



A YEAR OF GROWTH, DIVERSITY, INNOVATION, AND PRIDE

CRESCENT COMMUNITY HEALTH CENTER IMPACT REPORT 2022





LEFT TO RIGHT:
Michelle Udelhofen, Patient Experience Manager
Peggy Fischer, Patient Support Team Lead
Carolyn Rees, Patient Service Rep
Tracy Runde, Patient Service Rep
Beth Farrey, Patient Service Rep
Terri Lehnhardt, Patient Service Rep
Roberto Miranda, Patient Service Rep
Heryliss Ambert, Patient Service Rep
Joyce Evans, Patient Service Rep
Linda Schneider, Patient Service Rep

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MISSION

Crescent Community Health Center provides high-quality, respectful, and affordable medical, dental, and brain health care to improve the health and well-being of our community.

VISION

Quality care for all, resulting in a healthy community.

VALUES

Accessibility

We believe all individuals, regardless of ability to pay, should have access to quality healthcare services and the opportunity to be integrated with people who have the means to pay.

Collaboration

We believe collaboration and affiliation with other providers/agencies will strengthen our program with regard to levels of care and breadth of services.

Diversity and Dignity

We value diversity and believe in the dignity of each person.

Education and Empowerment

We believe in providing our patients with the medical, financial, and technological education they need to improve their sense of self-efficacy and promote the behaviors necessary to achieve optimal health outcomes.

Quality

We believe that the highest standard of care should be available for all. We exist to enhance and promote the health and well-being of everyone through education, prevention and treatment.

Advocacy

We will represent the people we serve and promote the right of everyone to receive the highest quality healthcare.

Service

We believe every aspect of our services provided by a caring staff should reflect that meeting the needs of each client is paramount to the dignity of each person.

Support

We believe families are successful with community support, and our communities can and should work together for the needs of all in the tri-state area.



LuAnn Duran, Financial Counselor



Gary Collins, Chief Executive Officer
Ann Decker, Board Chair

DEAR FRIENDS OF CRESCENT COMMUNITY HEALTH CENTER,

Growth, diversity, innovation, pride, and celebration were the key themes in 2022, and we are grateful to the community for another transformational year at Crescent!

Our patient base grew nearly 13% in 2022 – the second year in a row of double-digit growth. The organization has grown 43% since the move to the new building in 2019. Health center utilization in the Marshallese patient community increased by 48% in 2022, and our Hispanic patient population increased by 15%. We also saw a nearly 9% increase in the Black/African American population served in 2022.

We noted a 24% increase in serving patients in a language other than English. In addition, our LGBTQ+ population increased by more than 25% in 2022, and the number of patients below 200% of the Federal Poverty Level increased by nearly 26% to approximately 77% of our total population served.

Quality indicators for nine patient measures improved in 2022; three others were within 93% or higher of the prior year's outcomes. In addition, Crescent received a Gold Health Center Quality Leader award in 2022 for recognition as one of the top 10% of all health centers in the country in 2021. The dedicated inter-agency team brings forward opportunities for enhancing the metrics each month and works with the care teams to set continuous improvement goals.

We continued our investment in training with our teams in 2022. The team completed its first Lean Six Sigma project. The medical teams are working through the final stages of process improvement techniques, partnering with the industry leader in this area of expertise to minimize missed opportunities, lower cycle time, and reduce no-shows. Our team is simply incredible! According to the 2022 team survey, 95.6% of respondents look for opportunities to support others they work with, 94.1% have great pride in their job, and 92.6% are glad they joined the organization.

In October, we received a grant from the Dubuque Racing Association (DRA) to support the wellness center's expansion toward a more inclusive model for the entire community. In November, Crescent received one of the largest grant awards in the history of Delta

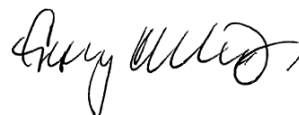
Dental Foundation to assist with service expansion in the dental department. To finish the year, Crescent purchased the assets of Infocus Pharmacy to ensure our patients continue to receive uninterrupted access to life-saving and affordable prescription medications.

