

Innovation in Action

How Tech is Transforming Patient Service

Family Health Center of Worcester (FHCW) is entering a new era of care delivery, powered by investments in streamlining operations, improving communication, and expanding access to care for our community.

Epic Electronic Health Record

In summer 2024, FHCW transitioned to the Epic electronic health record system, joining leading healthcare organizations nationwide. Epic enables faster, more accurate communications and empowers patients with greater access to their health information, resulting in better care coordination, reduced wait times, and an improved patient experience.



Infrastructure Upgrades

Critical upgrades including a new storage area network, modern servers, and updated network devices laid the foundation for the Epic implementation and empowers future innovations. This transformation was made possible through a Massachusetts Executive Office of Health and Human Services Capital Investment Grant, which provided the resources to strengthen our technology infrastructure and deliver a better experience for every patient we serve.



Dental Technology

In the Harry and Jeanette Weinberg Dental Suite, advanced tools are redefining care. The SprintRay Pro 2 3D printer enables same-day crowns, veneers, and surgical guides, while DEXIS wireless scanners provide precise, mold-free dental impressions. The OsseoSet 300 implant drill further enhances safety and efficiency. Together, these innovations dramatically improve procedure times and allow for more personalized treatment plans.

Pharmacy Enhancements

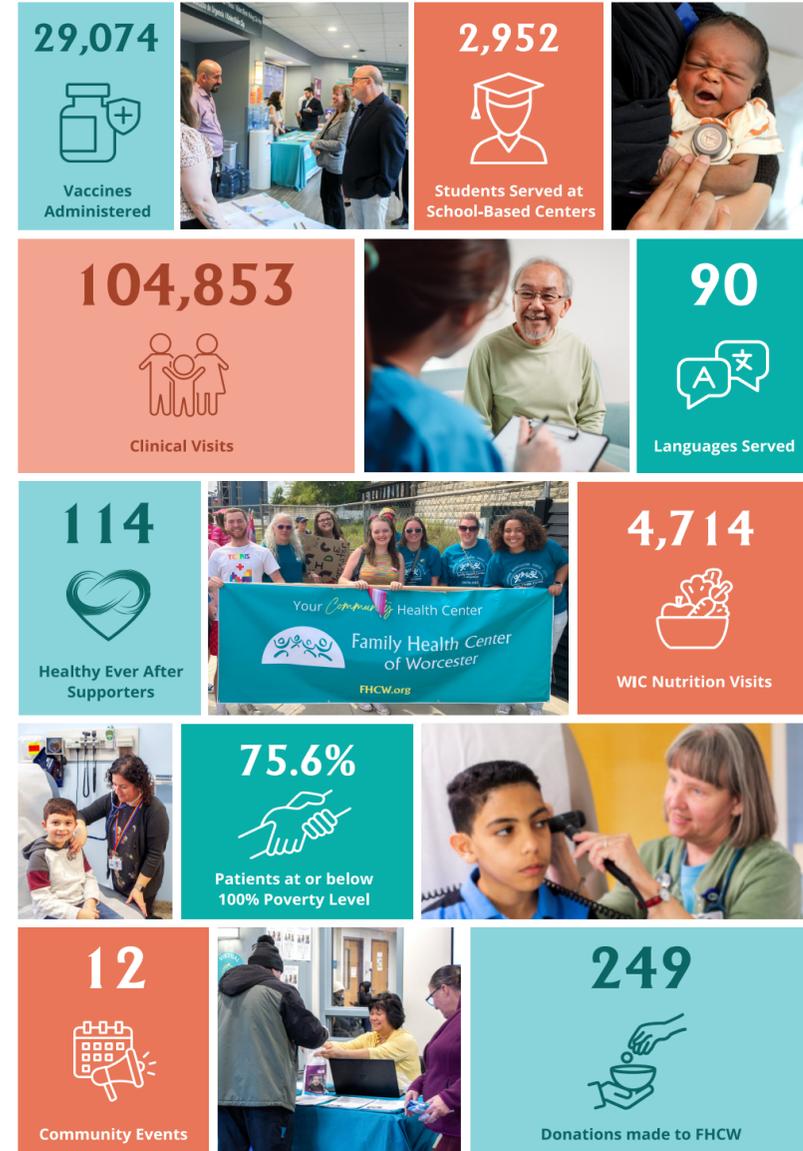
FHCW's pharmacy now offers a mobile app for prescription renewals, medication management, and reminders. The department's recent introduction of free home delivery ensures timely access to vital medications.

