

# HealthReach Community Health Centers



## COMMUNITY REPORT 2012

Fulfilling our mission to provide high quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine.

# Dear friends...

Please join us in celebrating another successful year of providing affordable, quality health care to Central and Western Maine. Join us as we celebrate our latest accomplishments and look to the future.



## Message from our president



HealthReach Community Health Centers is committed to our mission of “providing high quality, affordable, patient-centered healthcare throughout the medically underserved communities of central and western Maine.”

Over the last year, we’ve continued our focus on patient-centered care. We successfully integrated behavioral health services across nine of our health centers to meet our goal of supporting our patients to address stressors that affect their health. We implemented patient portals at all 11 sites which permit secure electronic communication with patients. We also expanded a care management program to support our patients with their individual health education needs.

In addition, two of our health centers have met national benchmarks for patient-centered care (Belgrade Regional Health Center and Lovejoy Health Center) while our other health centers are actively working on achieving this certification.

Carter Woodson once said “the true meaning of leadership is service”. Our staff members and nearly 120 community volunteers who serve on our local community boards and our governing board appreciate the opportunity to serve their friends and neighbors within their communities.

“We appreciate the opportunity to serve friends and neighbors in our communities”

Connie Coggins  
HRCHC President



*“We like to be a patient’s ‘medical home’ ... helping them with all the issues in their life ... not just medical problems. They are often interrelated. The most rewarding part of my job is each individual patient visit, spending that time with each individual ... helping them to make a difference in their lives.”*

- Tom Bartol  
Nurse Practitioner, Richmond Area Health Center





# Message from our Board Chair

As a patient, customer, and beneficiary of health care through HealthReach Community Health Centers, I think it is important to recognize that the services of HealthReach extend far beyond the direct care provided by our health care professionals to include the impact on quality of life across Central and Western Maine. It was 1976 when I first used the services of Richmond Area Health Center, now one of the eleven locations of HealthReach Community Health Centers. When my family returned to Maine in 2001, HealthReach became my family's primary medical care provider. I am glad and honored to be a part of this organization.

The goal of HealthReach is simply to provide high quality, affordable, patient-centered health care in medically underserved areas in Central and Western Maine. The assurance of access to health care services for Central Maine is, quite frankly, increasingly critical to sustaining and developing our communities and a cause worthy of all of our efforts. Today, across America, we are finding that access to health care is increasingly challenging. HealthReach Community Health Centers, however, provides essential health services and treatments in our communities that make all of our lives better.

On behalf of the Governing Board, I am pleased to report that the practices of HealthReach Community Health Centers are doing very well in meeting the demands of providing health services to our Central and Western Maine residents. It is evident from health center to health center that our communities and nearly 30,000 patients are better off because of the staff and facilities we have positioned across this region.

I am honored to serve as Board Chair on the HealthReach Community Health Centers' Board of Directors. The success of HRCHC rests largely on the shoulders of the professionals who work in the health centers and the HRCHC offices. We, as a Board, are formed to assist and support all of them in any way necessary to sustain the success.

The HealthReach Community Health Centers' Board is collectively proud of the people who serve everyday to make all of the Health Centers better.

Joanne E.A. Joy  
Chair, HealthReach Governing Board



**Members of the 2013 HealthReach Community Health Centers Board of Directors**

(back row, from left) Robin Melancon-Quimby, Jody Watson, Donna Walsh, MS, RD, Dana Kempton, Steve Ball, and David Greer (Front row, from left): Secretary/Treasurer David Leigh, Gary Pierson, and Board Chair Joanne Joy, MA. Not pictured: Marci Alexander, Esq., Vice Chair Margaret Edwards Flynn, and Janine White.

*"People ask me, 'Why do you drive that far to see a doctor?' I tell them the people here are friendly, efficient and always give me time. Most places you sit for two hours and see the doctor for five minutes."*

- James Sukeforth  
Patient, Sheepscot Valley Health Center



# Spotlight on...

WESTERN MAINE  
FAMILY HEALTH CENTER

## New location ... Same reliable medical team

### WMFHC at a glance

#### Year established

1987

#### Patients served in 2012

2,671

#### Towns served

Canton, Fayette, Hartford, Jay,  
Livermore, Livermore Falls,  
Sumner, Chesterville, Farmington,  
New Sharon, Wilton

#### Services

Affordable Care Program, Behavioral Health Services, Care of Acute and Chronic Illnesses, Checkups for the Entire Family, Emergency Coverage-24/7, Family Planning Services, Home Visits, Immunizations for Children and Adults, Minor Surgery, Referrals to Specialty Care and Community Resources, Routine Pediatric Care, School and Sports Physicals, Social Work Services, Well-Woman Exams and Routine Gynecological Care

The first thing you notice about Western Maine Family Health Center's new facility is how bright it is inside. The second thing you notice is that nothing has changed about the high quality of care being offered.