Looking back, 2022 will be remembered for pride and celebrations. Crescent was on top of the leaderboard for the Community Foundation of Greater Dubuque Great Give Day in May, showing our incredible community support! The Dancing with the Stars team took home the trophy (thank you, Temwa and Joanna). They danced into our hearts with their perfect score. The Crescent team also danced their way to national recognition during National Health Center Week in August, winning the national TikTok competition out of 1,400 health centers! Finally, our own LuAnn Duran, Financial Counselor, was named the "Unsung Hero" at the Iowa Primary Care Association awards ceremony in October, recognizing awardees in several categories from the 14 Iowa centers. We are so grateful for each of these accomplishments!

2023 and beyond will bring an updated strategic plan for 2023–2026, a new patient-centered electronic medical records system, the new mobile dental clinic, ongoing work towards Advancing Health Equity and Addressing Disparities with our agency-wide Diversity, Equity & Inclusion project, and continued transformation of our amazing medical center to best serve our tri-states patients. We simply could not do what we love doing each day without you – thank you for partnering with us on this incredible journey!

I look forward to working with our new board chair, Ronelle Clark! Special thanks to Ann Decker for her leadership for the past three years. Ann led the volunteer Board through the pandemic and immense growth – we will be forever grateful to Ann for her leadership gifts to our organization.

With gratitude and in health,



Gary Collins
Chief Executive Officer



Ann Decker
Board Chair

FUNDAMENTAL LEADERSHIP

The volunteer board of directors, executive leadership team and providers guide each department, special initiative and service to achieve Crescent's vision of quality care for all, resulting in a healthy community.

Over half of our board of directors is comprised of patients to ensure major decisions for Crescent are made with patient input. As a result, we are held accountable to the unique needs of our community. In addition to valued consumer input, our board has expertise in marketing, healthcare, public health, legal counsel, small business, finance and non-profits.

Together, with their direction, our teams are improving the patient experience through increased access to affordable, respectful and high-quality care.

BOARD OF DIRECTORS



BOARD OF DIRECTORS

Ronelle Clarke, *Board Chair*
 Ann Decker, *Immediate Past Chair*
 John McAndrew, *Vice Chair*
 Mike Muench, *Vice Chair*
 Robin Kennicker, *Vice Chair*
 Deb Hickmon, *Secretary*
 Lynee Robson, *Treasurer*
 Mary Rose Corrigan, *Emeritas*
 Kenny Garlow
 Stephanie Martin
 Miguel Modeste
 Matt Schmid
 Bob Shafer
 Dan White
 Mike Wright

EXECUTIVE LEADERSHIP

Gary Collins
Chief Executive Officer
 Dr. Ursula Livermore, MD
Chief Medical Director
 Barb O'Hea
Director of Mission Advancement and Community Relations
 Jennifer Raber, CPA
Chief Financial Officer
 Dr. Marco Rouman, DDS
Dentist, Chief Dental Officer

PROVIDERS

Brain Health

Jon Decker, LMHC
Director of Brain Health
 Katie Campbell, PMHNP
 Suzanne Chukas, LMHC, CADC
 Allison Schwab, LISW
 Benjamin Shaw, LISW
 Kiresten Theill, LMSW
 Tracy Tschudi, PMHNP

Dental

Penny DeBuhr, RDH
 Juanita Furry, RDH
 Dr. Lydia Goodson, DDS
 Cathy Hawyard, RDH
 Tammy Kloser, RDH
 Dr. Kevin Stingley, DDS
 Dr. Thomas Williams, DDS, MD, FACS

Medical

Dr. Brandon Bourgeois, MD
 Caitlyn Hicks, ARNP
 Dr. Heather Kruse, MD
 Shay Lehman, ARNP
 Dr. James Livermore, MD
 Rachael Ploessl, ARNP
 Amanda Renne, ARNP
 Dr. Karissa Sanchez Traun, MD
 Ann Weltin, ARNP
 Dr. Reagan Wolbers, MD
 Jennifer Zalaznik, ARNP

Clinical Pharmacy

Dr. Heather Rickertsen, PharmD
Director of Clinical Pharmacy Services
 Dr. Kebba Bojang, PharmD
 Dr. Joshua Feldmann, PharmD
Director of Midwest Medical Pharmacy Services
 Dr. Emma Kraayenbring, PharmD
 Dr. Kristen Timmerman, PharmD

