

HEALTH CENTER HIGHLIGHTS



News and notes from your Community Health Center

Volume 10, No. 3

A quarterly newsletter for HealthReach Community Health Centers

Fall 2014

Food for All Farm Stand



Bingham Area Health Center hosted a six-week low-cost farm stand sponsored by the Maine Federation of Farmers' Markets and Good Shepherd Food Bank. The cost of the food was subsidized by the sponsoring organizations and payment was accepted in cash and EBT.

The Food for All Farm Stand is a pilot project geared towards creating an alternative food access model that makes fresh local produce available and affordable for rural Mainers who are low income or use SNAP benefits. The farm stand was open from 10:00 AM to 3:00 PM on Thursdays for six consecutive weeks from September 18 through October 23.

“Our goal with this event was to create a win-win distribution model where local farmers are fairly compensated for their product and low-income Mainers have access to fresh, local produce,” said Connie Coggins, President and CEO of HealthReach Community Health Centers.

Representatives from MaineGeneral RSVP (Retired Senior and Volunteer Program), Somerset Public Health, and Eva Greenthal, VISTA member, were also on hand to provide information on topics including volunteer opportunities for seniors, wellness and nutrition, and health insurance reenrollment.



“This is a really wonderful program! Thank you.”

Roland and Darlene Mathieu, Bingham patients with their purchase of fresh produce.

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A message from the president



HealthReach
President/CEO
Connie Coggins

Dear Community Members,

Over the last year, we've made a commitment to grow our care manager program. Care managers are staff members with medical education and training such as registered nurses, licensed practical nurses or respiratory therapists. They are part of the medical team at the health center. Care managers offer educational support to patients who have chronic illnesses like diabetes or asthma. Helping patients set goals around physical activity or nutrition is another aspect of their work. They also reach out to patients who have been discharged from the hospital to be sure that the patient is comfortable with their plan of care and has any necessary follow-up appointments. Supporting the wider community by teaching classes like the pre-diabetes prevention class or collaborating with community partners to offer Cooking Matters classes is another aspect of their role.

With the addition of care managers at a number of sites, we continue to grow our team - a committed group of individuals with complementary skills that are all bound by a common purpose - to assist our patients with meeting their health goals. This team includes our medical clinicians, behavioral health consultants, dental professionals, clinical support staff members, administrative staff members, our 'Connectors' who help patients overcome barriers that might limit their access to services, and now, care managers as well. We welcome you to work with all members of our team to achieve your health goals....

Sincerely,

National Health Center Week

The second week of August each year is dedicated to recognizing the service and contributions of community health centers in providing access to affordable, high quality, cost-effective health care to medically vulnerable and underserved people in the U.S.



For HealthReach Community Health Centers, National Health Center Week was a tremendous success: 100% of our health centers participated! Our locations distributed information on various topics with a 'Summer Safety' theme as well as giveaways, free Maine park passes, hiking trail brochures, and youth health promotion brochures.

Additionally, **Belgrade Regional Health Center** opened a public walking trail that follows the perimeter of their property. There was a great turnout as local families enjoyed a cookout, live music, face painting and a fun Story Walk set around the trail. The health center's care team partners, Delta Ambulance and Kennebec Valley Community Care Team were also present. Most of the center staff participated, joined by Connie Coggins, CEO and Steve Mansfield, Director of Operations. Several Community Board members were present as well.

Bethel Family Health Center and **Strong Area Health Center** each sponsored food drives to support their local food pantries. Bethel collected four large boxes of food and \$140, and Strong collected well over 500 food items. Both centers were pleased by the support from their respective communities and plan to make their food drive an annual August event.

Lovejoy Health Center sponsored a drive for school supplies to benefit students at Albion Elementary School. Like the food drives held at other health centers, donations poured in from the community and over 400 items from pencils to backpacks were presented to teachers and students at the school. Community Board members brought in cash donations in support of the drive as well. The health center staff is excited to hold another drive in August, 2015.



