

Eastern Shore Rural Health System, Inc.
2020
ANNUAL REPORT



Eastville Community Health Center Ribbon Cutting

MISSION STATEMENT

Eastern Shore Rural Health System, Inc. is a Community Health Center Network committed to a healthy Eastern Shore. We provide medical, oral, and behavioral health care and support services to everyone in our community regardless of ability to pay. As primary health care providers, we serve our patients and work with others to manage patients' health needs in a safe, professional way that also respects the culture of every individual.

VISION STATEMENT

Eastern Shore Rural Health shall be the provider of choice for primary and preventive services offering comprehensive care of exceptional quality for all people on the Eastern Shore.

VALUE STATEMENT

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.

ON THE COVER

Eastville Community Health Center ribbon cutting by Senior Leadership Team members on opening day May 4, 2020.

ACCESS YOUR INFO ONLINE!



With our patient portal you can ask your care provider questions that aren't urgent, request medication refills, and check lab results. You can also review and print your list of medications and review notes from your visit with a provider.

To sign up for the patient portal ask your center to web enable you or go to www.esrh.org/patient-info/patient-portal/. Once you have set up your patient portal, go to esrh.org and click on the patient portal login button shown here to go to the login page.



www.esrh.org

Follow us on Facebook:
www.facebook.com/esrhs



FROM OUR BOARD PRESIDENT

Thank you for your time and interest to receive this comprehensive annual report to update you on your Eastern Shore Rural Health System, Inc. ("ESRHS"). Needless to say, COVID-19 brought many challenges in Fiscal Year 2020. If we had to persevere through a pandemic, we are doing so at a great time. You may say there is no great time for a pandemic! While a pandemic is never welcome, it occurred during the last 3 months of a very strong fiscal year to date through the nine months that ended 2/29/2020. That being said, we all anxiously await to understand just how long this financial hangover will last in FY 2021 as we climb out of COVID-19.

On the positive front, ESRHS was again recognized nationally as a best practice for community health centers with a \$102,000+ Quality Improvement Award from the Health Resources & Services Administration (HRSA) for providing high quality care to 30,814 patients. ESRHS was recognized as being a Health Center Quality Leader for being among the top 10% for quality in the nation. As well, ESRHS was a top performer on its health care plan results. This is most important as ESRHS receives federal funding from HRSA each year to care for the uninsured and underinsured. Importantly, we also once again experienced a perfect score from HRSA with a perfect 19 for 19 score on our ever important Operational Site Visit.

Despite the national pandemic, the new \$11.7 million Eastville Community Health Center opened its doors on May 4. The opening of this 24,000+ square-foot state-of-the-art facility during this difficult time is arguably one of the greatest improvements for the lower Eastern Shore in the last five decades.

Finally and most importantly, we recognize that Nancy J. Stern is retiring after serving as ESRHS CEO for 20 years. Nancy joined ESRHS in 1982 and has faithfully served not only ESRHS but also the Eastern Shore in her 37 years of service. We all collectively wish Nancy a healthy and blessed retirement. At the same time, Nancy, the Board of Directors, and employees extend a special welcome to Matthew W. Clay as our new CEO and we look forward to you meeting Matt and his family.

With enormous appreciation and excitement, we look forward to another remarkable year serving our patients and this community! Thank you for your continued support as we navigate in a new era. Please reach out to us with comments or questions that you have to help us serve our community in the best manner possible.

A handwritten signature in black ink, appearing to read "Jeff Holland".

Jeff Holland
Board President



Jeff Holland
Board
President

FROM OUR CHIEF EXECUTIVE OFFICER

If you were to describe this past year, you would have to admit that it has been one of the most tumultuous years in history. Eastern Shore Rural Health, like all businesses, has experienced unprecedented challenges. However, through it all we have experienced so many great accomplishments. We continue to savor our perfect score with our Operational Site Visit early this past fiscal year (September 2019). During this site visit, the federal Health Resources & Services Administration (HRSA) evaluated ESRHS to ensure that it is compliant with 93 requirements to include services offered, and budget and staffing compliance. This achievement validates the quality of care we provide for all of you!