EXECUTIVE LEADERSHIP



PROVIDERS

Brain Health



Dental



Medical



Clinical Pharmacy



OPERATIONS MANAGEMENT



OPERATIONS MANAGEMENT

FRONT, LEFT TO RIGHT:

Geri Schilling Johnson, Director of Clinical Operations
Carol Caldwell, Director of Human Capital & Culture
Mary Kay Kirgis, Human Resources Business Partner
Linda Willging, Pharmacy Administrator
Diana Gau, Oral Health Manager

BACK, LEFT TO RIGHT:

Gary Sewell, Compliance Manager
Jeremy Runde, Director of Finance
Jennifer Raber, Chief Financial Officer
Corbin Nielsen, Director of Information Technology
Jake Bartholomew, Director of Quality & Informatics
Barb O'Hea, Director of Mission Advancement & Community Relations
Gary Collins, Chief Executive Officer
Dr. Ursula Livermore, MD, Chief Medical Officer
Damon Maiers, Revenue Cycle Manager
Chad Frank, Director of Patient Experience

NOT PICTURED:

James Ridley, IT Systems Coordinator
Angela Petsche, Outreach and Enrollment Coordinator
Ann Morris, Population Health Manager
Dr. Heather Kruse, MD, Director of Specialty Clinical Services
Dr. Heather Rickertsen, PharmD, Director of Pharmacy Services
Jon Decker, Director of Brain Health
Joshua Feldmann, Director of Midwest Medical Pharmacy Services
Dr. Marco Rouman, DDS, Chief Dental Officer
Megan Feldpausch, Medical Clinic Manager
Michelle Udelhofen, Patient Experience Manager
Sherri Edwards, Project and Grants Manager
Tami Koons, Lead Care Coordinator

EMPLOYEE ENGAGEMENT

At Crescent, we believe that the key to fulfilling our mission is **our people**. Our employees' feedback is crucial for employee retention and fundamental in our pursuit of fostering a culture of innovation, communication, and growth.

Employee engagement is the simultaneous employment of an individual's preferred self through physical, cognitive, and emotional means.

What does preferred self mean? Employees are faced with countless decisions in the workplace. When an individual invests in their preferred self, they express their real identity, thoughts and feelings (authenticity). This brings their entire being to their role. This brings them **alive** to their role.

“Crescent has grown quickly over the past three years, surpassing national and state averages. This growth is challenging as we are also still faced with the side effects of the global pandemic. The staff at Crescent is a committed and caring group of professionals that have chosen this career path for the high points and low points that come with working in public health. There is a sense of pride with our team that is reflected in the care provided and makes Crescent a special place in our community and service area. I am immensely proud of the team for all they have accomplished during these challenging times.”

—Crescent Team Member

What our employees
are saying...

97%

of respondents look for opportunities to support others they work with.

94%

of respondents are glad they decided to join Crescent.

89%

of respondents feel their work environment inspires them to perform at their very best.

94%

of respondents expressed they take great pride in their job.

MISSION MOMENTS

PATIENT TESTIMONIALS

"I was treated kindly, everyone there was respectful, and right away called you up. I saw Shay Lehman, I was immediately comfortable with her. She explained the infection and what to watch for, and go to the ER if certain symptoms showed up. I just cannot say enough good things to people about Crescent Community Health. I have never looked back. Everything is right there, but most of All the STAFF."

"Dr. Sanchez Traun is an outstanding Doctor. Very appreciative to be one of her patients."

"Nothing but kindness and sincerity through the entire office."

"Katie Campbell is really just amazing. I've had several mental health providers and she's the reason I came to Crescent. Her knowledge, care, and ability to put people at ease even when discussing topics that, in my life experience, would get you stigmatized are unparalleled. My overall opinion of Crescent is quite good and I really appreciate it, both 1st hand and in the larger scheme of things, the positive impact they are having on the community."

"Shay was very efficient, resourceful, and scheduled me with all the appointments that I needed. We covered a lot information and she made sure that I was connected with each resource that I needed to make sure that everything was fully covered before I left and I think she's awesome."

"I just wanted to leave this message to thank you very much for the doctor's attention to my children, really. This is very, very happy. I felt very comfortable. I am very happy to see that while they grow up, I finally have a doctor with whom I can make an excellent connection with myself and with my children, thank you very much."

