



## 2022 IMPACT REPORT

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Enhancing Our  
Mission to Create  
**Positive Change**  
in the Communities  
We Serve



## Our Story

Since our inception in 2009 as Family Health Centers — Long Island FQHC, Inc., a non-profit organization, we have continually strived to create a healthier community one patient at a time by dedicating ourselves to providing the highest quality care to the largest number of people in Nassau County, including those who are typically underserved. We recognized that differentiating ourselves and advancing our mission would include a positive transformation to a new brand identity setting ourselves apart. Growth, transformation, and adaptation to change are characteristics of all living systems – including organizations such as our healthcare system. Make no mistake, our responsibility as a dedicated, responsible healthcare provider to our patients remains the same...so does our commitment and support of our community. As our new brand identity suggests, a transformation has taken place...one that represents our desire for positive change and growth within our doors and within our communities.

Welcome to

**HARMONY HEALTHCARE LONG ISLAND**





## Our Mission

To provide access to equitable, optimal healthcare by improving the overall wellness of all individuals in our communities and delivering high quality comprehensive patient centered care.



## Our Vision

To continue as an eminent healthcare provider on Long Island, dedicating ourselves to providing exceptional healthcare for all our patients and to transform both the lives of the individual, and the community, for the better, one person at a time.



## Message from the President and CEO

As we look back on 2022 and look towards our future, we have been hard at work fulfilling year one of our three-year strategic plan. As a non-profit healthcare organization at what we hope is the tail end of a pandemic, we were able to still make significant progress.

Reflecting upon our journey, we have achieved our initial objectives and are proud of the many advancements we have made, including the completion of our Elmont dental renovation, receiving a 5-year Perinatal Infant Community Health Collaborative grant to combat maternal and infant mortality, continued certification as a Patient Centered Medical Home (PCMH) by the National Center for Quality Assurance and launching our new mobile health center to improve access to care. We began construction on a new health center in Hempstead and will officially open its doors in 2023, doubling our capacity to service over 12,000 people in this single location alone.

During the initial year of our strategic plan, we engaged in an extensive internal analysis and assessment of our entire organization. Throughout this process we recognized that differentiating ourselves and advancing our mission would include a positive transformation to a new brand identity. In December, we announced our new name, Harmony Healthcare Long Island, and new brand identity.

We embrace our past as we look towards the future, with clarity of purpose. Our commitment and dedication to the population we serve and support never waivers. That is a testament to our board and staff and those who represent our healthcare system every day. Our core values and guiding principles are the cornerstones of our organization and are comprised of: Community • Growth • People • Quality • Safety • Service.

Our 2022 Impact Report shows that after almost three years of fighting COVID-19, we have adapted to our new normal by creating solutions to keep our staff, patients, partners, and communities safe and healthy. We did not stand still, and we continue to grow, ever transforming to meet the needs of those we serve.

I am proud of all Harmony Healthcare Long Island has accomplished in 2022 and pleased to share with you the highlights.

**David Nemiroff, LCSW**

President and CEO



## Message From the Chairman of the Board of Directors

On behalf of the Board of Directors, I would like to express my gratitude to the leadership, staff, and volunteers of Harmony Healthcare Long Island for their tireless work and dedication to patient care.

We have continued to push forward providing programs to deliver the most comprehensive and accessible healthcare to those we serve. We continue to plan for the future by dedicating ourselves to providing exceptional healthcare for all our patients and to transform both the lives of the individual and the community for the better, one person at a time.

We, with the rest of the world, have faced our challenges the past few years and if we are heading into a recession, the underserved in our communities will need our services even more in 2023. More than 20% of our patients are uninsured and 72% are living under the Federal poverty level and they depend on us to provide healthcare no matter their ability to pay. As a non-profit Health Center, we rely on grants, outside funding and donations to enhance our ability to provide healthcare to all and look to our supporters and partners to help us by supporting our mission to provide access to equitable, optimal healthcare by improving the overall wellness of all individuals in our communities and delivering high quality comprehensive patient centered care.

