



## COMMUNITY REPORT 2015

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



Bigelow Mountain Preserve

## A Message from our President



“We’d like to thank you, our community members, for your continued support of our mission.”

Dear Community Members,

In 2015, HealthReach Community Health Centers celebrated the milestone anniversary of 40 years of service to communities throughout Central and Western Maine. In addition, on the national level, the community health center program also celebrated an anniversary in 2015---it’s 50<sup>th</sup> anniversary. HealthReach has been a stable community provider since the early years of the health center movement. The health center model combines the resources of local communities with support from federal funds to establish neighborhood health centers in both rural and urban areas around America. The longevity and stability of the health center program demonstrates that this formula works with control at the local level led by governing boards where a majority of the board members must be patients of the health center.

our patients’ and community needs while maintaining this stable foundation. Over the last year, we have added psychiatric medication management services to our offerings at our sites, added to our Connector staff---a team that helps patients break down barriers to care, and are working to expand our substance abuse services to address community-wide needs.

We look forward to continuing the health center and community partnership for the next 40 years.

Sincerely,

Constance Coggins  
HRCHC President and CEO

800-299-2460  
HRCHC@HealthReach.org

We continue to advance services to meet

*On the cover:*  
Gretchen Morrow, PA  
with one of our youngest  
patients

“Madelyn is amazing. She is one of the smartest women I know. Being her patient is a treat!”

- Jo Morgan, Strong patient



Jo Morgan and Madelyn Besse, PA

# A Message from our Board Chair



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.

At our practices, people find help for immediate or long-term medical issues, linkage to community resources, assistance with ways to pay for health care, and guidance on improving overall wellness. We are fortunate to have well-trained professionals in medical, behavioral health, and dental fields to deliver 21st century state-of-the-art care to area residents and travelers. Sliding fee services and assistance with enrolling in various health plans are also available.

In recent years, 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 needs 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.

I would like to personally thank our medical professionals, staff, administration, and Board of Directors for their insight, innovation, and dedication to the healthcare needs of the communities we serve.



Robin M. Melancon-Quimby  
HRCHC Governing Board Chair

## 2016 HealthReach Community Health Centers Governing Board of Directors



Pictured (l-r): Lois Bouchard; Margaret Edwards Flynn, Vice Chair; Joanne Joy; Dana Kempton; David Leigh, Secretary & Treasurer; Robin Melancon-Quimby, Chair; John Opperman; Jody Watson; Janine White, RN, BSN



Brian Thorndike at Strong Area Health Center

## “I Couldn’t Face the Bills I was Unable to Pay”

A Patient Assistance Program story

Brian Thorndike has been a long-term patient at Strong Area Health Center since the practice opened its doors in 1986. The health center is located just five to ten minutes from Brian’s home, which has always been a great convenience for him.

Recently, Brian began experiencing changes to his health and found himself needing medications to continue leading a healthy, productive life.

“It is a huge transition when your body goes downhill,” shared Brian. “I developed several medical conditions which changed everything for me. Suddenly, I needed medications which I could not afford, just to keep going.

“It was bad. I couldn’t face the bills I was unable to pay. I hadn’t gone to my mailbox for six weeks! My mailman was pretty upset with me. It is hard to deal with the stress of bills you can’t afford when you are really sick. Crystal [Fitch, HealthReach Connector] helped me out when my medical bills were piling up.”

### Did You Know?

The Patient Assistance Program (PAP) is available at all of our eleven health centers. Patients who would otherwise go without needed prescriptions are helped every day by this program.

Our PAP professionals are dedicated to helping our uninsured and under-insured patients receive free and low-cost medicines from participating drug companies. At the same time, patients are referred to our Connector Program to receive further assistance with accessing affordable health care.

**In the last three years alone, PAP has saved HealthReach patients nearly 6 million dollars.** “The amount of money we have saved for our patients just boggles my mind,” shared Eileen Castonguay, LPN.

PAP has allowed many of our patients to follow their plan of care without having to choose between food or other essentials.

Crystal is the Patient Assistance Program professional at Strong Area Health Center and was able to help Brian to obtain his much needed medications through available discounts and programs. Now, the cost of Brian’s medications is no longer out of reach and some are even free.

### “I wouldn’t normally meet with someone to talk about this, but anything for Crystal.”

“Crystal also helped me get signed up for disability. I had no idea where to start. People I knew would tell me, good luck, you are going to be refused. With Crystal’s guidance, I was accepted with no issues at all.

