



2023 IMPACT REPORT



WE PUT THE  IN HEALTHCARE

A Year of Achievement

This past year proved to be a time of celebration, growth, and accomplishment. After years of planning and much effort, Sadler Health Center's West Shore Center opened its doors to the community on December 4, 2023. We can't say enough about the support of our dedicated Board of Directors and staff, generous donors, and the many contractors that worked on the project. The culmination of their efforts not only created a beautiful building, but also will improve access to quality, affordable healthcare for those needing services. Inside, this "medical mall", we will offer medical, dental, behavioral health, vision, pharmacy, lab services, and, later in 2024, an express care.

During the past year, more than 10,200 patients made almost 38,000 visits for care through a combination of in-person and virtual, telehealth appointments. In addition, we responded to the additional needs of our community by assessing for insurance eligibility, housing security, food security, transportation and clothing access. Our team of Community Health Workers and Insurance enrollment specialists stood prepared, to screen, and assist inside and outside our centers.

Our outreach program expanded to support delivery of care with a mobile unit visiting two sites each week – Shippensburg and Newport. Medical services available include physical exams for school, sports and work, sick visits, lab draws, immunizations, follow-up visits and well-child visits. Through the mobile unit, we are able to better serve patients where they are in the community. Also, this will introduce Sadler services to new residents looking for an affordable comprehensive healthcare home.

One of the biggest challenges we faced in 2023 was workforce recruitment. To mitigate the issue of dental assistant and medical assistant shortages, Sadler implemented two innovative initiatives to build its own pipeline of trained staff; an in-house dental assisting and medical assisting training program. Since its inception, the initiative has supported over ten trainees and will continue to open new opportunities for additional students while ensuring qualified, thoroughly trained employees to assist our providers and patients.

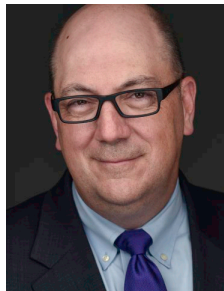
We are incredibly honored to be transforming lives through high quality compassionate care and advancing health equity in our community one patient at a time. Our team of talented professionals remains committed to serving the individual needs of patients with respect and dignity. Thank you for being a part of who we are and who we serve.

Sincerely,



Manal El Harrak

Manal El Harrak
CEO

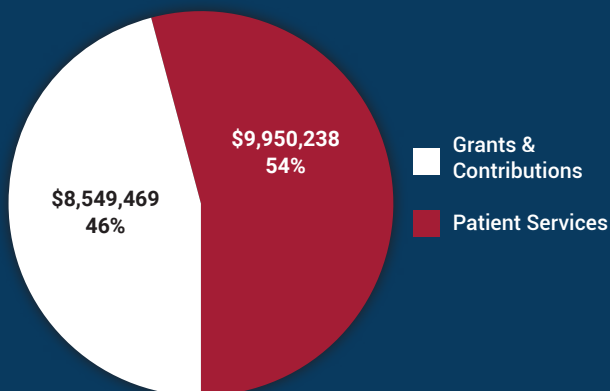


Michael Wolf

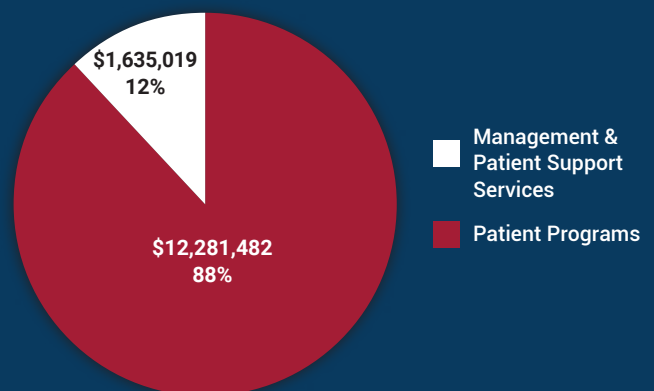
Michael Wolf
Chair of the Board of Directors

This publication is presented in honor of the volunteer board members, employees, donors, community partners, and to all who came before us as champions of accessible and affordable healthcare for everyone.

