

# HEALTH CENTER HIGHLIGHTS



News and notes from your Community Health Center

Volume 16, No. 2

A newsletter from HealthReach Community Health Centers

Winter 2021



Medical Assistants at Belgrade Regional Health Center pictured with flowers from patients during National Medical Assistant Week in October

## HealthReach named one of 2020 Best Places to Work in Maine

HealthReach Community Health Centers was recently named one of the 2020 Best Places to Work in Maine. The award program was created in 2006 and is the project of the Society for Human Resource Management—Maine State Council (MESHRM) and Best Companies Group. Partners endorsing the program include: *Mainebiz*, Maine State Chamber of Commerce and the Maine HR Convention.

“It is a privilege for our organization to receive the designation as one of the Best Places to Work in Maine,” Connie Coggins, President/CEO of HealthReach, said. “The teamwork and dedication of our staff members has really made a difference as we’ve cared for patients in our communities during an extremely challenging time. We are fortunate to have such a committed team.”

*Best Places... continued on page 2*

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# A Changing of the Guard



Connie Coggins  
HealthReach President/CEO

Dear Community Members,

Later in this newsletter, an article will introduce you to Dr. Catherine Chamberlin, a physician at our Bethel Family Health Center, who assumed responsibilities as Assistant Medical Director in January 2021. She will work alongside Dr. Amy Madden, physician at Belgrade Regional Health Center and HealthReach's Medical Director. We are glad to have the opportunity to work with Dr. Chamberlin in her new role.

I would like to recognize Dr. Richard DeCarolis, a practicing physician at Bethel Family Health Center who has been HealthReach's Operational Medical Director for the past twenty years. At the end of 2020, he decided to step away from the role of Medical Director while continuing to serve patients in the Bethel community. I recall attending a meeting several years ago where the clinicians in attendance were speaking about the challenges and rewards of family practice. Dr. DeCarolis spoke very eloquently about how privileged he felt to be able to support patients during their personal journeys. Dr. D (the moniker given to him by patients and staff) lives the mission of HealthReach - he is always ready to "roll up his sleeves" to support anyone who can use his help.

Thank you Dr. D for your service to HealthReach as Operational Medical Director. It is appreciated!

Connie Coggins, President/CEO of HealthReach Community Health Center

## Best Places... *continued*

Companies from across the state entered the two-part process to determine the Best Places to Work in Maine. The first phase consisted of evaluating each nominated company's workplace policies, practices and demographics. This part of the process was worth approximately 25% of the total evaluation.



# Best Places to Work in ME

The second part consisted of an employee survey to measure the employee experience. This part of the process was worth approximately 75% of the total evaluation. The combined scores determined the top companies and final rankings. Best Companies Group managed the overall registration and survey process in Maine and also analyzed the data and used their expertise to determine the final rankings.

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## Daniel Duarte, DMD Bingham Area Health Center

After completing the Doctor of Medicine in Dentistry program at the University of New England, Daniel Duarte, DMD joined Bingham Area Dental Center in June 2020. Previously, he served as a U.S. Army Operational Officer and obtained his undergraduate degree in Physics at the University of New Orleans in Louisiana.

Upon joining the organization, Daniel shared:

*“Bingham Area Health and Dental Center is a wonderful clinic, composed of dedicated members. I admire their work culture, their teamwork and their commitment to providing the best care for patients. For these reasons, I’m proud to be a part of their healthcare team.”*

Daniel also shared: “I’m grateful for my life experiences, for they have continuously shaped who I have become. I grew up in a small town where medical services were inadequate. Corinto, Nicaragua had a small medical clinic with limited resources and no local dentist.”

He remembers healthcare workers from the nearby city traveling to Corinto to provide vaccinations to the community. In hindsight, Daniel recognizes the commitment this healthcare team had to bring medical services to an underserved community, saying, “I am grateful for their missions.”

As a dental student, Daniel would travel long distances to communities in need of affordable dental treatment. Previously, he provided dental care at the University of New England’s Oral Health Center in Portland, Red Logan Dental Clinic in White River Junction, Vermont, and Dental Health Works in Keene, New Hampshire.

