

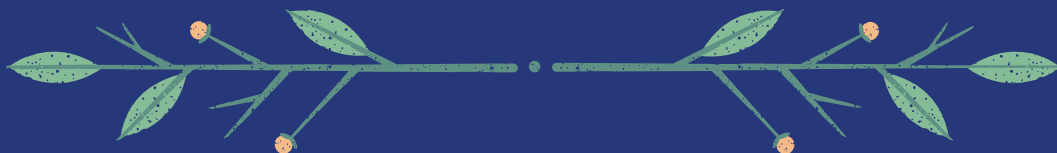


ANNUAL REPORT



2022

A YEAR OF RENEWAL



Mission, Vision, Values

A Renewed Sense of Purpose

In 2022, the Board of Directors of RCCHC did the hard work of reexamining and renewing the organization's guiding statements: our mission, our vision, and our values. They focused on creating a mission that was simple and easy to remember.

Mission Statement:

Great care for every one, every day.

Excelente cuidado para todos, todos los días.

Vision Statement:

Striving to be the premier healthcare provider, dedicated to and supported by the people we serve.

Esforzandonos para ser el principal proveedor de salud, dedicado a, y apoyado por la gente que servimos.

Values Statement:

Respectful, Compassionate, Caring, Honest, and Committed.

Respetuoso, Compasivo, Bondadoso, Honesto, y Comprometido

Board Chair Report



Deborah Morrison, Board Chair

We close 2022 slowly exhaling from the pandemic. We have endured many challenges and discovered new opportunities to provide services to our communities and the patients we serve. We are thankful for leadership, providers, and staff that provide a guiding light and good work every day! We are grateful to be the chosen health care provider serving so many across our service area. This has been a year of recovery, discovery, great anticipation, and hopeful expectation of what is to come.

As we look ahead... The RCCHC Board of Directors has renewed their commitment to health equity and all that it embodies. This was a monumental year as we reviewed and accessed the mission, vision, and values of our organization. We are focused on our efforts to move the organization forward. Our renewed commitment to the mission, vision and values has presented opportunities for growth and greater accountability in how we serve our community, patients, and each other within the organization. It really has opened the door to a greater commitment to health equity and all that it encompasses. Our health equity work is intentional and impacts our organization internally as well as externally. It has ignited a shift in how we serve and has renewed a commitment to provide great care for every one every day.

We are constantly reminded of how important and needed we are, and what a difference this work is making in the lives of people who otherwise may not have access to healthcare. We are confident in our mission, relentless in our vision and rooted in our values.



CEO Report

Kim Schwartz, CEO

As we celebrate the Year 2022 and our many accomplishments, I encourage us to focus on a renewed approach to our work at RCCHC. Particularly, a renewed approach to our culture at RCCHC – what it means to be associated with the organization as a patient, staff or board member. For me it means having a deep regard for everyone's perspective and fostering their personal agency and full-spectrum diversity that embraces differences in gender, age, race, ethnicity, sexual orientation, ability status, nationality, religion, military status, social class, background, culture, experience, strengths, and perspectives. It also means to approach each other with gentle curiosity and kindness as we navigate an intentional culture that reflects all of the people we serve. It means caring for each other as we care for our community.

Since moving to North Carolina nearly 18 years ago I have learned so much about the people, culture and history of the Eastern Carolina region. As most of you know, I moved to Ahoskie from New Mexico where our family lived for over 21 years. Interesting fact, there are zero Historically Black Colleges and Universities in New Mexico. My first experience with the Divine Nine [Greek organizations tied to HBCUs] was right here at RCCHC. What I understood and admired immediately were the three main tenets of these sororities and fraternities: friendship, service and advocacy. I learned that one fraternity's theme "culture for service and service for humanity" helped me understand these were people I could call upon for help as we started out on the grand adventure of launching an FQHC in Eastern North Carolina. When you see someone wearing a Greek symbol or the colors of their fraternity or sorority, there is an immediate knowing and enduring belonging. I pray as we renew our commitment to the mission, vision and values of RCCHC, we may be known for our values of how we care for our patients and each other – Respectful, Compassionate, Caring, Honest and Committed and when people/patients see our logo they will know that RCCHC stands for great care for every one, every day!

