



# Neighborhood Health

ANNUAL REPORT FY 2020

*Advancing  
Health Equity  
in Northern  
Virginia*

Special section on our COVID-19 response, pages 13-17





## **OUR MISSION**

Our mission is to improve health and advance health equity in Alexandria, Arlington, and Fairfax by providing high-quality primary care regardless of ability to pay.

## **OUR VISION**

Our vision is that everyone in our community has the highest quality health care and the opportunity to attain their highest level of health.

## **OUR VALUES**

Integrity | Collaboration | Accountability | Respect | Excellence  
(I CARE)

Photos in this report showing individuals without masks were taken prior to COVID-19.



Neighborhood Health is a nonprofit Federally Qualified Health Center that provides high-quality primary care to more than 33,000 patients in 13 clinics across Alexandria, Arlington, and Fairfax County regardless of ability to pay.

Northern Virginia is home to some of the counties with the highest median incomes in the nation; yet income varies widely by neighborhood as do health and life expectancy. Many families in low-income neighborhoods either lack health insurance or are underinsured; thus, basic health care can be out of their reach. Neighborhood Health is dedicated to ensuring that these families have access to high-quality health care. This has been Neighborhood Health's driving purpose for more than 23 years.



Neighborhood Health provides primary health care services for the whole family. Our model of care is comprehensive and integrated, with a focus on both preventive care and treatment.

### Neighborhood Health Services

- Pediatric Care, including Newborns
- Adult Medicine
- Chronic Illness Management
- Dental Health Care
- Behavioral Health Care
- Women's Health Care
- Prenatal & Post-Partum Care
- Family Planning & Contraceptive Management
- Free & Low-Cost Medications
- Onsite Lab Services
- Immunizations
- Cancer Screenings
- HIV Care & Prevention
- Case Management & Referral
- Health Education
- Health Insurance Enrollment Assistance
- Family Support Services
- COVID-19 Testing and Management



Neighborhood Health is accredited by The Joint Commission and is a certified Patient Centered Medical Home.

Neighborhood Health is a 501(c)(3) nonprofit organization. Federal ID: 54-1849891. Donations are tax-deductible as allowed by law.

## FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

Dear Friends,

This previous fiscal year from July 1, 2019 to June 30, 2020 was an important year in our work to increase access to health care in Alexandria, Arlington, and Fairfax County. We made significant strides in expanding and strengthening the health care safety net in collaboration with our local partners. This involved significant organizational growth; we increased the number of patients being served from 22,000 at the beginning of the year to more than 33,000 at the end of the fiscal year.

When the coronavirus pandemic struck our region, we implemented changes to keep staff and patients safe while continuing to provide critical services to our patients. We mounted a comprehensive pandemic response that included extensive testing and support for patients with COVID-19. At the same time, we witnessed the pandemic's severe toll on the lower-income communities of color that we serve and were reminded of the

substantial work that remains in order to achieve health equity in Northern Virginia. The experience of the pandemic has brought a stark reminder about the role that economic factors, race, housing, employment, and social supports play in health disparities.

We began the fiscal year by working with Fairfax County to assume operations for two clinics previously overseen by the Health Department as part of its Community Health Care Network. Located in the Merrifield and South County Centers, these clinics serve more than 10,000 uninsured patients. A few months later, we worked with the Alexandria Health Department to assume operations of the Casey Health Center's prenatal program. This program serves more than 600 mostly uninsured pregnant women annually. Through these transitions we were able to strengthen the health care safety net by increasing continuity of care for patients and providing access to more services.

We made further progress by establishing new programs in family planning and HIV outreach.

Since its onset, the coronavirus pandemic has significantly impacted our patient population. Economic factors including low-paid frontline work, lack of sick leave, and crowded living conditions put our patients at a higher risk for getting infected. We heard them express fear of not being able to pay rent or keep food on the table. We saw families cope with the loss of loved ones. And in a year with a renewed focus on racial injustice, we witnessed people of color being impacted by COVID-19 in disproportionately large numbers.

Amidst this crisis, we have been determined to do whatever we can to support our patients and the communities in which they live. Our goals have been three-fold – keep our staff and patients safe; continue to provide critical primary care services; and mount an

### BOARD OF DIRECTORS As of June 30, 2020

#### OFFICERS

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President

**Alisa Valudes Whyte**  
Vice President

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Secretary and Treasurer

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**Miriam Aguila**  
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**Stephen A. Haering, MD**  
Director, Alexandria Health Dept.

**Gloria Addo-Ayensu, MD**  
Director, Fairfax County Health Dept.

**Thomas W. Greeson**  
Immediate Past President

## OUR STRATEGIC GOALS

effective public health response to the pandemic. At the onset, we rapidly transitioned a significant portion of our services to telemedicine and have conducted more than 50,000 telemedicine visits in addition to over 20,000 in-person visits since then.

One of our primary aims has been to make COVID-19 testing easily accessible to low-income communities in Northern Virginia. Early in the pandemic, we set up five outdoor testing sites with tests available for free and without the need for a provider's order for our patients. To reach even more individuals, we set up a mobile testing program in partnership with the Alexandria Health Department. Our team provides testing outside community centers, apartment buildings, and public housing, as well as in parks. We have conducted almost 15,000 COVID tests, mostly for low-income individuals and those without health insurance.



Basim Khan, MD  
*Executive Director*

Our COVID-19 response has also included clinical and non-clinical support for patients who test positive – close telehealth follow-up, remote oxygen monitoring in high-risk patients, and working with partners to deliver supplies and food. It included a contact tracing program that reached more than 1,000 individuals in the early days of the pandemic. And we have worked with our partners in Fairfax County, Arlington County, and the City of Alexandria to secure hotel rooms for COVID-19 patients who cannot isolate at home.

