

HealthReach Community Health Centers



COMMUNITY REPORT 2014

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 40 years of successfully providing affordable, quality healthcare to Central and Western Maine.

Message from our President

Dear Community Members,

For the last 40 years, the clinicians and support staff of HealthReach Community Health Centers have provided care for friends, family members, and community members in over 80 towns throughout central and western Maine. What does it mean to provide 'care'? The Merriam Webster Dictionary defines 'care' as 'things that are done to keep someone healthy and safe'.

While we often associate our provider's office as a place to go when we are ill, our health centers and the staff members that work there also support patients' efforts to be healthy and safe. We've been collaborating with community partners to offer 'Cooking Well' classes, pre-diabetes prevention classes, health-themed Story Walks at local schools, student art shows depicting healthy eating habits and more. We employ staff members who can help patients with making changes that help them get 'unstuck' as they pursue their personal health goals. Sometimes, 'things that are done to keep someone healthy' aren't directly related to the provision of healthcare at all, but rather

are efforts to break down other barriers that can affect the health of a patient like lack of transportation or lack of financial resources to pay for health services. Our 'Connector' team is there to help patients overcome these barriers as well.

The hallmark of the community health center program is a tailored approach to the unique needs of the people served in our respective communities. It's this local approach combined with an emphasis on comprehensive preventive care and assisting patients with overcoming barriers to care which define our efforts today and into the future...

Thank you all for your support.



Connie Coggins
HRCHC President and CEO



"We'd like to thank you, our community members, for your continued support of our mission."

800-299-2460
HRCHC@HealthReach.org

HealthReach Connector Ann Schwab

"Ann has been our advocate. Whether it's helping with paperwork or putting us in touch with all the right folks, she keeps us going in the right direction."

- Ann and Richard Potter, Sheepscot patients



Message from our Board Chair



"I am proud to serve as the Board Chair for HealthReach Community Health Centers in this our 40th Anniversary Year."

The dedicated staff at the eleven health centers of HealthReach continue to provide high quality medical, dental and behavioral healthcare to our neighbors in 80 communities across Central and Western Maine.

I am impressed by the variety of services offered to our neighbors – checkups for the entire family, immunizations, care of acute and long-term conditions, linkage to specialty care and community resources, and more. The health centers serve people of all walks of life who choose care that is nearby and affordable. Sliding fee services and assistance with enrolling in various health plans are also available.

Last year, the health centers increased their involvement in community events and worked closely with other coalitions to co-sponsor various wellness programs for patients and area residents. Contributing to the overall well-being of the community is a vital role of a community health center and I am proud to be involved with a Maine

organization that works so diligently to bring services to our rural locations.

Quality, affordable healthcare is crucial to the well-being of our communities. I have heard stories told by friends and family who have had difficulty obtaining quality healthcare for a variety of reasons. I have spoken to seniors and others who have had to choose between daily necessities and medication necessary to their health. I know firsthand the challenges of raising a family and making sure my family received necessary healthcare. The HealthReach Board of Directors and the HealthReach organization are dedicated to providing the best possible care to the members of our communities. It is my pleasure to be a part of such a dynamic organization.

Robin Melancon-Quimby
HealthReach Governing Board Chair

Welcome New Governing Board Members



John Opperman

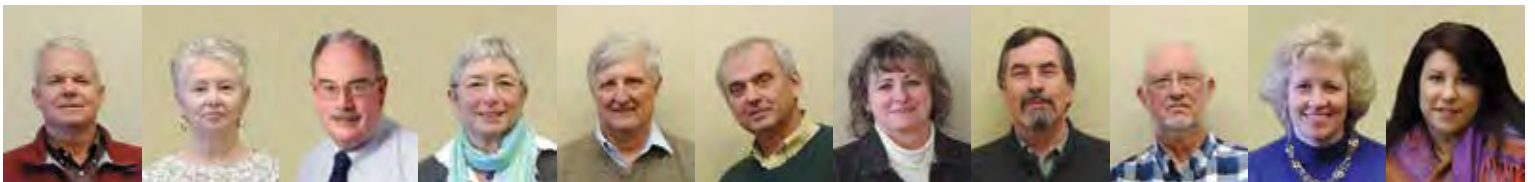
"I grew up in a small rural community with one physician, and came to appreciate how central to the community that role was and is. HealthReach health centers fill that critical role in eleven communities covering a large swath of the heart of Maine, and the chance to help guide this mission lets me give back to my town and state."



