



Hamilton
Community
Health
Network

2024 IMPACT REPORT

YOUR HOME FOR HEALTH CARE



YOUR HOME FOR HEALTH CARE

Since 1983, Hamilton Community Health Network has served as the home for affordable, compassionate healthcare for thousands of area residents. Hamilton is a federally qualified health center (FQHC) and patient-centered medical home offering a comprehensive array of healthcare services throughout Genesee and Lapeer counties, plus the Whitmore Lake area. Our dedicated team of over 200 health professionals includes more than 40 providers specializing in primary care and family medicine, pediatrics, obstetrics and gynecology, oral health, podiatry, behavioral health and vision. We are committed to providing care to everyone, regardless of their ability to pay, truly making Hamilton the region's home for HEALTH care.



A YEAR OF GROWTH AND TRANSFORMATION

It is with great pride that I present the 2024 Community Impact Report for Hamilton Community Health Network. As the largest federally qualified health center (FQHC) in our area, we remain deeply committed to providing accessible, high-quality healthcare to the communities we serve. On behalf of our team, I'm excited to share the progress we've made this past year in advancing our mission and improving the health and well-being of those who rely on us.

2024 has been a year of growth and transformation. Our dedicated healthcare professionals have worked tirelessly to expand and refine our services, reaching even more individuals in need across a variety of care areas. We've opened a new clinic in our growing service area, strengthened preventive care initiatives, and implemented innovative approaches aimed at enhancing health outcomes for our community.

At Hamilton, we understand that health is more than just clinical care; it's about empowering individuals to take charge of their own well-being. Through a variety of outreach initiatives, health education programs, and partnerships with local organizations, we've been actively working to engage our community and support positive mental and physical health. The community feedback and increasing participation in these programs reflect the success of our efforts.

These achievements would not be possible without the steadfast support of our community, our dedicated staff, and the collaborative efforts of our board members. I want to express my deepest gratitude to everyone who has contributed to making Hamilton Community Health Network a trusted provider of healthcare.

As we reflect on 2024, we are proud of the strides we've made and the impact we've had. We remain focused on our mission to provide accessible, compassionate, and high-quality healthcare to all. Thank you for your ongoing trust and support as we continue this important work together.

Sincerely,

Clarence R. Pierce

Chief Executive Officer

Through a variety of outreach initiatives, health education programs, and partnerships with local organizations, we've been actively working to engage our community and support positive mental and physical health.





WE CAN SEE YOU NOW

Hamilton Community Health Network is a community health center that functions using a patient-centered medical home approach. In 2024, we worked diligently to increase the delivery of accessible and affordable healthcare in the communities we serve.

“Access to primary care is the cornerstone of a healthy community,” commented Clarence Pierce, CEO. “At Hamilton, we are committed to being there for our patients when they need us most, providing compassionate care to anyone who is in need.”

One of the main reasons patients delay treatment is the lack of convenient options and timely availability for appointments. To help alleviate this, Hamilton re-launched walk-in appointments at our medical clinics. It had been since the 2020 COVID-19 pandemic since we had the capacity to provide specific hours for walk-in appointments available. Now patients with an urgent need can have an opportunity for increased access during walk-in hours, giving patients greater flexibility to seek care without an appointment when something unexpected impacts their health.

IN 2024, HAMILTON RE-LAUNCHED WALK-IN APPOINTMENTS AT OUR MEDICAL CLINICS.



“When you’re a patient at Hamilton, seeing your primary care provider or another member of our team ensures smooth and continuous care,” explained Pierce. “In contrast, when you visit an urgent care or emergency room, the staff often don’t have access to your medical history or personal details. That’s why it’s important for us to ensure we’re available to treat our patients when they need care.”

Additionally, we expanded our telehealth services, reducing barriers such as transportation and scheduling conflicts for our patients. These initiatives have significantly improved our ability to serve the community, offering timely care and addressing health concerns before they escalate.



“Access to primary care is the cornerstone of a healthy community. At Hamilton, we are committed to being there for our patients when they need us most, providing compassionate care to anyone who is in need.”

Clarence Pierce, CEO
Hamilton Community Health Network



CARE FOR OUR YOUNGEST PATIENTS

At Hamilton, we are proud to provide exceptional care for our youngest patients, supporting families as they navigate the early stages of their children's health and development.

