



2021 ANNUAL REPORT

WELCOME 10 NEW PROVIDERS



Melissa
Mateo, PA-C
FAMILY PRACTICE



Melissa
Lohman, ARNP
FAMILY PRACTICE



Kelsey
Campbell, PA-C
FAMILY PRACTICE



Tamara Campbell,
ARNP
PSYCHIATRIC



Anneliese
Trader, PA-C
FAMILY PRACTICE



Nathan
Spinelli
CLINICAL PHARMACIST



Ana
Torres
BEHAVIORAL HEALTH



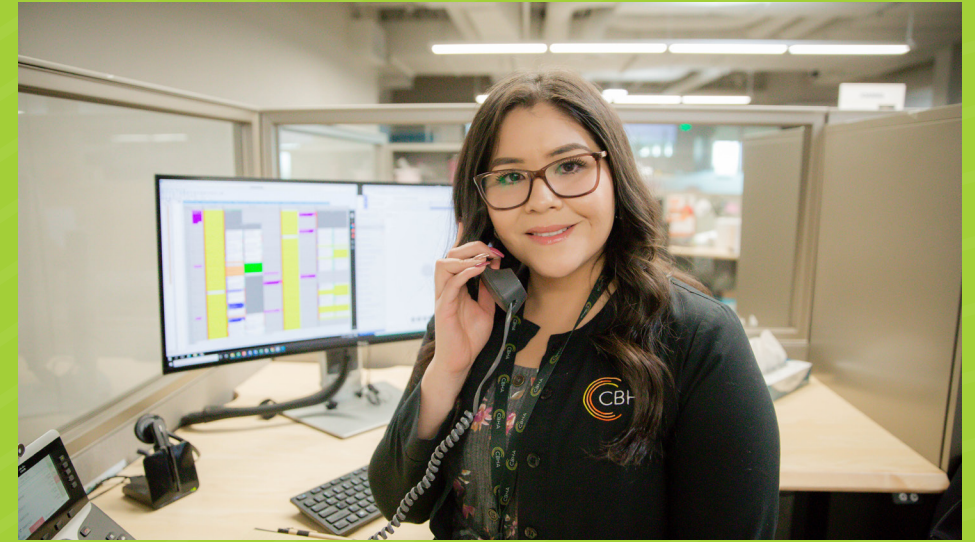
Aylin
Garcia
BEHAVIORAL HEALTH



Erika Ritchie
Parrish
BEHAVIORAL HEALTH



