



2020 IMPACT REPORT



The Heart of a Healthy Community

Sadler positioned to serve our community



Manal El Harrak
Chief Executive Officer



Michael Wolf
Board Chair

The year 2020 without a doubt has been a year of challenges and yet, a time of triumph. At Sadler Health Center we experienced many difficulties along with you in your own home or business. Our employees made sacrifices to serve the needs of our patients and the community. Our strength and unity were tested as an organization, but in the end, we adjusted to find creative ways to meet health needs and re-evaluate our priorities. From the days when the pandemic was identified to the need for testing and now vaccinations, Sadler Health Center has been here to answer the call and step up to the challenge.

Our goal was and is to keep our doors open to serve as a shock absorber and a trusted partner to our regional hospital systems. We pivoted very quickly to bring telehealth medical, dental, and mental health services to the over 8,000 patients we serve from our community, from the convenience of their homes. We put people first and applied for a grant which allowed us to improve our air filtration, and infection control measures. In addition, renovations were completed to add two labs and examination

rooms, three of which are negative pressure rooms that will keep patients with infectious illnesses or patients who are susceptible to infections, safe and distanced from patients, visitors and healthcare staff. This project has increased our medical examination room capacity by 21%.

A review of our impact statistics on the next page gives you an important snapshot into the people we serve and the services we provide. However, the numbers only tell part of the story. The positive changes to the health of our patients makes the biggest impact. People like David, following a back injury, has overcome opioid addiction with the help of our Medication-Assisted Treatment (MAT) program. Now, he has the hope to become a productive member of society. Anna was at serious risk for having issues with diabetes. She couldn't afford medication and supplies and was a frequent visitor at the local hospital emergency room. After her referral to Sadler's case management, over a four month period, she received proper care through sliding scale discounts and the Healthy Rx program assisted her with the supplies she needed. Anna now has hope.

Since 1921, the story of Sadler Health Center has been a story of a hope and a community coming together to address healthcare disparities. As we look forward to celebrating Sadler's 100th anniversary in 2021, we remain committed to increasing access to integrated, high-quality and compassionate health care in a way that is as safe as possible for the communities we serve. Today, we stay true to that mission, and thanks to your support, we are able to continue to improve the lives of the underserved in our community.

Thank you,

Total Visits
30,050

Medical Visits
Carlisle
15,278

Dental Visits
Carlisle
7,872

Dental Visits
Loysville
2,251

COVID-19
Test Visits
Carlisle
2,457

Behavioral
Health Visits
Carlisle
2,192

Total Patients
8,138

Patients Covered:

- 8% are uninsured
- 63.5% are covered by Medicaid
- 18% are covered by Private Insurance or Non-CHIP
- 10.5% are dually eligible for Medicaid and Medicare

Patients that indicated positive for the following:

- Food Insecurity 143
- Housing Insecurity 140
- Financial Strain 342
- Lack of Transportation 167

Patient Age Groups

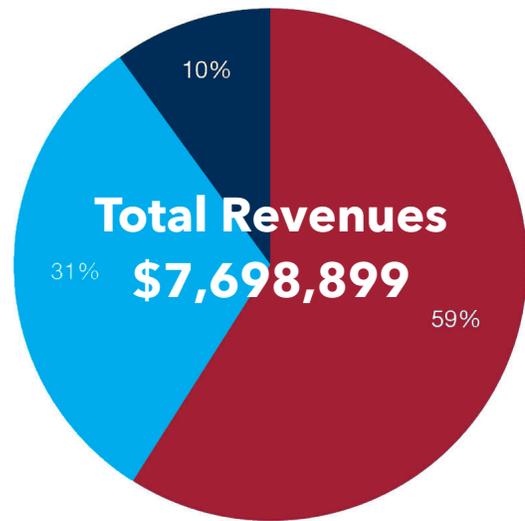
<u>0 - 5 yrs</u>	<u>18 - 64 yrs</u>
401 Males	1,955 Males
414 Females	2,755 Females
815 Total	4,710 Total

<u>6 - 12 yrs</u>	<u>65 - 85+ yrs</u>
645 Males	218 Males
597 Females	326 Females
1,242 Total	544 Total

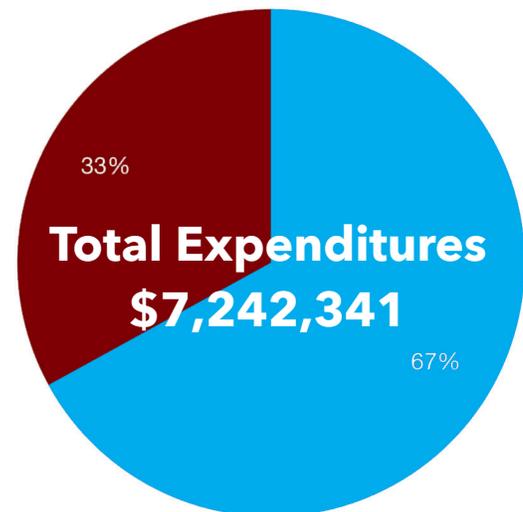
<u>13 - 17 yrs</u>	TOTAL
402 Males	8,138
425 Females	
827 Total	

Proudly Serving Our Communities for 99 Years

● Patient Services ● Grants & Contributions ● Paycheck Protection Program



● Patient Programs ● Management & Patient Support Services



Gender

3,621 Males
4,517 Females

8,138 Total

Race

26 Native Hawaiian/Other Pacific Islander
1,259 Black/African American
23 American Indian/Alaska Native
5,926 White
390 More than 1 race
208 Other

306 Unreported race
8,138 TOTAL

MISSION

Our Mission is to advance the health of our community by providing inclusive, high-quality and compassionate care.

VISION

Compassionate quality care for a healthy community.

VALUES

Respect

We treat everyone with courtesy and dignity

Compassion

We care for our patients with empathy and understanding

Integrity

We adhere to the highest standards of professionalism, ethics and personal responsibility

Quality

We challenge ourselves every day to achieve excellence in care and service for our patients

Collaboration

We attain success through teamwork and partnerships

Appreciation

We value the contributions of employees, volunteers, and community partners in achieving our mission.

Diversity

We embrace an inclusive environment where all people feel welcomed and appreciated.

Fiscal Responsibility

We are good stewards of the financial resources entrusted to us.

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