Board of Directors



Deborah Morrison
Board Chair



Sheila Vaughan Eley
Board Vice Chair



Terry Hall
Board Secretary/Quality
Improvement Committee Chair



Paulique Horton
Board Treasurer/Finance
Committee Chair



Lynn Lane
Governance Committee Chair



Lillie Owens-White
Advocacy Committee Chair



Viola Vaughan-Holland, past Chair,
Development Committee Chair



Ernie Carter



Rodolfo Hernandez



Andre Lassiter Sr.



Jean Matthews



Judy Perry



Julian Phillips



Clif Smith



Sheila Porter

RCCHC Leadership

Executive Team



Kim Schwartz
Chief Executive Officer



Dean Jordan
Chief Financial Officer



Stephanie Wroten
Chief Operating Officer



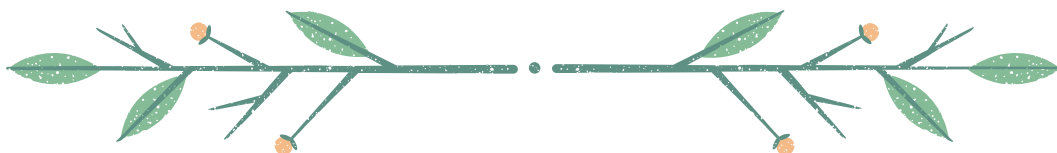
Dr. Geniene Jones
Chief Medical Officer



Jim Powers
Chief Human
Resources Officer



Caroline Doherty
Chief Administrative
Officer



Elevate Team

Angie Kent-
Mitchell
Pharmacy
Administrator



Ashley Davis
Director of
Compliance
and Risk



Brittany Pierce
Director of Nursing



Erica Powell
Practice Administrator



Greyson Morris
Controller

Jennifer Cobb
Revenue Cycle
Administrator



Michelle Lewis
Population Health
&
Integrated Care
Administrator



Leslie Wolcott
Communications Director



Phillip Bowen
Facilities & IT Administrator



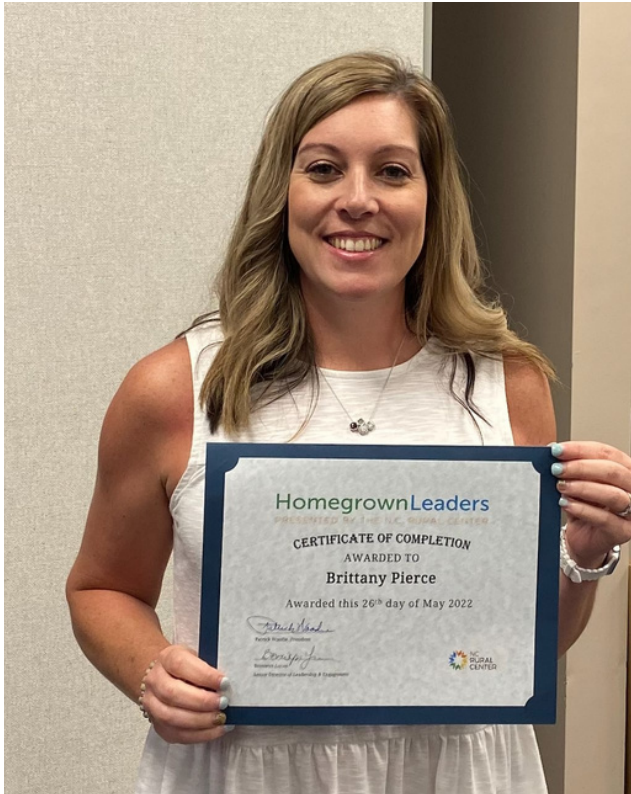
Teresa Morris, Lead Site
Director & FNP

National Health Center Week

August 7-13, 2022

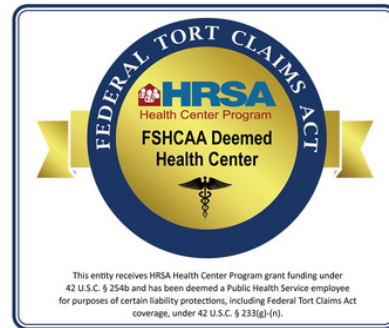


Celebrations &



Brittany Pierce, Director of Nursing, Graduates from Homegrown Leaders Program

RCCHC was recognized as a quality leader and for FTCA from HRSA



RCCHC & Caroline Doherty Recognized with Patriot Award from US Army National Guard