Thomas Dowd

"Having learned much about challenges facing healthcare providers and patients at Boston Children's Hospital, I am looking to contributing to the Board as well as learning the unique challenges and opportunities of HealthReach."

2015 HealthReach Community Health Centers Governing Board of Directors



Pictured (l-r): Stephen Ball; Lois Bouchard; Thomas Dowd; Joanne Joy; Dana Kempton; David Leigh, Secretary & Treasurer; Robin Melancon-Quimby, Chair; John Opperman; Gary Pierson; Jody Watson; Janine White, RN, BSN | Not Pictured: Margaret Edwards Flynn, Vice Chair



Feeding our Community in Collaboration

GOOD SHEPHERD FOOD BANK FOOD MOBILE DISTRIBUTIONS

Bingham Area Health Center hosted three Good Shepherd Food Bank Food Mobile distributions in May, June and July of 2014. These were the first Food Mobile distributions to be hosted at a community health center in the state of Maine. The three events provided much needed food relief in the area and were a great example of community partnership.

Over 16,000 pounds of food were distributed across the three events to approximately 335 households in need across the greater Bingham area, including a variety of perishable and nonperishable foods.

Our message to the public was simple: anyone struggling to keep food on the table in Bingham and surrounding towns was welcome.

A number of organizations partnered to make the Food Mobile events possible. Matthew Chandler, Director of Rural Health and Primary Care, is a strong advocate of overcoming food insecurity in our communities. His organization provided funding to promote the distributions and ensure a successful turnout. Good Shepherd Food Bank provided a terrific amount of nutritious and balanced foods. Somerset Public Health, the local Healthy Maine Partnership, had staff members present to provide a table with recipes and public health information. Electricity Maine, often a presence at Food Mobiles, distributed hundreds of energy efficient light bulbs in an effort to reduce light bills and increase household food budgets.

FOOD FOR ALL FARM STAND

Bingham Area Health Center also hosted a six-week low-cost farm stand sponsored by the Maine Federation of Farmers' Markets and Good Shepherd Food Bank. The cost of the food was subsidized by the sponsoring organizations and payment was accepted in cash and EBT.

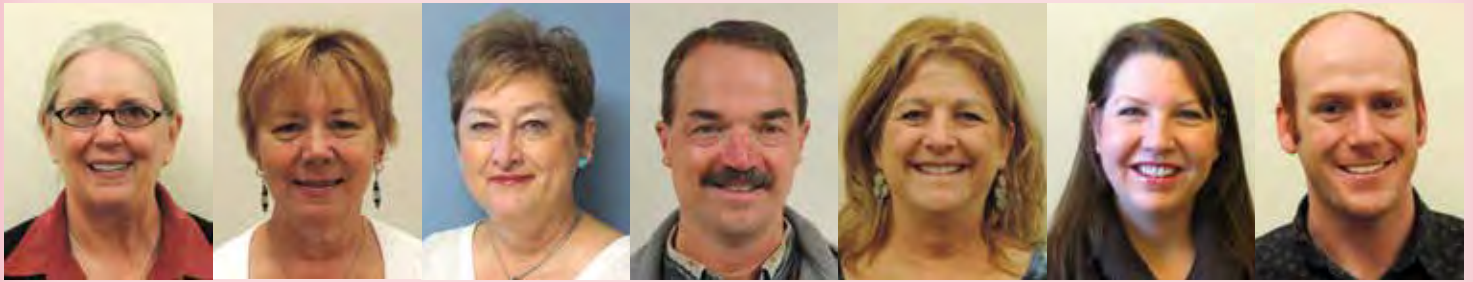
The Food for All Farm Stand is a pilot project geared towards creating an alternative food access model that makes fresh local produce available and affordable for rural Mainers who are low income or use SNAP benefits.

