



Keystone
Health



2019

AND BEYOND

KEYSTONE HEALTH AT A GLANCE

» OUR SERVICES

21 Primary Services

- Family Medicine
- Speech/Language Therapy
- Occupational Therapy
- Audiology
- Behavioral Health
- Chiropractic
- Crisis Intervention
- Urgent Care
- Pediatrics Chambersburg
- Pediatrics Waynesboro
- Pediatrics CASHS
- Women's Care
- Internal Medicine
- Infectious Diseases
- HIV/AIDS
- Foot and Ankle
- STD/Family Planning/
Healthy Woman
- Dental Chambersburg
- Pediatric Dental
- Dental Mont Alto
- Agricultural & Seasonal
Farmworkers

Ancillary Services

- 1 Keystone-Owned Pharmacy
- 15 Contracted Pharmacies
- Keystone Outreach Enrollment

» SERVES 56,874 patients through 252,440 visits, regardless of ability to pay

» WE ARE ACCOUNTABLE TO THE COMMUNITY THROUGH A PATIENT-DIRECTED BOARD OF DIRECTORS

» EMPLOYS 530 employees (doctors, other primary care providers, nurses, and support staff)

» PRESENTLY OWNS five health centers in Chambersburg

820 Fifth Avenue (22,000 sq. ft.) Family Medicine

830 Fifth Avenue (52,000 sq. ft.) Pediatrics Chambersburg including Pediatric Walk In, Pharmacy, Women's Care, Internal Medicine

767 Fifth Avenue (17,000 sq. ft.) General Dentistry and Foot and Ankle

110 Chambers Hill Drive (12, 800 sq. ft.) Behavioral Health and Drug and Alcohol Services

111 Chambers Hill Drive (68,000 sq. ft.) Urgent Care, Infectious Disease/HIV and STD, Pediatric Occupational Therapy, Speech Therapy and Audiology, Pediatric Dentistry, Administration, Centralized Medical Records, Community Health Services, STD/Family Planning Clinic Services

MAKING A DIFFERENCE IN THE LIVES OF PATIENTS EVERY DAY

Keystone Rural Health Center, also known as Keystone Health, is a 501 (c)(3) not-for-profit Federally Qualified Health Center that has been serving Franklin County and the surrounding areas since 1986.

2019 PRESIDENT'S MESSAGE



Joanne Cochran
President & CEO

As I reflect on another year at Keystone Health, one word comes to mind: gratitude. We have truly been blessed at Keystone with continued growth and success over the past 34 years. The work we do at Keystone continues to have a big impact in the lives of our patients, and word is getting out about the quality of care our practices provide. We served 56,874 patients in 2019 –

a nearly 8% increase from 2018, and had 252,440 patient visits, a nearly 12% increase.

We have been blessed with a wonderful team of employees at Keystone Health, which continues to grow each year, and I am grateful for the work they do each day. The services we provide at Keystone are distinguishing us as a top medical provider in not only the county, but in the state and country as well. We continue to be one of the largest multi-specialty Federally Qualified Health Centers (FQHCs)

in the nation and receive continued recognition and awards for the work and achievements of our employees and company.

As Keystone Health moves into its 34th year of providing services, we continue to adapt to a changing landscape of healthcare. New trends, collaborations, and challenges are met each year. We are proud to work each day to provide the services our community needs. We continue to work toward reducing disparities, tackling substance disorders, serving as co-responders in emergencies

MESSAGE FROM THE PRESIDENT & CEO *(continued from page 2)*

and disasters, focusing on social determinants of health, and finding new ways to meet the needs of those in our community. We are proud to serve every patient at Keystone, but especially those who are the most vulnerable and those who may not be able to receive the services they need anywhere else.

In 2020, we plan to face any challenges and serve our community by doing what we already know how to do—that is supporting the growth and development of a broad range of primary care health services for our community and surrounding communities, thereby facilitating employment and providing easy and immediate access to these services.

