

A Year of Compassion

Strengthening Healthcare

In Underserved Communities



Reflecting upon 2023, we are proud of the many achievements we have made, including the completion of our new Hempstead Health Center, doubling our capacity to serve more than 12,000 people in this single location. We began Elmont Health Center exterior renovations replacing the roof, windows, exterior, parking lot and fencing continuing to make improvements for our patients and staff.

Our 2023 Impact Report shows how what we do impacts our patients, communities and staff. Our outreach team participated in 106 events, continually bringing information and screenings into the community. We care about our community and it shows through the work we do and the fundraising we do to ensure quality and equitable care for all. The positive impact we have on the health and well-being of our community is highlighted in this report.

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

We are proud of all Harmony Healthcare Long Island has accomplished in 2023, embracing the changes and look forward to the future as we celebrate our 15th Anniversary in 2024. We would like to thank the dedication and hard work of our leadership, staff, board members and volunteers of Harmony Healthcare Long Island for their tireless work and dedication to patient care.

We are truly thankful to have such an exceptional team.

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. We launched several Fundraising initiatives this year and look forward to raising much needed funds at our 15th Anniversary Celebration in September.

David Nemiroff, LCSW
President and CEO



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



Board of Directors

Frank Piscetelli	Board Chair	Westbury Health Center Representative*
Jessica Sparrow	Vice Chair	Roosevelt Health Center Representative*
Ann Hickson	Secretary	Roosevelt Health Center Representative*
Gwen O'Shea	Nominating Committee Chair	
Marianela Casas	Quality Assurance Chair	Freeport Health Center Representative*
Robert Detor	Treasurer	
Lance Elder	Board Member	
Mary Beth Heiskell	Board Member	Westbury Health Center Representative*
Don C. Hinds, PhD	Board Member	Westbury Health Center Representative*
Evelyn Lamoureux	Board Member	
June Liverman	Board Member	Freeport Health Center Representative*
Elizabeth Rouse	Board Member	Elmont Health Center Representative*
Lori Rung	Board Member	Oceanside Health Center Representative*

*51% of board members must be individuals or parents of individuals who use our services.



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.



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.

619 Fulton Avenue Health Center was completed.



619 Fulton opened in the fall, a culmination of years' worth of hard work by our amazing team.

We opened a new 24,000 sq ft facility to better serve the Hempstead Community with expanded services such as Dental and Optometry in addition to our existing services including with Primary Care, Behavioral Health, Nutrition, Pediatrics, Ob/GYN and Care Management.



- ✔ Attended 106 Community Events
- ✔ More than 125 Backpacks with school supplies given out
- ✔ More than 200 toys given out and 100 families received gift cards and toys totaling \$20,000
- ✔ **Total number of patients: 46,712**
 - Health Centers: 38,191
 - WIC Program Participants: 7,034
 - Health Home Care Management Participants: 1,487
- ✔ Number of new patient appointments: 8,294
- ✔ Patient Visits: 176,049
- ✔ Uninsured/Self Pay Visits: 31,427
- ✔ **Provided \$4,465,000 in free care to those who are uninsured**

- ✔ Call Center answered more than 240,000 calls, 91% of incoming calls
- ✔ 15 Emotional Intelligence classes were held with 271 participants
- ✔ Website Visits: 136,697
- ✔ Website Submissions: 3109
- ✔ New Website Users: 57,559
- ✔ Facebook Reach: 991,019
- ✔ We successfully enrolled 271 women in the PICHHC program
- ✔ Provided more than 12,400 Uber rides in 2023



- 🦋 Attended 106 community events
- 🦋 Elmont HRSA Health Fair
- 🦋 Outreach based on site service needs
 - Freeport Pediatric Outreach
 - Increase awareness for Oceanside Center
 - Hempstead/Westbury Nutrition Outreach
- 🦋 Library Outreach

- 🦋 Created Provider Spotlight feature
- 🦋 Supported National Health Center Week with Health Fairs at our Westbury and Roosevelt Health Centers
- 🦋 Advocacy – secured legislative support from NYS Senate Assembly members on issues surrounding 340B, Telehealth, Teaching Health Centers, Rate Rebasing for FQHCs



Maria P. a patient at Harmony Healthcare Long Island was in the hospital being treated for a lung infection and blood infection and was at high risk because she is diagnosed with high cholesterol, hypertension and has lots of appointments.