One such patient is Mazi King, who has been under the care of Dr. Maria Bernabe, one of Hamilton's pediatricians, since his birth. His mother, Marlyncia, first became part of the Hamilton family when she chose our obstetrics program for her care during her pregnancy. Today, Mazi receives ongoing pediatric care from Dr. Bernabe at our Main Clinic.

From routine childhood vaccinations to treating common illnesses like summer colds, our pediatricians work tirelessly to provide comprehensive, compassionate care for children of all ages. "I enjoy working with my patients and their parents," said Dr. Bernabe. "I know raising a young child can be worrisome at times, so we work together to make important decisions about the child's care, ensuring they grow up healthy and strong."

Hamilton's Pediatric program has become a cornerstone of our healthcare services, offering

families a trusted and supportive environment from early childhood health and developmental needs to the child's 18th birthday. Our commitment to providing top-notch pediatric care allows us to play an integral role in the health and well-being of the next generation.

We are honored to serve our youngest patients and their families, and we look forward to continuing to support them as they grow and thrive.



"I enjoy working with my patients and their parents. I know raising a young child can be worrisome at times, so we work together to make important decisions about the child's care, ensuring they grow up healthy and strong."

Maria Bernabe, MD, Pediatrician



YOUR MENTAL WELLNESS

2024 Highlights

Veteran Care: The partnership with the Department of Veteran Services has enabled us to serve over 250 veterans with primary care and behavioral health appointments, exemplifying the effectiveness of rapid response.

Outreach: Over 150 people joined our free open discussions on behavioral health each month.

SUD Services: 1,379 substance use disorder visits for Hamilton patients seeking to overcome the impact of addiction.

Our Behavioral Health Department is a critical component of Hamilton's integrated care model. The team, led by Albert Ujkaj, MBA, LMSW, has developed an integrated care strategy with our primary care providers, ensuring patients receive holistic care tailored to their individual needs.

The collaboration has led to improved patient outcomes, and an increased sense of trust between providers and patients. "By embedding behavioral health professionals within our primary care framework, we deliver a unified approach to treating both mind and body," explained Ujkaj.



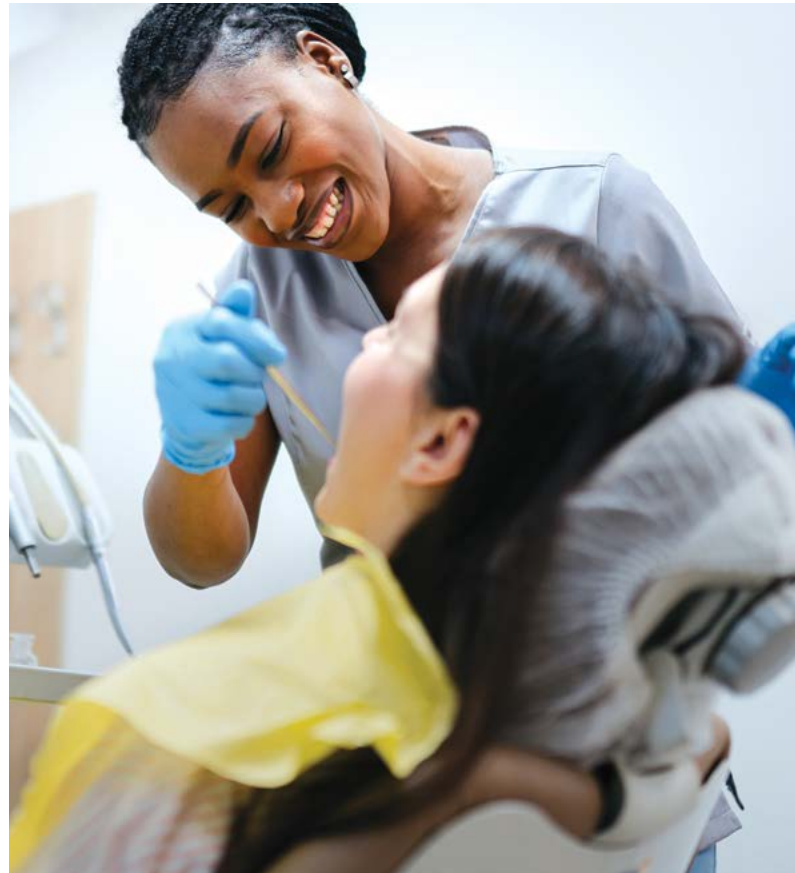
Albert Ujkaj MBA, LMSW

ALL SMILES IN HAMILTON'S DENTAL CLINICS

Throughout 2024, there was a high demand for our dental services, demonstrating the critical need for accessible oral health care in our community. Our dental team continued to maintain high standards of care while accommodating increasing patient volumes.

