

# Our Impact During the COVID-19 Pandemic:


Westside Family Healthcare remains a constant source of compassionate care during the global fight against COVID-19, an invisible enemy. Our experience this year highlights the value and dedication of the people in our healthcare community.




Westside operates five health centers with more than 230 employees in Delaware. Together – the people who work here and the people for whom we care – *we are family*. Together, we are the people who fight relentless diseases like diabetes, heart disease, high blood pressure, asthma, cancer, and flu. We are the caregivers, we are the professionals, we are the patients, and together, *we are community*.

We serve Delaware's vulnerable neighborhoods with skill and compassion. **Our patients count on us to help them stay healthy and care for them when they are sick.**

## A constant source of care for our patients:

**50%**   
of medical visits are completed by telehealth; compared to 0% before the pandemic

**2,000+**   
remote patient monitoring tools for patients with chronic disease to track vitals at home

**6x**   
as many emergency dental visits were completed, helping patients deal with trauma, cavities, and severe gum disease

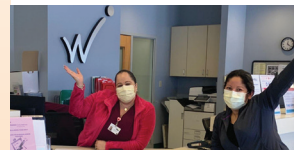
**4,423**   
patients-at-risk were contacted during initial Stay-at-Home orders to address their physical and emotional needs

## Reaching our community:

**20+**  
COVID-19 community based testing events in underserved neighborhoods from April to June 2020

**100%**  
of employees contributed to COVID-19 initiatives

**2,000+**  
community members immunized for influenza during community vaccine clinics

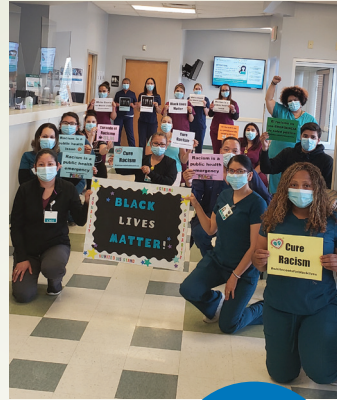


# Our Impact by the Numbers



## Services

- Medical
- Dental
- Women's Health
- Pediatric Health
- Behavioral Health
- Migrant & Seasonal Agricultural Health
- Support Services
- Telehealth
- Financial Assistance



## 2019 Patient Highlights

**27,754**

Total Unique Patients



**93,328**

Total Patient Visits



**85%**

of patients have a household income at or below 200% of the federal poverty level



**41%**

salud

of patients are best served in a language other than English

Over 30 languages spoken by patients!

**48%**

of patients utilize Medicaid or Medicare



**29%**

of patients are uninsured



Thank you to our generous 2019 and 2020 grant funders, corporate sponsors, and individual donors. For a full list of contributors, please visit: [westsidehealth.org/funders](https://westsidehealth.org/funders)



Westside operates five health center locations in Bear, Dover, Newark, and Wilmington. To learn more about Westside, our Board of Directors, and leadership team, please visit: [westsidehealth.org](https://westsidehealth.org)

## 2019 Patient Quality Metrics\*

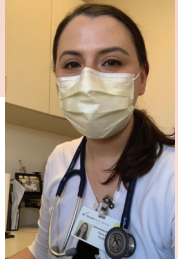
**62%**

of eligible patients completed their routine colorectal cancer screening



**92%**

of babies were born at a healthy birth weight



**9 out of 10**

eligible patients were screened for depression



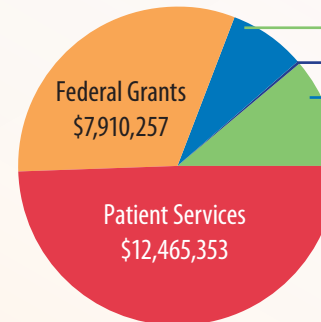
**100%**

of patients who screened positive for HIV were linked to follow up care and treatment

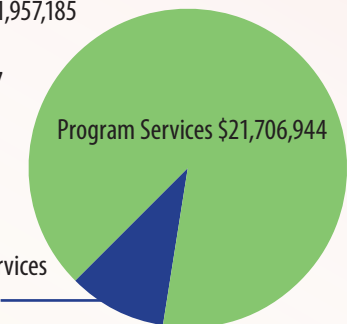


\*Westside received the 2020 HRSA Health Center Quality Leader Award – awarded to the top 20% of all health centers nationwide. Annually, Westside measures nearly two dozen key clinical performance indicators. This is a small sample of our quality metrics.

## 2019 Revenue & Expenses



**Total Revenue: \$25,146,990**



**Total Expenses: \$24,113,094**

**\$8,199,429**

Beginning of Year Net Assets

**\$9,233,325**

Net Assets End of Year

**\$1,033,896**

2019 Operating Income