



# NORTH SIDE CHRISTIAN HEALTH CENTER

## CELEBRATING 30 YEARS of Excellent Patient Care







## WHAT NSCHC PATIENTS HAVE TO SAY...

At NSCHC, our providers, nurses, MAs, front office staff, and all of the support teams take great care of our patients' well-being. Patient Satisfaction is very important to all of us. A Patient Satisfaction Survey is available to all of our patients during their visits. Survey results have gone from an average of 4.4% at the beginning of the year to 18.7 percent.

*I have the most caring and compassionate doctor and nurse that anyone can ask for.*

*Keep up with the good work! God Bless.*

*My first visit here - overwhelmed with how kind and respectful everyone was. Brilliant job!*

*My whole family comes to North Side Christian. To me this place is priceless. Thank you to the entire staff.*

*I came here when I didn't have insurance. Now I do and I still come.*

*I love when you guys pray with me before I leave. You all really care and that means the world to me.*

*I have been coming here since I was a child and love the care that I receive so I started bringing my child.*

*I like the facility because the doctors actually helped and listened.*

*Thank you for the kind and hard work for the community*

*I really like the care here and how complete it is. I made NSCHC my primary care.*

*The staff was courteous and was concerned about my health in a positive way!*

*Calm and peaceful setting. Staff is professional and kind.*



## FROM THE CEO



When the health emergency was lifted this past May, there was a collective sigh of relief that the pandemic was finally over. Although it may be true that the world has moved on from Covid, its impact is still felt by those who lost someone, are still experiencing health impacts of the virus, missed significant education opportunities, and by those who lost their job and are still trying to find their footing. Many who were eligible for Medicaid during the pandemic, may find that they have been un-enrolled and no longer qualify. Others may have lost their insurance coverage when they became unemployed. North Side Christian Health Center (NSCHC) is ready to care for anyone who needs medical, dental or behavioral health care, regardless of ability to pay or life circumstances.

Supporting our neighbors and our patients on the Northside and the surrounding communities is not new for NSCHC. The Center was founded 30 years ago to fill a health care gap for those who had no access to insurance because they were unemployed or did not qualify (remember when pre-existing conditions excluded people from health insurance when they were most in need?). In 1993, three young physicians, Dr. Holt, Dr. Guy, and Dr. Wahrenberger created a health center for everyone, regardless of ability to pay, where whole-person care was provided with compassion and without judgement. Their vision became a reality and has touched thousands of lives.

NSCHC's focus is and will always be on caring and supporting our patients. For nearly two years, we have provided a satisfaction survey to every patient completing an appointment. While we love hearing how we have made a positive impact, we also take patient feedback to heart and are continuously working to improve access to services. For patients, this means less wait time to get an appointment and better continuity of care.

This year, NSCHC received recognition for its focus on patient care: NSCHC was certified by the National Committee on Quality Assurance as a Patient-Centered Medical Home. Recognition confirms that NSCHC has the tools and resources to provide its patients with the high-quality care at the right time. Michelle Saldutte, a therapist at NSCHC since 2020, was also recognized by the Pennsylvania Association of Community Health Centers with a "Patient Choice" award for her excellent patient care.

This fall, NSCHC celebrated 30 years of serving patients on the Northside. Regardless if you were able to attend the annual gala, we thank you for your engagement, your encouragement and your on-going partnership. Our mission, our facilities, and our services would not be possible without you.

*Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up. Galatians 6:9*

Bethany Blackburn, MBA  
Chief Executive Officer



**MICHELLE SALDUTTE**  
LCSW

Behavioral Health Therapist

## PATIENT CHOICE AWARD

**Michelle Saldutte** has been awarded the Patient Choice Award by the Pennsylvania Association of Community Health Centers (PACHC). Michelle was continually named by NSCHC patients as providing exceptional care as a therapist in the Behavioral Health Department. Her nomination to PACHC's annual award recognition was selected out of dozens of nominations from across the state.



# ORGANIZATIONAL DESCRIPTION

## MISSION

Motivated to live our Christian principles, the mission of the North Side Christian Health Center is to provide whole-person primary health care to underserved persons on the Northside and surrounding neighborhoods. We envision a community where people of all backgrounds are actively engaged in maintaining a healthy lifestyle.

