



Christine Pyne, CRNP
Internal Medicine

2022 *and Beyond*

KEYSTONE RURAL HEALTH CENTER ANNUAL REPORT • MAY 2023 • CHAMBERSBURG, PA

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 58,720 patients through 255,419 visits (231,679 in person visits, 23,740 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.

2022 PRESIDENT'S MESSAGE



Joanne Cochran
President & CEO

2022 was a welcome change from the previous two years in the world of healthcare. While COVID-19

was still part of our daily lives, vaccinations and boosters being widely available meant fewer positive cases and deaths,

especially as the year progressed. At Keystone, we began to return to some sense of normalcy. Our practices were no longer as overwhelmed due to the pandemic and we could, for the most part, return to regular operations. This does not mean, however, that it was a quiet year for our organization.

The year began with a surge of the Omicron variant of COVID.

Keystone once again did our part to keep our community healthy by administering vaccines and booster doses, and we also hosted a drive-thru distribution event of masks and at-home tests.

By spring, COVID numbers were declining and we could begin to focus on other efforts. In response to the need for nurses in our community, Keystone provided tuition assistance for seven

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

LPN students enrolled in the Franklin County Practical Nursing Program. Students were eligible for up to \$16,000 in scholarship funds in exchange for working at Keystone upon graduation.

In another effort to meet the needs of our community, Keystone began to develop a program to train medical assistants to become community health workers. These employees will be trained to do home visits for our patients who have difficulty getting to our offices, especially our elderly patients. They will assist with medication management, facilitating telehealth visits with the patients' medical providers, obtaining vitals, and more.

In July, Keystone reopened its Pediatric Dental practice which had been closed due to COVID as well as a lack of providers. Feedback from patients was positive, and Keystone was glad to once again provide this specialty service. Also in July The Health Resources & Services Administration conducted Keystone's tri-annual Operational Performance Review. No deficiencies were found and Keystone was given high marks in all areas. Weeks later, Joint Commission arrived at Keystone Health for its unannounced tri-annual survey. Keystone performed very well and was given full accreditation.

In the fall, construction began at 100 Chambers Hill Drive, a 35,000 square foot, two-story facility which will house Chiropractic, Foot and Ankle, a Behavioral Health extension, and a vaccine and education center. Keystone also hosted its annual Diabetes Fair, which had been on hiatus since 2019. The fair was open to the public and 80 community members received vitals, BMI screenings, foot and eye exams, education, healthy cooking lessons, resources, and more.

Through all of the challenges of 2022, Keystone emerged stronger. Thanks to the dedication of our hard-working team, we continue to grow and expand in order to meet our community's needs. I wish to express my deep gratitude to each of Keystone's staff members and Board members for their commitment to Keystone and to our patients. Without their dedication, many in our community would not receive the care that they need and deserve.

I want to humbly thank my staff and board for giving me the opportunity to lead this outstanding community health center for 37 years. We have together touched thousands of lives and healed many bodies and souls. It takes all of us to make this happen, from the front office to the back office and every service in between. It is because of



each of our staff members that this organization is what it is today.

As I often tell my Keystone family, I am the luckiest CEO in the world.



2022 QUALITY INITIATIVES



Dr. Michael Colli

In 2022 we learned to co-exist with the COVID-19 pandemic. Knowing the virus wasn't going away, perhaps ever,

we developed strategies to not let it dominate our operations. Fortunately, by the end of 2022, either through highly effective vaccinations and boosters or due to immunity received from having had the virus previously, most Americans became less susceptible to the most dangerous outcomes from COVID-19.

As COVID-19 faded to the background, other viruses that had remained dormant through much of the pandemic's early years, reared their ugly heads in dramatic and dangerous fashion. Respiratory Syncytial Virus (RSV) and influenza afflicted our population, especially children, earlier and more severely than usual. Many previously healthy children flooded our offices and local hospitals with severe respiratory symptoms and the so-called, much-anticipated, "tripledemic" (influenza, RSV and COVID-19) raged through our community late in the year.

