



2006 Annual Report

HealthReach Community Health Centers





Our Mission

HealthReach Community Health Centers is a sustainable system of community-based Health Centers dedicated to high quality, affordable health care. Qualified and caring professionals deliver services in response to the diverse needs of those we serve, in collaboration with local organizations. Respectful care is delivered within a rewarding environment that fosters innovation and creativity. We commit ourselves to the rural and underserved of central and western Maine.

Great Family Health Care, Affordable & Close to Home



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HealthReach
Community Health Centers

Message from the Board Chair

On behalf of the Board of Directors of HealthReach Community Health Centers, I am pleased to report that the organization continues to successfully provide great family health care, affordable and close to home.

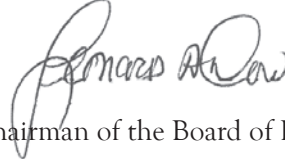
Our team of dedicated providers and staff deliver quality primary and preventive health care and dental services to over 36,000 Maine residents and visitors each year, regardless of their ability to pay. The eleven health centers and one dental center at HealthReach Community Health Centers serve families in over 80 rural Maine communities.

We are pleased to report that despite a challenging health care environment, HRCHC achieved an operating surplus at the conclusion of a combined eighteen month fiscal period. We are positioned for financial success because of the hard work and commitment of our providers, staff, governing and community boards of directors, and volunteers.

No one championed this commitment to HRCHC more than Stephen E. Walsh, the organization's past President/CEO. We were greatly saddened by Steve's untimely death last year, and he will be missed by his colleagues, family and friends. Following Steve's passing, the Board of Directors appointed Connie Coggins as President/CEO. Connie has demonstrated a commitment to serving the needs of our patients, staff and community volunteers.

Finally, we invite you to peruse our Annual Report and learn more about HealthReach Community Health Centers and our mission to provide great family health care in your community at an affordable price.

Leonard A. Dow



Chairman of the Board of Directors



Message from our President



This is my first Annual Report to the community on behalf of HealthReach Community Health Centers as President/CEO. Previously, I served for several months as acting President/CEO for the organization as well as Chief Operating Officer.

Since our last Annual Report, we continue to strengthen our financial position. The year ended with a surplus of revenues that has positioned HRCHC to invest in the organization's future. Consequently, in 2006, HRCHC implemented new electronic practice management software which dramatically improved our front office scheduling capabilities.

Our 2007 budget addresses our commitment to adopt an electronic medical record (EMR) system over the next two years. The adoption of EMR will revolutionize the way we do business through improved patient safety and documentation, data extraction and overall operational efficiencies. This commitment will require a significant investment of our financial resources.

We are also in the midst of implementing the Planned Care Model which is reshaping the way we deliver health care to our patients. The model focuses on planned visits for patients with chronic conditions rather than waiting for the acute symptoms to reach a crisis. Through Planned Care we work with patients who focus on setting realistic, measurable, and attainable goals between the current visit and the next planned visit that will have a positive impact on the chronic condition.

Finally, as I reflect on our major accomplishments for the past year I believe we have never been as well positioned for the future as we are today. Our ability to deliver quality and affordable health and dental care services to the community will only continue to improve in years ahead.

Connie Coggins

A handwritten signature in cursive script that reads "Connie Coggins".

President/CEO

2006/07 Board of Directors

Front row, left to right: Roger Renfrew, MD, Sophie Glidden, Leonard Dow (Chair), Maribeth Canning & Margaret Bean (Past Chair).

Back row, left to right: Judy Leadley (Vice-Chair) , Rep. Jill Conover, Barbara Covey, MD, Jay Robbins, David Leigh, Tom Abbott, Brenda Flanagan, Rebecca Kendall & Dan O'Halloran (Secretary/Treasurer).

Not pictured: Eleanor Jodrey & Hon. Judd Thompson.

Joanne A. Chapman is the coordinator of the Rangeley Region Appointment Transport, which provides transportation to medical and social service appointments.



Joanne A. Chapman

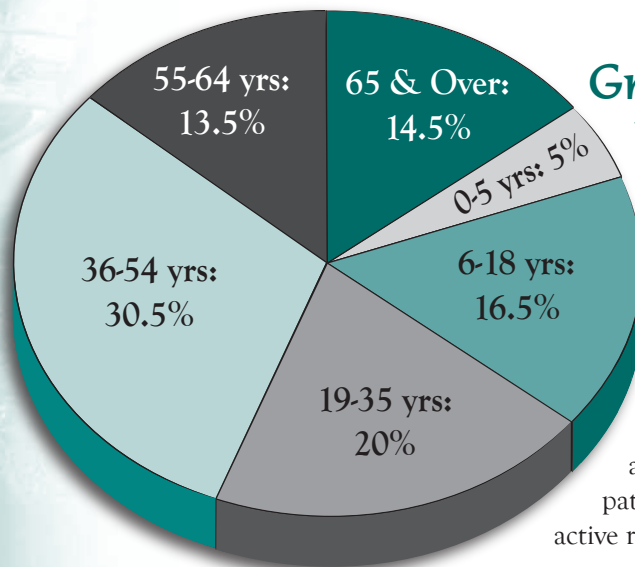
“For some people having the health center close to home makes the difference between getting medical care or not. It means a great deal to this community, it’s wonderful that we had someone with the vision to make it happen and to keep it here.”