Thank you for your support in the past and we look forward to your support in the future.

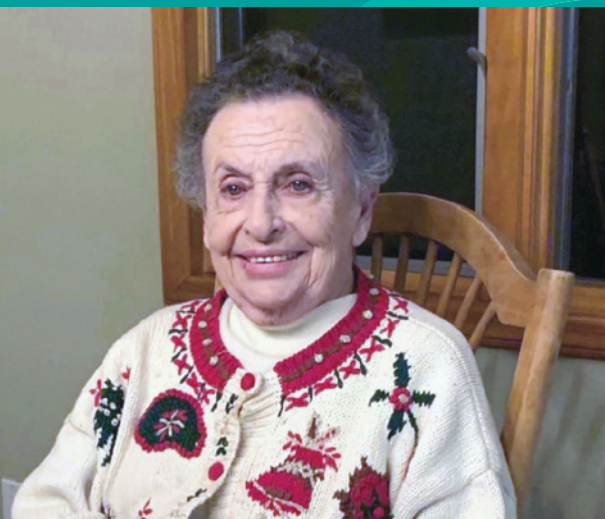
### **Frank Piscetelli**

Chairman of the Board of Directors  
Harmony Healthcare Long Island Westbury Representative



## In Memory of Rosemarie C. Guercia, MD

March 8, 1926 –  
January 8, 2023



A Board Member since 2013, and a lifetime advocate and champion for the uninsured and underserved.

Rosemarie C. Guercia, MD was an amazing individual who dedicated her life to providing and extending public access to quality health care. A trailblazer for female professionals, she graduated with her Medical Degree from New York Medical College in 1950 and did her training in Pediatrics in New York City's public hospitals. Upon completing her training – part of which included clinician work at NYC health centers – she opened her first practice in Queens while continuing to work as a pediatrician at municipal health centers on a part-time basis.

Dr. Guercia moved to Jericho, Long Island in 1956 and eventually shifted her work to Long Island, dividing her time between her private pediatric practice in Jericho and the Nassau County Health Department. Dr. Guercia's tireless devotion led to her being appointed Director of one of the clinics, and later, all of the clinics. She returned to school and earned her master's degree in public health and was subsequently appointed Deputy Health Commissioner of the Nassau County Health Department. Her love for helping the underprivileged and getting them access to excellent health care became her professional life's mission.

After retiring from the Nassau County Health Department, Dr. Guercia continued working for over 30 years, serving on the boards and committees of many organizations. Even as she sat in her hospital bed awaiting her final diagnosis, she joined a board meeting for Harmony Healthcare Long Island. The world lost a shining star when she passed in January, just two months shy of her 97th birthday. Dr. Guercia is greatly missed by her colleagues, the community she so honorably served, and most of all by her family.



*"What I like the most is the friendliness of the staff and the good service that the center has. The staff always has a smile on their faces, and they answer my questions and clear any doubts that I had and to me this is good."*

## 2022 Milestones

- Certified as a Patient Centered Medical Home (PCMH) by the National Center for Quality Assurance (since 2011).
- Implemented DocGo Mobile – patient care provided at home.
- Launched a new Mobile Health Coach to improve access to care.
- Completed the Elmont Dental renovation.
- Construction began on the new Hempstead Health Center, which will open in 2023.
- Announced our rebranding to Harmony Healthcare Long Island.
- Began the Unified Care Program to remotely monitor patient's vitals.
- Launched Rojo Call Center to compliment our internal call center (answer rate up to 90% and improving every day!).
- Launched our three-year strategic plan.
- Improved quality outcomes, meeting or within 10% in 17 of 21 measures.

## Congratulations

- To our Chief Medical Officer on presenting at our Statewide Community Health Center Association of New York State Conference on the topic of Social Determinants of Health.
- To our Family Medicine Residents, they all passed their boards.
- To WIC for being awarded a USDA Gold Breastfeeding Award of Excellence.
- To hiring 139 new HHLI team members.
- To being presented with numerous proclamations.





