



# COMMUNITY REPORT 2019



## HealthReach Community Health Centers

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



Participants start their run at the Bethel Rotary May Day 5K, sponsored by Bethel Family Health Center

# A Message from our President

Dear Community Members,

After reading our 2019 Annual Report, I hope that you'll recognize the value that is brought to the communities we serve by our partnerships with community-based organizations. Each of these partnerships has some common features: a shared vision, a strong desire to create a lasting and meaningful relationship and significant contributions from all who are involved. I invite you to read about our work with Good Shepherd Food Bank as we partner to address food insecurity, our collaboration with Maine Family Planning to ensure access to quality reproductive health care, our newest initiative with partners at Spectrum Generations (the Area Agency on Aging) to offer additional support to our elderly population, and with the University of New England as our sites host students to support the development of the next generation of clinicians.

Meeting the needs of our communities, not alone, but rather in concert with other like-minded organizations, is an important part of who we are and the work we do...

Sincerely,

Constance Coggins  
HRHC President and CEO

**Pictured below:**  
Hollie Vitale, PSR, and Catherine Chamberlin, DO from BFHC at Molly Ockett Day in Bethel (left), Bingham Dental at the Skowhegan State Fair (right)



**On the cover:**  
Linda Hermans, MD and Donna, a patient of Richmond Area Health Center for nearly 20 years; Carly Hanson, DNP with Bethel Family Health Center's newest patient



# A Message from our Board Chair



The Governing Board of HealthReach Community Health Centers oversees and supports HealthReach's outstanding team of administrators, primary care clinicians, social workers, dental health clinicians, care managers and support personnel in their delivery of high-quality care to you, our patients, and in their efforts to encourage and enable you to manage your own health more effectively. In doing so, we are supporting the delivery of affordable, patient-centered healthcare to rural Maine communities stretching from Rangeley to Richmond, your home communities and ours, at and from our 11 health centers.

In 2019, HealthReach took steps to begin to survey our patients to confirm that these goals were being achieved, and to help better address patient needs. HealthReach also strengthened our commitment to coordinate efforts with other organizations serving our patients and their communities to maximize the impact of our and their services. Through coordination with partners such as Good Shepherd Food Bank, Spectrum Generations (senior services), Somerset Public Health and Healthy Community Coalition, HealthReach Community Health Centers increased the impact of its healthcare services on our communities. Recognizing, as we are hearing so often these days, "we are all in this together," I am confident that we will continue to look for opportunities to collaborate with other groups to benefit our patients.

As Chair of the Governing Board of HealthReach Community Health Centers, I hope that this annual report provides you an opportunity to appreciate the outstanding performance of our 11 local health centers and our more than 200 employees, and the critical and important service they provide to their and your communities.

John Opperman  
HRCHC Governing Board Chair

## New Governing Board Members



**Jack Ducharme** serves as the Vice President and Regional Community Banker at Skowhegan Savings in Somerset County. He has also been Treasurer of the Madison Area Health Center Council, the local community board which advises Madison Area Health Center, since 2017.



**Juliana Richard** currently serves as the second selectman for the town of Bingham and President of the Old Canada Road Historical Society. In 2010, she retired from her career in education, in which she served as Principal at RSU 83/MSAD 12 and of Dexter Middle School.

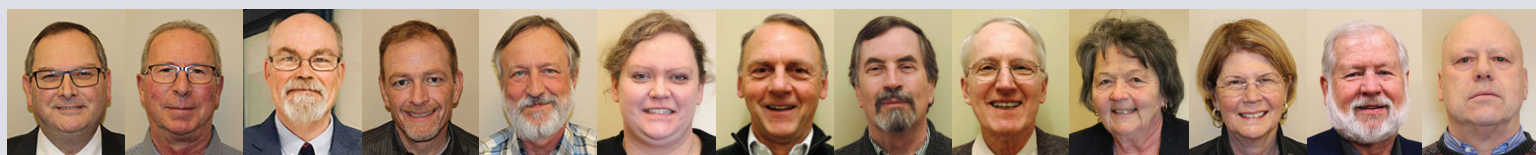


**Candy Henderly, MPH** began her 10-year career in healthcare as a certified Medical Assistant before transitioning to practice management in 2015. She currently serves as the Community Health Director for the Penobscot Nation and offers feedback on policy development and State Plan amendments for the MaineCare Advisory Board.



**Martin Weiss** retired from his career in Information Technology after 36 years of fulfilling roles in civil service positions. A lifelong resident of central Maine, he has served as Secretary and President of USA Track and Field, as well as Secretary and board member of Temple Beth El in Augusta.

## 2020 HealthReach Community Health Centers Governing Board of Directors



Terry Brann, **Secretary/Treasurer**; Elmer Doucette, Jack Ducharme, N. Keith Durland, Bruce Harrington, **Vice-Chair**; Candy Henderly, Lynn Matson, John Opperman, **Chair**; Tom Reeves, Juliana Richard, Brenda Stevens, Allen Wicken, Martin Weiss



## Combating Hunger through Community Partnerships

In 2019, HealthReach hosted seven food mobiles at its sites in collaboration with Good Shepherd Food Bank (GSFB). More than 65 community and staff volunteers came together to distribute over 22,000 pounds of food to communities in Belgrade, Rangeley and Whitefield/Coopers Mills.