~ Joanne is a patient at the Rangeley Region Health Center

Our Story...

HealthReach Community Health Centers (HRCHC) has been a vital part of the health care delivery system in Central and Western Maine for over 30 years. Through our system of eleven federally qualified health centers and one dental center, we provide comprehensive primary care services for the whole family to 36,000 Maine residents each year – regardless of insurance status or ability to pay.

Patients by Age Group



Great Family Health Care

Our health care providers are trained in primary care medicine and are dedicated to meeting the needs of people of all ages living and working in rural communities. HRCHC providers treat the “whole person” – not just physical symptoms, and form partnerships with their patients, encouraging them to take an active role in their care.

Joined HRCHC:

1975



Bingham Area Health Center

Providers:

- Cynthia Robertson, MD
- Melody Pratt, DO

Outpatient practice ~ 2,024 patients totaling 7,039 visits in 2006.

Affordable

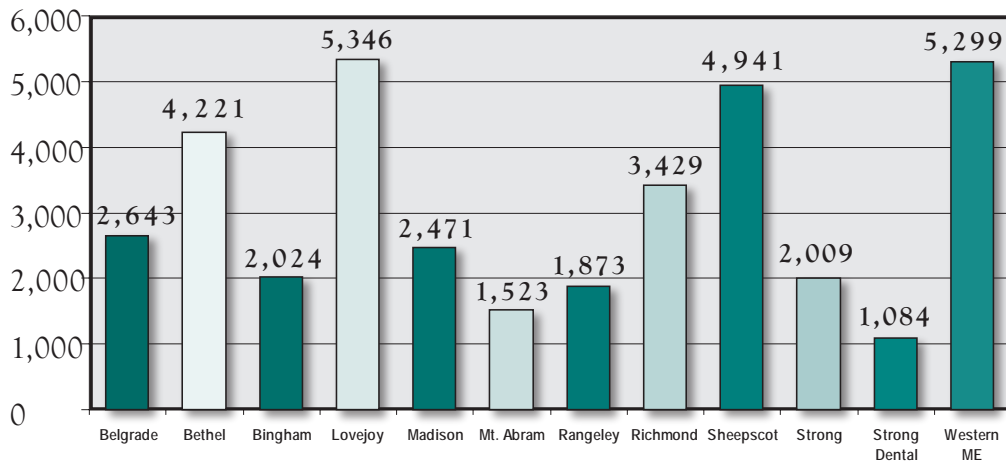
HRCHCs' services are available to everyone, regardless of ability to pay.

We bill all of the major insurance companies, Medicare and MaineCare. We also establish payment plans when needed. Through funding from the

U.S. Bureau of Primary Health Care, we offer an Affordable Care Program, based on income and family size. In addition, we partner with two hospital-based programs which enable our patients to obtain specialty care, hospital services, and medication assistance on a sliding scale based on income.

Over 11,000 of our patients receive MaineCare. For patients who have Medicare as their primary payer, only a small percentage have secondary insurance. A total of 4,339 (11.3%) of our patients are enrolled in our Affordable Care Program.

PATIENTS SERVED PER HEALTH CENTER



And Close to Home.

We serve families in over 80 rural communities, primarily in Kennebec, Franklin, Oxford, Somerset, Lincoln, Sagadahoc and Androscoggin counties. Nearly 36,000 people chose us as their primary care provider in 2006, totaling 133,720 visits.

We work closely with four hospitals located in our service areas: Franklin Memorial Hospital

(Farmington), MaineGeneral Medical Center (Augusta & Waterville), Redington-Fairview General Hospital (Skowhegan) and Stephens Memorial Hospital (Norway).

We also collaborate with a number of local organizations, state agencies and individuals who deliver crisis management, health, social service, education and other complementary services to area residents.

Madison Area Health Center

Providers:

- Marvin Lee, MD
- Linda Tully, RN, FNP,
- Gary Chaloult, FNP

Outpatient practice ~ 2,471 patients totaling 10,180 visits in 2006.

Joined HRCHC:

1977



Services Provided at HRCHC

HRCHC provides comprehensive primary and preventive care services to children and adults. The core services available to Health Center patients include:

- ◆ Care of acute and chronic illnesses
- ◆ Checkups for the entire family
- ◆ Routine pediatric care
- ◆ Immunizations for children and adults
- ◆ School and sports physicals
- ◆ Well-woman exams and routine gynecological care
- ◆ Family planning services
- ◆ Laboratory services
- ◆ Minor surgery
- ◆ Referrals to specialty care and community resources
- ◆ Behavioral health services
- ◆ On-call emergency coverage, 24 hours a day, 7 days a week
- ◆ Affordable Care Program (for those who qualify based on income and family size)
- ◆ Evening hours available at some health centers to accommodate patients



Ellen Walter, Treasurer of the Belgrade Health Center's Community Board of Directors, shares a laugh with nurse Lori McIntosh while having her blood drawn.