HealthReach Youth Initiative Update

Did you know that the national average of patients aged 2 through 19 considered obese is 17 percent and the state average is nearly 14 percent? The HealthReach Youth Initiative is one answer to this growing problem in our communities. The first three years of the Youth Initiative are supported by AmeriCorps VISTA members. Now in its second year, the project promotes physical activity and nutrition education to children and families in HealthReach communities in order to address childhood obesity.



Eva Greenthal, VISTA member

Eva Greenthal started in July following the first year in which Sara Tisherman assisted with launching the initiative. At MollyOckett Day in Bethel, Richmond's 5K, Bingham's Food For All Farmer's Market and the Common Ground Country Fair in Unity, we provided information on healthy habits to parents and families and gave kids a chance to play with our hula-hoops, hacky sacks, and Frisbees. We also set up a StoryWalk (which is now more of a StorySkip, Leap, and Jump on One Foot) at the Belgrade BBQ and Trail Opening. The Youth Initiative played a role in National Health Center Week, providing coloring packets for kids at Lovejoy and Sheepscot Valley Health Centers and helping Lovejoy partner with Albion Elementary School in a school supply drive. Through the end of October, the Youth Initiative will participate in the Bingham Farm Stand each week, handing out information on keeping children and families active and healthy and take part in the Apple-Pumpkin Festival in Livermore Falls.

With the help of Lovejoy Health Center and Sheepscot Valley Health Center, we are currently running Cooking Matters courses in Albion and Whitefield. Three more Cooking Matters classes are currently in the planning stages for Kingfield, Richmond, and Livermore Falls with the help of health center staff.

If you have recommendations for how HealthReach can work to promote nutrition and physical activity to children and families in our communities, please contact Eva Greenthal at 660-9915 or Eva.Greenthal@healthreach.org.

Congratulations to our 2015 Scholarship Winner!

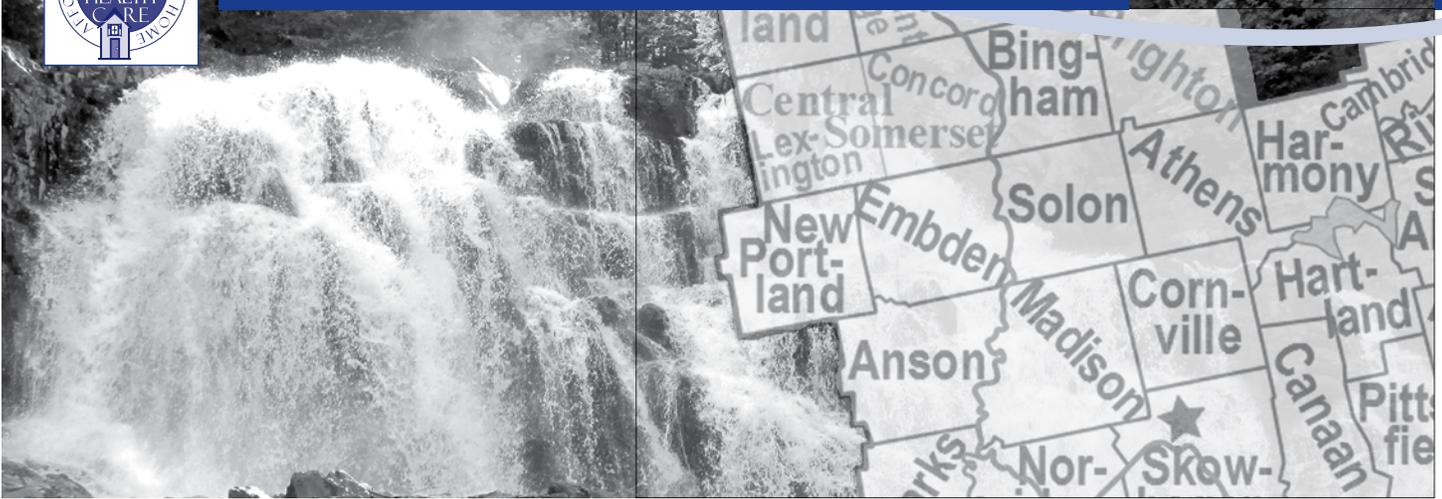


Connie Coggins, CEO presenting the scholarship check to Brianna Missler as proud father Steve Missler, MA, looks on.