*"The doctor and the staff that attended to me are excellent. The whole staff that attends to you from the office to the dental work is attentive and attends to you well. They won't let you wait for a long time. I have had a good experience with the clinic."*

## Collaborations Benefitting the Community

- Uber Health Rides - provided free transportation to patients to help access care. 4,700 free rides were booked in 2022.
- Distributed 114 tablets including free Wi-Fi for those in the community.
- Partnered with JCC to provide 87 backpacks, 201 Christmas Wish Gifts as well as birthday boxes for all the kids in our children's program and many of their siblings.
- Received diapers from Allied Foundation.
- Our Community Outreach Team participated in 130 outreach events.
- The American Heart Association provided new Blood Pressure Machines for our Health Centers.

## Grants

- 5-year Perinatal Infant Community Health Collaborative - in collaboration with Hofstra University and Women's Diversity Network to address maternal health disparities and poor birth outcomes in Nassau County communities.
- Renovation grants for Elmont and Hempstead from New York State, Senator Thomas; New York State, Assemblywoman Solages; New York State, Senator Kaplan; Congresswoman Rice; Congressman Meeks; and Senator Schumer.
- Patient Transportation from LISC - a new \$500,000 grant to provide Uber rides to our patients.
- School-Based Health Center Crisis Stabilization Grant to support our Child and Adolescent Psychiatrist and more.
- HRSA equipment funding for new health center equipment for all locations.
- New two-year Community Development Block Grant from Nassau County to support our outreach and engagement efforts for chronically ill individuals with COVID-19.
- New York Recharge Grant to decrease the cost of electrical power for our health centers.



*"They are very good at caring for patients, and the doctor is very good at understanding patients."*



*"The staff is very friendly, helpful and explains everything to you. I am very satisfied with the service and attention I receive."*







## Program Impact

### **Project S.E.A.L. (Support, Engage, Assist and Link)**

Providing Community Health Advocate support and nursing services in the homes of some of our most vulnerable community members. From the beginning of the program through July, 2022 we impacted the community with:

- 2,758 Outreach Visits by Nursing and Community Health Advocates
- 1,782 Current Patients
- 253 Free Remote Monitoring Device Distributed by our Nurse Outreach Team

Services were provided to:

- 307 Department of Social Services (DSS)
- 188 Patients at Interfaith Nutrition Network (INN)
- 462 High Risk Patients
- 6 EAC Network Senior Centers
- 13 Patients Received Services from our Care Coordination Nurses

### **Care Coordination**

The Care Coordination Program assists in guiding and organizing health and lifestyle needs for eligible participants to achieve safer and more effective care.

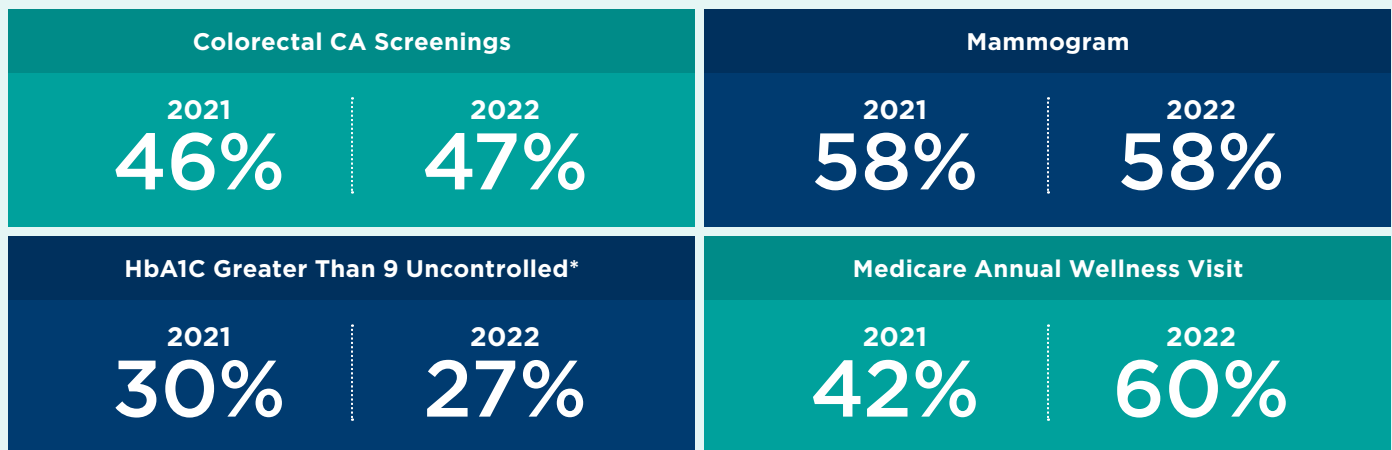
In 2022, Harmony Healthcare Long Island:

- Provided services to 1,233 chronically ill individuals and families this year.
- Successfully hired and embedded bilingual Care Coordinators in our five main Health Centers to support the sites and patients.
- Provided 201 Holiday Wishes to clients in need during the holiday season.
- Provided 88 families a Thanksgiving meal.
- Provided 87 backpacks to our care coordinated children.





## Quality



\*Lower = better

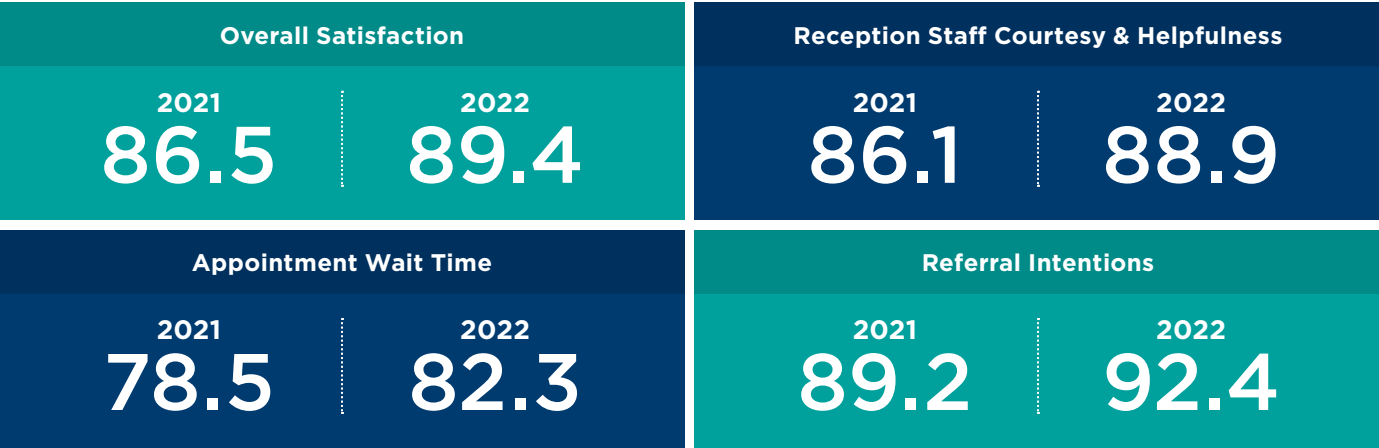
## Quality Improvement Measures

Quality Metrics Annual Comparative		2021	2022
Diabetes	Diabetic A1C Testing	95%	94%
	Diabetic A1C Control (<7)	40%	43%
	Diabetic Dilated Eye Exams C	42%	45%
Hypertension/ CAD	Hypertensive BP Control C	61%	72%
Adult Preventative	Asthma Pharmacologic Therapy C	75%	78%
	Medicare Annual Wellness Visit	42%	60%
	Colorectal Cancer Screening (50-75)	46%	47%
	Chlamydia Screening (16-24) C	70%	78%
	Breast Cancer Screening (50-79) C	58%	58%



*"The Staff is very friendly, attentive and explain everything to me.  
My appointments are always good."*

