



2023 Impact Report



[esrh.org](https://www.esrh.org)

*Express Care and
Atlantic Community Pharmacy
opened in 2023*

MESSAGE FROM OUR BOARD PRESIDENT AND CEO



Dr. Betty Bibbins
Board President

In 2023, we had some incredible beginnings with the opening of our first pharmacy and urgent care center. Last year also saw a renewed commitment to advocacy. The ESRHS Advocacy Committee was reborn and ESRHS attained the National Association of Community Health Centers' Advocacy Center of Excellence Silver Status. We communicated with elected officials in Richmond and traveled to D.C. to advocate for increased funding and favorable legislation for community health centers. Both mean your community health care center is better equipped to care for you and yours!

Our focus on advocacy continues this year. Anyone interested in helping with advocacy efforts can email abull@esrh.org or call 757-414-0400, ext. 1122.

2023 saw two firsts - we opened Express Care and Atlantic Community Pharmacy. We did this in response to the need for urgent care, and access to affordable prescriptions and continuity of care a community health center-owned pharmacy can provide. Our new Onley Community Pharmacy opens in March 2024!

This report has highlights, health care plan results and interesting numbers that sum up our 2023. Take a look at the overview of our support services, you may learn something new! While this report is a quick read, we are in it for the long haul with you - we've been devoted to the ESVA since 1976. We look forward to serving you, your family, friends and neighbors as your community health center in 2024!



Jeannette Edwards
Chief Executive Officer

MISSION

As a Community Health Center our team will use data, experience, & partnerships to provide primary care, oral, behavioral care, pharmaceutical, and urgent care health services that will be personalized, accessible, and exceptional.

VISION

Eastern Shore Rural Health System, Inc. will be the provider of choice for all who live on and visit the Virginia Eastern Shore.

VALUES

- Our work is characterized by quality, integrity, teamwork and communication.
- Our relationships with patients demonstrate respect, compassion and confidentiality.
- We strive for the empowerment of patients and colleagues as our partners in improving the quality of our community, our health and our lives.

Eastern Shore Rural Health Senior Leadership Team

- Jeannette Edwards, Chief Executive Officer
- Jennifer Tyler, Chief Operations and Clinical Officer
- Kandy Bruno, Chief Financial Officer
- Kim Savage, Chief Compliance Officer
- Jessica Bonniwell, Chief Quality Officer
- Dr. Joan Lingen, Chief Medical Officer
- Jody Osbon, Chief Information Officer
- Dr. Scott Wolpin, Chief Dental Officer

Eastern Shore Rural Health Board of Directors

- Dr. Betty Bibbins, President
- Lisa Cuba, Vice President
- Alice Jones, Secretary
- Chad Saunders, Treasurer
- Doris Ebony Brown
- Luther Byrd
- Rev. Andy Cobb
- Jay Davenport
- Dr. Art Fournier
- Fr. Michael Imperial
- Connie Johnson
- John Sparkman
- Dr. Leslie West

2023 Accomplishments & Awards

- Outreach Coordinator Juan Gomez received a **Geiger Gibson Program 2023 Emerging Leader** award at the National Association of Community Health Center's Policy & Issues Forum in Washington D.C. This program recognizes and celebrates young leaders whose work has helped further the health center mission of health care and better health for medically underserved patients, communities, and special populations.



Express Care opened on May 30, 2023.

- Opened our **Express Care** at Four Corner Plaza in Onley. This is the only walk in urgent care operated by a Federally Qualified Health Center in the state. Express Care was fully accredited by the Urgent Care Association in late 2023.

- Opened **Atlantic Community Pharmacy** in Oak Hall. ESRHS purchased the business from H&H Pharmacy in 2022. This has allowed both patients and non-patients quick and easy access to their prescriptions.

- Began our **first dental residency program** in cooperation with New York University Langone. Dr. Charles Kane is our first resident for the program housed at Eastville Community Health Center.

- Hosted four **migrant health fairs** and two **migrant late nights** for follow up appointments at the Eastville center. Organized two school-based migrant education fairs at elementary schools.

- Broke ground for the new **Onley Community Pharmacy** at Onley Community Health Center. The pharmacy will open in March 2024.

- Received a **\$5 million dollar** unsolicited donation from The Chicago Community Foundation. The gift will be used to expand our dental program.



