

COMMUNITY REPORT 2017



HealthReach
Community Health Centers

*Providing high quality, affordable,
patient-centered healthcare in the
medically underserved communities
of Central and Western Maine*



View from Burnt Mountain Summit- Photo courtesy: Waylon Wolfe

A Message from our President

Dear Community Members,

This year, Dr. Linda Hermans graces the cover of our Annual Report. Commitment and dedication are the words that come to mind when I think of Linda. In the article on page 7, she describes her vision to fill the role of the town doctor---a vision that she has achieved for the last thirty-two years. This long term commitment to the provision of care for community members is evident throughout our annual report. On page 6, we share the celebration of recent renovations at Lovejoy Health Center quoting Dr. Forrest West who has provided care to area residents since 1978. Our Governing Board Chair, Jody Watson, describes her relationship with the Health Center which spans 40 years. We invite your continued relationship with the clinicians and staff at our health centers as we maintain our commitment to the provision of primary care services integrated with behavioral health, psychiatric medication management, dental, neuromusculoskeletal, podiatric, and geriatric services.

Sincerely,

Constance Coggins
HRCHC President and CEO



“We’d like to thank you, our community members, for your continued support of our mission.”

On the cover:
Dr. Linda Hermans
with patient Lucille at
Richmond Area Health
Center



A Message from our Board Chair

I am honored to serve as Governing Board Chair for HealthReach Community Health Centers. As a patient of Lovejoy Health Center since it opened in 1978, I have received excellent care in my rural community, whether it be for my own medical needs, for those of my now grown children, or end of life care for beloved family members.



The dedicated clinical, administrative and support staff at our eleven health centers work diligently to achieve our mission: To provide high quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine. All eleven sites are recognized as Patient-Centered Medical Homes (PCMH), and have achieved Heart/Stroke Recognition and Diabetes Recognition by the National Committee on Quality Assurance (NCQA). A Patient-Centered Medical Home provides comprehensive care by a team of providers, which may include primary care providers, nurses, social workers, care managers, and others. The PCMH model is a partnership with patients in providing high-quality care, supporting patients in managing their own care, and coordinating care across the broader health care system, while respecting each patient's unique needs and preferences. HealthReach and the Board of Directors are very proud of employee efforts toward achieving and maintaining these quality measures.

HealthReach recognizes that patients come in with varying abilities to pay for medical services, and offers a sliding fee scale. In addition, the HealthReach Connector Program offers staff members who work directly with patients to find out what healthcare benefits they are eligible for, and how to apply for these resources.

Community health centers are an important safety net in rural areas. We deliver a broad array of primary and preventive care services, as well as management of chronic illnesses. Our Board takes its responsibility seriously, sharing in the mission, and overseeing management of the organization. We are committed to the success of HealthReach, and are excited to be part of its future.

As Board Chair, I invite you to learn more about HealthReach Community Health Centers, and thank you for allowing us to serve as your Patient-Centered Medical Home.

Jody Watson
HRCHC Governing Board Chair

New Governing Board Members



Linda Gamble is a 30-year resident of Bethel, and a life-long educator. In her retirement, she volunteers in her community and works at her local library.

"I have always been grateful to have a community health center that offered quality and affordable medical care that was provided by active community members who were caring professionals."



John Thiele has worked as a social worker and held several leadership roles. Upon his retirement in 2014, he moved to Bingham to pursue his passion for fly fishing.

"I love my life in small town rural Maine and want to use my energies addressing the challenges that exist for the residents in these increasingly isolated areas."



Allen Wicken has worked as a physical therapist and held several leadership roles. As a Rangeley resident, he has been a columnist in local papers and is dedicated to local volunteerism.

"I look forward to applying my skills, experience, and education to the promotion of HealthReach's mission as a member of the HealthReach Board of Directors."