"Our family really appreciate All of the really nice people So, thank you very much for"

"Dr. Goodson is very nice, very professional, and I am so happy that there is a female provider that I can see. She is great!"



Scan QR code to watch testimonial videos

"Penny is hands down one of the BEST I have encountered in this field. She is always fantastic to and with me. I feel completely at ease with her and know that she understands my irrational fear of the dentist and always makes sure whichever dentist comes in or I have to make an appointment with is equally understanding. I can't recommend Penny enough!!"

Smiles and fast care."

"Dr. Livermore has been awesome with my children. He's very friendly. He makes them laugh. Makes them feel comfortable very knowledgeable. He makes me feel confident as a parent that I'm doing the right thing and we really appreciate him. He's been the best pediatrician that we have had thus far. And we will continue to visit with him for their upcoming child wellness checks. And any other needs that we may have as far as their health goes and yeah we just really appreciate Crescent, overall, everybody there's been friendly helpful in every aspect. It's a wonderful facility. All the people, the staff and great. We definitely give it two thumbs up. Thank you."

"Dr. Williams was awesome! My tooth has been giving me problems for over two months. Dentist in two different states said that I would need surgery and they couldn't do it. I came into crescent and they scheduled me with Dr. Williams on Monday after thanksgiving and within 15 minutes my tooth was out and he was awesome. I needed no surgery just a dentist that knew what he was doing!"

"I appreciate you squeezing me in for appointment to get my tooth pulled. Everyone was very nice and polite. Dentist, she was awesome, the assistant was awesome. They just made me feel comfortable because I'm scared to death of the dentist. So great job kudos to them. You have an awesome place. Thank you."

"I've always gone here so it's nothing new. Still the best in Dubuque!"

the Crescent Community Health Center and all the Care that they provide. that we need there. And also seems like state-of-the-art equipment. being there for us."

"I was treated kindly, everyone there was respectful, and right away called you up. I saw Shay Lehman, I was immediately comfortable with her. She explained the infection and what to watch for, and go to the ER if certain symptoms showed up. I just cannot say enough good things to people about Crescent Community Health. I have never looked back. Everything is right there, but most of All the STAFF."

"I recommend Crescent to all of my friends and colleagues. Thank you for your service and helping me along my new path."



2022 QUALITY METRICS TO NOTE

- 93% of eligible patients were screened for depression and, if positive, had a follow-up plan documented
- 87% of children received a weight assessment and participated in a physical activity and nutrition counseling if needed
- 69% of patients with hypertension now have controlled blood pressure
- 72% of patients with diabetes have gained control of the condition

LEFT TO RIGHT:
Danielle Waldbillig, Data Analyst
April Lange, Informatics & Training Coordinator
Jake Bartholomew, Director of Quality & Informatics
Kylie Henkels, Data Analyst

QUALITY COUNTS

In September 2022 Crescent was awarded five Community Health Quality Recognition (CHQR) badges. CHQR badges recognize Health Center Program awardees and look-alikes (LALs) that have made notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response for the most recent Uniform Data System (UDS) reporting period.

“I am extraordinarily proud of the entire Crescent team for their ongoing dedication to serving our patients. Their passion for providing high-quality care

is what keeps our clinic earning these top awards year after year,” said Gary Collins, Chief Executive Officer. “It is also important to recognize our patients in this process. With accessible tools and knowledge offered by Crescent and our providers, they are taking ownership of their health and making strides to live long, healthy lives.”

Crescent was awarded the Gold Health Center Quality Leader, Access Enhancer, Health Disparities Reducer, Advancing Health Information Technology (HIT) for Quality, and Patient Centered Medical Home badges. Below is further detail on each badge.



Health Center Quality Leaders achieve the best overall clinical quality measure (CQM) performance among all health centers. They are recognized in the following tiers: Gold (top 10%), Silver (top 11-20%), or Bronze (top 21-30%).



Access Enhancer recognizes health centers that increase the total number of patients they serve and the number of patients who receive at least one comprehensive service (mental health, substance abuse, vision, dental, and/or enabling) by at least 5%.