2019 was another year of growth and expansion throughout the company. A few examples are:

- In early 2019, Keystone adopted Solution Reach, a platform that will enhance patient access and reputation management. Two-way text-based schedule requests and reminders are available for patients through the platform. This will allow for patients to confirm or reschedule appointments by text, and will also ask patients to complete post-visit surveys.
- Keystone continued to collect social determinants of health data on its patients and also used the PRAPARE tool, recommended by the Health Resources and Services Administration (HRSA), to help us better understand the needs of our community.
- Keystone continued to use TMS, Transcranial Magnetic Stimulation, in our Behavioral Health office for patients suffering from major

depressive disorder. Many patients report life-changing outcomes and are very thankful for this service.

- Keystone Family Medicine began offering Battlefield Acupuncture, an alternative method of pain management, and many patients have reported great outcomes.
- Keystone continued providing Medication Assisted Therapy for those who use and/or abuse drugs. This service was already being provided both in our Behavioral Health Program and in our Women's Care Program, and was also extended to Family Medicine in 2019. Women's Care is providing care to the incarcerated pregnant female population, and Behavioral Health and Family Medicine are providing services to all other community members who have drug seeking, drug using, and drug abusing behavior. The President and the Governor have declared the opioid crisis a National Crisis, so Keystone stands ready to address this issue at our Franklin County level.
- Keystone received a grant from HRSA for Substance Abuse and Mental Health and part of the grant was slated for renovations at the Keystone Family Medicine practice, located at 820 Fifth Avenue. The renovation allowed for 12 additional exam rooms for primary care providers who will be providing Medication Assisted Treatment.
- Keystone held a Cervical Cancer Awareness campaign in January and offered free pap tests to uninsured women at our Community Outreach office. Forty-three women were screened, and three were

found to have abnormal results – a potentially life-saving finding. These three women said they had put off getting screened previously due to being uninsured or being unable to pay for this service. Eligible women were also enrolled into the Healthy Woman Program and received mammograms. Two women had abnormal mammogram results – another potentially life-saving finding. The women who had abnormal paps and mammograms will have any further diagnostic care covered by the program.

- In March, a campaign was held for colorectal cancer screening throughout the organization, and provided free take-home tests to many uninsured patients.
- In May, Joint Commission visited Keystone Health. Keystone received continued accreditation.
- In June, HRSA visited Keystone for our Federal Tort Claims Act Review (FTCA). Keystone did quite well.
- In July, Keystone Health acquired two local practices: Keystone Foot and Ankle Center (formerly Franklin County Foot and Ankle) and Keystone Chiropractic (formerly Susquehanna Chiropractic).
- In October of 2019, Keystone opened its newest facility at 111 Chambers Hill Drive, in Chambersburg. The facility houses Keystone Urgent Care, Keystone Pediatric Developmental Center (formerly Keystone Pediatric Therapies and Keystone Audiology and Speech), Keystone Infectious Diseases, Keystone Community Health Services (HIV/STD services

and family planning), Keystone Pediatric Dental, and the Keystone Administration offices.

- Also in November, Keystone held its annual Diabetes Health Fair offering free tests, screenings, and education to the community. Each year some of those who come to the event are diagnosed with diabetes and others are found to have vision-threatening eye scan abnormalities. This year five people had critical findings from the eye scan and discovering these abnormalities at our event may have saved those patients' sight. Those who are diagnosed with diabetes are immediately counseled about proper care and are set up with an appointment to address their needs.
- In late 2019, the Keystone board approved the purchase of a 4.21 acre property in Waynesboro. Keystone plans to use this for future expansion which may include pediatrics, foot and ankle, family medicine, dental, and

behavioral health in the greater Waynesboro community.

As always, I wish to thank our Board of Directors and our employees for their dedication and hard work to ensure we can continue to serve our community through providing an excellent quality of care, caring for all of our patients and especially those who need it most, contributing to high patient satisfaction, and continuing to work toward performance improvement and embracing financial accountability.

I also want to extend my gratitude to our patients, local businesses, and our stakeholders for their continued support. Without all of you, Keystone could not be what it is today. I look forward to what 2020 holds for Keystone and anticipate it continuing to grow in order to better serve those in our community.

Joanne Cochran

2019 QUALITY INITIATIVES



Dr. Michael Colli

In 2019, Keystone Health greatly expanded its services to better meet the health care needs of our community and improve access to care for our patients. As a

federally qualified health center, our mission is to reduce barriers to health care for the citizens of Franklin County and its surrounding communities. We actively identify where healthcare disparities exist and ensure that all, regardless of race, ethnicity, or economic status, have access to affordable, high-quality healthcare.

