

# ANNUAL REPORT



20  
23

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# OUR PRINCIPLES

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## MISSION STATEMENT

Great care for everyone, every day.

*Excelente cuidado para todos, todos los días.*

## VISION

We strive 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

Respectful, Compassionate, Caring, Honest, and Committed.

*Respetuoso, Compasivo, Bondadoso, Honesto, y Comprometido*

# A MESSAGE FROM OUR CEO

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There is so much to celebrate in 2023 for RCCHC. We have expanded our reach to more patients in more communities than ever before with our mobile and outreach teams. We have achieved and exceeded most of our quality targets including exceeding our Medicare Wellness Visits and we have had more internal promotions this last year than any other year in our history. We exceeded our revenue goals by \$1.3 million in FY2023. We broke ground on the Dental Integrated Care of Aulander building project – a long time goal of our organization to meet the vast oral health needs of our region. RCCHC is on the move, and I have been so proud of our good work this year. Great job everyone!

**Kim Schwartz, CEO**





# A MESSAGE FROM OUR BOARD CHAIR

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Our mission — great care for everyone, every day — was our guiding principle throughout a year of accomplishments and challenges. As we continue to find normalcy amidst a national health emergency, we reflect on the many great things that happened in 2023. This included groundbreaking on our new Aulander Dental Integrated Primary Care project, our continued DEI development and training, addressing health disparities, and using our mobile unit to meet patients where they are.

Members of our team were promoted to positions of greater responsibility, and we recruited new, highly-qualified team members. As we reflect on our founding CEO who served us well for 19 years, we recognize that her service to our organization continues to provide a foundation that we can build upon.

We celebrate a thriving Rural Residency program in collaboration with ECU, our flourishing pediatrics department, and successfully meeting value-based care metrics. Our outstanding leadership and staff who work tirelessly every day to make sure patients receive premier health care and our donors who understand our mission are key components to our continued success.

We embrace a future that is bright. We renew our commitment to making our mission a reality for every patient, in every community we serve.

**Deborah Morrison, Board Chair**



# DEPARTMENTS





# PHARMACY

The RCCHC Pharmacy Department continued to provide personalized, in-house pharmacy services to RCCHC patients and worked with over 60 contract pharmacies.

- The RCCHC Pharmacy brought in **51%** of our income, despite the attacks on the 340B program.
- We celebrated our first Pharmacy Week in October.



**CHASTITY CONNER**  
**PHARM D**



**CASEY LIVERMAN**  
**PHARMACY DIRECTOR**



**ROBBIE SAWYER**  
**PHARM D**



**CHRISTOPHER A. SMITH**  
**PHARM D**

# BEHAVIORAL HEALTH

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- Our Behavioral Health department has grown the number of pediatric patients receiving mental health services through referrals.
- We created a partnership with Hertford County Schools to provide on-site mental health services to all students.
- We set the stage to begin a new collaboration with a local community partner, Cultivator, Inc., which will focus on the mental health of children, adolescents, and young adults, ages 10-25.



**CHAQUELLA DAUGHTRY,  
LCSW, MSW, BSW, CNA,  
LNHA**



**VANESSA HOLLEY, LCSW**



**LINDSEY PHELPS-COPELAND,  
LCSW**



**EMMIE TAYLOR, LCSW**



**GWENDOLYN MOORE**



# RURAL RESIDENCY

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Our ECU Rural Family Medicine Residency Program continued to recruit medical residents that best match the mission of our program here at RCCHC. The ECU Rural Family Medicine Residency Program allows residents to work within our rural community and see the significance of their work.

- By July of 2024, our class size will increase from **2** to **3** residents in each class, growing our resident total to **9**.



**RAZA SYED, MD**



**ZEEL SHAH, MD**



**BROOKE HUNTER, DO**



**RACHNA PATEL, MD**



**JHASPAUL DHANOTA, MD**

# SEASONAL AGRICULTURAL TEAM

The RCCHC Migrant Farmworker Outreach team:

- Conducted over **400** visits with agricultural workers, in both the clinic and through our mobile unit.
- Successfully organized **18** outreach events utilizing the mobile unit where they provided care and support to **170** patients.

Brayan Madero, RCCHC's Migrant Health Outreach Lead, represented North Carolina agricultural outreach workers on the Plenary Panel at the East Coast Migrant Stream Forum 2023.



