



PATIENTS SERVING PATIENTS

Since 1973

Report to the Community
2023-2024





Dear Friends:

As we commemorate our 50th year of unwavering service, I am filled with immense pride as I reflect on the achievements and progress we made throughout 2023. Despite the challenges we encountered, CompleteCare continued to excel, remaining steadfast in our mission to enrich lives by providing comprehensive, top-tier healthcare to every individual in every community we serve.

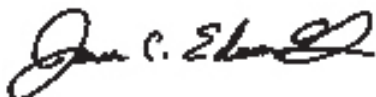
As we set sail into 2024, the prospect of surpassing the remarkable achievements of the previous year beckons us forward. I am delighted to share that in 2023, we expanded our capabilities with the addition of a new Mobile Medical unit to our fleet, enabling us to reach even the most vulnerable populations within our service area. Moreover, we solidified a partnership with the Rutgers School of Nursing–Camden (RSNC) to offer enhanced training opportunities for Nurse Practitioners (NPs). Additionally, the groundbreaking ceremony for our new Health center in Williamstown, NJ, stands as a significant milestone as we prepare to launch our inaugural Men’s Health center.

However, amidst our successes, there are challenges that require our attention. We have encountered unforeseen issues leading to the temporary closure of one of our Cape May County locations, as well as grappling with an IT security incident.

Looking ahead, our focus for 2024 is clear: to enhance our quality metrics and cultivate stronger partnerships within our communities. Your unwavering commitment to excellence remains pivotal as we work towards achieving these objectives and continue delivering exceptional care to those we serve. I extend my deepest gratitude for your dedication and professionalism, as together, we will overcome challenges and achieve great success.

As you delve into this annual report, you will witness the fruits of our labor in 2023. Our patient base grew by 3%, and overall visits increased by 6%, bringing us closer to our pre-COVID goals. Reflecting on our past accomplishments and envisioning the future, I am honored to stand alongside such exceptional healthcare professionals. Your hard work and dedication have laid the foundation for our success, and I eagerly anticipate celebrating our achievements together.

Warm regards,



J. CURTIS EDWARDS, PRESIDENT & CEO



Mission, Vision & Values

Mission Statement

To improve lives by providing convenient, comprehensive, high-quality healthcare to every person in every community we serve.

Vision Statement

CompleteCare Health Network will maintain its position as the leading community health center in the state and become a model for all other healthcare organizations to follow.

Board Officers

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Sandra Rodriguez

Executive Team

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AnnaMaria Rosado, CPCS | DIRECTOR OF MEDICAL STAFF SERVICES & RECRUITMENT

Robert Moran, MBA | DIRECTOR OF FACILITIES & CORPORATE COMPLIANCE

Darlene Clendaniel, RN | DIRECTOR OF NURSING

Myrna Cortes, MBA | DIRECTOR OF HUMAN RESOURCES

Lernell Williams | ASSOCIATE DIRECTOR OF NURSING

We will create and maintain a healthier community by:

- Anticipating and responding to the needs of our patients to reduce and eliminate health disparities.
- Collaborating with the community to provide accessible care.
- Creating a consistent and financially stable model of care.
- Maximizing technology to ensure an innovative and collaborative healthcare experience.
- Providing an exceptional working environment for staff to help attract top-notch employees and providers.

Values

- Accessibility
- Cultural Diversity
- Affordability
- Quality

By the Numbers:

19	HEALTH CENTERS
303	EMPLOYEES
55,944	PATIENTS IN 2023
260,881	PATIENT VISITS IN 2023



Services Include

- Addiction Services
- Behavioral Health
- Chiropractic Care
- COVID-19 Testing
- Dental
- Infectious Disease
- Nephrology
- Oncology/Hematology
- Pediatrics
- Podiatry
- Primary Care
- Telemedicine
- Women's Health
- Vascular Services



CompleteCare

WOMEN'S MEDICAL PROFESSIONALS



Our Patients

BY INCOME

- Unknown: **48%**
- 100% or Below: **32%**
- 101-150%: **9%**
- 151-200%: **7%**
- Above 200%: **4%**

