

Care
to Live
Greater

>>>>>>>>>>

Greater
Family
HealthSM

2023
Annual Report

844.599.3700 | GreaterFamilyHealth.org



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LEADING THE WAY

A Message from Greater Family Health's Board Chair

It is my honor, as Board Chair of Greater Family Health, to share with you this Annual Report for FY 2023. Through my role, I have been able to lead Board members and leadership through the organization's critical actions including strategic planning, analysis and approval of budgets and statements, policies and grant applications, and authorization of provider privileges. In addition, my role is to guide the Board members through the review of operations as it relates to access, services, staffing and outcomes. By reviewing all of these vital components, the Board and Leadership Team has been able to effectively evaluate the effectiveness of Greater Family Health's mission and plan for future opportunities.

As the COVID pandemic has largely subsided, the organization has been able to return to operating in a more normal way. Gradually, less patients and staff have continued to present with symptoms of COVID over the course of the year, while we continue to provide testing, vaccination and treatment to the public as needed. The appreciation of the entire Greater Family Health workforce cannot be overstated enough, including for their continued diligence in providing excellent quality of care in a safe environment. Day in and day out, staff were able to effectively navigate the daily changes the pandemic presented, never faltering from our core values or mission, and never jeopardizing their outstanding patient satisfaction scores and quality of care outcomes.

I could not be prouder to be part of this organization. During my time on the Board and several committees for over 11 years, I have seen continued growth in the organization. The number of Greater Family Health clinics is now 11, covering parts or all of Cook, DeKalb, DuPage, Kane, Lake, and McHenry counties. The addition of our two recent clinics (Palatine and Franklin Park) and a mobile health van augment the organization's ability to help meet the primary health care needs of the entire area with quality and affordable healthcare in a safe and easily accessible environment. As the organization looks ahead to 2024, I am fully confident that Greater Family Health will continue to grow and provide exceptional patient care via a highly skilled healthcare team.



Deborah Everett

Deborah Everett
Board Chair

Leadership Team

- Bob Tanner, President/CEO
- Jason Carey, Chief Financial Officer
- Robert Warzecha, Chief Informational Officer
- Dr. Stephannie Davies, Chief Medical Officer
- Lupe Fonseca, Chief Operating Officer
- Stacy David, Director of Practice Management

Board of Directors

- Deborah Everett, Board Chair
- Jose Garcia Lara, Past Board Chair
- Lizette Leanos, Board Chair-Elect
- Cierra Chancellor, Board Treasurer
- Laura Espinoza, Board Secretary
- Jessica Alvarez
- Paul Bednar
- Eira Corral-Sepulveda
- Corey Dixon
- Jeremy Hayes
- Brian Heimberg
- Nimra Kahn
- Salvador Rodriguez
- Kasia Zarrow

OUR IMPACT*

67,950 patients cared through 213,735 visits
865 babies delivered
406 zip codes served
7,438 patients received dental care
3,750 patients ages 65 and older received care
1,668 patients received behavioral health care
39,935 patients were screened for clinical depression

WHO WE SERVE

37% of patients are 18 years old and younger
57% of patients are women
80% of patients are a racial or ethnic minority
54% of patients are best served in a language other than English
94% of patients are at or below 200% of the federal poverty level
28% of patients are uninsured

*For Fiscal Year 2023 (7/1/22 - 6/30/23)



OUR CORE SERVICES

Medical Health Services

From preventive care, including regular check-ups and screenings, to comprehensive chronic disease management, Greater Family Health offers coordinated, patient-centered services that focus on improving the overall health and well-being of the communities we call home.

Behavioral Health Services

Mental Health and substance abuse disorders affect individuals from various backgrounds and age groups. At Greater Family Health, our dedicated and experienced team is committed to walking alongside our patients on their path to recovery with compassion and professional care.

Oral Health Services

Primary care also includes dental care. At Greater Family Health, we offer dental services for the entire family, including oral exams, cleanings, fillings, simple extractions, x-rays, and more. All with a sliding fee scale based on household size and income.