Of the 461 households served by the low-barrier distributions, 1,230 individuals were provided with access to nutritious, high-quality food.

A September 2019 report from the U.S. Department of Agriculture's Economic Research Service shows that 13.6 percent of Mainers live in a food insecure household<sup>1</sup> - meaning that those individuals do not have access to food that is healthy or affordable. With a national average rate of 11.7 percent<sup>2</sup>, food insecurity poses real problems to households that already struggle accessing and affording housing, transportation and healthcare costs.

# 22,004

pounds of food distributed by community and staff volunteers

# \$5,084

dollars donated to GSFB by HRCHC employees through its annual Combined Campaign

While SNAP and local food pantries have taken steps to address this issue, 37 percent of Mainers experiencing food insecurity still do not qualify for any form of public assistance.<sup>3</sup> Our Connectors also work alongside organizations such as the Somerset County Area Resource Providers (SCARP), Somerset Public Health, Franklin Community Health Network (FCHN), Healthy Community Coalition and Oxford Hills Wellness Collaborative to address issues of food insecurity and secure access to resources for patients and community members.

HealthReach's partnerships with not only GSFB, but also the community volunteers who are willing and able to facilitate these distributions, as well as local area food pantries, have proven to be invaluable in confronting the issue of food insecurity in our service areas.

1. Feeding America, *Map the Meal Gap*: <https://map.feedingamerica.org/county/2017/overall/maine/county/penobscot>
2. Good Shepherd Food Bank, *Hunger in Maine*: <https://www.gsfb.org/hunger-in-maine/#statistics>
3. Good Shepherd Food Bank, *Hunger in Maine*: <https://www.gsfb.org/hunger-in-maine/#research>



## Teaming Up with Maine Family Planning to Provide Quality Reproductive Health Services

Over the last year, JoHanna Davis, FNP at Madison Area Health Center has been leading HealthReach's Family Planning Collaborative, an organizational learning collaborative geared toward establishing best practices regarding contraception management, screening and treatment of post-partum depression, supporting victims of sexual assault or domestic violence, general gynecology and screening for sexually transmitted infections. Maine Family Planning has offered significant support to this learning collaborative, building upon an existing, long-term partnership with HealthReach to provide access to quality reproductive health services.

*"Collaboration with Maine Family Planning is essential in rural communities. Primary care is the first touchstone for many of our patients. And in a rural area, primary care settings are where some patients are getting all of their care."*

*- JoHanna Davis, FNP at Madison Area Health Center*

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## Collaborating to Support Our Older Patients

In 2019, HealthReach and Spectrum Generations (the Area Agency on Aging for six counties) scaled up an existing partnership that began with a collaboration to offer Living Well For Better Health Classes throughout HealthReach's service area and referring individual patients to Spectrum. HealthReach aims to be an age-friendly health system and recognized that working more closely with staff at Spectrum Generations, who have an expertise in working with older adults, was one way of forwarding this aspiration.



*"Working with Spectrum Generations has been such a positive experience. They work hard to connect our patients with community resources."*

*Their involvement with our patients has been invaluable and has brought urgent matters to our attention that we would not have otherwise known about. It's nice to have an extra set of eyes looking out for our patients."*

*- Cindy Kennard, RN, Care Manager*

Care Managers and Connectors at HealthReach work closely with the Community Resource Specialists at Spectrum who meet with patients, conduct a thorough assessment and create a plan to connect patients with a whole host of supportive services. This alliance allows us to build volunteer networks, conduct outreach and build trust amongst community members and patients alike. In addition to finding innovative ways to serve our patients' medical and behavioral needs, we also recognize that our patients are fellow community members. Empowering our patients and connecting them to necessary resources addresses various social needs that, in turn, ensures better health outcomes in our communities.



## “Community organizations are so important.”

Tom Bartol, NP at Richmond Area Health Center

A common thread among HealthReach clinicians is their dedication to and involvement in local communities - whether that's in an 18-bed hospital in the Alaskan bush, with nursing students in West Africa, administering emergency care in a Life Flight helicopter or in El Paso treating Central American refugees. No matter where he is, Tom Bartol's philosophy of care has revolved around one thing: “relationship-centered care.”

*“I believe in establishing a connection with patients before delving into content. All symptoms of an illness should be considered in the context of what is going on in a person's life. So many whom we treat today present with needs we cannot easily fill in the clinical setting. People need friends, hope, compassion and safe places to be and to create. That is why community organizations are so important.”*

In his 38 years of nursing, Tom has spent more than 20 of them at Richmond Area Health Center - where he's served various community organizations, such as the Community Advisory Board and Grants Committee of the Maine Health Access Foundation (MeHAF). “MeHAF is an incredible organization with a vision far beyond traditional healthcare to community healing,” he says.

