A YEAR OF GROWTH, DIVERSITY, INNOVATION, AND PRIDE

CRESCENT COMMUNITY HEALTH CENTER IMPACT REPORT 2022
TABLE OF CONTENTS

5 DEAR FRIENDS
6 FUNDAMENTAL LEADERSHIP
9 EMPLOYEE ENGAGEMENT
10 COMPASS COMMENTS
13 QUALITY COUNTS
14 KEEPING OUR COMMUNITY HEALTHY
16 DEFINING MOMENTS
20 AHEAD PROGRAM
22 LEADING WELLNESS EQUITY
24 DENTAL EXPANSION
26 OUR DONORS
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.
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

Ronelle Clarke, Board Chair
Ann Decker, Immediate Past Chair
John McAndrew, Vice Chair
Mike Muench, Vice Chair
Robin Kennicker, Vice Chair
Deb Hickmon, Secretary
Lynne 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’Hear
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 Ploesel, 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
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

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.
“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.”

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

“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!”
“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!!”

“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.”

“Smiles and fast care.”

“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. 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 with in 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!”

“Nothing but kindness and sincerity through the entire office. Smiles and fast care.”

“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
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*

13,735 Dental Visits
12,911 Medical Visits
6,460 Brain Health Visits
24,877 Prescriptions Written
2,619 Open Enrollment Assists
502 Enabling Services

9,248 PATIENTS SERVED

5,108 Women
4,140 Men
752 Age 65 & Older
2,444 Children
241 Veterans

*Includes 1,610 Telehealth Visits

5,862 White
1,500 Black/African American
958 Hispanic/Latino/a
483 Pacific Islander
325 More than One Race
120 Asian

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
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.”
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.

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

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
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

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

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.
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.

“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 Maires, Administrative Assistant
Eliza Ludovissy, Dental Assistant

Dr. Marco Rouman, DDS
Chief Dental Officer
Crescent would like to thank the many families, individuals, local healthcare providers, employees, businesses and foundations whose contributions make our work possible. The following list includes donors who made gifts or grants during calendar year 2022.

Anonymous
Dr. Peter and Cynthia Alt
Amazon Smile Org Central
Andersen Corporation
Apple Inc.
B1Yoga
Don and Jayne Banfield
Wilma (Sam) Bauer
David and Amy Becker
Tricia Behnke
Veronica Bender
Michael and Rebecca Berg
Reverends Dr. Ken and Nancy Bickel
Paul and Jean Blaser
Paul and Judy Brandt
Dr. John and Regina Brennan
Shirley Briggs
Teresa Burgmeier
Dr. Scott and Sandra Cairns
Colleen Callahan
Katie Campbell
Marcelline Capesius
Caterpillar Foundation
Center Grove United Methodist Church
Anne Chesterman
Eric and Maureen Christiansen
Dr. Frank Cicciarelli
Gary Collins and Clay Gibson
JoAnn Cook
Sharon Kress and Keith Cook
Cottage Hill & Butler
Helen Cremer
Crescent Electric Charitable Foundation
J oey Crowley
Diane Davis
Ann and Rick Decker
Dr. Paul and Myra DeLong
Wayne and Joan Demmer
Diamond J Casino
Gail Chavenelle and William Dicken
J ohn Donovan
Margaret and Patrick Dunham
LuAnn Duran
Richard and Bobbie Earles
Dr. Thomas and Judith Edmonds
Sherri and Dave Edwards
Paul Ellerbeck
Empower
Shelbie Engler
Ken and Sharon Erickson
Tom Feller
Fidelity Bank and Trust
Finnin Family Foundation
Flatin Rusty Taco
Eric and Kimberly Foy
Fraternal Order of Eagles
Don and Jan Freymann
Friedman Group
Paula and Terry Friedman
Dr. Joe and Julie Fuller
Geisler Brothers Company
Bill and Rachel Gerber
Mary Gibbs
Linda Chapman and Henry Goldstein
Barbara Gormley
Alexa Goss
Grandview Gallop
J ane Hanson
Sarah Harris
Alan and Sue Hattel
Sr. Janet Haverkamp
J ohn and Margaret Hendry
Henry Family Foundation
Mary Elizabeth Heying
Sandy Hirstein
Sarah Hobbs
Randy and Shelly Hoff
Elaine Holthaus
J ason Hoppenjan
Lynne Houy
Interiors..by Design
Chuck Isenhart
James A. & Mary Schmid Family Charitable Foundation
Pam Jochum
Ric and Sue J ones
Brian and Kathy Kane
Sr Kate Keating
J ames and Ellen Kennedy
Kiefer Family Endowment Fund
Dr. Tim and Laura King
Ron and Carla Klosterman
Daniel Knepper
Diane Knockel
Kevin and Dianne Koch
Sudhir and Sudha Koneru
Robert and Angela Krall
Keith Cook and Sharon Kress
Mary Kretz
Rob and Beth Kundert
Leanne Golinvaux and Lisa Landgraf
J enne Lauritsen
Shay Lehman
Dr. and Mrs. R W Lengeling
Bill and Colleen Lester
Glenn and Diane Lichti
Susan Lindsay
Dr. Sara Loetscher
J on Luckstead
J ohn and Joan Lux
Sister Mary Anne Lynch, BVM
Dr. Ross and Sally Madden
Elizabeth Martin
Denis Martinez
Mike and Judy McCoy
Trish McDonald
Beth McGorry
Richard and Mary McKay
Kathryn McWethy
Medical Associates Clinic Foundation of Dubuque
Mike and Libby Sullivan
Danielle Miller
Don and Shirley Moody
Ann Morris
Morrison Bros Co Endowed Donor Advised Fund
Mark Niem er
Randal and Doris Nigg
Keith Nilles
Connie Norby
Paula Norby
J ohn and Mary Beth O’Connor
Barb and Dave O’Hea
J ack O’Hea
Derek Olberding
Patrick and Darlene O’Neill
Paula Connors and Paul Opperman
Oracle Matching Gift Foundation
Wendy O’Rourke
Our Lady of the Mississippi Abbey
Chris and Nancy Patrick
Angela Petsche
Prudential Retirement
Greg and Patty Reiman
J anet Rhomberg
J im and Nancy Rhomberg
Lou Ann Richardson
Heather Rickertsen
J ames Ridley
Rinderknecht Family Giving Fund
Ed and Susan Butler Ritts
Mindy Roberts
Rod and Lynne Robson
Arthur and Dianne Roche
Dr. Ben and Angie Roling
Every effort has been made to ensure the accuracy of this list. For errors or omissions, please contact Barb O’Hea at 563.690.2432.