Health Disparities Reducer recognizes health centers that:

- Meet benchmarks for all racial/ethnic groups served within the most recent UDS reporting year in the areas of low birth weight, hypertension, or uncontrolled diabetes.
- Demonstrate at least a 10% improvement in the areas of low birth weight, hypertension, or uncontrolled diabetes for at least one racial/ethnic group.



Advancing Health Information Technology (HIT) for Quality recognizes health centers that meet all criteria to optimize HIT services. Eligibility is calculated using 2021 UDS data. Health centers must meet the following five criteria:

- Adopted an electronic health record (EHR) system
- Offers telehealth services
- Exchanges clinical information electronically with key providers health care settings
- Engages patients through health IT
- Collects data on patient social risk factors



Patient Centered Medical Home Recognition (PCMH) recognizes health centers with PCMH recognition in one or more delivery sites.

KEEPING OUR COMMUNITY HEALTHY

Crescent first opened in October of 2006, led by a group of dedicated board members and generous community supporters who identified the need for primary medical and dental care for underserved populations.

For more than 15 years, Crescent has been providing access to primary healthcare services to those in our tri-state communities who need them most. Our doors are open to everyone including families and children, elderly, homeless, those who are uninsured, on Medicaid or have private insurance. No one is ever turned away.

2022 PATIENT METRICS TO NOTE

- **49.9% of Crescent patients are at or below the 100% Federal Poverty Line (increase of 23.3%)**
- **79.9% of Crescent patients are at or below the 200% Federal Poverty Line (increase of 25.8%)**
- **24% of patients are served in a language other than English**
- **4,208 uninsured patients (increase of 6.9%)**
- **3,699 Medicaid patients (increase of 15.8%)**
- **402 LGBTQ+ patients (increase of 25.2%)**
- **776 patients were tested for HIV**
- **146 children between ages 6–9 had dental sealants applied**
- **892 patients participated in a cervical cancer screening**
- **567 patients participated in a colorectal cancer screening**
- **293 patients participated in a breast cancer screening**

TOP FIVE DIAGNOSES (% OF PATIENTS)

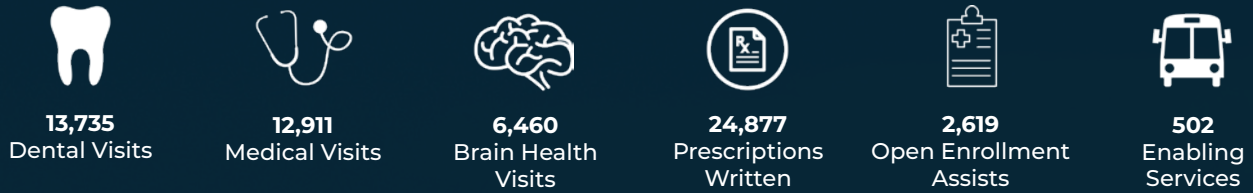
- **Anxiety Disorders - 16.20%**
- **Depression - 13.50%**
- **Hypertension - 12.90%**
- **Diabetes - 7.50%**
- **Overweight/Obesity - 6.10%**