Congratulations to Brianna Missler, this year's winner of the Stephen E. Walsh Memorial Scholarship. This scholarship is awarded each year to a dependent of a HealthReach Community Health Centers' staff member who demonstrates commitment to community and is supported by generous contributions made in memory of Stephen Walsh, MHA, Past President and CEO of HRCHC.

Brianna is the daughter of Steve Missler, Medical Assistant at Belgrade Regional Health Center and is currently attending Husson College pursuing a degree in nursing. Brianna's cheering team at Husson supported the Race for a Cure event in Bangor. In addition, she visited area nursing homes and spent time with residents there. She has also volunteered at many events for younger children.

She shared, "from these many experiences I have learned the importance of involvement and commitment to my community, as well as helping others." We wish Brianna the best as she pursues her degree in nursing.



HealthReach receives grant for Somerset County

“I know that being more active can help me feel better, but it’s not safe to walk on the road I live on and I can’t afford to go to a gym. I wouldn’t be able to get there if I did join – it’s too far to drive.”

“It’s so hard to take my medicine right when I can’t afford to get the refills on time. I try to make it stretch by taking a ½ pill. Sometimes I go without.”

“How can I decide between going to the doctor and heating my house?”

“It’s so expensive to eat healthy.”

“I wish I knew more about what to do to feel better.”

These are some of the statements made by patients over the last year. In an effort to address the issues identified, HealthReach Community Health Centers applied for and received a one-year Maine Health Access Foundation grant to develop better ways to serve people who are uninsured in the greater Bingham and Madison areas. Our goal is to enhance patient experiences as they seek healthcare to improve their overall wellness. We have been joined by a number of organizations which offer services in the area: Kennebec Behavioral Health, Kennebec Valley Community Action, Redington Fairview General Hospital, Somerset Public Health, and Spectrum Generations. We will be looking for input from community members to learn more about the barriers they face and to brainstorm on concrete ways to improve the health of our communities.

Many people, especially those with chronic medical conditions, need more resources than periodic medical visits. They might exercise more or choose healthier foods if information on area resources were more readily available. Addressing access to care is a natural extension of the Patient-Centered Medical Home initiative that HealthReach has been working towards since 2009. Through this new grant, we plan to develop a shared vision and action steps on how local organizations can work together to better support uninsured people in Somerset County.

The HealthReach A2QC - Somerset initiative is one of five projects awarded this grant by MeHAF in 2014. Other recipients include Franklin Memorial Hospital in Farmington, Health Access Network, Inc. in Lincoln, and Washington Hancock Community Agency in Ellsworth.



Got Marketplace insurance?

Renewal for 2015 starts on November 15.

Need insurance? Contact us anytime as you may be eligible to apply now.

HealthReach continues to assist both patients and members of the public with Health Insurance Marketplace enrollment, reenrollment and special enrollment periods. Our Certified Application Counselors (CACs) ~ Juanita Bean, Crystal Fitch, Ann Schwab ~ have completed their recertification and are ready to help people reenroll. The Marketplace open enrollment period starts on November 15, 2014. Contact your health center to set up an appointment.

HOW OUR CACs ASSIST:

- We help people learn about choices and apply for insurance through the Health Insurance Marketplace
- We are trained to do what is in the consumer’s best interest.
- We provide unbiased information about the Marketplace and insurance companies.
- The service is FREE and confidential.

Dates to remember:

Nov. 2014 15	November 15, 2014 Open Enrollment begins. Apply for, keep, or change your coverage.
Dec. 2014 15	December 15, 2014 Enroll by this date for new coverage to begin Jan. 1, 2015. If your plan is changing or you want to change plans, enroll by the 15th to avoid a break in coverage.
Feb. 2015 15	February 15, 2015 This is the last day you can apply for 2015 coverage before the end of Open Enrollment.

PCMH Certifications

Our **Bethel and Strong** sites have each been certified as a Level III Patient-Centered Medical Home (PCMH), a widely recognized symbol of quality that is only earned by successfully passing a rigorous and thorough review.

Nine of our locations are PCMH certified health centers, and our remaining two locations are on track for certification in 2015.

