



# 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

## COMMUNITY REPORT 2020





# A Message from our President

Dear Community Member,

Calendar year 2020 was quite a year—the year of the COVID-19 public health emergency. I want to express gratitude to my colleagues for their efforts, those on the front lines caring for patients and those who support their endeavors. You’ll have the opportunity to read about their efforts in this year’s annual report: the staff at Strong Dental providing emergency care for patients and community members during the early stages of the pandemic, our Information Technology staff supporting patient care by implementing a telehealth solution in a time of great patient need, and the continuing need for behavioral health services as patients deal with the stress and anxiety exacerbated by the public health emergency.

We want you to know that we are here for you. Whether in person or via telehealth, the HealthReach team stands ready to support your health care needs even under the most challenging of circumstances.

Sincerely,

Constance Coggins  
HRCHC President and CEO



“Whether in person or via telehealth, the HealthReach team stands ready to support your health care needs even under the most challenging of circumstances.”

Pictured on the cover:  
(Top)  
Staff of Rangeley Family Medicine  
(Left to Right)  
Staff of Western Maine Family Health Center  
Madelyn Besse, PA-C

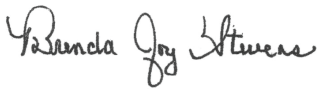
# A Message from our Board Chair

The Board of Directors for HealthReach Community Health Centers provides oversight and support for the eleven healthcare sites and is committed to the HealthReach mission to provide high-quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine.

During the past year the entire organization from support staff, primary and dental healthcare clinicians, nurses, social workers, care managers, and central office administration faced the unanticipated challenge of a global pandemic.

The collaborative team of professionals at each of our HealthReach sites adapted to these challenges with strength and resiliency reflective of their personal strength and of the foundational supports of the organization. HealthReach as a team continued to meet the needs of their patients and support each other during this trying year.

It is my hope as Chair of the Board of Directors that you will view this report with profound appreciation for HealthReach and its dedicated employees.



Brenda Stevens  
HRCHC Governing Board Chair



## New Governing Board Member

**Ann Nicholson** is a resident of Bethel and former special education teacher, having worked with students with disabilities from prekindergarten to adulthood. After losing her vision in 1996, Ann completed a rehabilitation program at Pittsburgh Vision Services to become a rehabilitation teacher, helping students develop independent living skills. In addition, she was a public speaker at schools and for The United Way, promoting education about blindness. Ann moved to Maine in 2012 with her husband and currently enjoys opportunities to speak to groups about coping with life changes, blindness, and her use of guide dogs.



Terry Brann  
Secretary/Treasurer



Mer Doucette



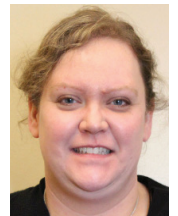
Jack Ducharme



N. Keith Durland



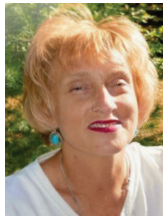
Bruce Harrington  
Vice Chair



Candy Henderly



Lynn Matson



Ann Nicholson



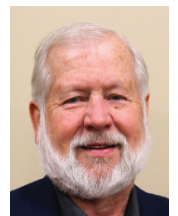
Juliana Richard



Brenda Stevens  
Chair



Marty Weiss



Allen Wicken

# Launching Telehealth

*...during a pandemic*

Scott Reid, Information Technology Director



Prior to the COVID-19 pandemic, HealthReach recognized the benefits of offering patients a way to have their health issues addressed without coming to the center in person. HealthReach had formed an internal committee to research and plan for a telehealth service to treat patients virtually. With the onset of the pandemic, a telehealth service became essential to continue to treat patients and meet their needs. The committee chose Zoom as an immediate solution as it was the easiest platform for clinicians and patients to use, and it was best configured to meet patients securely and confidentially. Jaime Whiting, Application Support Educator, was integral in training the staff and creating processes that worked well. Training and implementation would not have been as smooth without all the work Jaime put in.

“I was so appreciative that I was able to have a Zoom consultation. The provider listened carefully and respectfully to what I had to say. The treatment plan worked really well!”