Lena Achey was a regular at the Food for All Farm Stand. Every Thursday from September 18 through October 23, Lena and 60 other people purchased produce from the mobile farm stand set up on the front lawn of Bingham Area Health Center. Lena's only regret was that the farm stand could not continue year-round. She shared, **"I love to come. I meet a lot of people here...I like to be here because I know what I'm getting and the food is great. I just wish they had more of it."**



Representatives from MaineGeneral RSVP (Retired Senior and Volunteer Program), Somerset Public Health, and Eva Greenthal, VISTA member, were also on hand to provide information on topics including volunteer opportunities for seniors, wellness and nutrition, and health insurance reenrollment.

Welcoming our Newest Providers



Pictured (l-r): Velma Evans, LCSW ~ Mt. Abram & Rangeley; Nancy Cooley, FNP ~ Float; Dorothy Mosher, FNP ~ Rangeley; Al Heath, FNP ~ Float; Marie Doucette, RDH ~ Bingham; Margo Beemer, FNP ~ Lovejoy; Colin McCabe, FNP ~ Sheepscot

Teaming up with Families



Cooking Matters Classes

"It feels pretty good eating healthy for a change!"

Strong • Lovejoy • Sheepscot • Mt. Abram • Richmond Western Maine

Health Information Days

"If I had applied at home, I would have given up."

Western Maine • Sheepscot

Living Well Classes

"I am now able to get a good night's sleep"

Belgrade • Rangeley • Bingham • Strong

Prediabetes Classes

"I wouldn't have stuck to my program without them"

Belgrade • Western Maine

Student Backpack Safety

"The students enjoyed their visit and learned great tips!"

Mt. Abram

Partnering with Communities



You may have seen HealthReach sharing space with our Healthy Communities of the Capital Area (HCCA) friends at the **Windsor Fair**. Perhaps you visited our table at the 38th **Common Ground Country Fair** as one of the 60,000 attendees. We are always excited when we can be a part of a community tradition, which gives us the opportunity to showcase all the services we offer families in Central and Western Maine.

In 2014, HealthReach participated in the following events:

- **Pier Pole Days**, Strong ~ June 27
- **Mollycokett Days**, Bethel ~ July 19 & 20
- **Richmond Days**, Richmond ~ July 26
- **Fireman's Field Day**, Albion ~ July 26
- **Windsor Fair**, Windsor ~ Aug. 25 - 31
- **Common Ground Country Fair**, Unity ~ Sept. 19 - 21
- **Apple Pumpkin Festival**, Livermore Falls ~ Sept. 27



Bethel, Madison, Kingfield and Strong hosted food drives or auctions to gather food and raise money for grocery gift cards to benefit local families in need. Community response was so generous that repeat events are planned for 2015!

Lovejoy Health Center hosted a school supplies drive to benefit their student neighbors at Albion Elementary School. Over 300 items were collected!

It all started in Bingham, Maine, 1975.

Robert Girard, PA was hired to head the staff at Bingham Area Health Center after having served 11 years as a Hospital Corpsman in the military.

The Bingham Area Health Council raised \$5,000 in funds for the center, nearly all of which was spent to renovate the old John Thompson building on Main Street.

In Girard's words, "There is no problem that can't be treated or screened here...Every medical need can be met here, and if we can get people to realize that, we have it made."



Original Bingham location

Bingham Area Health Center opens **1975**



Dr. Forrest West

Lovejoy Health Center (Albion) opens with Drs. Forman and West **1979**

7 patients **1975**

Mt. Abram Regional Health Center (Kingfield) and Strong Area Health Center open **1986**



Original Rangeley location

Rangeley Family Medicine opens **1994**



1975

1980

1985

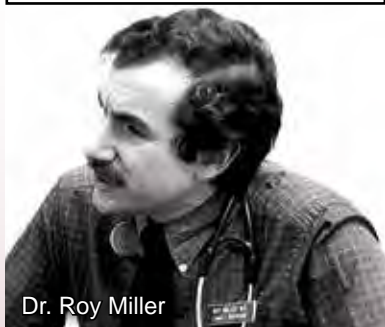
1990

Belgrade, Madison & Richmond sites are established **1977**



Original Belgrade location

Sheepscot opens with Dr. Roy Miller **1980**



Dr. Roy Miller

Western Maine (Livermore Falls) established **1987**



Original Western ME location

Generation by Generation

“My interest and continued support of HealthReach solidified when my granddaughter Katie contracted a rare form of E-Coli at the age of three.”