Agricultural Health Outreach team

- Served most patients ever
- Conducted hydration system feasibility research
- Used mobile unit for clinical care at farmworker camps



NIMAA Medical Assistant Graduation Spring 2022

Successes

RCCHC Nurses Kayshawn Carter and Tonya Britt starred in a dramatic reading of The Nurse Antigone, alongside film stars and nurses from other community health centers.



RCCHC worked toward Mother-Baby Friendly accreditation: two staff became certified child passenger safety specialists



Bland Baker with Trillium Health Resources delivered this check toward RCCHC's Behavioral Health / Substance Use Disorders treatment programs, which came from the Opioid settlement funds. RCCHC will use these funds to purchase life-saving Narcan and Suboxone, as well as medication lock boxes for narcotic or other potentially fatal medications.



- HOP
- DPP
- Diabetes Support Group
- TRIP—Washington Co Pilot (in partnership w/ ECU)
- MedSouth Pilot (in partnership w/ UNC-CH)
- Established Employee Wellness Committee (to include quarterly Nourishing Employee Wellness {NEW} sessions)

Holidays 2022



RCCHC Halloween



Spring Skills Fair



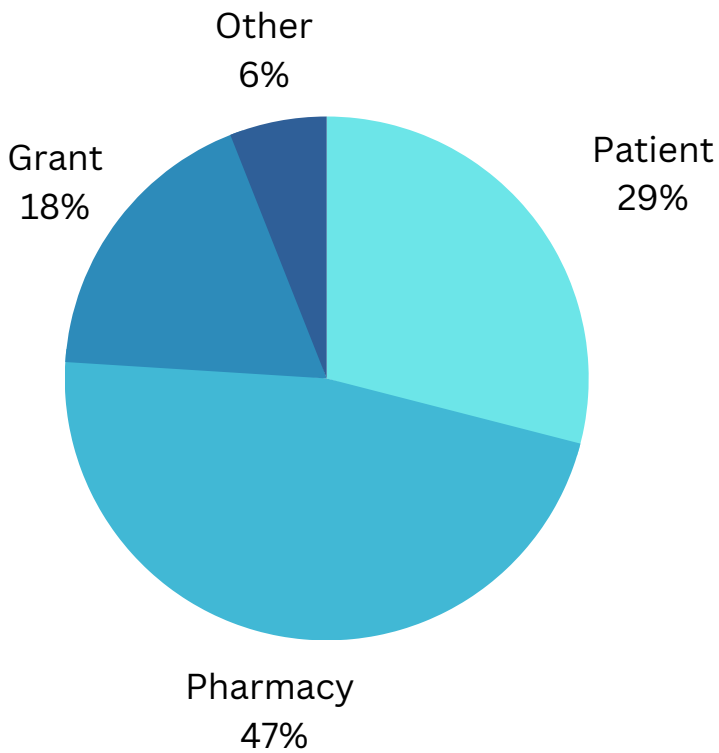
Finances

Cash on hand: 120 days

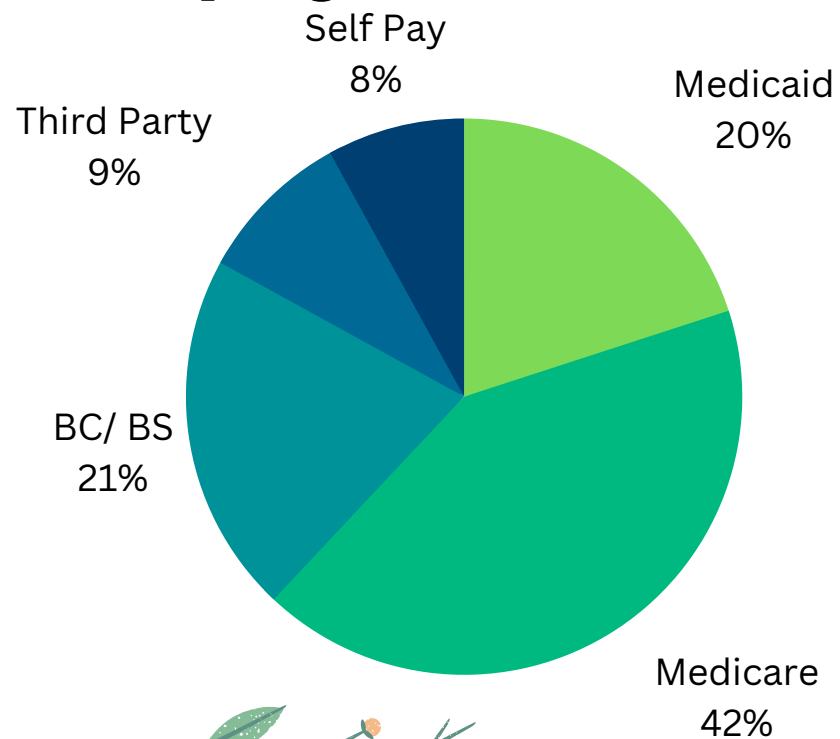
Current Ratio: 3.76

RCCHC

Revenues



Patient - payer mix



Growth



RCCHC's Mobile Health Clinic arrived in 2022!

We also received additional grant support from Direct Relief to continue operating the unit.



We're making great progress on **Dental Integrated Care of Aulander**, including receiving a \$1.3 Million earmark that will help complete construction, awarded in end-of 2022 Congressional legislation.



Rural Residency

RCCHC partnered with ECU to purchase and furnish the ECU Family Medicine Rural Residency House, which now provides accommodation to our resident physicians and other staff.



ECU Rural Residents



Brooke Hunter, DO



Raza Syed, MD



Zeel Shah, MD