“At a PCMH certified health center, patients expect their providers to work collaboratively with them and other health care professionals to ensure the highest standards of medical care,” said Dr. Richard DeCarolis, Operational Medical Director. “We are constantly trying to improve how we deliver our services and regularly work to improve our systems. The entire process is designed with the patient in mind.”

The NCQA Patient-Centered Medical Home program reflects the input of the American College of Physicians, American Academy of Family Physicians, American Academy of Pediatrics and American Osteopathic Association and others in extension of the Physician Practice Connections Program.

Dental Hygiene Services

“I like Ms. Bouchard a lot. She is wicked nice and wicked fun! I didn’t expect that.”



Our **Bethel Dental Hygiene Services** program is available for everyone up to age 20 and is facilitated by Sharon Bouchard, IPDH.

Fourteen year old Bradley Lessard came in this summer for the first time with his mother Alyson. Bradley shared that his sister is scared of dental checkups, but he will tell her that it will be fun to come in and see Ms. Bouchard.



CAYLA'S STORY: In and around the box

“Box breathing is awesome,” exclaimed Cayla, “boxes are all around you once you start looking! I can use the technique anywhere.”

DeAnna Heath and her fourteen year old daughter Cayla have been patients at Bethel Family Health Center for over four years. Their medical provider is Dr. Kevin Finley.

Recently, DeAnna became concerned because Cayla was showing increasing signs of anxiety. DeAnna set an appointment for Cayla with her provider. Dr. Finley suggested an appointment be set with Leslie Lufkin, LCSW instead. Leslie is Bethel Family Health Center's own Behavioral Health Consultant.

“I had a lot of anxiety involving a close family member who had passed away,” said Cayla. “I couldn't go to his home anymore. I was unable to do things I used to enjoy. I was diagnosed with post-traumatic stress disorder.”

“My concern was that we would get the typical treatment of ‘here are some pills for your daughter’,” said DeAnna. “There was never any mention of medicating Cayla. Instead Leslie was understanding and wanted to work with us. Leslie also isn't pushy. She would make a suggestion, and if Cayla wasn't comfortable with it, Leslie would switch tracks and say ‘let's try something else’.”



Leslie Lufkin, LCSW

Leslie provided Cayla with ways to cope with her anxiety. One method was box breathing. Leslie would ask Cayla to focus on a square or rectangular object within her environment, such as a window frame. Cayla would then look upon the outline of the window frame and follow each side with her eyes while focusing upon her breathing: inhale four seconds along the top side, hold the breath four seconds down the right side, exhale four seconds along the bottom side, hold the breath four seconds up the left side and repeat.

“What I noticed,” shared DeAnna, “was that Leslie was very good at pointing out different ways of looking at things in a manner that was very helpful for me and Cayla.”

Cayla still uses the different exercises and techniques that Leslie shared with her as needed. She has gained new strength in her ability to deal with her stress and fears. If you were to talk with her, you would see a fourteen year old who is confident and self-assured.



Welcome New Providers

Nancy Cooley, FNP joined our per diem provider team in July. In addition to teaching nursing at several Maine universities since 1978, she has been providing outpatient medical care in Central Maine since 1999.

Nancy obtained a Master of Science Degree in Parent Child Health/Nursing Education at Boston University, MA and a Certificate of Advanced Graduate Study in Community and Family Nurse Practitioner at Husson. She is a member of the Maine Nurse Practitioner Association and board certified through the American Nurses Credentialing Center.



Velma Evans, LCSW joined Mt. Abram Regional Health Center and Rangeley Family Medicine this Fall. She works closely with the medical providers to offer behavioral health services to patients of the practices.

One of the program goals is to focus on the total person and assist patients at difficult crossroads across the lifecycle. This includes patients who would benefit from working with a trained professional in handling a new diagnosis, managing a chronic condition, setting limits with children, and many other factors that influence people's overall wellness.



Dorothy Mosher, FNP has joined Rangeley Family Medicine as a permanent provider. She initially came to the health center in a temporary capacity. "I decided to take a permanent position, because first of all, I love the people I am working with. Secondly, I love the area! I like a small town atmosphere, and the people here are so friendly." Mosher received both her undergraduate and graduate training at Idaho State University.