Dr. Diane Campbell

“ One of the priorities for me in practicing family medicine was not only the broad array of health problems that you can take care of, but also taking care of people who might otherwise not get access to care.

Dr. Campbell is a physician at the Belgrade Regional Health Center ”



When Diane was growing up in Vermont she knew that she wanted to be a small town doctor.

Joined HRCHC:

1977



Belgrade Regional Health Center

Providers:

- Diane Campbell, MD,
- Marvin Lee, MD
- Vickie Chapman, APRN

Inpatient practice with hospital care at MaineGeneral (Waterville) ~ 2,643 patients totaling 8,929 visits in 2006.

Strategic Planning Process

HealthReach Community Health Centers embarked on a strategic planning process in the summer of 2005. The process was led by a core group of staff and board members representing all aspects of the organization, and also included regular opportunities for a large group of stakeholders to participate.

In October of 2005, the Board of Directors approved the strategic plan and established our priorities for the next five years. The plan incorporated the following guiding principles:

Continue to offer quality health care & improve our services

We are working towards integrating the Planned Care Model for managing chronic illnesses across of all our health centers.

Radically upgrade our current technology to enable HRCHC to better serve our patients

In 2006, we upgraded our information technology infrastructure to include high speed internet access, implemented new practice management software, and laid the groundwork to implement an electronic medical record system in 2007 and 2008.

Achieve financial stability

The year ended with a surplus of revenues that will allow HRCHC to invest in the organization's future.

Become the provider of choice in our health center communities

Patient satisfaction surveys completed in the spring of 2006 found a high degree of satisfaction with our providers and the quality

of care. We continue to monitor patient satisfaction and make improvements to our customer service.

Become the employer of choice

In 2005 and 2006 we held our 1st and 2nd annual Employee and Volunteer Recognition Events. Each event was highly successful with almost 250 employees, volunteers and guests attending.

Assume leadership roles to broaden HRCHCs' impact in the health care arena

In 2006, Representatives Tom Allen (1st District) and Mike Michaud (2nd District) each spoke at one of our health centers during *National Community Health Center Week*. Both Congressmen expressed their ongoing support of HRCHC and the community health center program.



Rep. Tom Allen accepts a plaque for his steadfast support of community health centers as HRCHC President/CEO Connie Coggins looks on.

Richmond Area Health Center

Providers:

- Linda Hermans, MD
- Catherine Lockwood, MD
- Shelley Hickey, FNP
- Tom Bartol, NP

Outpatient practice ~ 3,429 patients totaling 11,237 visits in 2006.

Joined HRCHC:

1977





Dr. Forrest West

“ *Planned care focuses on planned visits for patients with chronic conditions rather than waiting for a health crisis to develop. An important part of planned care is patient involvement in his or her care through the self management goal process.*

~ Dr. West is the Clinical Medical Director for HRCHC & a physician at the Lovejoy Health Center ”

Management of Chronic Illnesses

HealthReach Community Health Centers is committed to improve the health of patients suffering from chronic diseases. Consequently, HealthReach is reshaping the way we deliver health care to our patients through the Planned Care Model.

Planned Care focuses on planned visits for patients with chronic conditions rather than waiting for patients to develop acute symptoms before calling for appointments. The foundation of Planned Care is actively involving patients in the management of their chronic conditions by setting self-management goals.

Through patient self-management goals, providers and staff join with patients to set realistic, measurable, and achievable treatment goals that patients are willing to work on between their current and the next planned visit. For example, goals may include eating healthier foods, becoming more physically active, and reducing stress. Our providers and staff understand that it is important to encourage patients to adopt goals that will lead them to longer and healthier lives.

“ Sue Charles



It was nice to know that someone cared enough about me to mention the “Living a Healthy Life” classes. Every day I think about the group. I drink water, exercise and move more. As you age you are going to lose some flexibility and you need to keep your muscles fluid.

Sue attended “Living a Healthy Life”, a series of classes offered at Lovejoy in collaboration with MaineGeneral. ”

Joined HRCHC:
1978



Lovejoy Health Center

Providers:

- David Austin, MD
- Andrew Rice, MD
- Paul Forman, MD
- Forrest West, MD

Inpatient practice, including obstetrics, with hospital care at MaineGeneral (Waterville) ~ 5,346 patients totaling 19,676 visits in 2006.

Dr. Richard DeCarolis

“ With electronic medical records we are going to be able to take care of our patients in ways that we have not before. We feel we can provide enhanced patient care if we can keep better track of all of our patients’ numbers and values. I am very excited about this project.

~ Dr. DeCarolis is the Operational Medical Director for HRCHC, and a physician at the Bethel Family Health Center.

”

Electronic Practice Management & Medical Records Systems Adopted

For the past year, HealthReach Community Health Centers has been engaged with implementing new Electronic Practice Management (EPM) and Electronic Medical Records (EMR) systems.

These new systems will improve the quality of patient care through the latest technology available for health care providers. The initial conversion to the new EPM system for all 11 of our health centers was completed in January 2007.