## Patient Satisfaction





## Patient Profile

**18%**

% of patients with commercial insurance

**10%**

% of patients with Medicare

**52%**

% of patients with Medicaid/CHP

**20%**

% of uninsured patients



■ **64%** Female  
■ **36%** Male



■ **38%** Unreported  
■ **26%** Black/African American  
■ **16%** Hispanic/Latino  
■ **15%** White/Non Hispanic  
■ **3%** More Than One Race  
■ **1%** Asian  
■ **1%** Other Pacific Islander

**72%**

Live Below Federal Poverty Level

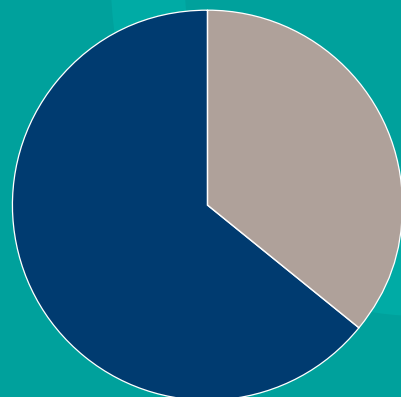
**14,191**

Male Patients

**23,552**

Female Patients

**37,743** Total Patients



■ **63%** Best served in a language other than English  
■ **37%** English

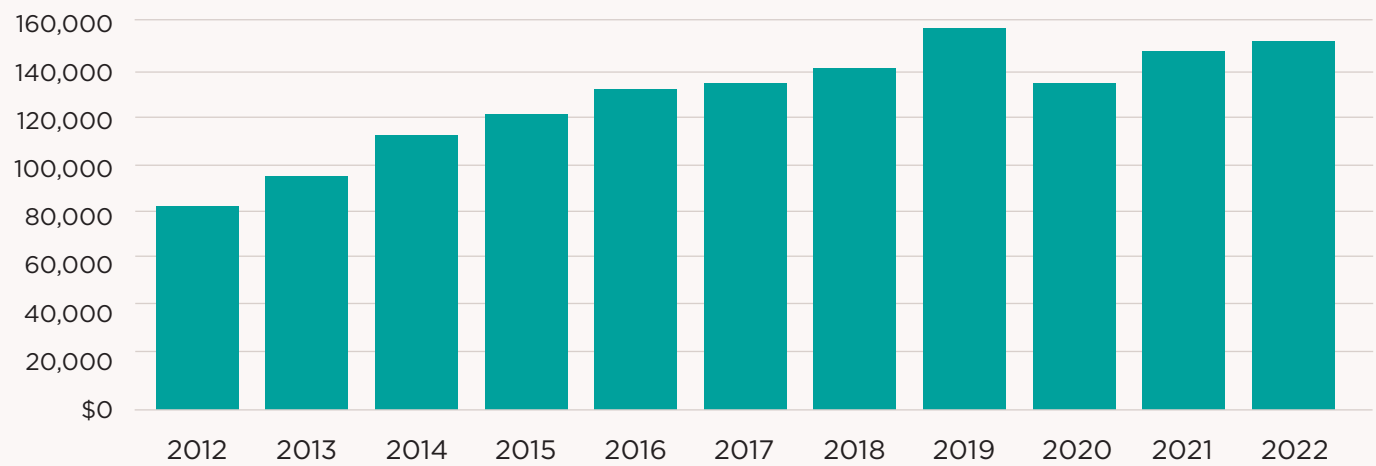
*"I was seen on time, making an appointment is very easy and they call me a day before to remind me of my appointment. It is an excellent service."*