## ORGANIZATION HISTORY

North Side Christian Health Center (NSCHC) was founded in 1993 when three physicians, Dr. Todd Wahrenbeger, Dr. Mark Guy and Dr. Daniel Holt, answered a spiritual call to live their Christian principles through healing work.



NSCHC Original Office - 620 East Ohio Street

One primary contributor to the early development of the health center was Allegheny Center Alliance Church. Additional supporters were Mercy Hospital, Global Links, and Ascension Church. PNC Bank provided a donated storefront on East Ohio Street, illustrating the true definition of a "community" health center. The interior modifications were made with help from contractors and church volunteers, converting the space into a functioning health center; by installing exam rooms, a lab, and offices. Initially, volunteers provided health services and office support. As the needs grew and the patient volume increased, physicians and support staff were employed to keep pace with the community demands.



NSCHC Northside Home - 816 Middle Street

In 2008, NSCHC became a Federally Qualified Health Center (FQHC), and moved to its current location at 816 Middle Street. In 2011, NSCHC established a dental clinic at the Middle Street office and in 2020 launched the Behavioral Health department; fulfilling the vision of providing whole-person care. Core services are provided at the main location at 816 Middle Street in the Northside of Pittsburgh, a federally designated Medically Underserved Area and health provider shortage area. A satellite office is located in the Northview Heights Housing Community. NSCHC is the only FQHC located in a public housing complex in the region.

Watch the impact of serving the community for 30 years.

[CLICK HERE](#)

Click the link with each article or visit [www.nschc.org/news](http://www.nschc.org/news) to read about the 2023 accomplishments for NSCHC.



Dr. Dallas Malzi named Chief Medical Officer

[READ MORE](#)



Reach Out and Read

[READ MORE](#)



\$3K raised at Highmark Walk for a Healthy Community

[READ MORE](#)



UPMC Pediatric Wellness Day

[READ MORE](#)



Employee Appreciation Awards

[READ MORE](#)



Wells of Refuge Conference

[READ MORE](#)



NSCHC Named a Patient-Centered Medical Home by NCQA

[READ MORE](#)



## SERVICE LINE UPDATES

NSCHC is a “one-stop” health center for patients’ primary and preventative care – offering primary care, dental services and behavioral health care to all ages. The three departments collaborate together to organize community integrated care days, provide referrals when a patient needs care in more than one department, and to deliver care for the mind, body, and spirit as envisioned when NSCHC was founded. Additionally, NSCHC continues to offer pharmacy consults and has expanded the social determinants of health program to address the social and economic needs of the patients.

### MEDICAL DEPARTMENT:

Family medicine physicians and the pediatrician provide care on the North Side and at Northview Heights. During 2023, Dr. Andrea Schaeffer joined the department and Dr. Dallas Malzi was named Chief Medical Officer. Notable activities and accomplishments include the following:



**NSCHC MEDICAL TEAM:**  
Dallas Malzi, MD, Chief Medical Officer,  
Kaylon Campbell, PA-C, Andrea Schaeffer, DO,  
Amy Hopper, CRNP, Anne Sproggell, MD,  
Nancy Park, MD (not pictured)

- The medical team now includes three family medicine physicians, one pediatrician, one nurse practitioner, and one physician assistant.
- The uninsured vaccine program expanded to include vaccines for flu, polio, tetanus, meningitis, pneumonia, hepatitis, measles, mumps, rubella and varicella.
- NSCHC Maintained the partnership with the Latino Community Center to provide family-centered care that is sensitive to the needs of immigrant and refugee patients in the community.
- Training and education for future community health care providers continues. Learners and trainees come from UPMC McKeesport, UPMC Shadyside, Children’s Hospital of Pittsburgh, University of Pittsburgh School of Medicine and Duquesne University.
- A focus has been to improve the partnership with the Greater Pittsburgh Community Food Bank to provide food boxes to families with food insecurity during their appointments.
- In 2023, hundreds of books were distributed to pediatric patients to encourage early childhood literacy through the Reach Out and Read program.

### DENTAL DEPARTMENT:

The dental department, completely renovated in 2020 and using state-of-the-art equipment, accepts commercial insurance, Medicaid and those individuals without insurance. Notable activities and accomplishments include the following:



**NSCHC DENTAL TEAM:**  
Dr. Lucia Covato, DMD, Chief Dental Officer,  
Lorenza Hois, PHDHP

- Provided integrated pediatric visits at both NSCHC locations: children may receive medical well visits and dental care on the same day.
- Cared for hundreds of refugees and non-English speaking immigrants.
- Hosted a “Dental Sealant Day” to bolster cavity prevention in children.