Daniel feels that his desire to serve people motivates him to serve patients with the greatest needs with the respect, commitment and empathy they deserve.



COVID-19  
Resources

## Your Questions answered

[www.HealthReachCHC.org/COVID.aspx](http://www.HealthReachCHC.org/COVID.aspx)

Our clinical and Connector teams have compiled information and resources related to COVID-19:

- Guidance for potential exposure
- Managing symptoms
- CDC recommendations
- Rental assistance resources
- Unemployment information

Happenings	eNewsletter	Our Reports	COVID-19 Resources	Pay a Bill
Resources	Patient Portal	Health Insurance Marketplace	Your Stories	Health Tips

# Addressing Social Determinants of Health

Over the last decade, screening for and addressing Social Determinants of Health (SDOH) has become a critical component in helping patients maintain their health and wellbeing. According to the Center for Disease Control, SDOHs are “conditions in the places where people live, learn, work and play that affect a wide range of health risks and outcomes.”<sup>1</sup> These conditions can be anything from health equity, economic stability, physical environment, education, food and social context.<sup>2</sup> It is estimated that anywhere from 60 to 80 percent of an individual’s health outcomes can be attributed to SDOHs.<sup>3</sup> SDOHs have increasingly moved to the forefront of conversations in healthcare, especially as the COVID-19 public health emergency persists and exacerbates existing issues in patients’ lives. Addressing SDOHs will reduce health disparities that arise from social and economic disadvantages, which are often accrued generationally.

As a Federally Qualified Health Center, we are uniquely positioned to address SDOHs. Technological advancements across healthcare have allowed health centers to fill critical gaps in care, and continue to treat patients holistically. Currently, HealthReach is pursuing the use of platforms to better screen SDOHs, develop predictive data about patient health risks and outcomes, and connect patients to community resources more easily.

*Graphic adapted from Weitzman Institute*

## Solutions to Social Determinants of Health



<sup>1</sup>What are Social Determinants of Health?, <https://www.cdc.gov/socialdeterminants/about.html>

<sup>2</sup>Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity, Kaiser Family Foundation, <https://www.kff.org/racial-equity-and-health-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity/>

<sup>3</sup>The Weitzman Institute: Path Forward webinar series

## Implementing Trauma-Informed Care

Led by Alyson Byard, LCSW at Western Maine Family Health Center, the Trauma-Informed Care (TIC) workgroup convened in October 2020 to identify ways HealthReach can provide trauma-informed patient care. Trauma-informed staff and patient care is recognized as a vital part of a health center’s success<sup>1</sup>. Trauma is a result of experiences, or series of events, which were emotionally disturbing or threatening to one’s life that have long-lasting mental, physical, social, emotional and spiritual impacts on a person<sup>1</sup>.

The workgroup continues its mission to embed training about trauma-informed care at annual staff trainings and New Employee Orientation, and having de-escalation/redirection training for all staff and supporting employees’ coping skills. Currently, the workgroup is working on determining how to evaluate each health center’s environment for patients, staff and community members.

<sup>1</sup>Laying the Groundwork for Trauma-Informed Care, <https://www.chs.org/resource/layinggroundwork-trauma-informed-care/>

## 2021 Learning Collaborative

Three years ago, HealthReach implemented the Learning Collaborative model as one of our strategies to create a “learning” organization. Our first collaborative focused on diabetes/hypertension (supported by Maine Quality Counts), our second on geriatrics, and this past year was focused on Family Planning.

For 2021, we will be exploring a less clinical but no less important topic. We believe that excellent patient care hinges on the health and wellbeing of the people who provide that care and the health and wellbeing of the people who offer support to our site staff.

Over the next year, our organizational Learning Collaborative will focus on enhancing the quality of our staff members’ professional lives by implementing strategies to improve wellness for staff and clinicians. Additionally, we will be looking at how our own perceptions of others can affect the ways in which we communicate with our colleagues and care for our patients. We will also focus on strategies for managing change - something we’ve had plenty of practice with this year.

Although we will continue to focus on the needs of our communities, especially as it relates to the pandemic, we know that our ability to care for patients rests upon a strong and supported workforce.



