



# IMPACT REPORT

## 2024



Transforming Lives in Our Community



## MISSION

To advance the health of our community by providing inclusive, high-quality and compassionate care.

## VISION

Compassionate quality care for a healthy community.

## VALUES

**Respect** - We treat everyone with courtesy and dignity.

**Compassion** - We care for our patients with empathy and understanding.

**Integrity** - We adhere to the highest standards of professionalism, ethics and personal responsibility.

**Quality** - We challenge ourselves every day to achieve excellence in care and service for our patients.

**Collaboration** - We gain success through teamwork and partnerships.

**Appreciation** - We value the contributions of employees, volunteers and community partners in achieving our mission.

**Diversity** - We embrace an inclusive environment where all people feel welcomed and appreciated.

**Fiscal Responsibility** - We are good stewards of the financial resources entrusted to us.

*We are honored to serve our community with comprehensive, affordable care – addressing diverse health needs and empowering individuals and families to lead healthier lives.*



# A Year of Transformation

The past year has been transformative for Sadler Health Center, marked by progress and a profound, lasting impact on our community. A key milestone in our growth was getting the new West Shore Center fully operational in 2024, enabling us to better meet the rising demand for accessible and convenient care. This one-of-a-kind facility embodies our medical mall model, offering a wide range of services – including medical, dental, behavioral health, vision, pharmacy, lab work and Express Care – all under one roof. In its first full year, the West Shore Center served 4,852 patients and offered 13,355 visits, connecting individuals and families with the care and resources needed to improve their health and well-being.

In line with our commitment to centering Sadler's work around patients, we expanded efforts to address social determinants of health. Community Health Workers and Insurance Enrollment Specialists helped 2,563 patients navigate insurance eligibility, food security, housing, transportation and other critical needs.

Fueled by this growth, more than 12,200 patients made over 46,300 visits to Sadler Health Center, both in-person and via telehealth. To better serve both new and existing patients, we introduced an online registration and scheduling system that streamlines onboarding and simplifies appointment management. We also introduced Cumberland County's first Express Care with a sliding fee scale, providing affordable urgent care services without higher copays. Open to all, we welcome patients from 7 a.m. to 7 p.m., Monday through Friday, regardless of ability to pay. This program enabled many underserved patients to avoid unnecessary emergency department visits and long waits while still receiving high-quality care and attention.

This year, our focus on development and community engagement deepened. The generous gifts we received from individuals and organizations in 2024 helped make our mission possible. We are profoundly grateful for this support as every donation allows us to sustain vital programs, invest in staff development and continue making a lasting difference.

We are honored to serve our community with comprehensive, affordable care – addressing diverse health needs and empowering individuals and families to lead healthier lives. Sadler's team of talented, mission-oriented and compassionate providers, staff and board members remain steadfast in our commitment to building healthier, happier communities, one patient at a time.

Thank you for your continued support in helping us fulfill our mission and transform lives.

With gratitude,



Manal El Harrak  
CEO



Michael Wolf  
Chair of the Board of Directors

## Board of Directors

**Michael Wolf**, Chair  
**Jane Burke**, Vice Chair  
**Paul Krone**, Treasurer  
**Rosemary Backer**, Secretary

**Ayanna Byers**  
**Sarah Cox**  
**Chuck Crone**  
**Patricia Holby**

**Keith Kitzmiller**  
**Dr. Greg Lewis**  
**Taryn Smith**  
**Ashley Williams**

## Senior Leadership Team

**Manal El Harrak**, CEO

**Carl Roper**, COO

**Rhonda Stum**, CFO

**Sunczerai Kushitua**, DMD,  
Director of Dental Services

**Marcie Mason**,  
Director of Human Resources

**Colin McCready**,  
Director of Quality and Risk Management

**Steven McCue**, LCSW,  
Director of Behavioral Health

**Laurel Spagnolo**,  
Director of Development & Community  
Engagement

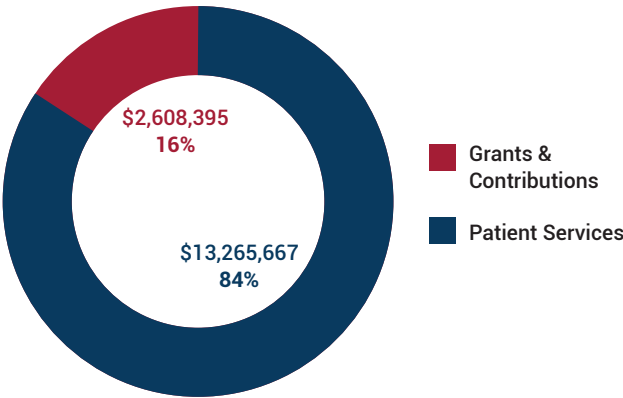
**Katrina Thoma**, CPNP-PC DPH,  
Director of Medical Services