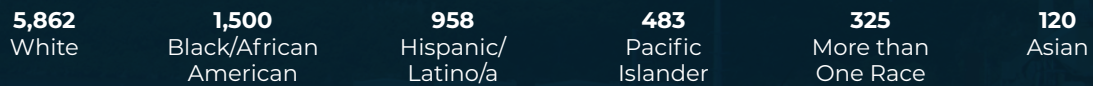
2022 BY THE NUMBERS



33,106 CLINIC VISITS*

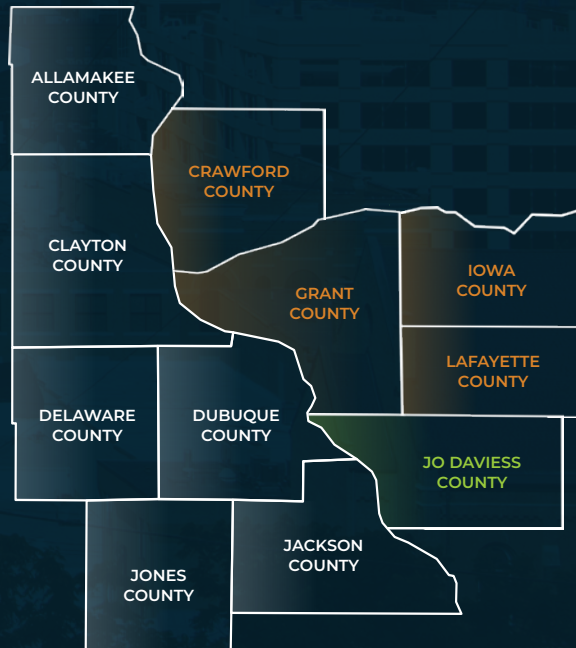


9,248 PATIENTS SERVED



TRI-STATES SERVICE AREA

Illinois	
Jo Daviess County	648
Iowa	
Allamakee County	52
Clayton County	154
Delaware County	53
Dubuque County	6,972
Jackson County	224
Jones	14
Wisconsin	
Crawford County	49
Grant County	570
Iowa County	29
Lafayette County	167
Other	316



*Includes 1,610 Telehealth Visits

DEFINING MOMENTS

INFOCUS ACQUISITION



Crescent Community Health Center completed the acquisition of Infocus Pharmacy after many years of partnership. The timing of this partnership is critical because it allows Crescent patients to have full access to discounted medications in the 340B drug pricing program.

“This acquisition of Infocus Pharmacy is a strategic move that helps us best serve our patients. Without access to affordable medications provided through the 340B program, many of our patients would have nowhere to turn and would suffer immeasurably. All Crescent patients have a choice in where to access their prescriptions; there are many pharmacy options in Dubuque. The outstanding service and patient focus of the Infocus team and the convenience of having Infocus in the same building where they receive their care is a major factor in our patients’ decision on where they want to have their prescriptions filled! Throughout our discussions, Crescent and Infocus have kept the patient as the priority in all decisions,” said Gary Collins, Crescent’s Chief Executive Officer. “We are grateful for this partnership and look forward to welcoming and transitioning the entire Infocus team to Crescent.”



OCUS
Pharmacy Services



EXIT

Selves

LEFT TO RIGHT:

- Sheree Cups, Pharmacy Clerk
- Dr. Kebba Bojang, PharmD
- Jennifer Husemann, Pharmacy Technician II
- Molly McLaughlin, Pharmacy Technician II
- Dr. Kristin Timmermann, PharmD
- Dr. Josh Feldermann, PharmD, Director of Midwest Medical Pharmacy Services
- Linda Willging, Pharmacy Administrator
- Amanda Bartjens, Pharmacy Technician II
- Kendall Mayne, Pharmacy Technician II
- Sherry Turner, Driver
- Tom Turner, Driver

What is 340B and why is it important to Crescent patients?

The federal 340B Drug Pricing Program allows qualifying hospitals and clinics that treat low-income and uninsured patients to buy outpatient prescription drugs at a discount rate.

Beginning in July 2020, pharmaceutical manufacturers, including Eli Lilly and AstraZeneca halted delivery of medications to all 340B contract pharmacies. At Crescent, we were fortunate to have adequate storage, flexibility, and staff to order supplies for the near future. Crescent providers and Infocus Pharmacy worked together to change regimens when needed; however, as time progressed, additional manufacturers joined the rank and our options and overstock dwindled. Medications with limited access include diabetes medications, breathing medications, blood thinners, and many more.

Due to the risk of losing medication that is critical for our patients, we began to work together with Infocus Pharmacy to transition from a contract pharmacy to an entity-owned pharmacy. This partnership will allow Crescent access once again to full offerings of 340B medications. Although this partnership will help, there continues to be ongoing pressure on the 340B program from manufacturers and insurers.

The 340B Program enables Crescent patients to access medications they otherwise would not be able to afford. Since 2015, our prescription volume was approximately 10,000 prescriptions annually, over double the volume.



“With over 180 years of combined community pharmacy experience that our 15 current employees bring, we will be able to add to Crescent’s expertise in the areas of patient assistance, access to life-saving medications and patient safety. We here at Infocus Pharmacy are committed to the care teams and the patients they care for. This opportunity will further advance and strengthen the mission of enhancing care in our community to those that are at risk.”