In October 2022, RCCHC received Accreditation Council for Graduate Medical Education (ACGME) Accreditation!



Dr. Brooke Hunter, first-year resident, Shajany Davis and Elizabeth Medema, MedServe Fellows, and Jessica Brinkley, RCCHC Rural Residency Coordinator tour Chowan University in the summer.

Equity Work

The RCCHC Board of Directors and RCCHC Management have focused efforts on how our organization can better understand and proactively improve the Diversity, Equity, Inclusion and Belonging (DEIB) experiences of patients, staff, and stakeholders. RCCHC was awarded Health Equity funding in 2021 by the NC Division of Medical Assistance. A 29-member team of managers and supervisors created a process for departments to suggest projects to be considered for funding. Of the 10 projects requesting funding, 3 were selected including one focusing on DEI Assessment, Education and Training for all RCCHC staff. This initiative has developed from the DMA Health Equity funding with broad support from RCCHC management and supports the development of a survey created by Eboni Baugh, PhD, CDP.

The RCCHC Board of Directors embarked on a mission to craft DEI statements. Dr. Baugh facilitated this process and in conjunction with Board members determined that data was needed to provide a clearer understanding of where RCCHC was in its DEI journey. To achieve this, a survey was created to assess:

- How RCCHC is doing as a diverse, equitable, and inclusive organization
- Experiences of patients, employees, administration, and community stakeholders
- Overall DEI-related events at RCCHC

Survey results will be used to provide information on the current climate at RCCHC and will serve as a roadmap for continued efforts to support DEI.

In addition, RCCHC Board and team are working with CounterPart Consulting, LLC to do organization-wide DEI work. They began meeting with all staff virtually on December 16, 2022, with future in person meetings planned for 2023.