### BEHAVIORAL HEALTH DEPARTMENT:

The department, which opened in 2020, is comprised of a psychologist, licensed clinical social workers, and a licensed professional counselor (bi-lingual in Spanish). Patients may conduct their visits in person or virtually. Notable activities and accomplishments include the following:



**NSCHC BEHAVIORAL TEAM:**  
Hector Santos, LPC,  
Dr. Cathy Sigmund, Ph.D, CCTP, Chief Behavioral Health Officer,  
Michelle Saldutte, LCSW,  
Trey Ghee, LCSW (not pictured)

- Michelle Saldutte, LCSW, Behavioral Health Therapist was awarded the 2023 PACHC Patient Choice Award.
- Reconvened the annual conference addressing trauma and healing which was attended by approximately 150 professionals and community partners and featured local and global panelists.
- Partnered with AHEC to staff a Behavioral Health Specialist/Community Liaison position onsite at Light of Life to assist with coordinating community based mental health services among those with housing vulnerabilities.



## NSCHC BOARD

**President**  
AARON ALDRICH

**Vice President**  
DEBORAH DONOVAN

**Secretary**  
CHRIS ROSSELOT

**Members**  
STEPHEN BAILEY M.D.  
MARC A. CAMMARATA  
DR. DAPHNE CURGES  
LEAH WILLIAMS DUNCAN  
CHANTE FAULK  
LESLIE HAWTHORNE  
WILLIAM HOLMAN  
MOUNTAGA LY  
ANNETTE MICH  
IMRAN QADEER M.D.

## NSCHC LEADERSHIP

**Chief Executive Officer**  
BETHANY BLACKBURN

**Chief Operations Officer**  
CARILYNN COULTER

**Chief Dental Officer**  
DR. LUCIA COVATO

**Chief Medical Officer**  
DR. DALLAS MALZI

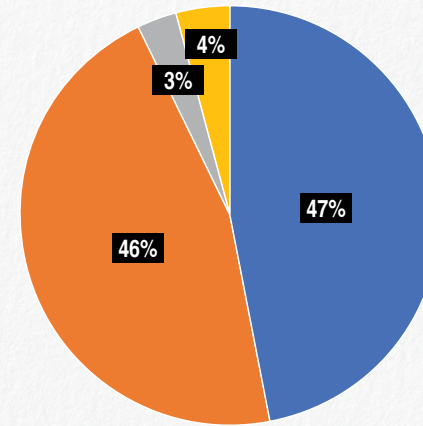
**Chief Behavioral Health Officer**  
DR. CATHY SIGMUND

**Human Resources Director**  
TESHA ELLISON

**Finance Director**  
WINTER EPPS

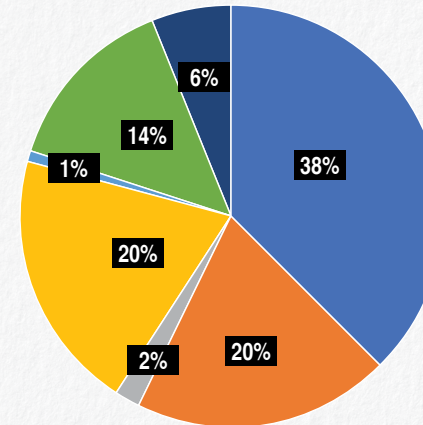
**Development Director**  
BOB MCGROGAN

## NSCHC BY THE NUMBERS - FY23



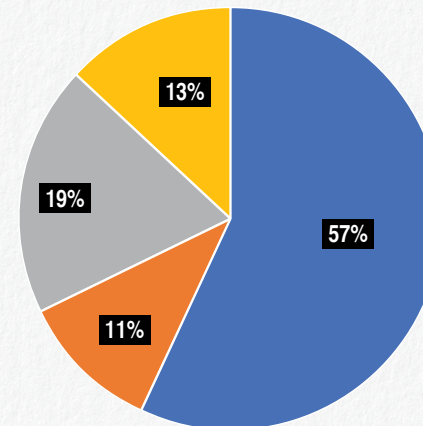
### REVENUE SOURCES

- Patient Revenue
- Grants
- Donations & Contributions
- Other Revenue (quality, 340, investments, etc.)



