



LAUREL HEALTH ANNUAL REPORT

2025-26



Letter from **Laurel Health's** CEO James Nobles



Laurel Health prioritizes making a positive impact on our community. Our goal is to help our patients live healthier, happier lives through **personalized care close to home** and a proactive, holistic approach to wellness. Over the past year, we extended our care to new counties through new locations and services.

When approached for help with **sustaining healthcare in Laporte, PA**, our team acted quickly to prevent the loss of a key safety-net resource, launching the **Sullivan County Laurel Health Center**. In June, that hard work was recognized by both state and local leaders, including the heads of Pennsylvania's Departments of Health and Human Services.

We also introduced new care coordination initiatives and healthcare services in 2025, including speech-language pathology to assist patients with speech, swallowing, fluency, vocalization, cognitive memory, and communication. Dental access continues to be a pressing need in our communities, so we have focused diligently on growing to meet that need. Laurel Health now has established dental offices in **Blossburg, Laporte, Lawrenceville, Towanda, and Troy**. We also expanded our school-based and mobile dental care programs to bring local dentistry to more areas, including early learning centers, daycares, and school districts.

To help us celebrate delivering care to more patients, this publication highlights the hard work of everyone working tirelessly to bring much-needed support to local families, who can now utilize our sliding fee program to ensure access to the services they need. On behalf of our board and leadership team, **thank you for trusting us with your care**. Together, we're finding new ways to provide needed services, celebrate wins, and champion teamwork in our mission to ensure *every* family receives the high-quality healthcare they deserve.

Here's to building healthier tomorrows together,

A handwritten signature in black ink that reads "James A. Nobles". The signature is fluid and cursive, written in a professional style.

Laurel Health's Mission, Vision, and Values

Mission: To improve the health and well-being of the communities we serve by providing excellent, personalized healthcare in a compassionate, patient-centered environment.

Vision: We embrace a patient-first vision where everyone receives the right healthcare at the right time, supported through coordinated care and community partnerships.

Values: Excellence, quality, stewardship, integrity, compassion, caring, dignity, and respect guide all of our patient care.

Sharing Our **Rural Health Mission** Nationally

Laurel Health Lands Feature on *All Access TV with Andy Garcia*



Laurel Health is being featured on the groundbreaking TV series *All Access TV with Andy Garcia* for a segment highlighting the vital role community health centers play in expanding access to care and improving health outcomes across underserved communities. This series highlights creative approaches to supporting community well-being. It is hosted by Hollywood actor, director, and producer Andy Garcia, well known for his roles in *Ocean's 11*, *Landman*, and *The Godfather III*.

For the past ten months, **Kristy Warren, Senior Director of Marketing & Communications**, has worked closely with the *All Access TV* team and Laurel Health leadership across each stage of production to facilitate the project. We're excited to share we officially entered national distribution in May 2026.

In this educational feature, **Laurel Health** clinicians, patients, and leaders discuss the unique needs, challenges, and rewards of working in rural healthcare, including strategies for overcoming barriers to care and meeting patients where they are to deliver comprehensive services within the community.

"Laurel Health has served the community for over 50 years, building trusted relationships with generations of families. We love living rurally, but we want to make sure that all our friends and neighbors have the same access to quality care that they would in a more populated area," shares **Anne Loudenslager, President of Laurel Health**.

"Too often, the geographic distances in rural communities mean patients delay or skip care, allowing small, treatable issues to snowball into more serious health problems," she continues. "We try to locate our centers in towns and places where people live, work, and play to make accessing healthcare easier. Community health centers meet patients where they are, offering care, compassion, and support when and where it's needed the most."

Laurel Health's program will air on public television stations nationwide in all 50 states over the next year, so stay tuned to your local station for a chance to watch live! We've also been featured on CNN, HLN, CNBC, Fox Business, and MSNOW.

To watch our full segment right now, visit laurelhc.org.



Improving **Access** to Care in Northcentral PA

Laurel Health Expands Care into **Sullivan County** with Laporte Clinic



Access to affordable dental and family medicine care remains challenging in many rural areas. The [Laurel Health Centers](#) are on a mission to change that.