Providers Craig Lewis, MD, Emma Ansara, FNP, CeCe Rohrbach, FNP, and Jessica Hopkins, LCSW began seeing patients in the newly renovated historic Livermore Falls building on February 4 and the feedback has been great. Constructed in 1887, the building originally housed a hardware store owned by John F. Lamb, a significant figure in the town's history. The building is a classic example of post-Civil War structures complete with first-floor store fronts, second floor professional offices and a large, third-floor that was used as a meeting hall until about 1917. Lewiston-based Hebert Construction has renovated the third floor that houses the new health center.



*CeCe Rohrbach (standing) and Emma Ansara discuss a patient in their new office.*

Situated adjacent to the campus of the Androscoggin Valley Medical Arts Center, a branch of Franklin Memorial Hospital, referrals will be much easier on the patients.

"We refer a lot of our patients to the Medical Arts Center and our new location will make it even more convenient for them to complete tests and procedures right next door," says Ann Barnett, practice manager.

Patients at Western Maine who are referred to AVMAC can now receive X-rays, ultra sounds, lab work, mammograms, physical therapy, orthopedics, OB/GYN and other specialist services without having to drive to a separate location. "We have created a more streamlined, easier patient visit," says Barnett.





# Running a health center



*From left, CeCe Rohrbach, FNP, Craig Lewis, MD, and Emma Ansara, FNP have been a team since 2007. All three providers are avid runners and pass their knowledge and zest for exercise onto their patients.*

running partners and have run the Sugarloaf 15K together the last three years. CeCe plans on running it again this year, but Emma will sit out as she is expecting her third child this summer. All three providers, plus Behavioral Health Specialist Jessica Hopkins, LCSW, who is also a runner and firm believer that regular exercise is a great, cost-effective way to maintain optimal health, encourage their patients to work some sort of exercise into their health and wellness plans.

As our health centers move toward a patient-centered model of care, our providers are taking a pro-active approach to care – instead of prescribing costly medications to fix the symptoms of a disease, our providers are taking a preventive approach, working with their patients to create an exercise routine that is right for them.

“We talk with patients about the benefits of daily exercise and running outdoors,” says Emma. “It helps when they see us out running, practicing what we preach. And since we all live in the area we can recommend great places for them to get started. My patients who start and follow through with an exercise plan are less depressed, they look and feel better and often have better personal relationships.”

Craig Lewis, who has been at WMFHC for 25 years, recalls one patient – male, middle-aged, cholesterol levels “awful” – who would not take medications for his symptoms because of possible side effects. Craig was particularly concerned with his Cardiac C-reactive protein levels which read 7.5 when a healthy reading should be under 1. So after Craig suggested it, this patient began running. At first, he was really struggling, but he managed to jog three miles, three days a week.



*CeCe Rohrbach, FNP competes in the 2012 Sugarloaf 15K in Carrabassett Valley, Maine. CeCe and Emma Ansara, FNP have run the race together for the past three years*

The providers at Western Maine Family Health Center are serious about running. How serious? Well, when the brand new health center was in the design stages, the providers made sure that the plans included a shower in the staff area so they could clean up after their lunchtime runs.

All three providers have run marathons before and Craig Lewis, MD has two ultra-marathons under his belt. These are 50-mile endurance races. His best ultra time is 10 hours, 45 minutes and his goal is to run another in the near future.

Family Nurse Practitioners Emma Ansara and CeCe Rohrbach are



## Robert Grover, Western Maine patient and hero

Many people look up to their doctor. They trust them to offer care and advice during some of their most trying and vulnerable times in their lives. Some even consider them heroes. Well, it can go the other way, too. When a patient faces incredible odds and always comes out on top, then that patient becomes the doctor’s hero.

Robert Grover of Fairfield has been seeing Dr. Craig Lewis at Western Maine Family Health Center for more than 25 years. Confined to a wheelchair from complications from Cerebral Palsy, Robert is determined to keep working and looks to Craig for guidance.

“Dr. Lewis calls me his hero,” says Robert. “He tells me ‘I never underestimate you. You always seem to come through.’”