2018 HealthReach Community Health Centers Governing Board of Directors



Lois Bouchard, Vice-Chair; Linda Gamble; Pierrette Kelly; Dana Kempton; Lynn Matson; John Opperman, Secretary & Treasurer; Tom Reeves; John Thiele; Jody Watson, Chair; Allen Wicken



**Good Shepherd Food Bank
Food Mobile Distributions**

- Belgrade
- Bingham
- Mt. Abram (Kingfield)
- Rangeley
- Sheepscot (Coopers Mills)

**2,049
Households
Served**

Health Center Food Closets

- Bingham
- Mt. Abram
- Rangeley

**498
Food Bags
Distributed**



Living Well for Better Health Workshops

- Rangeley
- Bingham
- Bethel
- Mt. Abram (2 workshops)

**49
Participants**

Teaching 10 Tips Series

- Strong
- Belgrade
- Madison

**21
Participants**



Community Fairs and Festivals

- MollyOckett Day ~ Bethel
- Richmond Days ~ Richmond
- Fireman's Field Day ~ Albion
- Farmington Fair ~ Farmington

**487
Booth
Visitors**

Food Drives

Mt. Abram ~ \$3,000 in donations collected

Toiletries Drives

Belgrade ~ 272 items
Madison ~ 438 items

Student Supplies Drives

Bethel ~ 398 items
Lovejoy ~ 519 items
Sheepscot ~ 211 items
Strong ~ 105 items



Senior Citizen Healthy Living Events

- SeniorsPlus Aging Well Mini Expo
Mt. Abram Regional Health Center
- Golden Oldies Health & Wellness Fair
Richmond Area Health Center
- Rangeley Health & Wellness Senior Expo
Rangeley Family Medicine

**130
Total
Participants**

2017 YEAR IN REVIEW



Bethel Rotary May Day 5K

Sponsored by:
HealthReach CHC

**101
Participants**

MollyOckett Day Classic 5 Mile Run

Supporting Sponsor:
Bethel Family Health Center

**105
Participants**

Richmond 5K and 1 Mile Fun Run

Sponsored by:
Richmond Health Center Board

**48
Participants**

Augusta Boys & Girls Club Super Run

Partner Sponsor:
HealthReach CHC

**104
Participants**



Share the Road with Carol Commemorative Bike Ride

Honoring the memory of Dr. Carol Eckert and furthering bicyclist safety and awareness.

Sponsored by:
HealthReach CHC

**103
Participants**



School Presentations

- MSAD 13 ~ Grade 4
5-2-1-0 Let's Go!
- MSAD 13 ~ Grades 5 & 6
Puberty hygiene
- MSAD 13 ~ Grades 8 & 10
Sex education
- MSAD 44 ~ Grades pre-K-5
Dental Hygiene
- MSAD 58 ~ Grades pre-K-12
Dental hygiene

**502
Students**

Waterville Alzheimer's Memory Walk

Supporting Sponsor:
HealthReach CHC

**325
Participants**



Sugar & Sodium Awareness

Our sites now have displays to raise awareness of how much sugar and sodium is in popular beverages and foods compared to healthy alternatives.



The First 40 Years

Lovejoy Health Center first opened its doors in 1978 with doctors Forman and West (Dr. Forman has since retired), a small staff and a mission to serve the health needs of the people of Albion and surrounding communities. The center has since been expanded multiple times and has seen many changes.

Today, nine providers and a staff of more than 30 people provide care to over 4,000 patients from Albion, China, Freedom, Palermo, Thorndike, Troy, Unity, and other surrounding communities. Services have expanded to include chronic care management, behavioral health, podiatry, and more.

Growing to Meet Community Needs

Lovejoy Health Center celebrated the completion of its latest expansion project in February 2018. Approximately 50 attendees from the community, including Representative Theriault and Senator Cyrway, were welcomed by staff and board members of the health center and given tours of the newly expanded practice. This is Lovejoy's 40th year of providing healthcare to residents of Albion and many surrounding communities.

After securing more than \$450,000 in grant funding through the Health Infrastructure Investment Program of the U.S. Department of Health and Human Services and another \$100,000 from the center's community board and HealthReach, Lovejoy was ready to expand to accommodate the many new services that have recently been added to the health center.

"This was the fourth major expansion at Lovejoy since the beginning," said Dr. West, who is himself approaching a 40-year milestone serving the community. **"We have so many services now that we didn't have before. We had outgrown our space as a result, so this was a very exciting expansion."**

The expansion provides additional space for Lovejoy's Care Manager, Connector and Behavioral Health Consultant to meet with patients on the main floor rather than the lower level. Nurses are able to work together and coordinate in the same centralized room, and the new and improved entrance and lift allows patients greater accessibility to the practice.