The company’s previous practice management software was implemented in 1991. Consequently, the benefits of the new EPM system are quite significant. We have been able to dramatically improve our front office administrative functions for scheduling. With EPM implemented, the company will now turn its attention to the adoption of an Electronic Medical

Records system.

The benefits of EMR for both HealthReach and our patients will be substantial. For example, EMR will provide improved patient safety and documentation. It will also provide us the ability to extract data to identify patient populations as well as to access patient information from area hospitals.

Our first health center will go live with the new EMR system in July of 2007. The remainder of our health centers will adopt the EMR by December 2008.



Sheepscot Valley Health Center

Providers:

- Carol Eckert, MD
- Roy Miller, MD
- Terry Hartford, FNP
- Richard Fein, DO
- Kathryn Wistar, MD
- Ann Schaer, PA-C

Inpatient practice, including obstetrics with hospital care at MaineGeneral (Augusta) ~ 4,941 patients totaling 18,690 visits in 2006.

Joined HRCHC:
1980



Giving Opportunities

At HealthReach Community Health Centers, the generous donations of individuals, businesses, foundations and community partners play a pivotal role in our ability to accomplish our mission. Everyday our medical and dental providers and their support teams offer the finest healthcare to area residents and visitors. We are committed to make those services affordable and accessible to every person in the Maine communities we serve.

Legislative changes in Medicare, MaineCare (Medicaid), and other programs for the elderly, disabled or low income families result in budget shortfalls. Charitable gifts help reduce costs, provide access to care for those who cannot afford it, and improve the

quality of care for everyone. Medical technology and more effective ways to diagnose and treat disease are rapidly progressing. Gifts from donors enable us to purchase state-of-the-art equipment and offer cutting-edge treatments that improve patient outcomes. Offering premium care to patients with chronic medical conditions (diabetes, asthma and depression) involves new ways of engaging patients in their own goal setting and additional resources. Donations enable us to sponsor patient self-help classes and support the cost of continuing education for our physicians and healthcare professionals.

Each year, grateful patients, family members, community partners and employees make generous gifts to

Health Reach Community Health Centers Provides Care to Rural Maine

“*The Health Center is convenient, especially in emergencies. Years ago, after working in the woods, I passed out while driving my truck. I found out I had a heart arrhythmia. It would have taken a half or three-quarters of an hour for an ambulance to get here, and another half hour to drive to Waterville.*

“Pal” is a patient at the Lovejoy Health Center, located in Albion, Maine”



Joined HRCHC:
1986



Strong Area Health Center

Providers:

- Ann Schwink, DO
- Madelyn Besse, PA
- Robert Underwood, PA

Outpatient practice ~ 2,009 patients totaling 8,419 visits in 2006.

sustain our health centers and support our Annual HealthReach/United Way Combined Campaign.

Giving opportunities at HealthReach Community Health Centers include donations of time, money, goods or services to the organization or to an individual health center. Our goal is to match donors' interests and values with the needs of individual health centers. As a 501(c)3 non-profit organization, financial donations to HealthReach are tax deductible under IRS rules.

We are grateful for the tremendous support of the quality health care we provide every day. Play a meaningful role in ensuring that residents of your community obtain the health care they

deserve by becoming involved with HealthReach Community Health Centers.

- ◆ *Make a financial contribution*
- ◆ *Give a donation of goods or services*
- ◆ *Participate in your local health center activities*
- ◆ *Volunteer your time*
- ◆ *Become a member of your health center's community board*

For more information about how you can contribute or to find out about the needs of the community board of your health center, contact our Development Office at (207) 861-3466 or by email at HRCHC@HealthReach.org.



Carol & Leslie "Pal" Clark

Pal was one of the first patients at the Lovejoy Health Center. Carol became a patient shortly thereafter.

“ I would not have known what to do if the health center had not been here. It is comforting to know that the health center is close by.

Carol is a patient at the Lovejoy Health Center, located in Albion, Maine ”

Mt. Abram Regional Health Center

Providers:

- Robert Jacobs, MD
- Cherry Baker, FNP

Outpatient practice ~ 1,523 patients totaling 5,647 visits in 2006.

Joined HRCHC:
1986



Friends & Financial Supporters

HealthReach Community Health Centers deeply appreciates the generosity of the following supporters who made pledges or contributed donations or in-kind gifts to the organization and/or individual health centers between July 1, 2005 and December 31, 2006.

Our list does not include donors who contributed directly to individual community boards. In addition, donors who contributed exclusively to the Stephen E. Walsh Memorial Fund are listed separately in the following pages. The names in italics represent our current employees.

Thank you for your tremendous support which is critical to our mission of providing high quality, affordable healthcare services in rural Maine communities.