Laurel Health was approached for help with sustaining healthcare in Laporte, PA, and acted quickly to extend medical and dental services into Sullivan County.

In June 2025, we held a special event to celebrate founding the **Sullivan County Laurel Health Center** with local and state leaders in Laporte, PA, including representatives from Sen. Gene Yaw and Rep. Dan Meuser's offices, the AllOne Foundation, the Sullivan County commissioners, the PA Departments of Health and Human Services, and the Federal Reserve Bank of Philadelphia.

"Laurel Health stepped in to continue providing expert dental and primary care services as well as recruiting additional providers to support the center," shares **James A. Nobles, Laurel Health CEO**. "Our team acted quickly in collaboration with community leaders to avoid an extended disruption in local healthcare and stop the loss of a key safety-net health resource."

Laurel Health services offered in [Sullivan County](#) include family medicine, acute care, dental services, chronic condition management, same-day appointments, routine wellness care, and x-rays with plans to add more health services in the future. For more information about our Sullivan-based services and providers, [visit our Laporte location page](#).

Introducing **Speech-Language Pathology Services** in Tioga County, PA



Trevor Solis, Speech Language Pathologist, is now seeing patients at the **Mansfield Laurel Health Center**. He provides preventive treatments, interventional care, and comprehensive therapy, including assessing, diagnosing, and treating a wide variety of conditions with a focus on pediatric patients under age 21.

Trevor's own positive experience with speech-language pathology (SLP) led him to pursue a career in this field.

"As a person who stutters, speech therapy helped me develop modifying techniques to maximize my communication skills and shape my language fluency," he shares.

To learn more, make an SLP appointment, or request a referral, call **570-662-2002**.

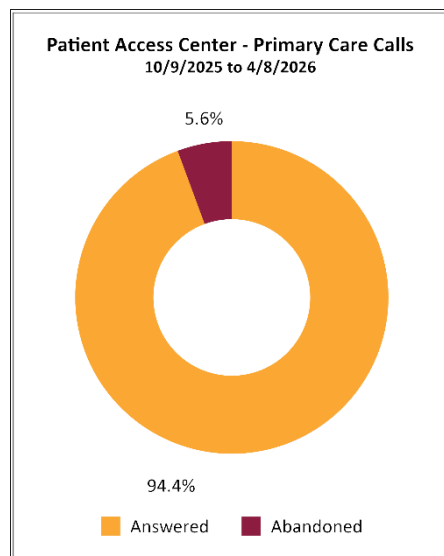
An Inside Look at Our Patient Access Center



In 2025, **Laurel Health** established the **Patient Access Center (PAC)** to serve as the first point of contact for patient calls. The PAC team, pictured left, is managed locally by office assistants and nurses from our Laurel Health Centers, who now manage patient calls full-time. The PAC **reduces the front office call load** to **shorten hold times** and allows offices **more time engaging with patients in person** to manage registration, referrals, paperwork, insurance, payments, and walk-in care arrivals.

Every PAC member is trained to handle calls with **empathy, patience, and clinical knowledge** to ensure patients feel heard and understood. Their goal is to make everyone's day run smoothly by minimizing hold times, coordinating care between sites, managing schedules systemwide to provide faster patient access, and providing timely status updates. They navigate a wide range of caller needs and act quickly to handle urgent health concerns.

The team connects patients to community resources, assists with language barriers, and quickly routes inquiries to the right department so patients don't get repeatedly bounced between facilities or departments. **Patients are always able to request a transfer to their front office to discuss health concerns, questions, and test results.**



The PAC team **increases patient access** by reviewing scheduling availabilities across the entire system at a glance. For example, if a same-day appointment is not available at the center someone initially requested, the PAC can locate and offer a same-day appointment at a nearby center to help address time-sensitive concerns instead of seeing only one office's availability.

Each PAC team member averages **100 - 150 calls per day**. Across a six-month timeframe, the PAC primary care team received **65,631 calls**, managing 94.4% of them (61,944). Abandoned calls refer to callers who hung up for any reason (e.g., wrong numbers, callers who hung up while on hold to try back later, or callers with cell service drops).