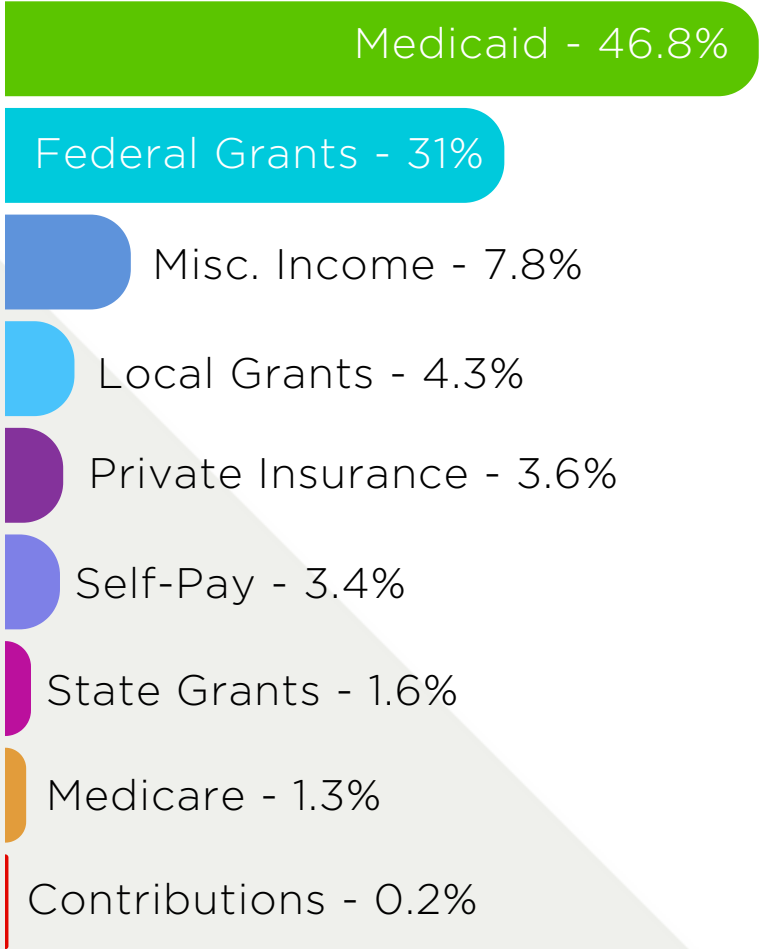
Patient Support Services

At Greater Family Health, we go the extra mile for our patients. We have a team of caring professionals, ready to provide a range of people-centered services that link our patients with psychosocial care, peer support, benefit enrollment, and translation services.

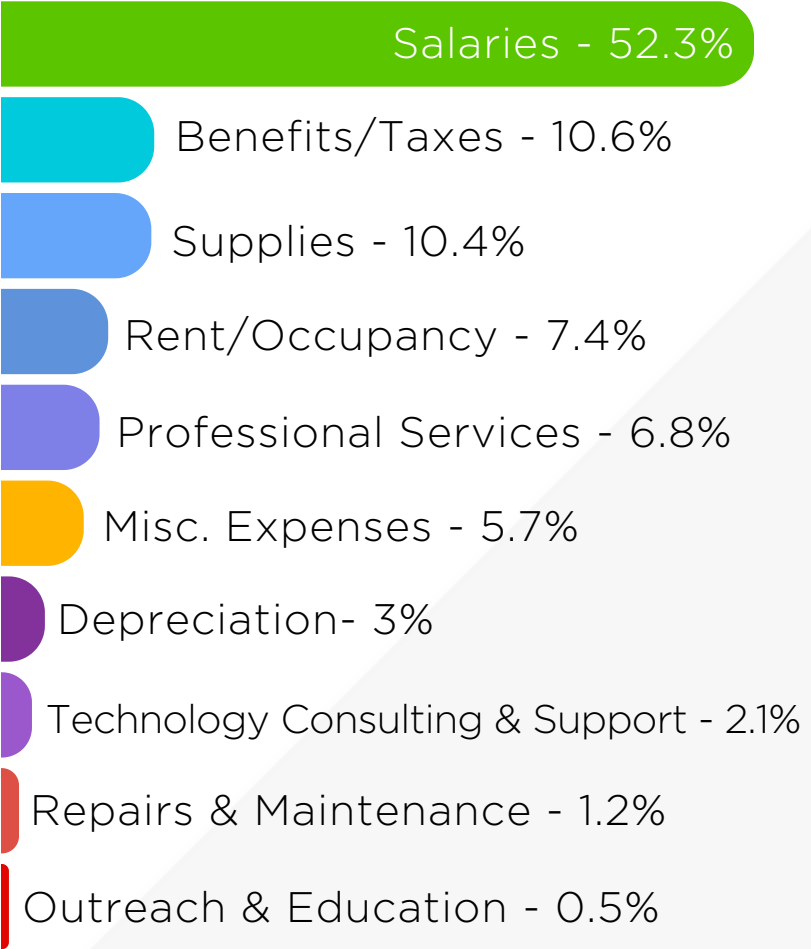


FINANCIAL STATEMENT*

Revenues



Expenses



*For Fiscal Year 2023 (7/1/22 - 6/30/23)

THANK YOU TO OUR DONORS

Individuals

- Debbie Anderson
- Donna Anderson
- Paul Bednar
- Thomas Bober
- Keith Brill
- Jennifer Bueche
- Dennis Cardiff
- Jason Carey
- Teresa Faidley
- Tim Gifford
- James Harvey
- Brian Heimberg
- Richard Heimberg
- Daniel Helsdon
- Lizette Leanos
- Rachel Luettkke
- Rosamaria Martinez
- Olha Mendyuk
- Dianha Ortega-Ehreth
- Dr. Cheerag Patel
- Nancy and Arthur Schueneman
- John Shales
- Kyle Smith
- Mr. and Mrs. Steinman
- Bob & Gerri Tanner
- Dr. Mark Thompson
- Denisa Vargova

Corporations & Organizations

- Anderson Graphics
- Anonymous
- Benson Electric
- BSD Corporation
- Fiber Fresh Carpet Cleaning
- James Harvey Photography
- Northwestern Mutual
- ProfiClean Corp
- Project Solutions
- Shales McNutt Construction
- Wintrust



SCAN THE QR CODE
TO LEARN HOW YOU
CAN DONATE TO
GREATER FAMILY
HEALTH!