### EXPENSES

- Compensation & Benefits - Clinical
- Compensation & Benefits - Administrative
- Development & Outreach
- General Operating Expenses
- Professional Development, Travel, Meetings
- Uncompensated Care
- Facility Expenses



### PAYOR MIX

- Medicaid
- Medicare
- Commercial
- Uninsured/Self-Pay\*

\*As a Federally Qualified Health Care Center (FQHC), all services are available on a sliding fee scale to income eligible persons.





## THANK YOU TO OUR FOUNDERS

NSCHC was founded in 1993 when three physicians, Dr. Mark Guy, Dr. Todd Wahrenberger, and Dr. Daniel Holt, answered a spiritual call to live their Christian principles through healing work. We are grateful for the vision of these three doctors to bring whole-person care to the Northside and surrounding neighbors. Their mission is the reason NSCHC has been able to deliver excellent patient care for 30 years. Thank you.



NSCHC Founders Accepting Awards at 30th Anniversary Celebration  
Aaron Aldrich, Board of Directors President, Dr. Todd Wahrenberger, Dr. Mark Guy, Dr. Daniel Holt, Bethany Blackburn, CEO

## 30TH ANNIVERSARY CELEBRATION



NSCHC celebrated the 30th anniversary of serving the Northside and surrounding neighborhoods on Friday, October 27th at The Priory Grand Hall. The evening began with a VIP reception hosted by the founding physicians, Dr. Todd Wahrenberger, Dr. Mark Guy, and Dr. Daniel Holt, who also served as Honorary Chairs.

"This annual fundraiser gala to honor the founders of NSCHC has been the most successful benefit to date," said NSCHC CEO Bethany Blackburn.

The founders were presented with proclamations from Mayor Ed Gainey and County Executive Rich Fitzgerald, naming Friday, October 27, 2023 NSCHC 30th Anniversary Day in the City and the County. "They marked this milestone and acknowledged the tremendous service NSCHC offers to the community, providing health care for anyone regardless of insurance status and ability to pay," explained Blackburn.



## OUR PARTNERS IN CARE

- ACTS Institute
- Adagio Health
- Allegheny Center Alliance Church
- Allegheny General Hospital
- Allegheny County Health Department
- Blessing Board
- City of Pittsburgh Office of the Mayor
- Center for Inclusion Health
- Chatham University
- Duquesne University
- EMBRACE
- Global Links
- Housing Authority City of Pittsburgh
- Latin Community Center
- Light of Life
- Macedonia FACE
- Mission Vision
- North Side/Shore Chamber of Commerce
- PA Department of Health
- Pennsylvania Association of Community Health Workers (PACHC)
- Project Destiny
- Pittsburgh Community Food Bank
- PNC Foundation
- The Food Trust
- Three Rivers Alliance of Community Health Centers (TRACHC)\*
- UPMC
- YMCA

*\*TRACHC is comprised of the federally qualified health centers of Western PA: Centerville Clinics; Cornerstone Care; Community Health Clinic; East Liberty Family Health Care Center; Metro Community Health Center; North Side Christian Health Services; Primary Care Health Services; Squirrel Hill Health Center; Sto-Rox Family Health Center*

## NEW HIRES FOR 2023



**HECTOR SANTOS**  
MA, LPC, CATP, NCC  
Behavioral Health Therapist  
Geneva College



**DR. ANDREA SCHAEFFER**  
Family Medicine  
Philadelphia College  
of Osteopathic Medicine

## FOUNDATION & CORPORATE SUPPORT

ABM. Building Value  
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Buhl Foundation  
CTR Employee Management Services, Inc  
Eden Hall Foundation  
Grossman Yanak & Ford LLP  
Henry Schein, Inc.  
Highmark Blue Cross Blue Shield  
Highmark Foundation  
Highmark Health – Allegheny Health Network  
Highmark Wholecare  
Housing Authority of the City of Pittsburgh  
Light of Life Rescue Mission  
McCune Foundation  
Non Profit Talent  
PC Doctor Inc  
PNC Charitable Trust  
Priory Hospitality Group  
The Wilson Group  
TK Elevator  
TulaBooks  
UPMC Health Plan



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