

HEALTHREACH

COMMUNITY HEALTH CENTERS



COMMUNITY REPORT 2023

LETTER FROM OUR CEO

Dear Community Member,

This past year, HealthReach has been grateful to serve our communities by continuing to provide high-quality, patient-centered care that welcomes and supports everyone who comes through our doors. We are committed to collaborating with our patients, listening to their stories, and helping them meet their healthcare goals. In 2023, we made great strides towards our vision of inclusivity, accessibility, and responsiveness, by:

INCLUSIVITY AND ACCESS:

- Broadening access to our Substance Use Disorder (SUD) services to *all* by removing the requirement that community members must establish as HealthReach patients prior to treatment.

ACCESS:

- Extending the reach of our School-Based Health Center at Lawrence High School by expanding hours and increasing the population served to include students and staff of Lawrence Junior High School.
- Launching our new website with a more accessible and user-friendly design.

RESPONSIVENESS:

- Completing the implementation of our Medication Refill Department, whose team members focus on achieving timely responses to medication refill requests and collaborating with area pharmacies to ensure patient needs are met.
- Implementing a Triage Department composed of skilled nurses, who evaluate patients with acute needs and ensure that patients receive timely and appropriate care.

With the success of 2023 behind us, we look forward to 2024 as a year of great possibility and progress!



Constance Coggins
HealthReach President & CEO

Pictured on the front cover:
Hollie Vitale, Connector
Jessica Beane, Dental PSR*
Dr. Kevin Finley
Julie Bailey, Health PSR*
Nona Quirion, Practice Manager
Kathy Barkley, Patient
Paul Morrison, IT Department
Susan Parlin, Referrals Department
Diane Maberry, MA

**Patient Service Representative*





MESSAGE FROM OUR BOARD CHAIR

HealthReach plays an integral role in the communities we serve. Twelve Health Centers are located in some of the most rural areas of Maine, and offer high-quality healthcare, regardless of patients’ ability to pay. Centers work within their communities to support local initiatives and, as a great connection to our communities, staff members often live in the towns that we serve.

In 2023, the Board made several strategic operational decisions:

- Returned to meeting in person, while offering virtual options for health and travel flexibility.
- Asked Practice Managers to meet with us on a rotating basis to offer a “boots on the ground” view of our centers. This has been helpful in considering the unique characteristics of each location.
- Added three new board members in 2023, and welcomed Allen Wicken back after a brief hiatus.

Two more board members – Jenny Boyden and Carolyn Tranten – joined the Board early in 2024. The HealthReach Board of Directors provides strategic-level support to HealthReach management and staff. Connie Coggins and her team provide us with useful information and help us to fulfill our role. We thank all of our employees for a great 2023, and we are looking forward to an incredible 2024!

Jack Ducharme

Jack Ducharme

HealthReach Governing Board Chair

New Governing Board Members



Jenny Boyden of Clinton, Maine, comes from a background in finance with experience in healthcare. She spent four years with HealthReach as our Director of Finance before transitioning back to the Department of Administrative & Financial Services for the State of Maine as Associate Commissioner.



Carolyn Tranten of Kingfield, Maine, has a rich history with HealthReach. Having worked with the organization for over 25 years, Tranten began as a Practice Manager for the Mt. Abram Regional Health Center before graduating to the position of Compliance Officer. She was promoted to Director of Operations before retiring from the organization in 2023.

Returning Governing Board Members



Bruce Harrington
Vice Chair



Candy Sherman



Jim Higgins



Michelle Kelley



Lisa Landry



John Opperman
Secretary/Treasurer



Juliana Richard



Brenda Stevens



Allen Wicken

Dental Care Close to Home



Until the dental center opened, I had no dental care for a while.”

Unfortunately, this is the reality for many rural Mainers that we serve. Without affordable, local care, many of our community members go without dental care until a center can open in their area. Because of our presence in her community, Kathy has been able to receive high-quality, affordable care from the Bingham Area Dental Center since it opened in 2008, and from the Bingham Area Health Center since 1985.

