

# HealthReach Community Health Centers



## COMMUNITY REPORT 2010



**Fulfilling our mission to provide quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine.**



*Catherine Lockwood, MD  
Richmond Area Health Center*



*CeCe Rohrbach, FNP  
Western Maine Family Health Center*



*Rich DeCarolis, DO  
Bethel Family Health Center*

## Dear Community Members...



"We appreciate the opportunity to serve 30,000 of our friends and neighbors."

**Connie Coggins,  
HRCHC President**

I am pleased to share that 2010 marked several milestones for our organization. We celebrated the 35th anniversary of our very first health center, Bingham Area Health Center. Our organization has come along way since the doors first opened in Bingham.

In 2010, we completed the initial implementation of our electronic medical record (EMR) across all eleven of our locations. We will continue to implement new features as we utilize the EMR as a tool to improve patient care. In addition, with the assistance of grant funding from the Maine Health Access and the Davis Family Foundations, our organization has started a program to incorporate behavioral health services at our health centers. To put it simply, we aspire to develop a system that coordinates behavioral care with medical care - "reattaching the head to the body" and serving the "whole" patient.

Our Belgrade Regional Health Center site started the second year of participation in the statewide Patient Centered Medical Home pilot program. Many of our locations will be joining this effort in 2011 which involves taking the time

to step back and examine how care is delivered to patients to be sure that we are meeting their needs.

Our dental programs grew in 2010 serving the greatest number of patients since their start-up nearly eight years ago. Also during these difficult economic times, we saw the highest usage of our Navigator and Patient Assistance services which assist patients in accessing resources that reduce the cost of health care services and medications.

What is the significance of these milestones? Each accomplishment is a specific part of a plan to continue to fulfill a commitment to our patients and the communities we serve-- "to provide quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine." We appreciate the opportunity to serve 30,000 of our friends and neighbors across 80 rural towns and communities.

Sincerely,



*Emma Ansara, FNP at  
Western Maine Family  
Health Center enters patient  
data electronically. All 11  
HealthReach health centers are  
now utilizing electronic medical  
records (EMR).*



*Larry Jacoby, DMD at Bingham  
Area Health Center examines an  
x-ray. Both of our dental centers  
in Bingham and Strong continue  
to grow as an invaluable  
resource to the areas.*

Spotlight on...

# LOVEJOY HEALTH CENTER

Established in 1978, Lovejoy Health Center is one of the most active practices in the HealthReach family, serving over 4,000 area residents each year. A tireless team of medical providers and support staff offers a full range of primary care services including obstetrics and newly added behavioral health services.



## New walk-in hours offer convenience, peace of mind

One early morning in February, Monica Fennel's three-year-old son, Evan, developed a serious cough. Concerned that the child's asthma might kick in, Monica brought Evan into the Lovejoy Health Center during their newly established walk-in hours.

"His cough would not go away," she says. "We were worried that he would become exhausted from coughing. We got to the health center at 7:30 a.m. and were seen right away."

Dr. David Austin listened to Evan's lungs and determined that nothing serious was occurring. Monica says that having that peace of mind is priceless and having the convenience to be seen without an appointment is a great asset to her family.

"It's not convenient to have to wait when you are concerned for your child's well-being," she says.

Lovejoy began offering walk-in hours in January. From 7-8 a.m., Monday through Friday, established patients of the practice can be seen for acute medical needs without an appointment. Acute medical needs include earaches, sore throats, severe coughing, colds, urinary infections, and sudden rashes.

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## Gretchen Morrow, PA pays it forward



Gretchen Morrow, PA alongside fellow Lovejoy provider Dr. David Austin.

Gretchen Morrow, PA knows what living in a small Maine community is like. She grew up in Millinocket, a northern mill town near Baxter State Park. Receiving medical care at the local health center is what made her want to become a community health center provider.

"The doctor I saw there had been my doctor from the time I was an infant until I was 20," says Gretchen. "My family also saw him and so did most of the people in town. The consistency was very nice and everyone was so open and helpful. There was a great sense of community."

After graduating from the Massachusetts College of Pharmacy and Health Sciences in Boston, she returned to Maine and began providing

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## LCSW brings new behavioral health service to Lovejoy



Brenda Comolli, LCSW is excited to join the Lovejoy team this spring

Brenda Comolli, LCSW will join the Lovejoy medical team this spring to implement a new model of integrated behavioral health into the medical services already offered at Lovejoy. This service, which has been a success at our health centers in Belgrade and, most recently, Livermore Falls, provides patients with another means of support and education after their provider visit is over.

"Brenda will take a step further in addressing the social and behavioral aspects of our patients' problems," says Practice Manager Lois Bouchard.