Leonard Dow of Albion, Maine has had a large role in shaping Lovejoy Health Center since 1978, and it runs in the family! For the last five years, his daughter Jody Watson has joined Leonard on the Lovejoy Community Board. Jody is also currently a member of the HealthReach Governing Board of Directors, where her father served as Chair for two separate terms in years past.



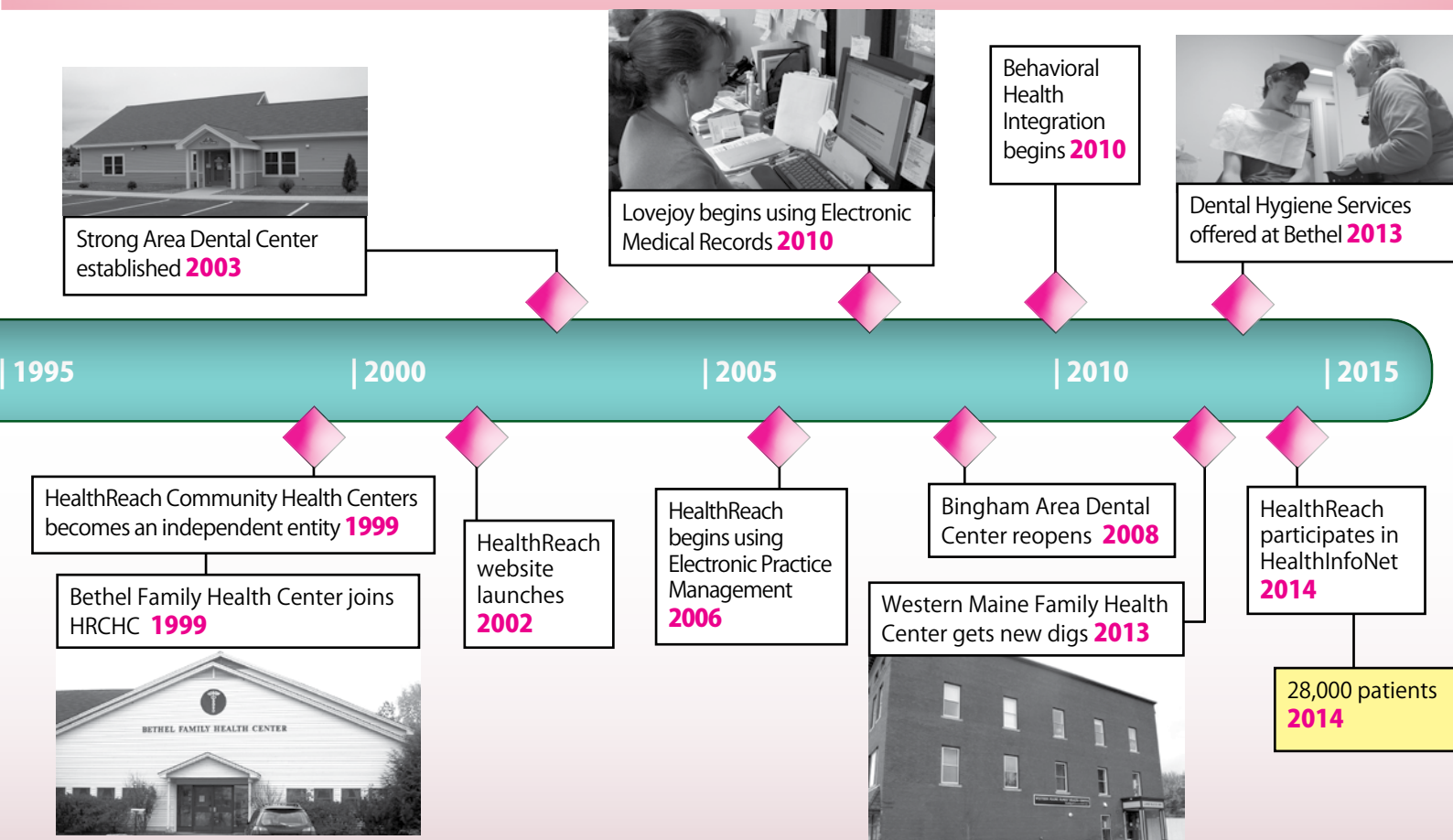
Leonard was on the Albion Planning Board in 1978 when the group formed a nonprofit corporation, secured financing, purchased land and constructed Lovejoy Health Center. The health center opened its doors in July of that year with Doctors Forman and West.