“It’s been wonderful to come to a place where people know who you are. The staff cares, they take their time, and you’re not rushed in and out.”

Comfort and familiarity are also things that matter to Kathy. As an involved member of her community, she values feeling connected and comfortable with the clinicians delivering her care. HealthReach makes her feel like she is a part of the process, and keeps her updated every step of the way. She said, “I actually used to be quite fearful before I went for dental care. At the [Bingham Area] Dental Center, things are so well explained, the treatment is professional, kind, [and] gentle. I always know what’s going to happen. It’s just a positive experience, and because the people are so lovely, I now look forward to coming!”

She emphasized the importance of good people running the centers, and how this plays a huge role in the success of health and dental centers.

“The staff really is what makes this such a wonderful facility... It’s been wonderful to come to a place where people know who you are. The staff cares, they take their time, and you’re not rushed in and out... It’s the staff that makes the facility.”



Walking around the dental center with her proved just how true this is. She joked with staff, gave hugs, and waved to nearly everyone she passed. She even remarked how quickly Dr. Duarte, HealthReach Dental Director, had learned her name.

“I’d understand if you cheated and looked at my file before an appointment”, she’d joked, “but when he greeted me by name in the hallway, I was impressed!” Thank you, Kathy Barkley, for trusting us with your care, and for being a valued member of our HealthReach community!

“It’s close, it’s available, and it’s affordable. It makes it possible for us to live healthily up here.”

HealthReach had the privilege of speaking to a special dental patient who wanted to share her experience with the HealthReach Community.

Kathy Barkley of Caratunk, Maine, has spent her life as an adventurer. After growing up in New York, Kathy picked up her life and moved to rural Maine. Here, she became a rafting guide — a job she loved and speaks passionately about with everyone willing to listen!

Though connecting with the community through rafting was her passion, she did not receive necessary medical care for some time due to her lack of health and dental insurance. Additionally, the closest dental office was too far from her home to be a sustainable option.

Kathy said, “Prior to the dental center opening, I was driving about an hour and a half in order to get dental care, and that became unaffordable.



“At the Dental Center, things are so well explained, the treatment is professional, kind, [and] gentle. I always know what’s going to happen. It’s just a positive experience, and because the people are so lovely, I now look forward to coming!”



*Learn more about HealthReach services—
www.HealthReach.org/about/Services*



Tuck Joins the Ranks of Bethel's Care Team

In August 2023, HealthReach was excited to – for the first time – add Animal Assisted Therapy to its services at our Bethel Family Health Center. Denise Thorn, LCSW, CCS, and her trained dog, Tuck, began offering the service to patients – with great results!

Recently, HealthReach has been fortunate enough to hear some wonderful feedback from a patient of Tuck and Denise. The patient has been receiving Animal Assisted Therapy and feels they have greatly benefited from these services. They noted what a joy it is to have an animal in therapy sessions, and how helpful it can be to the overall benefit of therapy.

“Tuck always gets off his bed to come greet me, and he always has the best ‘dog smile’ when I come in. During therapy, he will know just the right time to come over to me and ask for a pet or bring me his favorite chew toy to share. Dogs have a way of knowing when we need a comforting nuzzle from a furry friend.”

Everyone has felt the joy that Tuck brings to the practice.

“I also have been in the waiting room and have witnessed Tuck come through. Everyone reacts to him in such a positive way! They all ask to pet him,” another patient remarked.

Adding Animal Assisted Therapy was a natural decision for Bethel Family Health Center. Denise Thorn says,

“I have always felt that animals bring such comfort and support to humans in our personal lives – why not incorporate them into therapy? When Tuck joined my family, I started the process of working with HealthReach to develop a policy that would allow us to offer Animal Assisted Therapy. I am grateful to HealthReach for supporting this service, which will be so beneficial to our patients!”



“[Tuck] is a good, calming buddy.”
- Jessika, AAT Patient



WORDS FROM OUR PATIENTS



"Jessamy Hathaway, PA-C, has provided me with reassuring and comprehensive care. She is proactive and supportive in her treatment decisions, and I feel very grateful for her guidance."