Tom and Judy Abbott
ADCO Surgical Supply, Inc.
Advanced Collection Services
Jeanne Alley
Earl and Marjorie Andersen ⁷
Androscoggin Savings Bank
Anonymous-21
Anonymous-3
Kellie Atwood
Linda Ayer ³
Julie Bailey
Bald Mountain Camps
Bangor Savings Bank
Ann Barnett
Thomas Bartol, NP and Barbara Moss
Barton Financial
Margaret Bean
Juanita Bean
Dean and Beverly Berg ⁷
Berry, Dunn, McNeil and Parker
Deborah Bloomstein
Boothby and Bartlett Company
Kevin and Dawn Brooks
Carsten Brueninghaus ⁷
Katharine Calder, LCSW
Diane Campbell, MD
Maribeth Canning
Vickie Chapman, FNP
Rick and *Connie Coggins*
Eugene and Mary Jane Cole ⁴
Jill Conover
Cory Courtois

Cousineau, Inc.
Barbara Covey, MD
Sarah Cunningham
Kathryn Darrow
Ann Davis ²
The Davis Family Foundation
Peter and Diane Dexter ⁴
Jody Dickey
Bruce and Yvette Dickinson ⁷
Christa Dillihunt
Doneva Acres
Leonard Dow
Patricia Dumas
Linda Durland
Laurel Dyer
E.W. Moore and Son Pharmacy
Corey Farnham
Richard Fein, DO
Kevin Finley, DO
Sarah Firth
Dr. Paul and *Daria Forman*
Vincenta Gage ⁴
Dale Gardner
Barbara Gellman
Getting Healthy: A Healthy Maine Partnership
Sophia Glidden
Teresa Gregory
Robert and Pamela Handley ⁴
Hannaford Supermarkets - Elm Plaza - Waterville
Hannaford Supermarkets - Jay
Linda Hermans, MD
Shelley Hickey, FNP

Joined HRCHC:

1987



Western Maine Family Health Center

Providers:

- Heidi Decker, MD
- Michele Knapp, DO
- Craig Lewis, MD
- Sondra Perry, PA-C
- Emma Ansara, FNP

Outpatient practice ~ 5,299 patients totaling 21,512 visits in 2006.

Heidi Dow

“ I’ve been a patient of Lovejoy Health Center since I was a child, and now my four children are patients of the center as well. I appreciate that the providers and staff here truly know their patients and are in-tune with our health care needs.

~ Heidi is a patient of the Lovejoy Health Center ”



Friends & Financial Supporters, continued

David Holmes ⁴
 Houle’s Plumbing and Heating
 Estate of Gordon B. Howe ⁶
 Johnny’s Selected Seeds
 Jorgensen’s Cafe
 Wendy Joslyn
 Mauno and Katherine Kankainen ⁴
 Kennebec Savings Bank
 Ketter Pharmacy
 Jeannie Kibbin
 Faith Knowlton ³
 Kozak and Gayer, PA
 LaFleur’s Restaurant
 Lakewood Golf Course
 Rebecca Lamey
 Susan Laney
 Judith Leadley
 Tara Lemieux
 Madison Paper Industries
 MaineGeneral Health
 Dorothy Major
 Herbert Mansmann ⁸
 Maplewood Restaurant
 Catherine Marden ³
 Anthony Marple
 Howell and Wilma McClure ⁴
 William and Margaret McGee, Jr. ⁴
 John McGough
 Harvey and Virginia Metzler ³
 Dr. Roy and Lisa Miller

Mr. Paperback
 Louis and Lucy Neron ⁷
 Shari Newcomb
 Sharon Newell
 Northern Data Systems, Inc.
 N. Oxford Health and Service Council, Inc.
 James Owen
 Daniel Parks ¹
 Pat’s Pizza - Bethel
 Peachey Properties, LLC.
 Sherry Pelotte
 Rangeley Region Health Center, Inc.
 Dr. Roger and Marilyn Renfrew
 John A. Robbins, Jr. and Lisa D. Robbins
 Cynthia Robertson, MD
 Deborah Rocque
 Patricia Roy
 Ann Schwink, DO
 Sarah Seder
 Senior Citizens Group ⁴
 Susan Sherman
 Sherrill Smiley
 Mary Smith
 Sharon Smith-Bouchard, RDH
 Stephens Memorial Hospital
 Janelle Sylvester
 Bernice Tardiff
 Taylors Drug Store
 Ellen Tewksbury
 The Boiler Room Brew Pub and Restaurant

The Thomas Agency
 Jeannette Tinker
 TOPS #ME 125 - Albion
 Carolyn Tranten
 Jennifer Umberhind ⁷
 United Way of Kennebec Valley
 United Way of Mid Coast Maine
 United Way of Mid Maine
 Wal*Mart - Waterville
 Dorothy Wallace ⁷
 C. Forrest West, MD
 Brenda Wilcox
 Donna Williams
 Norma Wing
 Wings Hill Inn and Restaurant
 Anne Winter ⁵

¹ In Memory of Joseph W. Tinker
² In Memory of Teresa Davis
³ In Memory of Roberta Stuart
⁴ In Memory of Lillian Winter
⁵ In Memory of Mozelle Tranten
⁶ In Memory of Gordon B. Howe
⁷ In Memory of Mildred Knight
⁸ In Honor of Patricia Windstein

We have tried to ensure the accuracy of this report. If you note omissions or errors, please notify the Development Office at 207-861-3466.

Rangeley Region Health Center

Providers:

- Tasha Hofmann, DO
- Robert Underwood, PA

Outpatient practice ~ 1,873 patients totaling 6,337 visits in 2006.