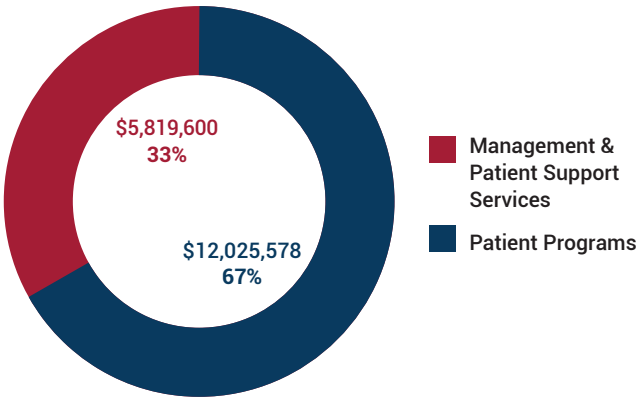
MEASURING OUR  
**IMPACT**

TOTAL PATIENTS	TOTAL VISITS
12,293	46,312

TOTAL REVENUES - \$15,874,062



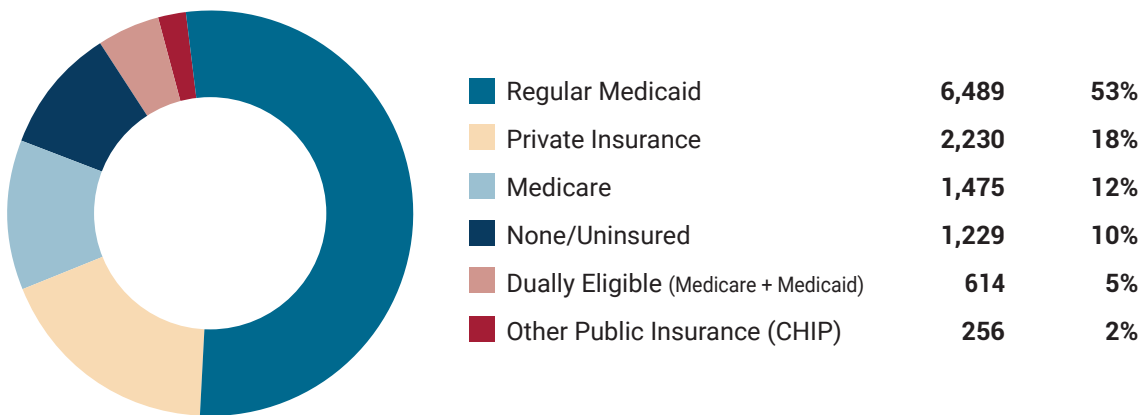
TOTAL EXPENDITURES - \$17,845,178







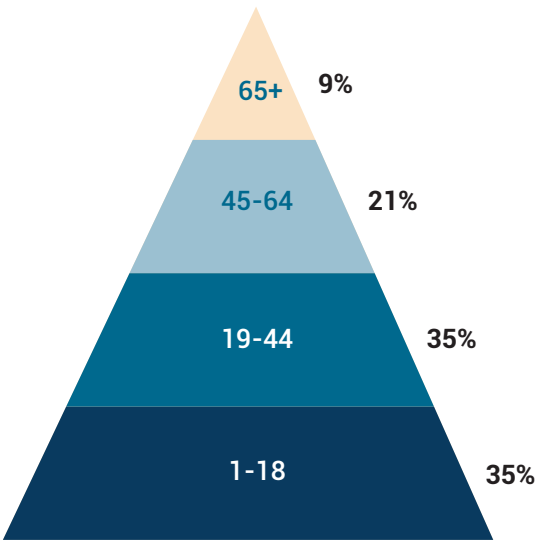
BY INSURANCE COVERAGE



BY RACE

White	7,941	65%
Black/African American	2,034	17%
Other Asian	1,159	9%
Unreported	760	6%
More Than One Race	283	2%
Asian Indian	42	<1%
American Indian/Native Alaskan	39	<1%
Other Pacific Islander	27	<1%
Samoan	5	<1%
Fillipino	2	<1%
Native Hawaiian	1	<1%

BY AGE



## 5-STAR CARE & SERVICE



"I'm extremely grateful they opened this wonderful medical one-stop shop. I finally found an amazing general practitioner. The staff here is friendly and welcoming. I also use the optometrist – he and his staff are top notch. Same with dental. I couldn't be happier with my choice of Sadler in Mechanicsburg!"

*Nicole*



"I had to come to this facility (Sadler in Mechanicsburg) on a stretcher due to a broken leg. They were wonderful, and the doctor was so awesome! I've been recommending them to everyone!"

*Tamara*



"The front desk in main triage was so sweet to me, as I didn't know quite where to go my first time. When I found dental, they were all so pleasant and happy. They were very compassionate about my needs and so gentle and kind. I truly appreciate their manners!"

*Lynn*



"I've been a patient of Sadler Health Center for over 15 years. I've always had a good patient-doctor relationship and have never once tried to go anywhere else. I will always be a patient of Sadler Health!"

*Valerie*



"Wonderful experience at Sadler! They treat you like a human. The sign-up process was guided, and the MA and doctor made us feel like individuals. Thank you!"

*Kabir*



"The doctor and staff do an excellent job of explaining the procedures and minimizing discomfort. They have my full trust."

*Thomas*



\*Patient names and photos have been altered for privacy.



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