This has been a uniquely challenging year. Yet, it is because of the extraordinary determination, creativity, and work of our staff, board members, volunteers, community partners, and supporters that we have been able to make a significant impact in our community. For that, we will continue to be grateful.



Michael L. Millman  
*Board President*

### Increase Access to Care

Neighborhood Health increases access to health care in its service area – the City of Alexandria, Arlington County, Fairfax County, and in the Cities of Fairfax and Falls Church – especially for people who face barriers to care.

### Provide High Quality Care

Neighborhood Health is a leader among health care organizations providing the highest quality primary care. Neighborhood Health provides comprehensive medical, behavioral, and oral health care that is patient-centered, safe, effective, and equitable.

### Build a Thriving Organization

Neighborhood Health builds a thriving organization that can sustainably provide access to high-quality primary care to patients in its services area.

### Strengthen Partnerships

Neighborhood Health enhances collaboration and integration with health care providers, as well as organizations that address social determinants of health in order to improve health and reduce health disparities in its service area.

# Lives We Touched in FY 2020\*



Medical Director  
Dr. Martha Welman

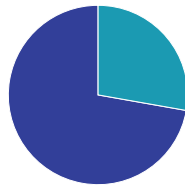
For twenty-three years, thousands of low-income families from the City of Alexandria, Arlington County, and Fairfax County have turned to Neighborhood Health to obtain comprehensive primary health care. Our patients know they can count on receiving high-quality care, regardless of health insurance status or their ability to pay.

In FY 2020 we served 33,069 patients through 110,723 visits at our 13 clinics in Northern Virginia. The majority of our patients are low-income, uninsured, or underinsured, and they come from diverse backgrounds.

Over the years, with critical support from our stakeholders, we have been able to expand our capacity to provide more services to more people. However, as the COVID-19 pandemic has disproportionately impacted our patients and their families, it remains clear that there is still a significant and growing need in Northern Virginia for our services.

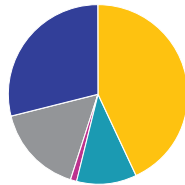
\*All data is for July 1, 2019 – June 30, 2020.

## Of the 33,069 patients we served...



### Age

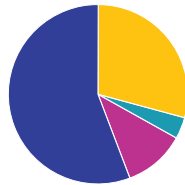
- Adults (≥18) ..... 72%
- Children (0-17) ..... 28%



### Income

- Less than 100% FPL<sup>1</sup> ..... 29%
- 100% to 150% FPL ..... 43%
- 150% to 200% FPL ..... 11%
- More than 200% FPL ..... 1%
- Unreported ..... 16%

<sup>1</sup> In 2020, the Federal Poverty Level (FPL) is an annual income of \$21,720 for a family of three.



### Insurance Status

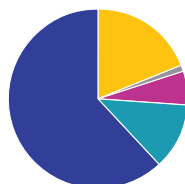
- Uninsured ..... 56%
- Medicaid & FAMIS<sup>2</sup> ..... 29%
- Medicare ..... 4%
- Private Insurance ..... 11%

<sup>2</sup> FAMIS is Virginia's State Children's Health Insurance Program (SCHIP) that provides insurance coverage to children whose families earn too much to qualify for Medicaid.



**85% of our patients**

are uninsured or on Medicaid/FAMIS.



### Ethnicity/Race

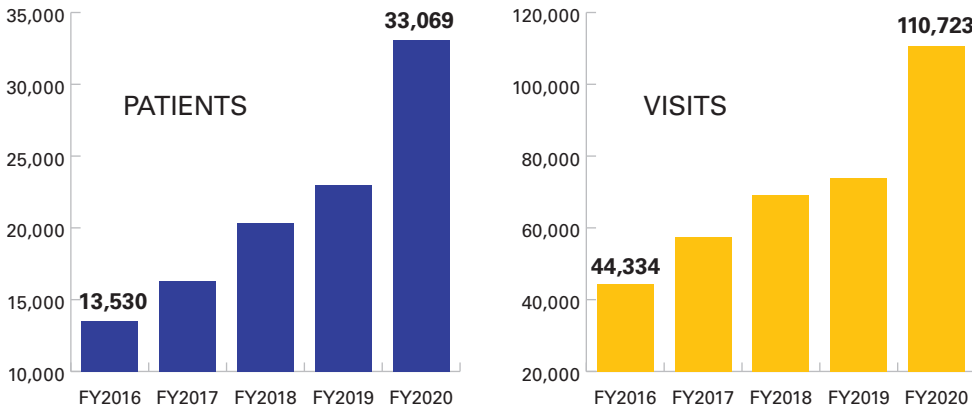
- Hispanic/Latino ..... 62%
- Black/African American ..... 19%
- White (non-Hispanic) ..... 12%
- Asian ..... 6%
- Other ..... 1%



**65% of our patients**

prefer to receive care in a language other than English.

# Patients and Visits, FY 2016 to FY 2020



## Patients & Visits for Diabetes, Hypertension, Obesity, and Asthma

|                     | Patients | Visits |
|---------------------|----------|--------|
| Diabetes            | 3,229    | 10,083 |
| High Blood Pressure | 5,100    | 12,637 |
| Overweight/Obesity  | 9,829    | 16,051 |
| Asthma              | 1,740    | 3,302  |

## Medical and Dental Procedures

|                       |        |
|-----------------------|--------|
| Pap Tests             | 4,784  |
| Dental Procedures     | 19,482 |
| Seasonal Flu Vaccines | 9,403  |
| Other Immunizations   | 7,160  |



**44,694**  
prescriptions  
filled

by Neighborhood Health's Medication Assistance Program, worth \$29 million in Average Retail Value.



