

ANNUAL REPORT: 2019

AHOSKIE COMPREHENSIVE CARE



COLERAIN PRIMARY CARE



MURFREESBORO PRIMARY CARE



CRESWELL PRIMARY CARE



WOODLAND PRIMARY CARE



WWW.RCCHC.ORG



MISSION STATEMENT

VISION STATEMENT

To provide patient centered, high quality, compassionate healthcare responsive to the diverse needs of the people we serve.

To be recognized as a transformational provider of healthcare: empowered, owned, and supported by the people we serve.



Guy Simmons
Board Chair 2016-2019

A MESSAGE FROM OUR BOARD CHAIR

Roanoke Chowan Community Health Center had another fine year of growth in our mission to meet the primary healthcare needs of our patients and communities. With the opening in Woodland, we now serve through five primary medical and behavioral health care centers, our student wellness center, and our agricultural worker outreach program. Through each, we work hard to provide the highest quality, most affordable primary care anywhere. Our efforts are successful because of the dedication of our outstanding staff and volunteer board members, the assistance we receive from donors who believe in our cause, and the strong support and partnership of our communities. Together, we will continue to strive to make our corner of North Carolina a healthier place for all to live and to raise families.

A MESSAGE FROM OUR CEO

As I look back on 2019, I realize we have lived out the words of Dietrich Bonhoeffer, renowned German theologian, “Accept Chaos, Offer Hope, Give Back Calm.” With both the State of North Carolina and the Federal Government stalled, NC Medicaid Transformation on hold and significant programs delayed – RCCHC is certainly surrounded by Chaos! We consistently offer our patients and communities the Hope of access to care, good health, quality, affordable care and programs to bridge significant gaps. The Calm for me is our team and board...everyone does what they do so gracefully and consistently despite what may be swirling around! I continue to be inspired by our patients, our staff, partners and the never-ending contributions of our volunteer Board of Directors. As Guy Simmons says, “The best is yet to be!” Thank you for making Fiscal Year 2019 amazing!



Kim Schwartz
Chief Executive Officer

BY THE NUMBERS: A LOOK AT 2019



Balance Sheet FY2019

Current Ratio:

1.39

Days Cash on Hand:

39



26 Medical Providers, 5 Behavioral Health Providers, 6 Pharmacists, 58 Clinical Support Staff, and 68 Administrative Staff are part of the RCCHC team.



53,997

prescriptions filled in 2019 by our ACC Pharmacy.



6,816

prescriptions filled in 2019 by our CPC Pharmacy.



16,096

unique patients seen in 2019.



51,367

Medical Visits in 2019.



6,862

immunizations given in 2019.



Prescription Assistance Programs funded by Bertie and Chowan Community Benefit Grants provided 1,189 medications to 706 patients, resulting in \$1,760,174 in savings.



2019 Payor Mix

Medicare - 44%

Private/3rd Party - 31%

Medicaid - 17%

Self Pay/Uninsured - 8%



Revenue sources in 2019:

Patient Revenue - 60%

Pharmacy Revenue - 21%

Federal/State/Private

Grants - 18%

Other Income - 1%



1,750

indigent patients received 6,254 labs at RCCHC locations through December.



RCCHC hosted 38 medical students from 7 schools in 2019.



Through funding from the Roanoke Chowan Foundation, RCCHC sliding fee patients received 1,145 services at ECU School of Dental Medicine.



444

Migrant and seasonal agricultural workers seen.



RCCHC assisted over 500 patients with enrollment and issues with Medicare and Medicare Part D.



RCCHC has retained the Silver level "Advocacy Center of Excellence" designation from the National Association of Community Health Centers.

SUCSESSES AND GOALS: 2019

2019 UDS DATA

Adult tobacco use
assessment &
adult tobacco
cessation counseling
for tobacco users

 **89%**

2018 - 91.38%

Ischemic Vascular
Disease (IVD) &
aspirin or other
anti-thrombotic
therapy (adult)

 **88%**

2018 - 89%

Depression Screening
and Follow-Up
(12+ at time of encounter
with positive screening for
Clinical Depression,
received follow-up plan
same day)

 **82%**

2018 - 84.26%

	BENCHMARK	RCCHC GOAL	RCCHC CURRENT
DIABETES MANAGEMENT A1C>9%	16.10%	16.10%	20.00%
BMI SCREENING CHILD	70.00%	60.00%	20.36%
BMI SCREENING 18+	70.00%	60.00%	40.78%
CERVICAL CANCER SCREENING	93.00%	60.00%	46.93%
COLORECTAL CANCER SCREENING	70.50%	80.00%	54.35%
CHILDHOOD IMMUNIZATION	80.00%	80.00%	35.00%

2019 NEWS: WOODLAND PRIMARY CARE



Roanoke Chowan Community Health Center is pleased to announce their newest site in Woodland, NC in the old Southern Bank Building at 108 West Main Street opened for business on November 19. The RCCHC Board of Directors voted unanimously to name the new Woodland Primary Care for Dr. John H. Stanley, in honor of his more than six decades of dedicated service to the health and welfare of not only Woodland residents but all of Northeastern North Carolina.

“We are so proud to be carrying on Dr. John Stanley’s legacy in Woodland. The community has been so welcoming and having the opportunity to make a positive impact is exciting for RCCHC,” said Kim Schwartz, RCCHC CEO.