Craig played an integral role in getting Robert a power wheelchair, now his primary means of mobility. More recently, Craig cooperated with a local vocational rehab company to get Robert back to work. A truck driver for most of his adult life, Robert was unable to pull himself into his truck’s cab due to a broken arm. With Craig’s help, the rehab company installed a running board lift onto the truck and Robert could get in with the push of a button.

“Dr. Lewis was amazed,” says Robert. “He told me, ‘You look for a way to work when most people look for ways not to.’”

Robert moved to Fairfield about 10 years ago but travels to Livermore Falls so he can continue to see Craig.

“I have a good relationship with Dr. Lewis,” says Robert. “I can travel farther and work with someone who knows me.”

Robert also travels to the Bingham Area Dental Center to receive care from Tamar Diamond, DMD.

“They are very fortunate to have her,” he says. “She is a great dentist ... understanding and passionate, too.”

**Running**, continued page 11

***“Just be active in any way ... find ways to make exercise fun and stick to a plan that works.”***

***- Emma Ansara, FNP***

# Year in Review

See what the rest of our health centers have been up to this year. Whether welcoming new providers, receiving awards or providing our communities with health-related classes and events, all of our health center staff dedicate every day to providing quality care to Central and Western Maine residents.

*Richmond Area Health Center's  
community weight loss celebration*

**BELGRADE REGIONAL HEALTH CENTER** teamed up with a local ambulance service in a pilot project called **Community Paramedicine**. This service provides home safety assessments, vital signs measurement, lab draws, and some immunizations to certain BRHC patients living in rural areas.

We were certified at the **highest level for patient-centered care** (level 3) by the National Committee for Quality Assurance.

**BETHEL FAMILY HEALTH CENTER** welcomed **Leslie Lufkin, LCSW** to the medical team in February and began offering behavioral health services.

We **upgraded our X-ray technology** in May adding a Fuji CR digital X-ray machine that allows for faster results, clearer images and the ability to enhance those images once they are taken. Our X-ray services are a vital asset to the Bethel community and surrounding areas. We provide this service to nearly 1,000 people each year.



**BINGHAM AREA HEALTH CENTER** welcomed **Cameron Bopp, MD** to the practice in January.

We opened our **brand new state-of-the-art dental facility** in November. Thanks to the dedication and initiative of the Bingham Health Council, the new dental office is equipped with a brand new work space that includes four operatories, an additional patient chair with all the accessories, a private waiting area and a new digital, panoramic X-ray machine. The new dental center was a featured stop on the annual Legislative Bus Tour in February where more than 100 state legislators toured the facility.

**LOVEJOY HEALTH CENTER** welcomed Jenny Davis, FNP to the medical team in June. In addition to providing top notch care, Jenny is a world-class athlete and a top-ranked CrossFit competitor.

**Kathy Lord** joined the practice this year as a Care Manager who works one-on-one with our patients to help them understand their diagnoses and guide them through their action plans. "The most rewarding times for me are making the connection with a person when they are wanting and 'ready' to make a change and being able to give them the tools to make that happen," she says.

We were recognized as a **Patient Centered Medical Home** by the National Committee for Quality Assurance.



**MADISON AREA HEALTH CENTER** welcomed **JoHanna Davis, FNP** to the practice in July. Read more about JoHanna on page 8.

**Kim Brooker, LCSW** joined the medical team in July to offer Behavioral Health Services.

Staff at the health center **volunteered with "Cooking Matters,"** a community cooking class that empowers families that may be at risk of hunger with the skills, knowledge and confidence to make healthy and affordable meals. "We enjoy reaching out and giving back to our community," says practice manager Barbara Belliveau. "Cooking Matters is a great program for families to learn how to prepare foods and spend time together."



**MT. ABRAM REGIONAL HEALTH CENTER** welcomed **Christie King, FNP** to the medical team in July. In addition to over 10 years of nursing experience, she also completed two year-long voluntary deployments in support of the War on Terror in Kuwait and Germany as an active duty US Navy Reserve Officer.

**Kim Brooker, LCSW** began offering behavioral health services in July.



**RANGELEY FAMILY MEDICINE** joined six other health centers this year in **introducing the Patient Portal**, an online resource that connects our patients directly with their provider and clinical team. This free service allows patients to ask a question, request an appointment and refill their prescriptions all from their personal computer. All 11 health centers now offer this valuable service.