–Dr. Joshua Feldmann, PharmD, Co-Owner and Pharmacist-in-Charge of Infocus



The National Association of Community Health Centers conducted a survey to better understand the negative impact on patient outcomes due to the loss of 340B savings. This survey found:

92%

of respondents utilize 340B savings to increase access for low-income and/or rural patients by maintaining or expanding services in underserved communities.

90%

of respondents report that their 340B program has led to improved medication adherence, improved clinical outcomes, and improved access to care.

340B

Health center patients with diabetes, heart disease, and behavioral health needs rely on drugs purchased through the 340B program more than other patient populations.

32%

32% of respondents believe that over HALF of their patients would lose access to needed medication without the 340B program discounts.

“Crescent’s goal is to ensure our patients have access to the most cost-effective medications. We continue to work on supply strategies, advocacy, and education to continue to maintain access to affordable medications for our patients.”

–Dr. Heather Rickertsen, PharmD, Director of Pharmacy Services

AHEAD PROGRAM

Health equity is the ideal of having everyone in a population have the same access and opportunities to health care services. This means everyone should have access to health care that meets their needs, regardless of gender, age, race, ethnicity, sexual orientation, religion, socio-economic status, or geographic location.

This movement is essential for promoting social justice, reducing health disparities, and improving public health. It ensures everyone has access to quality health care, regardless of socioeconomic, geographic, or other personal factors. Health equity is necessary for creating a healthy and safe society.

Health equity is also crucial for promoting economic growth and development. By eliminating health disparities and providing universal access to health care, countries can be more productive and create a stronger workforce. This can help to reduce poverty and improve living standards.

Ultimately, health equity is essential for creating a healthier and more equitable society. By ensuring that everyone has access to quality health care, regardless of social or economic status, we can help to improve public health, reduce health disparities, and promote economic growth.

To advance health equity in our community, Crescent has partnered with the Iowa Primary Care Association (PCA) in 2022 to kick off the Advancing Health Equity and Addressing Disparities (AHEAD) program. This work supports five deliverables:

- 1 A health equity needs assessment
- 2 A unified health equity implementation plan
- 3 Data support, including the establishment of metrics for measuring progress in health equity across the network
- 4 Strategic consultation to support diversity, equity, and inclusion, and health equity implementation
- 5 Health equity training, education, and support

AHEAD Accomplishments and Next Steps

Yazmin Miranda, CHW, and Chad Frank, Director of Patient Experience, have been selected to champion the AHEAD program with patients, staff, and community partners. Working together with the Iowa PCA and other community health centers, the team has achieved program accomplishments including:

- Completion of the health equity needs assessment survey with patients
- Development of a communications plan to identify work for internal and external stakeholders
- Contracted with the Chartis Just Health Collective to develop network-wide education

Moving forward, the AHEAD project team will work toward a unified health equity implementation plan. This includes addressing the themes identified in the assessment as a network and incorporating strategic agility session takeaways, network-wide results, and current strategic plan priorities. They will develop content for education and training with Chartis JHC, and develop data standardization, quality assurance and social determinants of health system planning.

“The AHEAD program looks at health equity from different angles. I’m excited for this initiative and the pioneering efforts that Yazmin and other supporting staff create to drive this program forward.”

– Chad Frank
Director of Patient Experience



Chad Frank, Director of Patient Experience
Yazmin Miranda, Community Health Worker

LEADING WELLNESS EQUITY

BY ENGAGING THE COMMUNITY IN HEALTHY HABITS



Dr. Regan Wolbers, MD

Crescent is located within a new and growing wellness corridor in the City of Dubuque, within an area with one of the highest poverty levels in Iowa. Since its inception as a community health center, Crescent leaders recognized that an affordable wellness and fitness center was lacking in this area. This led to the establishment of our free onsite center. This service became part of patients' treatment plans as the prescription to boost healthy habits and address and prevent illness.

Thanks to a generous grant from the Dubuque Racing Association, Crescent will be enhancing and expanding the wellness center to include:

- Additional fitness equipment
- More open gym hours
- Increased timeslots for consultations
- Opportunities for social connections and behavioral support
- Increased access to Crescent services
- Physician-led lifestyle medicine program
- Incentives for participation and progress

Through this project, Crescent's goal is to add 500 new patients and 200 community members in the first year of expanded operations which is expected to be completed by Fall 2023. Wellness center participants will be assisted in accessing resources such as food insecurity programs, workforce development, educational options, transportation, and more.



