



Keystone
Health



Dr. Irakli Mania,
Medical Director and Psychiatrist,
Keystone Behavioral Health

2021
AND BEYOND

KEystone Health At A Glance

» SERVICES

20 Primary Care Services:

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

Ancillary Services

- 1 Keystone-owned Pharmacy
- 25 Contracted Pharmacies
- Navigator program

» SERVES 58,003 patient through 248,761 visits
(222,702 in person visits, 26,059 virtual visits), regardless of ability to pay

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

» EMPLOYS over 550 employees
(doctors, other primary care providers, nurses, and support staff)

» PRESENTLY OWNS

820 Fifth Avenue - Family Medicine

830 Fifth Avenue - Pediatrics Chambersburg including Pediatric Walk In,
Pharmacy, Women's Care, Internal Medicine

767 Fifth Avenue - General Dentistry and Foot and Ankle

110 Chambers Hill Drive - Behavioral Health and Drug and Alcohol Services

111 Chambers Hill Drive - Urgent Care, Infectious Disease/HIV and STD,
Pediatric Occupational Therapy, Speech Therapy and Audiology, Pediatric
Dentistry, Administration, Centralized Medical Records, Community
Outreach, 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.

2021 PRESIDENT'S MESSAGE



Joanne Cochran
President & CEO

Unfortunately, 2021 was a continuation of 2020 regarding COVID-19. We saw peaks and valleys in the number of community

members getting tested and in positivity rates. However, there was one significant change—we now have a vaccine to combat

this pandemic. In January, vaccination began for those who qualified as “phase 1A healthcare workers”. Keystone took on the responsibility to vaccinate all health care workers in the community.

February brought some good news. The 7- day trend for COVID was down in the county, and cases started to level off for the time being. Around this time, Keystone

and the county began to shift from testing to vaccinating. “Tier 1A” vaccination began for individuals 65 and older and those with body mass index >30. We were now vaccinating our own employees, other healthcare and essential workers, vulnerable populations, and eligible patients. Keystone also began vaccinating residents in housing developments, especially low-income areas.

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

March saw falling numbers in COVID cases, both nationally and locally, and we began to open vaccinations to the community. Also in March, as the CEO and President of Keystone Health, I expressed interest in commissioning a committee to address inclusion and diversity. This committee now meets every other month and has been working diligently to ensure Keystone's mission of health equity and inclusion to all is maintained.

In April, vaccination efforts were centralized at the 111 Chambers Hill site to increase our efficiency.

The Keystone Navigators Program expanded its scope, and our navigators were now able to approve dual eligible Medicaid/Medicare individuals for this benefit. Keystone Pharmacy began to deliver medications to our patients.

May brought good news with the US seeing new cases again trending downward. Keystone performed 17,500 vaccinations to date, which was now 25% of all vaccinations in the county.

June arrived, which brought the retirement of Sam King, the chairman of the Keystone Health board of directors. Sam spent nearly 30 years on Keystone's board, most of those years spent as Chair of the Board.

In July, Keystone's minimum wage was approved to be raised to \$15 per hour.

August brought a resurgence of COVID-19 related to the Delta variant. Testing and positivity rates increased. Also this month, our 340B program underwent a HRSA audit and successfully met all the standards.

September brought in the Fifth wave of COVID. New cases started to peak nationally and locally. Deaths were fewer than earlier waves, likely due to the lower average age of those infected. Franklin County had the highest incidence in the region, with our positivity rate at 15%. We began seeing an uptick in vaccinations at this time as well.

In November, a booster COVID vaccination was now being recommended by the CDC for high risk and over 65 populations; so, Keystone began organizing to provide a third (booster) dose to those special populations. Also in November, Keystone began offering monoclonal antibody therapy for those infected by COVID. This IV therapy had been shown to reduce hospital rates in adults by 50%. Keystone was the only provider of this IV therapy in Chambersburg.

December of 2021 started with identification of a new variant of the COVID virus, Omicron, which very quickly became the dominant variant throughout the world, the USA, and our community.

2021 was another year to remember. Keystone experienced many difficult times over the past year, but through all of the trials,

stress, overwhelming demand, and at times even tears, the Keystone Health family never gave up. I am so thankful for each and every employee that continues to show up for our patients daily. I thank them from the bottom of my heart for their dedication to Keystone and most importantly, to our patients. Their hard work and sacrifice surely saved many lives.