Joined HRCHC:

1994





In Memory of Stephen E. Walsh, MHA

On November 21, 2006, Stephen E. Walsh, MHA, HRCHCs' past President, died peacefully surrounded by his family after a long and courageous battle with cancer. Steve is missed by all of us at HealthReach who cherished his kindness, sense of humor, and enthusiasm for life. Surviving are his loving wife, Donna (Westbrook) Walsh and their three children, Daniel, Jonathan and Adriana.

In lieu of flowers Steve's family had requested donations be made in his memory to *The Stephen Walsh Memorial Scholarship Fund*. The Scholarship was initially created through a generous contribution from Steve with the goal of providing an annual scholarship for a dependent of a HRCHC employee. Scholarship applicants submit essays describing their commitment to their community, something Steve was passionate about.

To date, several thousand dollars have been generously donated to the Scholarship Fund. These generous contributions will allow this annual Scholarship to be self-sustaining.

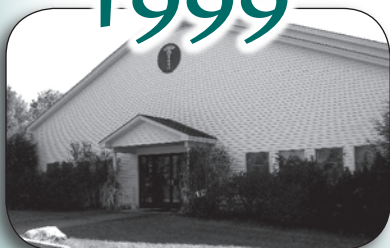
In 2006, Kurtis J. Barnett, the son of Ann Barnett, a Registered Nurse at the Western Maine Family Health Center, was the first *Stephen Walsh Memorial Scholarship* recipient. Kurtis was a Fire Science major at Southern Maine Community College and wrote in his essay of his commitment to serving his community as a volunteer firefighter.

Steve, in 2005, speaking at a Maine Primary Care Association conference while Maine Governor John Baldacci and Kevin Lewis, Executive Director of the MPCA looked on.



Joined HRCHC:

1999



Bethel Family Health Center

Providers:

- Richard DeCarolis, DO • T. Kevin Finley, DO
- Jennifer Landry, PA • Jan Whitworth, PA

Outpatient practice ~ 4,221 patients totaling 16,054 visits in 2006.

Stephen E. Walsh Memorial Scholarship Fund Contributors

Timothy and Kathleen Ahearn
Deborah Albert
Geraldine and Raymond Allard, Jr
Raymond L. Allard, III
Richard and Wendy Allard
Steven and Eleanor Angelino
Mark and Amy Avery
Mark and Judith Bard
Thomas Bartol, NP and Barbara Moss
James and Bette Jane Bates
Louis Battelli
Peter Beckerman
Belgrade Regional Health Center, Inc.
Barbara Belliveau
Anthony and Kelley Bernard
Robert and Norma Bishop
Paul and Elizabeth Bourgeois
Nadine Bourgeois
Douglas and Nona Boyink
Kevin and Dawn Brooks
Kenneth Brown
Scott and Patricia Bullock
Katharine Calder, LCSW
Douglas and Tania Camrick
Robert and Mary Cembrola
Rick and *Connie Coggins*
David and Margaret Coveney
Anthony and Judith Dadah
Theodore and Karen Dalzell
Theodore and Kathleen Dalzell
Ernest and Mary DiDonato
Sara Dyer
Eastport Health Care
Esthetic and Reconstructive Dentistry
Stefan and Karla Evers
Michael and Patricia Fallon
R. H. and Patricia Farrell
Dennis and Stephanie Flanagan
Dr. Paul and *Daria Forman*
Norman and Anne Fournier
Susan Gurney
Barbara C. Harkins
Leslie A. Hawkins

HealthReach CHC - Central Billing Department
HealthReach Network
Gary and Tarrye Henry
Terri Hibbard
Michael and Karen Hilton
Hinojosa Educational and Head Start Center
Arlan and Eleanor Jodrey
Katahdin Valley Health Center
David and Jennifer Lachapelle
Peter Laliberte
Rebecca Lamey
John and Debra Laplante
David and Penny Laplante
Lovejoy Empty Nesters
Lovejoy Health Center Staff
James and Mary Lynch
Maine Adventures in Creativity
MaineGeneral Health
Paul Malatesta
John and Jane Marden
Stephen and Patricia Menno
Eileen Moran
Mt. Abram Regional Health Center Corporation
Geraldine M. Natale
Michael and Susan Palumbo
Quicksilver Farm
Michael and Ann Rhinehardt-Clark
Julian and Ethel Robak
Rowland French Medical Center
Sarah Seder
Antionette Serridge
Sheepscot Valley Health Center Board of Directors
Marc and Sarah Sirois
John and Catherine Sutton
The 107 - Warner Leather Group, Inc.
Faith Thompson and John Hunnewell
Kevin and Donna Thorne
Cheryl Viles
Waldo County Oil and Propane, Inc.
Donald and Filomena Westbrook
Barry and Jane Wherren
Michael and Melissa Willette
Winslow Junior High School



Strong Area Dental Center

Providers:

- *Katherine Heer, DMD*
- *Sharon Smith-Bouchard, RDH*

Outpatient practice ~ 1,084 patients totaling 3,200 visits in 2006.