*Brayan Madero on the Plenary Panel at the East Coast Migrant Stream Forum 2023 in Winston Salem, North Carolina.*



# RCCHC MOBILE CLINIC

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- The RCCHC Mobile Health Clinic partnered with Duck Thru convenience stores in our service area to offer free health screenings and on-site provider visits.
- The mobile clinic also partnered with a local substance use treatment center and recently saw **30** patients, providing them with tests for HIV and Hepatitis C. RCCHC offers treatment for these diseases to everyone, even those without insurance.
- The mobile team was featured in a national story about Medicaid Expansion go-live in North Carolina.



- Our ECU Home-Based Telehealth Program served more than **80** patients in their homes, providing nutritional, behavioral health, and medication therapy management. This is a service increase of **646%** since the program's launch in November 2022.
- RCCHC's Diabetes Eye Screening rate at Ahoskie Comprehensive Care increased from **31%** in 2022 to **44%** in 2023.
- RCCHC was recognized by HRSA in 2023 for advances in Health Information Technology, Quality, COVID-19 vaccinations, having FTCA coverage, and for being a patient-centered medical fixture.





# PEDIATRICS

- We treated **5,025** patients in pediatrics and **46** at our School Based Health Center.
- The Pediatrics department obtained a MedPod device that enables providers to see patients virtually.
- We hired a mental health provider to focus on pediatric patients.
- RCCHC's Pediatrics Department was recognized by the North Carolina Breastfeeding Coalition and received the Family Friendly Clinic Award.





# SCHOOL BASED SERVICES

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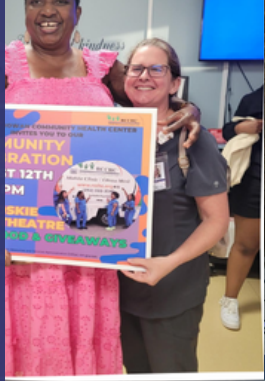
The RCCHC School-Based Health Center (SBHC) returned to Hertford County Middle School this year after a three-year COVID hiatus.

The RCCHC staff nurse, Elizabeth Nickert, developed a great rapport with the school nurse and makes frequent rounds in the school to make sure that students and administrators are aware of our services and our presence.





# ACCOMPLISHMENTS





# AULANDER DENTAL PROJECT OPENING

- The new integrated care practice will have **8** state-of-the-art dental operatories. All services that RCCHC offers at other sites will be accessible.
- At full operational capacity, the site will be staffed with **3** dentists, **2** hygienists, and other care providers.





# NATIONAL HEALTH CENTER WEEK

- We held the first community-wide celebration of patients during National Health Center Week.
- Volunteers from all RCCHC sites and the local community came together to accomplish this monumental event.
- We served over **600** free lunches, gave away hundreds of school supply bags, offered health education booths, and provided take-home food boxes.



# NATIONAL HEALTH CENTER WEEK

- Patients were able to meet with local vendors and stakeholders of the community, learn about the services provided by RCCHC, and celebrate the ongoing growth of our health center.

## RESOLUTION FROM HERTFORD COUNTY

The Hertford County Board of Commissioners passed a resolution honoring National Health Center Week and presented it to the RCCHC board and staff.