"I have been a Lovejoy patient for 25 years and a board member since 2004," shared Beverly Winship. **"It was amazing how this undertaking was coordinated. The new entry lift will make it so much easier for the elderly and disabled to access the building."**

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under the Health Infrastructure Investment Program (grant number C8DCS29523-01-00) totaling \$454,423.



Linda Hermans, MD

“I think I always wanted to be the town doctor. Filling that role in the community was always a part of my vision.”

We happened to have a female doctor where I grew up in Massachusetts, which had always struck me as a cool thing. Despite this, I first wanted to be a veterinarian, but then settled on becoming a doctor early in high school. I even wrote a letter to Cornell telling them so!

When I went to Bates College, one of the deans supported me in pursuing medical school, which was tremendously helpful. I graduated and began studying medicine at the University of Vermont.

An interesting tidbit about me is that when I was attending Bates, I spent a year in Wales and became captain of the ping pong team. For years, my father and I had played each evening after dinner. I was undefeated when I was in Wales – I wish I still had the t-shirt!

When I first joined Richmond Area Health Center, I thought I would be here 3 years. One important reason I stayed was the birth of my daughter in 1987. We thought that the Richmond area was a good place to be for a family. I decided to go part time, which was a new concept for a provider at the time, so that I could better balance work and raise a family. HealthReach supported me from the beginning. Nowadays, it is a commonplace thing that happens at a lot of practices.

After 32 years at Richmond Area Health Center, I still think we have the best mission around. I am proud of the work we do. For much of my time here, I have sponsored many medical students from multiple programs, because I want up and coming health providers to experience the benefits of rural medicine first hand.

Outside work, I enjoy painting and sketching, cooking, and I love playing tennis. I also like to try new things and keep myself challenged, so I recently started taking piano lessons.

New HealthReach Providers



Top to bottom

Katherine Kemp, LCSW (Strong)

Melissa Covenant, FNP (Madison)

Christie King, FNP (Mt. Abram)

Aaron “Jack” Barnard, PA (Belgrade)

Top to bottom

Katie Morang, FNP (Belgrade)

Michael Landrum, DO (Belgrade, Richmond, Western ME)

Laurie Rodrigues, LCSW (Belgrade & Bingham)

Joline Sage, FNP (Western ME)



Meeting the needs of our changing population

In 2017, Dr. Amy Madden (Belgrade Regional Health Center) completed a Maine Dartmouth Geriatric Medicine Fellowship and received her certification in Gerontology in early 2018.

“I have been interested in taking care of older adults for a long time, but wanted to receive more training to respond to the needs in our communities. My particular interest is in helping to ‘geriatricize’ our primary care system so that we can better meet the needs of Maine’s aging population, especially in rural areas.

“What I most enjoy about geriatrics, beyond the patients, is how collaborative and interdisciplinary it is, especially when we’re working across settings, with community groups, and with healthcare partners. Healthy aging has a lot to do with the community within which people are aging.”

Most healthy older adults receive excellent care with their primary care providers. Who might benefit from seeing a geriatrician? At HealthReach, we are looking to calibrate our system so that we are screening for and asking the right questions of older adults in order to support their health goals and address common ‘geriatric syndromes’, such as falls, urinary incontinence, osteoporosis, and more. Our goal is to get them into the appropriate treatment and linked to community resources. For older adults with complex medical conditions, including evolving cognitive impairment, polypharmacy with conflicting effects and side-effects, seeing a geriatrician can help to assess their needs with a focus on maximizing function and quality of life.

“Currently,” shared Dr. Madden, “we are also piloting a model where I will travel to one of our other sites to conduct consultations. We have started this in Bingham, where they have graciously agreed to be the ‘pioneers’ in this effort.”

A Team Effort

At Belgrade Regional Health Center, Dr. Madden and members of the medical team are developing ways to best utilize the experience and skills of Laurie Rodrigues, LCSW (see page 5), who is certified in gerontology, and has worked for many years with older patients and their families on areas like cognitive impairment, mood difficulties, and caregiver stress.

