



MESSAGE FROM OUR PRESIDENT & CEO

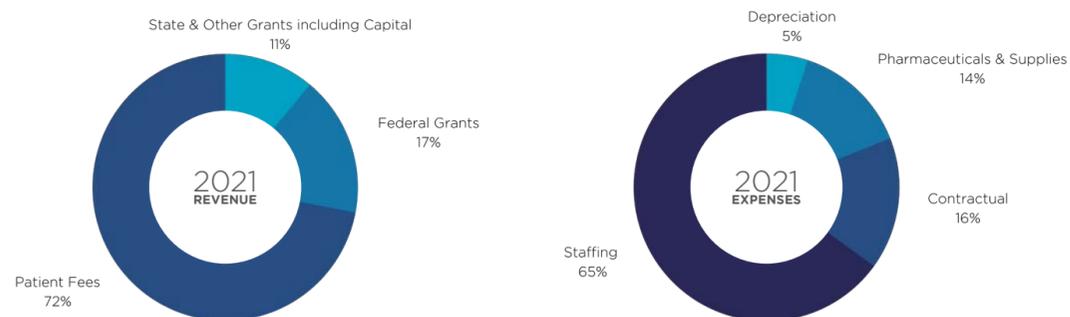
In 1972, our founders, Dr. John McHugh and Barbara Roman, RN saw a deficit in healthcare in our community. Many people were medically underserved and faced significant obstacles to receiving high quality care. In founding Crusader, they helped create a primary healthcare system that could take on the unique barriers and challenges faced by so many by using talented medical professionals and strong community partnerships to create high quality, accessible primary care. For 50 years we have served the medically underserved, and we are so proud of our continued growth in service and quality care.

Looking back at 2021, we had no shortage of challenges and opportunities. The continued challenge of pandemic-era healthcare has created a space of opportunity to creatively respond to ever-changing conditions, and I am proud of our team's ability to rise to the occasion. In this report, you will read more about our talented team and industry-leading pandemic response. It is a testament to how we continue to lead, serve, and respond no matter the circumstances.

Thank you for your interest in how far we have come. We look forward to keeping you up to date on exciting developments as we embark on our next 50 years.

Samuel G. Miller
PRESIDENT & CEO

2021 FISCAL YEAR Budget \$46 Million



FORWARD

WE EMBARK ON 50 YEARS!

BUILDING A STRONG FUTURE FOR OUR COMMUNITY.

The Crusader Community Health Foundation (CCHF) is a not-for-profit 501(c)(3) corporation. The mission of the Foundation is to support the growth and development of Crusader Community Health.



Turkey Day Giveaway

For many years, the Cosmopolitan Club of Rockford has partnered with Crusader to further their mission of eradicating diabetes. Their financial support has elevated our diabetes education program and significantly offset costs for patient care. Beyond financial support, however, we know we can count on the members of the Cosmopolitan Club to show up for Crusader!

On November 22, 2021 the Cosmopolitan Club organized a Thanksgiving Turkey Day Giveaway in our parking lot on West State Street. They partnered with the American Diabetes Association, Blue Cross Blue Shield of Illinois and Top Box Foods to give away 200 turkeys and colorful veggies to anyone that needed some holiday help.



DONORS

MAKE THE DIFFERENCE

BE OUR PARTNER IN CREATING A HEALTHIER COMMUNITY.

You can make a difference in the lives of our patients. Crusader provides care to the uninsured and for those at high risk of experiencing poor health. Last year, Crusader served over 58,000 individual patients – many had no form of health insurance and most live below the federal poverty line.

Your support will not only have a positive impact on our community, but it could also have significant tax benefits for you!

- » Gifts of appreciated stock
- » Gifts from your required minimum distribution
- » Charitable Remainder Trusts
- » Life Insurance
- » Real Estate

There are so many ways to give. Contact us to learn more!



Crusader Community Health is a community-based, not-for-profit community health center.

annual report 2021



Coordinated. Connected. Committed.



CRUSADER COMMUNITY HEALTH
 1200 West State Street
 Rockford, IL 61102
 815.490.1600
 crusaderhealth.org

We empower individuals with personal health. 2021 was a year of memorable milestones and achievements.



Embracing Innovation

Monoclonal Antibodies (mAb)

Monoclonal antibody therapy is a prevention as well as treatment option for mild to moderate COVID-19 illness for non-hospitalized people and is a way to lower the chance of progression to severe illness or hospitalization.

As we navigated new waters with COVID-19 in 2021, staff at Crusader were proactive in pursuing treatment strategies to combat the virus. A task force including Dr. Kimberly Miller (Family Medicine Department Chair), Shayna Chiarelli (Clinical Director), and Dr. Laura Dee (Director of Pharmacy Services) worked with area healthcare partners to learn about monoclonal antibody (mAb) treatment with the intention of providing education to our patients and the community. This task force created a workflow for using mAb at Crusader in partnership with UW Health. The Illinois Department of Public Health requested that Crusader Health give a workshop to area healthcare partners because we were the first to offer this treatment to our patients locally.