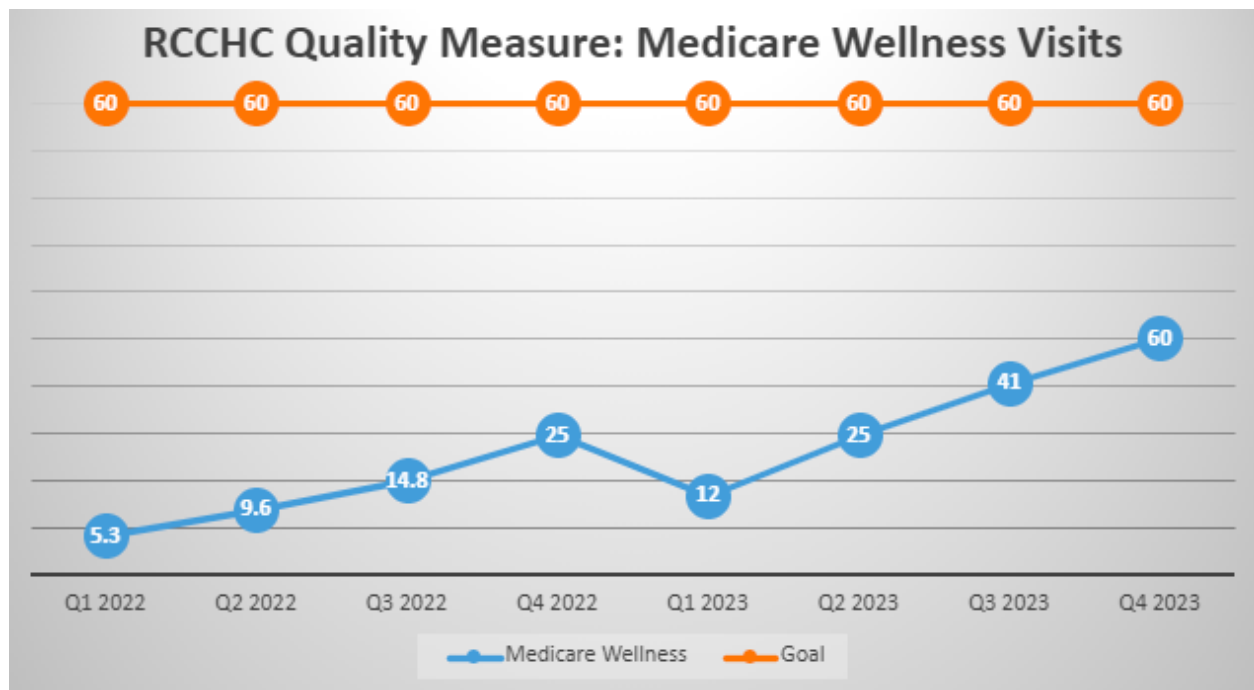
*Andre Lassiter, Sr., Chair of the Hertford County Board of Commissioners (third from right), also serves on the RCCHC Board of Directors.*

# ADVOCACY TRAINING

- In August 2023, RCCHC hosted Susan Burton, NACHC Director of Advocacy (pictured at right). She led us in an advocacy and storytelling training, attended by RCCHC board members, staff, and the community.
- RCCHC was recognized as a Gold level Advocacy Center of Excellence by NACHC.



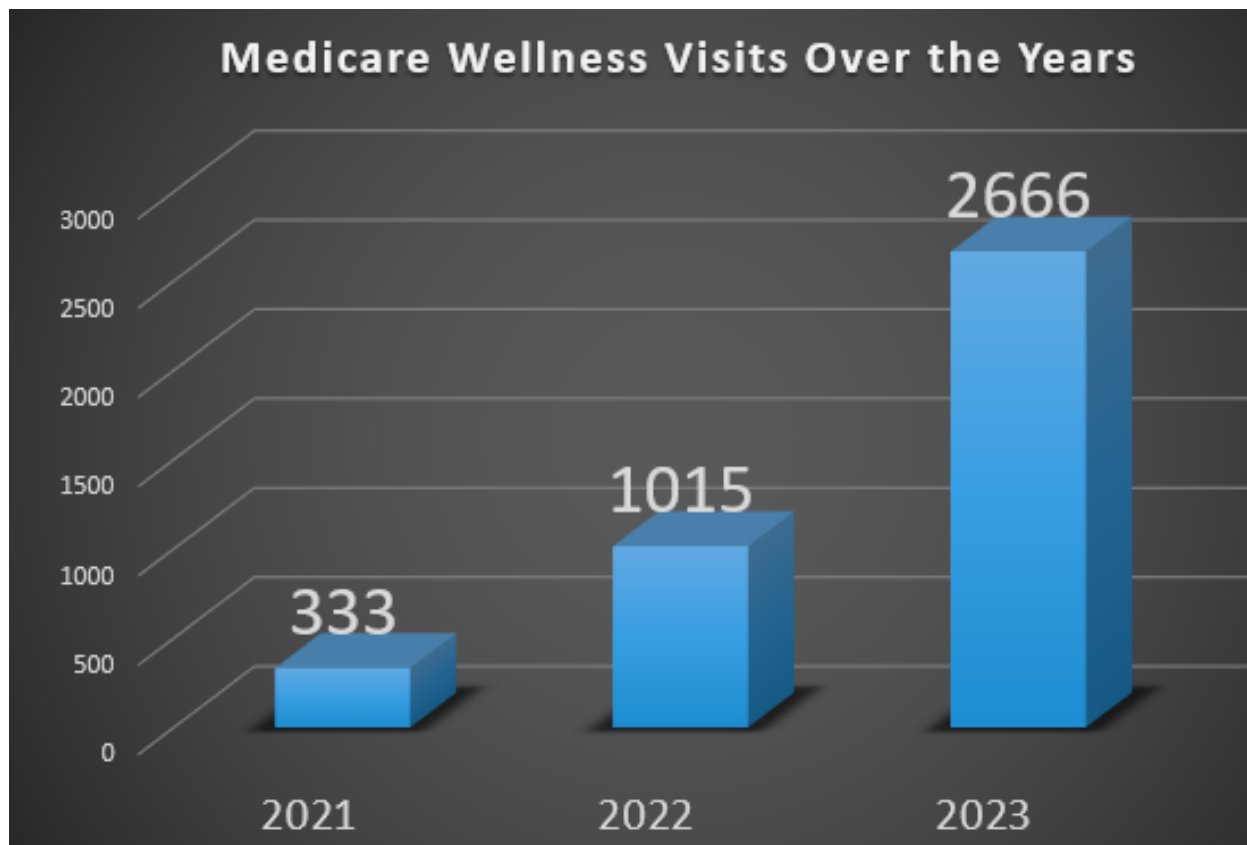
- We met our goal to complete **60%** of Medicare Visits in 2023.
- We completed a total of **2,718** Medicare Visits as compared to **1,015** completed last year.
- We increased staffing for Medicare Wellness and provided **2,666** preventative care visits to our Medicare population.