The physical health of our patients wasn't the only driver of volumes in 2022. Mental health issues like depression and anxiety, especially in our children and adolescents, reached crisis level this past year. With adequate resources scarce and waitlists burgeoning, many of our patients suffered alone or sought out services through our

Crisis Intervention team who work tirelessly to connect patients with severe mental health need to appropriate levels of care.

As we saw spikes in the number of sick patients seeking care from our facilities at Keystone, we faced workforce shortages that challenged our ability to care for all of them. Like many industries, we were challenged to recruit a full complement of staff, and we faced shortages of providers, nurses, and the support staff necessary to provide efficient clinical care.

However, when faced with adversity at Keystone, we dig in and make sure our patients get the care they need. In fact, in 2022, despite having 11 physician openings, Keystone set a record for the number of patient visits. We had over 255,000 patient encounters last year, representing 59,000 unique patients; both numbers increasing about 2% from the year before. Without the available physician workforce, we've come to rely more on the skillset of Advanced Practice Clinicians (APCs) including but not limited to nurse practitioners, nurse midwives and physician assistants. Sites like Women's Care and Urgent Care have doubled down on using APCs to meet their patient care needs and have sustained excellent patient experience and outcomes.

While some service lines suffered from staff shortages, others have re-opened or expanded. Our Pediatric Dental program, which was shuttered through most of 2021, re-opened in 2022, providing children with top-of-the-line oral health resources locally. In addition,

Keystone Pediatric Developmental Center successfully added speech and occupational therapists and our Chiropractic team also expanded last year.

Our clinical outcomes put us in the top quartile of all FQHCs throughout the nation for certain important metrics, like breast, colorectal, and cervical cancer screening. In addition, we saw significant improvements in other clinical metrics like screening our patients for depression, controlling blood pressures on our hypertensive patients, and offering nutrition and exercise counselling for children.

As we close the door on 2022, and learned how to co-exist with COVID-19, we know that a new variant can emerge at any time that puts us once again at increased risk. However, we've chosen to continue to look forward with anticipation of the new initiatives 2023 has in store for us, such as the opening of the new building at 100 Chambers Hill Drive (which will house an expansion of behavioral health, a new chiropractic and new foot and ankle site, and a vaccine center), the deployment of our community health worker program, revamping our cybersecurity network, and investments in programs to improve patient and staff safety. All of which helps us continue to move closer to fulfilling our mission of being the healthcare provider of choice in Franklin County.



Providers who joined Keystone Health in 2022:



Tonia Hess, DC,
Keystone Chiropractic



Keri Haldeman, DC,
Keystone Chiropractic



Charlee Smith, CRNP,
Keystone Family Medicine



Amber Rutkowski, CRNP,
Keystone Family Medicine



Camryn Rabourn, DPM,
Keystone Foot
and Ankle Center



Svetlana Harmon, CRNP,
Keystone Pediatrics



Saranya Thilak, MD,
Keystone Pediatrics



Stacey Redding, CRNP,
Keystone Pediatrics



Jessica Lee, DDS,
Keystone Pediatric Dental



Riley Burkholder, SLP,
Keystone Pediatric
Developmental Center



Nicole Heffner, OT,
Keystone Pediatric
Developmental Center



Kaitlyn McQuinn, OT,
Keystone Pediatric
Developmental Center



Kendyl Wenger, SLP,
Keystone Pediatric
Developmental Center



Andrew Leeper, OT,
Keystone Pediatric
Developmental Center



Selena Neiderer, CNM,
Keystone Women's Care



Nina Zorzi, CNM,
Keystone Women's Care

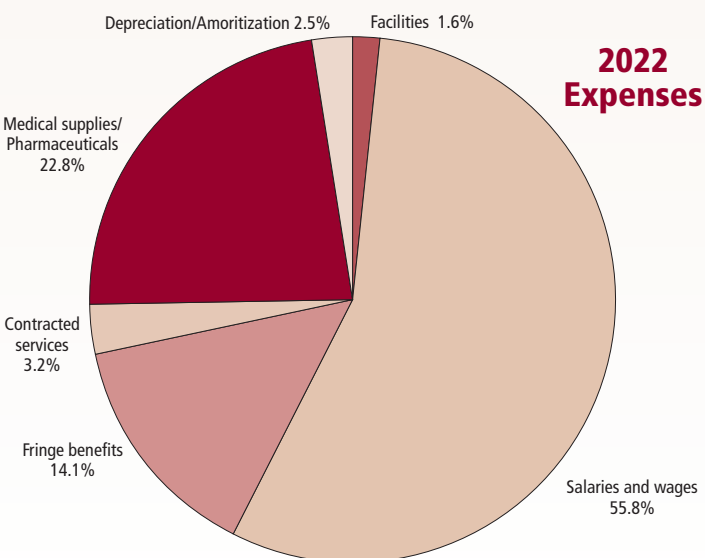
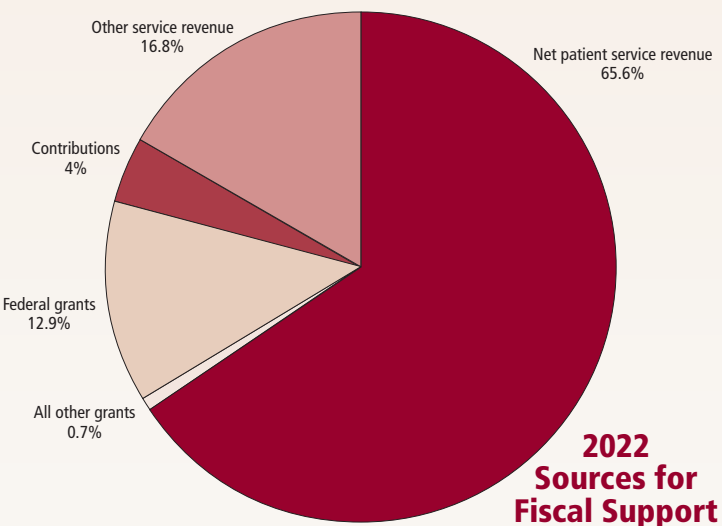
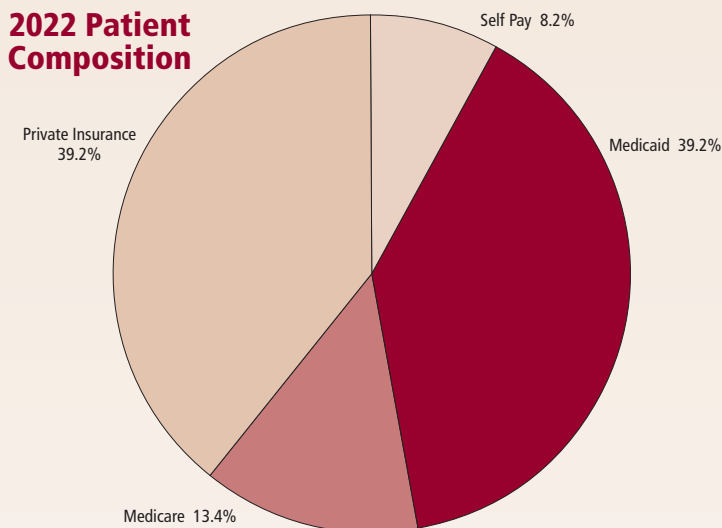


Andrea Martin, CNM,
Keystone Women's Care



Erica Dailey, CRNP,
Keystone Women's Care

2022 Patient Composition



WHAT OUR PATIENTS HAD TO SAY

“Not only am I extremely pleased with the care of Keystone, [my doctor] is the most amazing human being I’ve ever met. She not only cares about her patients, she deeply wants to help. The staff is second to none and not only do their job, but they do it with a sense of humor and a sense of kindness that you are important when you walk into that office. To be very honest [my doctor] actually is the one that gave me the reason to keep going. Her care is second to none and I respect her, I admire her, and I am grateful to God that she is my doctor. Folks, Keystone Health knows how to take care of patients. Please go to them, you will not be the same afterwards!” – Sarah

“Our family has seen so much improvement with our son’s skills since attending therapy at Keystone. I recommend Keystone Pediatric Developmental Clinic to everyone!” – Hakeem