Onley Community Pharmacy ground breaking.

- Named among the **top 10% of community health center networks** nationwide by the Health Resources and Services Administration. We received a Gold Health Center Quality Leader badge for improving health outcomes and providing high-quality care in rural and underserved communities. In Virginia, out of 26 health care systems, we were one of four attaining gold status. We were also recognized for efforts to address social risk factors to health and to advance use of health information technology.



- **Awarded Advocacy Center of Excellence** Silver Status by the National Association of Community Health Centers. We are currently the only active ACE in Virginia. ESRHS joins an exclusive nationwide network of community health centers who work to advance community health initiatives in the legislative arena. Patients interested in helping with advocacy efforts can email abull@esrh.org or call 757-414-0400, ext. 1122.



ESRHS hired its first pharmacist, Chris Deitch, Director of Pharmacy.

- Held our largest annual employee celebration that included a cornhole tournament, photo booth, milestone recognitions, and door prizes!

- **Named 100 percent compliant** in a December Operational Site Visit conducted by the federal Health Resources and Services Administration. Federally Qualified Health Centers like ESRHS must comply with various requirements to ensure access to high quality care. These requirements include submitting grant requests and reporting on quality measures each year. Every three years, reviewers conduct a site visit to comb through a health center's financial, clinical and governance operations to verify that the needs of the community are being met.

- Received a **\$100,000 grant** from Virginia Health Care Foundation in support of a new dentist for our Franktown Community Health Center. ESRHS is adding three more dental chairs to this center to accommodate more patients.



Team ESRHS defended its Spell-Rite spelling bee championship at the annual Eastern Shore Literacy Council event. Photo by Dr. Walt Roll.

2023 By The Numbers

Patients and Visits

 **32,091**
Patients Seen
Including:
1,256
Migrant and Seasonal Farm Workers 

 **25,819**
Dental Visits

 **90,826**

Medical Visits Including:
3,476
Behavioral Health Visits 

 **9,197**
Express Care Visits
May 30 - Dec 31, 2023

 **2,522**
Telehealth Visits

Our Strength

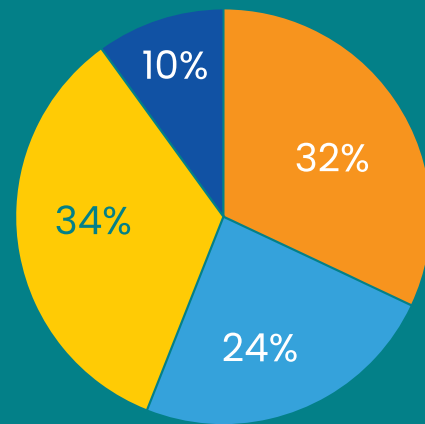
As of Dec. 31, 2023

34 Medical Providers	4 Pharmacists
18 Dental Providers	296 Support Staff
2 Behavioral Health Providers	13 ESRHS Locations

Financials

How Our Patients Paid

- Private
- Medicare
- Medicaid
- Uninsured



Total net assets
\$49,549,034

Per FY2023 audit report




\$1,362,399

In Slide Service
discounts provided to qualified patients

 **3,251**
CBBT Passes

distributed from July 1, 2022- June 30, 2023
Chesapeake Bay Bridge-Tunnel passes are provided to qualifying individuals through medical pass program


 **5,604**
People Assisted

with Medicaid and Health Insurance Marketplace applications

 **and 715**
Enrolled
in health insurance plans

 **23,841**
Immunizations
(other than COVID)


 **35,534**
COVID Tests
April 13, 2020 - Dec. 31, 2023

 **49,220**
COVID Vaccines
including boosters given Dec 2020 - Dec 2023



84

Corporate Accounts
provided with employment physicals, breathalyzer tests and drug screening

 **6,211**
X-rays

 **28,747**
Referrals
to specialty care managed by referral department

\$4,728,568

Worth of prescription meds provided to indigent patients through the **Pharmacy Assistance Program**

via **1,958**
Requests for aid 

Helping **468** Patients
Eligible patients also get assistance through the 340B program, those numbers not included in these totals.

113  **16**
Students Hosted from Schools

All By the Numbers information for CY2023 unless noted.

Health Care Plan Results

Every year health center grantees and look-alikes report quality measure performance to the Health Resources and Services Administration. CY2023 results are below.

