



Crescent Community
HEALTH CENTER

KEEPING OUR COMMUNITY

healthy.



Dear Friends of Crescent Community Health Center,

This has certainly been a challenging year for all of us with a pandemic that continues to loom, local and regional economic setbacks across all industries, and racial tensions from the summer months.

Crescent is steadily moving forward with growth plans and other strategic milestones which we set out to accomplish in conjunction with the move to our new building nearly one year ago. We have continued our growth trajectory by completing the remaining three dental operatories and six medical exam rooms. We also are under construction to capture additional space needed to accommodate the growing demand for brain health services. Our dental practice is now fully staffed with four dentists and four hygienists. Our demand for all services has enabled us to look at expanded services.

Crescent's dental practice has always led the other Iowa health centers in that more than 54% of our visits are from dental patients. This compares to nearly 23% for all of Iowa's health centers. By a margin more than 2:1, the demand and need are real and we are strategically positioning to keep these services thriving for our patients. We recently determined that we could bring back a plan for denture services and we are very excited for this capability.

A smile helps build confidence for a job seeker, a patient experiencing life-long dental struggles, or a person simply trying to navigate day to day, but their smile holds them back due to missing teeth. We have many self-pay patients seeking this treatment. Partial dentures can cost \$550 and a complete device can cost \$850. We would really like to build a fund to support this program given our high demand for these expanded services.

Our brain health usage has increased substantially due to COVID-19 and the economic uncertainty of recent months. We are not alone according to the Centers for Disease Control and Prevention (CDC), during late June 40% of American adults aged 18 and older were struggling with brain health or substance abuse disorder issues.

To accommodate this increased demand, we are moving the brain health offices and treatment areas to the second floor which will more than double the space currently occupied. This is intended to be completed sometime in November 2020 and we look forward to accommodating more patients in our new setting. We are on track to see nearly 2,900 brain health visits in fiscal year 2020 and are planning for nearly 6,000 visits in fiscal year 2021. This is an important component of our integrated care model complementing medical and dental services.

Join me as we continue to grow in our new health home, serving an area that includes the following counties: Dubuque, Allamakee, Clayton, Delaware and Jackson in Iowa, Jo Daviess in Illinois, and Crawford, Grant, Iowa and Lafayette in Wisconsin. We look forward to continuing to serve our nearly 6,500 patients and welcome them to thrive with their care here at Crescent!

In health and with gratitude,

A handwritten signature in black ink, appearing to read "Gary Collins". The signature is fluid and cursive, with a large, stylized "G" and "C".

Gary Collins
Chief Executive Officer

Crescent Community
HEALTH CENTER



With your support

WE ARE KEEPING OUR COMMUNITY HEALTHY

THE PATIENTS



Crescent serves nearly **6,500 patients** annually, with this number expected to grow to more than 8,000 by 2021. Our patient demographics include women, children, men, families, the elderly and veterans.

BRAIN HEALTH

Crescent has revolutionized the accessibility to affordable, high-quality brain health services among our patient population. Since opening our brain health clinic in 2018, the department has grown to five providers serving 222 patients with 485 clinic visits in 2019, 2,900 clinic visits in 2020 and 5,900 clinic visits budgeted for 2021.

The need for access to brain health services has never been greater. To meet the growing demand, we are currently building out 2,446 square feet on the second floor of our building to grow our capacity by 186%. The build-out and the increase in providers is attributing to the growth, as both are factors to be able to obtain the projected visits for fiscal year 2021.



THE CLINIC

Crescent has more than **18,700 visits** annually.

QUALITY LEADER

Crescent has been a consistent recipient of Health Center Quality Leader awards given by Health Resources and Services Administration (HRSA). As a Health Center Quality Leader, Crescent achieved the best overall clinical performance among all 1,318 health centers, placing in the top 30 percent of the adjusted quartile rankings for clinical quality measures. 2019 clinical benchmarks Crescent met for this award include:



Sixty-three percent of patients with hypertension now have controlled blood pressure.



Fifty-six percent of eligible patients received colorectal cancer screenings.



Ninety-six percent of eligible patients were screened for depression and, if tested positive, had a follow-up plan documented.

HEALTH EQUITY

Crescent has been vital to recognizing the need and collaborating with community partners to provide our most vulnerable population with medical and dental care that has impacted health outcomes and advanced health 'equity' in our community.

Through the positive connections made between the Crescent staff and the residents they serve and the ability to foster projects to address health challenges that arise, Crescent is an indispensable leader in our community.

- Mayor Roy Buol