When discharged, it was challenging for Maria to schedule appointments and come to the appointments as scheduled. Maria was excited to enroll with Care Coordination because the Care manager will be able to assist her with scheduling appointments and transportation to attend the appointments.

Maria was able to get to her appointments and follow up care and manage her medications with the help of Care Coordination.



Thomas R. visited the Emergency Room because his Blood Pressure was 200/95. At the hospital, the doctor and nurses provided the medications needed to control the Blood Pressure while he was under their care.

But when Thomas was discharged, he was not able to afford his medication because there was a \$50.00 copay. In speaking with his provider, she prescribed a generic medication that had \$0 copay, which was a relief to Thomas.

Thomas was able to receive his medication and his blood pressure is now under control.



- ✔ Awarded a Community Block Development Grant for Hempstead Health Center
- ✔ Awarded a Community Block Development Grant for S.E.A.L. Project for Community Nursing Program
- ✔ Awarded a grant by Community Health Care Association of New York State/United Healthcare for Community Health Workers
- ✔ Awarded a Local Initiatives Support Corporation (LISC) Uber grant to provide transportation for patients
- ✔ Awarded a grant by the Long Island Community Foundation to extend the services of the mobile coach at The INN for 2024
- ✔ Awarded a grant by M&T Bank Amplify Fund for the Healthy Steps Program for 2024 and 2025
- ✔ Awarded a grant from Daughters of Wisdom providing 38 Baby Bundles to expectant moms in our Perinatal and Infant Community Health Collaboratives (PICHC) program
- ✔ Awarded a Gus Schumacher Nutrition Incentive Program grant working with Cornell Cooperative Extension of Nassau and Hofstra University's Public Health Program on the NY Fresh Rx Produce Prescription program



It takes a village and we couldn't do what we do without our Community Partners!

- Adelphi University - Institute for Parenting
- Allied Foundation
- Baby Essentials of Long Island
- Bethpage Federal Credit Union
- Book Fairies
- Central Nassau Guidance
- Cornell Cooperative Extension of Nassau County
- Economic Opportunity Commission of Nassau County, Inc.
- Family and Children's Association
- Freeport Memorial Library
- Freeport School District
- Health and Welfare Council of Long Island
- Hempstead Public Library
- Hempstead Hispanic Civic Association
- Hispanic Counseling Center
- Hofstra University's Public Health Program
- Island Harvest
- Long Island Cares
- Long Island Jewish Valley Stream
- Mid-Island Y Jewish Community Center
- Nassau County Department of Health
- Nassau County Senior Centers
- National Coalition of 100 Black Women Suffolk County Chapter
- Office of Health Equity
- Operation Impact
- Roosevelt Public Library
- Roosevelt School District
- The INN
- Westbury Public Library
- Westbury School District
- Women's Diversity Network

Fundraising

Harmony Healthcare Long Island dedicates itself to improving the health and wellness of children and adults in Nassau County communities. As a Nonprofit, your donations make it possible to provide access to quality health services to all members of the community regardless of insurance status or ability to pay. We launched some exciting fundraising initiatives in 2023.

Newborn Welcome Fund – Baby Bundles

By contributing to our Newborn Welcome Fund, you can help our newborns have the essentials needed for a stable beginning and thrive as they grow. Providing them with a Baby Bundle with needed essentials will give them a head start towards a healthy life. Last year, we welcomed 350 newborns. More than half of those newborns were born into households below the poverty level.

Did you know the death rate for Black infants is more than four times the death rate for White infants? Nassau County's Black babies are more likely to die before their first birthday because most are from the poorest of communities. These are the communities that we serve.



Paver Campaign

We built a bigger and better Health Center in Hempstead and you can be part of it!

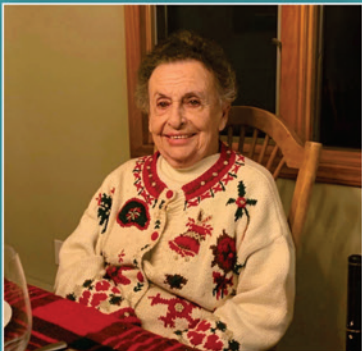
Customize a 4" x 8" brick paver with your own message to be displayed at the Health Center entrance. Whether you choose to honor a loved one, celebrate a milestone, or cement your company or family's legacy, a paver is a meaningful way to support Harmony Healthcare Long Island and help pave the way to a healthy community!