“She’s common. She brings you down to earth. I can’t say enough good about her. She met with me once at Rangeley Family Medicine a couple of years back, because I was working in the area. She has even met with me during her lunch break, just to fit me in. It’s nice to have someone on your side.”

↪ *Learn whether your medication cost could be reduced: call your health center and ask about Patient Assistance Program*

# New Friendly Faces at HealthReach



*Top Row:* Cameron Bopp, MD (Mt. Abram & Madison); Dean Chamberlain, DO (Lovejoy); Catherine Chamberlin, DO (Bethel); Shannon DeLong, PA (Sheepscot); Kathryn Dempsey, PA (Lovejoy); Vyacheslav Dmytruk, DMD (Bingham)

*Middle Row:* Melissa Hackett, FNP (Richmond); Danna Lee, LCSW (Madison); Elizabeth Mehr, FNP (Western Maine); Kimberly Patnode, LCSW (Belgrade); Dianne Raymond, PMHNP-BC (Belgrade); Amber Shepherd, FNP (Sheepscot)

*Bottom Row:* Joseph Sorbello, PA (Float); Jeanne Stokes, FNP (Madison); Michelle Sweetser, FNP (Belgrade); Kristen Waitt, FNP (Bethel); Kelcy Wiley, FNP (Strong); Diane Zavotsky, MD (Float)

## Supporting Maine's Effort To Solve the Drug Addiction Crisis

In March 2016, HealthReach received a two-year Substance Abuse Expansion Grant from the Health Resources and Services Administration (HRSA). With the funding, we plan to increase substance use screening, education and treatment services for patients at our 11 practices. Staff will participate in training proven successful in helping people find new strategies to handle the stressors that contribute to drug and alcohol misuse and addiction. In addition, we will increase our efforts to work collaboratively with other organizations providing services to community members.



The funding is part of a national effort to support substance abuse treatment programs at 271 community health centers in 45 states, including four in Maine. HRSA, part of the U.S. Department of Health and Human Services, is the primary federal agency for improving health and achieving health equity through access to quality services, a skilled health workforce and innovative programs. HRSA's programs provide healthcare to people who are geographically isolated, economically or medically vulnerable.



Steve Crone and Leo Joost at Bethel Family Health Center

## “We Were Very Lucky that We Could Go to You Guys”

A Health Insurance Marketplace Story



Steve and his partner, Leo, are self-employed with a hundred animals to take care of and extensive organic gardens. They are hard working people. After years of being without coverage, they decided to look into the Health Insurance Marketplace to see if there was a plan that they could afford.

“The Affordable Care Act really opened up access to healthcare for us,” said Steve. “I was often denied coverage in the past for old football injuries, but now no one can be denied for preexisting conditions. It has also been a huge economic help.”

Steve and Leo experienced website difficulties at HealthCare.gov at first. When they could use the website without any problems, it was still very difficult for them to navigate. They decided to meet with Crystal Fitch, HealthReach Connector, at Bethel Family Health Center.

“The importance of my story is that there are a lot of people who die because they didn’t receive the care or medication that was needed.”

Crystal was able to immediately click right through the system and find the plan that Steve and Leo felt fit them the best. They enrolled and finally had health insurance.

“For me personally, gaining coverage was very timely,” shared Steve. “It was a huge help, because I could afford to have screenings and tests done, which may have saved my life or at least extended it a bit.”

Then, Steve’s health insurance policy was cancelled because the marketplace had read his taxes incorrectly. Crystal worked through the system with Steve and petitioned the marketplace to reevaluate his taxes. This resulted in Steve regaining his coverage, much to his relief.

“If Crystal hadn’t been there to help me regain coverage after my diagnosis, it would have been crushing. I received the care I needed in the nick of time and was able to deal with my health issues. It is overwhelming to deal with billing issues, paperwork and denials, especially when you are sick.

“I’m sure a lot of people could benefit from meeting with a HealthReach Connector. Even if it is just once a year, the difference could be tremendous. Why not have a free meeting with someone like Crystal?”

*↑ If you feel that you could benefit from meeting with a HealthReach Connector, call 1-800-299-2460*

# The Drive Was Well Worth It!

High quality, affordable dental care



Leonarda "Leo" Joost and her partner, Steve, are both self-employed, running their lodge and offering educational horseback riding, carriage driving and sled dog programs, and they have never been able to afford healthcare until recently.