-HealthReach Patient

Meanwhile, HealthReach strove to support and train staff to work remotely. Staff were educated on the procedures needed to securely work from home. The Information Technology department worked tirelessly to implement solutions for each barrier that popped up throughout the year. The staff was flexible and created solutions for their daily work.

The implementation of a telehealth platform was made possible through the organization's investments in various technological platforms prior to the pandemic. This foresight allowed HealthReach to be more prepared when crisis arose. These investments allowed for the flexibility to shift to a remote workforce. HealthReach will continue to offer telehealth services and plans are in motion to better integrate telehealth services with NextGen, our electronic medical record.

Implementing Zoom as HealthReach's telehealth platform came with a steep learning curve for staff and patients because experience with the platform was limited before the pandemic. Collaboration between the staff and patients made all of the difference. As some patients had little to no experience using technology, the Front Office staff were integral in assisting patients to connect virtually with their provider. Scott Reid, Director of Information Technology noted “Telehealth saved the day during the COVID emergency. Our patient visits would have been extremely low at a time when our patients needed us most.”



Jaime Whiting, Application Support Educator

# Behavioral Health

*...services needed more than ever*

During the public health emergency, access to behavioral health services was needed more than ever as patients experienced increased stress and anxiety brought on by the pandemic. HealthReach's offices offered a limited number of in-person visits when COVID-19 cases were high and staff worked remotely. The organization pivoted to offer both telehealth and phone visits to ensure patients had access to the counseling services they needed.

The shift to telehealth brought more than just technological adjustments, it brought treatment adjustments as well. Clinical social worker at Sheepscot Valley Health Center, Lynn Murphy reflected, "as someone who is an energy person, you don't always achieve that exchange when meeting with patients through telehealth." Virtual treatment of patients meant adjusting patient engagement strategies.

Responding to a crisis during virtual visits added another layer of adaptation for the team because they had to respond to a serious mental health episode while in a separate location. Lynn shared, "sometimes we needed to involve a medical assistant to call a family member or crisis unit while on the phone with a person who was having a serious mental health event. Everyone always came together during these times to make sure that patients obtained the care they needed."

*"I thought a virtual appointment would be less intimate. However, I was pleased with how the appointment felt."*

*- HealthReach Patient*

mental health conditions. It also caused others to have symptoms for the first time."

HealthReach's team of Behavioral Health Consultants handled the increased demand well, leaning on each other for support and using telehealth to support patient needs across the health centers. The staff operated with newly discovered resources and an inner resilience to manage the tough moments of the past year with humor, kindness, and compassion. Lynn added, "I have such respect and admiration for all of the people I have worked with through this. I am so proud of our healthcare workers and the organization behind the scenes supporting us."

**Lynn Murphy, LCSW**



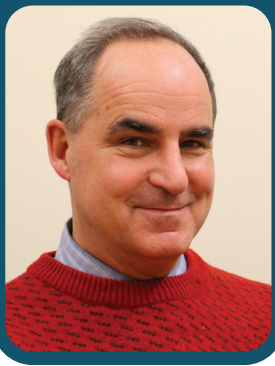
**Total Telehealth visits**  
**13,652**



**Total Phone visits**  
**7,556**



**Total Behavioral Health visits**  
**17,261**



# Staff at Strong Dental Provide Emergency Dental Care during the COVID-19 Pandemic

**George Ditomassi**  
*Doctor of Dental Surgery*

COVID-19 brought many challenges for all. In the early months of the pandemic, staff at Strong Dental Center followed national guidance and suspended preventive visits. Staff members knew there was an important role for dentistry during the pandemic so Dr.

George “Bob” Ditomassi, Doreen Pingree, Expanded Function Dental Assistant, and Taylor York, Dental Assistant, committed themselves to being available for patients to provide emergency dental care. Front Office Coordinator, Jessica Beane, and Practice Manager, Priscilla Bartlett worked tirelessly to keep up with the latest COVID-19 guidelines. Screening patients for COVID-19 symptoms as they arrived for appointments became a new necessity.