Dr. Rose Guercia Memorial Scholarship

Harmony Healthcare Long Island and Darcy Petry have established scholarships in Memory of former Board Member and Darcy's mom, Rosemarie C. Guercia, MD, March 8, 1926 – January 8, 2023.

Dr. Guercia was a Board Member since 2013, and a lifetime advocate and champion for the uninsured and underserved. We are offering two \$500 scholarships at each of our High School Health Centers in Westbury, Freeport and Roosevelt for students who are going into the healthcare field and have an impact on the community through dedication and service.



To Donate



Perinatal and Infant Community Health Collaborative (PICHC) Accomplishments

- We celebrated the success of the first year of the PICHC program with many positive stories and feedback
- We successfully enrolled 267 women in the PICHC program
- The Community Health Advocates have received additional training to improve their knowledge and better serve their clients.

Some of the training includes:

- ACTT Facilitator Training Program with the Black Coalition for Safe Motherhood
 - Facilitator training teaches how to guide participants in speaking to medical professionals and staff to get the care they need and prefer.
- Maternal and Infant Health with Nassau Community College



2023 PICHC Updates

Total Clients Enrolled: 267

- Hispanic: 186– 69.7%
- African American: 68 - 25.5%
- White: 3- 1.1%

Total home visits: 1202

Total Referrals to community resources: 2400

Total Completed Referrals: 2384– 99.3%

To make an appointment
please call (516) 396-0389
or email pichc@harmonyhealthcareli.org

PICHC Referrals Include connections to:

- Prenatal care
- Medical providers
- Dental
- Mental health services
- Diaper bank
- Food pantry
- Transportation (Uber Health and Metro Cards)
- Educational workshops and training
- Parental and nutrition classes
- Safe sleep certificate for cribs
- Car seat
- Jobs
- Immigration consultation
- Legal services, etc.

What Our Staff Is Saying...



I am passionate about being a part of an organization that can make positive changes in the community. Working at Harmony Healthcare Long Island is important to me because everyone fully embraces our mission: to provide access to equitable, optimal healthcare by improving the overall wellness of all individuals in our community and delivering high-quality, comprehensive, patient-centered care.

Our organization is motivated by a singular purpose of improving our communities, especially for those who face many challenges. To provide the best care, our leaders think outside the box and offer not only Adult and Family Medicine, Pediatrics, and OBGYN services but also specialty services, including Behavioral Health, Nutrition, Optometry, and Podiatry.

To further meet the needs of our community, we offer WIC Services, Care Coordination, a School-Based Health Center, and a Perinatal & Infant Community Health Collaborative.

Working at Harmony Healthcare is important to me for all these reasons and more.

Shonte Lewis

Patient Experience Coordinator



Working in an FQHC has given me a profound sense of purpose. I strive to serve those most in need, building trust and empowering individuals to take control of their health. One memorable encounter involved a patient who wasn't compliant with a colonoscopy, a crucial screening for colorectal cancer. When I learned that the patient shared a room with others and lacked access to a bathroom for the necessary prep, I informed the provider and explored alternative testing options.

Beyond screenings, I've assisted patients with costly medications and tests. Early in my tenure, Dr. Horn, my assigned provider, faced a dilemma. A patient needed an MRI but lacked insurance, and the expense was prohibitive. Determined to find a solution, I reached out and discovered Zwanger's Give Back Sunday program, securing a free MRI for the patient. This collaborative effort exemplifies our commitment to healthier communities.

Being part of a safety net that ensures quality healthcare for all fuels my passion and provides a profound sense of purpose. Together, we find answers and work alongside stakeholders who share our goal of fostering well-being. I am proud to spread the word on FQHCs and the difference we make in the communities we serve.