**RICHMOND AREA HEALTH CENTER** welcomed Louise Gephart, LCSW in January to offer behavioral health services.

The Richmond staff once again hosted two successful community events. In July, more than 100 runners participated in the 2nd Annual RAHC 5K and Fun Run which raised money for community health efforts. In October, Tom Bartol, NP spearheaded a celebration marking the second year of the Star Program, a community weight loss program where patients have lost a combined 7,000 pounds.

Students from Marcia Buker Elementary School in Richmond **displayed their artwork in the waiting room** this winter to bring focus to “Let’s Go,” a Maine program that encourages kids to live a healthy lifestyle.

**SHEEPSCOT VALLEY HEALTH CENTER** welcomed **Judith Day, LCSW** in October to offer behavioral health services.

Staff and board members, along with help from the Whitefield Lions Club, hosted a **community pancake breakfast and open house** to celebrate the health center’s renovations in October. The public enjoyed a free breakfast made by our staff, went on guided tours of the health center, and received flu shots.



**STRONG AREA HEALTH CENTER** began a new program called Continuous Glucose Monitoring that allows us to better understand the effects a patient’s lifestyle has on his or her diabetes. Small monitoring devices, implanted under the skin of a patient’s abdomen, provides 24-hour monitoring of blood sugar levels. These readings help our medical team create a personalized action plan for each patient.

We celebrated two milestones this year. Our **dental center turned 10** in January. We took a look back at offering quality dental services to the region. Hygienist Sharon Smith-Bouchard has been here since the beginning. **Ann Schwink, DO** celebrated 20 years with the practice in February.

**HEALTHREACH COMMUNITY HEALTH CENTERS** provided care to **29,982 patients in 2012 totaling 99,898 provider visits**. Our behavioral health services continue to expand as we now offer these services at eight of our health centers.

Our organization is dedicated to providing affordable health care for everyone. **More than 900 patients saved a combined \$1,192,910** on prescription medications in 2012 using our **Patient Assistance Program**. Each health center has a staff member dedicated to helping patients receive reduced and free medications directly from the drug companies.

Our **Affordable Care Program** is a sliding fee program that offers qualifying patients discounted services. In 2012, **2,398 patients saved \$915,746 on vital health care services**. Many of our patients would not be able to be seen by a provider without the use of the program.

# Learning to care

Many of our providers sponsor clinical rotations of students in order to assist them in learning about the rewards and challenges of delivering health and dental care in medically underserved Maine communities.

JoHanna Davis began seeing patients at Madison Area Health Center in July and it has been a whirlwind for her ever since. The small, yet bustling practice at the base of Maine's northern wilderness provides care to nearly 2,000 patients each year. The first year Family Nurse Practitioner came prepared for the task, however, thanks to her time as a student at another HealthReach facility – Western Maine Family Health Center in Livermore Falls.

While getting her Family Nurse Practitioner degree from the University of Southern Maine, JoHanna spent her final year seeing patients one day a week. With Emma Ansara, FNP as her preceptor, JoHanna learned the many intricacies of providing care at a rural family practice. Each year, our health centers host over a dozen students, providing them with the tools necessary to care for Maine families.

"Emma was a wonderful preceptor," says JoHanna. "She is able to process things so quickly. She prepared me to come to Madison and see a lot of patients on a daily basis. My transition from student to provider would have been difficult without her lessons."

JoHanna grew up in Gorham, Maine and still has relatives in Rumford, a small mill town not far from Livermore Falls, whom she stayed with during her rounds. She became ingrained in the small community and vested in her neighbors' well-being,

a trait that she brought with her to Madison.

"Practicing in a rural community is more than simply prescribing medicine and diagnosing," she says. "It's overcoming certain barriers that they have and meeting them halfway to assure that their needs are met."

JoHanna says that transportation issues and economic factors play a large role in her decision making. A lot of her patients walk to the health center, while others travel long distances to get there.

"I hand out a lot of applications to a local transport service and will schedule family visits so they only have to make one trip," she says.

JoHanna's special interest is obesity and food insecurity and she says that her patients' economic struggles play a large role in this area.

"When people are unsure of where their next meal is coming from, it affects their eating habits in profound ways," she says.

JoHanna feels comfortable dealing with this aspect of health care thanks to her time learning at Western Maine. She looks forward to establishing with more and more Madison area families and becoming an integral part of that community.

"The people I see here are down to earth, trying to do their best everyday," she says. "Having grown up in rural Maine, it's kind of like taking care of my aunts and uncles."