Dr. Eboni Baugh

Associate Professor, Family and

Community Services Program, ECU



Kathleen Crabbe

Principal

CounterPart Consulting



Rev. Dr. Sterling E. Freeman

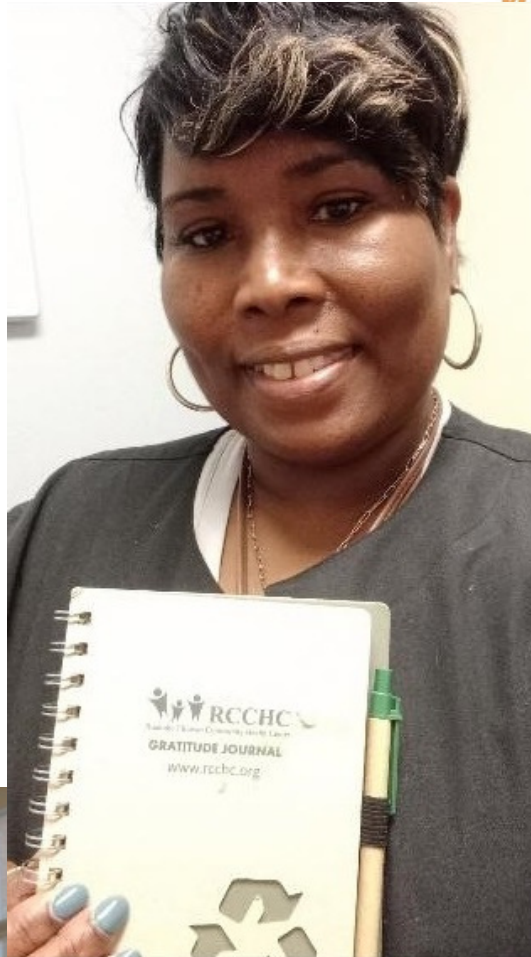
Principal

CounterPart Consulting

Gratitude



Above: Rhonda Boyd holds cookies from the UNC Lineberger Colorectal Cancer Project for delivery to staff



Left: Tonya Britt shows off the RCCHC gratitude journals, gifted to staff after Tonya's motivational talk during our October all-staff meeting.



Key Figures



served...

16,810
Unique Patients

Staff

26 Medical Providers
6 Behavioral Health providers
7 Pharmacists
121 Clinical support
75 Administrative

56,236
prescriptions
(In House Pharmacy)

29,223
Contract Pharmacy
Network prescriptions

53,476
Medical visits

18,198
Immunizations
given

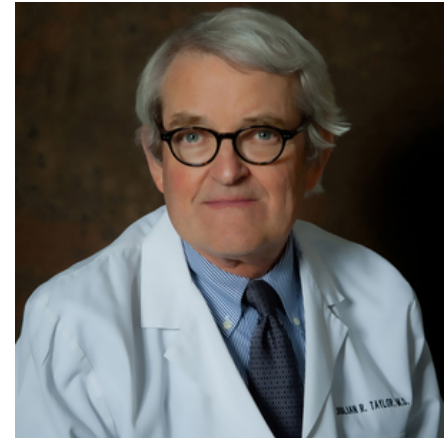


Happy Retirement

Dr. Julian Taylor retired after treating generations of community members. RCCHC staff, patients, and community leaders honored Dr. Taylor and his family at his retirement.



Dr. Julian T. Taylor (foreground, wearing blue face mask) was honored for his 51 years as a local physician on Monday