Yomaira Mesquita, BSN, RN

Nurse Manager, Hempstead Health Center



2023

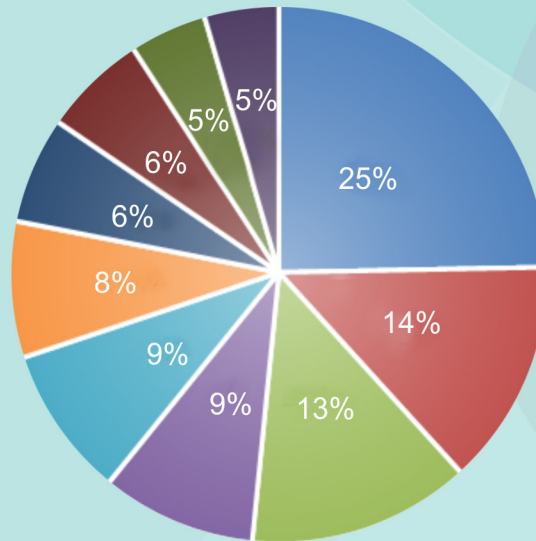
152,434
Billable Visits

\$55,150
Revenue*

*Revenue is in millions

We take pride in our healthcare services
and outcomes our patients receive.

Top 10 Diagnoses and Services

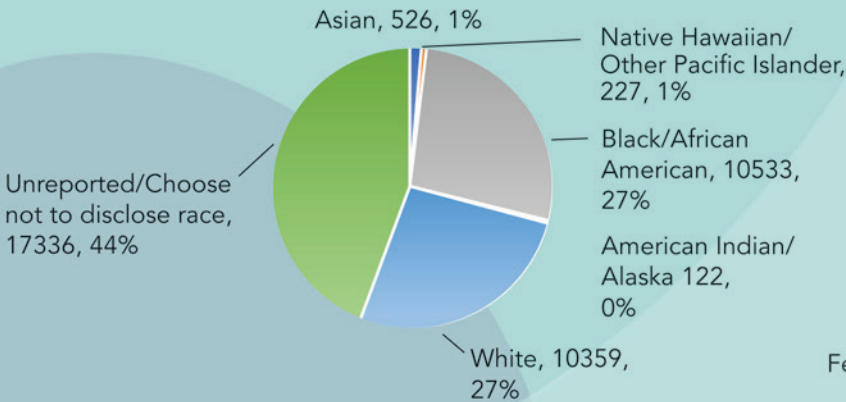


- Overweight and obesity
- Hypertension
- HIV Test
- Hepatitis B test
- Hepatitis C test
- Diabetes mellitus
- Seasonal Flu vaccine
- Selected Immunizations; Hepatitis A, Hemophilus Influenza B (HiB), Pneumoccal, Diptheria, Tetanus, Pertussis (DTaP) (DTP) (DT), Mumps, Measles, Rubella, Poliovirus, Varicella, Hepatitis B Child
- Oral Exams
- Contraceptive management

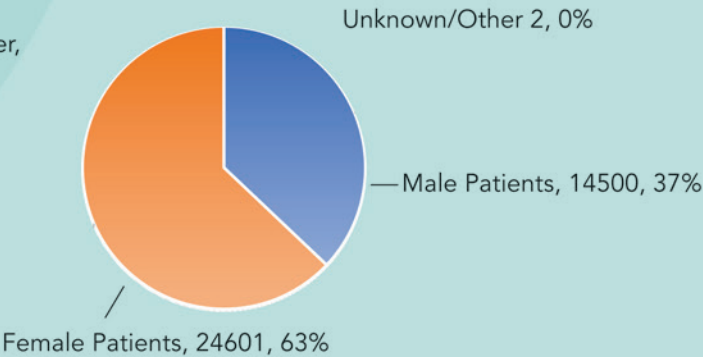
Diabetes	Target	Actual
Diabetic A1C Control (<7)	40%	40%
Diabetic A1C Uncontrolled (>9) C	30%	29%
*the lower % the better		
Hypertension		
Hypertensive BP Control C	72%	72%
Adult Preventative		
Asthma Pharmacologic Therapy C	67%	72%
Medicare Annual Wellness Visit	45%	67%

Pediatrics	Target	Actual
Adolescent Immunizations (before 13th yr)	52%	65%
Well-Adolescent (12-21 yrs)	77%	82%
OB/GYN		
Cervical Cancer (21-64) C	71%	71%
Chlamydia Screening (16-24) C	81%	83%
Dental		
Dental Sealant	43%	60%