BY AGE

- 18 and under: **31%**
- 19-34: **23%**
- 35-49: **21%**
- 50-64: **16%**
- 65 and up: **9%**

BY COUNTY

91% of our Patients reside in our service area

- Cape May: **9%**
- Cumberland: **68%**
- Gloucester: **14%**
- Atlantic: **2%**
- Camden: **3%**
- Salem: **3%**
- Other: less than **1%**

BY RACE

- Asian: **1%**
- American Indian/Alaska Native: **2%**
- Black/African American: **38%**
- White: **50%**
- Unreported: **9%**

BY ETHNICITY

- Hispanic/Latino: **45%**
- Non-Hispanic/Latino: **49%**
- Unreported: **6%**

BY SPECIAL POPULATION:

- People Living in Public Housing: **18,225**
- Veterans: **679**
- Homeless Individuals: **8,260**
- Migrant Agriculture worker & their family members: **5,579**
- Seasonal Agriculture worker & their family members: **4,534**
- School-Based Students: **2,173**

BY COVERAGE

- Uninsured: **15%**
- Medicaid: **62%**
- Medicare: **7%**
- Private Insurance: **16%**



2023 Highlights

SERVING THE UNDERSERVED

In 2023, CompleteCare experienced growth in serving various special populations. The agricultural and seasonal worker populations saw a 7% increase, while homeless patients increased by 10%. The number of veteran health center patients rose by 23%, public housing patients increased by 15%, and those seeking services in our school-based health centers surged by 28%. Additionally, our total patient count rose by 3%, and total visits increased by 6%.

ACCESSIBLE HEALTH CARE SERVICES

CCHN remains committed to enhancing accessibility to healthcare services. In 2023, CompleteCare introduced the Medical Mobile unit to our service area. This cutting-edge medical unit enables CCHN staff to reach underserved populations where they reside and work. Moreover, our outreach team utilizes the vehicle to promote services across our service area and provide healthcare services at community events, schools, churches, and other venues.

Ensuring our health centers maintain the highest standards of quality and aesthetics for our patients is a continual focus at CCHN. This year, we commenced the process of replacing two existing facilities with new and improved locations. CompleteCare Women's Medical Professionals in Bridgeton will relocate to Pearl Street, while CompleteCare Dental Professionals in Bridgeton will transition to a newly remodeled and updated center across the street.

These initiatives align with our commitment to providing accessible and high-quality healthcare services to all individuals in our communities.

BRIDGING THE HEALTH CARE SHORTAGE

Cumberland County, often regarded as New Jersey's poorest and least healthy county, is poised for positive change. Thanks to a substantial grant exceeding \$2.5 million awarded to the Rutgers School of Nursing–Camden (RSNC) by the Health Resources & Services Administration (HRSA), enhanced training opportunities will be available for Nurse Practitioners (NPs). These highly skilled NPs will utilize their expertise to serve the residents of Cumberland County.

Administered over a four-year period by RSNC, the HRSA grant will facilitate training for NP residents. These residents will fulfill their clinical requirements at primary care sites managed by CompleteCare Health Network. This initiative holds promise for improving healthcare access and outcomes in Cumberland County, marking a significant step towards addressing its longstanding health disparities.

IMPROVED TECHNOLOGY

2023 introduced additional technology to our operations. We brought forth Sage, a platform that allows us to assist patients with obtaining insurance through an online portal. We also rolled out Accushelf, a vaccine administration and inventory program.





LOOKING AHEAD: 2024 & BEYOND

OPENING THREE NEW FACILITIES

Ensuring top-notch quality and visual allure in our health centers remains a priority at CCHN. This year, we're set to upgrade two existing facilities with modernized replacements. CompleteCare Women's Medical Professionals in Bridgeton will relocate to Pearl Street, while CompleteCare Dental Professionals in Bridgeton will shift to a newly renovated center just across the street. Additionally, we're excited to announce the upcoming inauguration of our inaugural Men's Health Center in Williamstown, NJ. Stay tuned for exciting developments in Cape May County as we embark on a new construction project in 2024.