*JoHanna Davis, FNP, right, discusses a patient with Medical Assistant Erica French.*



"JoHanna was an exceptional student," says Emma Ansara, FNP. "She is really bright and understands the people who live in rural Maine. The patients really liked her and responded to her well."

Emma has been at WMFHC since 2005 and has hosted six students in that time. She says that her students end up learning so much from the entire staff, not just the medical providers, but the clinical support staff, as well. She says that the connections and support network that a student receives from doing rounds are priceless.

"JoHanna still reaches out to me for guidance," says Emma. "After a particularly tough week she will call me and we will get together to discuss things. I think it's important for young providers to continue to ask questions and have that willingness to reach out and learn from us."



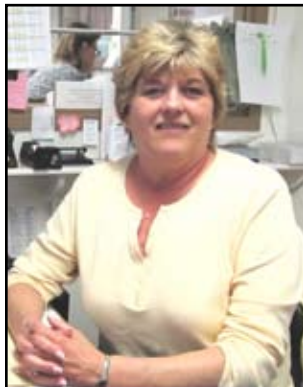
# The \$1 Million Question...

## How do HealthReach patients save money on life-saving medications?

Susan Hunnewell is an expert at saving people money. She is one of nine such HealthReach employees who are dedicated to helping patients at each of our 11 health centers find ways to afford their medications through the Patient Assistance Program. In 2012, 924 patients saved nearly \$1.2 million in medication costs!

"I love my job. It is very rewarding," says Susan. "The patients are so appreciative and the help I give them allows them to feel good about taking care of themselves."

Susan works one-on-one with patients at our health centers in Madison and Albion to find and apply for medication assistance directly through the drug companies.



*Susan Hunnewell helps patients at Lovejoy and Madison Area Health Centers get low-cost medications.*

"If we can't get a certain medication, we check out every avenue so we can save the patient the most money possible."

"Susan goes above and beyond to save our patients money," says Madison practice manager Barbara Belliveau. "She is very pro-patient."

Susan recalls one woman she helped who was very sick and needed one specific medication to treat her symptoms. After years of use, this medication became seemingly unavailable. Well, Susan rolled up her sleeves and began digging, digging and digging to find the medication at a price the woman could afford.

"Dr. Knapp hugged me for that one," she says. "It's fun to be a digger."

## But wait...There's more!

### The Navigator Program guides patients on the road toward better care.



The Navigator Program is a free service available to all HealthReach Community Health Center's patients who have no health insurance, have a high deductible health insurance or are uncertain of the coverage they may have.

Navigators Juanita Bean and Crystal W. Fitch work to address the financial barriers our patients often encounter when receiving the medical care they need. Crystal and Juanita find many patients will put off seeing their doctor or specialists because they can not afford to pay the bills. Following up on recommended tests and taking prescribed medications can be costly. Our Navigator Program is designed to help patients know if they qualify for programs that will help pay their medical bills and help get the medical care they need.

While not all patients qualify for assistance, many do. Many people are not aware of what may be available or how to apply. Some

of the programs that are available to eligible patients: our Affordable Care program, hospital free care, MaineCare, CarePartners, Quest and the Maine Breast and Cervical Health Program.

"We often know if a patient will qualify for reduced fees by having a discussion with them over the telephone," says Crystal Fitch. "We ask for household size and for the amount of income that supports the family unit."

Once financial information and other necessary information are gathered, the Navigators direct folks to the programs that may be helpful in reducing the cost of medical care and/or medicine.



**To learn more about the Patient Centered Medical Home model of care visit [pcmh.ahrq.gov](http://pcmh.ahrq.gov)**

# Thank You

...for generously supporting the work of our health centers. Below are the 2011 individual, corporate, government and foundation supporters.

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 Leon Baril  
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*HealthReach employee names  
 are italicized*



*Bingham dental staff and HealthReach president Connie Coggins (first two rows) were joined by Bingham Health Council Members (back row from left) Martha Young, president Chet Hibbard, and Richard Garrett during an open house on December 2 to mark the opening of the new state-of-the-art dental center. Thanks to the tireless efforts of the Bingham Health Council and generous donations, we are now able to offer expanded dental services in the Upper Kennebec Valley.*

*HealthReach Community Health Centers makes every effort to list donor names as requested. Please direct corrections to the Development Office at 207-660-9913.*

*The list above reflects financial and in-kind donations and pledges received between January 1, 2012 and December 31, 2012.*



# Your support makes it all happen!



In 2011, individuals, businesses, foundations and community partners generously contributed to HealthReach in support of our mission: To provide high quality, affordable, patient-centered health care in the medically underserved communities of Central and Western Maine. The patients, staff and board members recognize the vital role that donors play in the success and growth of our health centers. Donations ensure our patients will have access to state-of-the-art equipment, cutting edge treatments, new programming and extended services.