"The most gratifying part of the job is the ability to make a tangible, positive impact on someone's life," shares **Jess Walker, Support Services Manager**, who oversees the Patient Access Center. "Hearing the relief and satisfaction in a patient's voice after providing the help they need is a powerful motivation for our team."

To reach the **Laurel Health** Patient Access Center, call **1-833-LAURELHC** (1-833-528-7354).

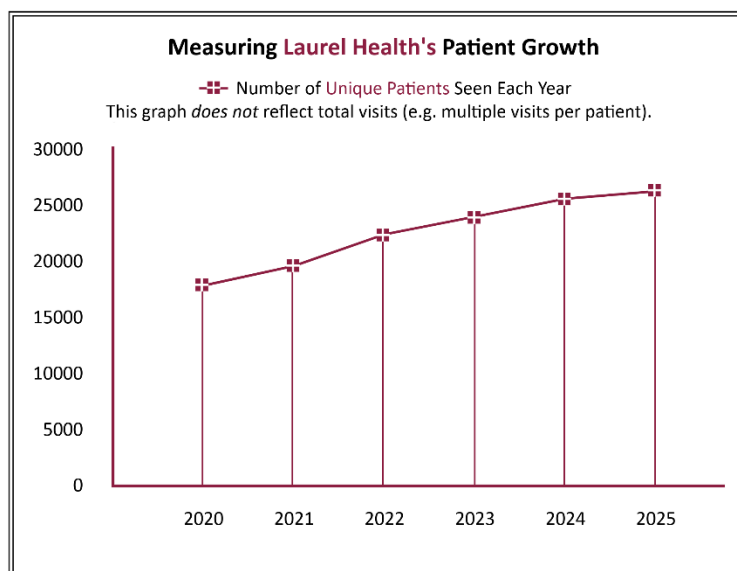
Measuring Our Community Impact

Our mission is to improve the health and well-being of our communities by providing excellent patient care through providers you know and trust. **Laurel Health** prioritizes making a **positive impact in our community** by making healthcare services more accessible and affordable for everyone through our sliding fee program, supporting other vital community resources, providing free insurance and financial aid enrollment assistance, and using 340(b) prescription program savings to expand services and free health screenings for everyone.

Continuing to Grow to Better Meet Your Needs

Laurel Health is on a mission to improve access to **holistic healthcare** by growing our team of experts, services, and locations to better meet community needs across rural northcentral PA. Our efforts have seen us debut brand-new clinics, expand into more counties, and launch fresh, innovative programs to bring more services into community spaces through our school-based mental health support and mobile dental services. We are seeing more patients than ever before in **eight counties across 83 zip codes in northern Pennsylvania and southern New York**:

- Bradford County, PA
- Chemung County, NY
- Columbia County, PA
- Lycoming County, PA
- Potter County, PA
- Steuben County, NY
- Sullivan County, PA
- Tioga County, PA



In 2025, **Laurel Health** treated a total of 26,282 unique patients across the health system; the graph (above right) demonstrates how many individuals we saw per year over the last seven years. Please note this figure does not reflect the total number of patient visits to our locations, as it does not factor in multiple visits per patient.

Through our services, sponsorships, wages, and taxes, we contributed over **15 million dollars** to our communities last year.

Connecting with Our Community

We love connecting with our patients both inside and outside of the clinic. **Community outreach events** provide a unique opportunity to connect with local families. Throughout the year, **Laurel Health** staff share their passion and expertise at county fairs, senior expos, and festivals, including Laurelfest, Sheriff's Night Out, Halloween trunk-or-treat events, Bloss Island Park 150 marathon, Develop Tioga's leadership program, the PACHC summit, awareness months, and career networking events.

Our team supported local events across Tioga, Bradford, and Sullivan Counties through sponsorship and vendor tables to provide free health screenings like blood pressure checks, dental education to local daycares/pre-K, and fun ways for people of all ages to learn health facts through games and giveaways.