I just switched over recently here, & it was the best decision of my life! I finally realized what I’ve been missing all these years & that’s a good doctor who cares, & actually listens. I’m extremely happy here & will probably never leave!” – Tom

“The staff here is great. From the receptionists to the nurses to the doctors, we feel welcome and comfortable here. They all take an interest in my son, even stopping to say hi when we’re in the office but assigned to another room. They remember us, take time to listen to what I have to say, never rush us through a visit, give plenty of time for questions. They all take time to explain things. They remember his history, so I’m not explaining the same things at each visit.” – Richard

“The staff at Keystone Pharmacy deserve 1 million stars! They are always so kind! I had a sick child and they brought out my medicine to my car so I didn’t have to get them out in the cold. This will be my forever pharmacy! Thank you all for being so great and going above and beyond.” – Rachel

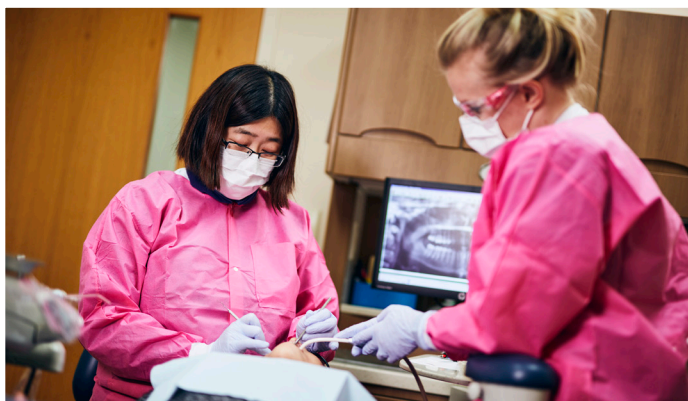
“[My chiropractor] has been nothing short of amazing. He is passionate about helping people and truly has a gift for it. From my first appointment onwards, he has been a fabulous communicator and has provided me more understanding than all the past chiropractors I have been to. I cannot recommend his services enough!” – Della

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, 36 years
Carolyn Campbell, Payroll Specialist, 25 years
Shiela Souders, LPN, Keystone Family Medicine,
25 years

Joyce Peckman, Clinical Nurse Manager,
Keystone Women's Care, 24 years

Mariluz Rivera, Regional Outreach Coordinator,
23 years

Beverly Myers, Director of Dental Practice Services,
23 years

Betty Parker, Billing Representative, 23 years

Lori Kraynek, LPN, Enabling Services, 23 years

Carol Fortney, Dental Hygienist, 23 years

Charlene Gingrich, Director of Quality, 22 years

Wendy Umbrell, LPN, Enabling Services, 22 years

Margaret Cruz, LPN, Keystone Family Medicine,
22 years

Darlanna Besecker, Certified Nurse Midwife,
Keystone Women's Care, 22 years

Selena Cruz, Clinical Information Manager, 22 years

Crystal Kline, Office Manager,
Keystone Family Medicine, 22 years

Dr. Jennifer Chan, Physician,
Keystone Family Medicine, 22 years

Christine Gossert, LPN, Keystone Women's Care,
22 years

Kathy Jones, Medical Case Manager, 22 years

Kelley Williamson, LPN, Keystone Women's Care,
21 years

Elaine Leberknight, Billing/Credit Manager, 21 years

Denise Clough, Director of Chiropractic,
Keystone Women's Care, 21 years

Maria Perez, Office Manager,
Keystone Agricultural Worker Program, 21 years

Dr. Michael Colli, CMO/Physician/Medical Director,
Keystone Pediatrics, 21 years

Dr. Yvette Brown, Physician/Medical Director,
Keystone Women's Care, 21 years

Monica Heinbaugh, Lead LPN, Keystone Pediatrics,
21 years

Erin Miller, LPN, Keystone Family Medicine, 21 years

Thomas Orndorf, Physician, Keystone Women's Care,
21 years

Kendra Wilson, Health Information Manager, 20 years

Roberta Leedy, Billing Representative, 20 years



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

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 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 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



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Joint Commission