**3,172**  
individuals  
assisted with  
health insurance  
enrollment

in Virginia Medicaid and FAMIS health insurance programs.

# FY 2020 Health Care Visits

July 1, 2019 through  
June 30, 2020

**TOTAL VISITS**  
**110,723**

## MEDICAL

**86,565**

Pediatrics  
**22,561**

Family and Adult  
Medicine  
**58,739**

Women's Health  
**5,265**

## DENTAL

**7,080**

## BEHAVIORAL HEALTH

**4,148**

## CASE MANAGEMENT/ FAMILY SUPPORT

**12,930**

# Diabetic Patient Thrives in Care of Integrated Provider Team



*“Since I started at Neighborhood Health, I noticed the kindness of everyone. It started with the front desk – all so sweet – and the nurses and the doctor. She is an amazing person – not just as a doctor but as a human being.”*



Enrique\*, a 62-year-old patient, started seeing family medicine doctor Erin Wisman at our Merrifield clinic in December 2019. He was feeling awful. Lab work showed that he had completely uncontrolled diabetes and very high triglycerides. Enrique had previously been reluctant to start on insulin to treat his diabetes. Dr. Wisman explained to him what was happening in his body and that starting on short- and long-term insulin was critical for him to feel better and avoid the long-term toll that diabetes could take on his body. Thanks to the Neighborhood Health pharmacy program, Enrique was able to afford his insulin, which otherwise would have been financially out of reach without insurance.

Dr. Wisman started Enrique on the medication and connected him to Peggy Rios, a Neighborhood Health nurse who is also a Certified Diabetic Educator. Peggy met with Enrique regularly to modify medications and teach him how to care for himself as a person living with diabetes. She taught Enrique how to test his blood sugars, how to adjust his diet, and the importance of exercise. Peggy credits Enrique for being an excellent and determined student. He has changed the way he eats, exercises every day, and quit smoking. Once his diabetes was under control, his triglyceride levels returned to normal.

At one point during treatment, Enrique’s blood sugar was going up and the providers weren’t sure why. He had complained in the past that his gums were hurting. Dr. Wisman provided antibiotics and arranged a telehealth visit with Dr. Fariya Khan, a Neighborhood Health dentist, who prescribed a mouthwash to help as well. Once the oral infection was brought under control there was a significant improvement in his diabetes.

Then the COVID-19 pandemic hit; Enrique lost his job and became very depressed. His care team referred him to Neighborhood Health behavioral health therapist Luis Cebas and a Fairfax County social worker to help connect him to resources to find a new job, as well as supplemental groceries. Enrique is grateful to his team for believing in him and giving him the care and guidance he needed to improve his health.



# FY 2020 in Review

Neighborhood Health maintains a steady focus on our mission of improving health and advancing health equity in our community while always putting the needs of our patients first.

While a different and challenging year, we are proud of what we accomplished in FY 2020.



The COVID-19 pandemic has had a significant impact on every health care organization in the United States. Read about our COVID-specific efforts on pages 13–17.

## Fairfax County Safety Net Integration

On July 1, 2019, Neighborhood Health entered into a partnership with Fairfax County to operate two primary care clinics previously overseen by the Health Department as part of its Community Health Care Network (CHCN). Located in the Merrifield and South County Centers, these clinics serve more than 10,000 uninsured adults. Through this partnership, Neighborhood Health continues to provide adult medicine, behavioral health, and medication assistance services to these patients. In addition, we are now serving patients with insurance, particularly Medicaid. Being able to provide care to patients regardless of whether they gain or lose health insurance increases continuity of care. We have also made additional services available to these patients and their families, including pediatrics and HIV care, as well as dental care.

We are strengthening the safety net by increasing collaboration with Fairfax County, not only at Merrifield and South County but also across all our health centers in the county. We work closely with staff from various county Health and Human Services departments to facilitate access to care to clients using county services and also to ensure our patients can access services in a coordinated way.

With this transition, Neighborhood Health assumed the care of a significant number of patients. We worked closely with multiple stakeholders to ensure a smooth transition for patients.



“Continuity of care is so important in health care, allowing for relationships to build among patients and providers, complicated medical histories to be tracked, and better outcomes to be achieved. Fairfax County primary care clinics’ integration into Neighborhood Health and our transition into prenatal care in Alexandria create many new opportunities for continuity of care, not only for individual patients, but for entire families.”

– Dr. Basim Khan, Executive Director

## Prenatal Care Services in Alexandria

In November 2019, Neighborhood Health began operating the Casey Health Center prenatal program formerly run by the Alexandria Health Department. Please refer to pages 18-20 to learn more about these vital services.

## HIV Early Intervention Services

Neighborhood Health has operated a successful Ryan White-funded HIV treatment program since 2013. With a dedicated team of case managers and providers offering comprehensive services to our neighbors who are HIV+, our overall viral suppression rate is above 90%. And now, thanks to an innovative federal program, *Ending the HIV Epidemic*, we launched a new project through the DC Department of Health, focused on identifying and reaching people at-risk for acquiring HIV. Our multi-lingual outreach team focuses on reaching, teaching, testing, linking, and keeping high-risk people in care, whether they are HIV-positive or negative. Our outreach team and medical providers are able to offer comprehensive services – including Pre-Exposure Prophylaxis (PrEP) – to help people who are at high risk for HIV stay negative.