Scan QR code to learn more
about Dr. Wolbers



Cassie Foley, Wellness Coordinator

Since January 2021...

324

patients have been referred to the wellness center.

300+

patients have received a wellness center orientation.

1,000+

workout sessions have been completed.

Outcomes will include more individuals preventing physical/mental illnesses or improving existing conditions. When we promote regular activity and healthy changes in eating habits and make accessible support options available, we can help individuals prevent or recover from conditions such as heart disease, diabetes, cancer, hypertension, obesity, depression, and other chronic illnesses.

The center also will link participants with other essential services at Crescent and beyond, facilitating long-term changes for at-risk populations. All wellness center services will be available regardless of insurance status, income level, or ability to pay.

The result will be to increase community members' engagement in healthy habits and serve as a gateway to comprehensive services that improve individual quality of life and the strength of the entire community.

By supporting target populations, Crescent will further assist them in addressing social determinants of health and healthcare challenges. This advances the vision of creating equitable healthcare opportunities, resulting in a stronger, more inclusive community.

DENTAL EXPANSION

Crescent Community Health Center has been awarded a \$850,000 grant from Delta Dental of Iowa Foundation and an additional \$500,000 dollar-for-dollar matching fundraising campaign to outfit dental operatives in their new clinic expected to open in fall of 2023. As part of the dental expansion, Crescent will be expanding the existing space to broaden oral health services to include dedicated oral surgery and pediatric dental suites and create a state-of-the-art onsite dental lab, making high-quality medical and dental care more accessible than ever.

In 2022 Crescent had over 33,000 clinic visits by 9,248 unique patients. Of the clinic visits, 13,735 were in the dental department.

Additionally, the dental leadership team has established an Advanced Education in General Dentistry Residency Program (AEGD) for a one-year certificate, post-doctoral training program in affiliation with New York University Langone Dental Medicine (NYU Langone). We are also working with Northeast Iowa Community College (NICC) to create a two-year dental hygiene program. These opportunities will significantly enhance the dental residents' and hygienists' knowledge and clinical skills, which will positively impact access, treatment outcomes and quality of care provided to the community.



Delta Dental of Iowa

is the largest and most experienced provider of dental benefits in the state. As a not-for-profit insurance company, Delta Dental of Iowa invests in oral health and wellness projects through the Delta Dental of Iowa Foundation that focus on access to care, prevention, education and research. Delta Dental of Iowa Foundation's mission is to support and improve the oral health of Iowans.

Delta Dental of Iowa is a member of the Delta Dental Plans Association, the leading national network of independent dental service corporations. The Delta Dental member companies provide dental benefits to more than 70 million Americans in more than 120,000 employee groups throughout the country.



Dr. Marco Rouman, DDS
Chief Dental Officer



We are privileged to have a monumental impact on our communities by offering life-changing dental treatment solutions. It is extremely rewarding to give our patients a reason to smile.” –Dr. Rouman, Chief Dental Officer

LEFT TO RIGHT:
Kara Simon, Dental Assistant
Susan Reding, Dental Assistant
Christine Geers, Dental Care Coordinator
Aleah Maiers, Administrative Assistant
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ensure the accuracy of this
list. For errors or omissions,
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563.690.2432.*

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Our heartfelt condolences
to those that lost loved
ones in the last year.
May the memories of
your loved ones bring
you comfort during
these difficult times.



Crescent Community HEALTH CENTER

1690 ELM STREET, SUITE 300 | DUBUQUE, IA 52001

Medical and Brain Health Clinic | 563.690.2863

Dental Clinic | 563.690.2852

Development Office | 563.690.2432

www.crescentchc.org

"I was very pleased with my experience at Crescent Dental Clinic. I usually am very nervous going to the dentist but the staff and dental assistant all made me feel very comfortable and completely at ease. The place was clean and bright. Dr. Breitbach was so very kind and understanding. I was VERY pleased with everything at Crescent Dental Clinic. Thank you!"

-Dental Patient



LEFT TO RIGHT:
Dr. Lydia Goodson, DDS
Cathy Hayward, Dental Hygienist
Diana Gau, Oral Health Manager
Tammy Kloser, Dental Hygienist