Celebrating Barbara Roman and Dr. John McHugh!
Our Crusader Community Health founders were honored with a standing ovation and beautiful pastel portrait at our October 19, 2012 dinner-auction.

40 Years of Caring
Thank you for your tremendous support of our Mission. For 40 years, Crusader has quietly and respectfully provided high quality and affordable “Care Within Reach” to our wonderful but hard pressed community. For 40 years Crusader’s exceptional board certified providers and staff have been taking care of our neighbors, one patient at a time. During 2012, they provided a staggering 205,668 care visits. The impact of Crusader is very evident when you consider that one in five area residents trust Crusader to be their primary care medical and dental provider, and Crusader delivers one in four area babies!

What Crusader does best is take care of our neighbors who need a helping hand. As a grocery store checkout employee said to me, Crusader has “good folks taking care of good folks.” Crusader has thoughtfully put in place the core building blocks of quality staff, attractive facilities and a high tech work environment, all in a respectful and personalized care environment. Innovative programs have been put in place such as our excellent on site behavioral health program in conjunction with Rosecrance/Jayet Wattles and our prescription program with Walgreens.

Nearly 48,000 patients have applauded these changes and increasingly placed their trust in Crusader. An independent 2012 Patient Satisfaction Survey showed statistical improvement in every measured area, including:

- An impressive overall grade point average of 4.6 (on a 1-5 excellence scale)
- 99.5% rated the buildings as clean and in good appearance
- 96.8% would recommend Crusader to a friend or family member
- 96.1% said they received an appointment when needed
- 99.4% rated Crusader staff as helpful
- A tremendous 97.7% of patients said their provider spent enough time with them and 98.8% rated their provider positively!

Crusader is optimistic but realistic. We must continue to improve and will. In this hurried world, Crusader’s staff work hard to provide what we call the “4 C’s” of character, competence, team chemistry, and comparison. 40 years of the 4 C’s and taking a simple tongue depressor and saying “Just say ahh.” 40 years of ‘ahhs’ via an old fashioned approach to care that “just plain works.” On behalf of Crusader, I thank our founders for their vision and you for believing in our mission!

Gordon Eggers, Jr., President & CEO
Crusader Community Health
Mission & Vision

Crusader Community Health

Is a community-based, not-for-profit community health center.

Our Mission
Crusader Community Health serves the Rock River Valley area with quality primary health care for all people in need.

Our Vision
Reaching out with Heart in Hand - championing the needs of the underserved and providing healthcare for all, regardless of their ability to pay, as we eliminate disparities in healthcare.

Our Commitment
We are committed to a collaborative healthcare system that is --
• Patient-centered in all aspects
• Affordable and accessible
• High quality with dignity, compassion and cultural sensitivity

Crusader Community Health is accredited by the Joint Commission.

Crusader Community Health Foundation

Mission
The Crusader Community Health Foundation’s mission is to support the Crusader Community Health.

Role
A 25-member board of community leaders solicits funds from a variety of sources for the benefit of Crusader. These funds are used for capital projects, upgrading facilities, operating expenses and medical equipment that will ensure quality patient care.
DIRECT SERVICES

MEDICAL CARE
- Diagnosis & Treatment of diseases
- Physical exams
- Lab services
- Acute illness & minor injury care
- Preventive care (immunizations….)

WOMEN’S HEALTH SERVICES
- Pregnancy testing
- Pregnancy (prenatal)/obstetrical care
- Delivery performed by physicians & midwives
- High risk pregnancy care by onsite specialists
- Ultrasound for women’s health issues
- Gynecological problems & screenings (pap smears, mammogram referral, infections)
- Pelvic Pain

PEDIATRIC (CHILDREN’S) CARE
- Well Child exams
- Immunizations (childhood shots)
- Acute & chronic illness
- School Exams
- Behavioral screening & treatment
- Special Needs Children
- Dental Care

DENTAL CARE
- Emphasis on children & early prevention of cavities
- Emergency treatment of infection & pain for all ages
- Prevention exams, fillings & cleanings for children and adults with specific chronic diseases as referred by their medical provider

ON-SITE SPECIALTY CARE*
- Podiatry (foot doctor)*
- Pain Management*
- HIV
- Neurology (brain)*
- Maternal Fetal Medicine (high risk pregnancy)
- Endocrinology (diabetes, thyroid….)
- Non-surgical orthopedics
- Optical Care exams & eyeglasses*
- Coumadin Clinic (blood thinner)
- Behavioral Health*
- Only for established Crusader patients by referral from a Crusader medical provider.

COMMUNITY SERVICES
- Information & referrals to other resources in our community
- Healthcare for the Homeless Program
- Healthcare for the Homeless Program

Visit our website: www.crusaderhealth.org
“KIDS CARE NOW”, a new clinic option for unexpected pediatric illness opened at the Crusader Community Health on Broadway, Rockford in July 2012. Walk-in pediatric care is available at this Crusader location Noon-7 p.m., Monday-Friday.

