from her own mother, who is a patient. Although she missed the last few classes because her daughter was born prematurely, Katherine enjoyed the Centering program. “I think Centering is a good idea because you are able to relate with other women going through the same thing. You don’t have any surprises. You know this is normal...I had a great experience.” Makayli, now a thriving infant, and her mother both continue to receive care at the Health Center.

## FY12 Milestone

In late 2011, the Health Center launched of a new model for prenatal care called CenteringPregnancy™. Expectant mothers have the chance to receive prenatal care in groups of 8 to 12 women with similar due dates. The groups meet monthly at the Health Center, integrating health assessment, education, information sharing and support. The program allows patients to have more contact with their provider, meet women with similar issues, actively participate in health discussions and decisions, and enjoy regular prenatal care.



The Health Center’s Prenatal Practice is always a busy and vibrant place. Our Prenatal Practice has grown by leaps and bounds since it opened in early 2010. In fact, our prenatal patient visits increased by more than 62% in just one year. From pregnancy testing and personalized prenatal care to prescriptions and resource referrals, our bilingual prenatal team provides area women with the quality care they need for themselves, their babies and their families.



# Our Contributors

The Health Center thrives because of our many community partners and contributors. We engage in formal partnerships with community organizations, provide programs and services through grant funding, and receive generous support from local individuals and businesses. The Health Center acknowledges the following organizations and individuals for their support during the past fiscal year—providing nearly \$1.7 million in grants, contributions and in-kind donations.

## Companies & Organizations

Advanced Ophthalmology  
 Amerigroup Corporation  
 Bayer Health Care  
 BB&T  
 Bentz Communications  
 Boys & Girls Clubs of Prince William County  
 City of Manassas  
 Dentsply  
 Direct Relief International  
 Dominion Foundation  
 Fairfax County Health Department  
 Friends of Babur Lateef  
 Harbour View  
 Hylton Foundation  
 Jewelry by Design  
 Justice Title LLC.  
 Kaiser Foundation  
 Kaiser Permanente of Mid-Atlantic  
 Kitchen Gourmet  
 LabCorp  
 March of Dimes, National Capital Area  
 Merck and Company  
 Newgate  
 Northern Virginia Family Service  
 Northern Virginia Health Foundation

## NOVEC

Patterson Dental  
 Potomac Health Foundation  
 Potomac INOVA Health Alliance  
 Prince William County Head Start  
 Prince William Health System Foundation  
 Prince William Health Partnership  
 PSS  
 Richard J. Nagel  
 Sentara Northern Virginia Medical Center  
 Staples  
 The Computer Doctor  
 The Cors Foundation  
 U.S. Health Resources and Services Administration  
 United Way of National Capital Area  
 Verizon Foundation  
 Virginia Community Healthcare Association  
 Virginia Health Care Foundation  
 Virginia Primary Health Foundation  
 Washington Gas & Light

## Individuals

Lynn Arturi  
 George Barker  
 Carlos & Gladis Castro  
 Malcolm & Linda Cook  
 Ronald Robert Cordoba  
 Collin Davenport  
 Sandra K. Dawson  
 Linda Decker  
 Jeanette Delgado  
 Sarah R. Eissler  
 Donna Flory  
 Margaret Goldberger  
 Leslie Gumienny  
 William & Valerie Hanbury  
 Bill & Frances Harris  
 Andrew Hartle  
 Jill & Richard Hibbert  
 Paul Moessner  
 Gregg & Jean Reynolds  
 Yorvaska Salazar  
 Nancy Smit  
 Stan Szubiak  
 Lisa & Jay Wiener



# Health Center Leadership

The accomplishments outlined in this annual report are the result of vision, planning and hard work by many individuals. As a 501(c) (3) non-profit organization, the Health Center is governed by a Board of Directors, whose membership includes patients as well as community volunteers who believe in our mission. Our Senior Leadership Group and our staff have efficiently managed the Health Center's budget, coordinated four practices and delivered services to more than 8,000 patients.