## Women’s Health and Family Planning

With funding from the Virginia Department of Health (VDH), Neighborhood Health expanded access to free long-acting reversible contraceptives, including Intrauterine Devices (IUDs), implants, and other contraceptives – many of which would otherwise not be affordable for our patients. In addition, two of our clinics are now federal Title X Family Planning sites and can offer free or low-cost counseling and contraceptives to help women and families achieve their life plans. And, as our Komen Breast Cancer Navigation project wrapped up in May, we have been fortunate to receive support through VDH to ramp up a new program – *Every Woman’s Life* – focused on breast and cervical cancer screenings for low-income, uninsured high-risk women.



## Continuity of Operations During the Pandemic

Like many other essential nonprofits and businesses that remained open throughout the pandemic, our operations and clinical teams have worked tirelessly since March to ensure safe clinic spaces for staff and for patients still needing in-person medical care. Throughout the pandemic, we have been able to maintain six of our medical sites open to in-person care for necessary visits such as well-child checks and vaccines, essential lab tests, medication pick-ups, and contraceptive procedures. In order to reduce the risk of virus spread, we took multiple steps to keep patients and staff safe. We installed plexiglass barriers at clinic front desks to shield staff and patients from airborne particles, instituted vigorous cleaning and disinfecting protocols at clinics and between patient use of exam rooms, situated frontline staff at clinic entrances to screen every person entering the clinics, and rearranged waiting rooms to ensure safe distancing. Members of our staff deliver medicines to the homes of HIV+ patients to keep immuno-compromised patients safer at home.



## Migration to Telehealth for Non-Urgent Care

For years, telehealth was viewed as one solution to reaching rural populations unable to easily access specialist care due to transportation barriers. Those of us working and living in urban and suburban settings generally saw little need for telehealth. However, within just a couple of weeks of the pandemic's outbreak, our IT and clinical leadership were able to assist our clinical teams in setting up the computers, software, phones, and support needed to migrate to remote care so our patients could continue to have access to their providers via telephone or video encounters. We have provided medical, behavioral, and dental appointments for more than 18,800 patients via telehealth visits and for more than 12,500 patients via in-person visits through the end of November. Our patient satisfaction results during the first two quarters affected by these care changes have continued to be strong, with more than 98% responding that their health care encounter via phone or video was excellent or good.

**50,916**  
Telehealth Visits  
**23,375**  
In-Person Visits

*March through  
November 30, 2020*

## Neighborhood Health Hosts Governor's Announcement about Virginia Medicaid Expansion Milestone

Virginia Governor Ralph Northam selected Neighborhood Health's Richmond Highway clinic to make the milestone announcement in July 2019 that more than 300,000 Virginia adults had been enrolled in health insurance coverage following the expansion of the state's Medicaid program.

Virginia state legislators Sen. George Barker (39th) and Delegates Paul Krizek (44th), Mark Sickles (43rd), and Patrick Hope (47th) were also in attendance.



*Gov. Northam (3rd from right) with Neighborhood Health Executive Director Dr. Khan (2nd from right) and Board Members Thomas W. Greeson, Carter Flemming, Michael L. Millman, and Alisa Valudes Whyte following the milestone announcement.*

## Congressman Beyer Visits Neighborhood Health

Congressman Don Beyer (VA-08), fifth from left, has been a supporter of Neighborhood Health for more than two decades. He visited our Richmond Highway clinic in August 2019 for a roundtable discussion with our leadership team and staff about current successes and challenges.



## Clinical Quality Awards

In 2020, for the seventh consecutive year, Neighborhood Health received multiple quality awards from the U.S. Health and Human Services Health Resources and Services Administration (HRSA) for our 2019 clinical quality outcomes. This included a **Health Center Quality Leader** award, which ranked Neighborhood Health in the top 20% of best overall clinical performance among all 1,400 health centers nationwide. We also received awards for Health Disparities Reducer, Access Enhancer, Advancing Health Information Technology for Quality, and for our Patient Centered Medical Home recognition.



## Intervening to Help a Patient Manage Hepatitis C Treatment

Dr. Corry Chapman (pictured left), a long-time Neighborhood Health family medicine doctor, had a new patient—an uninsured middle-aged woman who had contracted Hepatitis C from a blood transfusion. She came to us with multiple chronic conditions, but Dr. Chapman knew that if her Hepatitis C could be treated properly, it could be cured and would have a huge impact on her overall health. Per protocol, the patient was to be referred to the University of Virginia (UVA) Hospital in Charlottesville for treatment, which would include trips to UVA for regular lab draws and careful monitoring of symptoms and side effects. However, because of her life circumstances, she was unable to travel. Dr. Chapman established a collaboration with the UVA providers so that he could treat the patient at our clinic. The first medicine the UVA doctors prescribed was very expensive and unavailable at a reduced cost. Dr. Chapman and our Medication Assistance Program Director Dany Hernandez found an alternate medication that normally costs \$1,000 per pill, which we could offer at no cost to the patient. After twelve weeks of treatment and close monitoring at our clinic by Dr. Chapman, with guidance from UVA experts, our patient is Hepatitis C free. She appreciates the teamwork and resourcefulness that has resulted in a complete cure from her illness, a result otherwise unattainable to her.

## WHAT OUR PATIENTS SAY ABOUT THEIR EXPERIENCE WITH NEIGHBORHOOD HEALTH

One of Neighborhood Health's top priorities is to provide patient-centered health care. To monitor patient satisfaction, we have contracted with an outside organization to call patients on a quarterly basis and ask them about their satisfaction with the care they receive.