"I have been a patient at Sheepsfoot for over 30 years, and I have had great doctors and PAs over the years. I must admit, I wasn't the best patient for Craig Urwin, but he has been very patient with me and respectful. It is tough getting older, and change is something we need to all get used to. Craig has been very gracious and extremely helpful."



"The Bulldog Health Center has been such a great addition to our school. It is convenient and comforting to know that I can go to the health center and not have to miss my AP class."



"We as a family have trusted Strong Dental for our dental needs for the last 12 years. We are always very pleased."



"Katie Gillihan takes the time to truly listen to me and what I need to be healthy. I am not sure what I would do without her support."



"I have been going to Richmond for over 10 years and I was very impressed with my new clinician [Monica Gambi Lado]. She was very skilled and professional."

HEALTHREACH STARS

A few of the phenomenal people that make



Cindy Atwood, LPN

6699

I feel like the care that I give, I also get back.

I feel very blessed that I will retire from HealthReach – not everyone begins and ends their career for the same organization!

Cindy is one of HealthReach's longest serving clinical staff, with 35 years of service this August. She currently serves as Clinical Support Educator & Licensed Practical Nurse.

Always dedicated to her community, Cindy says that family gatherings – with 9 nieces and nephews – are "my joy in life". She is very involved in her church in several volunteer roles, and also volunteers with the Kingfield POPS Concert.

"To help a patient, you need to know their barriers... you have to work with them and tailor their care to their individual needs."



Michael Doody

6699

I've had a lot of good interactions with our patients. People are really happy that we're here.

This job is about respecting other people, and treating them like you'd want to be treated.

Mike retired from his role as a Medical Records Tech in May 2024. He previously served patients in the Lovejoy front office.

Mike's passions include guitar, songwriting; pastels, oils, and acrylic art; his garden; and target practice.

His two daughters – a nurse and a social worker – both work for schools and give back to their communities, too! He has 6 grandkids and 2 great-grandkids.

"I like HealthReach because you're not just a number – it's more personal, with a family atmosphere and a 'caring closeness.'"



Brianna Ladaga

6699

I love that we're able to give healthcare access to more rural parts of our communities, in places like Rangeley that are so remote.

As a young person, I could not love my job more.

Bri started at HealthReach in a temporary role. After just a few months, she was offered a permanent position as Patient Account Representative.

Bri checks documentation that details patient care, ensuring it aligns with billing records. Her work saves patients and staff a lot of headaches.

She enjoys reading, writing, crafting, cooking (especially baking!), and spending time outdoors.

"We're always striving to improve and discover the best ways to help our patients."

BEHIND THE SCENES

your high-quality healthcare possible!



Mellissa Murray

6699

It's satisfying knowing that I can help with one of the most stressful aspects of seeking healthcare for our patients.

Mel's career first began at our Lovejoy Health Center as a receptionist in August 1993. After two other roles, in 2023 she returned to Billing as a Patient Account Rep.

Mel really likes staff activities — potluck lunches, annual yard sales, and organizing gifts for our annual Christmas family donations.

Outside of work, she journals, gardens, kayaks, fishes, hunts, and camps.

"I get to pursue all those billing questions and concerns so it doesn't always have to fall on a policyholder... [so] that bills are handled appropriately."



Kimber Rackleff

6699

I help our patients afford their medications.

Everything that the health center does is for a better patient outcome.

Everything. Everything is geared towards the patient.

Kimber is our 340B Analyst, a specialist on the prescription affordability program that supports our patients. She is also a fierce advocate for patient needs.

Her faith and family are most important to her. She runs another business, and can deadlift 270lbs!

"The pharmacy contracts that we have are huge for our patients. A lot of times, a patient can't get a particular drug because their insurance doesn't cover it... 340B and the HealthReach pharmacy cash card can allow our patients to get their medications for pennies."



Debi Staier

6699

It is truly humbling how my current position as Connector has allowed me to impact the lives of those in our communities.

