



NEIGHBORHOOD  
HEALTH CENTER

*Welcome to  
Neighborhood!*  
2021 ANNUAL REPORT



*Pictured: Adrenna Shipman,  
Neighborhood Health Center patient*



Neighborhood Health Center celebrated many successes while also facing new challenges in 2021 as impacts of the COVID-19 pandemic continued to evolve. We launched a new strategic plan centered on health equity, and implemented new strategies to address health disparities and the needs of our dedicated workforce. Among these initiatives are a focus on empanelment to allow patients and their providers to know each other better and achieve better health outcomes, and new culturally sensitive and inclusive efforts for our patients with diabetes. Plus, our work throughout the pandemic in promoting vaccine access and testing, and addressing vaccine hesitancy in medically underserved communities earned Neighborhood an IDEA Award from *Buffalo Business First*.

Perhaps our greatest success of 2021 is our staff. Not only did the Neighborhood team continue to innovate and support each other to provide our patients with high quality and compassionate care during a pandemic, they also made Neighborhood a “Best Places to Work” finalist. Thank you, team! We are committed to making Neighborhood an even better place to work by increasing retention and developing the capacity of our staff to deliver trauma-informed, resilience-oriented care in an equitable and inclusive environment.

We move into 2022 with an eye toward growth and evolution. We are opening two new sites this year in Buffalo – Neighborhood Health Center | Riverway at 1569 Niagara Street offering our full complement of services, and Neighborhood Health Center | Bridgeview at 1050 Niagara Street offering primary care and referrals to BestSelf Behavioral Health patients. We are also refreshing our brand with a new look and tagline – “Healthcare That Welcomes You” – that will pair with a “Welcome to Neighborhood” theme aimed at introducing Neighborhood to those who don’t yet know us and all that we offer.

None of what we’ve accomplished, or have planned, happens without collaboration and teamwork. Thank you to our staff, our donors, and supporters. You are committed, you are kind, you make a difference – you are Neighborhood!

**Joanne Haefner, MS, FNP**  
*President & Chief Executive Officer*

**Mary Pat Fleming**  
*Chair, Board of Directors*



As the COVID-19 pandemic evolved in 2021, Neighborhood Health Center focused on the public health importance of COVID testing, vaccination, and education, and on disparities related to race and ethnicity. Neighborhood made weekly adjustments to its COVID workflows informed by data on testing and vaccination rates by race/ethnicity/language for both

Neighborhood patients and Erie County – data such as an increase in vaccine administration among Hispanic/Latino patients when a Spanish-speaking staff member contacted them to schedule. This is a prime example of meeting patients where they are and making an impact on the health of racially and ethnically diverse communities with a data-driven approach.



9,205

COVID-19 tests administered by Neighborhood Health Center in 2021.



12,657

COVID-19 vaccine doses given by Neighborhood Health Center in 2021.



16,721

Telehealth visits for Neighborhood Health Center patients in 2021. Additionally, Neighborhood served patients through 4,765 telephonic visits in 2021.



What our patients are saying...

“The practice really gets to know their patients and I always feel welcomed and in great hands.”

“Son muy excelentes profesionales de la salud muy dedicado a sus paciente.”

## BETTER CARE

 **113,573**  
Patient visits in 2021.

 **28,100**  
Unique patients in 2021.

 **Vision Care**  
New service added in 2021.

## INTEGRATED CARE

 **15,264**  
Dental visits in 2021.

 **6,010**  
Behavioral Health visits in 2021.

 **4,547**  
Wellness visits in 2021.

 **6,621**  
Podiatry visits in 2021.

## PREGNANCY CARE

 **430**  
Babies delivered in 2021.


## PHARMACY UTILIZATION

 **18%**  
Increase over prior year in prescriptions filled at Blasdell.

 **7%**  
Increase over prior year in prescriptions filled at Mattina.

## WHO WE SERVE

 **85%**  
of patients lived at or below the 200% Federal Poverty Level in 2021.

 **2,221**  
Unique patients were experiencing homelessness.

## 2021 PATIENT DEMOGRAPHIC DATA





## NEIGHBORHOOD PATIENT STORY

Adrenna Shipman shares how she's finding success in her battle with diabetes, with the help of a Neighborhood Health Center practitioner.

Adrenna Shipman, a mother of twin daughters and a son, found herself in a bad place in 2021. She contracted COVID, landed in the hospital, and while she was in the hospital she also found herself battling ketoacidosis – a life-threatening complication of diabetes.

“I couldn’t breathe. I couldn’t function. I told myself if I come out of this all right, I will be a better diabetic,” Adrenna recalls. “I want to be there for my kids. And, I don’t want to lose fingers. I don’t want to lose limbs.”

Adrenna has a family history of diabetes, including an uncle who lost a leg. So, once she got out of the hospital she was ready for big lifestyle changes.

“I quit drinking regular Pepsi. I stopped snacking in the middle of the night,” she explains. “I used to wake up at two or three in the morning and eat muffins and cookies and chips, but I decided – No. I now have a piece of fruit before bed and keep a bottle of water or maybe iced tea next to my bed.”

It hasn’t been easy, but it’s working. Adrenna feels better, has more energy, she’s lost 25 stubborn pounds, and has been able to reduce her medications. Her healthier habits have also meant her children are eating healthier too. Their kitchen is now stocked with healthy options and candy is a rare treat.