OPERATIONS

Operations for all clinical service lines will continue to leverage technology and training in 2024. We are continuing to automate and build upon the technological structure foundations of 2023. We are using lessons learned with 2023 launches to refine processes and generate better outcomes. Our teams continue to focus on standardization so that employee and patient experience are the same at all locations and throughout all departments. We will continue building on our training to ensure each team member is equipped with the skills and knowledge necessary to carry out our mission in every visit and interaction.



HRSA OPERATIONAL SITE VISIT

In 2024, the Health Resources and Services Administration (HRSA) will conduct its Operational Site Visit (OSV). This visit serves to assess and confirm CCHN's adherence to the statutory and regulatory requirements of our program. We plan to successfully demonstrate full compliance during this evaluation.





Foundation Board

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BOARD VICE-CHAIR

Erin Mendez

SECRETARY

Sandy Taylor

TREASURER

James Quinn

Joanne Gittone

Antwan McClellan

Gilbert Walter

Tracy Jenkins

Paul Thakkar

Foundation Director

Nico Rizzo

The Year Ahead

In 2024, the Foundation will continue to raise funds to support the following programs:

VET SMILES: a program which welcomes veterans to participate in CompleteCare Health Networks dental program free of charge.

BABY LOVE: Has been instrumental in improving the health outcomes of expectant mothers. Offering ongoing support and gifts to pregnant women throughout their pregnancies, encouraging them to prioritize their prenatal care.

HEALTH SOLUTIONS: The Health Solutions program provides kids access to health services by transporting children from local schools to medical and dental visits at CCHN health centers.

REACH OUT & READ: This initiative fosters early childhood literacy by distributing books to children between the ages of 6 months and 5 years during their check-up appointments at CCHN. It actively encourages both young patients and their parents to prioritize the act of reading together.



**2023
Funds Raised:**

\$135,000

TO LEARN MORE ABOUT THE FOUNDATION VISIT FOUNDATION.COMPLETECARENJ.ORG

Events

HANDBAG BINGO

Handbag Bingo will be held on May 10, 2024, at the Millville Elks Club in Millville. Join us for an evening of excitement, laughter, and the chance to win raffle prizes, a 50/50 and more. Handbag Bingo is a unique twist on the classic game, you will be playing for a chance to win twelve trendy and stylish handbags from renowned brands like Kate Spade, Michael Kors, Coach, Vera Bradley and more! It is the perfect opportunity to add some new fashion statements to your collection while enjoying a fun-filled evening with friends, co-workers, and fellow fashion enthusiasts.

CUMBERLAND COUNTY LEGENDS 2024

Legends 2024 will be held on May 31, 2024, at Merighi's Savoy Inn. Our annual event will honor local contributors Jane Christy, Jody Hirata & Nick Acevedo.

HALLOWEEN BONE RUN & WALK

The Foundation's annual Halloween Bone Run & Walk will be held on October 12, 2024, at Parvin State Park. Runners and walkers from across the country will participate in this fantastic fall event. A 5k run and one mile walk through the park will culminate with a health fair, awards, and cash prizes!



2023 Grant Funding

Grant Name	Funding Agency	2023 Funding Amount
Ryan White Part B	NJ Department of Health – Division of HIV, STD, & TB Services	\$617,851
HIV Services	NJ Department of Health – Division of HIV, STD, & TB Services	\$450,000
DHTS Opioid	State of New Jersey	\$102,500
School-Based Youth Services Program	Department of Children & Families	\$1,162,302
Health Information Exchange	Camden Coalition	\$50,000
COVID-19 Grant	Health Resources and Services Administration	\$546,156
Screen NJ	Rutgers Cancer Institute of NJ	\$55,000
330 Grant	Health Resources and Services Administration	\$8,326,868
COVID-19 Grant	Health Resources and Services Administration	\$144,665




CompleteCare
HEALTH NETWORK
**CompleteCare Health
Network Team of the Year**


CompleteCare
HEALTH NETWORK
**CompleteCare Health Network
Legacy Award 2023**
Vickie Haydak

HEALTH NETWORK
NEGOTIATOR OF THE
YEAR 2023

The Best of the Best

At the end of each year CompleteCare honors staff with awards. Many are voted on by their peers or by the staff at the Executive level.