McKenzie Parr-Morton  
Care Manager at Bethel Family Health Center

As Care Manager at Bethel Family Health Center, McKenzie Parr-Morton has spent the last four years helping high-risk patients self-manage their health to live a better life. Her interest in care management lies, as she says, in “getting to work with [patient] populations managing chronic diseases and working on lifestyle changes.” Clinically, her interests reside in public health and chronic disease management.

Because the nuances of medicine are difficult to navigate, care management provides a much-needed service for patients who require them.

“Patients are very appreciative of having a care manager to work with them on goals, check in with them or follow up after a hospital stay to check in before their provider visit,” McKenzie says. “Patients enjoy having it be a ‘one-stop shop’ by having a Care Manager in the office to help and support them with their needs.”

While the public health emergency associated with COVID-19 has impeded health access and increased health inequities, McKenzie says that her service for patients has largely remained the same over the four years she’s been at Bethel. “I’m still at my regular capacity [of patients], just doing more phone calls and video calls than in-person visits. Technology has allowed me to keep in touch with my patients,” she says.

*“Seeing patients work hard to achieve their goals, and seeing the positive outcomes from that, are the most rewarding [parts of my job]. Care management is not easy, but it is rewarding.”*



Staff at Bethel Family Health Center wear hand-sewn masks over their surgical masks made by Kathryn Sloma, LCSW. Catherine Chamberlin, DO (second from left) was recently named Assistant Medical Director after Richard DeCarolis, DO completed his tenure as Operational Medical Director.



### Catherine Chamberlin, DO named Assistant Medical Director

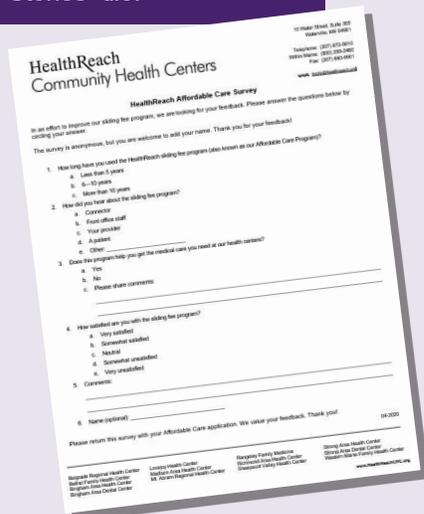
In January, Catherine Chamberlin, DO at Bethel Family Health Center, was named Assistant Medical Director at HealthReach Community Health Centers. Dr. Chamberlin assumes the role as Richard DeCarolis, DO at Bethel transitions out of his role as Operational Medical Director, which he has held for 20 years. Dr. Chamberlin will serve alongside Amy Madden, MD at Belgrade Regional Health Center and Medical Director of HealthReach.

Dr. Chamberlin recently shared:

*"I am honored to be Assistant Medical Director at HealthReach, and am grateful for Dr. DeCarolis' years of contributions in his role. I look forward to working with many of Maine's communities on a broader scale."*

### Share Your Story!

Do you have a positive HealthReach experience to share? Visit our website and click on the "Your Stories" tile.



### Patient Feedback: Affordable Care Program

HealthReach offers a sliding fee program based on family size and income to assist with paying for services at our 11 health centers. Since December 2019, we've been gathering feedback from patients utilizing our Affordable Care Program. Here's how patients have responded:

*"It's nice to have programs that understand that not everyone has similar abilities, circumstances or resources to make enough money to pay full prices for medical expenses. Thanks for the help. It is appreciated!"*

*"This program helps me very much, especially during this [COVID-19] Pandemic, as it is hard to find a job at this time."*

More than 90% of survey participants say that the sliding fee scale helps them get the care they need at our health centers.

86% of respondents are "very satisfied" with the program.

## New Clinicians



### Susan Chase, PMHNP

Lovejoy Health Center • Richmond Area Health Center • Sheepscot Valley Health Center

Susan says she looks forward to joining the staff at HealthReach and practicing with like-minded professionals in an integrated model of care that values mental wellness and understands the importance of treating individuals as a whole.