IN MEMORIAM

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.

Dr. Marco Rouman, DDS
Phillip and Judy Ruppel
Jane Rusk
Charles and Margret Ryan
Joan and Al Sampson
Ron and Julie Schlader
Carrie Schmid
Julie Schmid
Karen Schmid
Mary Schmid
Matt and Eva Schmid
Mike and Elizabeth Schmid
Paul and Sue Schramm
Sharon Scully
Bob and Barb Shafer
Amanda Shaffer
Sherwin Williams
Randy and Kathy Sigman
Randy Sirk
Sisters of Charity of the BVM
Sisters of Charity, BVM
Sisters of Mount Saint Francis
Sisters of the Presentation
Nora Snook
Spahn and Rose Lumber Company
Renee Speaker
Carol Spinoso
Sr. Mary Arnold Staudt
Chris and Kristy Stille
Sr. Dorothy Stoll
Ann Sweeney
Shirley Takacs
Ken and Marlene Tekippe
The Blackbaud Giving Fund/
Your Cause
Chris and Pamela Theisen
Jim Theisen
Cathy Triervieler
Union Hoermann Press
Unitarian Universalist Fellowship of Dubuque
Jonathan Uzel
Michael and Nancy Van Milligen
Larry and Julie Vogt
Donna Wahlert
Dr. Dave and Amy Weber
Kathleen Weber
Phil and Joan Weber
Dr. Liang Chee Wee
Wertzberger Family Endowment
Dick and Linda Wertzberger
Greg and Marcia Wertzberger
Jack Wertzberger
Michael Wertzberger
Tom and Mary Wertzberger
Dennis and Susan Williams

GRANTS
Association of Asian Pacific Community Health Organizations
Business Leadership Network,
University of Iowa College of Public Health
City of Dubuque
Community Foundation of Greater Dubuque, Women’s Giving Circle
Dubuque Racing Association
Dupaco R.W. Hoefer Foundation
Envision Mental Health Endowment
Franciscan Sisters of Perpetual Adoration
Iowa Cancer Consortium
Iowa Dept. of Natural Resources
Iowa Delta Dental Foundation
McDonough Foundation
Mental Health/Disability Services of the East Central Region (ECR)
MercyOne Dubuque Foundation
United Way of Dubuque Area Tri-States
Variety - The Children’s Charity
Wahlert Foundation
The Yappers
“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