Amidst this pandemic, we opened the new Eastville Community Health Center. The new center has increased access to medical, oral and now behavioral health services and offers an on-site pharmacy for all people on the Shore. We successfully added behavioral health to our scope of services, and now offer counseling. In addition, our quality scores yielded Gold Seal recognition placing us in the top 10% in our country. Amidst the day-to-day changes to respond to COVID-19, we managed to: (1) recruit additional medical, dental and behavioral health providers; (2) maintain our Patient Centered Medical Home recognition; (3) receive grants; and (4) preserve access to oral health at our Franktown center. (Franktown dental services were to move to Eastville but due to the number of local dentists retiring Franktown stayed open as a dental only facility). Throughout the pandemic, all staff remained employed at full salary and benefits.

The list of accomplishments is endless because of consistent support and trust from our employees, Board of Directors and community. We determined early on that COVID would not be our "condition," but instead our motivation. As a result, we are an even stronger system of care for all people.

My heartfelt thanks go out to our employees and Board of Directors for their continued faith and trust in our leadership and commitment. And a special thanks go out to all 35,313 patients who chose us to be your medical home in the last 18 months. It has been an honor and a privilege to serve on the Eastern Shore of Virginia.

Many thanks and be well,



Nancy J. Stern
Outgoing CEO

Stern is retiring after serving as ESRHS CEO since 2000.



Nancy Stern
Chief Executive
Officer

BY THE NUMBERS

A LOOK AT LAST FISCAL YEAR

ASSISTS

\$2,098,287

in "slide" services provided to uninsured patients. ESRHS receives federal dollars to care for the uninsured based on income and family size as a Federally Qualified Health Center.

\$4,756,103

= 2733

requests for medications and

234

supply requests fulfilled through our Pharmacy Assistance Program for

715

indigent patients.

340B Program also offered.

\$119,518 =

8,537

Chesapeake Bay Bridge Tunnel tickets distributed in CBBT fiscal year through the pass program, for those who meet the financial criteria, traveling across the Bay to see medical specialists.

MISC...



28,572

immunizations given.

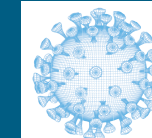
4,067

X-rays taken system wide.



98

corporate accounts provided with employment physicals, breathalyzer tests and drug screenings.



4627

COVID-19 tests performed

2

Behavioral health staff added to work alongside our CSB partners to provide mental health services.



85

Students hosted



11

from schools.

PEOPLE

87,080

medical visits provided.

20,598

dental visits provided.



30,814

patients seen including

1,669

migrant and seasonal farm workers.

36

medical providers,

18

dental providers and

254

support staff work for ESRHS as of 10/31/2020.



1,046,145

Calls handled by call center.

BREAKDOWN OF HOW PATIENTS PAID FOR ESRHS SERVICES

Private Insurance

37%

Medicaid

28%

Uninsured

16%

Medicare

19%

Note: all numbers above were adversely affected by the COVID-19 pandemic.

STATEMENT OF FINANCIAL POSITION

MAY 31, 2020 AND 2019

EASTERN SHORE RURAL HEALTH SYSTEM INC.

	2020	2019
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$ 14,062,770	\$ 12,598,472
Accounts receivable:		
Patient service, net of allowances	583,441	1,081,967
Medicare and Medicaid cost reimbursement	958,000	1,201,862
Other	673,716	632,882
Pledges receivable	131,500	501,818
Prepaid expenses	14,482	10,660
Total current assets	<u>\$ 16,423,909</u>	<u>\$ 16,027,661</u>
NONCURRENT ASSETS		
Investment in Community Care Network of Virginia	\$ 6,000	\$ 6,000
Property and equipment, net	22,489,753	15,859,455
Total noncurrent assets	<u>\$ 22,495,753</u>	<u>\$ 15,865,455</u>
Total assets	<u>\$ 38,919,662</u>	<u>\$ 31,893,116</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current portion of long-term debt	\$ 45,188	\$ 43,615
Accounts payable	1,000,123	869,260
Accrued expenses	1,353,917	1,170,188
SBA EIDL advance	10,000	-
Other liabilities	88,475	87,188
Total current liabilities	<u>\$ 2,497,703</u>	<u>\$ 2,170,251</u>
LONG-TERM DEBT, NET OF CURRENT PORTION		
Total liabilities	<u>\$ 7,803,398</u>	<u>\$ 4,335,150</u>
NET ASSETS		
Without donor restrictions	\$ 30,984,764	\$ 26,815,164
With donor restrictions	131,500	742,802
Total net assets	<u>\$ 31,116,264</u>	<u>\$ 27,557,966</u>
Total liabilities and net assets	<u>\$ 38,919,662</u>	<u>\$ 31,893,116</u>