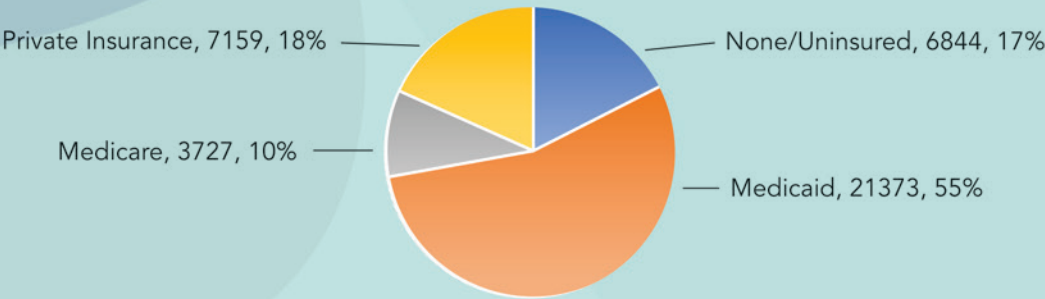
Patients by Race - CY 2023



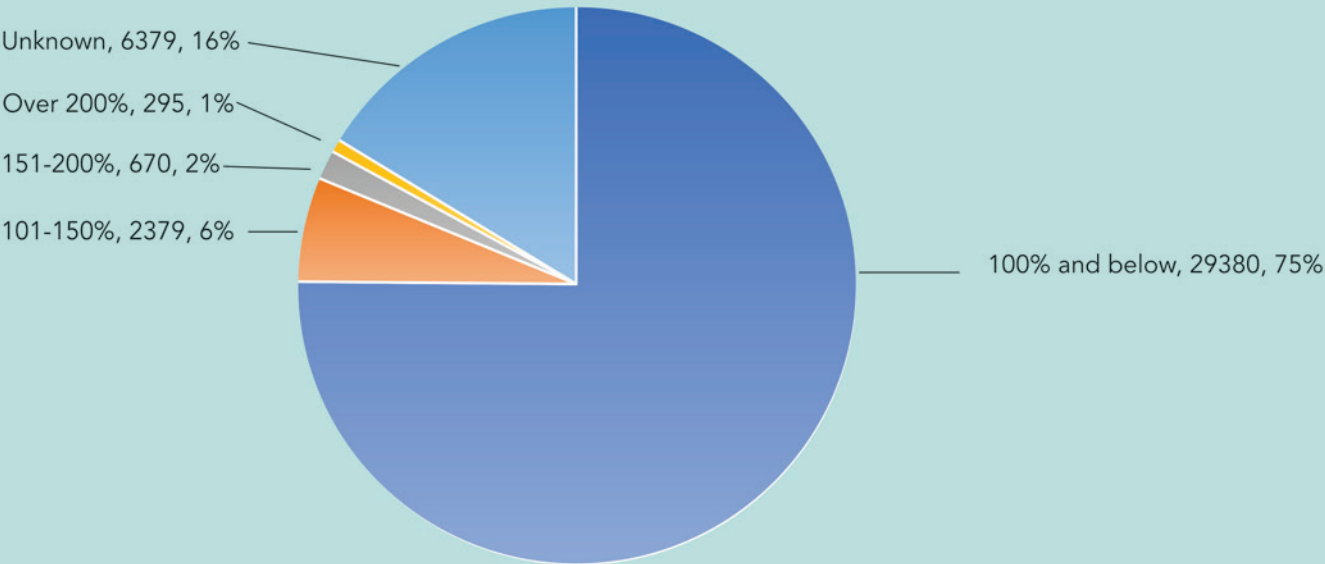
Patients by Gender - CY 2023



Insurance Status - CY 2023



Patient income as a % of Federal Poverty Level





harmonyhealthcareli.org | 516.296.3742

LOCATIONS:

Elmont	Freeport	Hempstead	Oceanside	Roosevelt	Westbury
161 Hempstead Tpke.	101 South Bergen Pl.	619 Fulton Ave.	3227 Long Beach Rd. Ste. 2	380 Nassau Rd.	682 Union Ave.

This Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.