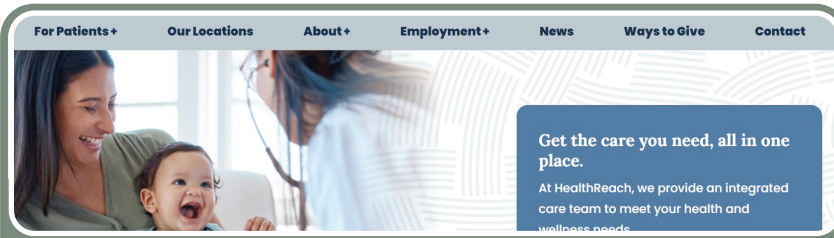
Patients don't always know what's available to them.

Debi serves as a Connector, a practice-based community health worker that helps patients (for FREE) navigate both local resources and complex affordability programs.

Outside of work, she loves spending time with her family. Debi earned her degree in horticulture and used to be a market gardener. She has two dogs — Piglet, a Staffordshire mix; and Rue, an Australian Shepherd.

"I am a wife, a mother, and a pet-owner. HealthReach is supportive of my priorities, even while I'm at work."

HEALTHREACH HAPPENINGS



HEALTHREACH LAUNCHES NEW WEBSITE

Midway through the 2023 year, the HealthReach Communications Team launched our new and improved website at www.HealthReach.org. The overhauled design incorporates elements that support ease-of-use and accessibility. Overall, this project is meant to reflect our mission-driven, values-focused efforts to remove barriers to care by making it easier than ever to access information about high-quality, affordable healthcare in rural Central and Western Maine.



MADISON & MT. ABRAM COMPLETE RENOVATIONS

We completed substantial renovations at our Madison and Mt. Abram health centers in 2023. These renovations increased comfort and patient capacity, while modernizing the space to achieve the best patient experience. New lab spaces, updated waiting rooms, and new private offices for confidential services are just a few of the renovation highlights.



HEALTHREACH EXPANDS SUBSTANCE USE DISORDER SERVICES

Early in 2023, HealthReach was proud to expand our Substance Use Disorder (SUD) services to accept anyone seeking treatment — not just established patients. Community members seeking SUD care will not need to transfer their primary care to our health center to receive treatment, and can access these services more quickly and efficiently than ever.

This comes as part of an ongoing HealthReach initiative to decrease barriers to SUD treatment for *everyone*, with the goal of improving patient outcomes across our community.



BULLDOG HEALTH CENTER EXPANDS

This fall, the Bulldog Health Center within Lawrence High School expanded services to include students and staff at Lawrence Junior High. Additionally, the health center expanded its hours to make services more accessible and convenient. Patients are able to visit the health center Tuesday through Friday, 7:00am to 3:00pm.

THANK YOU

... for generously supporting the work of our health centers. Below are our 2023 individual, corporate, and foundation supporters.

Brooks Family Foundation

Bruce Harrington

John & Julianne Opperman

Leslie Blum*

Bruce Hermann

Rangeley Plantation

Paul Cousoulis

Lincoln Plantation

Brenda Stevens

Jack Ducharme

Maine Community Foundation

Town of Rangeley

Jeffrey Frankel*

Wayne Nason

*Carol's Corner Children's
Book Fund Donors

We are grateful for the support of individuals, businesses, foundations, and community partners who in 2023 chose to generously contribute to HealthReach and our mission: to provide high quality, affordable, patient-centered healthcare in the medically underserved communities of Central and Western Maine. Our patients, staff, and Board recognize the vital role that donors play in the success and growth of our health centers. Donations help support everything that we do, including improvements to our patient services, operational technologies, patient education initiatives, and community health programs.

There are many ways to show support for your local community health center. If you would like to help, consider contributing by donating goods or services, serving as a volunteer board member, or giving financially. The generosity of people like you directly supports the health and wellbeing of our patients and communities.

Financial donations to HealthReach, a registered 501(c)(3) non-profit, are tax deductible under IRS regulations.

For more information, call the Development Office at (207) 660 - 9923.
Please visit www.HealthReach.org to make a donation today!