Joined HRCHC:
2003



Financial Statements Years ending June 30, 2006 & December 31, 2006

Statement of Financial Position

| | * Dec-06 6 months | Jun-06 12 months |
|--------------------------------|----------------------|---------------------|
| Assets | | |
| Total Current Assets | \$2,313,007 | \$2,278,943 |
| Total Assets Limited as to Use | 959,353 | 908,348 |
| Other Assets | <u>677,475</u> | <u>687,102</u> |
| Total Assets | \$3,949,835 | \$3,874,393 |

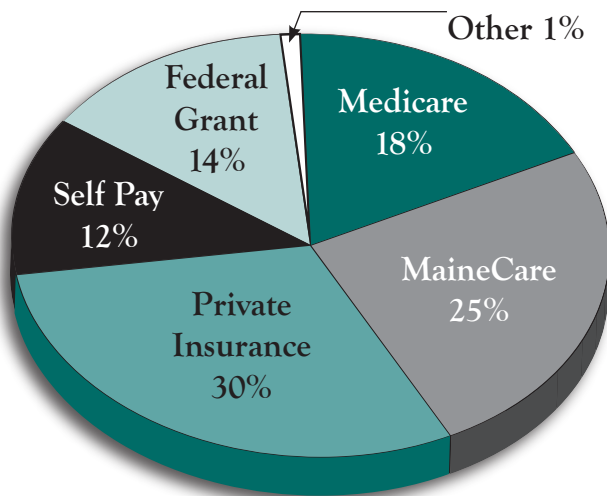
Liabilities and Net Assets

| | | |
|--|------------------|------------------|
| Total Current Liabilities | \$1,345,928 | \$1,347,172 |
| Long-Term Debt | <u>294,058</u> | <u>328,803</u> |
| Total Liabilities | 1,639,986 | 1,675,975 |
| Total Net Assets/Equity | <u>2,309,849</u> | <u>2,198,418</u> |
| Total Liabilities & Net Assets/Equity | \$3,949,835 | \$3,874,393 |

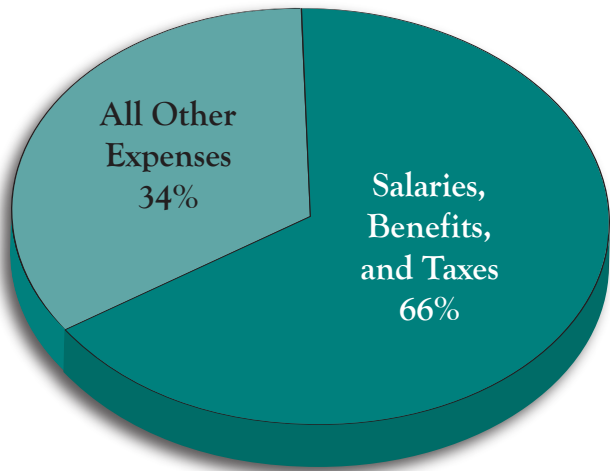
Statement of Activities

| | * Dec-06 6 months | Jun-06 12 months |
|---|----------------------|---------------------|
| Revenue | | |
| Gross Revenue, Gains & Other Support | \$8,546,952 | \$17,016,384 |
| Deductions from Revenue | <u>(1,645,717)</u> | <u>(2,586,863)</u> |
| Net Revenue, Gains & Other Support | \$6,901,235 | \$14,429,521 |
| Expenses | | |
| Salaries, Wages & Employee Benefits | \$4,543,651 | \$9,249,995 |
| Supplies & Other | 2,094,099 | 3,739,351 |
| Provision for Bad Debts | <u>218,813</u> | <u>447,608</u> |
| Total Expenses | 6,856,563 | 13,436,954 |
| Net Operating Income/(Loss) | 44,672 | 992,567 |
| Non-Operating Gains/(Losses) | 71,709 | 12,104 |
| Increase/(Decrease) in Unrestricted Net Assets | \$116,381 | \$1,004,671 |

Gross Revenue



Expenses



Annual Report – Fiscal Year Change

* HealthReach Community Health Centers is pleased to present our Annual Report covering fiscal year July 1, 2005 to June 30, 2006 as well as an additional fiscal year covering July 1, 2006 to December 31, 2006. HealthReach began our new fiscal year on January 1, 2007. Henceforth, our fiscal year will match the calendar year, unlike previously when it ran from July 1 to June 30.

Float & Per Diem Providers:

Provide care at multiple Health Center locations.

Providers:

- Cherry Baker, FNP
- Robert Underwood, PA
- William B. Toms, MD
- Sandra Picard, FNP
- Patsy Thompson Leavitt, MS, FNP
- Tammy Chouinard, RDH

Our Values & Standards

R

ESPECT

Treat everyone with dignity, respect, and empathy. Treat patients, families, and fellow employees the way you would like to be treated.

E

XCELLENCE

Demand the best of yourself in caring for others. Maintain a high standard of ethical behavior and personal expertise in the performance of your work.

S

ERVICE

Recognize that you are here to serve. To do so, you must understand and meet the needs of patients and strive to exceed their expectations.