The accompanying notes to financial statements are an integral part of this statement.

STATEMENT OF ACTIVITIES

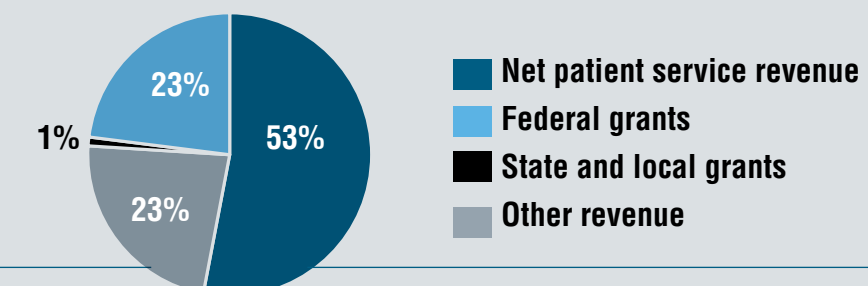
YEAR ENDED MAY 31, 2020

EASTERN SHORE RURAL HEALTH SYSTEM INC.

	Without Donor Restrictions	With Donor Restrictions	2020 Total
REVENUES, GAINS AND OTHER SUPPORT			
Total patient service revenue	\$ 26,431,571	\$ -	\$ 26,431,571
Less: Discounts and allowances	(11,259,925)	-	(11,259,925)
Net patient service revenue	<u>\$ 15,171,646</u>	<u>\$ -</u>	<u>\$ 15,171,646</u>
Grants			
Federal	6,511,181	-	6,511,181
State	188,493	-	188,493
Local	125,252	-	125,252
Contributions	25,775	216,844	242,619
340B program	6,000,384	-	6,000,384
Meaningful use	76,500	-	76,500
Other income	87,781	-	87,781
Net assets released from restrictions	828,146	(828,146)	-
Total revenues, gains and other support	<u>\$ 29,015,158</u>	<u>\$ (611,302)</u>	<u>\$ 28,403,856</u>
EXPENSES			
Program services	\$ 21,629,270	\$ -	\$ 21,629,270
General and administrative	2,723,256	-	2,723,256
Fundraising	493,032	-	493,032
Total expenses	<u>\$ 24,845,558</u>	<u>\$ -</u>	<u>\$ 24,845,558</u>
Increase (decrease) in net assets	<u>\$ 4,169,600</u>	<u>\$ (611,302)</u>	<u>\$ 3,558,298</u>
NET ASSETS			
Beginning of year	26,815,164	742,802	27,557,966
End of year	<u>\$ 30,984,764</u>	<u>\$ 131,500</u>	<u>\$ 31,116,264</u>

The accompanying notes to financial statements are an integral part of this statement.