We were pleased to host the Commission on Dental Accreditation (CODA) in the fall who completed an evaluation on every aspect of our dental practice, from patient care and safety to staff qualifications and facility standards. After the two-day evaluation, we received the highest score possible and high praise from CODA.

We remain committed to continuing a culture of excellence while providing oral health in our community. As we look ahead, the future of our dental services shines brighter than ever, and we are proud to play a role in building a healthier, happier community — one smile at a time.



Hamilton Community Health Network offers dental services at three locations:

Dental Burton: G-3375 S. Saginaw St., Burton

Dental Main: 2900 N. Saginaw St., Flint

Dental North: 5399 N. Saginaw St., Flint

PRESCRIPTION SAVINGS LEAD TO ADDITIONAL SERVICES

In 2024, we saw closings of chain pharmacies across the nation and in our own community. As patients lost access to getting vital medication, Hamilton's pharmacies were able to step in and deliver the medications so many rely on.

Ensuring prescription drugs are readily available, Hamilton works to access affordable medications, streamline patient services, and address care gaps. We can address these gaps due in part to the federal 340B Drug Pricing Program which enables community health centers to purchase medications at discounted prices. The savings generated through 340B are then reinvested into other Hamilton services, including our behavioral health program, community vaccination efforts, care for uninsured patients, and our



57,596
PRESCRIPTIONS
FILLED 2024

sliding fee scale to ensure anyone can receive care, regardless of ability to pay.

"Our goal is to ensure that every community member has reliable access to the care and the medications they need for their health and well-being," said Cynthia Bolden-Howard, Pharmacist at our Main Pharmacy. "Thanks to the 340B program, we can continue meeting the growing needs of our community and ensure that medications remain accessible and affordable to all."

HAMILTON PHARMACY HOURS

Burton Pharmacy

G-3375 S. Saginaw Street
Burton, MI 48529
Monday-Friday
8:00AM-5:00PM

Main Pharmacy

2900 N. Saginaw Street
Flint, MI 48505
Monday-Friday
8:30AM-5:00PM*

*Closed daily from
12:30 PM-1:30 PM for lunch



ACCESS TO SPECIALTY CARE IN A PRIMARY CARE SETTING

Specialty care services at Hamilton include podiatry, optometry, and obstetrics care. In addition to these services, we are proud to host the University of Michigan Health System physicians and specialists at our Main Clinic monthly. Hamilton patients who need to be treated for specialty care needs related to gynecology, breast health, and urology can access world-class care right here in their own community.

By offering specialty care in our primary care setting, we make it easier for patients to receive the care they need. Many patients have expressed how vital this accessible, in-house specialty care is. Without it, they would have struggled to get the healthcare they require, with some even facing the possibility of going without care altogether.

“The success of this collaboration between Hamilton and University of Michigan Health highlights the power of partnerships in transforming healthcare delivery,” said Michael Giacalone, Jr., MD, Chief Medical Officer.



Specialty Services include:

Podiatry Services: Hamilton providers Dr. Reema Naman and Dr. Sarah Pope specialize in the diagnosis, treatment, and prevention of foot, ankle, and lower limb conditions to help patients maintain mobility and overall health.

Urology Services: Hamilton’s most in-demand UM specialty service. Urologists provide expert care for patients experiencing issues with their bladder, kidney or any urological function.

Mobile Mammography: The Rogel Cancer Center’s Mobile Mammogram Unit brings University of Michigan Health System technology directly to Hamilton, offering vital screenings without requiring patients to travel.

Women’s Health: University of Michigan Health’s gynecology team treats many issues ranging from pelvic pain, endometriosis, fibroids, and more. The specialists also perform minor surgical procedures.

Breast Health: Hamilton patients can receive care for all breast-related needs, including preventative care, diagnostic evaluations, and treatment for breast cancer and other conditions.

Podiatry Services at our North Pointe and Burton Clinics provided by:



Dr. Sarah Pope, DPM



Dr. Reema Naman, DPM

ANSWERING THE NEED FOR NEW PROVIDERS

Hamilton Community Health Network plays a vital role in our community's healthcare system, providing care to nearly 23,000 patients in 2024. In fact, community health centers like Hamilton provide care to 1 in every 11 Americans, demonstrating the necessity to provide care to anyone regardless of ability to pay.