RCCHC Providers



Michael Alston
MD



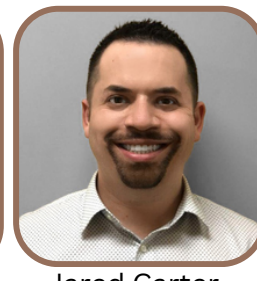
Morgan Arrington
PA-C



Julia Blackwell
FNP



Karen Brixon
MLP-NP



Jared Carter-
Davis CR/NP



Vijay Dhoopati
MD



Charlene Earley
FNP



Katina Eley-
Hardy PA-C



Bobby Fields
PA-C



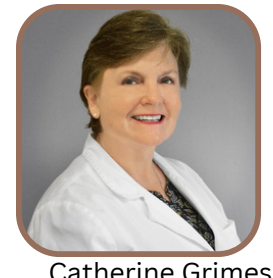
Ruby Ford
ANP



Alan Goddard
PA-C



Christina
Griffiths FNP



Catherine Grimes
ANP



Colin Jones
MD



Geniene Jones
MD



Jamande Jones
MD



Robert Jordan
FNP



Michael Knudsen
MD



Laurie Hulsman,
MD



Julie Mead
FNP



Teresa Morris
MLP-NP



Gilberto Navarro
MD



John Pickett
MD



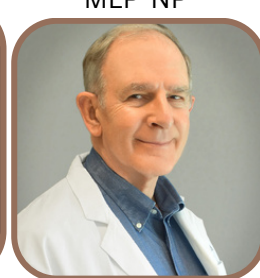
Charles Sawyer
MD



Krista Stocke PA



Nancy Vanhoozer
FNP



Robert Venable
MD



Mackenzie Wilson
FNP-C



Amber Williams
NP



Kathryn Lesiewicz,
ANP

Behavioral Health



Chaquella Daughtry, LCSW,
MSW, BSW, LNHA ,
Behavioral Health Director



Lindsey Copeland
LCSW



Vanessa Holley LCSW



Dianna Norman Peele
LCSW



Emmie Taylor LCSW

Pharmacy



Angela Kent-Mitchell
RPH **Pharmacy Director**



Beth Nelson RPH



Felicia Deloatch RPH



Christopher Smith RPH



Chastity Conner RPH



Elizabeth Williamson RPH

Quality Improvement

RCCHC staff did an excellent job increasing screenings, vaccinations, and wellness visits!

QI Priority	2021	2022	Percent change
A1C <9%	82%	85%	+3%
Childhood Immunizations	39%	44%	+5%
Cervical Screening	47%	50%	+3%
Colorectal Screening	58%	58%	*
Retinal Eye Exam	25%	30%	+5%
Annual Wellness visits	333	1015	+304%!

*Colorectal screening rates kept steady while qualifying population increased (recommended age dropped from 50 to 45)!



Vaccine Clinics



Workforce Development

- RCCHC is a high performing apprenticeship program employer in North Carolina
- IT Specialist graduate from Roanoke Chowan Community College (RCCC)
- Received an over \$26,000 NC Apprenticeship workforce wage support award for IT Specialist
- One phlebotomy apprentice completed pathway
- Increased the RCCHC certified medical assistant workforce from 0 to 18
- Five medical assistant apprentices completed pathway at RCCC
- Graduated two National Institute for Medical Assistant Advancement students
- Currently, RCCHC has one NIMAA medical assistant student enrolled in the pathway
- Enrolled the pharmacy technician and community health worker occupations in the apprenticeship program
- Partnering with RCCC, Bertie and Hertford County High School Early College programs (Preapprenticeship)
- Partnering with RCCC to provide nursing instructors for ADN and MA programs



RCCHC Locations

Ahoskie Comprehensive Care

120 Health Center Drive
Ahoskie, NC 27910
252-332-3548

RCCHC Pharmacy

120 Health Center Drive
Ahoskie, NC 27910
252-862-4928

Colerain Primary Care

109 W. River St
Colerain, NC 27924
252-356-2404

Colerain Primary Care Pharmacy

109 W. River St
Colerain, NC 27924
252-356-1377

Creswell Primary Care

9500 NC Highway 95 N
Creswell, NC 27928
252-797-0135

Woodland Primary Care

108 W. Main St
Woodland, NC 27897
252-587-3511

Murfreesboro Primary Care

305 Beechwood Blvd
Murfreesboro, NC 27855
252-398-3323

Mobile Health Clinic

(252) 287-9515

School Based Health Center

1850 Hwy 11 North
Murfreesboro, NC 27855
Appointments: 252-332-3548

www.rcchc.org

twitter.com/thercchc

[facebook.com//roanokechowan](https://facebook.com/roanokechowancommunityhealthcenter)

communityhealthcenter

instagram.com/thercchc/

linkedin.com/company/rcchc/



RCCHC is a Health Resources and Service Administration (HRSA) 330 grantee.