There are many ways to show support for your local health center. If you would like to help out, consider making a financial contribution, donating goods or services, serving on one of your health center's boards or volunteering. Your generosity promotes the health and well-being of our Maine communities.

Financial donations to HealthReach are tax deductible under IRS rules. **For more information about how you can contribute, to find out about our current priorities and opportunities, or to learn more about the needs of the community board of your health center, contact the Development Office at (207) 660-9913. If you would like to donate online, visit [www.HealthReachCHC.org](http://www.HealthReachCHC.org).**

## Running *continued from page 5*

"This patient lived close to me so I could see him running," says Craig. "At first he was going real slow and was not enjoying it." The patient stuck to his running regimen and returned to see Craig a year later. His Cardiac CRP levels were at 0.7. After two years, he was at 0.07 and Craig says that he looked and felt better and was less depressed.

"Most people just want a pill," says Craig, "but these have mostly bad consequences. Statistically, runners live an average of 16 years longer than non-runners."



*The medical team at Western Maine after their canoe trip down the Dead River in 2011.*

Craig says that a typical American today has had an average of 20 courses of antibiotics by the time he or she turns 20. Ideally, he says, we should get to age 20 without any antibiotics.

"The wrongful use of antibiotics increases our chances of immune disease 10 times over 30 years," he says.

Instead of relying on expensive medicine with possible side effects, Craig says that encouraging kids to be active from an early age not only has physical benefits, but benefits children mentally, as well.

"Our bodies release brain mediators when we are active," says Craig. "When kids are inactive the mediators aren't released and they do poorly in school ... Aerobic daily exercise is the only way to prevent the onset of dementia and Alzheimer's disease."

"Just be active in any way," says Emma, a prescription that a lot of Western Mainers can follow through on. "We live in a little slice of heaven here with so many outdoor activities and beautiful natural areas. Overall, you can get more of workout outdoors

with varied terrain, wind resistance, and being outside is just more fun so you are more likely to stick with it."

Each year, the three providers put their outdoor skills to the test with a paddle down the Dead River together, braving the rapids and frigid waters.

"It's a great bonding experience and a great example of how fun and exercise-friendly Maine can be."

HealthReach  
Community Health Centers

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### Belgrade Regional Health Center

2,267 patients totaling  
7,375 visits in 2012



### Bethel Family Health Center

3,816 patients totaling  
13,270 visits in 2012



### Bingham Area Health & Dental Center

2,408 patients totaling  
6,717 visits in 2012



### Lovejoy Health Center

4,206 patients totaling  
15,326 visits in 2012



### Madison Area Health Center

1,847 patients totaling  
7,232 visits in 2012



### Mt. Abram Regional Health Center

1,550 patients totaling  
4,613 visits in 2012



### Rangeley Family Medicine

1,667 patients totaling  
3,746 visits in 2012



### Richmond Area Health Center

2,750 patients totaling  
8,784 visits in 2012



### Sheepscot Valley Health Center

4,231 patients totaling  
14,980 visits in 2012



### Strong Area Health & Dental Center

3,278 patients totaling  
10,519 visits in 2012



### Western Maine Family Health Center

2,483 patients totaling  
7,336 visits in 2012

## HealthReach Community Health Centers

10 Water Street  
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Waterville, ME 04901

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# 2012 BY THE NUMBERS

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total health center  
visits

5,087  
flu shots given

80  
communities served

9  
counties served

915,746  
dollars patients saved with  
Affordable Care Program

6,994  
dental visits

29,982  
patients served

2,398  
patients receiving care  
with reduced fees

## Financial Information



### Statement of Activities

Revenue	2012	2011
Revenue		
& Earnings	\$19,691,514	\$19,370,105
Deductions from Revenue	<u>(4,189,236)</u>	<u>(3,620,757)</u>
Net Revenue	\$15,502,277	\$15,749,347
Expenses		
Salaries, Wages		
& Employee Benefits	\$10,280,403	\$9,884,125
Supplies & Other	<u>4,451,876</u>	<u>4,367,160</u>
Total Expenses	<u>14,732,279</u>	<u>14,251,285</u>
Net Operating Income	\$769,998	\$1,491,794