## Board of Directors

Virginia Blair  
Novant Prince William Hospital  
*Board Member*

Chris Caseman  
The Arc of Greater Prince  
William/INSIGHT  
*Board Member*

Malcolm Cook  
Hylton Foundation  
*Ex-Officio Member*

Sallie Eissler  
Kaiser Permanente  
*Board Chair*

Margaret Goldberger  
Prince William Health  
Partnership  
*Board Member*

John Gray  
John Gray, CPA  
*Board Treasurer*

Bill Harris  
U.S. Marine Corps  
*Board Secretary*

Valerie Keane  
Sentara Northern Virginia  
Medical Center  
*Board Member*

Ron King  
City of Manassas Department of  
Family Services  
*Board Member*

Comfort Mantey  
Health Center Consumer  
*Board Member*

Paul Moessner  
Retired  
*Board Member*

Laura Posey  
INOVA  
*Board Member*

## Senior Leadership Group

Frank J. Principi  
Executive Director

Dr. Rashid Mohiuddin  
Medical Director

April Chervenka  
Director of Operations

Joel Hughes  
Chief Financial Officer

Mauneese Carter  
Director of Finance

Dr. Emmanuel Finn  
Dental Director

Lisa Wiener  
Prenatal Director

Dr. Yorvska Salazar  
Behavioral Health Director

Carron Young  
Clinical Supervisor



# Health Center Staff



One of our proudest achievements is the quality of service our patients receive from our entire team – the Front Desk, our Clinical Team and Administrative Staff. Our integrated and coordinated approach to health care makes it critically important that our team is experienced, highly skilled and well trained. In FY12, our team included more than 50 employees.

## Culturally Competent

As part of our ongoing investment in improving communication with our patients and our staff's professional development, the Health Center hosts monthly Lunch and Learn sessions and hosts on-site training. This year, for example, the Health Center hosted Cultural Competency training, which included five sessions to increase the staff's ability to work effectively with patients from various cultures and ethnic backgrounds—a crucial skill given the diversity of the community we serve. Our team members are also fluent in several languages, offering care in our patients' native language.

## Clinically Experienced

Our team includes Physicians, Obstetrician/Gynecologists, Dentists, Clinical Psychologists, Certified Nurse Midwives, Registered Nurses, Pediatric and Family Nurse Practitioners, Medical Assistants, Dental Hygienists and Assistants, Pharmacy Assistants, Referral Specialists, Eligibility Workers, Patient Advocates and administrative staff.

## Join Our Team

Apply for a rewarding career opportunity with great benefits by visiting our website, [www.GPWHHealthCenter.org](http://www.GPWHHealthCenter.org), and clicking on "Careers." You will find a current listing of job opportunities.

*Our Clinical Supervisor, Carron Young, above, was our most recent Employee of the Year.*

*Below, the Health Center Team has a full day of off-site training at Hemlock Overlook Regional Park.*



# Patient Health Indicators

During our first five years, the Health Center focused on our core mission—providing access to health care services for the entire community. As we look to our next five years, we are focused on being an “evidence-based practice,” in which we also monitor, measure and review our impact on patient health outcomes. The ultimate goal is to improve our patients’ health.

Here are some health indicators where we are already seeing an improvement:

**Goal:** Increase immunizations for patients turning 2 years old

**Result:** Increased from 16% in FY11 to 40% in FY12.

**Goal:** Increase cervical cancer screenings for women ages 24 to 64.

**Result:** Increased from 43% in FY10 to 50% in FY12.

**Goal:** Increase flu shots administered.

**Result:** Increased from 320 in FY10 to 620 in FY12.

**Goal:** Women enter prenatal care earlier in their pregnancy.

**Result:** Number entering care in their third trimester declined from 21% in FY10 to 8% in FY12.

## Credits

- Content: Kathy Bentz, Bentz Communications
- Graphic Design: Brianna Hickman, Bentz Communications
- Photography:
  - Kathy Strauss/ImageWerks
  - Carron Young
- Printing: Accurate Printing





# About Community Health Centers

The Greater Prince William Community Health Center is our community's only Federally Qualified Health Center and is a member of the National Association of Community Health Centers. Community health centers make a huge difference in our nation's health and well-being:

- Provide health care to more than 20 million people at over 8,100 locations across the country.
- Offer a quality, affordable health care option for people of all incomes and from all walks of life.
- Improve access to care for people who are otherwise priced out of the health care market or face barriers to care.
- Reduce or eliminate the need for more costly care such as emergency room visits and avoidable hospital stays.

*(Information from the National Association of Community Health Centers)*





# Connect With the Health Center

## Make an Appointment

703-680-7950

## Visit the Health Center

4379 Ridgewood Center Drive, Suite 102  
Woodbridge, Virginia 22192

## Visit “[www.GPWHealthCenter.org](http://www.GPWHealthCenter.org)”

- Learn more about our services, locations and providers.
- Donate to the Health Center
- Join our team by clicking on “Careers.”

## Find us on our social media sites:

- Like ‘Greater Prince William Community Health Center’ on Facebook
- Follow @gpwhealthcenter on Twitter
- Subscribe to GPW Health Center on YouTube



Greater Prince William  
Community Health Center

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