P

ROFESSIONALISM

Project a positive image of the organization through actions, words and appearance.

E

MPATHY

Take time to listen and understand what people are experiencing.

C

OMMUNICATION

Communicate effectively by listening attentively and speaking with sensitivity and honesty in a clear and direct manner.

T

EAMWORK

Acknowledge that in working together the team is able to accomplish more than you can individually.

Our Locations

BINGHAM AREA
HEALTH CENTER



MADISON AREA
HEALTH CENTER



ADMINISTRATIVE
OFFICE
Waterville



MT. ABRAM REGIONAL
HEALTH CENTER
Kingfield



STRONG AREA
HEALTH CENTER



RANGELEY REGION
HEALTH CENTER



BELGRADE REGIONAL
HEALTH CENTER



BETHEL FAMILY
HEALTH CENTER



WESTERN MAINE FAMILY
HEALTH CENTER
Livemore Falls



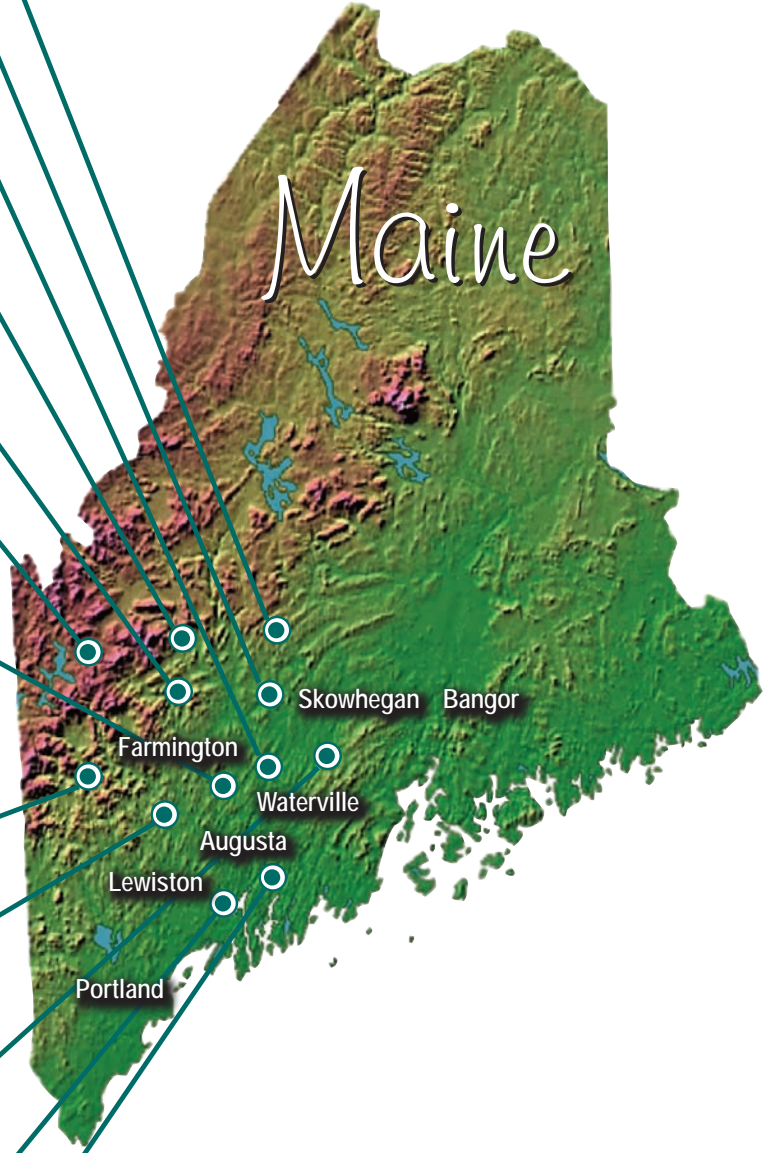
LOVEJOY
HEALTH CENTER
Albion



RICHMOND AREA
HEALTH CENTER



SHEEPSCOT VALLEY
HEALTH CENTER
Coopers Mills





Belgrade Regional Health Center
Belgrade Lakes, Maine
(207) 495-3323

Lovejoy Health Center
Albion, Maine
(207) 437-9388

Rangeley Region Health Center
Rangeley, Maine
(207) 864-3303

Strong Area Health Center
Strong, Maine
(207) 684-4010

Bethel Family Health Center
Bethel, Maine
(207) 824-2193

Madison Area Health Center
Madison, Maine
(207) 696-3992

Richmond Area Health Center
Richmond, Maine
(207) 737-4359

Strong Area Dental Center
Strong, Maine
(207) 684-3045

Administrative Office
Waterville, Maine
(207) 861-3400

Bingham Area Health Center
Bingham, Maine
(207) 672-4187

Mt. Abram Regional Health Center
Kingfield, Maine
(207) 265-4555

Sheepscot Valley Health Center
Coopers Mills, Maine
(207) 549-7581

Western Maine Family Health Center
Livermore Falls, Maine
(207) 897-4345

HealthReach
Community Health Centers
P.O. Box 1568
Waterville, ME 04903-1568

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