Madden and Rodrigues are pairing up to complete comprehensive geriatric evaluations.

Additionally, Jodi Beck, RN, Belgrade’s Care Manager, and Ann Schwab, the Health Center’s Connector, play huge roles in coordinating care and services for our patients. As Care Manager, Beck may conduct assessments, home visits, and more. As a Connector, Schwab is the expert on finding and presenting available resources to the patient to further the quality of overall care beyond the health center.



Patient, family, and what to do next

When Laurie Rodrigues joined Belgrade Regional Health Center in 2017 as a BHC (Behavioral Health Consultant), Dr. Amy Madden had just returned to the Health Center after completing a year's fellowship in Geriatrics. She was delighted to be part of a team-approach to assessing the overall health status of the elderly population, because she began her career in Gerontology with this very approach in mind many years ago.

"Dr. Madden has developed a system of initially meeting with the patient and family to explain the process involved," shared Rodrigues. "By that time, the family has completed paperwork regarding different aspects of the patient's functioning and if there have been changes in the last 2 years. Dr. Madden then introduces me to the family she is meeting with and I meet separately with them while Dr. Madden performs cognitive testing with the patient.

"With the family, I am able to inquire about safety issues, if driving is a concern, caregiver support, behavioral issues, advance directives, power of attorney, as well as family history and dynamics."

After Dr. Madden has completed testing with the patient, she rejoins Rodrigues and the family to go over her findings and develop a follow-up plan. Resource materials are offered and Rodrigues makes herself available by phone or appointment if further support with decision-making is desired.

"The compassionate approach utilized by Dr. Madden during these assessments puts the patient and family at ease," shared Rodrigues. "She explains in a simple way what is happening in the brain which helps the family to make sense of what they are observing. My role of assessing the big picture includes all of the environmental, financial, social and emotional factors involved.

"In my opinion, in terms of cost savings and quality of life, we have a fantastic opportunity to make more of a difference with the elderly population in our health centers than any other age group by our integrated approach to health care."

Listening

"In general," shared Rodrigues, "I have found that older patients tend to shy away from seeing a 'counselor,' 'therapist,' or that dreaded term, 'social worker,' so I am most often presented as 'someone to talk to'.

"Beside the potential need for a cognitive assessment to rule out dementia, there are a multitude of other issues that a BHC (in conjunction with the Care Manager, Connector, Provider) can work with that often are associated with the aging process; i.e. depression, substance use, grief and loss, caregiver stress, and probably most significant in terms of negative impact on overall health, *loneliness*.

"It is so important for these folks to be listened to."



Tom Bartol, NP, running the Richmond 5K race



Ann Schwink, DO, and Madelyn Besse, PA, in a push-up battle during a fire drill



Jason Caudell, FNP, on the Kennebec River

Going Further

In addition to the wellness challenges that McKenzie Gray has written about on this page, here are some other ways HealthReach employees have embraced a healthy lifestyle:

- scheduled stretch breaks at meetings
- sharing walks with coworkers during lunch or breaks
- weeklong healthy snack competitions
- competing in local foot races and walks
- impromptu exercise challenges
- outdoor activities during employee appreciation day



Leading by Example ~ Employee Wellness at HealthReach

By McKenzie Gray, AmeriCorps VISTA Member

“The health challenges are great for accountability. Just knowing that I had to keep track of the challenges kept me motivated to do more. It was also rewarding to win a prize in the stretch challenge, since I love my stretches!” - Debi Staier, Strong Area Health Center.

In September 2017, HealthReach began holding monthly staff health challenges as part of our overall goal of supporting employee wellness. In January of 2018, Debi was the winner of that month’s Stretch Break Challenge, a challenge to all staff to take stretch breaks throughout the day. The monthly challenges center on different wellness topics such as eating healthy snacks, developing healthy habits, and increasing physical activity. Each challenge includes a drawing for a prize such as a fitness tracker, a day hike backpack, or travel lunch containers to incentivize participation. With over 50 staff members participating in the challenges so far, tapping into people’s competitive side has proved to engage many. The challenges have also served as a friendly reminder of the different ways we can all become a little healthier.