Across the country and even locally we have heard the experiences with long wait times and appointment shortages. To help relieve the system, Hamilton recognizes the need for more providers in all areas of the healthcare system. That is why we welcomed over 80 residents and students in 2024 to train at our clinics in several areas including Physician Assistants, Psychiatric Nurse Practitioners, Dental Assistants, Social Workers, and Medical Assistants. We also welcomed college interns and local students, exposing them to the work of community health centers and community medicine.

Hamilton collaborates with the University of Michigan School of Medicine, New York Langone Dental residency program, the University of

Michigan-Flint, and the University of Michigan School of Nursing to provide hands-on training and real-world experience in the student's field. Our clinicians offer a dynamic learning environment where students and residents gain valuable exposure to diverse patient populations, complex cases, and integrated care models. These opportunities prepare them to deliver compassionate, patient-centered care while emphasizing the importance of health equity and community-focused healthcare.

"As a teaching facility, we are not only caring for today's patients but also investing in tomorrow's caregivers," said Michael Giacalone, Jr., MD, Chief Medical Officer. "Our commitment to education ensures that the next generation of providers are well-equipped to meet the evolving needs of the communities we serve."

By training and empowering future providers, Hamilton is not only improving access to care now but also shaping the future of healthcare. Together, we are building a stronger, healthier community for generations to come.



As a teaching facility, we are not only caring for today's patients but also investing in tomorrow's caregivers. Our commitment to education ensures that the next generation of providers are well-equipped to meet the evolving needs of the communities we serve."

Michael Giacalone, Jr., MD, Chief Medical Officer

From Student to Provider

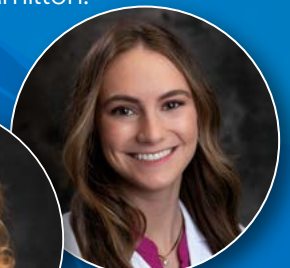
These medical students chose to begin their careers at Hamilton.



Zachary McKenzie, PA



Amy Wulke, DNP-FNP



Cassidy Tucker, PA-C

EXPANDING CARE

HAMILTON-WHITMORE LAKE CLINIC

On September 13, 2024, we proudly hosted the grand opening of our new clinic, Hamilton-Whitmore Lake Clinic, while celebrating alongside many of our community partners and friends.

The clinic is a true representation of community partners working together to solve a need in the community, in this case — access to local healthcare. For a decade or more, the Whitmore Lake community was forced to travel outside of the community, usually to Ann Arbor or Brighton, for healthcare services. But for many residents, this led to delaying care or going without due to lack of transportation. Now, with the opening of the Hamilton-Whitmore Lake Clinic, residents have convenient access to affordable, high-quality primary care and behavioral health services for all ages.

Since our opening, we have been welcomed warmly by the Whitmore Lake community and have already established meaningful



relationships with residents and local organizations. Our goal is to continue building on this foundation, furthering our mission to make healthcare accessible for all.

We look forward to growing alongside the community and expanding our services to meet its needs. A special thank you goes to our partners, Whitmore Lake Area Human Services and the University of Michigan School of Nursing, who were instrumental in making this clinic possible.



Since our opening, we have been welcomed warmly by the Whitmore Lake community and have already established meaningful relationships with residents and local organizations.

YOUR CARE **BEYOND THE CLINIC**

Here at Hamilton Community Health Network, we encompass a range of enabling services, which are non-clinical support services designed to actively remove barriers to healthcare access for patients. These Enabling Services include translation and interpretation services, help with homelessness, health education, insurance enrollment assistance, community health worker resource navigation support, and community outreach programs such as vaccine clinic pop-ups. These enabling services help patients navigate the healthcare system and improve their overall health.



Hamilton is more than a doctor. Thanks to them, I found a place to live and a job that I've been at for a year. I now have food security and healthcare.”

Anthony, Hamilton patient

A few of our efforts included:

- **Delivering insurance enrollment assistance** during the state-wide Medicaid Redetermination, helping thousands of individuals maintain or regain healthcare coverage.
- **Offering community vaccine clinics** throughout our communities, providing flu and COVID vaccines to underserved neighborhoods, protecting public health and improving access to preventive care.
- **Our growing Homeless Outreach** program led to a notable increase in access to health care, dental, and behavioral health services for those who were struggling with stable housing.