“I did not want to die.  
I did not want to  
lose my limbs.”



Adrenna gives much credit to Neighborhood Health Center Nurse Practitioner Janette Evans who has been there for her on this journey to better health, including when Adrenna was in the hospital last year.

“I don’t think she even realizes how much she’s changed my life,” Adrenna smiles as she talks about Janette. “She gave me what I needed to save my life. And, every time I come into the doctor’s office, she’s there cheerleading me on.”

“I am extremely impressed with Adrenna and her dedication to improving her health,” says Janette. “She has worked very hard and it has shown in her results.”

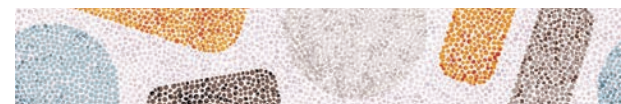
It’s a journey that continues. Adrenna is working towards a day when she can be completely off medications. She now talks with friends and relatives with diabetes about what has worked

for her, and stresses the importance of having a provider you feel comfortable with, who will listen to your concerns.

“Be open with your doctor. For example, some of the diabetic pills are huge, and I know some people don’t want to take big pills. If that’s your concern, talk to your doctor about it. There may be other options but you won’t know if you don’t discuss it,” explains Adrenna. “If a pill isn’t working, talk to your doctor and say, ‘This isn’t helping me. Can we look at something different?’”

There are good days and bad days on this journey. It’s the end goal that keeps her going.

“I’m going to be there for my kids. I’m going to beat diabetes.”



## BETTER HEALTH



Neighborhood was awarded a Health Resources and Services Administration gold badge in 2021 identifying Neighborhood as being in the top 10% of health centers nationwide for quality.



**93%** of patients received body mass index screening and follow-up plans in 2021.



**90%** of patients ages 12+ were screened for depression and received follow-up plans in 2021.



**95%** of adult tobacco use patients received cessation advice or intervention in 2021.



**88%** of eligible patients were screened for cervical cancer in 2021.



**92%** of pediatric patients received weight assessments and counseling in 2021.



**55%** of eligible patients were screened for breast cancer in 2021.



What our patients are saying...

“Atiendan a los pacientes con mucha amabilidad y respeto. Gracias por ayudarnos con nuestras salud.”

“Just wanted to say how important it was for me to go to a doctor and have her listen to me and take me seriously.”

## BETTER COST and THRIVING WORKFORCE



**\$34,312,061**

Total spend in 2021.



**\$64,506,675**

Regional economic impact in 2021.



**447**

Full or part-time staff employed in 2021.



NEIGHBORHOOD  
HEALTH CENTER

Healthcare  
that welcomes you.

[nhcwny.org](http://nhcwny.org)

**Blasdell**

4233 Lake Avenue  
Blasdell, NY 14219

**Bridgeview**

1050 Niagara Street  
Buffalo, NY 14213

**Mattina**

300 Niagara Street  
Buffalo, NY 14201

**Northwest**

155 Lawn Avenue  
Buffalo, NY 14207

**Riverway**

1569 Niagara Street  
Buffalo, NY 14213

**Southtowns**

151 Elmview Avenue  
Hamburg, NY 14075

**EXECUTIVE LEADERSHIP TEAM**

Joanne Haefner, MS, FNP  
*President and Chief Executive Officer*

Paul Allan  
*Chief Information Technology Officer*

James Burruano, DPM, ACFAS  
*Chief Medical Administrator*

Stacy Dean, ANP-BC, MBA  
*Vice President of Clinical Operations*

Edward Golebiewski  
*Vice President of Finance*

Marc Howe  
*Vice President of Operations*

Michele Steiner, PharmD  
*Vice President of Pharmacy*

Kelly Suzan, MS, RN  
*Vice President of Strategy*

**SENIOR LEADERSHIP TEAM**

Jeffrey Anderson  
*Director of Software*

Christopher Biondolillo, MD-BC  
*Medical Director*

Ginger Geoffery, APR  
*Director of Communications*

Merlyn Hammer, MS  
*Director of Public Health*

Stephanie Joerger  
*Director of Human Resources*

Chad Kahler, DDS  
*Dental Director*

Julie Kozlowski, RN, MHA  
*Director of Nursing*

Melissa Payne, SPHR  
*Senior Director of Human Resources*

Elise Robinson  
*Director of Community Health*

Franklin Smith  
*Director of Quality*

Megan Stanbro  
*Director of Operations*

**BOARD OF DIRECTORS**

*\* Patient Board Members*

Mary Pat Fleming\*  
*Chair*

Michael Laskowski  
*Vice Chair*

Cory Mosgeller\*  
*Treasurer*

Colleen Lewis\*  
*Secretary*

Kathy Banks\*  
Eric Brady

Shannon Bryant

Christa Cutrona

Kushnood Haq\*

Don Ingalls\*

Ryan Liddell

Dawn Maher\*

Carrie Marcotte\*

Dan McCormick\*

Karen Peffer\*

Timothy Pitirri\*

Diana Proske\*

Sarah Utkin



## *Our Mission*

Impactful healthcare provided by kind people so Western New Yorkers can achieve their dreams and goals.