Stacey Forbes
SPEECH LANGUAGE
PATHOLOGIST



**PATIENT
VISITS BY
SERVICE LINE**

176,795

**BILLABLE UDS
ENCOUNTERS**

97,691

MEDICAL

49,517

DENTAL

13,179

EYE CARE

8,750

**FAMILY
SERVICES**

5,071

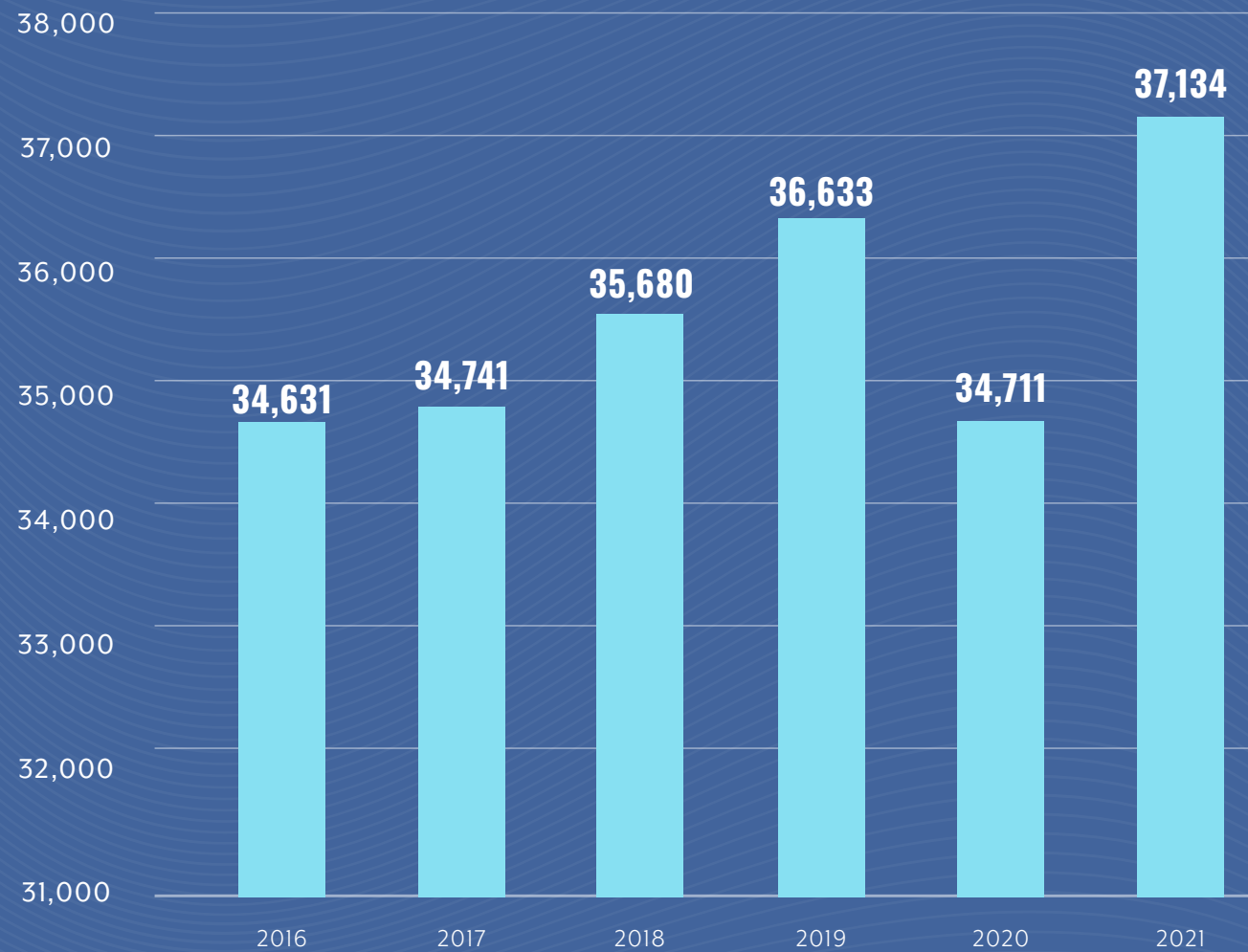
**BEHAVIORAL
HEALTH**

2,587

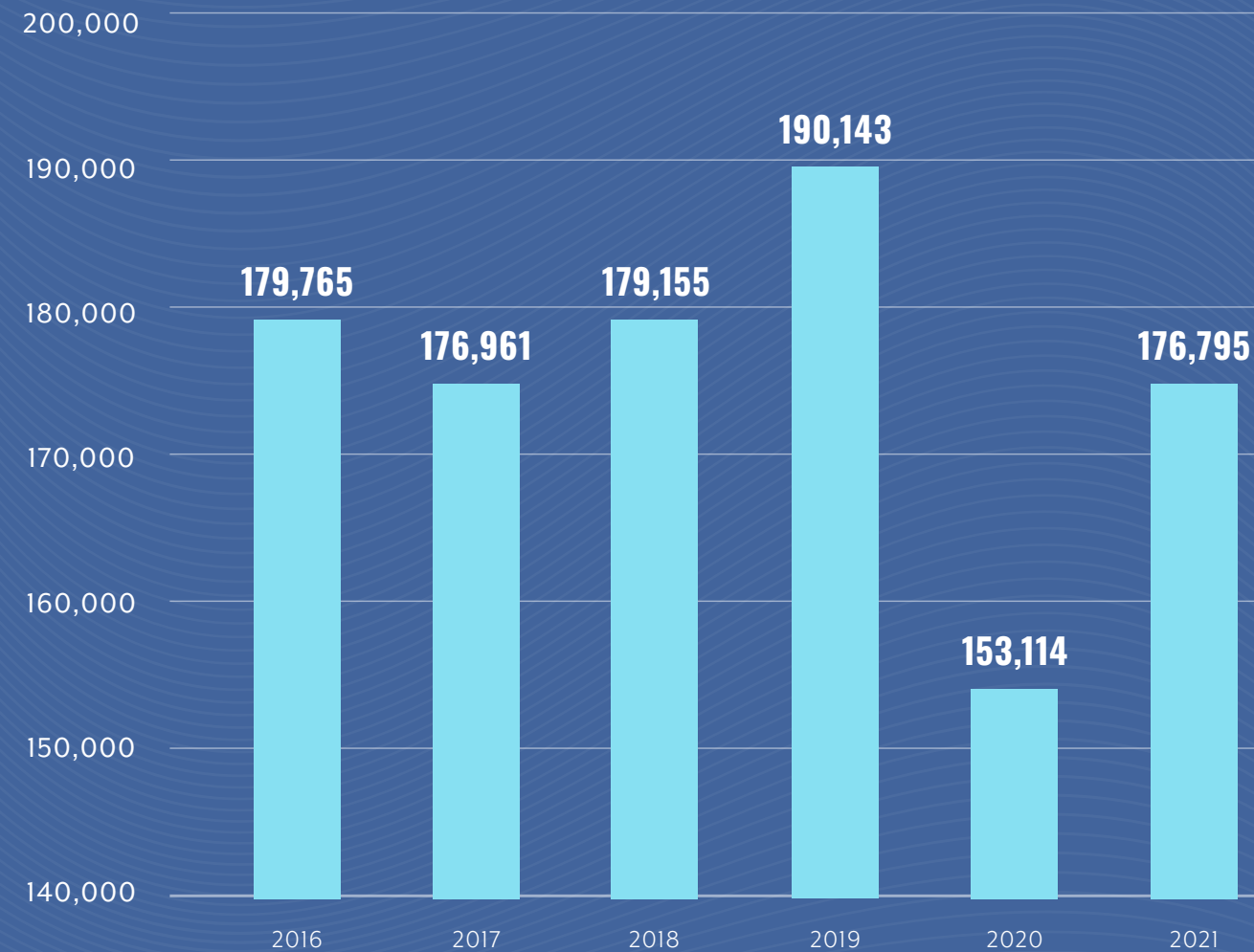
**OTHER
SERVICES**



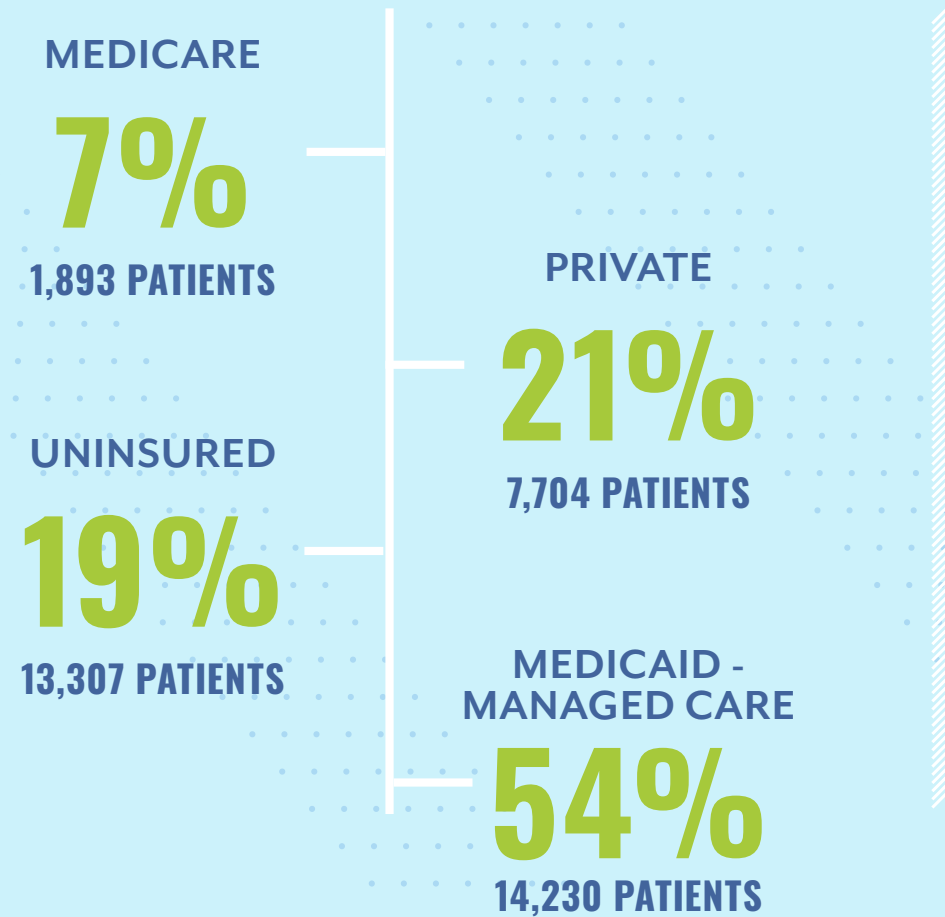
UNIQUE PATIENTS



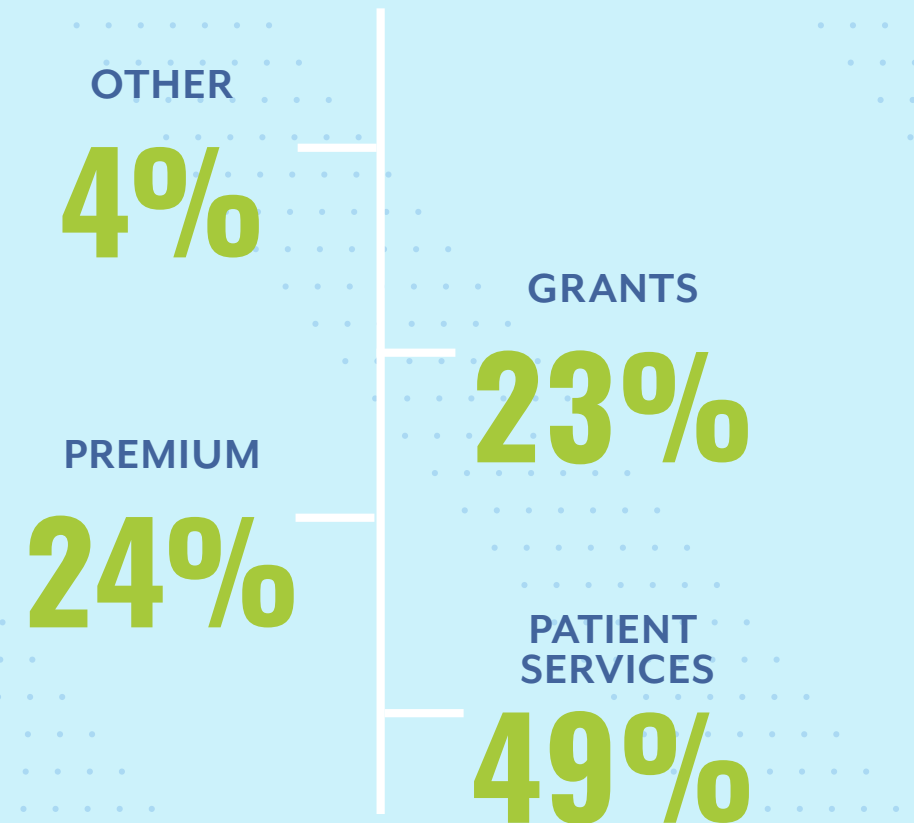