2024 was filled with intentional strategies to break down barriers and empower individuals to take charge of their well-being. By addressing the non-clinical factors that influence an individual's health, Hamilton created pathways for a healthier community.



2,018

**ASSISTS WITH OBTAINING
INSURANCE COVERAGE**



202

COMMUNITY EVENTS



71

**COMMUNITY
VACCINE EVENTS**

**221 VACCINES PROVIDED
TO THE COMMUNITY**

POWER OF PARTNERSHIP

We are proud to be part of vibrant communities like Flint, Clio, Lapeer, Burton, and Whitmore Lake. Because our local businesses and organizations support our mission of delivering accessible, high-quality healthcare we are able to reach more community members and make an even larger impact. Thank you to all our partners, friends and supporters who lift us up to do the incredible work of a community health center. Your support in 2024, and every year, is integral in making our mission a reality. Our work is made possible by many incredible partners, including those listed below. We are grateful that our network of support undoubtedly extends even further.



Our Community Partners

Al Serra*
 Asbury Methodist Church
 Bethel United Methodist Church
 Berston Field House
 Blue Cross Blue Shield*
 Blue Cross Complete*
 Brennan Senior Center
 Carriage Town Ministries
 Catholic Charities/Center for Hope
 Clio Safety Net Store*
 Common Health Care Alliance*
 Communities First
 Community Church of God
 Crime Stoppers of Genesee County
 Crossover Outreach
 Davis Phinney Foundation for Parkinsons
 Dort Financial Credit Union*
 Eastside Mission
 ELGA Credit Union*

Ennis Center*
 Flint Community Schools
 Food Bank of Eastern Michigan
 Genesee County Commission on Aging
 Genesee County Health Department
 Genesee Health Plan*
 Goyette*
 Greater Flint Health Coalition*
 Greater Holy Temple
 HAP Caresource*
 Hasselbring Senior Center
 Holy Redeemer
 LatinX
 Lapeer Community Schools
 Lapeer Senior Coalition
 Macedonia Missionary Baptist Church
 Mass Transportation Authority*
 McLaren Health Plan*
 Meridian*
 Michigan Parkinsons Foundation


Michigan Primary Care Association*
 Molina Healthcare of Michigan*
 My Brother's Keeper
 National Heritage Academies*
 North End Soup Kitchen
 Saginaw Bay Underwriters*
 Salvation Army
 St. Luke's New Life Center
 Sylvester Broom Empowerment Academy
 The Links, Flint Chapter
 The Refuge Temple
 Total Life Prosperity
 United Health Care*
 United Way of Genesee County*
 Valley Area Agency on Aging
 Whitmore Lake Area Human Services
 Whitmore Lake Schools
 YWCA

*Provided financial support in 2024

MAKING A **HEALTHY IMPACT**

22,791
TOTAL PATIENTS 

101,823
TOTAL VISITS 

 **75,732**
MEDICAL VISITS

 **9,842**
DENTAL VISITS

11,781
MENTAL HEALTH VISITS 

1,379
SUBSTANCE USE
DISORDER VISITS 

 **1,956**
VISION VISITS

 **1,133**
PODIATRY VISITS

 **57,596**
PRESCRIPTIONS
FILLED

Note: All patient service data included in this community impact report is sourced from Hamilton's calendar year 2024 Uniform Data System (UDS).

OUR SERVICE AREA

Hamilton Community Health Network currently operates nine clinics throughout Genesee and Lapeer counties, Whitmore Lake and surrounding areas. Each clinic is conveniently located near public transportation, creating a healthcare experience that is easy to access for everyone. Locations are open from 8:30AM to 5:00PM Monday through Friday.