Congratulations to our 2023 honorees!

EMPLOYEE OF THE YEAR:

Nicole Rizzo Maven

MEDICAL PROVIDER OF THE YEAR:

Michele Fortune, APN

DENTAL PROVIDER OF THE YEAR:

Ramon Raffucci, DMD

NURSE OF THE YEAR:

Jennifer Hann, LPN

ON-SITE CLINICAL STAFF PERSON(S)

OF THE YEAR:

Harkirtan Kaur

Omar Bravo-Martinez

SUPPORT STAFF PERSON

OF THE YEAR:

Idi Colon

FLOW STAFF PERSON(S)

OF THE YEAR :

Yvonne Mercado

Kamiya Jackson

INNOVATION AWARD:

Mobile Medical Unit

AXIS AWARD:

Shelly Yamasaki, APN

LEGACY AWARD:

Vickie Haydak

SILENT HERO(S):

Lawrence Oden

Amy Petersen

Lucy Gibson

Jeniffer Contreras

SPIRIT OF COMPLETECARE:

Daisy Martinez, RN

Laura Juarez

Justa Rivera

Suleika Rodriguez

CUSTOMER SERVICE STAR(S):

Jacob Cogen, MD

Noemy Echevarria

Betsy Agrippa

Lisa Bramante

TEAM PLAYER(S):

Nathan Tran, APN

Guadalupe Flores-Tapia

Luciano Vargas

Shirre Cephas, LPN

Kiara Rodgers



CompleteCare Health Network Locations



WELLNESS ON WHEELS MOBILE UNIT – DENTAL MEDICAL MOBILE UNIT – MEDICAL

Locations throughout
South Jersey

CUMBERLAND COUNTY

Bridgeton

Adult & Specialty
Medical Professionals
30 North Pearl Street
Bridgeton, NJ 08302

Kids' Corner
Broad Street School
251 West Broad St.
Bridgeton, NJ 08302

Pediatric & Family
Medical Professionals
265 Irving Ave.
Bridgeton, NJ 08302

Smile Center
105 Manheim Ave., Suite 11
Bridgeton, NJ 08302

Teen Center
Bridgeton High School
111 North West Ave.
Bridgeton, NJ 08302

Women's Medical Professionals
105 Manheim Ave., Suites 7-9
Bridgeton, NJ 08302

Millville

Medical & Dental Professionals
530 North High St.
Millville, NJ 08332

Newport

Kids' Center
Downe Township
Elementary School
220 Main St.
Newport, NJ 08345

Seabrook

Colt Connection
Cumberland Regional
High School
90 Silver Lake Rd.
Seabrook, NJ 08302

Vineland

RiteCare at Vineland ShopRite
1255 West Landis Ave.
Vineland, NJ 08360

Women's Medical Professionals
484 South Brewster Rd.
Vineland, NJ 08361

Vineland Health Campus
785 West Sherman Ave.
Vineland, NJ 08360

CompleteCare at Vineland
High School
3010 East Chestnut Street
Vineland, NJ 08361

GLOUCESTER COUNTY

Glassboro

Dental Professionals
335 North Delsea Dr.
Glassboro, NJ 08028

Medical Professionals
715 North Delsea Dr.
Glassboro, NJ 08028

Williamstown

CompleteCare
Men's and Family
Health Professionals
711 Marsha Ave.
Williamstown, NJ 08094



Woodbury

Family Medicine Center
75 West Red Bank Ave.
Woodbury, NJ 08096

CAPE MAY COUNTY

Wildwood

Medical & Dental Professionals
3700 New Jersey Ave.
Wildwood, NJ 08260

PHONE NUMBERS:

Cape May: 609-465-0258

Cumberland: 856-451-4700

Glassboro: 856-863-5720