In addition, RCCHC:

- Dramatically increased diabetic foot examination rates, providing better preventive care for patients living with diabetes;
- Increased our rate of resolved diagnoses, giving more patients answers to questions about their health.



# PATIENT TESTIMONY

“

*They were very prompt and the nurses and staff were nice and understanding. My doctor explained everything to me.*

”

“

*I felt relaxed and the provider was someone I could easily talk to. She cares about me and what I was saying.*

”

“

*My experience was good and the check-in staff and clinical staff treat me like they would treat their own family.*

”

“

*I really liked the doctor and the person who translated for me. They had very good service and above all, they answered all my questions that I asked them.*

”

## Apprenticeships

- RCCHC joined statewide apprenticeship programs, allowing our staff to simultaneously work and attend school in pursuit of needed certifications.



## Medical Assistant Training

- We continued to graduate new Medical Assistant trainees through two different programs: NIMAA and RCCC.





## FOOD BANK

- In August 2023, RCCHC and the food bank of the Albermarle launched a partnership to host an Ahoskie Food Bank.
- The food bank provides free vegetables, meats, and other items.
- In the last four months of 2023, we served over **1,000** members of the community.





## MEDICAID EXPANSION

in 2023, North Carolina finally expanded Medicaid. We estimate that up to 2,000 current RCCHC patients and other community members may gain health insurance coverage if they apply.

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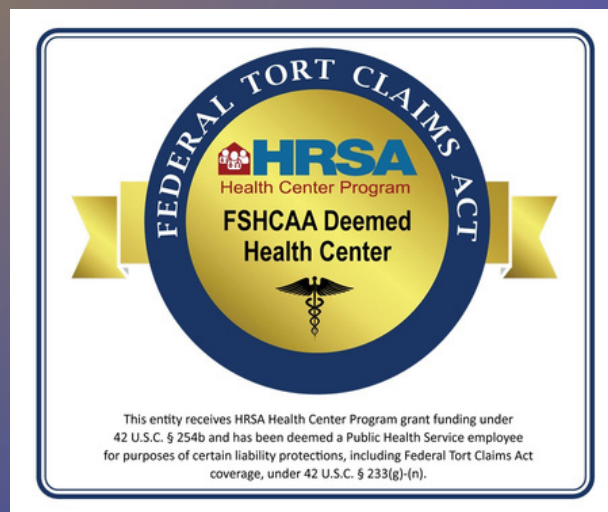
*For the hundreds of thousands of North Carolinians who will gain access to Medicaid health insurance, Goddard says it could mean the difference between life and death.*

*-Al Goddard, PA*

”



# AWARDS



# PROVIDERS

**Michael Alston, MD**  
**Morgan Arrington, PA**  
**Jamie Avery, NP**  
**Nancy Baker, NP**  
**Julia Blackwell, NP**  
**Charlene Brown, NP**  
**Jared Carter-Davis, NP**  
**Jaspaul Dhanota, MD**  
**Vijay Dhoopati, MD**  
**Katina Eley-Hardy, PA**  
**Bobby Fields, PA**  
**Alan Goddard, PA**  
**Christina Griffiths, NP**  
**Catherine Grimes, NP**  
**Susan Hoggard, NP**  
**Karen Holloway-Brixon, NP**  
**Brooke Hunter, DO**  
**Colin Jones, MD**  
**Geniene Jones, MD**