PATIENT VISITS



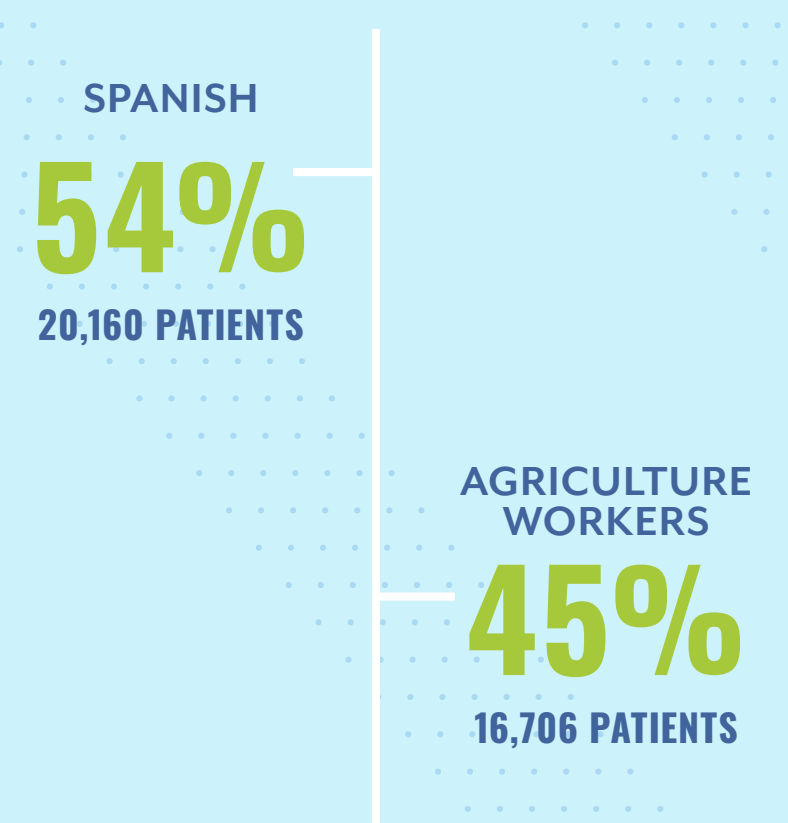
PAYOR MIX



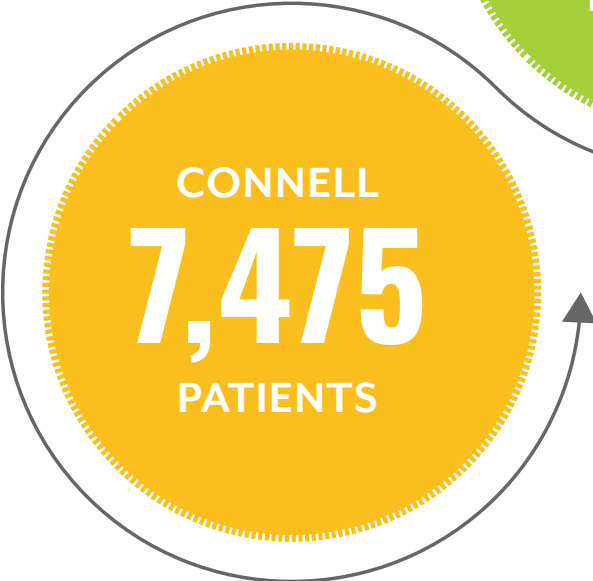
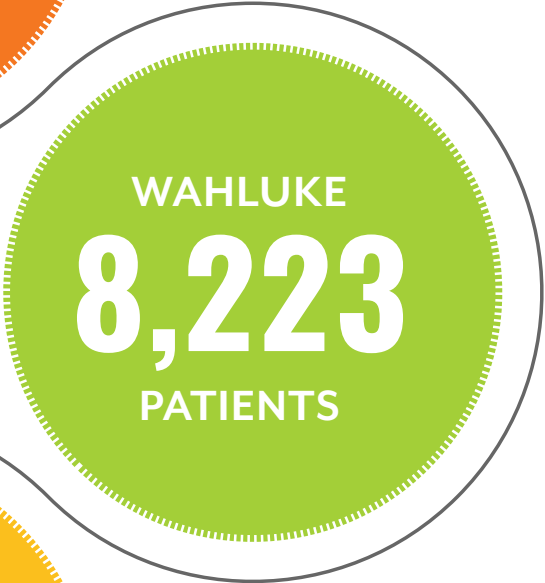
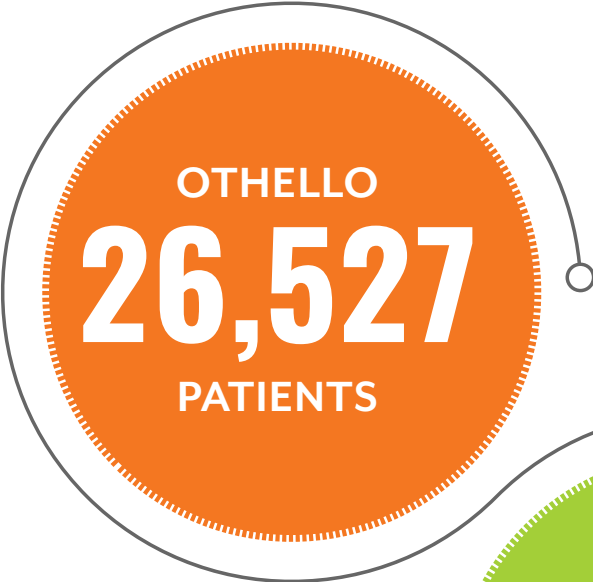
CLINIC REVENUE SOURCE