TOTAL REVENUES - \$18,499,707



TOTAL EXPENDITURES - \$13,916,502



2023

MEASURING OUR IMPACT

TOTAL PATIENTS

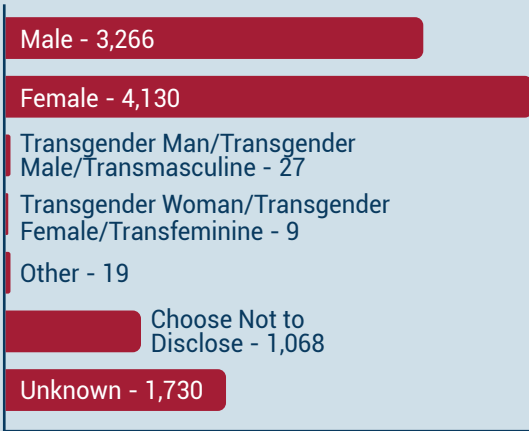
10,249

TOTAL VISITS

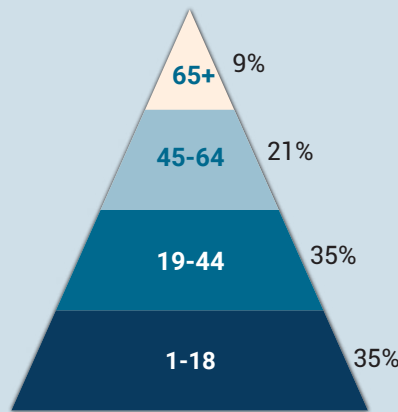
37,791

WHO ARE OUR PATIENTS?

BY GENDER IDENTITY



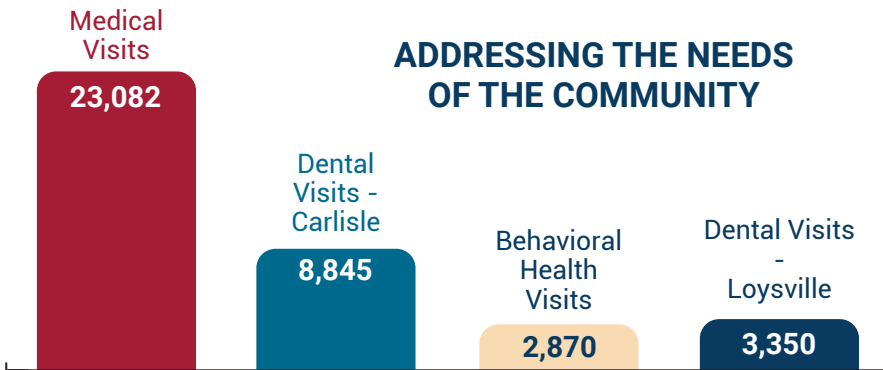
BY AGE



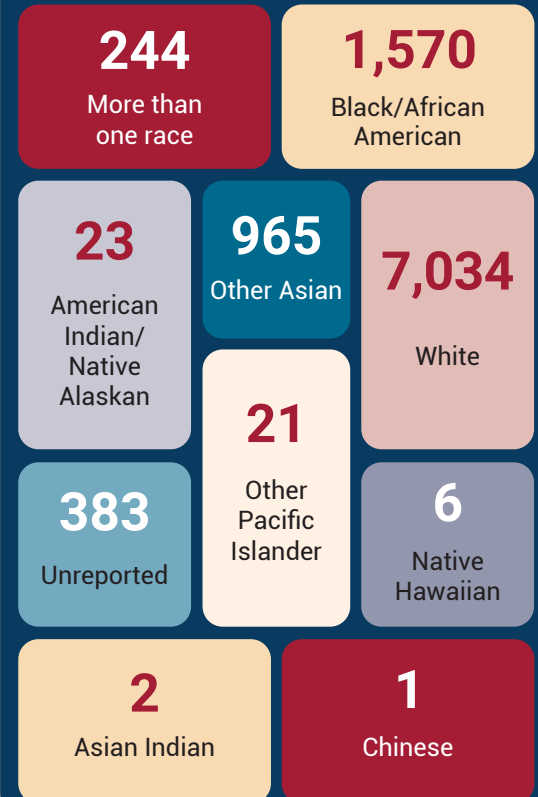
BY SEXUAL ORIENTATION



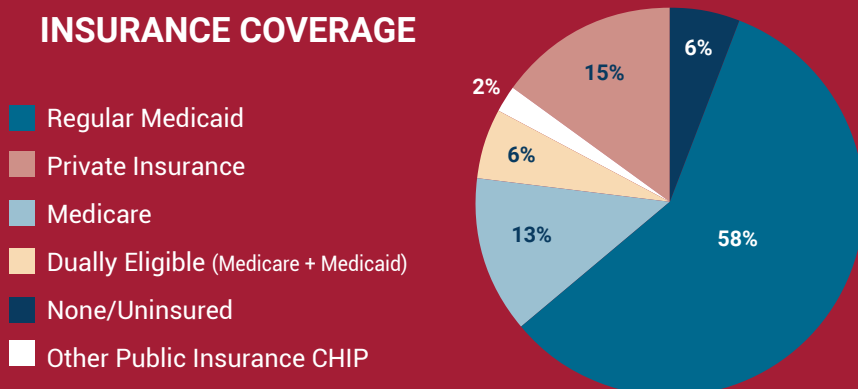
ADDRESSING THE NEEDS OF THE COMMUNITY



BY RACE



INSURANCE COVERAGE



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 gain 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.

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.

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100 North Hanover Street, Carlisle, PA 17013
5210 E. Trindle Road, Mechanicsburg, PA 17050
1104 Montour Road, Loysville, PA 17047

717-218-6670 • 1-866-Sadler-7

SadlerHealth.org