	% of Applicable Patients Receiving Service	2023 Goal	2022 National Average	2022 State Average
Child weight assessment and counseling	75%	76%	70%	70%
Adult weight screening and follow up	79%	84%	59%	61%
Tobacco use screening and cessation	97%	97%	88%	85%
Colorectal cancer screening	50%	56%	46%	43%
Cervical cancer screening	58%	62%	54%	54%
Breast cancer screening*	61%	59%	51%	50%
Childhood immunizations	39%	47%	38%	33%
Statin therapy for prevention and treatment of cardiovascular disease	79%	78%	80%	76%
Ischemic vascular disease with aspirin or other antithrombotic therapy	90%	91%	82%	77%
Blood pressure control	71%	72%	65%	63%
Diabetes control (Goal is below 21%)	18%	21%	26%	30%
Depression screening and follow up	58%	67%	65%	70%
Depression remission at 12 months*	7%	13%	7%	14%
Dental sealants	74%	75%	52%	58%
New HIV cases with timely follow up	100%	100%	78%	82%
HIV screening measure*	33%	38%	35%	44%
Access to prenatal care in the 1st trimester	72%	90%	63%	72%
Low birth weight rate (<2500 grams) (Goal is below 9%)	9%	9%	9%	8%

*New measure adopted in 2020.

Support Services for Patients

Your community health center offers these services!

FREE HEALTH EDUCATION

Health educators help patients manage chronic conditions and prevent others such as diabetes and hypertension through continuous glucose monitoring, blood pressure device education, insulin administration, and exercise and nutrition programs.

FREE HELP GETTING PRESCRIPTIONS

Through our Pharmacy Assistance Program, a medication assistance caseworker can review qualifying patients' medicines and determine the least costly way to get them.

FREE DIABETES PREVENTION PROGRAM

This program can help you make modest lifestyle changes and cut your risk of type 2 diabetes by more than half.

CHRONIC CARE MANAGEMENT

This Medicare-sponsored program allows us to more closely monitor your health and well-being between office visits through monthly phone calls. Call 757-505-1853 for more info.

FREE INSURANCE ASSISTANCE

We have a team of certified application counselors who can help you understand and apply for federal Health Insurance Marketplace and Virginia Medicaid and FAMIS insurance options.

MEDICARE ANNUAL WELLNESS VISITS AND PHYSICALS

Medicare covers the cost of an Annual Wellness Visit at no co-pay for Medicare part B insurance patients to discuss preventive care. Immigration, DOT, and school bus driver physicals also are available.

CHESAPEAKE BAY BRIDGE-TUNNEL MEDICAL TOLL PROGRAM

This program provides passes to qualifying Eastern Shore residents traveling across the Bay for medical appointments. You don't have to be a Rural Health patient to qualify. If you have Medicaid, contact the Health Department for passes.



2023 Donors

January 1 - December 31, 2023

Mr. A. Marshall Acuff, Jr./
Charles Stewart Mott Foundation
Dr. Barrett Betz
Drs. Paul and Betty Bibbins
Mr. & Mrs. Richard and Sarah Bingman
Ms. D. Ebony Brown
Mr. Mark Bundy
Mr. & Mrs. Luther and L'Tanya Byrd
Mr. Brent Carpenter & Ms. Libby Gray
Chesapeake Bay Bridge-Tunnel
Chicago Community Foundation
Rev. & Mrs. Andy and Elizabeth Cobb
Mr. & Mrs. Robert and Sarah Colson
Craddockville United Methodist
Church
Mr. & Mrs. Tim and Kitty Croke
Mr. & Mrs. Joseph and Lisa Cuba
Mr. Jay Davenport
Ms. Kathleen Derrickson
Mr. & Mrs. Jerry and June Evans

Dr. Art Fournier
Ms. Maria P. Garber
Mr. & Mrs. MJ and Suzanne Golibart
Mr. Glenn Graves
Ms. Susan Grove
Mr. & Mrs. Richard F. Hall III
Father Michael Imperial
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Mr. & Mrs. Corry and Connie Johnson
Mr. William Jones and Family
Ms. Alexis Kenyon
Kiwanis Club of Chincoteague
Mr. & Mrs. W. Revell and Lisa Lewis III
Mr. Reeves Mahoney
Mr. & Mrs. Thomas and Julia McKnight
Mr. & Mrs. George and EA McMath/
E.A. and George N. McMath
Edgewater Fund at Eastern Shore
of Virginia Community Foundation