8
MAIN CLINIC
2900 N. Saginaw St.
Flint, MI 48505
Phone: 810.406.4246



2
BURTON CLINIC
G-3375 S. Saginaw St.
Flint, MI 48529
Phone: 810.406.4246



1
ADMINISTRATIVE OFFICES
225 E. Fifth St., Suite 300
Flint, MI 48502
Phone: 810.406.4246



4
DENTAL NORTH
5399 N. Saginaw St.
Flint, MI 48505
Phone: 810.406.4246



3
CLIO CLINIC
4154 W. Vienna Rd.
Clio, MI 48420
Phone: 810.406.4246



6
HAMILTON-McFARLAN
Senior Health Center
800 E. Court Street
Flint, MI 48503
Phone: 810.406.4246



5
FLINT CLINIC
Inside Center for Hope
812 Root Street, 2nd Floor
Flint, MI 48503
Phone: 810.406.4246



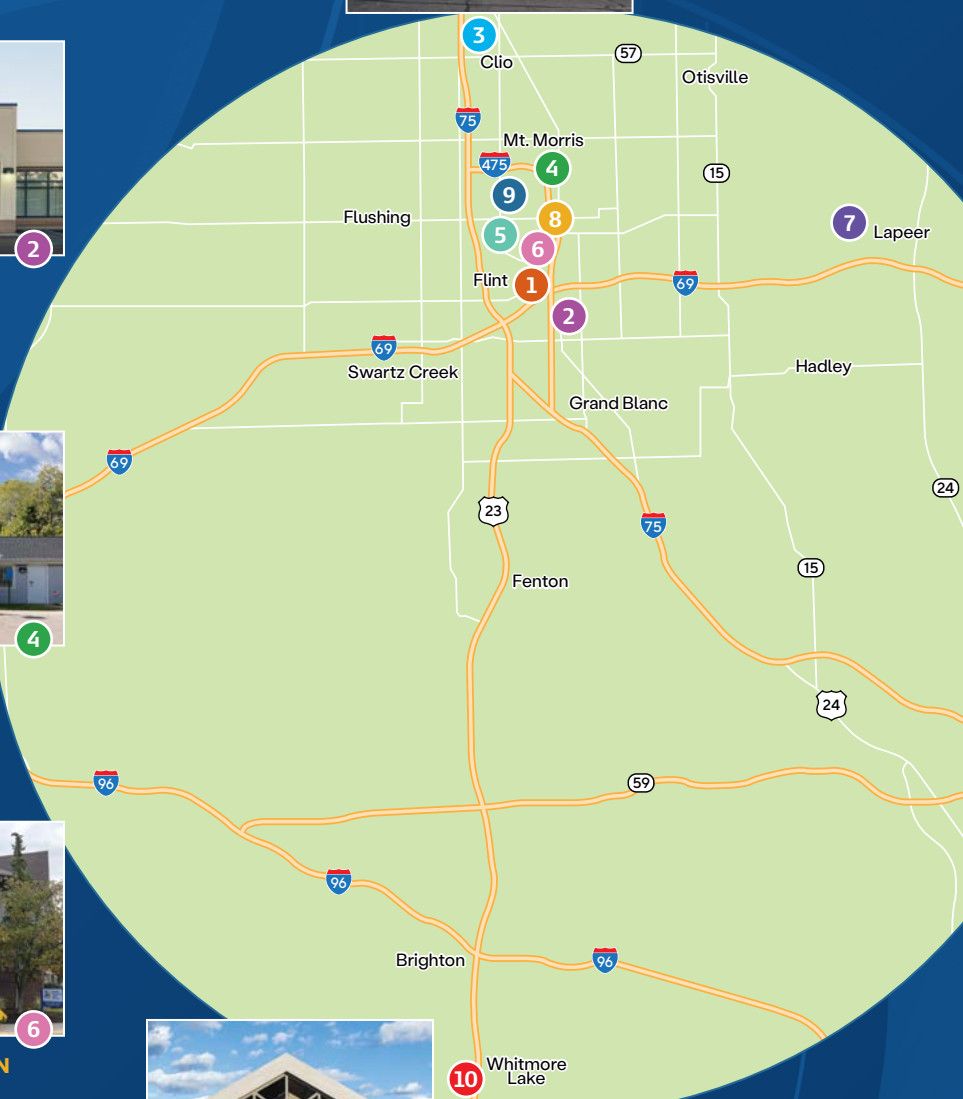
9
NORTH POINTE CLINIC
5710 Clio Road
Flint, MI 48504
Phone: 810.406.4246



7
LAPEER CLINIC
1570 Suncrest Drive
Lapeer, MI 48446
Phone: 810.406.4246



10
WHITMORE LAKE CLINIC
10 Jennings Road
Whitmore Lake, MI 48189
Phone: 734.257.9100





Hamilton Community Health Network is accepting new patients in all service and program areas. Hamilton is open to all residents, regardless of insurance coverage or ability to pay. To schedule an appointment, call 810.406.4246 or visit HamiltonCHN.org to submit an appointment request online.

225 E. 5th Street
Suite 300
Flint, MI 48502
810.406.4246
HamiltonCHN.org