



# HEALTHREACH

COMMUNITY HEALTH CENTERS

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*2022 Community Report*



Pictured on the cover:

(Top)

(L) Daniel Duarte, DMD

(R) Shirley, Cindy Kennard, RN, and Danna Lee, LCSW

(Bottom)

(L) Eddie Atkins & Briana Beedy, RDH

(R) Recently retired Director of Operations, Carolyn Tranten, in celebration of her more than 25 years of service with HealthReach.

## A Message from our President

Dear Community Member,

HealthReach Community Health Centers has a rich history as a community-based and patient-directed organization. For the last 48 years, our team of clinicians and support staff have delivered comprehensive healthcare services in some of Maine's most rural and medically underserved communities. In the vein of providing care for the whole patient – all under one roof – we have made some very exciting headway in 2022:

- We began offering a new service – treatment for hepatitis C (HCV). Formerly, we referred patients who tested positive for HCV to specialty care. Now, some of our patients can be treated for HCV in their HealthReach medical home.
- We continued to expand our behavioral health (BH) services – including counseling, psychiatric visits, and medication support. From 2021 to 2022, we have seen an 8.1% increase in BH visits, and 13% increase in BH patient count. These figures speak to the incredible work that our teams are doing.
- With the need greater than ever, we continued focusing on the delivery of medication for opioid use disorder (MOUD, formerly known as MAT). Over 300 patients receive MOUD services from HealthReach. It is difficult to capture just how much this really means to our patients in rural Maine.

As we reflect on 2022, we also look forward to 2023 with passion and care for the people of rural Maine. There is no greater calling than to serve our communities and to help them achieve both health and wellness. Thank you!

Sincerely,

Constance Coggins  
HRCHC President and CEO

# HealthReach Governing Board of Directors

## A Message from our Board Chair



2022 was a great year for HealthReach. The health centers continued working toward regaining “normalcy” in operations [recovering from the pandemic], which will guide the ongoing success and growth of our organization. The HealthReach administration and Board are working to create pathways for employees to advance their careers within HealthReach. We have expanded our Behavioral Health staff in most centers to provide a more holistic approach to healthcare. Over the past year, the Board completed an update of the HealthReach 3-Year Strategic Plan and developed operational goals.

Our Board has great respect and trust in our management team and staff. Connie Coggins and her team provide the Board with great information and assistance in helping us fulfill our role. We thank all our employees for a great 2022, and we are looking forward to a spectacular 2023!

*Jack Ducharme*

Jack Ducharme  
HRCHC Governing Board Chair

## New Governing Board Members



**Michelle Kelley** works as a postal clerk for the U.S. Postal Service in Albion. She brings a background in childcare & customer service. She received her Bachelor’s degree in Business Management & Marketing from Husson University in Bangor. She previously served on the local Lovejoy Board.



**Jim Higgins** comes from a background in insurance, working over 40 years with Cigna Global Health Insurance Company. Jim brings a passion for the healthcare industry after working with clinical teams throughout Maine, New Hampshire, and Vermont.



**Lisa Landry** is the Director of Human Resources at Redington-Fairview General Hospital in Skowhegan. She received her Master’s degree in Healthcare Administration from the University of Ohio. She graduated from the University of Maine School of Law in 2011. Lisa holds a Bachelor’s degree in Political Science from the University of Maine at Orono.

## Returning Governing Board Members



Terry Brann



Bruce Harrington  
Vice Chair



Candy Henderly



John Opperman  
Secretary/Treasurer



Juliana Richard



Brenda Stevens



Allen Wicken



Shirley

# SHIRLEY'S STORY

## Helping me get back to myself

A very special patient recently shared the story of her healthcare journey with both HealthReach and our partners at the Maine Primary Care Association. She loves sharing her story because she feels an obligation to help others – in particular, she says “destigmatizing mental health services is important to [her].” HealthReach’s holistic approach to healthcare – offering team-based, integrated primary care and mental health services – met Shirley’s needs during a particularly challenging time in her life.

When Shirley first came to HealthReach almost a decade ago, she was admittedly in a rough spot. She was struggling through many undiagnosed illnesses – both mental and physical – and she knew she needed help to manage her pain.

We quickly connected Shirley with Jeanne Stokes, Family Nurse Practitioner, at our Madison Area Health Center. Jeanne partnered with Shirley to address her physical concerns, while at the same time connecting her with the Behavioral Health Team.

After meeting with Kelly Bell Bragg, Psychiatric Mental Health Nurse Practitioner, and Danna Lee, Licensed Clinical Social Worker, Shirley was soon diagnosed with bipolar disorder.

