



# HealthReach Community Health Centers



# COMMUNITY REPORT 2021



## 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 47 years, our team of clinicians and support staff have delivered comprehensive healthcare services in some of Maine’s most rural communities. Bethel Family Health Center was the last site to join the HealthReach family in 1999. For the first time in over 20 years, HealthReach added a new service site — a school-based health center at Lawrence High School in Fairfield. This is a significant milestone for HealthReach and is congruent with the 2021 theme of National Health Center Week, recognizing health centers as the “the chemistry for strong communities”. What better way to promote the strength of our communities than to support the health needs of our youth?

I invite you to read about the Bulldog Health Center, whose mission is “to keep students healthy, in school, and ready to learn to learn. Through a collaboration between HealthReach Community Health Centers and MSAD 49, the school-based health center at Lawrence High School will provide access to comprehensive, integrated, and culturally responsive health care services to ensure that all students have access to quality care when they need it”. Meeting the needs of our communities in concert with area educational institutions is our vision for the future.

Sincerely,

Constance Coggins  
HRCHC President and CEO

Pictured on the cover:

(Top)  
Melissa Hackett, FNP  
(Center)  
Left to Right - Katie Gillihan, FNP;  
Elayne Richard; Shannon King  
(Right)  
Zach Wissman, PA



# A Message from our Board Chair

In life, there are few things more important than your health. At HealthReach, we are dedicated to helping you maintain good health through the delivery of high-quality care to you and your family.

The mission of the 200 plus members of the HealthReach team is to provide affordable, patient-centered healthcare to rural Maine communities. Our health care team includes primary care clinicians, social workers, dental health clinicians, care managers and support personnel.

We offer services at 12 health center sites stretching from Rangeley to Richmond. We invite you to visit a site near you. If the cost of health care is a concern, please inquire about our sliding fee scale. We want to make high quality care available to all our rural Maine neighbors.

As Chair of the Board of Directors, it is my privilege to work with the dedicated HealthReach team that I hope you will get to know through this Annual Report and a visit to one of our sites.

*Lynn Matson*

Lynn Matson  
HRCHC Governing Board Chair



## New Governing Board Member

**John Opperman** is a returning board member. He recently shared,

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



Terry Brann  
Secretary/Treasurer



Mer Doucette



Jack Ducharme



N. Keith Durland



Bruce Harrington  
Vice Chair



Candy Henderly



Lynn Matson  
Chair



Ann Nicholson



John Opperman



Juliana Richard



Brenda Stevens



Marty Weiss



Allen Wicken

# Bulldog Health Center opens in October 2021

The creation of the school-based health center at Lawrence High School was the result of a quintessential grassroots effort. Local community members, Shannon King and Elayne Richard, held a strong belief in the benefits a school-based health center would bring to the students of MSAD 49. They were the catalysts that brought together an advisory team consisting of community members, school officials, and staff from HealthReach. Their timing was fortuitous since HRCHC's board had just approved a strategic plan with one initiative focused on improving access for adolescent patients. Because many adolescents do not access regular care, making health services accessible by integrating the services into the adolescent's environment made a lot of sense. The culmination of nearly two years of planning resulted in opening the Bulldog Health Center in October 2021.



*“Ensuring that all kids have access to comprehensive primary health care is to give all kids a fair shot at staying in school and being ready to learn... When that happens, our community is a better place.” -Elayne Richard*

Adolescents have cited lack of access, concerns about confidentiality, and inconvenience as reasons for not using the health care system. The school-based health center addresses all of these concerns by making services accessible “just down the hall”. Parents don't have to take time off to take children to appointments and there is less disruption to students' studies when services can be accessed at the school. The array of services available to students at the Bulldog Health Center is as comprehensive as what they would receive from their primary care provider. In addition, HealthReach outreach staff stand ready to help families access support to help with the cost of healthcare by offering assistance with enrollment in MaineCare or marketplace insurance.





Katie Gillihan, Family Nurse Practitioner, was hired by HealthReach to provide care at the Bulldog Health Center. Katie has a lot of experience providing care in school settings as a school nurse, as well as, leading a school health clinic at a private school. She quickly developed a rapport with students and is available to see school staff as well.

“My goal as a Family Nurse Practitioner is to break down any and all barriers to care by making healthcare accessible and affordable. I believe in providing patient-centered care, which focuses on patients being active participants in their plan of care and the formation of a partnership between patients and their clinician.”

The collaboration of the school was evident from the significant contributions of school staff during the planning phase to the renovations undertaken which created a dedicated space for the health center that includes a reception and lab area, two exam rooms, and a dedicated bathroom. Plans call for continued collaboration through the on-going meetings of a community advisory committee and the creation of a student advisory committee.

The presence of easily accessed, high-quality care “just down the hall” has been a welcomed new addition to the school.

## Connector Program

**514** patients assisted through the Patient Assistance Program (PAP) application process.

**\$731,000** dollars patients saved on medications through PAP in calendar 2021.

**1,252** patients assisted in navigation and enrollment in the Maine Health Insurance Marketplace.



## Let's Go! Program Recognized HealthReach for Helping Patients Make Healthy Choices

The Let's Go! Program, an initiative focused on obesity prevention in both youth and adults, has recognized seven HealthReach centers with the Site of Distinction award. HealthReach is helping patients to establish healthy habits through small, incremental changes in their lifestyle.