I also want to thank our Board of Directors for their hard work and dedication to ensure Keystone continues to serve our community through providing an excellent quality of healthcare, 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.

As we enter Keystone's 36th year of providing services, I am hopeful that the world and Keystone can begin getting back to a sense of normalcy. As in years past, we want our focus to be on providing the very best care to our patients, working toward reducing disparities, and finding new ways to meet the needs of those in our community. With all of the changes and obstacles 2021 brought us, I have no doubt that the Keystone Health family can meet any future challenges that come our way.



2021 QUALITY INITIATIVES



Dr. Michael Colli

In 2021, the COVID-19 pandemic raged into its second year with weary Americans suffering a greater death toll than the year before. The Delta Variant swept through our nation in the Fall, bringing a more contagious strain with higher hospitalization rates. Terminology like “PPE”, “variants”, and “quarantine periods” became part of our permanent English vernacular, as we, as a society, struggled to keep up with everchanging CDC guidelines on managing the COVID-19 pandemic.

However, 2021 also offered up something novel and refreshing: Hope. In a true miracle of modern science, a safe and extremely effective COVID-19 vaccine was brought to market within 12 months of identifying the first case of coronavirus in Wuhan, China. What would typically take years, if not decades, to perfect, was developed within weeks, trialed within months, and made widely available to the American public by February 2021.

Millions of Americans rolled up their sleeves, so they could take off their masks. Instead of living in fear of the virus, the vaccine allowed us to coexist with the virus, knowing that after inoculation we would be immune from the deadliest outcomes. By summer, the vaccine became available for children as young as age 5, meaning that nearly every American who desired the additional protection could receive it and schools and workplaces alike reopened to some sense of normalcy.

Keystone Health, serving a key role in our local public health safety network, transitioned from solely testing for COVID-19 in 2020 to vaccinating our population against it. Deputized by the Department of Health as a primary COVID-19 vaccine provider in our area, we developed partnerships with multiple local employers, as well as homeless shelters and the local housing authority, to improve access to the vaccine for the most vulnerable of populations. All told, Keystone Health administered around 30,000 COVID vaccinations in 2021, the majority to patients who had no previous connection to Keystone.

As the year wound down, the Delta wave metamorphosized into the even more deadly and contagious Omicron wave. Hospital systems throughout South Central Pennsylvania became overrun with patients. Patients were boarding in the emergency rooms for days on end, waiting for beds to become available on inpatient units. With the health systems reaching a critical mass, in November of 2021, Keystone once again fulfilled its public health role and embarked on a Monoclonal Antibody infusion program at our new infusion center at our Infectious Disease location. Monoclonal antibodies, administered to high-risk, sick, but not-yet-hospitalized patients, were found to be extremely effective at staving off serious illness and keeping patients out of the hospital.

Through our ambitious and highly successful COVID-19 vaccination and Monoclonal Antibody infusion programs, we likely prevented

thousands of illnesses, hundreds of hospitalizations, and dozens of deaths. In its darkest hours, our community turned to us to be a trusted partner in COVID-19 prevention, just as it had earlier with testing.

As the world learned to coexist with the virus, we saw patients return in droves to our practices in 2021 to begin receiving long neglected preventative care. We had over 18,000 more patient visits in 2021, an 8% increase over 2020. We also saw tremendous year-to-year increases in our breast, cervical and colorectal cancer screening rates, suggesting that patients were interested in focusing on healthcare issues other than COVID-19.

Operations that had been greatly impacted by the pandemic in 2020, inched closer to normalcy in 2021. Our School Based Health Center fully re-opened, our Agricultural Worker Program saw record farmworker registrations, and our Dental practice expanded its provider base.

As we move into 2022, we know that the challenges of COVID-19 are not behind us. Specifically, the mental health of our community members remains at risk, with the American Academy of Pediatrics declaring a Mental Health Emergency for our nation's youth in late 2021. Yet, as mask mandates, travel restrictions, and global COVID-19 precautions are being lifted, we can now allow ourselves to imagine a healthcare world no longer dominated by the pandemic. And there is comfort in knowing we will enter that new world together.