The medical providers will recommend patients to Brenda and she will meet with them right in the health center. This will include patients with chronic conditions, families experiencing challenges, and others who would benefit from

visits with a trained behavioral health professional.

"I truly believe that all people can benefit from supportive education and assistance from time to time as we negotiate our lives," says Brenda. "I try to think of interventions as beginning with a solution focus, collaborating with the individual to achieve the best outcome."

# What is a health center

Who are we? Although many of our health centers have been serving their communities for over 25 years, not everyone has the complete story about who they are and what they do. In short, health centers are your local medical practices. Our doctors, physicians assistants and family nurse practitioners provide most of the medical care people need, from newborns to seniors. Many individuals and families have been patients of our practices for decades. We accept all patients, regardless of ability to pay or what kind of insurance they



have. And, as you'll see in this Report, our staff also help patients obtain medications at reduced costs; lead classes on managing chronic diseases, like diabetes; and, provide children with fluoride varnish to protect their growing teeth. In addition, many staff are involved in other aspects of community life, such as participation in civic groups, school boards and other local service agencies. So, please take a moment to enjoy the following stories and to share our story with your families and friends.

## QUALITY



Ann Leigh of Belgrade (pictured left) has the opportunity to seek medical care wherever she likes. Her insurance is accepted at any medical facility.

"My family and I went to a doctor in Waterville for four years, but we came back to the Belgrade Regional Health Center," says Ann. "The health center is a gift. They support the local community and offer high quality care. We are really lucky."

It's true - our health centers offer affordable care to underserved and uninsured patients, but our practices' top priority is offering quality, professional health care to everyone. Our medical staff consists of 45 providers dedicated to serving their community with expertise and compassion, just like Megan O'Brien, FNP at Belgrade (pictured right).

"I wish everyone in the area could find out about the health center," says Ann. "There are a lot of dedicated people here working really hard to provide health care to our community."

## COMMUNITY



It is difficult to make life changes on your own. At Richmond Area Health Center, a community weight loss program is helping patients take off pounds and take control of their overall health.

John Honas of Augusta (pictured right), just one of more than 200 patients who have lost over 2,000 total pounds in the program, knows what it means to have support from his medical providers. John has Type 2 diabetes and his goal is to become insulin-free by summer.

"The positive reinforcement I get from the health center is helping me reach my goal," he says. "I'm changing my diet, getting exercise everyday and watching my sugar levels."

His primary care provider, Tom Bartol, NP (pictured left) works closely with John to ensure he obtains the support he needs and stays on the proper medications.

# AFFORDABLE



Marilyn Bachelder of Strong (pictured left) has built a close relationship with Crystal Fitch (right) over the past six years. Crystal, a licensed social worker who has been with HealthReach for more than 25 years, co-manages Navigator, a program designed to save patients money on health care and prescription costs and to educate them about services that are available in their area.

“She helps me with everything but the kitchen sink,” says Marilyn. “Navigator is a neat program. She is the only source we got around here.”

Crystal is also one of 11 HealthReach staff members who manage the Patient Assistance Program. In 2010, 677 patients from all 11 of our health centers saved more than \$750,000 in prescriptions costs.

Each of our health centers also offers the Affordable Care Program that greatly reduces the amount an eligible patient pays for his or her health center services. In 2010, 3,031 patients saved \$785,039. That works out to an average of \$259 per person using the Affordable Care Program.

“I have the best job in the world,” says Crystal.

# INVOLVED



We don’t just serve 80 communities in 12 counties – we are a part of those communities. We give our time and share our knowledge and expertise outside of the health center setting to better the lives of our friends and neighbors.

Just like Sharon Smith Bouchard, RDH at Strong Area Dental Center, who volunteers her time each year to educate all the K-5 students in the Strong area about the importance of developing good oral hygiene at an early age.

“The kids really enjoy her program each year,” says Practice Manager Jewellyn Baker. “She makes it fun and interactive and puts together goody bags for all the kids. We are so lucky to have Sharon who is willing to go into schools and educate our area youth.”

Many of our providers contribute to area health organizations. Emma Ansara, FNP at Western Maine Family Health Care in Livermore Falls sits on the board of the Healthy Community Coalition, an organization that provides education and outreach to Franklin County.

# CONVENIENT



When you think of a rural town like Strong, quality dental care usually doesn’t come to mind, but the Strong Area Dental Center has been providing quality services to the area since 2003.

“The dental center is close to my son’s school and my work,” says Veria Parsons of New Vineyard. “The location itself is just extremely convenient, plus the health center is right next door.”

With the nearest big hospital 12 miles south of Strong, folks from towns in the center’s service area would have to waste time and money to travel there.