HealthReach practices in Belgrade, Bethel, Coopers Mills (Sheepscot), Kingfield (Mt. Abram), Rangeley, Strong, and Western Maine (Livermore Falls) are among 27 practices recognized in 2021!



## Dr. Richard DeCarolis Awarded Physician of the Year by Maine Osteopathic Association

Richard DeCarolis, D.O. of Bethel, received the 2020 Louis Hanson, D.O. Physician of the Year award. The award is presented to a D.O. who has demonstrated a high quality of practice, a compassionate interest in patients and a commitment to their community.

“Dr. D”, as he is known by his patients and staff, is an inspiration to so many. He works tirelessly in service to his patients and the community. Across nearly 30 years in Bethel, Dr. D has helped generations of patients to live healthier lives!



## HealthReach Awarded Three HRSA Badges

HealthReach was awarded three badges from the Health Resources and Services Administration (HRSA). The three awards include: “Advancing Health IT”, “Patient-Centered Medical Home”, and “Quality Leader Bronze Level”.



# THANK YOU

...for generously supporting the work of our health centers. Below are our 2021 individual, corporate, and foundation supporters.

Louis Alter  
J. Donald Beane<sup>I</sup>  
Biddiscombe  
Leslie Blum<sup>II</sup>  
Patricia & Walter Bowditch<sup>I</sup>  
Brooks Family Foundation  
Paul Cousoulis  
Community Foundation of Middlesex County  
Dallas Plantation  
Terry & Barbara Drummond<sup>I</sup>  
Ludger & Edythe Gervais<sup>I</sup>  
Virginia Girard<sup>I</sup>

Good Shepherd Food Bank  
Gorton Fund  
Lincoln Plantation  
Maine Community Foundation  
Wayne Nason  
Norman & Tamalie Paradis<sup>I</sup>  
Wallace & Lori Pratt<sup>I</sup>  
Town of Rangeley  
Shaws  
David Wyllie  
*Diane Zavotsky, MD* <sup>III</sup>

<sup>I</sup> In Memory of Madeline Morris  
<sup>II</sup> In honor of *Dr. Roy Miller*  
<sup>III</sup> In partnership with Narramantic Island Residents "Ice Out" Pool

*HealthReach employees are italicized.*

In 2021, 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.org](http://www.HealthReachCHC.org) 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 - 9914. The list above reflects financial and in-kind donations and pledges received between January 1, 2021 and December 31, 2021.

## Patient Praise Highlights

*"[My doctor] is excellent. She has taken care of four generations in my family. From the beginning she was excellent and the other day, she was just as excellent!"*

*"[My provider] is awesome. She's always helpful, knowledgeable, on time, and happy. [She] is a great doctor. Thank you so much..."*

*"I've been going [to] Madison Area Health Center since it was built. I've always found everyone to be professional, kind, helpful, pleasant, discrete... They laugh and giggle with you, it's a great place to be. They make you feel comfortable and cared for."*

*"I always have a good experience at Lovejoy. [My clinicians] are attentive to concerns and questions. The entire staff is attentive and kind."*



**Belgrade Regional Health Center**  
2,069 patients totaling  
9,177 visits in 2021



**Bethel Family Health Center**  
3,180 patients totaling  
16,785 visits in 2021



**Bingham Area Health & Dental Center**  
2,789 patients totaling  
9,917 visits in 2021



**Bulldog Health Center** *(Opened 10/2021!)*  
26 patients totaling  
43 visits in 2021



**Lovejoy Health Center**  
3,172 patients totaling  
13,491 visits in 2021



**Madison Area Health Center**  
2,128 patients totaling  
10,619 visits in 2021



**Mt. Abram Regional Health Center**  
1,283 patients totaling  
6,490 visits in 2021



**Rangeley Family Medicine**  
1,425 patients totaling  
4,999 visits in 2021



**Richmond Area Health Center**  
2,235 patients totaling  
8,745 visits in 2021



**Sheepscot Valley Health Center**  
2,869 patients totaling  
11,188 visits in 2021



**Strong Area Health & Dental Center**  
3,141 patients totaling  
12,113 visits in 2021



**Western Maine Family Health Center**  
1,971 patients totaling  
8,254 visits in 2021

## HealthReach Community Health Centers

10 Water Street  
Suite 305  
Waterville, ME 04901

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

# 2021 in review



**111,821**  
health center visits



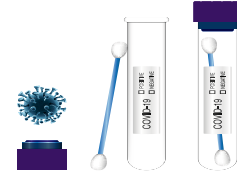
**9**  
counties served



**\$731,000**  
patient savings in  
medication costs



**26,290**  
patients served



**5,835**  
COVID-19 Tests



**5,096**  
COVID-19 Vaccines

## Financial statement of activities

### Revenue

	2021	2020
Revenue & Earnings	\$33,179,286	\$30,930,375
Deductions from Revenue	\$ (3,688,207)	\$ (3,280,385)
Net Revenue	\$29,491,079	\$27,649,990

### Expenses

	2021	2020
Salaries, Wages, Employee Benefits	\$17,414,191	\$17,251,211
Supplies & Other	\$ 8,391,907	\$ 7,177,271
Total Expenses	\$25,806,098	\$24,428,482
Net Operating Income	\$ 3,251,462	\$ 2,790,037