To that end, Keystone Health added an additional 23 providers to our health care team in 2019. Importantly, we have undertaken aggressive expansion efforts in areas of high community need, such as primary care, behavioral health and dentistry. In 2019, we added 5 mental health counselors,

2 dentists, 3 speech therapists, and 4 primary care providers to our organization's medical staff.

In addition, Keystone Health has also expanded the spectrum and breadth of services we offer. For example, in 2019, Keystone added podiatric medicine to our health care delivery system. We recognized that foot and ankle care, especially for those suffering from diabetes, is an extremely important part of a patient's wellbeing. We therefore prioritized the addition of podiatry in order to improve access to care for those seeking foot and ankle care.

In 2019, Keystone Health also added a platform for patients interested in alternative and complementary medicine. Recognizing that many of our patients suffer from musculoskeletal injuries and chronic pain, we believed that offering a treatment modality to address musculoskeletal related pain could

help reduce our reliance on opioid medications. Therefore, we added chiropractic care to our spectrum of services.

To help accommodate our service line expansions, we opened a new building in November 2019. This fabulous new facility, located at 111 Chambers Hill Drive, houses our urgent care, pediatric developmental center, pediatric dental, and community health services program, as well as most of our administrative functions. This top-notch center helps to create a warm and comforting environment that enhances the patient experience and furthers our position as the provider of choice in our community.

Although we are proud to continue to add new service lines and bolster our existing service lines, we recognize that our core mission is to provide high quality, low cost care to our patients. This past year we created clinical dashboards, focusing on preventative

2019 ACHIEVEMENTS

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Providers who joined Keystone Health in 2019:



Pernilla Lovegrove,
LMFT
Keystone
Behavioral Health



Michael
Gaudiose, MD
Keystone
Family Medicine



Hope Clever, LPC
Keystone
Behavioral Health



Tiffany Belanger,
LCSW
Keystone
Behavioral Health



Tiffany Gillette,
CNM
Keystone
Women's Care



Melanie
Finkenbinder, MD
Keystone
Agricultural
Worker Program



Grant Meckley,
PA-C
Keystone
Agricultural
Worker Program



Christine Pyne,
CRNP
Keystone
Internal Medicine



Nicole Jones, SLP
Keystone Pediatric
Developmental
Center



Candy Moschetti,
CRNP
Keystone
Family Medicine



Rosemary Ulmer,
SLP
Keystone Pediatric
Developmental
Center



Bradley Williams,
DPM
Keystone Foot and
Ankle Center



Bradley Jahn, DC
Keystone
Chiropractic



Nicolette Hughes,
SLP
Keystone Pediatric
Developmental
Center



Melissa Tiyough,
MD
Keystone
Infectious Diseases



David Pagnanelli,
Jr., DPM
Keystone Foot and
Ankle Center



Maleeha Mallic,
DMD
Keystone
Dental Care



Victor Amarteifio,
DDS
Keystone
Pediatric Dental



Matthew Hopkins,
CRNP
Keystone
Pediatrics-
Chambersburg



Barbara Larew-
Adams, LCSW
Keystone
Behavioral Health



Lara Kauffman,
MD
Keystone
Urgent Care

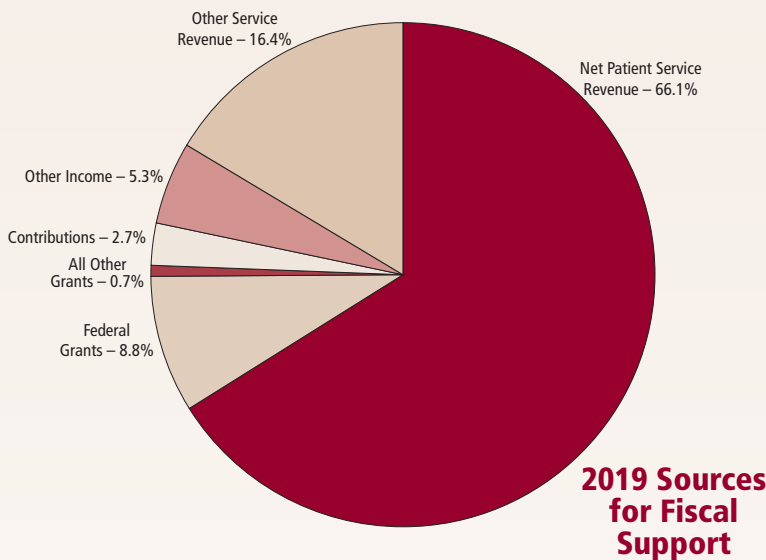
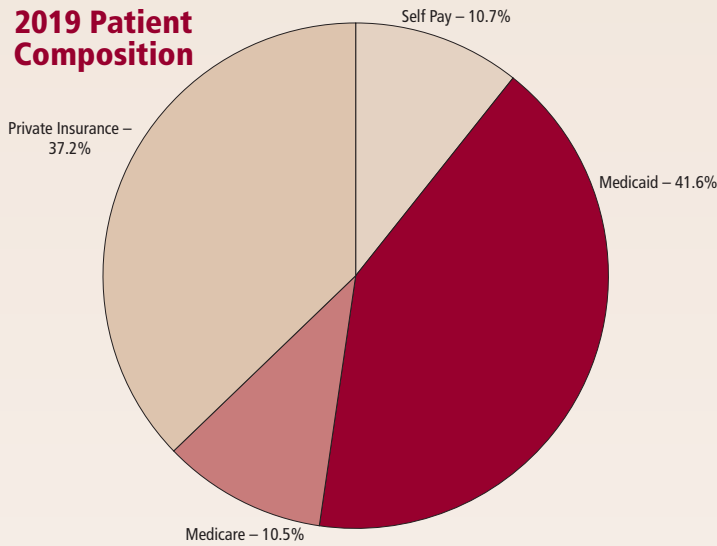


Christopher
Brandon, PA-C
Keystone
Urgent Care

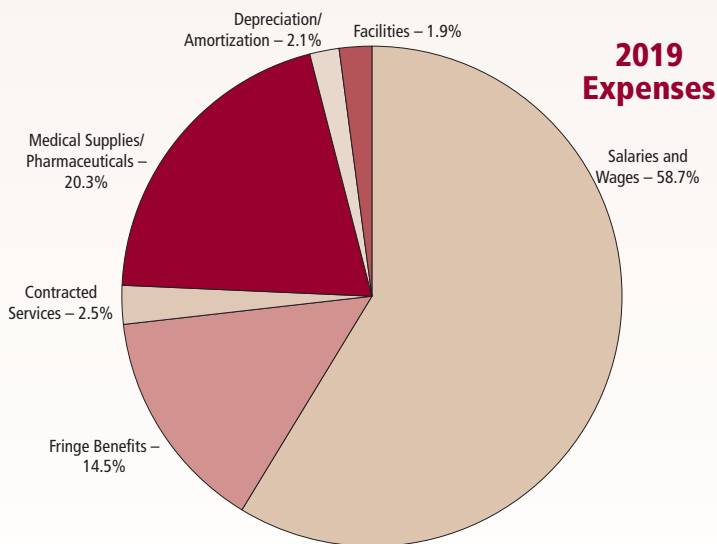


Amy Baker, LCSW
Keystone
Behavioral Health

2019 Patient Composition



2019 Sources for Fiscal Support



2019 Expenses

2019 QUALITY INITIATIVES (continued from page 4)

care and chronic care measures, where our clinicians can easily see how they are performing and stack up compared to their peers. By providing our care teams with a simple graphical visualization of their clinical performance, they can quickly identify areas that may need some additional attention. Specifically, after our dashboards were created and released, we noticed that our glycemic control for our diabetic population and our diet nutrition counseling for our adolescent population began to consistently improve. This is just one way we are striving to provide top-notch clinical care to our vast patient population.

Patient education also became a high priority in 2019. Through initiatives like the development and delivery of a prenatal information guide to our pregnant patients, we have begun utilizing technological platforms to reach out to our patients. We also initiated live, in-person patient education seminars focusing on diabetes prevention and self-management. We understand that the clinic visits with our providers oftentimes are time limited and perhaps cannot cover the breadth of information that is necessary. Our patient education program will supplement the clinical information provided by our care teams and provide a more robust patient experience.