“My interest and continued support of HealthReach solidified when my granddaughter Katie contracted a rare form of E-Coli at the age of three. At the time, only two or three cases were diagnosed each year in Maine. Doctors Forman and West concurred that Katie had the disease and immediately sent her to Thayer Hospital in Waterville. From there, she was airlifted to Boston Children’s Hospital where she made a complete recovery.”

Jody has been a Lovejoy patient from the beginning. Her family’s long relationship with Lovejoy resulted in her joining the Community Board.

“My children were birthed by and brought up with Lovejoy doctors,” shared Jody. “My grandparents lived and passed with Lovejoy doctors. I love that my family has had access to high quality care in our own community throughout the years.”

Will there be a third generation of Leonard and Jody’s family to contribute to Lovejoy and HealthReach? Time will tell!





Kim Peare, Bethel patient

Coffee with Your Neighbor

Kim Peare has been a patient at Bethel Family Health Center for over two years. She and her husband came to the health center because they had not been receiving the quality of care that was needed. They were without health insurance, over budget, and did not qualify for assistance from the state. At Bethel Family Health Center, Kim and her husband qualified for HealthReach’s Affordable Care Program, or sliding scale fee.

Kim’s medical provider noticed that her patient was showing signs of stress and fatigue, so an appointment was set for Kim to meet with Leslie Lufkin, LCSW. Leslie is the health center’s own Behavioral Health Consultant.

“I was family caretaker for three family members at *once*,” Kim shared. “My husband’s stent stopped working and he needed to have one of his legs amputated above the knee. My father was suffering from Alzheimer’s. My mother was fighting stage-four cancer. I was caring for all of them and getting them to appointments, rehabilitation and treatments. I would think to myself, I should be able to handle this. I have a Bachelor’s degree in Mental Health and Human Services.”

Leslie quickly recognized the fact that Kim was exhausted from her caretaking duties and demanding schedule. She was trying to tackle too many issues at once and they were taking a toll on her health. Leslie helped to keep Kim focused on her own basic needs during their time together and shared techniques that enabled Kim to regroup and reorganize her day-to-day life. She shared printed materials and web resources for Kim to research on her own.

“I felt I had the knowledge, but it is different when hardship is right in front of you,” admitted Kim. “You lose the ability to focus.”

“Leslie is so down to earth. She is heartwarming, endearing, and talking with her is like having morning coffee with your neighbor. She isn’t full of questions. She would ask me one or two questions and then listen to me. She is a natural!”

Kim and her husband still have stressful times, and many of their challenges have not eased, but Kim has regained a healthy sense of self from her time with Leslie. She has regained an inner calm that has empowered her to continue to care for her family and most importantly, herself.



Leslie Lufkin, LCSW

Saving You Money, Keeping You Healthy



Ann Schwab, PAP representative for Belgrade Regional Health Center

For the second year in a row, the Patient Assistance Program (PAP) staff have saved our health center patients \$2 million in the cost of their medications! Our PAP staff of nine is dedicated to helping our uninsured and under-insured patients receive free and low-cost medicines from participating drug companies.

Patients who would otherwise go without needed prescriptions are helped every day by our PAP staff. Our professionals work hard on behalf of our patients to receive medications offered for free through the pharmaceutical drug companies. At the same time, patients are referred to our Connector Program to receive further assistance with accessing affordable health care.

“Helping patients without insurance to access the medicines they need is very satisfying,” said Ann Schwab, PAP professional at Belgrade. “Knowing that someone is going to be able to follow his plan of care without having to choose between food or other essentials and taking his medicine means that we are doing good work for the health of our patients and our community.”



Crystal Fitch, HealthReach Connector and Nancy Carlson, Mt. Abram Patient

HealthReach Connector Crystal Fitch (pictured above left) assists patients with many programs that can help with the high cost of healthcare and medications, transportation to needed services, and more.

Figuring out eligibility rules and tackling paperwork and enrollment processes to access those programs can often be overwhelming, but our Connectors are here to help!

Helping Patients Become Self-Advocates

Nancy Carlson, a patient of nine years at Mt. Abram Regional Health Center, first met with Crystal Fitch, HealthReach Connector in November, 2014 and so much has changed over the last several months.