*“Along the way, patients have been my greatest teachers. There is so much more to healthcare than saving lives or treating illnesses. It is about giving patients the tools they need to find purpose and meaning in their lives. Here at RAHC, I have the best job in the world, and I look forward to coming to work each day. I work with an incredible group of people who care about their patients and their community, and who really make a difference.”*

## Inspiring the Next Generation of Clinicians with the University of New England

Originally from Massachusetts, Sarah Walsh is a student at the University of New England pursuing a Master of Physician Assistant (PA) Studies. To do so, she recently participated in a clinical rotation at Bethel Family Health Center with Richard DeCarolis, DO acting as her preceptor.

Clinical rotations in a rural setting are a tremendous opportunity for medical students to experience the day-to-day happenings, as well as the challenges and advantages, of working with patients in rural FQHCs.

“One thing that has been obvious since my first day at Bethel Family Health Center is the sense of community here. It has been a joy to care for people who care for their community,” Sarah says.

While working in a rural health center may pose its own challenges, Sarah says that one of its biggest advantages is “the ability to provide comprehensive services to a community that otherwise would not have access to them. Everyone here is invested in the organization and their patients, and it makes

for a happy, fulfilled team that is a pleasure to work with every day.”

The positive experiences that students have at our health centers are a direct reflection of the commitment of our clinicians and the dedication of our clinical and administrative support staff. The relationships we build with future clinicians may inspire graduates to practice in Maine and, perhaps, even at our health centers.

Sarah hopes to start her career in family, internal or hospital medicine. “I hope to stay in Maine to practice, because I love the land and the people,” she says. “I also plan to be active in leadership and advocacy for the PA profession. The Maine Association of Physician Assistants (MEAPA) has been doing great work recently to better align state legislation with current PA practice, which will help us continue to deliver affordable, quality healthcare to the people of Maine, especially in rural areas.”



# THANK YOU

...for generously supporting the work of our health centers. Below are our 2019 individual, corporate, government and foundation supporters.

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Anonymous (4)  
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Anonymous<sup>II</sup>  
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*Karen Wade*  
*Jean Welch*  
Allen Wicken  
*Taylor York*  
*Diane Zavotsky*

**I** In Memory of Mike Morris

**II** In Memory of Dale Reckhow

**HealthReach employees are italicized**

In 2019, we were grateful for 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. Donations help 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 well-being 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, 2019 and December 31, 2019.*



**Belgrade Regional Health Center**  
2,100 patients totaling  
8,489 visits in 2019



**Bethel Family Health Center**  
3,490 patients totaling  
12,163 visits in 2019



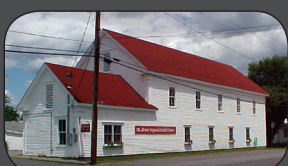
**Bingham Area Health & Dental Center**  
2,503 patients totaling  
7,075 visits in 2019



**Lovejoy Health Center**  
3,606 patients totaling  
12,673 visits in 2019



**Madison Area Health Center**  
2,356 patients totaling  
10,529 visits in 2019



**Mt. Abram Regional Health Center**  
1,486 patients totaling  
5,814 visits in 2019



**Rangeley Family Medicine**  
1,261 patients totaling  
3,541 visits in 2019



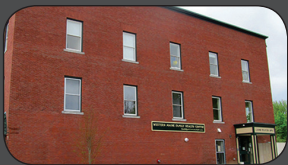
**Richmond Area Health Center**  
2,369 patients totaling  
8,595 visits in 2019



**Sheepscot Valley Health Center**  
3,180 patients totaling  
10,268 visits in 2019



**Strong Area Health & Dental Center**  
3,136 patients totaling  
13,124 visits in 2019



**Western Maine Family Health Center**  
2,133 patients totaling  
8,720 visits in 2019

## HealthReach Community Health Centers

10 Water Street  
Suite 305  
Waterville, ME 04901

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# 2019 in review



Recognition for Diabetes and Heart/Stroke and as Patient-Centered Medical Home (PCMH)



## 2019 Quality Improvement Award

in recognition of ranking among the top 20% of health centers nationally for clinical quality



**100,991**

health center visits

**27,620**

patients served

**\$1,342,380**

patient savings in medication costs

## Financial

statement of activities

<b>Revenue</b>	<b>2019</b>	<b>2018</b>
Revenue & Earnings	\$30,433,205	\$27,887,460
Deductions from Revenue	<u>\$(4,495,904)</u>	<u>\$(5,208,256)</u>
Net Revenue	\$25,937,301	\$22,679,204
<b>Expenses</b>	<b>2019</b>	<b>2018</b>
Salaries, Wages, Employee Benefits	\$15,967,093	\$15,592,501
Supplies & Other	<u>\$ 7,227,875</u>	<u>\$ 5,509,606</u>
Total Expenses	\$23,194,968	\$21,102,106
Net Operating Income	\$ 2,742,333	\$ 1,134,397