HealthReach Community Health Centers makes every effort to list donor names as requested. Please direct any questions or concerns to the Development Office at (207) 660 - 9923. The list above reflects both financial and in-kind donations - as well as pledges of support - received between January 1 and December 31, 2023.



BELGRADE
REGIONAL HEALTH CENTER
2,169 patients totaling
8,185 visits in 2023



BETHEL
FAMILY HEALTH CENTER
3,043 patients totaling
14,217 visits in 2023



BINGHAM
AREA HEALTH & DENTAL CENTER
2,667 patients totaling
9,411 visits in 2023



LAWRENCE
H.S. HEALTH CENTER
(A.K.A. BULLDOG HEALTH CENTER)
112 patients totaling
642 visits in 2023



LOVEJOY
HEALTH CENTER
3,151 patients totaling
11,901 visits in 2023



MADISON
AREA HEALTH CENTER
2,131 patients totaling
10,329 visits in 2023



MT. ABRAM
REGIONAL HEALTH CENTER
(KINGFIELD)
1,239 patients totaling
4,655 visits in 2023



RANGELEY
FAMILY MEDICINE
1,410 patients totaling
5,135 visits in 2023



RICHMOND
AREA HEALTH CENTER
2,025 patients totaling
7,572 visits in 2023



SHEEPSCOT
VALLEY HEALTH CENTER
(COOPERS MILLS/WHITEFIELD)
2,903 patients totaling
9,853 visits in 2023



STRONG
AREA HEALTH & DENTAL CENTER
2,909 patients totaling
11,581 visits in 2023



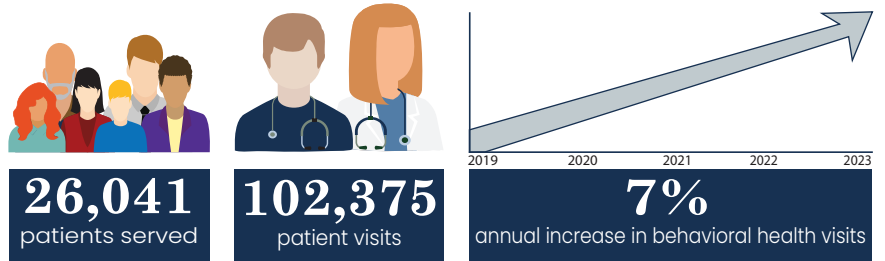
WESTERN MAINE
FAMILY HEALTH CENTER
(LIVERMORE FALLS)
2,282 patients totaling
8,894 visits in 2023

HEALTHREACH
COMMUNITY HEALTH CENTERS

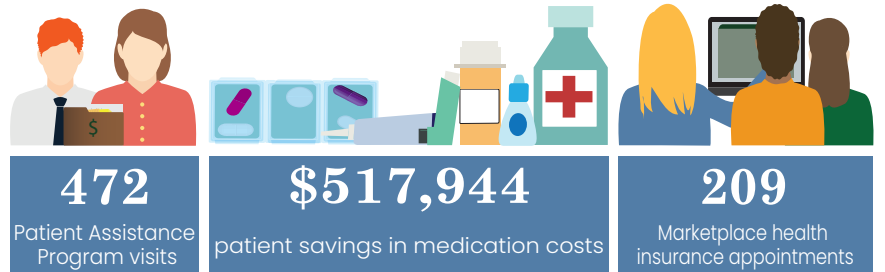
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2023 BY THE NUMBERS



HEALTH ACCESS METRICS (CONNECTORS)



FINANCIAL STATEMENT OF ACTIVITIES

	2023	2022
REVENUE		
Revenue & Earnings	\$ 37,610,603	\$ 36,541,683
Deductions from Revenue	\$ (2,353,531)	\$ (3,748,695)
Net Revenue	\$ 35,257,072	\$ 32,792,988
EXPENSES		
Salaries, Wages, Employee Benefits	\$ 20,632,392	\$ 18,804,554
Supplies & Other	\$ 12,755,883	\$ 10,764,436
Total Expenses	\$ 33,388,275	\$ 29,568,990
Net Operating Income	\$ 1,868,797	\$ 3,223,998