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# 2023 Annual Report

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Community  
Health  
Center **CHC**



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## 2023 Annual Report

*Thank you for 25 years of Service and Support*



As we close the “book” on 2023 and a quarter century of service to our community, I am once again reminded of the tremendous vision our Founders had in 1998, which has sustained our mission, vision and values for the last 25 years. Over the last year alone, we welcomed over 3,000 new patients to our health care home. More than 25,000 individuals have chosen CHC for high quality, integrated and compassionate primary health care.

While the health care environment has become increasingly complex, with the support of many, we have found a way to remain accessible to all and improve the overall health of those we serve.

Our 25th anniversary year featured many meaningful milestones and achievements, some of which included:

- Achieved Diabetes Center of Excellence Recognition from the National Association of Quality Assurance for sustained high quality health outcomes for our patients with diabetes
- Recognized by the National Association of Community Health Centers for leadership in reducing health disparities, advancing the use of health information technology and for achieving high quality health outcomes for our patients
- Introduced innovative health care technology to provide access to a growing patient population. This included offering tools for self-care monitoring of chronic health conditions for patients in their home, providing virtual care access for urgent health conditions and routine appointments and reintroducing and expanding MyChart patient portal resources as a means of quicker response and easier access to health information

The above and much more was accomplished while continuing to expand locations and staff to meet the needs of our community, all while achieving consistently high patient and staff satisfaction ratings. In addition, Community Health Center was voted one of the “Best Places to Work” by Cape & Plymouth Business Media for the second year in a row.

We look forward to the next 25 years of service and beyond! This will include further development of our programs and services such as the highly successful Lifestyle Medicine Program, expansion of our Sandwich services and furthering access to primary care when and where needed through innovation and partnerships.

Thank you for your support, and for continuing to be a key part of our journey!

A handwritten signature in black ink, appearing to read "Karen L. Gardner".

Karen L. Gardner  
Chief Executive Officer



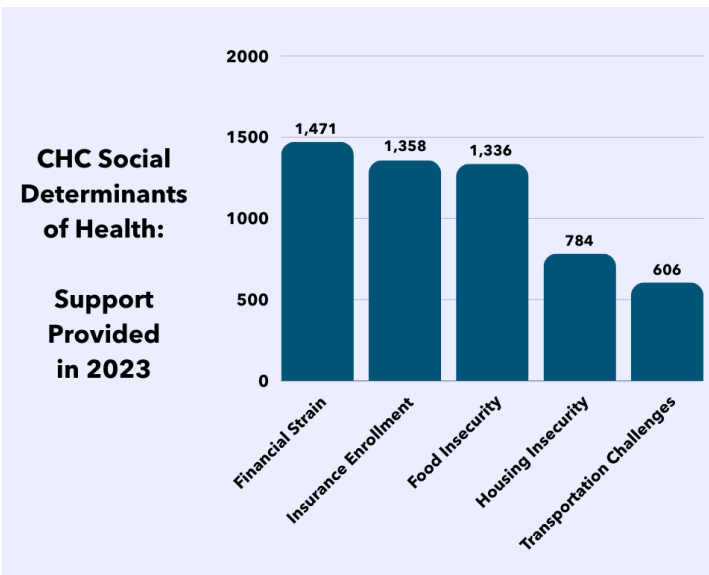
# Highlights & Statistics

## 2023 Overview

### We're Listening

CHC values and relies on the feedback received from our patients to continuously improve programs and services delivered. In 2023, CHC expanded hours of operation for walk-in care in Bourne, expanded our Lifestyle Medicine Program, added resources to assist patients in accessing our patient portal, virtual health visits and communications with their primary care team and provided access for more than 3,000 new patients. Feedback received through patient surveys in 2023 demonstrated:

- 97% feel "The staff treats me in a friendly and professional manner."
- 96% feel "My health care team explains things to me in a way that is easy for me to understand."
- 96% feel "I feel welcome and supported."
- 95% feel "My questions are addressed and answered to my satisfaction."
- 95% feel "Overall, I am satisfied with the services I receive."
- 95% feel "I would refer others to Community Health Center."



### Access to Needed Services

Community Health Center recognizes there are many factors that impact one's ability to reach individual health goals. Access to affordable food, housing, health insurance and transportation - and other social determinants - are foundational for living a healthy and productive lifestyle. Over the last year, CHC has assisted more than 5,500 individuals access supportive resources, allowing patients and families to prioritize improved health. In addition, CHC provided over \$250,000 in free and reduced cost services for those most in need, and spent \$1.7 million on enabling services for patients to address barriers to care.

### Quality Improvement Recognition

The Health Resources and Services Administration (HRSA) awarded multiple commendations to Community Health Center in 2023, including the Diabetes Recognition Program which makes CHC part of an elite group that is publicly recognized for providing the highest level of diabetes care. Awards recognize the highest-performing health centers nationwide as well as the health centers that have made significant quality improvement gains from the previous year. In 2023, CHC was awarded the following:





# Financial Statement of Operating Activities

## 2023 Overview

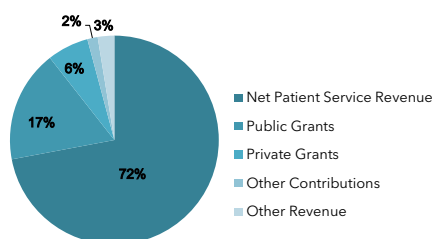
### Operating Revenue and Support

	2023	2022
Net Patient Service Revenue	\$21,488,511	\$19,498,403
Public Grants <i>(Federal and State)</i>	\$5,179,851	\$3,997,860
Private Grants <i>(Foundations)</i>	\$1,916,072	\$1,816,707
Other Contributions <i>(Individuals, special events, etc.)</i>	\$478,751	\$616,933
Other Revenue	\$765,276	\$1,044,101
<b>Total Revenue</b>	<b>\$29,828,461</b>	<b>\$26,974,004</b>

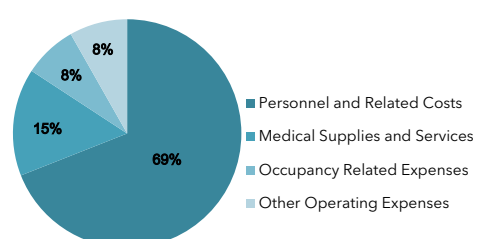
### Operating Expenses

	2023	2022
Personnel and Related Costs	\$20,324,872	\$17,252,353
Medical Supplies and Services	\$4,480,244	\$3,223,272
Occupancy Related Expenses	\$2,224,209	\$1,991,458
Other Operating Expenses <i>(professional fees, phone, postage, maintenance, office supplies and minor equipment)</i>	\$2,420,296	\$2,394,648
<b>Total Expenses</b>	<b>\$29,449,621</b>	<b>\$24,861,731</b>
Non-operating activity: investment gain (loss)	\$10,640	(\$60,837)
Change in Net Assets	\$389,480	\$2,051,436

#### 2023 Operating Revenue & Support



#### 2023 Operating Expenses



**CHC's Mission:** To improve the health of our community through the provision of equitable, patient centered, high quality, compassionate health care to all, regardless of ability to pay.

**CHC's Vision:** A health care home of choice reflecting community needs, eliminating barriers and empowering individuals toward lifelong wellness.

**CHC's Values:** Accessibility; Quality; Teamwork, Integrity, Respect; Consumer Voice; Inclusion and Equity; Integration of Programs and Services; Transparency; Innovation; Sustainability; Our Staff.