### Agnieszka "Aga" Smith, LCSW

Richmond Area Health Center

Aga brings social work experience with children, adolescents and adults in hospital, outpatient and residential settings to Richmond Area Health Center. Her clinical areas of interest lie in motivational interviewing, individualized and patient-centered approaches, cognitive behavioral therapy and dialectic behavioral therapy.



### Craig Urwin, PA

Sheepscot Health Center

Craig says he looks forward to building long-standing, personal and meaningful relationships with the people who utilize Sheepscot Valley Health Center, and serving patients by assisting them to live their best, most healthful life.

## New Practice Managers



### Jill Wyman

Madison Area Health Center

"My background started in the medical field working as a CNA out of high school. After working within nursing home and medical office settings, I went back to school to obtain my CMRA. My work journey started in Bingham, continued to Searsport and then to Madison. Dentistry came next, and I worked as a Dental Assistant for a short time, acquired my dental x-ray license and then later managed that same dental office where I worked as a Dental Assistant. Now, full circle, I find myself back in the medical field, and I look forward to bringing my background back to the forefront of the work I do."



### Heidi Richards

Western Maine Family Health Center

"I was born and raised in Maine and attended the University of Maine at Farmington, where I obtained a degree in Pre-Professional Medical Biology, with additional interests in Community Health. When I'm not at work, I enjoy spending time with my husband and three children, being outside in my vegetable gardens, camping and continuing education. I'm excited to bring my prior experience in pharmacy management and patient care, as well as my experience as a pharmacy technician, to a great team here at Western Maine Family Health Center."

# WELCOME

September 2020 - January 2021



**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

- Anna Barden  
Dental Assistant • Bingham
- Brittany Birmingham  
Outreach Enrollment Specialist • Belgrade and Lovejoy
- Bambi Breingan  
Referral Intake/Admin Assistant • Mt. Abram
- Jennifer Boucher  
Float Medical Assistant • Central
- Kelly Burhoe  
Patient Service Representative • Western Maine
- Carrie Brown  
Medical Assistant • Madison
- Susan Chase, PMHNP  
Psychiatric Mental Health Nurse Practitioner • Richmond, Lovejoy, Sheepscot
- Kelley Crommett  
Medical Assistant • Richmond
- Brenda Doyon  
Medical Assistant • Madison
- Amelia Eaton  
Medical Assistant • Richmond
- Ayla Haines, RN  
Care Manager • Belgrade
- Heather Householder  
Patient Service Representative • Madison
- Steven Klasson, DMD  
Dentist • Per Diem
- Jolene Lane  
Patient Service Representative • Madison
- Kristy McLaughlin  
Medical Assistant • Bethel
- Courtney Norton  
Front Office Coordinator • Western Maine
- Arya Patterson  
Patient Service Representative • Strong
- Becca Penn  
Patient Service Representative • Madison
- Elizabeth Slater  
Clinical Support Specialist • Belgrade
- Aga Smith, LCSW  
Behavioral Health Consultant • Richmond
- Melissa Smith  
Patient Service Representative • Western Maine
- Tammi Snow, RN  
Care Manager • Sheepscot
- Kimber Rackleff  
340B Analyst • Central
- Heidi Richards  
Practice Manager • Western Maine
- Jennifer Rizzo  
Medical Assistant • Madison
- Alexis Roach  
Medical Assistant • Sheepscot
- Craig Urwin, PA  
Physicians Assistant • Sheepscot
- Kristy Walker  
Medical Assistant • Bethel
- Jill Wyman  
Practice Manager • Madison

## MILESTONES

### 35-YEAR ANNIVERSARIES

Linda Hermans, MD  
Physician • Richmond

### 20-YEAR ANNIVERSARIES

Constance Coggins  
President/CEO • Central

Beverly Edgecomb  
Patient Service Representative  
• Richmond

Dianna Milot  
Practice Manager • Bethel

Kate Quimby  
Practice Manager, Compliance  
Specialist • Rangeley

### 5-YEAR ANNIVERSARIES

TinaMarie DeRaps, LSW  
Outreach Enrollment Specialist  
• Richmond, Sheepscot

Janet Carrier  
Medical Records Technician •  
Lovejoy

Diane Zavotsky, MD  
Physician • Bingham, Madison,  
Mt. Abram, Rangeley