We celebrated the opening of Neighborhood Health Center Riverside in 2022 with a ribbon cutting event during National Health Center Week.

In August 1987, 35 years ago, we opened our doors as a health center with the hope that people in Black Rock, Riverside, and across the west side of Buffalo would have more access to primary care. Health equity is what we strived for then, and continue to work toward today.

As an organization in 2022, we honed in on strategies to improve several clinical measures of care including childhood immunizations, depression screenings, and controlling high blood pressure. We achieved significant improvement in all of these measures over the course of the year.

Throughout all of our growth, we have remained a financially stable organization. The reductions in funding in 2022 led to the loss of New York State’s 408 pharmacy benefit. Fortunately, a pandemic-related funding make sustainability a challenge. Our fiscally responsible budget for 2023 maintains staffing levels and focuses on stabilization and growth within our current locations and services. Our greatest asset is our team. Everyone comes to work with an understanding of our mission. Through growth, change and an ongoing pandemic in 2022, our ambassadors continued to innovate and support each other while providing patients with kind, high quality, and compassionate care. Again this year, our patient focused board has provided the vision and guidance to ensure our success. Our ambassadors are also the reason Neighborhood was named “Best Places to Work” finalist for a second consecutive year. Thank you, team! We are committed to making Neighborhood an even better, healthier, and inclusive place to work through initiatives that include Diversity, Equity, Inclusion and Justice workshops, and offerings for employees on mental health.

Growth was a major theme in 2022 for Neighborhood Health Center in our health equity efforts. We added two new locations to increase access to care. Neighborhood Health Center Riverside at Niagara Street and Forest Avenue opened in June with the full complement of Neighborhood services. A bit further south on Niagara Street, Neighborhood Health Center Bridgeview opened in July to provide primary care in a partnership with Besselfield Behavioral Health at 1010 Niagara Street. Additionally, we broke ground in 2022 on an expansion at Neighborhood Health Center Mattina. The two-story addition will be completed in 2023 and will be home to a larger dental suite, expanded space for care coordination and management teams, and more space in general for both patients and staff. This growth is a response to the continued need for access to high quality healthcare, and the fact that we have outgrown the space in our established Buffalo sites.

Addressing the need for better access to care enables our focus on better health outcomes. As we reflect on the past year, we also celebrate 35 years. We’ve come a long way from our beginnings as the organization in 2022, we honed in on strategies to improve several clinical measures of care including childhood immunizations, depression screenings, and controlling high blood pressure. We achieved significant improvement in all of these measures over the course of the year.

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**BETTER CARE**

**Patient visits**
- 112,741

**Unique patients**
- 28,662

**Dental visits**
- 14,785

**Behavioral Health visits**
- 4,545

**Wellness visits**
- 3,948

**Podiatry visits**
- 4,810

**Babies delivered**
- 428

**Increase over prior year in prescriptions filled at Blasdell**
- 14%

**Increase over prior year in prescriptions filled at Mattina**
- +

**Opened new pharmacy at Riverway**

**WHO WE SERVE**

**PHARMACY**
- Project Homeless Connect
- Make Your Voice Heard
- Ambassadors in the Community

**INTEGRATED CARE**
- **PREGNANCY CARE**
- **Who we serve**
- **COVID-19 tests administered by Neighborhood Health Center**
- **COVID-19 vaccine doses given by Neighborhood Health Center**
- **Telehealth visits for Neighborhood Health Center patients, plus we served patients through 5,176 telephonic visits.**

**HEALTH EQUITY**

**Who we serve**
- A lack of housing, or unsafe housing, can negatively affect a person’s health.
- Neighborhood ambassadors participated in Project Homeless Connect at the Buffalo Convention Center.

**Make Your Voice Heard**
- Neighborhood partnered with the Stop the Violence Coalition during National Health Center Week to register community members to vote.

**Ambassadors in the Community**
- Neighborhood ambassadors participated in the Puerto Rican and Hispanic Day parade, as well as the Juneteenth and Pride parades.

**What our patients are saying**

“Coming here has genuinely renewed my faith that some doctors actually go into practice to help people. This was the best experience I’ve ever had in a doctor’s office and I’m really happy to be a patient here.”

“I’m 45 years old, and I’ve been going to the dentist my whole life. This place has definitely been my best experience. Easily the most efficient dentist I’ve ever been to. Thank you.”

**2022 PATIENT DEMOGRAPHIC DATA**

- **Race**
  - 35% Hispanic/Latino
  - 65% Non-Hispanic/Latino
  - 50% White

- **Ethnicity**
  - 7% Native Hawaiian or other Pacific Islander
  - 9% More than one race
  - 21% Black/African American
  - 7% Asian
  - 2% American Indian/Alaskan Native
  - 10% Unreported

**In 2022...**

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- **COVID-19 vaccine doses given by Neighborhood Health Center.**
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In 2022...
97% of patients received body mass index screenings and follow-up plans
95% of adult patients who use tobacco received cessation advice or interventions
91% of pediatric patients received weight assessments and counseling
90% of patients ages 12+ were screened for depression and received follow-up plans
86% of eligible patients were screened for cervical cancer
59% of eligible patients were screened for breast cancer
55% of eligible patients were screened for colorectal cancer

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- James Burruano, DPM, ABFAS, ACFAS, Chief Medical Administrator
- Stacy Dean, ANP-BC, MBA, Vice President of Clinical Operations
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- *Patient Board Members*
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  - Cory Mosgeller*
  - Kathy Banks*
  - Eric Brady
  - Shannon Bryant
  - Kusshood Haq*
  - Ryan Liddell
  - Dawn Mahn
  - Dan McCormick*
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Our Mission
Impactful healthcare provided by kind people so Western New Yorkers can achieve their dreams and goals.

What our patients are saying...
“I felt comfortable and at ease. The center was clean and welcoming. The intake receptionist was so sweet and caring. The medical assistants were very nice, and the nurse practitioner was awesome. She listened well and was very thorough.”