"I suspect that a lot of small family businesses are in a similar situation," Leo shared. "Any plan that we could afford would come with a deductible so high that it discouraged us from going in for checkups."

A short time ago, Leo had a dental crown that needed to be replaced. She was experiencing pain and discomfort, so she decided to bite the bullet and made an appointment. Unfortunately, the new crown broke within a couple of weeks and she was told she would have to go through the entire process again at full cost.

Leo decided to go a different route and met with Crystal Fitch, HealthReach Connector. Crystal understood Leo's concerns about needing affordability without compromising quality and recommended an appointment at Strong Area Dental Center.

**"I had a quality experience at Strong Dental and the staff was friendly and straightforward."**

"It was a drive, but it was well worth it!" said Leo. "The broken crown was replaced with a gold crown. Dr. Alexcovich really knew her stuff and she put me right at ease.

"The procedure cost a third of the price of the prior work I had elsewhere and I had no problems with pain or sensitivity. I will definitely go back! I tell people about Strong Dental all the time."

*Our Strong & Bingham sites offer General Dentistry, where all insurances including MaineCare and sliding scale fee are accepted!*



Catherine Chamberlin, DO with a patient

**"My Doctor cares about my health."**

# Connecting with Schools



Sophia Wells stands proudly beside her art

**Healthy Snack Program**  
*"We learned how to make fruit kabobs together!"*  
Lovejoy • Rangeley • Strong  
Sheepscot

**Story Walk**  
*"I had fun leapfrogging with my sister"*  
Bethel • Bingham • Lovejoy  
Madison • Richmond • Sheepscot

**Student Art Show**  
*"I like that they put our art up on their walls"*  
Richmond

**Walk Across Maine**  
*"We got to meet Slugger and walk across Maine"*  
Belgrade

# Connecting with Families



Juanita Bean and Colleen Cyr of Madison Area Health Center

**Cooking Matters Classes**  
*"Now I can make more than Pop Tarts for my family!"*  
Bingham • Madison

**Food-for-All Farm Stand**  
*"The food is great and I know it's fresh"*  
Bingham & Somerset County

**Health Information Days**  
*"I was able to save hundreds with tax credits!"*  
Albion • Bingham • Jay • Madison  
Richmond • Sheepscot • Strong

**Living Well for Better Health**  
*"Now I know I am not alone and I know how to cope"*  
Richmond

# Connecting with Communities

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.

HealthReach participated in these community events of 2015:

- **Pier Pole Days**, Strong ~ June 26
- **Mollyckett Days**, Bethel ~ July 18
- **Richmond Days**, Richmond ~ July 25
- **Fireman's Field Day**, Albion ~ July 25
- **Skowhegan Fair**, Skowhegan ~ Aug. 17 - 21
- **Madison/Anson Day**, Madison ~ Aug. 20
- **Common Ground Country Fair**, Unity ~ Sept. 25 - 27
- **Apple Pumpkin Festival**, Livermore Falls ~ Sept. 26
- **Holiday Stroll**, Belgrade ~ Dec. 5



Alyson Byard, LCSW with a patient at Western Maine Family Health Center

## A Team Effort: Managing Patient Care

By Alyson Byard, LCSW and Behavioral Health Consultant

As a Behavioral Health Consultant (BHC), I have had the pleasure of watching so many of our patients transform both their physical and emotional health. BHCs work alongside primary care providers, care managers, connectors, and nursing staff in a team-based approach. Together, we offer our patients an opportunity to facilitate and foster change in their lives and to improve their well being. The following is one of the many success stories that team-based care made possible.

A primary care provider identified a patient who was experiencing weight gain and high blood sugar over several months. In the past, this patient had tried to modify some behaviors to improve her health, but was having little success. The primary care provider then referred this patient to me for support with weight loss goals. The patient met with me to discuss activity level, food choices and lifestyle habits. During the visit, the patient expressed to me that food choices were a barrier. The patient had met with the care manager years ago for nutritional counseling, but felt a refresher would be helpful.