**96%** Patients Reporting Satisfaction with the Care Received (Responded Excellent/Good)

**99%** Patients Reporting They Will Return to Neighborhood Health if the Need Arises (Responded Very Likely/Likely)

**97%** Patients Reporting They Will Recommend Neighborhood Health to Friends and Family Members (Responded Very Likely/Likely)





# Neighborhood Health's COVID-19 Response

The COVID-19 pandemic has further exposed and exacerbated the multiple health inequities that exist in our region. Because Neighborhood Health already has the trust of the communities we serve, we are uniquely positioned to address this public health crisis.

As the virus rapidly spread across the United States, Neighborhood Health leadership quickly identified three priorities that were – and continue to be – at the forefront of how we operate during this critical and unprecedented time.



**1 Keeping our staff and patients safe.** In March, we transitioned the majority of services to virtual visits to reduce the risk of transmission. This includes both video and phone visits. Other risk mitigation steps include universal masking and physical distancing requirements, screening of all individuals and staff entering our clinics, personal protective equipment use, installation of physical barriers, use of outdoor spaces for services, remote check-in, and more.



*Thank you to CareFirst BlueCross BlueShield, which donated 23 boxes containing 3,975 pieces of PPE, including gloves, gowns, and face masks for our health care frontline staff at a time when we needed it most.*

**2 Continuing critical services for the more than 30,000 patients who rely on Neighborhood Health for their primary care needs.** Being present to support our patients during the pandemic has been particularly necessary because of the disproportionate impact on them and low-income populations in general. Through telemedicine, we continue to provide services in adult medicine, women's health, pediatrics, behavioral health, dental evaluations, case management, and eligibility determination. Certain in-person visits continue as well, including well-child visits and vaccination for young children, laboratory visits, and medical and dental procedures. In some cases, we make medication deliveries to patients who lack transportation.

**3 Responding to the COVID-19 pandemic itself, particularly in low-income communities.** Local data indicate that low-income communities of color are disproportionately affected by the economic challenges of the pandemic, and the virus has been prevalent in these communities. Our patients and their families work in essential jobs and tend to live in crowded housing conditions. Many patients and their families have lost their jobs or experienced a decrease in working hours, creating financial difficulties, such as affording rent, food, and medical care. Our pandemic response includes aggressive testing, clinical, and social support for our COVID-19 patients, and measures to decrease the spread.



## COVID-19 Testing

Testing plays a critical role in Neighborhood Health’s response to the COVID-19 pandemic. We set up one of the earliest free outdoor drive-through and walk-up COVID-19 testing sites in Northern Virginia. By the end of April, we had set up five outdoor testing sites – at our Richmond Highway, Casey Clinic, and Merrifield health centers, as well as sites in Arlandria in partnership with Casa Chirilagua and at Bailey’s Crossroads in partnership with Culmore Clinic. We make testing available to our patients who are symptomatic or asymptomatic, free of charge.

We also work with community partners to ensure testing is available to their low-income clients who may not be Neighborhood Health patients. Most individuals tested have been uninsured and low-income.

Early in the spring, we partnered with Fairfax County to increase access to COVID-19 testing and

care management for low-income, uninsured county residents. At two of our largest clinics – Richmond Highway and Merrifield Center – our clinical staff conduct testing, monitor symptoms, and provide support to patients who test positive. From March through November, **7,121** county residents have been tested—70% of them uninsured.

In addition, we have partnered with the Alexandria Health Department to set up

a mobile community testing program that targets at-risk communities across the City of Alexandria, including senior and low-income housing, recreation centers, libraries, public parks, and other easily accessible sites. We have tested **more than 2,500** people at these community events to date.

**14,856**  
COVID-19 Tests  
**22**  
COVID-19  
Community  
Testing Events

### Neighborhood Health COVID-19 Testing Locations

#### Casey Health Center

1200 N. Howard St.  
Alexandria, VA 22304

#### Richmond Highway Health Center

6677 Richmond Hwy.  
Alexandria, VA 22306

#### Merrifield Health Center

8221 Willow Oaks Corporate Dr.  
Fairfax, VA 22031

#### Casa Chirilagua

*NH partnership with Casa Chirilagua*  
4109 Mount Vernon Ave.  
Alexandria, VA 22305

#### Culmore Clinic

*NH partnership with Culmore Clinic*  
6165 Leesburg Pike  
Falls Church, VA 22041

#### Community Mobile Testing

Alexandria Sites Where Needed



## Clinical Support

While there are no effective outpatient treatments available for patients with COVID-19, our staff works hard to provide intensive clinical support. We closely monitor the clinical status of our COVID-19 patients through regular video and phone visits in order to determine their risk for complications and whether they need hospital-level care. We also provide our high-risk patients with pulse oximeters so we can monitor their oxygen levels while they are at home. We provide this support to patients throughout the course of their illness.

**8,794**

Health Visits Supporting COVID-19 Patients



*“This virus has hit our patient community particularly hard and our attitude has been that we’re not just*

*going to watch it happen. We’re going to do the testing, monitor and manage symptoms, help with isolation, and work with the local health departments as early and as much as possible. Since we’re a nimble organization, we can put things into place in a matter of days or weeks that might take other organizations months to do.”*

*Dr. Martha Welman,  
Medical Director*



*“Our behavioral health and family support team developed creative solutions to link patients who test positive for COVID-19 with the support they need throughout the course of their illness. Their tireless commitment to the health of our most vulnerable patients represents the best of what Neighborhood Health has to offer as a leader in community health care.”*

*Courtney Riggle van Shagen, Director of Behavioral Health and Family Support*

## Social Support

Our Family Support team provides critical social support to our patients with COVID-19. We assess the needs of patients and deliver food, masks, diapers, pulse oximeters, medications, hand sanitizer, gloves, and thermometers so they can safely quarantine at home while recovering. We are grateful for the support of many partner organizations, including United Community, which has provided food to our patients and expanded its service area to help us address the public health needs of the community. We also work with our local jurisdictions to coordinate such deliveries and to find temporary housing, when needed, to prevent the spread of the virus.