WHAT OUR PATIENTS HAD TO SAY

“Went to this clinic in February 2021, the staff, and doctor were all very helpful, informative, and professional. They also helped me financially because of the pandemic. I recommend going to this location regarding women’s health specifically. Great care overall.” – Annie

“My provider saved my life. He has been kind, professional, and very astute. When my major depressive disorder began to spiral in an alarming way, he was able to work with me and my support group to slow it, and we’re hopefully on the way up.” – Helen

“Great experience, the best staff and doctor! We appreciated how well they took care of our son! They also called the next day to check on him!”
– Tachina

“Keystone Health focus on care and wellness has well surpassed other health organizations. You will gain access to not only case workers but top notch doctors and nurses. In the short time I have been under their care; I feel as if I’m on a new path to better health...” – Derrick

“Staff is always friendly, welcoming, and understanding. We felt like it's a place full of extended family. They actually listen and actively aid in concerns with their patients. My daughter will miss having services, but she has graduated from their services.” – Eevee

“Great service from the smiling face greeting us when we walked in, to the friendly nurse, and exceptional provider. My son was seen quickly and cared for appropriately. I’m glad our community has such a great resource for Urgent Care! We will use them in the future if needed.”
– Monica

“So easy and quick to get an appointment! I arrived for my appointment and was seen almost immediately (ahead of the scheduled time), the nurse who assisted me was very friendly. We had a great time talking before the doctor came in. When the doctor arrived, he, too, was very friendly. I felt very much at ease. He performed his procedure and I felt nothing. Great job! I will recommend to others!!” – Trudy

Providers who joined Keystone Health in 2021:



Nina Chiatuttini, CRNP,
Keystone Urgent Care



Joy Guziec, MD,
Keystone Behavioral Health



Vincent DePanicis, DDS,
Keystone Dental Care



BriAnna Thomassy,
Occupational Therapist,
Keystone Pediatric Developmental Center



Jill Zimmerman, CRNP,
Keystone Internal Medicine

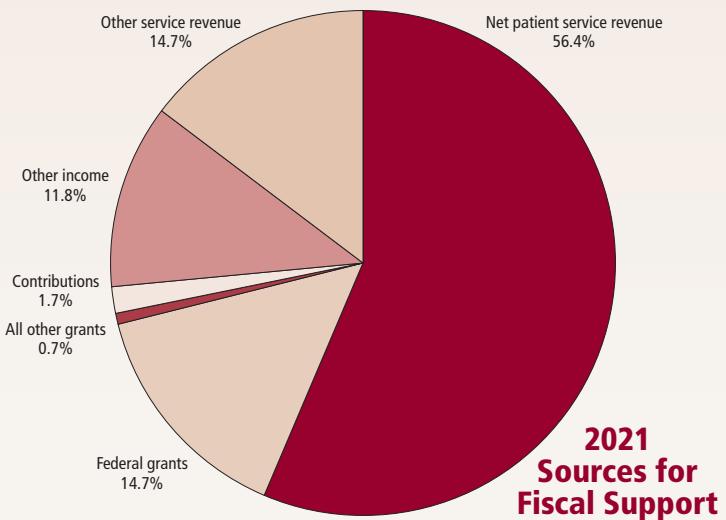
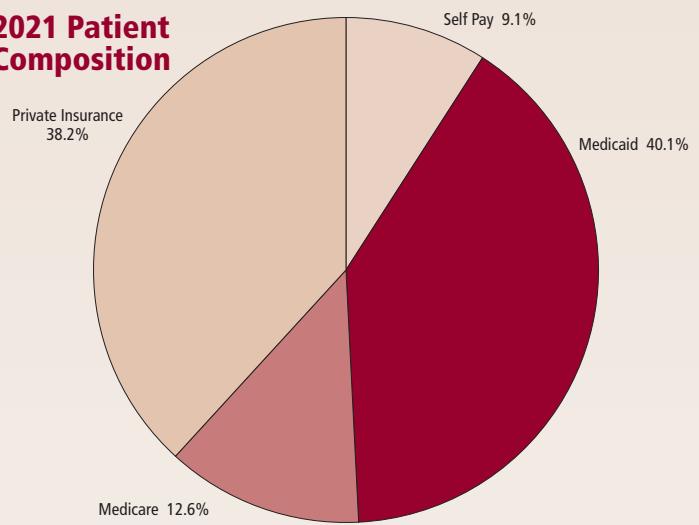