In the fight against COVID, using mAb has been an effective weapon in ensuring patients suffering with the virus experience fewer symptoms and a shorter disease. Decreased severity can make disease transmission less likely and can keep people from needing hospitalization. These have improved important tactics in lessening the strain on an over-burdened healthcare system.



STAYING INFORMED
We work hand-in-hand with the Illinois Department of Public Health and Winnebago County Health Department.



PREVENTION EDUCATION
We focus on communicating the importance of preventative tools like vaccines, masks, and hygiene.

West State Street Opens

A new state-of-the-art clinic for the community.



On February 1, 2021 we opened our doors at 1200 West State Street to patients. After a year of construction, COVID challenges, and moving out of the old Muldoon High School, we were finally able to serve patients in a beautiful and modern clinic. Because of the ongoing pandemic, we could not hold the celebration we wanted until the summer when we could safely do so outside.

On July 13 we held a Community Open House and invited our neighbors, community partners, patients, and friends to celebrate with us. We had food trucks, an ice cream cart, and offered tours to all attendees. We had more than 250 people come out, and what meant so much to us is that most of them were our patients and neighbors. It was a fantastic celebration, and a great reminder that people are truly glad we are here for the community.

SINCE FEBRUARY 1, 2021
we have provided care to:

+14,867 medical patients

+1,885 dental patients

+2,000 first-time patients



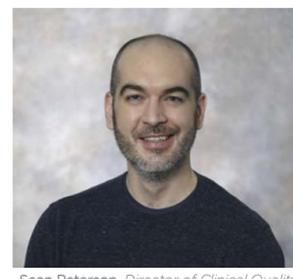
Valerie Jewett, ISP Manager



Kimm Mooney, Clinical Quality Manager



Karrie Passmore, Clinical Applications Director



Sean Peterson, Director of Clinical Quality



Gary Fernando, MD Chair of Pediatrics



Rachel Bland, CNM



Brittany Buhl, DNP



Keith Campion, PA-C



Payton Collins, PA-C



Gina Fernando, APN

Leaders and Providers: New Faces in 2021

In 2021, we were fortunate to hire some talented professionals and providers, as well as celebrate internal promotions. Meet some new (or new to their roles) team members that help lead the way at Crusader.



Heather Hatfield, APN



Jennette Hollister, CNM



Carly Kruse, MD



Karen Moses, MD



Karla Navarro Vega, PA-C



Vanessa Nienhouse, MD



Tyler Stull, LCPC, CADC



Tiffany Sweeney, APN



Hira Tariq, MD

The Front Lines

Our team continues to excel and care for the community in the face of uncertainty.

Prior to the pandemic, patient volume had seen a steady increase over the years at Crusader. We have always worked hard to keep people in regular care and address any barriers our patients might have. March of 2020 changed everything for us. We had to defer non-urgent visits, quickly adapt to telehealth, and communicate differently with our patient base. During this time, many of our patients simply did not see the clinical environment as safe – and that held on for quite some time.

By October 2021, we saw a return to pre-pandemic patient volume numbers. This was a huge milestone for us. It was, and continues to be, an indicator that our hard work to keep patients in care is paying off, and that people's comfort level in return to our clinics is growing.

Our nurses and CMAs are the first people to interact with patients at each visit. They are critical for our patients, the Crusader team, and our entire community. The team providing leadership to these skilled personnel is driven by a commitment to our mission.

The Nursing Leadership Team (NLT) at Crusader is lead by Terry White, COO; Shayna Chiarelli, Director of Clinical Operations; Matt Downey, Director of Clinical Operations; and Medical Unit Managers at each clinic location. The goal of the NLT is to ensure that staff working directly with patients provide high quality care, and work seamlessly with internal and external partners to help provide access to what patients need.

Hear from our leaders



Spirit of Caring

The 49th annual Evening of Caring was held outside at Klehm Arboretum on August 27. The sold-out crowd swayed to the tunes of Jimmy Buffet as we bestowed Spirit of Caring Awards and raised funds for the renovation to the Broadway Clinic.



Jennifer Smith



Kyle York



Stepping Stones

Nursing Leadership

Committed to quality care.



SHAYNA CHIARELLI
Director of Clinical Operations

"It's a privilege to grow as a leader with Crusader, and extend my role beyond patient care. I'm proud of my team for the outstanding impact they make in our community."



MATT DOWNEY
Director of Clinical Operations

"I love coming to work and knowing that everyone is sharing a common goal. We truly have the most dedicated employees!"