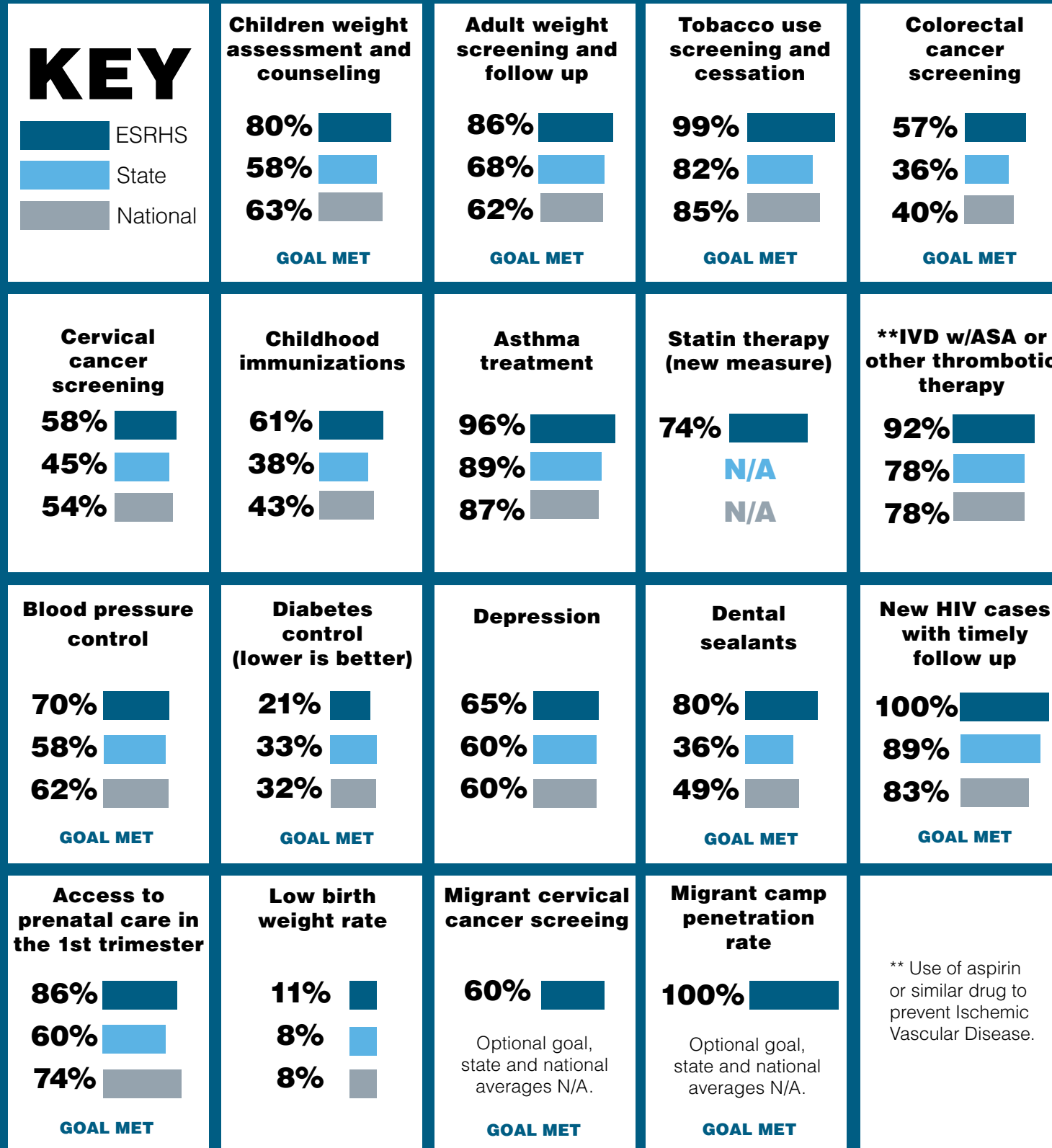
REVENUE SOURCES



HEALTH CARE PLAN

MEASURES AND RESULTS LAST FISCAL YEAR

We track key health measures each year and strive to address any obstacles patients face in managing their conditions. Measures and results are below. ESRHS' results are shown in teal, with the averages for community health centers for the state (light blue) and nation (gray) also displayed. The numbers show, of patients in each category, what percentage received the health care service or fall within a healthy range for that condition. The Health Resources & Services Administration named ESRHS a high quality performer in every category.



NANCY STERN ENDS EXCEPTIONAL CAREER AS CEO

Nancy Stern is retiring after serving as Eastern Shore Rural Health System, Inc. CEO for 20 years. Stern joined Eastern Shore Rural Health as a part-time health educator in 1982, eventually going on to work full time in health education and serving as director of health education beginning in 1990. She would then become director of human resources in 1995 and chief operating officer in 1998 before being promoted to CEO in 2000.