**409**

Home Deliveries by Our Family Support Team

**2,101**

Individuals Benefiting from Home Deliveries

## Contact Tracing

In late April 2020, before the local health departments were able to implement contact tracing, Neighborhood Health assembled a contact tracing team, led by Dr. Natalie Heavilin, our Dental Director, to help prevent the spread of the virus. This team worked until the public health departments took over this important pandemic response.

**1,040**

Individuals Contacted & Educated through Our Contact Tracing

All figures represent data from March 1, 2020 – November 30, 2020.

## At-Home Monitoring Eases Family Stress

Our patient, Alma\*, lives in an apartment with her husband and teenage daughter and she is uninsured. Her husband was hospitalized in critical condition due to COVID-19. Alma also tested positive for the virus. On one of our staff's regular check-in calls with her, our medical provider referred her to the ER due to concerns about her own respiratory status. Alma did not want to go because she didn't want to leave her daughter home alone.

Upon learning about her concerns, medical staff contacted our Family Support team and arranged for delivery of a fingertip pulse oximeter to Alma's home. With this important diagnostic tool, her

primary care team could monitor Alma's oxygen saturation levels more accurately via telemedicine and give her guidance on whether emergency care was needed. With careful monitoring, the team concluded that Alma could remain at home with her daughter, which was a huge relief. Our Family Support team also provided Alma and her family with groceries and masks to enable them to isolate while they were contagious. Neighborhood Health is constantly assessing and working

with our families who have tested positive for COVID-19 to ensure they get the care and support that they need.



Neighborhood Health partners with United Community to provide groceries to COVID-19 patients.  
Photo by Jay Korff

*\*Patient name has been changed for privacy.*



Neighborhood Health would like to say a huge **"Thank You!"** to all of our community partners and the individuals who stepped up, and continue to support us, as we help our patients cope with the pandemic. You make a difference in their lives!





## Even Healthy Young People Are at Risk of COVID-19 Complications

Diego\* is a 32-year-old Neighborhood Health patient and normally in good health. When Dr. Elise Morris, a family medicine physician and Neighborhood Health Associate Medical Director, called to alert him that his COVID-19 test had come back positive, she noticed that he sounded miserable, and also a little short of breath. She counseled Diego that he should go to the hospital if he was short of breath, but Diego was afraid of the hospital. Dr. Morris reminded him that he already had the virus and wasn't going to acquire it at the hospital, and that the hospital staff would be able to treat his illness.

Fear of the hospital is often deep-rooted with many of our patients. There is a lot of fear for patients

who do not speak English because they believe they won't understand or be able to communicate with the staff. There is often fear of the high cost of care for those who are uninsured. And, there is fear of the authorities for those who are or who have loved ones who are undocumented.

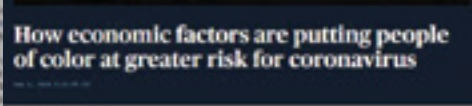
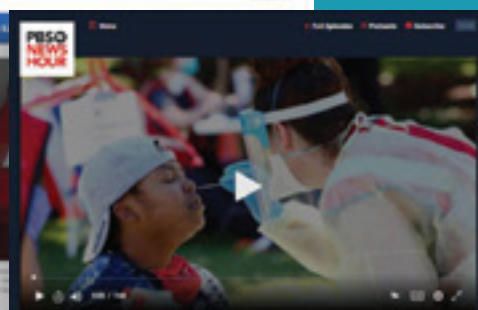
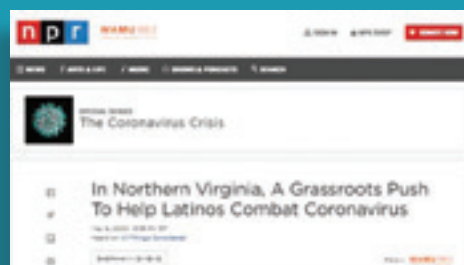
After continued discussion with Dr. Morris, Diego agreed to go to the hospital that same night; he was admitted and kept for treatment for eight days. Diego is thankful that Dr. Morris encouraged him to seek treatment, and we are happy to report that he made a full recovery. This virus does not discriminate – it can affect anyone, at any time, and at any age.



*“In 14 years of rounding in the hospital, you just never have 32-year-old men in the hospital for a week. I can't begin to say how unusual, strange, and rare it is. It just doesn't happen. It is the scariest part of the virus.”*

*Dr. Elise Morris,  
Associate Medical Director*

\*Patient name has been changed for privacy.



## Neighborhood Health in the News

Neighborhood Health was featured in the national news for our COVID-19 response efforts.

Stories airing on PBS and NPR highlighted our important work serving Latinos and other communities of color, who are most at-risk of contracting the virus.

# Neighborhood Health: A Medical Home for Moms

In November 2019, Neighborhood Health transitioned Alexandria Health Department’s prenatal program into our scope of services. Integrated prenatal medical, behavioral health, and dental care are now available at Neighborhood Health for low-income and uninsured Alexandria residents. Pregnant women can also access the entire range of primary care services available at our clinics – lab tests, medication assistance, Medicaid enrollment, family support, and other essential community services – creating continuity of care across their health needs.

Thanks to two years of significant funding from *CareFirst BlueCross BlueShield* for this new program, we have been able to recruit an experienced team of prenatal providers and nurses. The Alexandria Health Department continues as a partner in this effort, offering nursing for high-risk pregnancies and access to social services such as WIC and SNAP.