From futureproofing our technology infrastructure to patient-facing innovations across vital service areas, Family Health Center of Worcester is setting a new standard for how technology can empower staff, enhance care, and improve outcomes for every patient.



Year In Review

January 1, 2024 - December 31, 2024



Bridges to Stability

How Grants Power Life-Changing Support

With over 3,000 individuals experiencing homelessness in Worcester, the need for accessible, comprehensive support has never been greater. Our Worcester Health Care for the Homeless and Health Care for Homeless Families programs provide critical, trauma-informed medical, behavioral, and wrap-around services and provide a lifeline for residents who struggle to reliably obtain medical care, food, and housing.

During a challenging period in her life, Sofia* came to the Health Care for Homeless Families (HCHF) program through a referral from a local shelter. Sofia and her teenage son left an unsafe situation in Mexico, searching for stability in the United States. That's when long-time HCHF employee, Deb Diaz-Lembert, offered support as Sofia began taking steps toward healing in her new life in the United States.



Deb Diaz-Lembert
Program Advocate
Health Care for Homeless Families

“I wish I could say Sofia’s story is unique - but it is not,” shared Deb Diaz-Lembert, Program Advocate at Health Care for Homeless Families. “We are incredibly grateful to our funders for investing in medical, behavioral, and wrap-around services that provide meaningful support to families experiencing homelessness.”

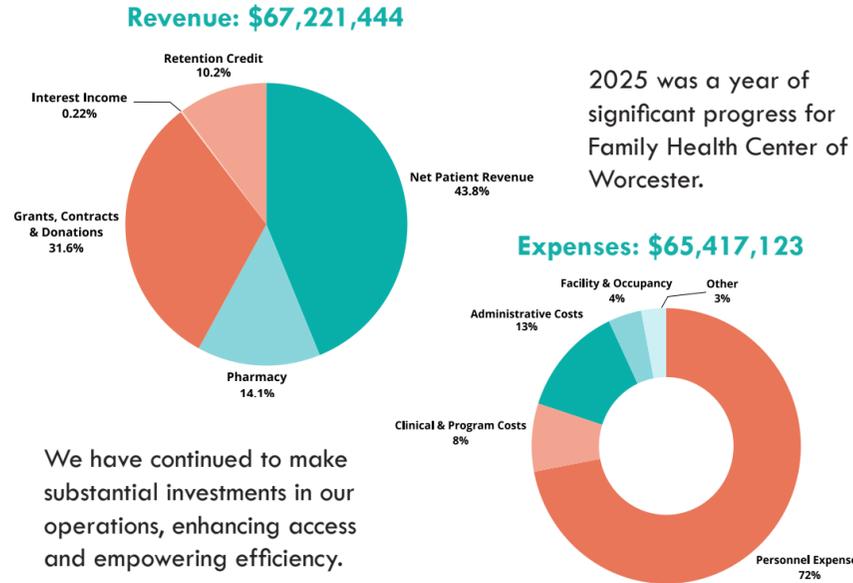
Through HCHF, they were able to navigate complex immigration, employment, and housing systems within just a few months of arriving in Worcester. Diaz-Lembert helped Sofia schedule primary care appointments, connect with dental services, access behavioral health support, and fill medically necessary prescriptions. She worked to supply them with clothing, essential care items, and provided resources for food and legal aid. As Sofia became more comfortable with Diaz-Lembert, she reached out with questions and updates about her circumstances. Sofia secured a part-time job, marking a meaningful milestone as she began providing for her family. With this newfound stability, she was able to move into an apartment in a town near Worcester, taking an important step toward independence.

Thanks in part to funding from the United Way of Central Massachusetts, M&T Bank, and the City of Worcester, HCHF can offer critical resources that help families like Sofia's, move toward health, stability, and independence.

*Names and information have been changed to protect patient privacy.