The following week, the patient was scheduled to meet with the care manager for nutritional counseling and planned to have me join near the end of the visit for goal setting using the nutritional information the patient learned. Together the patient, care manager and I identified a goal for the patient to reduce soda intake. We stressed to the patient that we were there to support her with this goal and that we weren't the 'food police'. If meeting her goals were to become a struggle, we would all work together to identify the barriers preventing her from reaching her goals and offer additional strategies as support. After a good laugh about 'food police', the patient expressed to the team that she felt confident with the plan to reduce soda and exercise two to three times each week. She told us, "I can do this!" Two weeks later, the patient met with me for follow up. She was able to reduce soda intake by half and also met her exercise goals. The patient also noted that **others had started to notice the positive changes she was making and said, "it made me feel good."**

**"When we work collaboratively, the possibilities are endless."**

Managing patient care is a team effort. Our team continues to look for ways to increase team interactions through warm handoffs, case reviews, implementing screening tools, and collaborative visits with patients. Even though we all have a different role to play and each of us has different skills to offer our patients, our shared goal is to help improve their health and wellness.

### About Alyson

Alyson Byard, LCSW, is the BHC for Strong Area Health Center and Western Maine Family Health Center. She joined HealthReach in 2013 and holds a Masters in Social Work from the University of Maine at Orono. Her clinical areas of interest include working with children, adolescents, adults, and families.







Kathy Lord, RN, Care Manager with Melanie Pellerin at Lovejoy Health Center

## No Stone Unturned: Bringing Care Management into the Picture

By Kathy Lord, RN and Care Manager

The Care Manager is part of the team in Primary Care. Often times, a patient's primary care provider will introduce a patient to the Care Manager during an appointment. Patients may also schedule regular visits with the Care Manager at their convenience to ask questions, receive education, resources or just have a listening ear while working toward their health goals. Having this 'extra person' involved in a care plan often increases accountability for working toward plan goals. This added support is another way of letting our patients know that they are valued and their good health is our primary concern.

Aside from direct patient care, the Care Manager reviews risk assessment data to help identify persons who may need additional help. This could involve a phone call, education around emergency room use, scheduling a visit with the doctor or some type of referral.

### Taking Charge

Charlotte (her name has been changed for privacy) was referred to Care Management because she had a problematic blood test and a higher-than-recommended weight for her height. Her provider believed she needed some education and support with weight loss to prevent associated health problems. Charlotte also had emotional issues which were barriers to reaching her goal.

We met over several months and set concrete goals. We created a diet and exercise plan that Charlotte felt was realistic. We also determined that she might find a small group supportive and she was game to try the Diabetes Prevention Program to reinforce what we worked on together. Charlotte also began working with our Psychiatric Mental Health Nurse Practitioner on medication management and for some counseling.

During this time, Charlotte's weight decreased by 22 pounds. She has switched to drinking primarily water. She has regularly attended the Diabetes Prevention Program because she feels that it helps keep her on track. She has continued to keep a log of her food and is working on increasing her physical activity. After several months, Charlotte remains engaged and continues to make progress toward her goals. I appreciate that she feels comfortable here and I'm glad she is connected to the Health Center.

### About Kathy

Kathy Lord, RN, is the Care Manager at Lovejoy Health Center and Sheepscot Valley Health Center. She joined HealthReach in 2012 and works one-on-one with patients to set goals to improve wellness.



# THANK YOU

...for generously supporting the work of our health centers. Below are our 2015 individual, corporate, government and foundation supporters.

