

# SAVING LIVES THROUGH PRIMARY CARE

Westside Family Healthcare is committed to serving our community's healthcare needs especially now during the COVID-19 pandemic.

Operating five health centers in Delaware, Westside provided comprehensive care for more than 25,000 patients through nearly 100,000 primary, dental, and behavioral health visits in 2021.

Being a Primary Care Medical Home means we provide coordinated and compassionate care. Our services are optimized when each patient is treated with open communication and collaboration. We took the COVID-19 pandemic as an opportunity to rethink how we deliver care in a way that makes sense for where our patients are today.

At Westside, we know access to trusted, expert care changes lives and strengthens communities.



## COVID STATISTICS 2021

**20,000+**  
COVID VACCINES  
ADMINISTERED

**81%**  
IDENTIFY AS  
HISPANIC/LATINX  
OR BLACK

**1,095**  
VACCINES ADMINISTERED  
TO AGRICULTURAL  
WORKERS

**OVER 200**  
ON-SITE  
VACCINE CLINICS

**3,178**  
COVID TESTS  
ADMINISTERED

## RECOVERING TOGETHER

During 2021 Westside was at the forefront of reliable COVID-19 vaccine access in hard-to-reach communities.

An early adopter in family vaccine clinics, we reached whole households with vaccines in our health centers and in the community. We were there as a vaccinator, an advocate, and an educator. The hundreds of families who came to Westside each week trusted us to put their health and safety first. This trust means communities are better protected from COVID-19, building healthier neighborhoods for tomorrow.



## DEPLOYING — ADVOCATING — EMPOWERING

Our COVID Vaccine Strike Team administered vaccines for more than 50 hours per week, both inside and outside our walls, reaching every community we serve.

Working with Delaware Health and Social Services and partners across the state, we championed for equitable access to vaccines in communities disproportionately affected by COVID-19.

As a trusted community provider, we supplied our patients with education and resources that keep families informed and healthy.

*"While serving under the National Health Corps helping people get vaccinated, I have learned that together we can get through anything. COVID-19 has affected everyone in some way and it has been a rough time. Serving at Westside has showed me the importance of coming together as one to accomplish a goal."*

*Aliyah Gwathney – National Health Corps member*

# CARING

FOR THE WHOLE PERSON

## A CURE FOR HEPATITIS C

Hepatitis C is the most common blood-borne infection in the United States and accounts for more deaths than 60 other infectious diseases combined, including HIV.

Delaware has one of the highest rates of Hepatitis C in the country because of the opioid epidemic and nearly half of individuals who are infected are unaware.

With innovative antiviral medicines, Hepatitis C can be easily treated and cured in a primary care setting. Launched in 2018 in partnership with ChristianaCare, Westside's pilot Hepatitis C Program had early success and quickly expanded with funding from Direct Relief and the Pfizer Foundation. Now all patients over the age of 18 are screened for Hepatitis C as part of their routine care. If positive, Westside offers comprehensive case management and treatment to help cure patients of the disease.

As our telehealth program expanded during the COVID-19 pandemic, patients became more engaged in their Hepatitis C treatment plans. When receiving care remotely patients have more flexibility around work schedules and do not have to rely on transportation for appointments.



We learned our patients are responsive to text, video and phone check-ins, and, in fact, this was a preferred communication.

Our results have been remarkable, achieving cure rates of over 93%. Patient engagement through universal screening and continuity of care is the key to success. By detecting the virus in the primary care medical home, more patients are treated, further reducing disease transmission and changing the course of the Hepatitis C epidemic.

*"There aren't many things that we can say we cure in primary care. But, now we are able to treat and cure patients of Hepatitis C. This is a game changer."*

*Karla Testa, MD,  
Director of Pediatrics and  
Special Populations*

## INCREASING ACCESS TO FRESH, HEALTHY FOOD IN A TIME OF GREAT NEED

Food insecurity is especially problematic for those with chronic conditions. The combination of stress and poor nutrition can make disease management challenging.

When people do not know when or where they will eat their next meal, finding food often takes priority over managing health. The pandemic worsened food insecurity when families faced reductions in income and access to resources. To increase food access, Westside launched Feeding Families. The program, funded by Highmark



**50**  
FAMILIES

Blueprints for the Community, supports the health of families who screened positive for food insecurity and have at least one chronic disease. "Focusing on food insecurity and the factors that contribute to illness, or the social determinants of health, has always been the mission of community health centers like Westside," said Megan Werner, MD, MPH, Associate Medical Director of Population Health and Quality. Our care teams can support patients with chronic disease using virtual interventions tailored to unique cultural, social, and health needs. While findings are preliminary, results show increases in healthy eating and improved health.

*In its first year, 50 Westside families received fresh foods weekly from home-delivery service Hungry Harvest, and met virtually with a nutritionist and social service coordinator for customized education, cooking tools, and recipes.*

## HELPING HANDS

ENSURING HEALTH OF HARD-TO-REACH POPULATIONS.

**42,000**

YOUTH AND ADULT MASKS DISTRIBUTED



**2,000**

HYGIENE KITS DISTRIBUTED

**1,200**

BACKPACKS WITH SCHOOL SUPPLIES AND DENTAL KITS DISTRIBUTED



**1,350**

KIDS COATS DISTRIBUTED

Thank you to our generous 2019 and 2020 grant funders, corporate sponsors, and individual donors.

For financial data, patient statistics, and a list of funders, please visit:

[WESTSIDEHEALTH.ORG/IMPACT](http://WESTSIDEHEALTH.ORG/IMPACT)

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](http://WESTSIDEHEALTH.ORG)