Financial Reporting

Fiscal Year 2025 | July 1, 2024 - June 30, 2025



Leadership

Executive Leadership Team

- Louis Brady, MBA
President & CEO
- Robert Zavoski, MD
Chief Clinical Officer
- Susan Sleigh, LPN
Chief Operating Officer
- Yinka Fadahunsi MBA, DBA
Chief Financial Officer
- Leon Wilkerson, Esq.
Chief Workforce Officer
- Heather Olson, MPA
Vice President, Development & Advancement
- Brenda Tsuchiya, FNP
Medical Director, Primary Care

Board of Directors

- Amelia Spiliotes, Chair
- Joseph Scardino, Esq., Vice Chair
- Lynda Rowe, Treasurer
- Jason Passell, Member At Large
- Doreen Samuels, Clerk
- Ruth Rodriguez Fay
- Joseph Kahoro
- Peter Martin, Esq.
- Carla Norris
- Joseph O'Brien
- Tracey Phillips-Williams
- Esther Faith Tendo
- N. Paul TonThat

Board List as of
September 2025

Thanking Our Supporters

With Great Appreciation For Our Donors

We are deeply grateful for the generosity of our donors whose support makes our work possible. To view our full list of supporters, please visit our online donor recognition page at: [FHCW.org/AnnualReport](https://fhcw.org/AnnualReport)

Foster Our Mission

Planned gifts, like bequests or beneficiary designations, are a meaningful way to support health equity in Worcester, now and in the future. To learn more about planned giving at FHCW contact:

Heather Olson, Vice President of Development and Advancement
Development@fhcw.org
or visit [FHCW.org/giving](https://fhcw.org/giving)

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It's All In The Training

Transforming Care Through Clinical Training

Family Health Center of Worcester plays a vital role in supporting and training the next generation of health care professionals while working to expand access to high-quality, comprehensive health care, and behavioral health services. As a teaching health center, FHCW offers hands-on learning across a variety of disciplines, including our Family Medicine Residency Program, our Advanced Dental Residency Program, our Behavioral Health Internship Program, and our Family Nurse Practitioner Program, which recently received accreditation from Consortium for Advanced Practice Providers.

The investment in workforce development now goes beyond traditional residency and internship programs thanks to a generous grant from Webster Five. Launched in summer 2024 and expanded this spring with Webster Five funding, the Medical Assistant Vaccinator Certification Training Program increases the number of trained healthcare professionals available to administer vaccines to patients aged 16 and older. This enables nurses to focus on complex clinical care, improving the overall efficiency of FHCW's care teams.

For staff, this initiative provides valuable new skills and enhances education to strengthen their professional expertise. These credentials empower employees with skill-building opportunities they can carry throughout their career journey.

“Training our Medical Assistants to become vaccinators isn't just about efficiency, it's about equity,” said Brenda Tsuchiya, Medical Director of Primary Care Services. **“We're building a workforce that reflects our community and meets patients where they are. We are striving to build a stronger, more responsive healthcare system.”**

For patients, the impact is clear: shorter wait times, smoother visits, and greater access to timely, preventive care. Immunizations are one of the most effective tools in public health, and this program ensures Family Health Center of Worcester is equipped to deliver them equitably and efficiently.



Brenda Tsuchiya
Medical Director
of Primary Care Services



Family Health Center
of Worcester



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Worcester, MA 01602-0205

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Street Road
City, ST #####



Family Health Center
of Worcester



Annual Report 2025

Dear Friends,

2025 was a year of meaningful enhancements to patient care at Family Health Center of Worcester. We deepened our commitment to health equity, educated the next generation of health care workers, and improved the patient experience across every touchpoint.

This progress is guided by our stable, experienced leadership team, an engaged board of directors deeply motivated by our mission, and an incredible staff of over 400 dedicated health care professionals who bring expertise, compassion, and commitment to their work every day.

In 2025, we:

- Cared for over 30,000 patients
- Provided over 100,000 care visits
- Utilized our team of interpreters and multilingual website to cater to patients in over 90 languages
- Deepened our collaborations with local leaders, state officials, social service agencies, and partner organizations to better serve our community

These milestones reflect more than numbers, they represent lives touched, barriers overcome, and communities strengthened. We are deeply grateful to our patients, partners, and supporters for standing with us. Your trust and generosity fuel our mission and make this work possible.

Thank you for being a champion of health equity.

Yours in service,



Louis Brady
Louis Brady
President & CEO



Amelia Spiliotes
Amelia "Lia" Spiliotes
Board Chair



Family Health Center
of Worcester



Healthy Ever After

An Evening of Stories to Benefit Family Health Center of Worcester



SAVE THE DATE

MAY 7, 2026

Discover more of the story at
HealthyEverAfter.net