



LAUREL HEALTH SNAPSHOT

2024-25



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



Laurel Health is on a mission to improve healthcare access for patients of all ages in rural northcentral PA. Too many people living in rural areas must delay care due to access and costs. Laurel Health has worked diligently to expand access to health and dental services throughout **Tioga, Bradford, and Sullivan Counties**.

One of the reasons **Laurel Health** has continued to thrive for over 50 years is our dedication to adapting to meet our community's evolving health needs. From new services and ways to connect with our patients to growing our clinics and staff, we guide our strategic vision by keeping patients' needs as our guiding principle and cornerstone.

Dental access has remained a pressing concern in our communities. Over the past year, we worked together to grow our mobile dental program, expert team, and locations, now serving patients in **Blossburg, Laporte, Lawrenceville, Towanda, and Troy**. In the summer of 2024, we incorporated the former Bradford County Dental office into our health system to become **Laurel Dental Towanda at Progress Plaza**, and this spring, we began providing dental services in Sullivan County for the first time. We also proudly launched the **Towanda Laurel Health Center** in downtown Towanda, PA, and the **Sullivan County Laurel Health Center** in Laporte, PA.

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 assure 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 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 written in a cursive, flowing 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.

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 helping our patients live healthier, happier lives through personalized care and a proactive, holistic approach to wellness. We aim to make healthcare services more accessible and affordable for everyone through our sliding fee program, free insurance and financial aid enrollment assistance, supporting other vital community resources, and using 340(b) prescription program savings to expand services and free health screenings.

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.

Our team is seeing more patients than ever before with a service area of **seven counties** across northern Pennsylvania and southern New York:

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



In 2024, **Laurel Health** treated a total of 25,617 unique patients across the health system; the graph (above right) demonstrates how many individual patients 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 nearly **18 million dollars** to our communities last year.

More **Locations**, More **Patients Served**

Expanding Health & Dental Services in **Towanda** and **Laporte**



This year, **Laurel Health** achieved major expansions in our Bradford County-based dental and family medicine care. We acquired Bradford County Dental's office space as the former dentist retired to debut a second Towanda dental practice: **Laurel Dental Towanda at Progress Plaza**. Our public health hygienists provide routine cleanings and basic dental care weekdays in Suite #6 of the Progress Plaza building at 1 Elizabeth St. (*pictured left*). To make an appointment, call **570-265-2069**.

After months of hard work, we also commemorated the grand opening of our brand-new **Towanda Laurel Health Center** in August at 410 Main St., Suites 101 to 104, in Towanda, PA. As part of our National Health Center Week celebration, we held a special ribbon cutting with legislative representatives, executive leadership, local community leaders, providers, and staff followed by public open houses during local community events like Hometown Christmas.

The Towanda LHC offers comprehensive chronic condition management, [family medicine](#), [mental health](#), acute care, and [women's health](#) services Monday to Friday from 8 am - 5 pm. New patients of all ages are being accepted at **570-266-5882**.



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. Over the past four years, we have diligently expanded services in Tioga and Bradford Counties to help meet local need.

Earlier this year, **Laurel Health** was approached for help with sustaining healthcare in Laporte, PA. In April, **Laurel Health** extended health and dental services into Sullivan County after acquiring the former medical and dental clinics located at 217 King St. in Laporte, PA. As part of the transition, the two clinics integrated to become one unified health and dental center called the **Sullivan County Laurel Health Center**.

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

Laurel Health services offered in Sullivan County include family medicine, acute care, chronic condition management, walk-in care, dental services, and routine wellness care with plans to add mental and behavioral health services in the future. For more information about our services, providers, or locations, visit laurelhc.org.

Laurel Health Mobile Dental Program a Resounding Success



Our **mobile dental program** brings dental exams and routine cleanings directly to patients who can’t easily travel to a dental office, and it has been eagerly welcomed into the community.

After piloting the mobile setup at the **Wellsboro Laurel Health Center**, we expanded our mobile services to treat pediatric patients onsite at early learning centers and daycare programs throughout Tioga and Bradford Counties.

Laurel Health’s mobile dental program provides routine cleanings, fluoride treatments, dental evaluations, and basic imaging. If a problem is identified or more involved dental repair work is needed, the mobile team can schedule patients for follow-up care with a dentist at one of the six **Laurel Dental** clinics in Bradford, Tioga, and Sullivan Counties. For more information about our mobile dental program, visit laurelhc.org/services/dental.

Connecting with Our Community

We love connecting with our patients both inside and outside of the clinic. **Laurel Health** employees share their passion, expertise, and knowledge with local families through **community outreach events**, including local fairs, senior expos, Sheriff's Night Out, Halloween trunk-or-treat events, Island Park 150, Develop Tioga's leadership program, Towanda's Hometown Christmas, and career networking events.

Our team gave free tetanus shots to aid storm relief in Cowanesque valley, created a career closet to help staff curate business wear and scrubs more affordably, served PA's health advisory board, provided dental education to local daycares, and celebrated new clinics in Bradford and Sullivan Counties: **Laurel Dental Towanda at Progress Plaza**, **Towanda Laurel Health Center**, and **Sullivan County Laurel Health Center**.



Investing in Our Team & Our Community

Laurel Health shapes its mission, goals, and strategies around providing you **patient-centric care**. We know it can be tempting to skip wellness screenings when it means a trip to the clinic in the midst of an already busy schedule, so we prioritize opportunities to **bring those services right to you** and connect with our patients out in the community. Be it blood pressure screenings, Q&As with our providers, patient education on timely health topics, career resources, sharing healthy recipes that still taste great, handing out free toothbrushes and bike helmets to support children's safety, or coordinating patient care, **Laurel Health is here for you. Always.**

Our organization understands the important role our employees play in our mission and vision for the future. **Laurel Health invests in our employees** to grow their talents and support new opportunities for the next generation of collaborative, patient-focused leaders. We support our employees' career goals through ongoing staff training and grant-supported development programs designed to help our team hone and expand their skillsets, obtain new certifications, and climb the career ladder. Our employees participate in **dedicated leadership training programs** hosted by **Laurel Health** and other organizations like Develop Tioga and the Pennsylvania Association of Community Health Centers, all aimed at cultivating and empowering new managers with the dynamic leadership skills they need to lead with confidence, passion, and purpose.





About the Laurel Health Centers

No two patients are exactly alike, and your 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 2024-25 snapshot report has been prepared by **Kristy Warren**, Laurel Health's Director of Marketing and Communications.

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 (2024-25):

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