A year ago, Nancy began to feel excruciating pain in her lower leg and she could barely walk. At first she thought she was suffering from sciatica, but her symptoms worsened and then her foot and ankle turned black. She was suffering from a disease that rarely develops at her age. The diagnosis was arterial embolism. Two of three arteries were blocked in her leg and vascular ulcers developed on her foot. Her leg was nearly amputated.

At the time, Nancy was in Boston caring for her father. Soon she was staying with friends as they took turns housing and caring for her and she began to feel like she was a burden. Having been fiercely independent, a hard worker and an outdoor enthusiast her entire life, Nancy found her lack of mobility harder and harder to handle. She began feeling suicidal and reached out to a behavioral facility in the Boston area, but there was a six-month waiting list and her phone call was not returned.

“I don’t like to ask for help. I wanted to stop depending on my friends, so I decided to return home and recuperate on my own.”

Back home in Maine, Nancy made an appointment at Mt. Abram and met with Shannon Munro, FNP. Shannon acquired a padded boot for Nancy’s foot and referred her to Crystal Fitch, HealthReach Connector.

“Crystal has helped me with so much paperwork, getting medications, fuel assistance, transportation, and I just got MaineCare,” said Nancy. “It is a very huge deal!”

“You are a great self-advocate,” Crystal told her with a smile.

“Do you know, she actually thanked me for letting her help me,” shared Nancy. “I couldn’t believe she said that! My top priority is to give back after receiving so much help.”

“I didn’t know what was out there, but Crystal was right on top of everything for me.”

THANK YOU

...for generously supporting the work of our health centers. Below are our 2014 individual, corporate, government and foundation supporters.

1 Anonymous ¹
16 Anonymous
4 Anonymous
Jeanne Alley
Kellie Atwood
Paul Audette
Julie Bailey
Brian and Wanda Baker
Stephen Ball
Thomas Bartol
Jan Beach
Juanita Bean
Madelyn Besse
John and Judy Bielecki
Nancy Bixler
Michael and Evelyn Bizier
Lois Bouchard
Brenda Bowden
Michael Brooks
Kevin and Dawn Brooks
Josephine Buker ²
Katharine Calder
Peter Carey
Jessica Cassidy
Constance Coggins
Sarah Cunningham
Susan Davis
Richard DeCarolis
Joshua D'Errico
Jean Dow
Paula Dube
Patricia Dumas
Margaret Edwards Flynn

Crystal Fitch
Paul and Daria Forman ^{3,4}
Eric and Betsy Frey
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the Tri-Valley Area
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Wendi Wainer
Angela Ward
Wilma Ware
Jody Watson
Jean Welch
Sue Wells
Dennis A. Wilson
Beverly Winship ¹³

1. *Stephen Walsh Memorial Scholarship Fund*
2. *In Memory of Kenneth A. Buker*
3. *In Memory of Harrison Sylvester*
4. *In Honor of C. Forrest West*
5. *In Memory of Maurice Gilbert*
6. *In Memory of Judith Hassen-Manzo*
7. *In Memory of Charles (Bob) Knowlton*
8. *In Honor of Raymond L. Allard II*
9. *In Memory of Simonne Leon Baril*
10. *In Memory of Verna Blake*
11. *In Memory of Bruce C. Pray*
12. *In Memory of Jennie and Henry*
13. *In Memory of Bob and Esther Winship*

HealthReach employees are italicized

In 2014, 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*. Our patients, staff and board members recognize the vital role that donors play in the success and growth of our health centers. Donations fund patient service improvements, technology, patient education and community health programs.

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 wellbeing of our Maine communities.

Financial donations to HealthReach are tax deductible under IRS rules. **For more information on current priorities and opportunities at your health center, contact the Development Office at (207) 660-9913. Visit www.HealthReachCHC to download a donation form.**

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, 2014 and December 31, 2014.

Health Centers Hosted 30 Students and Residents

In 2014, HealthReach Community Health Centers hosted a total of 30 students and residents at our health centers. We welcomed students from physician, physician assistant, nurse practitioner, and medical assistant programs. The positive experience that students gain through the work they perform at our health centers is a direct reflection of the quality of our providers and the dedication of our clinical and administration support staff. The relationships we build with future providers may inspire graduates to practice in Maine and maybe even at our health centers.