“A lot of people in the area are more apt to get their teeth taken care of because of the location of the dentist office,” says Veria.

All of our health centers also offer 24-hour, on-call emergency care and many also provide early morning walk-in hours.

“They are very workable with my schedule,” says Veria.

# Thank you for generously supporting the work of our health centers!

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*HealthReach employee names  
are italicized*

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The list above reflects financial and in-kind donations and pledges received between January 1, 2010 and December 31, 2010.



## ▼ **Walk-in Hours** *from page 3*

“The early morning is important to people,” says Practice Manager Lois Bouchard. “They like the convenience of being able to walk in, get their problem addressed, and not have it interrupt their day.”

Since the health center began offering walk-in hours, the waiting room has been a busy place from 7-8 a.m. One morning, says Bouchard, seven patients came in to be seen.

“We got all of them in to be seen before or around 8 a.m.,” she says. “It’s nice to know that these patients don’t have to rearrange their schedule.”

*Monica Fennel, a Lovejoy patient since childhood, gets her blood pressure taken by Suzan Young, LPN.*

## ▼ **Gretchen Morrow** *from page 3*

care at Lovejoy in 2009.

“I liked Boston but it was nice to come home,” she says. “The expectations I had for working in a community health center have definitely been met. One of the best things is being able to offer services to patients that they wouldn’t otherwise have access to with the Affordable Care Program, prescription assistance, and the Maine Breast and Cervical Health Program.”

Lovejoy is a participating health care provider in the Maine Breast and Cervical Health Program, a state-wide program that offers free exams for eligible women.

“Some women come in just because we participate in the program and their primary care providers don’t participate in it,” says Gretchen.

Gretchen is impacting the community outside of the health center, as well. She frequently gives health presentations to a group of area senior citizens who gather each month in Albion.

She educates the group on flu prevention and treatment and how to safely handle and take medications. She says it feels great to be able to help residents stay healthy.

“Our patients like Gretchen for the same reasons that all of us who work with her do,” says Practice Manager Lois Bouchard, “She exudes energy and enthusiasm. She is knowledgeable in her medical field and readily consults with the other providers to provide the best care.”

“I’m always learning,” says Gretchen. “The providers work together here in a partnership role and I feel like it gets better as time goes on.”

She works alongside two veteran doctors who have more than 50 years of practice between them, Dr. Forrest West and Dr. David Austin, who says that he learns from Gretchen, too.

At the end of the day, what does she find the most rewarding? “When a patient says, ‘Thanks for just listening to me.’ It feels really good to hear that.”



## Your support makes it all happen!

Patients, staff and board members are grateful for the generous donations received in 2010. Individuals, businesses, foundations and community partners play an essential role in our ability to accomplish the HealthReach mission: To provide quality, affordable, patient-centered health care in the medically underserved communities of Central and Western Maine.

Gifts from donors enable us to purchase state-of-the-art equipment and offer cutting-edge treatments that improve the health status and quality of life of our patients. Donations also enable us to start new initiatives and sponsor patient education programs. Individual giving opportunities include donations of time, money, goods or services to the organization or to an individual health center. Our goal is to match donors’ interests and values with the needs of individual health centers.

Financial donations to HealthReach are tax deductible under IRS rules. **For more information about how you can contribute, to find out about our current priorities and opportunities, or to learn more about the needs of the community board of your health center, contact the Development Office at (207) 861-3466.**

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### Belgrade Regional Health Center

2,695 patients totaling  
7,744 visits in 2010



### Bethel Family Health Center

3,767 patients totaling  
11,439 visits in 2010



### Bingham Area Health & Dental Center

2,749 patients totaling  
7,476 visits in 2010



### Lovejoy Health Center

4,334 patients totaling  
14,588 visits in 2010



### Madison Area Health Center

1,737 patients totaling  
5,759 visits in 2010



### Mt. Abram Regional Health Center

1,564 patients totaling  
4,279 visits in 2010



### Rangeley Family Medicine

1,774 patients totaling  
4,094 visits in 2010



### Richmond Area Health Center

3,044 patients totaling  
9,876 visits in 2010



### Sheepscot Valley Health Center

4,154 patients totaling  
14,688 visits in 2010



### Strong Area Health & Dental Center

3,269 patients totaling  
10,638 visits in 2010



### Western Maine Family Health Center

2,690 patients totaling  
7,865 visits in 2010

## HealthReach Community Health Centers

10 Water Street  
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**98,446**  
total health center  
visits

**4,532**  
flu shots given

**80**  
communities served

**9**  
counties served

**785,039**  
dollars patients saved with  
Affordable Care Program

**2,187**  
dental cleanings

**30,000**  
patients served

**3,031**  
patients receiving with  
reduced care

## Financials