The clinic is open Tuesdays, Wednesdays, and Thursdays from 8 a.m. to 5 p.m. Friday hours will be from 8 a.m. to noon, beginning in 2020. Dr. Gilberto Navarro will practice one day a week, along with Dr. Laurie Hulsman.

“I am excited to see Dr. Stanley’s medical legacy extended with the new Woodland Primary Care. When Mayor Manuel and Woodland’s Methodist minister, Susan Harrison, first met with Kim Schwartz about continuing a medical practice in town, we didn’t know if it would happen. Many thanks to Kim, her staff at RCCHC, and the Woodland Advisory Committee for finding a way to make it happen,” said Luther Culpepper, RCCHC Woodland Board Member.

2019 NEWS: CATHERINE PARKER RURAL LEADER



Catherine Parker was named as the 2019 Rural Leader of the Year at this year's NC Rural Assembly, held in Raleigh on November 21 and 22. Hosted annually by the NC Rural Center, the Rural Assembly is the state's premier event focused on the big issues facing North Carolina's rural communities.

The Rural Leader of the Year award recognizes an alumni of one of the Rural Center's leadership development programs: Homegrown Leaders or the Rural Economic Development Institute (REDI).

Eligible candidates are alumni who, through strong leadership, hard work, and dedication, have enhanced the quality of life in rural North Carolina and made significant improvements in their community, region, and/or the state. The Rural Leader of the Year is an individual who is committed to building partnerships and engaging all citizens in their community or region.

Parker graduated REDI in 2018 and now serves as the director of School-Based Health Services, a department of the Roanoke-Chowan Community Health Center. Community health centers provide coordinated primary and preventive services that promote reductions in health disparities for low-income individuals, racial and ethnic minorities, rural communities, and other underserved populations. Parker's work focuses on addressing food insecurity, advocating for youth empowerment opportunities, increasing access to reproductive health services, and raising awareness for childhood cancer.

It's never easy to choose from the more than 1,300 leadership alumni across the state who are working daily to improve the lives of rural North Carolinians," said NC Rural Center President Patrick Woodie. "What Catherine has done in Eastern North Carolina is incredibly inspiring and her dedication to her community is second to none. We can think of no one more deserving of this award."

ANNUAL REPORT 2019: NEW FACES



MICHAEL KNUDSEN, MD



LAURIE HULSMAN, DO



KATHRYN LESIEWICZ, NP



ARELY DOMINGUEZ, NP



SHANNIN HATCH, DNP



ANGELA MILLER, FNP



DIANA NORMAN-PEELE, LCSW



XAVIER FULLERTON, LPC



**DEAN JORDAN
CHIEF FINANCIAL OFFICER**



**ERICA POWELL
PRACTICE MANAGER**

ROANOKE CHOWAN COMMUNITY HEALTH CENTER ANNUAL REPORT 2019



RCCHC at "Safety Net Advocacy Day" in Raleigh & RCCHC Volunteers at "Read Across America Day" in Bearfield Primary School



Senator Robert Steinburg visit to Ahoskie Comprehensive Care & National Medical Laboratory Professionals Week at Ahoskie Comprehensive Care



National Health Center Week: Watermelon Fest 5k, World Breastfeeding Week, F2S2H FTT Dinner

ROANOKE CHOWAN COMMUNITY HEALTH CENTER ANNUAL REPORT 2018



RCCHC Men's Health Fair, Office of Congressman G.K. Butterfield Visit to Woodland Primary Care, & Walk to School Day with Ahoskie Elementary and Bearfield Primary Schools



Halloween at RCCHC, Weyling White presenting at Roanoke Chowan Partners for Progress 2, & Creswell Primary Care's Welcome Reception for Angela Miller, FNP



First day of seeing patients at Woodland Primary Care & Murfreesboro Primary Care in the Murfreesboro Christmas Parade

Ahoskie Comprehensive Care Center

120 Health Center Drive

Ahoskie, NC 27910

(252) 332-3548

Mon & Thurs: 7:00am–7:00pm - Evening Clinic

Tues: 7:00am–5:00pm

Wed: 7:30am–5:00pm

Fri: 7:00am–4:00pm

Saturday: 8:00am–12:00pm

Colerain Primary Care

109 W River Street

Colerain, NC 27924

(252) 356-2404

Mon & Thurs: 8:00am–7:00pm - Evening Clinic

Wed: 8:00am–5:00pm

Fri: 8:00am–4:00pm

Lunch Hour: 12:30pm–1:30pm

Creswell Primary Care

9500 NC Hwy 94 N

Creswell, NC 27928

(252) 797-0135

Mon–Thurs: 8am–5pm

Fri: 8:00am–4:00pm

Lunch Hour: 12:30–1:30pm

Murfreesboro Primary Care

305 Beechwood Blvd.

Murfreesboro, NC 27855

(252) 398-3323

Mon, Tues, & Thurs: 7:30am–5:00pm

Wed: 7:30am–7:00pm - Evening Clinic

Fri: 7:30am–4:00pm

Lunch Hour: 1:00pm–2:00pm

Woodland Primary Care

108 W. Main St.

Woodland, NC 27897

(252) 587-3511

Tues, Wed, Thurs: 8:00am–5:00pm

Lunch Hour: 1:00pm–2:00pm