Through our expansion of services, new facilities, our focus on quality initiatives, and attention to patient education, we believe we are well-positioned in Franklin County to be the provider of choice. We actively identify and react to areas of clinical need in our community and ensure that each patient has access to the care they need when they need it. We look forward in 2020 to continuing our mission to provide high quality care at a low cost with a patient experience that is second to none.

Dr. Michael Colli, Chief Medical Officer



Looking Ahead

- » Keystone plans to convert its Electronic Medical Record platform to EPIC in October 2020, thus allowing more communication across all practices and much more functionality to benefit patient needs.

OUR MISSION

Keystone Health improves the health and quality of life of the people and communities we serve.

We do this by:

- » providing quality, compassionate primary medical, dental, behavioral and social services to anyone, especially those who need it most;
- » coordinating care with other providers to provide a full range of services our patients need;
- » promoting and supporting healthy lifestyles;
- » collaborating with others to promote affordable access and breaking down language and cultural barriers; and
- » advocating for our patients and the medically underserved.



2019 KEYSTONE HEALTH DONORS

PLATINUM

The Janie M. Morgan Fund
(on behalf of William Morgan)
The Edna V. Stanley Trust
Frank B. Leidig Trust

SILVER

John and Sandra Gates

GOLD

Dean Martz
Susan Smith

BRONZE

Harold and Delores Brake

AMBASSADOR

Cecil and Janet Cessna
Bonnie Rabold

IN KIND DONATIONS AND FRIENDS OF KEYSTONE

Amazon Smile Foundation
Sarah Zost
Barbara Rossini



[Facebook.com/KeystoneHealth](https://www.facebook.com/KeystoneHealth)

KEYSTONE HEALTH LOCATIONS

820 Fifth Avenue, Chambersburg, PA

- » Keystone Family Medicine (717-709-7999)

830 Fifth Avenue, Chambersburg, PA

- » Keystone Pharmacy, Suite 101 (717-709-7977)
- » Keystone Pediatrics, Suite 103 (717-709-7950)
- » Keystone Internal Medicine, Suite 201 (717-709-7970)
- » Keystone Women's Care, Suite 202 (717-709-7990)

45 Roadside Ave., Waynesboro, PA

- » Keystone Pediatrics – Waynesboro (717-387-8060)

110 Chambers Hill Drive, Chambersburg, PA

- » Keystone Behavioral Health (717-709-7930)

111 Chambers Hill Drive, Chambersburg, PA

- » Keystone Urgent Care, Suite 100 (717-709-7979)
- » Keystone Pediatric Developmental Center, Suite 101 (717-709-7997)
- » Keystone Community Health Services/
Keystone Infectious Diseases, Suite 102 (717-709-7909)
- » Keystone Administration (717-709-7900)
- » Keystone Pediatric Dental (717-709-7941)

423 Limekiln Drive, Chambersburg, PA

- » Keystone Chiropractic (717-709-7939)

767 Fifth Avenue, Chambersburg, PA

- » Keystone Dental Care
Chambersburg (717-709-7940)
- » Keystone Foot and Ankle Center
(717-709-7986)

6155 Anthony Hwy., Mont Alto, PA

- » Keystone Dental Care – Mont Alto (717-765-8664)

1906 Market Square Blvd., Waynesboro, PA

- » Waynesboro Keystone Foot and Ankle Center –
Waynesboro (717-762-6300)

Keystone Agricultural Worker Program

- » Keystone Health has Agricultural Worker Program offices in Chambersburg (Franklin County), Gettysburg (Adams County), Reading (Berks County), and Berwick (Columbia County). Reach the program's administration office at (717-334-0001).

- » Keystone Crisis Intervention Program is located in an office off the ER in the Chambersburg Hospital, 112 N. Seventh Street (264-2555 or 1-866-918-2555)

- » Keystone offers the federal 340B discounted pharmaceuticals program to all its patients through Keystone's own pharmacy as well as contracted pharmacies across Franklin County

- » Keystone Health and the Chambersburg Area School District have collaborated to provide a school-based location of Keystone Pediatrics within Chambersburg Area Senior High School (CASHS). The goal of the school health center is to improve access to quality health care for CASHS students, keeping them healthy and fostering success in school.



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