AG WORKER



PATIENTS BY LOCATIONS



CONNELL EXPANSION



Taking
consult
room
photo
on 3/14

Taking
conf
room
photo
on 3/14

10
PATIENT EXAM
ROOMS

2
CONSULTATION
ROOMS

PHYSICAL
THERAPY
ROOM

NEW
CONFERENCE
ROOM

MEDICAL
PREP
AREA

EMPLOYEES
RATING CBHA AS
EXCELLENT

93.5%

NET
PROMOTER
SCORE

76%

FULL TIME
EQUIVALENT
EMPLOYEES

417

16,301

COVID-19
TESTS
PERFORMED

27,196

COVID-19
VACCINES
ADMINISTERED

24+

COVID-19
VACCINE
EVENTS



WOLLL qliqSOFT



COVID-19 EDUCATION
CHATBOT/ TEXTING



IVR APPOINTMENT
SELF-SCHEDULING



NEW RAPID TESTING
ANALYZERS THAT TEST
COVID/FLU WITH ONE SWAB



TRAVEL COVID
TESTING PROGRAM



DENTAL SCREENINGS
IN SCHOOLS



SCHOOL NURSE
CHAT-BOT



Modern Healthcare Best Places to Work 2021™ 2020



COMMUNITY OUTREACH



\$142K

PROVIDED IN
COMMUNITY
SUPPORT



62

COMMUNITY
EVENTS



1,178+

HOURS
PARTICIPATED
IN COMMUNITY
EVENTS

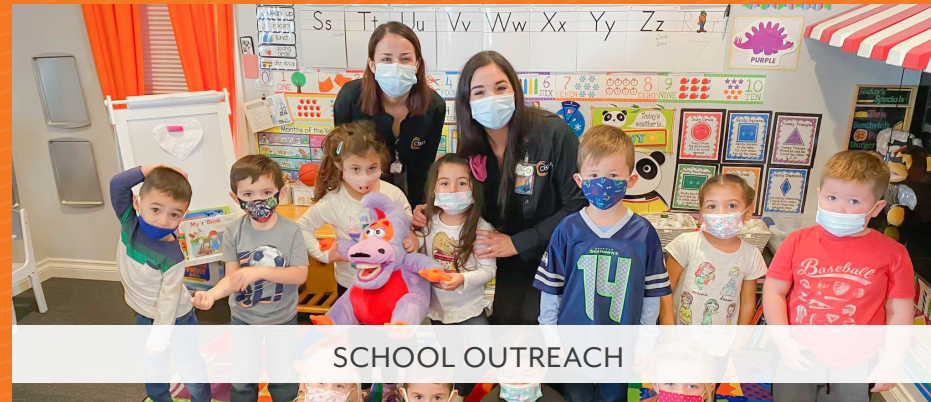


\$6.7K

WAS AWARDED
THROUGH CBHA'S
HEALTHY FUTURE
SCHOLARSHIPS



CBHA 5K COLOR RUN



SCHOOL OUTREACH



THANKSGIVING FOOD BASKETS



COVID VACCINE EVENTS



CHRISTMAS TOY DRIVE



MIDDLETON FALL FESTIVAL