**Jamande Amin Jones, MD**  
**Robert Jordan, NP**  
**Michael Knudsen, MD**  
**Kathryn Lesiewicz, NP**  
**Timothy McGrath, MD**  
**Julie Mead, NP**  
**Teresa Morris, NP**  
**Gilberto Navarro, MD**  
**Rachna Patel, MD**  
**Charles Sawyer, MD**  
**Zeel Shah, MD**  
**Krista Stocke, PA**  
**Raza Syed, MD**  
**Robert Venable, MD**  
**Mary Wasko, MD**  
**Amber Williams, NP**  
**Mackenzie Wilson, NP**



# PROVIDERS

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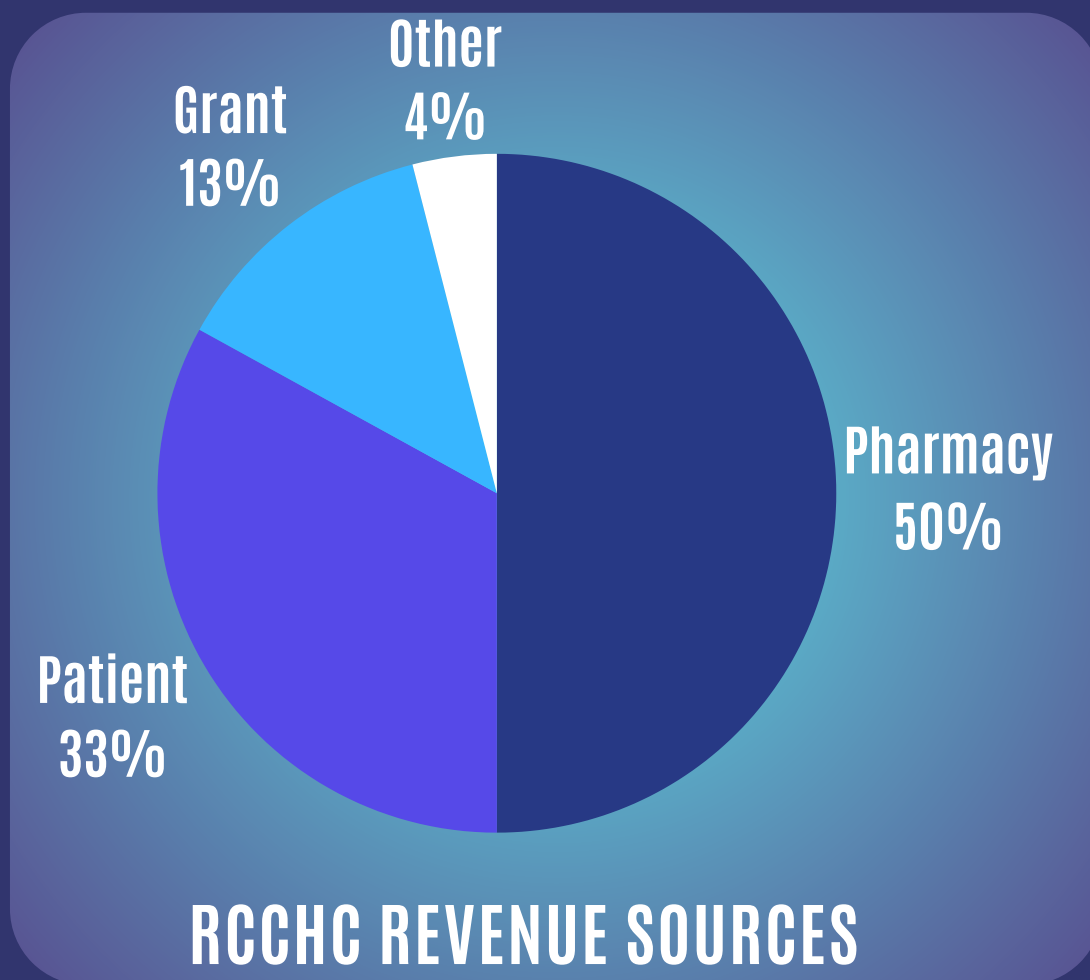
- RCCHC partnered with UNC-Lineberger Cancer Center to provide mailed Colorectal Cancer Screening kits to our patients.
- ECU Residents, Colin Jones, Jamande Jones, Al Goddard, and RCCHC Board members had the opportunity to visit the Dominican Republic for a medical mission trip.
- Al Goddard was featured not once, but twice in local news outlets, showcasing RCCHC's work around Medicaid Expansion.