On the importance and purpose of employee wellness efforts, Brenda Bowden, HR Director at HealthReach, stated, **“Wellness programs give employees incentives, tools, social support, and strategies to adopt and maintain healthy behaviors.”** She added, **“Wellness programs reduce elevated health risks, improve employee health behaviors, reduce health care costs and can build and help sustain high employee morale.”**

In addition, counseling patients on healthy behaviors can be more effective when providers themselves have made similar efforts in their own lives. Displaying these healthy behaviors helps to create a positive environment at our health centers and models possible steps for children and adults that can be taken toward reaching their wellness goals.

THANK YOU

...for generously supporting the work of our health centers. Our 2017 individual, corporate, and foundation supporters are listed below.

<i>Anonymous (3)^{II}</i>	<i>Colleen Cyr</i>	Richard and Sandra Lawrence	The Reckhow Family
<i>Anonymous (3)</i>	<i>Deb Daigle</i>	<i>Roxann Lizzotte^{II}</i>	Thomas Reeves
<i>Anonymous (12)</i>	<i>Pedelyn Danforth^{II}</i>	Christopher Lockwood ^{II}	<i>Scott Reid</i>
<i>Sherry Albert</i>	<i>Susan Davis</i>	<i>Leslie Lufkin</i>	<i>Cynthia Robertson</i>
<i>Marci Alexander</i>	<i>Judith Day</i>	<i>Tori MacDonald</i>	Brook Sawyer
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<i>Jenny Boyden</i>	<i>Mary Gilpatrick</i>	<i>Shari Newcomb</i>	<i>C. Forrest West</i>
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<i>Karen Curry</i>	Jane Kapleau	<i>Ron Raymond Jr.</i>	
	<i>Christine LaVerdiere</i>		

I In Memory of Doris Goodrich

II In Memory of Carol Eckert:
Carol's Corner Books

III In Memory of Stephen Walsh, In
Honor of Raymond L. Allard, III

HealthReach employees are italicized

In 2017, 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. These donations help fund patient service improvements, technology, patient education and community health programs.

If you are interested in helping out your health center, consider making a financial contribution, donating goods or services, serving on your health center board or volunteering. Your generosity promotes the health and wellbeing 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 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 207-660-9913. The list above reflects financial and in-kind donations and pledges received between January 1, 2017 and December 31, 2017.



Belgrade Regional Health Center
1,990 patients totaling
6,906 visits in 2017



Bethel Family Health Center
3,425 patients totaling
12,005 visits in 2017



Bingham Area Health & Dental Center
3,013 patients totaling
6,792 visits in 2017



Lovejoy Health Center
3,975 patients totaling
14,729 visits in 2017



Madison Area Health Center
2,003 patients totaling
8,139 visits in 2017



Mt. Abram Regional Health Center
1,406 patients totaling
4,445 visits in 2017



Rangeley Family Medicine
1,433 patients totaling
3,467 visits in 2017



Richmond Area Health Center
2,556 patients totaling
8,766 visits in 2017



Sheepscot Valley Health Center
3,745 patients totaling
13,438 visits in 2017



Strong Area Health & Dental Center
3,831 patients totaling
11,215 visits in 2017



Western Maine Family Health Center
2,256 patients totaling
7,362 visits in 2017

HealthReach Community Health Centers

10 Water Street
Suite 305
Waterville, ME 04901

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

2017 by the numbers

97,264



health center visits

\$1,004,327
patient savings



with our reduced fee program



9
counties served

27,789



patients served

4,360



flu shots administered



80+
communities served

2,049



households served by food mobiles

7,244



dental visits

\$2,178,679



patient savings in medication costs

Financial statement of activities

Revenue	2017	2016
Revenue & Earnings	\$26,704,561	\$25,137,681
Deductions from Revenue	<u>\$ (4,254,560)</u>	<u>\$ (4,097,005)</u>
Net Revenue	\$22,450,001	\$21,040,676
Expenses	2017	2016
Salaries, Wages, Employee Benefits	\$14,471,128	\$13,695,081
Supplies & Other	<u>\$ 6,244,461</u>	<u>\$ 6,008,404</u>
Total Expenses	\$20,715,896	\$19,703,48
Net Operating Income	\$ 1,734,105	\$ 1,337,191