Kelly helped Shirley to find the right medications and dosages to manage the symptoms she was experiencing. Danna counseled Shirley in sorting through the challenges she was facing, helping her to prioritize and process them one by one.

Cindy Kennard, RN, Care Manager, also began to regularly meet with Shirley to help her manage her diabetes and achieve her goal to lose weight. Cindy helped Shirley find healthy recipes she could cook at home using the only cooking appliance she owned: a microwave.

Before she received the coordinated care she needed, Shirley wasn't sure when she would be able to pursue her passions. She has come a long way since first finding her healthcare team.



Jeanne Stokes,  
FNP



Danna Lee,  
LCSW



Kelly Bell Bragg,  
PMHNP



Cindy Kennard,  
RN

Shirley says managing both the symptoms of bipolar disorder and the pain she previously experienced has “cleared [her] head.” Shirley has since started personal projects that had been on hold – learning to play the clarinet, developing her talent for drawing, and pursuing college education.

Shirley appreciates her entire care team. She says she loves coming to the health center and being greeted by the familiar faces of the Madison Area Health Center team. Near the end of our interview, Shirley paused to collect her thoughts, then said, **“I thought I had lost ‘me’... but you guys found me!”**



To watch the full video with Shirley's feature, scan the QR code or visit the Bitly link:

[bit.ly/madisonstory](https://bit.ly/madisonstory)

# What Patients Are Saying

*“My psychiatric clinician [is] very thorough. I never feel rushed. She listens and makes me feel comfortable to talk about symptoms I may be having. Mental health is tough. I have many years of experience with providers and she is an asset to the community.”*

*“When I was in the exam room with the clinician, she was 100% present. She looked me in the eye and asked questions about my symptoms. Her physical exam was thorough. [I] can't say enough good things about her and the team.”*

*“Everything went very well. I was respected, treated professionally, and felt informed through the entire process.”*

*“It was a wonderful experience for an [urgent] visit. My son had an infection – he had an abscessed tooth... [his clinicians] were very caring, understanding, got him right in and took care of the problem”*

*“I feel this office is very helpful. All of my questions got answered by the receptionist. When I went in to see [my] clinician, she was very helpful and easy to talk to. I highly recommend this health center.”*



See page 7 for location listings



### Strong Area Health & Dental Center Hosts 1st Annual Pierpole Day 5K

Engagement with the local community is a hallmark of community health centers. The staff at Strong Area Health & Dental Center chose to partner with their town to host an event promoting physical activity during a long-time local celebration called “Pierpole Day”. Ayla Haines, RN, Care Manager, led the planning effort and quickly found partners in the Healthy Community Coalition of Greater Franklin County, as well as other local organizations. The 5K “fun run/walk” saw 32 plainclothes human racers, 2 canine companions, and 1 particularly enthusiastic racer in a strawberry costume!



### Dr. Madden Honored by Home, Hope & Healing for Outstanding Care



Home, Hope & Healing (HHH) – a Maine agency providing home-based skilled pediatric and adult nursing care – recognized Amy Madden, MD, as their “Physician of the Month” for May 2022. Dr. Madden has been a physician at Belgrade Regional Health Center since 2008, as well as Medical Director for all of HealthReach since the start of 2021. Wendy O’Connor, RN, BSN, MSN, Regional Nurse Manager at HHH, and Deb Klane, Executive Assistant at HealthReach, presented the award to Dr. Madden.

The “Physician of the Month” award recognizes physicians who “rise above” by providing excellent care for clients with complex medical needs, while also “successfully involving both clients and their families”.

Wendy shared, “physicians who proactively provide this level of time-consuming care are sacrificing something along the way for the good of their patients”. Dr. Madden, you have both our congratulations and thanks!

### HealthReach Board Chair, Rep. Jack Ducharme, recognized by Maine Primary Care Association

Rep. John “Jack” Ducharme III, current HealthReach Board Chair, was recognized by the Maine Primary Care Association and received the *MPCA 2022 President’s Award* for his efforts to support community health centers across Maine. Jack successfully rallied colleagues to improve the financial sustainability of all community health centers. Thank you, Jack!



# THANK YOU

 ... for generously supporting the work of our health centers. Below are our 2022 individual, corporate, and foundation supporters.

Marci Alexander

Dallas Plantation

Glenn Saller

Anonymous

Christopher Dumaine<sup>II</sup>

Sandy River Plantation

Leslie Blum<sup>I</sup>

Bruce Hermann

The Simon Family Fund

Brooks Family Foundation

Hussey's General Store

Walgreens - Givio Charitable

David Clement<sup>III</sup>

Lincoln Plantation

I In honor of Dr. Roy Miller

Paul Cousoulis

Susan MacKinnon<sup>III</sup>

II In memory of Holly Hock Dumaine

III In memory of Evan Andrew Klane

We are grateful for the support of individuals, businesses, foundations, and community partners who in 2022 chose to generously contribute to HealthReach and our mission: to provide high quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine. Our patients, staff, and Board recognize the vital role that donors play in the success and growth of our health centers. Donations help fund improvements to patient services, operational technologies, patient education initiatives, and our community health programs.

