



# 2021 IMPACT REPORT

Compassionate quality care for a healthy community.



# Celebrating Collaboration in a Post-Pandemic World

*"Individually, we are one drop. Together, we are an ocean."*  
-Ryunosuke Satoro, Japanese writer

Thank you for your interest in Sadler Health Center. As we reflect on the year 2021, we are proud to celebrate collaboration. We recognize that during the past year, we have had many individuals, businesses and partner organizations to thank for working collectively to position Sadler as a critical safety net to ensure equitable access to healthcare services in the community.

First, we need to acknowledge the significant efforts of our staff. They kept the delivery of services moving forward and realized that they were part of something larger than themselves. They worked tirelessly to assist patients, community partners and those in need while facing unexpected challenges themselves.

Throughout the pandemic, it has been Sadler's intention to ensure that our patients have been able to access competent, comprehensive care. We believe that healthy individuals build strong communities. However, Covid-19 significantly impacted socio-economic factors, including income, education, employment, and health. We have been proud to keep our doors open and extend care to all regardless of an individual's ability to pay for services.

A compounding issue to combating Covid-19 has been hesitancy around getting vaccines. Sadler has been a resource by providing education, Covid-19 testing and vaccines in order to minimize the spread of the illness. We administered more than 5,600 tests and over 7,500 vaccines and booster doses. Collaboration among our staff and with community organizations has led us to redesign our infrastructure in order to build a vibrant community health response. This initiative is comprised of a community based case management team, several community health nurses, and a team of community health workers.

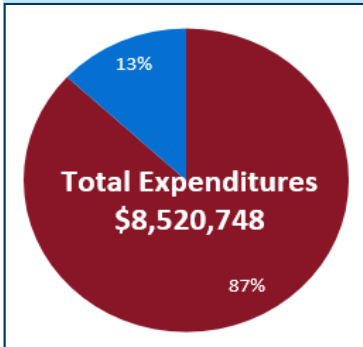
As a federally qualified health center, we provide a critical solution where people can turn to for care with dignity. Our community health response will assist vulnerable populations with basic needs and build trust where they live and work. Through collaboration, we intend to reduce barriers to care in order to elevate quality, accessible services to improve public health.

You are a key component in what we do. Your support strengthens Sadler's services and preserves a 100-year legacy of compassion, helping to address disparities in healthcare and improving health outcomes in our community.

Thank you,

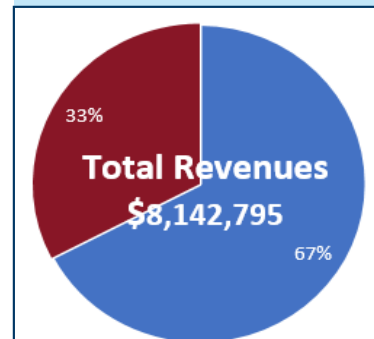


## 2021 FINANCES



**Patient Programs**

**Management & Patient Support Services**



**Grants & Contributions**

**Patient Services**

**Proudly Serving Our Communities for 100 Years**

# Measuring Our IMPACT



Total patients : Total visits  
**8,714** : **31,393**

## ADDRESSING THE NEEDS OF THE COMMUNITY



**18,590**

Medical Visits



**2,703**

Behavioral Health Visits



**7,532**

Dental Visits-Carlisle



**2,568**

Dental Visits-Loysville

## WHO ARE OUR PATIENTS

**55.6%**

Women

**44.4%**

Men



**0-5**

811

**13-17**

939

**6-12**

1,306

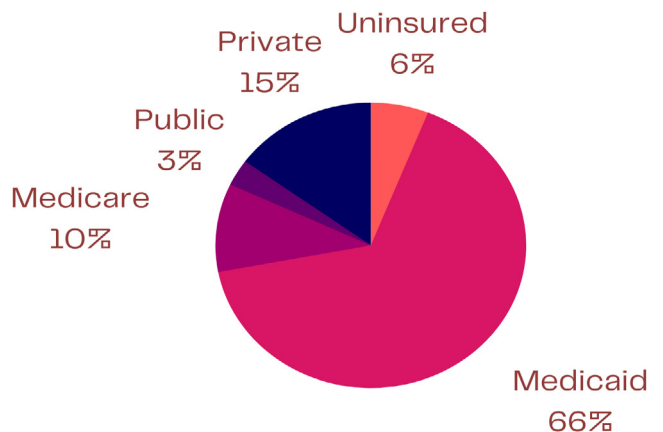
**18-64**

5,004

**65-85+**

654

## INSURANCE COVERAGE



## SERVING OUR DIVERSE COMMUNITY

**6,240**

White

**9**

Native Hawaiian/  
Other Pacific Islander

**1,386**

Black/African American

**297**

More Than 1 Race

**455**

Unreported

**22**

American Indian/  
Alaskan Native

**27**

Other Pacific Islander

## **MISSION**

Our Mission is to advance the health of our community by providing inclusive, high-quality and compassionate care.

## **VISION**

Compassionate quality care for a healthy community.

## **VALUES**

### **Respect**

We treat everyone with courtesy and dignity.

### **Compassion**

We care for our patients with empathy and understanding.

### **Integrity**

We adhere to the highest standards of professionalism, ethics and personal responsibility.

### **Quality**

We challenge ourselves every day to achieve excellence in care and service for our patients.

### **Collaboration**

We attain success through teamwork and partnerships.

### **Appreciation**

We value the contributions of employees, volunteers, and community partners in achieving our mission.

### **Diversity**

We embrace an inclusive environment where all people feel welcomed and appreciated.

### **Fiscal Responsibility**

We are good stewards of the financial resources entrusted to us.

## **BOARD OF DIRECTORS**

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Jane Burke, Vice Chair

Paul Krone, Treasurer

Rosemary Backer, Secretary

Chuck Crone

Vonnie Turnbaugh

Patricia Holby

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