Anonymous <sup>3</sup>	<i>Kate Dempsey</i>	Northern Oxford Health and	<i>Melissa Thornton</i>
Anonymous <sup>7</sup>	<i>Joshua D'Errico</i>	Service Council, Bethel	Title X Family Planning,
<i>Julie Alexander</i>	Jean E. Dow	<i>Patricia Nurse</i>	Office of Population Affairs
<i>Dave &amp; Jeanne Alley</i>	<i>Paula Dube</i>	John R. & Dr. Julianne R.	<i>Sally Jane Tuttle</i>
<i>Kellie Atwood</i>	Margaret Edwards Flynn	Opperman	U.S. Bureau of Primary Health
<i>Julie Bailey</i>	<i>Velma Evans</i>	<i>Catherine Ottum</i>	Care, HRSA, 330 Funding
Bangor Savings Bank	<i>T. Kevin Finley</i>	<i>Judy Palmer</i>	<i>Karen Wade</i>
<i>Jan Beach</i>	<i>Crystal Fitch</i>	<i>Nioka Pease</i>	<i>Wendi Wainer</i>
<i>Juanita Bean</i>	Brenda Flanagan	<i>Melanie Pellerin</i>	<i>Angela Ward</i>
Thomas B. Dowd; Belgrade	Paul & Daria Forman <sup>7,8</sup>	Gary Pierson	Michael & Jody Watson
Lakes Marine & Storage, Inc.	Franklin Memorial Hospital	<i>Kathleen Plaisted</i>	<i>Jacquelyn Watson-Arsenault</i>
<i>Brenda Bowden</i>	Eric & Betsy Frey	<i>Annette Plourde</i>	<i>Jean Welch</i>
<i>Jenny Boyden</i>	<i>Nancy Grudda</i>	Phyllis M. Pooler <sup>4,5</sup>	<i>Sue Wells</i>
Michael Brooks	Dolores I. Hassen <sup>2</sup>	<i>Nona Quirion</i>	<i>C. Forrest West</i>
<i>Katharine Calder</i>	Carolsue Hill	<i>Patricia Rainey</i>	Frederick W. Weston
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<i>Jessica Cassidy</i>	Lars & Sandra Jonassen	<i>Scott Reid</i>	
<i>Catherine Chamberlin</i>	Pierrette Kelly	Norman Rideout <sup>6</sup>	
Carol Clark <sup>3</sup>	Elizabeth Kiralis	Mary & Morris Rossabi	
Margaret Clifford	Joanne Knowlton <sup>1</sup>	<i>Latricia Roy</i>	
<i>Constance Coggins</i>	Kozak and Gayer, PA	<i>E. Rudenberg, DO</i>	
Deborah Crosson	<i>Chelby Leeman</i>	<i>Ann Schwab</i>	
<i>Sarah Cunningham</i>	David Leigh	<i>Amber Shepherd</i>	
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<i>Richard DeCarolis</i>	<i>Eloise Neely</i>	The Clifford Family	

1. *In Memory of Charles "Bob" Knowlton*
2. *In Memory of Judith Hassen-Manzo*
3. *In Memory of Leslie Clark*
4. *In Memory of Reginald Pooler*
5. *In Honor of C. Forrest West*
6. *In Memory of Maxine Rideout*
7. *In Memory of Frank Lee*
8. *In Honor of 'the Lovejoy Gang'*
9. *In Memory of Stephen Walsh*
10. *In Honor of Raymond L. Allard III*

**HealthReach employees are italicized**

In 2015, we were pleased to have the support of individuals, businesses, foundations and community partners who 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. These donations help fund patient service improvements, technology, patient education and community health programs.

If you are interested in helping out your health center, consider making a financial contribution, donating goods or services, serving on your health center board 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](http://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, 2015 and December 31, 2015.*

# From Closet to Table: Identifying Food Insecurity

By Sherra Osgood, Practice Manager at Mt. Abram Regional Health Center



Mt. Abram Regional Health Center has recently entered into a partnership with Good Shepherd Food Bank in order to bring new healthy food options to the existing food closet in our health center. Staff members screen patients by asking two questions (see sidebar) in an effort to determine if food insecurity exists in the household. The overarching goals of the partnership are to identify community members who may be food insecure and link them with the food resources within our health center and also outside resources like the SNAP program, WIC, Senior Food Program, and local food pantries. What makes this project unique is the ability to offer a box of food at our health center, along with information on how to best prepare a wholesome, nutrient-dense meal with it. This creates an intersection between the health care delivery system and the social service system of assisting hunger needs.

## Too Many Hungry Mainers

Maine ranks 12th in the nation and 1st in New England for food insecurity. **Nearly 1 out of every 5 Mainers is food insecure**, meaning they lack access, at times, to enough food for an active, healthy life. It also means there is limited or uncertain availability of nutritionally adequate foods. Food insecurity may reflect a household's need to make trade-offs between important basic needs, such as housing or medical bills, and purchasing nutritionally adequate foods. One in 7 Mainers turns to a local food pantry or soup kitchen for food assistance and share that she has to choose between paying for medicine and food.<sup>1</sup> Food insecurity is linked to poor nutrition, poor health, and increased risk for the development of chronic diseases, impaired psychological and cognitive functioning, and standard academic achievement.<sup>2</sup> Support your local food pantry or find a way to volunteer at a food program and join the effort to put food on your neighbor's table.