THE GREATER SPIRIT OF EXCELLENCE

Greater Family Health Recognizes 2023 S.P.I.R.I.T of Excellence Winners



Jovana Perez, Medical Assistant
S.P.I.R.I.T. of Excellence Award | Care Partner

Jovana's dedication shone through as she went the extra mile to help a Spanish-speaking patient schedule additional necessary care. Her outstanding communication skills and genuine patient care garnered high praise from her colleagues and patients.



Noemi Salazar, Health Benefits Enrollment Specialist
S.P.I.R.I.T. of Excellence Award | Patient Liaison

Noemi received heartfelt praise for her exceptional leadership and teamwork. She was commended for going above and beyond to support her co-workers and patients, fostering a true sense of teamwork.



Stephanie Williams, Administrative Medical Director
S.P.I.R.I.T. of Excellence Award | Practitioner

Stephanie's unwavering support and compassionate care leave a lasting impact on her patients' lives. Her dedication was also evident through the positive feedback she consistently received from those she helped.



Philomena Tovar, Billing Specialist
S.P.I.R.I.T. of Excellence Award | Organizational Support

Philomena's exceptional skills and dedication were evident when she volunteered to support her supervisor after a team member's departure. Her efforts ensured the Billing Department's success and exemplified the true spirit of teamwork.

The SPIRIT of Excellence Awards, an annual tradition at Greater Family Health, aim to recognize outstanding contributions from employees across different categories: Patient Liaison, Care Partner, Practitioner, and Organizational Support. These awards testify to the organization's commitment to fostering a culture of appreciation and recognition.

The SPIRIT of Excellence Awards nomination process begins with employees and patients having the opportunity to submit nominations online or via paper forms available in all Greater Family Health clinics. HR collected all nominations and presented them to the Committee, removing any identifying information to ensure an unbiased evaluation. Each Committee member thoughtfully rated each nomination based on the shared content.





ACKNOWLEDGING THE PAST, FOR A GREATER FUTURE

Greater Family Health remains steadfast on providing premier quality care.



St. Joseph Catholic Church
Elgin, IL

Founded by a group of dedicated individuals with a passion for making a difference, Greater Family Health began its journey 25 years ago in a church basement. What began as a small, compassionate initiative has since evolved into a beacon of hope for our community. We are immensely proud to have transformed into a Federally Qualified Health Center, a testament to our unwavering commitment to providing vital healthcare services to our community, regardless of their ability to pay.

Over the years, Greater Family Health's dedication to our mission has not gone unnoticed. We have been honored with numerous awards that recognize our outstanding contribution to the well-being of our community. These accolades serve as a testament to the incredible work of our dedicated practitioners, staff, and supporters who share our vision of a healthier, more equitable world.

However, our journey is far from over. We stand firm in our mission to serve the underserved, and our ambitions reach beyond the communities we currently call home. Our vision is to continue to expand throughout Illinois, reaching those who need our help the most. We aspire to be a beacon of healthcare accessibility, touching the lives of countless individuals and families who deserve quality care, regardless of their economic circumstances. Together, we will continue to inspire hope, foster health, and change lives for the better.

Care to Live Greater





What our patients are saying

Franklin Park



Greater Family Health has been our family's primary care facility since July of 2018. My husband, my son, my daughter and myself have had nothing but positive and amazing care at any and all of our appointments (blood draw, mental health, wound care, vaccinations, gynecologist, referrals and just overall general health care appointments). We have referred MANY people (family, friends, coworkers) and we will continue to go to Greater Family Health.

Wheeling



Good service. clean workplace. I was a walk-in with no appt, they were able to squeeze me in without me having to wait around for long.

Hanover Park



Doctor Laura is PHENOMENAL! I love coming here every month. the staff is SUPER friendly and I feel very, very comfortable here. if I could, I would give them 10 STARS!!

Palatine



The medical team on duty on 9/8/2023 were highly professional and customer-focused. They paid so much attention to details while providing excellent service. I was impressed.

McHenry



They are very caring and kind! It's definitely a safe and comfortable place to bring all 5 of my kids. My littlest one has been here since birth. And my older 4 have really grown to love the staff. They have helped with my daughters mental health tremendously!!!



VISIT US AT ANY OF OUR HEALTH CENTERS!

DeKalb

2550 N. Annie Glidden Rd.

Elgin

373 Summit St,
450 Dundee Ave.

1435 N. Randall Rd. Suite 408

Hanover Park

1515 E. Lake Street, Suite 202

Franklin Park

10225 Grand Ave.

McHenry

3901 Mercy Drive

Palatine

345 W. Northwest Hwy

Streamwood

135 E. Irving Park Rd.

Sycamore

165 E. Plank Rd.

Wheeling

300 McHenry Rd.