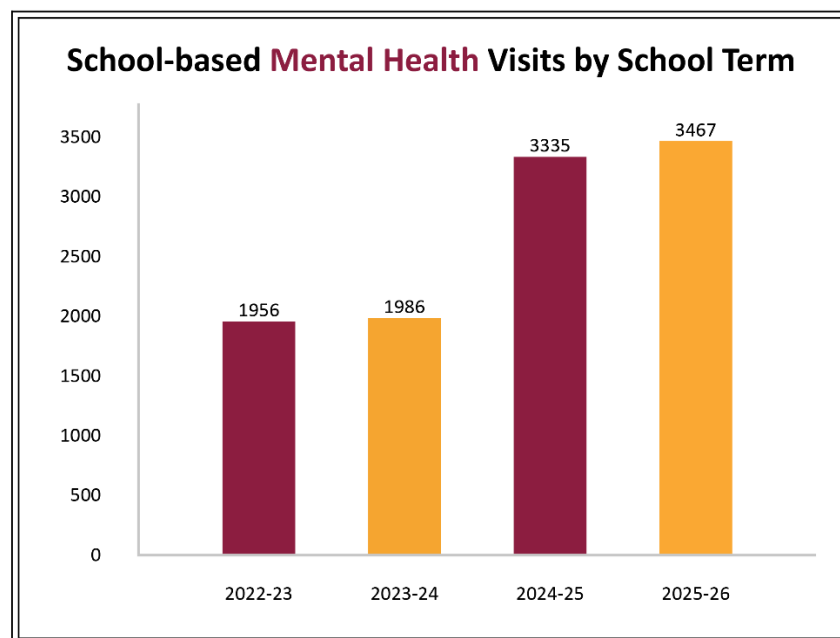


Success in School-Based Mental Healthcare

Laurel Health believes in a whole-person approach to care, which means looking at all the different aspects that affect our overall health. This includes a person's physical, mental, and emotional needs. Our mental health is just as important to a happy, healthy life as our physical health. **Mental wellness is especially important for school-aged children** to help them build self-esteem, resiliency, confidence, problem-solving, and healthy coping methods. It can also help kids learn how to better understand and express their thoughts and feelings.

Making time to prioritize our mental and emotional health isn't always easy, especially with a busy family schedule. We aim to meet patients where they are to make accessing care easier.

Laurel Behavioral Health provides school-based appointments to maintain a consistent appointment schedule for children with ongoing needs while minimizing missed school or work.



Our school-based behavioral health counseling program has successfully expanded mental healthcare access for children in our community with support from HRSA's Rural Communities Opioid Response Program (RCORP) grant and our strong partnerships with local school districts and community organizations. We launched school-based mental health services in Northern Tioga School District in 2022, adding Southern Tioga School District in 2024. Our **school-based mental health visits have increased by 77%** since launching the program. The 2025-26 dataset reflects a partial school term (Sept. to March) but already exceeds the number of school-based appointments delivered in the 2024-25 term.

By delivering these important services directly within school settings, **Laurel Health** can reduce barriers to care and ensure more children receive timely support from professionals in a familiar environment. To learn more about **Laurel Behavioral Health** services, please call **570-723-0620** or visit us online at laurelhc.org.

Investing in Our Team & Our Community

Patients are at the center of our mission, but we also understand it is our dedicated employees who deliver on that mission each day. We **support their career goals** through ongoing staff training and grant-supported development programs designed to help our team hone and expand their skillsets, obtain new certifications, discover core strengths, and advance their careers. **Laurel Health** also recognizes employees for their years of service, hard work, and important contributions year-round.

In 2025, **Laurel Health** announced that **Anne Loudenslager**, then VP, would become president of the organization, pictured below accepting the proclamation from Laurel Health CEO **James A. Nobles** and witnessed by our board of directors, gathered in the meeting conference room and attending virtually. Team members **Brandi Fitzwater**, **Jennifer Dresser**, and **Jess Walker** (trio photo) were 2025 graduates of Develop Tioga's leadership program to help them prepare for new responsibilities in their roles.

Our company is growing the next generation of collaborative, patient-focused leaders through **dedicated leadership training** hosted by **Laurel Health**, the Pennsylvania Association of Community Health Centers, the National Association of Community Health Centers, and local leadership programs—all aimed at cultivating and empowering new managers with the dynamic leadership skills they need to lead with confidence, passion, empathy, and purpose.