# OUR DATA



# FINANCE



Current ratio: 4.05

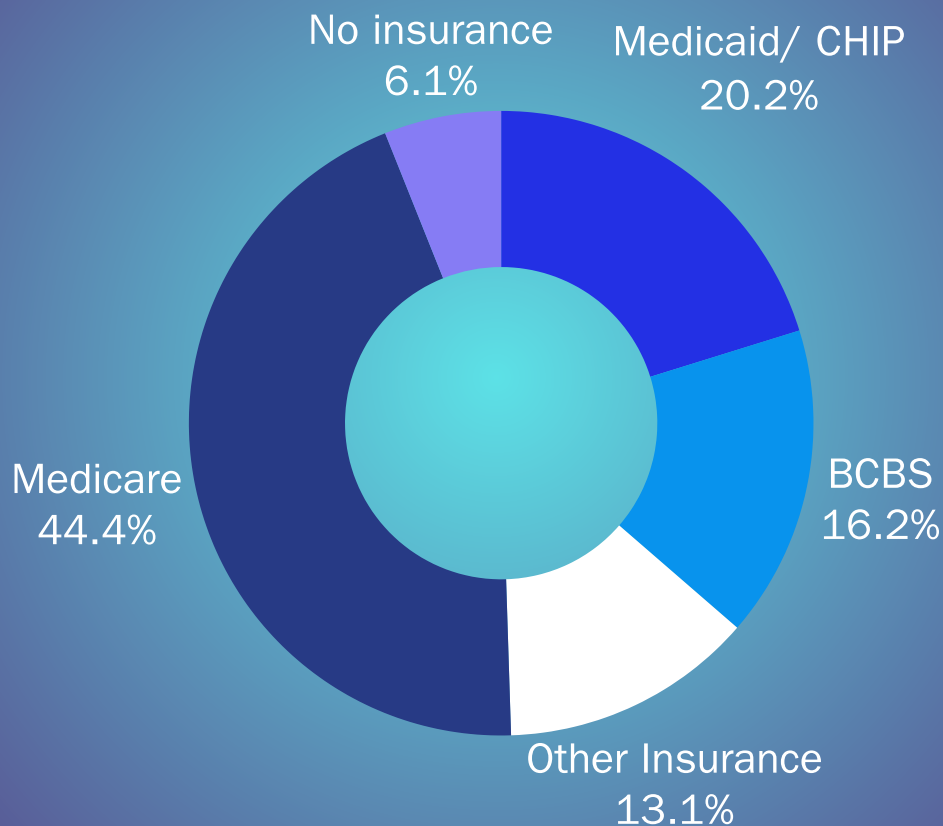
**100** DAYS CASH ON HAND

# PATIENT STATS

SERVED **16,740** PATIENTS IN  
2023 ACROSS 51,911 VISITS

Gave over **14,158** immunizations

## Patient Payer Breakdown

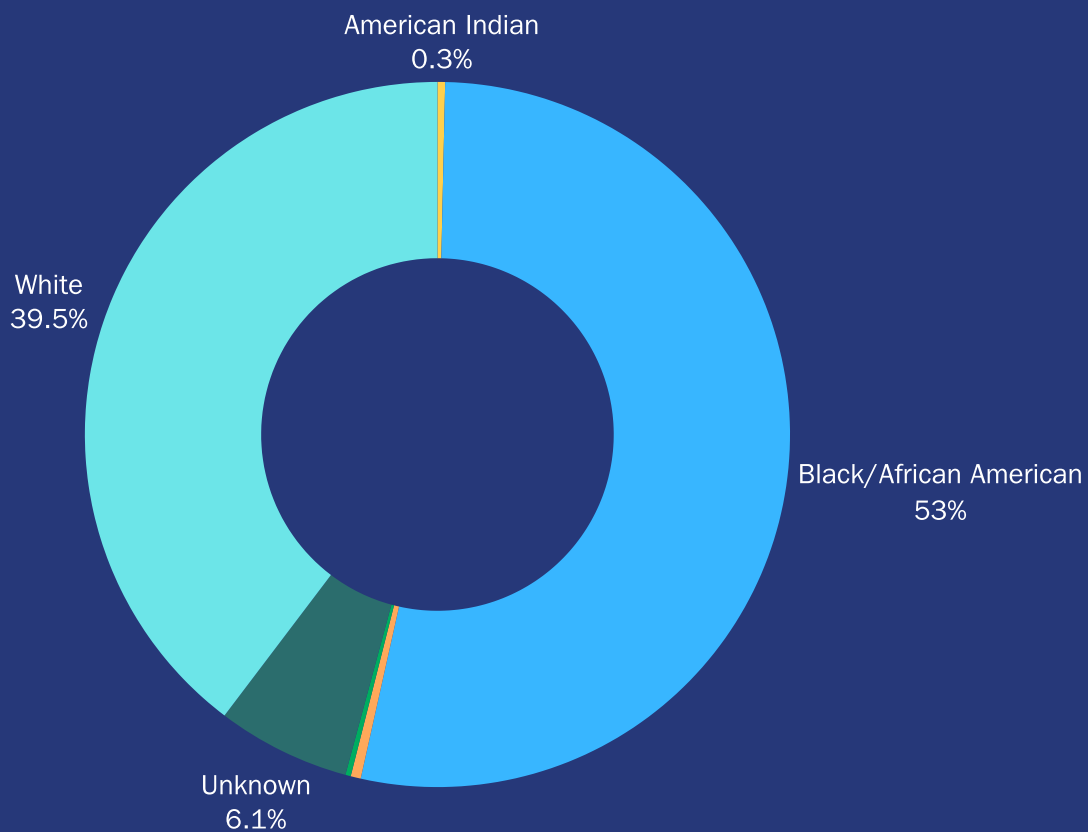




# POPULATION HEALTH

- Compared to 2022, we preformed at or better on 63% of Value-Based Care contract performance measures.
- We expanded Transporting Residents using Innovating Practices (TRIP) program.
- We increased access to Lung and Colorectal Cancer Screening.
- We increase access to the Medication Assisted Treatment (MAT) Program.
- Based on HRSA grant and collaboration with UNC Linberger, we increased Colorectal Cancer screening and prompt follow-up of abnormal FIT screening results.
- RCCHC is a new site for the Southeastern Consortium for Lung Cancer Health Equity, evaluating a navigation intervention to promote lung cancer screening among Black/AA individuals from our community.

## Race Demographics



# EMPLOYEE DATA

5

YEARS ANNUAL TENURE

42

NEW HIRES IN 2023

257

TOTAL EMPLOYEES

92%

RETENTION OVER 2023

47%

OF EMPLOYEES BELONG TO AN  
UNDERREPRESENTED GROUP

5%

INCREASE IN EMPLOYEES  
FROM 2022 TO 2023



# E-TEAM



**KIM SCHWARTZ**  
Chief Executive Officer



**JIM POWERS**  
Chief Human Resources Officer