Ms. Virginia Morgan/Belote-Morgan
Foundation
Ms. Joan L. Natali
Ms. Gail Pusey
Mr. & Mrs. Pedro and Marisa Sanchez
Mr. & Mrs. Chad and Joy Saunders
Drs. Savage, Sabol & Visser
Dr. & Mrs. Paul Schellhammer
Mr. John Sparkman
Mr. & Mrs. Paul and Virginia Strong
Mr. & Mrs. James and Nancy Townsend
Mr. Jeffrey K. Walker
Mr. & Mrs. William and Beverly Watson
Mr. & Dr. Colby and Leslie West
Mr. A Thomas Young

Honorary & Memorials

In memory of Mr. Sammy Belote:
Ms. Kathryn A. Raborn

In memory of Stewart Custis:
Mr. Ernest Ruediger

In memory of my mother:
Ms. Felicia Whistler

In memory of Calvin L. Brickhouse:
Mr. & Mrs. Tyrone and Patricia Beach
Drs. Betty and Paul Bibbins
Ms. Audrey C. Brickhouse
Mr. & Mrs. Frasier and Hattierene Brickhouse
Ms. Coretta Young

In honor of George N. McMath:
Ms. Nancy Stern
The Payne Family Charitable
Foundation

In honor of Sarah Smith:
Mr. & Mrs. Cleveland and Alice Jones

Active Grants

Accomack County
Aetna
Delta Dental of Virginia Foundation
Health Quality Innovators
Health Resources and Services Administration
United Healthcare Community Plan
USDA
Virginia Community Healthcare Association
Virginia Health Care Foundation



ESRHS hosted four health fairs at the largest migrant camps serving 312 people including generating 102 appointments at our centers.

Milestone Anniversaries

5

Years

Staff
Lawaunda Burrows
Lori Miles
Rosa Birrueta Sanchez
Alison Parks, RDH
Randall Stapleton
Tiffany N. Nightengale, DMD
Kristen Haggins
Jamie Heath
Taylor Miles
Rob Sparks
Emily Patrick, PA-C
Christine Vernet
Jacqueline Borden

Board
Dr. Betty Bibbins

10

Years

Staff
Barbara Hovey
Cindy Bradford
Alisa Luckenbach
Terra Custis
Nicole Crockett
Jaime Britton
Jennifer Ingram
Allison Little
Scott Wolpin, DMD
Shanell Cunningham

Board
Dr. Art Fournier

15

Years

Staff
Lori Savage
Ed Griggs, DDS
Elena Torres Cintron
Roxanne Shea

20

Years

Staff
Terry Daugherty
Michelle Killmon
Tanya Taylor

30

Years

Staff
Deventili Poole
Jeanne R. Roll, MD
Karen Darden

Practice the 10/5 Rule!



10 feet:
Smile and make direct eye contact with the patient or co-worker.



5 feet:
Verbally greet the patient or co-worker.



ESRHS adopted the 10/5 rule in 2023.



20280 Market Street
Onancock, Virginia 23417

PRESORTED
STANDARD
US POSTAGE
PAID
PERMIT NO. 5
EXMORE, VA
23350

STAY IN TOUCH!

Corporate

20280 Market Street
Onancock, VA 23417
757-414-0400
email: info@esrh.org
Web: www.esrh.org

Express Care

25228 Lankford Hwy
Onley, VA 23418
757-787-1465 (info line)
Web: expresscare.esrh.org
Monday - Friday: 12 p.m. - 8 p.m.
Saturday & Sunday: 8 a.m. - 4 p.m.

Atlantic Community Pharmacy

7001 Lankford Hwy
Oak Hall, VA 23416
757-824-4477
Web: www.eshrx.org
Monday - Friday: 9 a.m. - 6 p.m.
Saturday: 9 a.m. - 1 p.m.
Sunday: Closed



SCAN ME

COMING
SOON!

Onley Community Pharmacy

at Onley Community Health Center
757-302-9066
Web: www.eshrx.org
Monday-Wednesday: 9 a.m. - 6 p.m.
Thursday: 9 a.m. - 8 p.m.
Friday: 9 a.m. - 6 p.m.
Saturday & Sunday: Closed