In 1977, Dorothy obtained her associate's degree in nursing from Lewis-Clark State College, Idaho. She has been a registered nurse for 37 years and a family nurse practitioner for 15 years.



Let's Go! Healthcare Sites of Distinction

Congratulations to our six practices recognized as Let's Go! Healthcare Sites of Distinction and to all the health center staff who participate in sharing the Let's Go! messages.

Bethel Family Health Center
Bingham Area Health Center

Lovejoy Health Center
Mt. Abram Regional Health Center

Richmond Area Health Center
Strong Area Health Center

ABOUT LET'S GO!

Let's Go! is a nationally recognized childhood obesity prevention program that aims to increase physical activity and healthy eating for children through a multi-sector approach. Children and families receive the same messages where they live, learn, work, and play to reinforce the importance of healthy eating and physical activity: "5-2-1-0" stands for 5 fruits and vegetables each day, 2 hours of screen time or less, 1 hour of daily physical activity, and 0 sugary drinks.

WHAT IS A LET'S GO! HEALTHCARE SITE OF DISTINCTION?

Practices recognized as sites of distinction are implementing the three basic healthcare components of Let's Go!:

- Connect to your community and the Let's Go! community efforts: Hang a Let's Go! poster in your waiting room and ALL exam rooms.
- Accurately weigh and measure patients: ALL providers determine Body Mass Index (BMI), BMI percentiles, and weight classification in patients age 2 years and older.
- Have a respectful conversation around weight: ALL providers use the 5210 Healthy Habits Questionnaire.



Belgrade Regional Health Center

2,131 patients totaling 6,636 visits in 2013



Bethel Family Health Center

3,801 patients totaling 13,437 visits in 2013



Bingham Area Health & Dental Center

2,536 patients totaling 6,519 visits in 2013



Lovejoy Health Center

4,067 patients totaling 13,669 visits in 2013



Madison Area Health Center

1,919 patients totaling 7,967 visits in 2013



Mt. Abram Regional Health Center

1,486 patients totaling 5,191 visits in 2013



Rangeley Family Medicine

1,518 patients totaling 3,387 visits in 2013



Richmond Area Health Center

2,659 patients totaling 9,176 visits in 2013



Sheepscot Valley Health Center

3,954 patients totaling 13,346 visits in 2013



Strong Area Health & Dental Center

3,352 patients totaling 10,595 visits in 2013



Western Maine Family Health Center

2,245 patients totaling 6,374 visits in 2013



WELCOME ~ July - October 2014

- Colin McCabe, FNP - Sheepscot
- Hillary Savoy, Referral Specialist - Mt. Abram
- Sue Wells, Referral Specialist - Mt. Abram
- Nancy Cooley, FNP - Central
- Roxann Lizzotte, MA - Sheepscot
- Janet Beach, Administrative Assistant: HR & Finance - Central
- Colleen Cyr, Practice Manager - Madison
- Sene Brooks, MA - Bethel
- Nancy Luce, Accounts Payable Coordinator & Purchaser
- Shelby Piawlock, MA - Bethel
- Velma Evans, LCSW - Mt. Abram & Rangeley

MILESTONES ~ July - October 2014

35 Year Anniversaries

- Katharine Calder, LCSW
Director of Development & Provider Recruitment - Central

25 Year Anniversaries

- Cynthia Atwood, LPN - Mt. Abram

15 Year Anniversaries

- Susan Hunnewell, Patient Service Rep. - Madison

10 Year Anniversaries

- Wendy Turner, Revenue Cycle Manager - Central

5 Year Anniversaries

- Becky Bear, Patient Service Rep. - Bethel
- Susan Davis, Dental Assistant - Bingham
- Sandra Haines, Patient Service Rep. - Strong
- Gretchen Morrow, PA - Lovejoy
- Shannon Rolbiecki, Dental Assistant - Strong

Share your HealthReach Story!

Have you recently had a great visit? Do you appreciate the time and care that your provider gives you? Visit HealthReachCHC.org and click on the "Share your own story" link.