**DR. GENIENE JONES**  
Chief Medical Officer



**STEPHANIE WROTEN**  
Chief Operating Officer



**BRITTANY PIERCE**  
Chief Nursing Officer



**ANGIE KENT-MITCHELL**  
Chief Pharmacy Officer



**JAFEH AKPE**  
Chief Compliance Officer



# RCCHC BOARD





# BOARD MEMBERS

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**DEBORAH MORRISON**  
Board Chair



**SHEILA VAUGHAN ELEY**  
Board Vice Chair



**LILLY OWENS-WHITE**  
Advocacy Committee  
Chair



**LYNN LANE**  
Governance Committee  
Chair



**PAULIQUE HORTON**  
Board Treasurer/  
Finance Committee Chair



**VIOLA VAUGHAN-HOLLAND**  
Development Committee  
Chair, Past Board Chair



# BOARD MEMBERS

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**TERRY HALL**  
Board Secretary/  
Quality Improvement  
Committee Chair



**JULIAN PHILLIPS**



**ANNETTE THOMPSON**



**CLIF SMITH**



**SHEILA PORTER**



**ANDRE LASSITER SR.**

# THANK YOU TO BOARD MEMBERS WHOSE TERMS ENDED 2023



**RODOLFO HERNANDEZ**



**ERNIE CARTER**



**JEAN MATTHEWS**



# RETIREMENTS







## Dr. Charles Sawyer

*19 years at RCCHC,  
52 years in the community.*



Dr. Charles Sawyer has served the Town of Ahoskie community for over 57 years in family primary care, first at Ahoskie Family Physicians and then Roanoke Chowan Community Health Center since its founding nineteen years ago.