Chaitali Thakker, DDS,
Keystone Dental Care

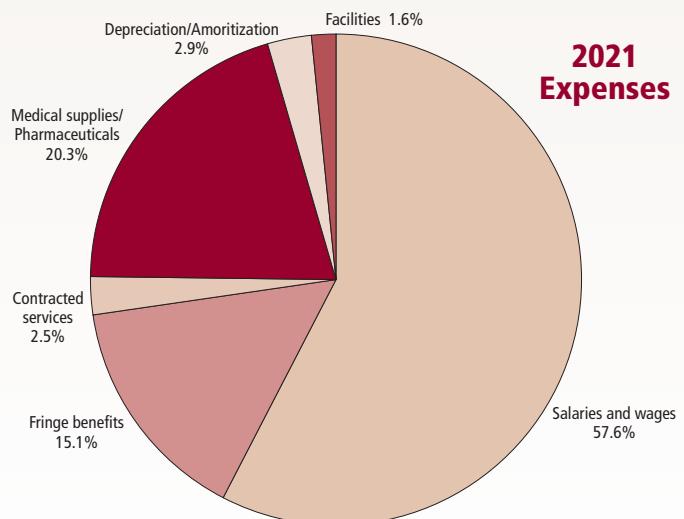


Emily Brant, CRNP,
Keystone Community Health Services

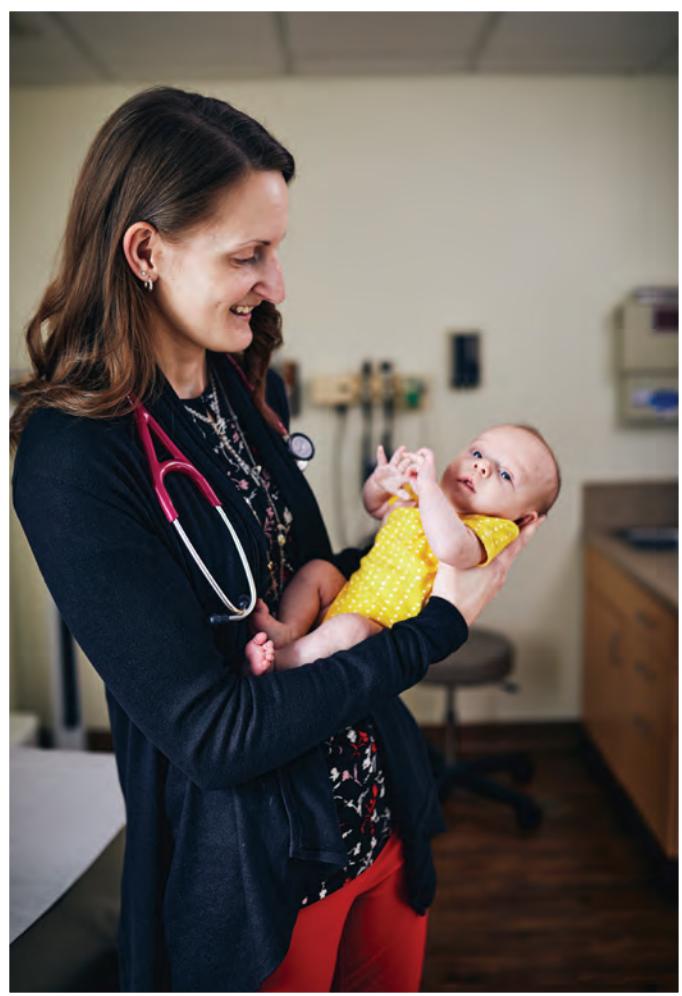
2021 Patient Composition



2021 Sources for Fiscal Support



2021 Expenses

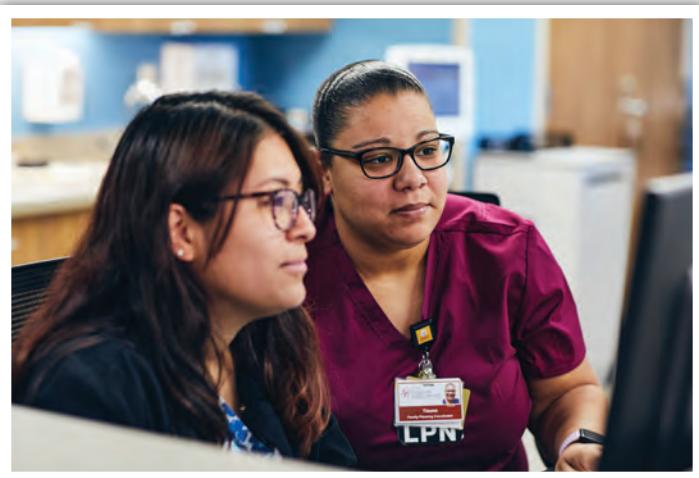


OUR MISSION

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.



THANK YOU TO THE FOLLOWING EMPLOYEES WHO HAVE DEDICATED 20+ YEARS OF SERVICE TO KEYSTONE HEALTH AND OUR PATIENTS:

Joanne Cochran, President and CEO, 35 years
Carolyn Campbell, Payroll Specialist, 24 years
Shiela Souders, LPN,
Keystone Family Medicine, 24 years
Joyce Peckman, Clinical Nurse Manager,
Keystone Women's Care, 23 years
Mariluz Rivera,
Regional Outreach Coordinator, 22 years
Beverly Myers,
Director of Dental Practice Services, 22 years
Betty Parker, Billing Representative, 22 years
Lori Kraynek, LPN, Enabling Services, 22 years
Carol Fortney, Dental Hygienist, 22 years
Charlene Gingrich, Director of Quality, 21 years

Wendy Umbrell, LPN, Enabling Services, 21 years
Margaret Cruz, LPN,
Keystone Family Medicine, 21 years
Darlanna Besecker, Certified Nurse Midwife,
Keystone Women's Care, 21 years
Selena Cruz,
Clinical Information Manager, 21 years
Crystal Kline, Office Manager,
Keystone Family Medicine, 21 years
Dr. Jennifer Chan, Physician,
Keystone Family Medicine, 21 years
Christine Gossert, LPN,
Family Planning Services, 21 years
Kathy Jones, Medical Case Manager, 21 years

Kelley Williamson, LPN,
Keystone Women's Care, 20 years
Elaine Leberknight, Billing/Credit Supervisor, 20 years
Denise Clough,
Office Manager, Keystone Women's Care, 20 years