During her tenure at ESRHS she was active in community health leadership at both the national and state level, serving as board president of the Virginia Primary Care Association from 2002-2005. She also was a member of Virginia Governor Bob McDonnell's Health Care Work Force Authority Board, the Health Benefit Exchange Task Force and ConnectVA Governing Board and Governor Kaine's Health Reform Commission. She also served on U.S. Representative Glenn Nye's Health Advisory Committee in preparation for the Health Reform Bill debate and decision in 2010. Locally she served as United Way of the Eastern Shore board president in 2011-2012 and as campaign co-chairman in 2014. She was a presenter at state and national primary health care forums as well as being published in national health care publications. Stern was involved in training locally both at ESRHS and as a presenter for the Eastern Shore Chamber of Commerce.

Nancy J. Stern Health Care Scholarship Established



The Nancy J. Stern Health Care Scholarship fund has been established to honor the 37 years of service Nancy Stern has provided to the Eastern Shore community and Eastern Shore Rural Health. This scholarship recognizes her passion for health education, and it provides a total of \$ 5,000 to be awarded annually to Eastern Shore Community College students to advance their education in any facet of medical, dental, or behavioral health care. Priority is given to students with demonstrated need. This scholarship is available beginning Jan. 1, 2021 and will assist up to 10 students per year! Go here for information: es.vccs.edu/admissions-aid/financial-aid/local-escs-scholarships/.

“Nancy’s accomplishments are too numerous to list individually, and we are thankful for the greatest of influences that she has had in guiding ESRHS’ integral impact in serving our beloved Eastern Shore community,” said Board Chair Jeff Holland.

Stern was named 2016 Oral Health Champion by the National Association of Community Health Centers in 2016 and awarded the 2015 John Gilbert Award by the association for demonstrating a level of excellence in the community health care field. She was also awarded the Soroptimist International Ruby Award; the Rotary Community Service Award; the National Association of Community Health Centers National Award for Health Promotion; the Virginia Primary Care Association Tony Lawson Award as special recognition for community intervention; and the Small Business Person Award by the Eastern Shore Chamber of Commerce. She has been recognized by the World Health Organization for health promotion/disease prevention.

ESRHS continually has been recognized as a leading community health center system nationwide and statewide during Stern's tenure including being awarded two perfect Operational Site Visit scores by the Human Resources & Services Administration and being recognized by HRSA as a Health Center Quality Leader for clinical quality measures.

Corporate Building Named in Stern's Honor



In honor of 37 years of distinguished service, the Eastern Shore Rural Health board named the corporate headquarters building in honor of Nancy Stern.





COVID-19 ESRHS RESPONSE



MARCH

March 7 – First positive case of COVID-19 in Virginia per VA Health Department.

March 12 & 13 – Governor Northam declares state of emergency. President Trump declares national state of emergency. Governor closes all Virginia K-12 schools for two weeks.

March 14 – First COVID-19 death in VA.

March 16 - CEO “all hands on deck” calls to staff begin. Calls held three times per week.

Week of March 16—Medical operations shifted quickly to care for the patient outside the center whenever possible. Appointments for chronic care were rescheduled. Plans were laid to meet medical needs with telephone visits, with medications refilled for an appropriate time period. Few patients were still seen in the office for urgent matters. Dental began only seeing patients with emergencies.

March 19 - First positive case of COVID-19 on Virginia’s Eastern Shore per Eastern Shore Health District.

March 23 – Governor orders all Virginia K-12 schools closed for rest of school year.

March 24 - First telemedicine visit performed. Copays waived for telehealth visits – visits are performed by phone or video.

March 30 – Governor issues Stay at Home executive order through June 10.

Health Resources & Services Administration (HRSA) Coronavirus Supplemental Funding received to fund medical supplies to include PPE, wages, and community outreach. Communications efforts begin via print, radio and social media to include working with the Eastern Shore Health District and Virginia Department of Health, the migrant farmworkers network and grass roots partners. Grass roots efforts included efforts to communicate with Spanish and Creole-speaking Shore residents.