# Finance

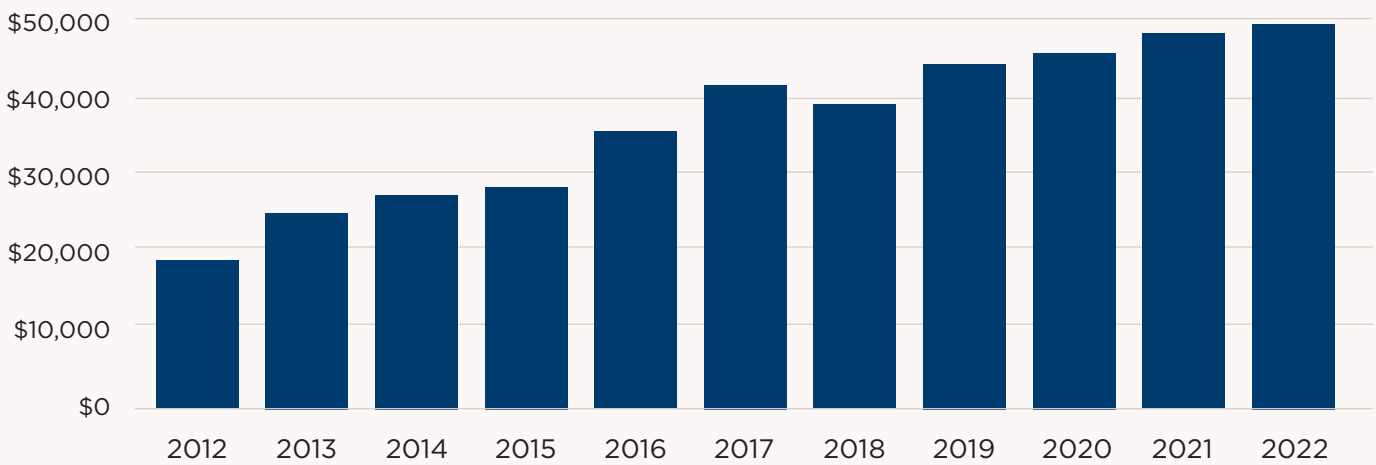
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Visits	83,273	90,663	108,882	123,542	131,860	133,073	146,178	156,639	138,488	145,740	154,463
Revenue*	\$18,091	\$23,724	\$25,601	\$27,999	\$32,880	\$40,221	\$38,738	\$43,127	\$46,327	\$47,582	\$49,917

\*Revenue is in millions

Visits



Revenue





## Board of Directors

**Frank Piscetelli**

Board Chair  
Harmony Healthcare Long Island  
Westbury Representative

**Jessica Sparrow**

2nd Chair  
Harmony Healthcare Long Island  
Roosevelt Representative

**Ann Hickson**

Secretary  
Harmony Healthcare Long Island  
Roosevelt Representative

**Rose Guercia, MD**

Quality Assurance Committee Chair

**Gwen O'Shea**

Nominating Committee Chair

**Marianela Casas**

Board Member  
Harmony Healthcare Long Island  
Freeport Representative

**Robert Detor**

Board Member

**Evelyn Lamoureux**

Board Member

**Elizabeth Rouse**

Board Member  
Harmony Healthcare Long Island  
Elmont Representative

**Lori Rung**

Board Member  
Harmony Healthcare Long Island  
Oceanside Representative

## Health Center Locations

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### ELMONT

161 Hempstead Turnpike  
Elmont, New York 11003

### FREEPORT

101 South Bergen Place  
Freeport, New York 11520

### HEMPSTEAD

135 Main Street  
Hempstead, New York 11550

### OCEANSIDE

3227 Long Beach Road, Suite 2  
Oceanside, New York 11572

### ROOSEVELT

380 Nassau Road  
Roosevelt, New York 11575

### WESTBURY

682 Union Avenue  
Westbury, New York 11590

## School-Based Locations

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### FREEPORT HIGH SCHOOL

50 South Brookside Avenue  
Freeport, New York 11520  
(Freeport H.S. Students Only)

### ROOSEVELT HIGH SCHOOL

1 Wagner Avenue  
Roosevelt, New York 11575  
(Roosevelt H.S. Students Only)

### WESTBURY HIGH SCHOOL

1 Post Avenue  
Old Westbury, New York 11568  
(Westbury H.S. Students Only)