There are many ways to show support for your local community health center. If you would like to help, consider contributing by donating goods or services, serving as a volunteer board member, or giving financially. The generosity of people like you directly supports the health and wellbeing of our patients and communities.

Financial donations to HealthReach, a registered 501(c)(3) non-profit, are tax deductible under IRS regulations.

For more information, call the Development Office at (207) 660 - 9923.

Please visit [www.HealthReach.org](http://www.HealthReach.org) to make a donation today!

*HealthReach Community Health Centers makes every effort to list donor names as requested. Please direct any questions or concerns to the Development Office at (207) 660 - 9923. The list above reflects both financial and in-kind donations - as well as pledges of support - received between January 1 and December 31, 2022.*



**HEALTHREACH**  
COMMUNITY HEALTH CENTERS

**Notice a change?  
We've rebranded!**

The HealthReach Communications Team is proud to present our new branding - including a redesigned logo, typefaces, and colors. Our new icon - a stethoscope in the shape of a home - reflects HealthReach's focus on serving as your community's health home. Stay tuned for the launch of our new website!



## BELGRADE

REGIONAL HEALTH CENTER  
2,081 patients totaling  
7,463 visits in 2022



## BETHEL

FAMILY HEALTH CENTER  
3,123 patients totaling  
15,263 visits in 2022



## BINGHAM

AREA HEALTH & DENTAL CENTER  
2,854 patients totaling  
9,277 visits in 2022



## LAWRENCE

H.S. HEALTH CENTER  
(A.K.A. BULLDOG HEALTH CENTER)  
72 patients totaling  
345 visits in 2022



## LOVEJOY

HEALTH CENTER  
3,157 patients totaling  
12,303 visits in 2022



## MADISON

AREA HEALTH CENTER  
2,112 patients totaling  
12,303 visits in 2022



## MT. ABRAM

REGIONAL HEALTH CENTER  
(KINGFIELD)  
1,242 patients totaling  
5,286 visits in 2022



## RANGELEY

FAMILY MEDICINE  
1,393 patients totaling  
4,945 visits in 2022



## RICHMOND

AREA HEALTH CENTER  
2,099 patients totaling  
7,940 visits in 2022



## SHEEPSCOT

VALLEY HEALTH CENTER  
(COOPERS MILLS/WHITEFIELD)  
2,909 patients totaling  
10,790 visits in 2022



## STRONG

AREA HEALTH & DENTAL CENTER  
2,913 patients totaling  
10,774 visits in 2022



## WESTERN MAINE

FAMILY HEALTH CENTER  
(LIVERMORE FALLS)  
2,191 patients totaling  
8,267 visits in 2022

# HEALTHREACH

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10 Water Street  
Suite 305  
Waterville, ME 04901

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U.S. Postage  
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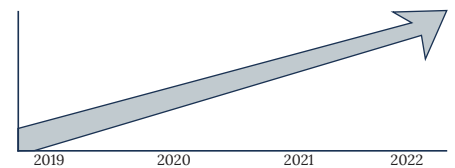
## 2022 BY THE NUMBERS



**26,146**  
patients served



**101,832**  
patient visits



**8.1%**  
annual increase in behavioral health visits

## HEALTH ACCESS METRICS (CONNECTORS)



**433**

Patient Assistance  
Program visits



**\$707,243**

patient savings in medication costs



**946**

Marketplace health  
insurance appointments

## FINANCIAL STATEMENT OF ACTIVITIES

	2022	2021
<b>REVENUE</b>		
Revenue & Earnings	\$ 36,541,683	\$ 30,930,375
Deductions from Revenue	\$ ( 3,748,695)	\$ (3,280,385)
<b>Net Revenue</b>	<b>\$ 32,792,988</b>	<b>\$ 27,649,990</b>
<b>EXPENSES</b>		
Salaries, Wages, Employee Benefits	\$ 18,804,554	\$ 17,251,211
Supplies & Other	\$ 10,764,436	\$ 7,177,271
<b>Total Expenses</b>	<b>\$29,568,990</b>	<b>\$24,428,482</b>
<b>Net Operating Income</b>	<b>\$ 3,223,998</b>	<b>\$ 3,221,508</b>

HEALTHREACH COMMUNITY REPORT 2022

WWW.HEALTHREACH.ORG