<sup>1</sup> Hunger in Maine 2014. Accessed at: <http://www.gsfb.org/hunger-in-maine-2014/>

<sup>2</sup> American Academy of Pediatrics. 2015. Promoting food security for all children. *Pediatrics*, 136 Accessed at: <http://pediatrics.aappublications.org/content/136/5/e1431>

## Food Insecurity Screener

I am going to read two statements to you that people have made about their food situation. For each statement, please tell me whether the statement was **often true**, **sometimes true** or **never true** for your household in the last 12 months.

1. "We worried whether our food would run out before we got money to buy more."  
Was that **often true**, **sometimes true** or **never true** for your household in the last 12 months?
2. "The food we bought just did not last and we did not have money to get more."  
Was that **often true**, **sometimes true** or **never true** for your household in the last 12 months?

A response of 'often true' or 'sometimes true' to either question equals a positive or 'yes'.

## Let's Go! HealthReach Sites of Distinction

Thanks to the hard work and dedication of our staff and providers, nine of our eleven practices have been recognized as **Let's Go! Healthcare Sites of Distinction**. *Let's Go!* is a nationally recognized childhood obesity prevention program. Its message of 5-2-1-0 (5 fruits and vegetables, 2 hours of screen time or fewer, 1 hour of physical activity, and 0 sugary drinks each day) can be found in communities, child care, schools, after school programs, workplaces, and health centers across the state. The multi-sector approach reaches children and families where they live, learn, work and play and aims to encourage people to adopt healthy lifestyles, improve food choices, and engage in frequent physical activity.

The Let's Go! Healthcare intervention requires medical providers with pediatric patients to accurately assess Body Mass Index (BMI\*), hang 5-2-1-0 posters around the office, and use the Let's Go! 5-2-1-0 Healthy Habits Questionnaire. During well child checks, children answer ten simple questions about current habits related to eating, sleeping, screen time, physical activity, and sugary drinks, set a goal to make one healthy change, and talk with their provider about how to achieve that goal.



HealthReach Sites of Distinction include Belgrade, Bethel, Bingham, Lovejoy, Madison, Mt. Abram, Richmond, Sheepscot, and Western Maine.

\* BMI (Body Mass Index) is a measure of body fat based on height and weight



**Belgrade Regional Health Center**  
 2,129 patients totaling  
 7,686 visits in 2015



**Bethel Family Health Center**  
 3,520 patients totaling  
 11,742 visits in 2015



**Bingham Area Health & Dental Center**  
 2,501 patients totaling  
 5,615 visits in 2015



**Lovejoy Health Center**  
 3,769 patients totaling  
 12,838 visits in 2015



**Madison Area Health Center**  
 1,783 patients totaling  
 6,614 visits in 2015



**Mt. Abram Regional Health Center**  
 1,464 patients totaling  
 4,268 visits in 2015



**Rangeley Family Medicine**  
 1,506 patients totaling  
 3,780 visits in 2015



**Richmond Area Health Center**  
 2,516 patients totaling  
 8,520 visits in 2015



**Sheepscot Valley Health Center**  
 3,755 patients totaling  
 14,164 visits in 2015



**Strong Area Health & Dental Center**  
 3,881 patients totaling  
 11,246 visits in 2015



**Western Maine Family Health Center**  
 2,241 patients totaling  
 6,535 visits in 2015

## HealthReach Community Health Centers

10 Water Street  
 Suite 305  
 Waterville, ME 04901

Non-Profit Org  
 U.S. Postage  
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 Waterville, ME

# 2015 By the numbers

**93,008**

total health center visits

**4,558**

flu shots given

**80**

communities served

**9**

counties served

**1,033,309**

dollars patients saved with our reduced fee program

**7,467**

dental visits

**27,518**

patients served

**2,853**

patients receiving care with reduced fees

## Financial Information

### Statement of Activities

Revenue	2015	2014
Revenue & Earnings	\$24,079,617	\$22,166,062
Deductions from Revenue	<u>\$ (4,139,670)</u>	<u>\$ (3,999,977)</u>
Net Revenue	\$19,939,947	\$18,166,085
<b>Expenses</b>		
Salaries, Wages & Employee Benefits	\$12,472,855	\$11,058,402
Supplies & Other	<u>\$ 5,748,905</u>	<u>\$ 5,788,322</u>
Total Expenses	\$18,221,760	\$ 16,846,724
Net Operating Income	\$ 1,718,187	\$ 1,319,361