The Role of Provider: completing the picture



Lisa LaGrange, FNP and Jennifer Lavertu, FNP student

St. Joseph FNP student Jennifer Lavertu recently completed a six-week clinical rotation at Belgrade Regional Health Center, and she treasures the experience.

Jennifer's prior experience working at a hospital was positive, but she found that she wanted to be able to give her patients more one-on-one time, which helped her in her decision to pursue family practice. The FNP program at St. Joseph's requires students to search for, identify and acquire their own preceptor. Fortunately, Jennifer found Lisa LaGrange, FNP, who had completed the same program at St. Joseph's in recent years. Lisa accepted Jennifer immediately.

The work at Belgrade was very busy and rewarding. "It was a great learning experience," said Jennifer. "It was a challenge trying to put the big picture together when it came to diagnosis and treatment."

"I am scheduled to come back for my final rotation. Lisa accommodated me, offered all resources available to her and I always felt at ease asking questions. I loved her comforting voice!"

Jennifer feels that her perspective as a provider expanded during her time at Belgrade. She acquired a new way of thinking about her patient population, how to work with the uninsured, and how the role of medical provider can include social services, referrals and more.

"I definitely have a more complete picture of the role of the provider in family practice after experiencing circumstances that you can't find in a textbook!"

"I love to teach. It keeps my information and skills fresh. We have all gone through the process of learning. The best approach is by doing, which helps us to embrace the process more freely." - Lisa LaGrange, FNP

OUR 2014 PRECEPTORS:

Belgrade Regional Health Center

Robert Cianfarano, PA

Lisa LaGrange, FNP

Amy Madden, MD

Bethel Family Health Center

Richard DeCarolus, DO

T. Kevin Finley, DO

Susan Martin, RN

Bingham Area Health Center

Patricia Nurse, FNP

Lovejoy Health Center

Gretchen Morrow, PA

Forrest West, MD

Madison Area Health Center

Nancy Knapp, MD

Richmond Area Health Center

Linda Hermans, MD

Sheepscot Valley Health Center

Roy Miller, MD

Kathryn Wistar, MD

Western Maine Family Health Center

Emma Ansara, FNP

Eileen Castonguay, LPN



Belgrade Regional Health Center
 2,136 patients totaling
 6,636 visits in 2014



Bethel Family Health Center
 3,594 patients totaling
 13,437 visits in 2014



Bingham Area Health & Dental Center
 2,597 patients totaling
 6,519 visits in 2014



Lovejoy Health Center
 3,943 patients totaling
 13,669 visits in 2014



Madison Area Health Center
 1,830 patients totaling
 7,967 visits in 2014



Mt. Abram Regional Health Center
 1,573 patients totaling
 5,191 visits in 2014



Rangeley Family Medicine
 1,502 patients totaling
 3,387 visits in 2014



Richmond Area Health Center
 2,595 patients totaling
 9,176 visits in 2014



Sheepscot Valley Health Center
 3,665 patients totaling
 13,346 visits in 2014



Strong Area Health & Dental Center
 3,619 patients totaling
 10,595 visits in 2014



Western Maine Family Health Center
 2,240 patients totaling
 6,068 visits in 2014

HealthReach Community Health Centers

10 Water Street
 Suite 305
 Waterville, ME 04901

2014 By the numbers

95,991

total health center visits

4,447

flu shots given

80

communities served

9

counties served

1,041,566

dollars patients saved with Affordable Care Program

7,114

dental visits

27,874

patients served

3,056

patients receiving care with reduced fees

Financial Information

Statement of Activities

Revenue	2014	2013
Revenue & Earnings	\$22,166,062	\$20,586,081
Deductions from Revenue	<u>\$ (3,999,977)</u>	<u>\$ (4,762,534)</u>
Net Revenue	\$18,166,085	\$15,823,547
Expenses		
Salaries, Wages & Employee Benefits	\$11,058,402	\$10,678,301
Supplies & Other	<u>\$ 5,788,322</u>	<u>\$ 4,504,388</u>
Total Expenses	\$16,846,724	\$15,182,689
Net Operating Income	\$ 1,319,361	\$ 640,858