“I was seen almost immediately with a broken tooth and in a lot of pain, I can't say enough about Strong Dental. I plan on being a patient for the rest of my life.”  
- New Patient of Strong Dental

Infection control became more important than ever with the site instituting new protocols to ensure that patients could be treated safely. Additional personal protective equipment was brought in, including disposable gowns, N95 masks, and hair caps. Safety protocols were changed, and appointments were spaced out to allow for particles to settle before sanitizing a room. The air filtration system was upgraded,

and new air purification systems installed. In addition, air management systems were added to dental chairs.

“We treated patients who came over 100 miles to have emergency extractions completed because we were the only ones open to do it” reflected Dr. Ditomassi. “We were getting them out of pain and keeping them out of the emergency room.”



**Priscilla Bartlett**  
*Practice Manager*



**Jessica Beane**  
*Front Office Coordinator*



**Doreen Pingree**  
*Expanded Function Dental Assistant*



**Taylor York**  
*Dental Assistant*



**2020**



**6,382**  
Dental visits



**3,306**  
Dental patients

# THANK YOU

...for generously supporting the work of our health centers. Below are our 2020 individual, corporate, and foundation supporters.

Anonymous (1)

Brooks Family Foundation

Cecilia Meffert

Dallas Plantation

Hannaford

Jim Horan

John Bielecki

Lincoln Plantation

Louis Baudone

Madison Area Health Council

Maine Community Foundation

Paul Cousoulis

Roy Miller Education Fund

Shaws

The Simon Family Fund

Town of Magalloway Plantation

In 2020, 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, 2020 and December 31, 2020.



**Ian Reid, son of IT Director Scott Reid, won the 2020 Stephen Walsh Memorial Scholarship. HealthReach Community Health Centers is pleased to award an employee's child a check for \$500 toward the cost of their higher education. This scholarship is supported by generous contributions made in memory of Stephen E. Walsh, MHA, past President/CEO of HealthReach Community Health Centers.**



**Belgrade Regional Health Center**  
2,227 patients totaling  
7,782 visits in 2020



**Bethel Family Health Center**  
3,265 patients totaling  
13,273 visits in 2020



**Bingham Area Health & Dental Center**  
2,841 patients totaling  
6,447 visits in 2020



**Lovejoy Health Center**  
3,283 patients totaling  
11,215 visits in 2020



**Madison Area Health Center**  
2,298 patients totaling  
8,704 visits in 2020



**Mt. Abram Regional Health Center**  
1,635 patients totaling  
5,191 visits in 2020



**Rangeley Family Medicine**  
1,260 patients totaling  
2,963 visits in 2020



**Richmond Area Health Center**  
2,242 patients totaling  
8,094 visits in 2020



**Sheepscot Valley Health Center**  
2,947 patients totaling  
9,227 visits in 2020



**Strong Area Health & Dental Center**  
3,618 patients totaling  
10,430 visits in 2020



**Western Maine Family Health Center**  
2,133 patients totaling  
7,680 visits in 2020

## HealthReach Community Health Centers

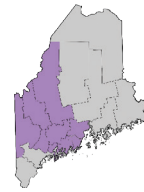
10 Water Street  
Suite 305  
Waterville, ME 04901

Non-Profit Org  
U.S. Postage  
**PAID**  
Permit No. 69  
Waterville, ME

## 2020 in review



**91,006**  
health center visits



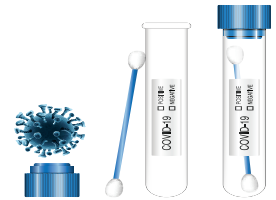
**9**  
counties served



**\$1,027,410**  
patient savings in  
medication costs



**25,448**  
patients served



**3,699**  
Covid-19 Tests

## Financial statement of activities

### Revenue

	2020	2019
Revenue & Earnings	\$30,257,161	\$30,433,205
Deductions from Revenue	\$ (3,388,245)	\$ (4,495,904)
Net Revenue	\$26,868,916	\$25,937,301

### Expenses

	2020	2019
Salaries, Wages, Employee Benefits	\$17,230,661	\$15,592,501
Supplies & Other	\$ 7,159,659	\$ 5,509,606
Total Expenses	\$24,390,320	\$21,102,106
Net Operating Income	\$ 2,478,596	\$ 1,134,397