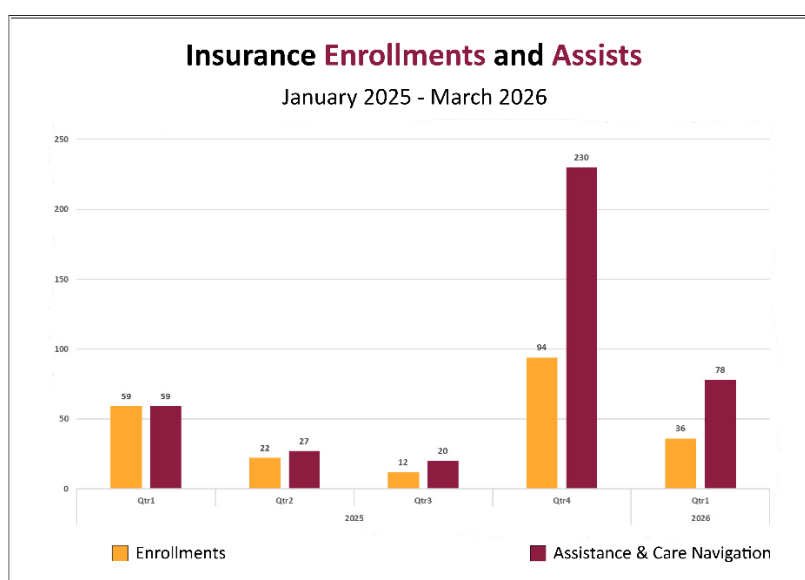
Are you interested in a job you love that will love you back? Learn more at laurelhc.org/careers.



Helping Our Community Find Health Coverage

Finding the right health insurance plan can be daunting and stressful. **Laurel Health** seeks to make enrollment easier by offering free enrollment assistance to everyone.

Carla Westlake, certified application counselor, provides an independent, unbiased review of commercial and Medicaid plans available on [Pennie.com](https://pennie.com). She can help you **compare insurance plans, enroll in health coverage, and apply for financial assistance programs**. Over the past 15 months, Carla assisted 400+ community members with navigating the PA insurance marketplace to compare coverage and determine eligibility for aid as well as enrolling 200+ people directly in Medicaid, CHIP, or Pennie plans. While our insurance assistance services are busiest during open enrollment in the fall, Carla's services are available year-round at **570-723-3424**.



Enhancing Healthcare and Patient Portal Services

In September 2025, **Laurel Health** upgraded its electronic medical record to Epic Bridges, expanding our patient portal services and enhancing care coordination across our system. The updated [MyChart patient portal](#) introduces:

- Self-scheduling for appointments and some preventive screenings
- An online bill pay option; patients can also still pay in-person, by mail, and by phone
- Electronic registration options to streamline your check-in at the front office

Some clinical services currently have separate electronic medical records (e.g., dental EMR vs. medical EMR). This platform upgrade allows **Laurel Health** to merge previously individual EMRs into Epic Bridges to create a single, centralized resource for your entire healthcare team. This will further **enhance care coordination between offices for a more unified patient experience**. Speech-language pathology and chiropractic services have already been integrated into the new platform to keep patients' primary care providers up to date on services received from these specialists with dentistry, radiology, and pharmacy services planned for the coming months.



About the Laurel Health Centers

No two patients are exactly alike, and their care shouldn't be either. **Laurel Health** takes a holistic approach to patient care that embraces everything that makes you *you*. Our relationships with patients are built on trust and respect. We strive to deliver the best care to every patient. You can count on our award-winning healthcare providers throughout northcentral Pennsylvania.

As **community health centers**, funding for the Laurel Health Centers is provided in part by the Dept. of Health and Human Resources.

This 2025-26 snapshot report has been prepared by Laurel Health's Marketing and Communications team.

Laurel Health Board of Directors

Laurel Health's leadership is **patient-led**; the majority of our board is comprised of health center patients from across our service area to ensure we are always leading with our patients as our cornerstone.

Board of Directors (2025-26):

- Chair Jason Krise
- Vice Chair Jody Thomas
- Treasurer Thomas "T" Thompson
- Director & Board Secretary Donna R. Wilson
- Directors Kelly Irwin, Kim Johns, Kristopher Kaufman, Scott Myers, J. Dennis Murray, PhD, Sean Sember, and Megan Wells.