The “Kids Care Now” clinic is designed to respond to the need to provide immediate pediatric care for sick kids. No appointment is necessary and care is available on a walk-in basis during the Kids Care Now clinic hours. The clinic is staffed by two Pediatric Nurse Practitioners, Barbara Morgan, PNP, and Debra Meyer, PNP.

The “Kids Care Now” clinic was developed to extend patient care to those not able to schedule a same day appointment with a Crusader Pediatric Provider. The hours of the clinic are designed to help parents have greater access at convenient times.

CRUSADER COMMUNITY HEALTH 2012 “BY THE NUMBERS”

- A dedicated staff of 280, including 61 American trained and board certified physicians, physician assistants, nurse practitioners and mid-wives
- 47,719 individual patients; 205,668 total visits
- 1,193 babies were delivered; 19,942 prenatal visits; 3,964 ultrasounds; and 6,402 pap smears
- 21,057 children
- 12,740 individual dental patients; 27,553 total visits
- 1,270 homeless patients received care via Crusader’s Comprehensive Program
- 272 HIV patients received care via Crusader’s Specialty clinic
- Added a Behavioral Health program in conjunction with Rosecrance at West State and Broadway locations
- Collaborated with RVC to teach GED and ESL courses
- Number of Patients with Diabetes – 3,604

ROSECRANCE AND CRUSADER PARTNER ON PROGRAM TO INTEGRATE BEHAVIORAL HEALTH AND PRIMARY CARE

A new partnership between Rosecrance and Crusader Community Health signals important progress toward integrating behavioral health and primary care to better serve the comprehensive needs of patients.

Rosecrance has embedded a mental health counselor at two Crusader locations - West State Street and Broadway, Rockford to take on-the-spot referrals for mental health services from nurse practitioners and doctors who see patients for their medical issues. Crusader in turn has established a part-time clinic at the Ware Center to serve clients who go there for services but whose overall health could benefit from primary care services.
A YEAR IN REVIEW

CRUSADER COMMUNITY HEALTH GETS HIGH RATING FROM PATIENTS

Over 1,600 patients were surveyed on the level of care they received at Crusader Community Health this year.

Overall, Crusader’s services were given a 4.58 out of five. On the scale, four was “good” and five was “excellent.” Almost 97% of Crusader patients said they would recommend the facility to a family member or friend.

CRUSADER COMMUNITY HEALTH STAFF CONTRIBUtes $40,000 IN HONOR OF THEIR 40TH ANNIVERSARY YEAR

Crusader Community Health’s staff dedication goes beyond their care for our area’s medically underserved as they donated $41,579 to the Crusader Community Health Foundation in honor of Crusader’s 40th Anniversary year.

Gordon Eggers, President & CEO, Crusader Community Health, stated, “We refer to Crusader’s wonderful staff as Team Crusader. Their great skills are matched by a healthy dose of mission oriented generosity and belief in our patients.”

Donated funds will have an even greater impact as Crusader responds to the challenges of serving a growing patient population.

CRUSADER COMMUNITY HEALTH EMPLOYEE SATISFACTION RESULTS

Crusader Community Health is proud to announce its employee satisfaction survey results noting that 93% of our employees are satisfied overall with Crusader Community Health as an employer! The survey was conducted in December 2011. Research shows that the average rate of employee satisfaction is 76%. “We can say as an organization that we have surpassed the industry standards,” noted Gordon Eggers, Jr., President & CEO, Crusader Community Health, “at the same time Crusader’s dedicated staff goes the extra mile to provide compassionate care to our patients!”

This outstanding percentage (93%) is attributed to Crusader’s leadership, continuous focus in clarifying performance expectations, management’s strategic collaboration, employee feedback that was integrated, enhanced technology upgrades throughout our facility, organization wide training and development, clinic wide process improvements, increased trust and respect from employees, and additional leadership visibility throughout the organization.

‘LIKE’ CRUSADER COMMUNITY HEALTH ON FACEBOOK

Crusader Community Health has a Facebook page. Various events and updates are added to our Facebook page on a regular basis. All of our Providers are also on our Facebook page.

We would like to increase our Friends, so the next time you are on Facebook, please search our name and hit the ‘Like’ button.
**Patient Profile**

**Crusader Patients in 2012**

**Service by Type**

- **Total unduplicated:**
  - Patients: 47,719
  - Medical: 41,265
  - Dental: 12,740
  - Optical: 2,650
  - Podiatry: 1,900

  # of encounters provided for all Crusader Programs - 205,668

(Some patients receive multiple services)

**Crusader's Patient Base Ethnic Origin**

- Caucasian: 37%
- African American: 29%
- Other: 6%
- Asian: 2%
- Hispanic Origin: 26%
FISCAL YEAR 2012
Budget: $28,009,000

REVENUE

- Federal Grant 17%
- State & Other Grants 2%
- Pharmaceutical Donations 6%
- Patient Fees 75%

EXPENSES

- Contractual 9%
- Pharmaceuticals & Supplies 13%
- Depreciation 6%
- Occupancy 4%
- Other 3%
- Staff Costs 65%
Chair
Barbara Jackson, Liebovich Bros., Inc.