Through June 2020, our prenatal team served 512 pregnant Alexandria women, most of whom did not have health insurance and were very low-income, through 2,731 prenatal care visits.

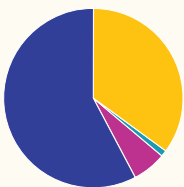
With the onset of COVID-19, the challenges of providing care have increased, and our team has worked

diligently to protect our pregnant patients from getting infected. We migrated some visits to telehealth (while still adhering to the prenatal visit schedule recommended by the American College of Obstetricians and Gynecologists) and we provide pregnant patients with blood pressure cuffs and other medical devices so they can monitor for certain conditions from home. This approach has been a big change, but it has also been successful and empowered women to take an even more active role in their health and pregnancies.

Neighborhood Health has managed more than two dozen pregnant women who were infected by COVID-19. Our Family Support team assesses the patient’s needs

We served  
**512**  
Prenatal Patients

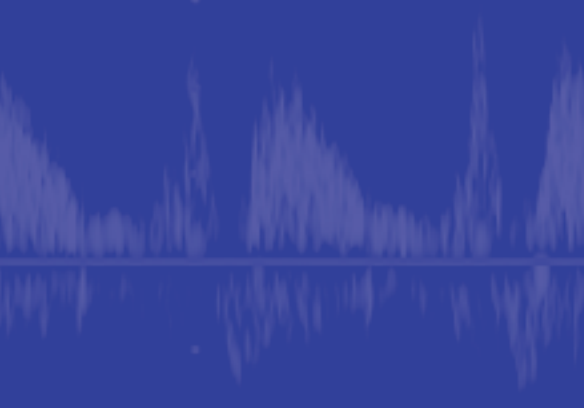
from November 2019  
through June 2020.



**Prenatal Patients’  
Insurance Status**

- Uninsured..... 58%
- Medicaid ..... 35%
- Medicare..... 1%
- Private Insurance..... 6%





and delivers supplies (medications, groceries, masks, etc.) directly to the patient’s home so she can more safely isolate during her illness. The behavioral health team is readily available to provide counseling services for the additional stresses the virus causes. The medical provider reaches out regularly to monitor symptoms and provide guidance. Our integrated care model has remained the standard, steady approach for all of our patients, even with rapidly changing or more critical needs.



*“New moms, in particular, are always very concerned about birth planning and how to keep their newborns safe. COVID-19 has added even more worries and new uncertainties. We have been working very hard to continue to monitor our patients closely and help them navigate their stress as much as possible by engaging our other support services for additional assistance during these challenging times.”*

*Whitney Osborn, MSN, CNM, Prenatal Care Program Manager*

## A Patient Experience Illustrates Neighborhood Health’s Integrated Approach to Prenatal Care

Farah\* is a 20-year-old new single mother and a great example of the benefits of Neighborhood Health’s integrated care model. Even during the COVID-19 pandemic, we were able to meet the multifaceted needs of this patient.

Farah came to the Neighborhood Health prenatal program in her first trimester with morning sickness that was preventing normal pregnancy weight gain. Our midwife, Whitney Osborn, helped her find a medication to ease her nausea and connected her to our nutritionist, Sarah Chapman. She helped Farah with strategies for how and when to eat, as well as which nutrient-dense foods were best.

In her second trimester, Farah shared with our midwife that she was feeling stressed about the pregnancy and that she was earning less money in her job as a cashier because her work hours were reduced due to COVID-19. The midwife introduced Farah to Shannon McWilliams, one of our behavioral health therapists, who provided telehealth counseling sessions throughout the rest of

her pregnancy and post-delivery. The midwife also asked our Family Support team to contact Farah about food support and she was connected to the Alexandria Food Bank for supplemental groceries. Thanks to generous donors, we were able to give Farah an infant car seat and crib. These social supports helped Farah feel calmer about the financial strains she was under.

In her third trimester, Farah, who had a history of dental problems, developed an abscess. The prenatal team was able to easily set up a teledental appointment with Dr. Fatihma Haidar, a Neighborhood Health dentist. The infection was treated quickly with antibiotics.

Farah delivered a healthy, full-term baby boy. Through our strong community partnerships, Neighborhood Health was able to connect Farah to Healthy Families Alexandria and the Health Department’s field nurses to provide her with as much support as possible. Mom and baby continue to receive care at Neighborhood Health.

*\*Patient name has been changed for privacy.*

## Facing Pregnancy and Birth with a COVID-19 Diagnosis

Juliana\*, a 32-year-old single mother, was a prenatal patient at Neighborhood Health. When she was 38 weeks pregnant, she tested positive for COVID-19. At first, she was stable with home management, but on a regular check-in call with our certified nurse midwife, Juliana reported that her symptoms were getting worse. The next day Juliana felt like she wasn't getting better, but her oxygen readings remained stable (as read on the pulse oximeter she had received from our team to use at home). Just a few hours later, the patient reported having trouble breathing and there was a drop in her oxygen level. Our midwife immediately called an ambulance for her. By the time Juliana arrived at the ER, she was very ill – she had a high temperature, as well as elevated heart and respiratory rates.

Juliana's baby was delivered by emergency C-section and was placed in the NICU for observation. When a woman who is COVID-positive gives birth, the protocol is to separate her from her baby to protect the baby from transmission of the virus. Our midwife stayed in touch with Juliana during her hospital stay to help explain the situation, provide support, and advocate for her. Juliana left the hospital feeling much better while her infant remained in the NICU with respiratory complications. In the meantime, Juliana's 11-year-old son also tested positive for COVID-19. To avoid exposing the elderly couple with whom they live, our Family Support team was able to arrange for Juliana and her older son to stay at a hotel that the City of Alexandria had secured to be used for such needs. Once she and her older son tested negative, Juliana's baby was released from the NICU, and she and her family were able to return to their home.