Dr. Sawyer received the Diplomate of the American Board of Family Practice certification in 1971 and was named a Fellow of the American Board of Family Practice in 1973.

Dr. Sawyer's commitment to public service extends beyond the health care field to his time volunteering with the Boy Scouts of America, establishing the first Cub Scout Den in Windsor, and was recognized as the 2012 Tri-County District Fried of Scouting's Distinguished Citizen of the Year.

RCCHC is incredibly grateful for the decades Dr. Sawyer has dedicated to helping the community.



## Kim Schwartz

### *19 years at RCCHC*

Beginning in 2005, Kim Schwartz guided RCCHC's growth from a Federally-Qualified Health Center (FQHC) lookalike in one building to its current status as an award-winning, nationally known FQHC with five sites — two of which have pharmacies — one mobile unit, a farmworker outreach team, a school-based health center, and a Dental Integrated Care site being built in Aulander.

The Board of Directors, staff, and patients of RCCHC clinics thank Kim for her many years of service to this community. Board Chair Deborah Morrison said, "There is no question in our minds...Kim's leadership, vision, and support of this work will forever be a foundation we can build upon. The global COVID-19 pandemic was perhaps one of the most challenging periods healthcare institutions have experienced in modern times. Kim's leadership and keen support of the staff was exhibited during COVID, just as it has been demonstrated throughout the organization's growth and expansion".





# OUR SERVICES



Primary Care



Lab Services



Medication Assistance Program



Agricultural Worker Outreach



Substance Abuse Services



Telehealth In-Home Monitoring

Pediatrics



Pharmacy Services



Diabetes Education



Behavioral Health Services



Care Management Services







**Murfreesboro Primary Care**  
**305 Beechwood Blvd.**  
**Murfreesboro, NC 27855**  
**Phone: 252-398-3323**



**Woodland Primary Care**  
**108 W. Main St.**  
**Woodland, NC 27897**  
**Phone: 252-587-3511**



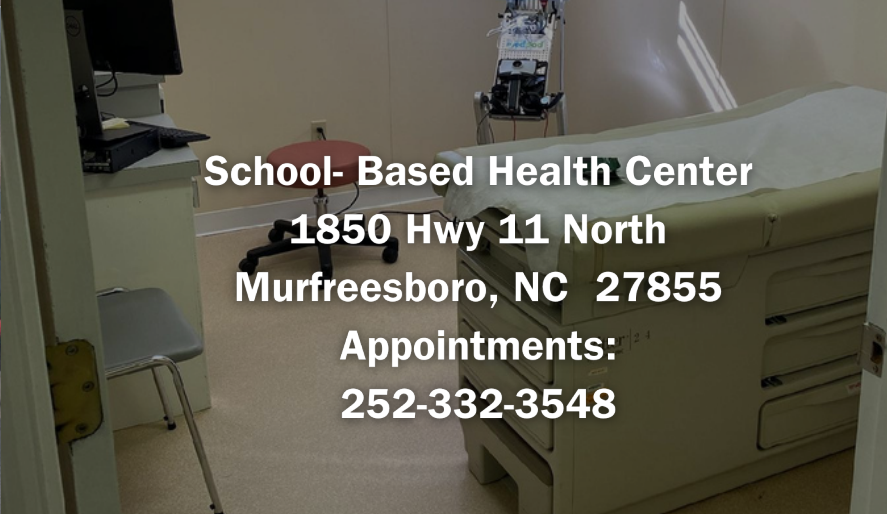
**Ahoskie Comprehensive Care**  
**120 Health Center Dr.**  
**Ahoskie, NC 27910**  
**Phone: 252-332-3548**



**Colerain Primary Care**  
**109 W. River St.**  
**Colerain, NC 27924**  
**Phone: 252-356-2404**



**RCCHC Mobile Medical Clinic**  
**253-332-3448**  
**EXT. 7050**



**School-Based Health Center**  
**1850 Hwy 11 North**  
**Murfreesboro, NC 27855**  
**Appointments:**  
**252-332-3548**



**Creswell Primary Care**  
**9500 NC Highway 94 N,**  
**Creswell, NC, 27928**  
**Phone: 252-797-0135**



**RCCHC Pharmacies**

**ACC Pharmacy**  
**252-862-4928**

**CPC Pharmacy**  
**252-356-1377**