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Jim Millikin, Retired CPA

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David Ruffin, CCH Liaison

“EVERY TIME I COME HERE EVERYONE IS VERY PLEASANT AND CARING.”
CRUSADER COMMUNITY HEALTH
EXECUTIVE MANAGEMENT TEAM

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President & CEO

Terry White
Chief Strategic & Operations Officer

Edwin Okeson, MD
Medical Director

Samuel Miller, CPA
Vice President Finance

Linda E. Niemiec, CFRE
Vice President Development

Shelton Kay
Director of Community Services

Nancy Halverson, MS
Chief Quality Officer

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Sabrina Hofmeister, DO
Ken Kinoshita, MD
Vasanna Lerdvoratavee, OD
Raquel Malabanan, MD
Lisa Malone, MD
Shadi Marina, MD
Edmond Mertzenich, DPM
Kimberly Miller, MD
Edwin Okeson, MD
Joseph Pittman, MD
Anselma Ramilo, MD
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Greg Campbell, PA-C
Alarise Clay, PA-C
Susan Collazo, APN
Christina Crum, PA-C
Jennifer Dobson, APN, CNM
Rose Eggers, APN
Christina Emmert, RDH
Melissa Hartzell, PA-C
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Leonard Hitz, APN
Renee Keeney, CNM
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Kelly Logli, APN
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Debra Meyer, APN, CPNP
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Katherine Schenck, PA-C
Heather Sharp, APN
Jordan Vold, PA-C
Kathy Walsh, APN
Deborah Wodell, APN, CNM
Lynn Yontz, APN

DENTISTS
Holly Bartman, DDS
Lionel Gibson, DMD
Dina Giris, DDS
Calysta Harris-Beatty, DDS
Samantha Humke, DDS
June Lallas, DDS
Brent VerHoecke, DDS
Patrick Woods, DDS

“I THINK I HAVE THE BEST DOCTOR IN THE WORLD, SHE ALWAYS HAS A SMILE ON HER FACE AND IS EXCELLENT AT HER WORK!”
Regional Impact

Crusader Community Health Woodward Campus for Community Health Care on West State Street
1200 West State Street
Rockford, IL 61102
1-815-490-1600

Crusader Community Health on Broadway-Uram Building
Broadway & 7th
Rockford, IL 61104
1-815-490-1600

Crusader Community Health Belvidere
1050 Logan Avenue
Belvidere, IL 61008
1-815-547-0282

Crusader Community Health Loves Park
6115 North 2nd Street
Loves Park, IL 61111
1-815-490-1600

Crusader Community Health Baby Basic Program funded by the Kiwanis Club of Rockford at our Broadway, West State and Loves Park locations
1-815-490-1315

Cosmopolitan Patient Learning & Resource Center
Crusader Community Health on West State Street

GED & Pre-GED Classes are held at the
Crusader Community Health on West State Street
Founders’ Education Center

ESL Classes are held at the
Spirit of Caring Award Winners
• Robert McLaughlin
• Charlotte Hackin
• Pastor Troy Hedrick

Organization Award
Barbara Olson Center of Hope

Crusader Community Health Employees Receive Awards
• Gordon Eggers, Jr., President and CEO of Crusader Community Health is the 2012 recipient of the Winnebago County Dental Society’s Dr. Scott Erickson Memorial Caring Award. The award recognizes an individual in the dental profession or related organization exemplifying the “Spirit of Caring” and “Service above Self” motto.
• Beverly ‘Bam’ Edwards, an Outreach Case Manager at Crusader Community Health since 1995, received the 2nd Annual Community Advocate Award. This award was initiated in 2011 to honor the memory of Annie Dandridge, a Crusader staff member, who passed away in April 2011. ‘Annie’ was an extraordinary individual who always exhibited unique kindness and concern for others.
• Booker Washington 25 Black Leaders to Watch Awards were presented to: Shelton Kay, Crusader Community Health Director of Community Services, received the Civic and Community Movers & Shakers Award and Anqunette Parham, Crusader Community Health Project Manager, received the Women to Watch Award.

Crusader Community Health Receives Awards
• Crusader Community Health received the Diversity Achiever: Organization Award from the Blackhawk Area Council Boy Scouts of America.
• Carpenter’s Place presented Crusader’s Healthcare for the Homeless Program with the Cornerstone Award in recognition of their dedication and commitment to provide professional healthcare to homeless men and women in our community.

Accreditation
Crusader Community Health has been accredited by the Joint Commission four times since 1999.

Crusader Community Health Staff
A generous staff donated more than $41,500 to the Crusader Community Health Foundation and over $8,700 to United Way of Rock River Valley

"I HAVE BEEN COMING TO CRUSADER FOR SEVERAL YEARS I WOULDN'T TAKE MY DAUGHTER ANYWHERE ELSE. I LOVE CRUSADER FOR ME AND MY DAUGHTER."
Contributions to the Crusader Community Health Foundation - Donors from January 1, 2012 to December 31, 2012. Special thanks to the following individuals, corporations, foundations, churches, and service organizations for their generosity.

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