Maria Perez, Office Manager,
Keystone Agricultural Worker Program, 20 years
Dr. Michael Colli, Physician/Medical Director, Keystone
Pediatrics, 20 years
Dr. Yvette Brown, Physician/Medical Director, Keystone
Women's Care, 20 years
Monica Heinbaugh, Lead LPN,
Keystone Pediatrics, 20 years
Erin Miller, LPN, Keystone Family Medicine, 20 years

KEystone Health LOCATIONS

At 820 Fifth Avenue, Chambersburg, are:

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

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).

In the Cochran Professional Center at 830 Fifth Avenue, Chambersburg, are:

- » 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)

Keystone Dental Care

- » 767 Fifth Avenue, Suite B-3a, Chambersburg, PA (717-709-7940) – Keystone Dental-Chambersburg

Keystone Pediatrics – Waynesboro

- » 45 Roadside Ave., Waynesboro, PA (717-387-8060)

- » 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 Behavioral Health

- » 110 Chambers Hill Drive, Chambersburg, PA (717-709-7930)

In the Keystone Professional Center at 111 Chambers Hill Drive, Chambersburg, are:

- » 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)

Keystone Chiropractic

- » 423 Limekiln Drive, Chambersburg (717-709-7939)

Keystone Foot and Ankle Center

- » 767 Fifth Avenue, Chambersburg (717-709-7986) – Keystone Foot and Ankle Center-Chambersburg
- » 1905 Market Square Blvd., Waynesboro (717-762-6300) – Keystone Foot and Ankle Center-Waynesboro

- » 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



This institution is an
Equal Opportunity Provider and Employer



Accredited by The
Joint Commission