This attention to the welfare of our patients and their families is not unusual for our team, especially when patients are experiencing a health crisis.

*\*Patient name has been changed for privacy.*



*“Neighborhood Health helped me through this by calling every morning and afternoon to check in to see how I was feeling. And they knew when to call the ambulance when I was really sick.”*

# Our Donors and Grantors July 1, 2019 – June 30, 2020

Neighborhood Health is very grateful for the commitment and support from individuals; foundations; corporate and community partners; faith communities; and federal, state, and local governments for their investment in our mission to improve health and advance health equity in Alexandria, Arlington, and Fairfax County by providing access to high-quality care regardless of ability to pay.

We especially want to express our appreciation to all of our donors, grantors, and community partners who have continued to stand with us during the COVID-19 pandemic.

*Our deepest gratitude to each and every one of you!*

## Individual & Family Donors

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Neighborhood Health  
 has made every effort to recognize  
 and include every donor and grantor  
 who made a contribution from  
 July 1, 2019 through June 30, 2020.

We have also included the names of  
 donors who made in-kind, pro bono  
 donations through September 30, 2020, to  
 support our COVID-19 response efforts.

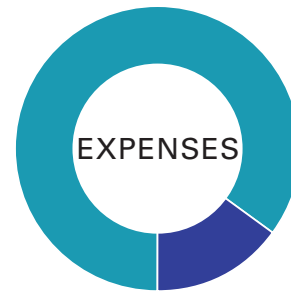
If an error or omission has been made,  
 we apologize. To let us know, please  
 contact our Development Office at  
[development@neighborhoodhealthva.org](mailto:development@neighborhoodhealthva.org).

# Neighborhood Health Financials, FY 2020

July 1, 2019 through June 30, 2020



- 58% Grants, Contracts, and Donations
- 37% Program Revenue
- 5% In-Kind and Other Revenue



- 85% Direct Program Expenses
- 15% Management & Fundraising Expenses

## Behavioral Health Plays a Critical Role in Patient's Integrated Care Plan

Janan\*, a Middle Eastern mother in her mid-thirties, was referred to Neighborhood Health for a medical condition. When she came to us, Janan was unemployed and experiencing multiple family stressors. Our physician promptly recognized the impact of Janan's stressors on her overall health and connected her to Luis Cebas, a therapist in our behavioral health department, who began seeing her for therapy.

Janan was suffering from sadness, fears, sleep disturbances, irritability, and a lot of physical pain. As part of her treatment, her therapist recommended a consultation with Camarita Titang, our psychiatric nurse practitioner, who also worked with Janan and added psychiatric medication to augment the counseling benefits she was receiving. Throughout Janan's treatment at Neighborhood Health, her doctor, therapist, and psychiatric nurse practitioner communicated often to coordinate an integrated approach to her care.

Six months later, Janan reported she was sleeping better, feeling happier, had found a part-time job, and was using many of the skills she learned during her counseling sessions. At her last visit, Janan was happy to report she had taken a trip to visit friends (pre-COVID) and was excited to start a new job in a field she loved, working with young children.



*"The fact that our patients can also access behavioral health care at their primary care clinic means that we can help more patients make meaningful changes in their lives, and address health care from a whole health point of view."*

*Camarita Titang, Psychiatric Nurse Practitioner*

\*Patient name has been changed for privacy.

# NEIGHBORHOOD HEALTH PRIMARY CARE CLINICS IN NORTHERN VIRGINIA

## ALEXANDRIA CLINICS

- 1 Neighborhood Health at 2 East Glebe**  
2 East Glebe Rd., Alexandria, VA 22305
- 2 Neighborhood Health at Casey Clinic**  
1200 N. Howard St., Alexandria, VA 22304
- 3 Neighborhood Health at Alexandria CSB**  
720 N. Saint Asaph St., Alexandria, VA 22314
- 4 Neighborhood Health at King Street Dental**  
4480 King St., Alexandria, VA 22302
- 5 WOW Bus & Portable Dental**  
Providing dental care at 10 Alexandria City Schools  
(locations not marked on map)

## ARLINGTON COUNTY CLINICS

- 6 Neighborhood Health at Arlington Dental**  
2100 Washington Blvd., Arlington, VA 22204
- 7 Neighborhood Health at Arlington CSB**  
2120 Washington Blvd., Arlington, VA 22204

## FAIRFAX COUNTY CLINICS

- 8 Neighborhood Health at Richmond Highway**  
6677 Richmond Hwy.  
Alexandria, VA 22306
- 9 Neighborhood Health at Sherwood Hall**  
2616 Sherwood Hall Lane, Suite 106  
Alexandria, VA 22306
- 10 Neighborhood Health at Gartlan CSB Center**  
8119 Holland Rd., Alexandria, VA 22306
- 11 Neighborhood Health at South County**  
8350 Richmond Hwy., Suite 301  
Alexandria, VA 22309
- 12 Neighborhood Health at Merrifield**  
8221 Willow Oaks Corporate Dr., Suite 450  
Fairfax, VA 22031
- 13 Neighborhood Health at Annandale Dental**  
7501 Little River Turnpike, Unit G-4  
Annandale, VA 22003

FOR INFORMATION AND  
APPOINTMENTS, PLEASE CONTACT:  
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## Neighborhood Health

6677 Richmond Highway • Alexandria, VA 22306  
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Federal ID: 54-1849891

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