APRIL

April 6 – Staff split into A and B teams in order to social distance and minimize number of staff exposed to virus by single patient encounter.

April 8 – First COVID-19 death on Virginia’s Eastern Shore.

April 9 – Dental staff further enhances safety precautions with use of N95 masks and face shields.

April 11 – First teledentistry visit performed.

April 15 – CEO update emails to all staff begin to replace “all hands” phone calls.

ESRHS commits to no staff layoffs during COVID-19 pandemic, Small Business Administration Payroll Protection Program loan secured for wages, utilities, rent, and interest. U.S. Department of Health and Human Services (HHS) Stimulus CARES Act funding secured to offset lost revenue. HRSA CARES Act Coronavirus Relief funding secured for medical supplies, wages and community outreach.

MAY

May 4 – Eastville Community Health Center opens in spite of pandemic.

Week of May 11 - Disband A & B teams as COVID-19 cases begin to rise on the Eastern Shore.

May 26 – Governor issues executive order directing all patrons age 10 and older to wear a mask or face covering at all times while entering, exiting, traveling through, and spending time in a variety of public settings.

HHS Stimulus CARES Act funding secured to offset lost revenue. HRSA Expanding Coronavirus Testing funding secured for testing supplies, testing wages, and testing outreach.

JUNE

Week of June 8 - Instituted enhanced safety procedures in order to see more patients in person once stay-at-home order lifted. After stay at home order lifted, invited more medical patients and pediatric dental patients back into the office for in-person visits. ESRHS Financial Recovery Plan goes into effect.

Free COVID-19 testing begins at Atlantic, Eastville and On-ley centers as joint effort with Eastern Shore Health District.

Federal Communications Commission Telehealth CARES Act Funding secured to purchase 100 laptops and 100 iPads for telehealth.

JULY

July 5 - Restorative dental care resumes for adults.

July 30 - Dr. Tom Hollandsworth and Dr. Scott Wolpin receive the Eastern Shore Chamber of Commerce Distinguished Service Award for their work since the beginning of the pandemic in collaboration with J. J. Justis and Jon Richardson from the Eastern Shore Health District and Dr. David Jones from Riverside Shore Memorial Hospital.

State adopts, and ESRHS complies with, Virginia Occupational Safety and Health (VOSH) emergency standards to prevent spread of COVID.



AUGUST

Welcomed first medical and dental students back after COVID began.

SEPTEMBER

ESRHS featured in the National Association of Community Health Centers’ Sept. 2020 *Promising Health Center Practices During COVID-19* report for combining telemedicine well child care and dental recall visits. Children who receive well child care prior to entering school can receive dental care during the same visit with ESRHS.

OCTOBER

Week of Oct. 19 – Begin installing extraoral dental suctioning equipment at all five dental locations. This equipment greatly reduces aerosols in the treatment area and further reduces risk for airborne spread diseases like COVID-19. Aerosols are clouds of small droplets suspended in the air – like a mist – that may be created from dental procedures.

Wellness Assistants begin work at each center to administer COVID-19 safety procedures.

Start collecting telehealth copays as part of ESRHS Financial Recovery Plan.

STATS

AS OF OCTOBER 31, 2020

ESRHS has provided **10,616 telemedicine** and **407 teledentistry visits**. Telehealth visits were initiated as a response to the pandemic.

4627 COVID Tests have been given at ESRHS.



Matthew W. Clay

CLAY NAMED CEO

Matthew W. Clay has been named new chief executive officer by the Eastern Shore Rural Health System, Inc. Board of Directors. Clay assumes responsibilities as CEO from Nancy Stern, who will be retiring on January 1, 2021.

and improve partnerships to benefit his patients. Clay has been active on many boards and committees at the federal, state, and local levels. He also has led special projects as needed, including construction, process improvement and modernization efforts. Clay is a high-integrity, innovative and collaborative executive leader with a passion for public

“ It is an absolute pleasure to be joining you as your new CEO. More than anything, I am excited to have this opportunity to be part of the ESRHS team. It is a privilege to join such an extraordinary organization, that cares so deeply about our mission...serving the people of the Eastern Shore,” said Matthew Clay.

Clay was formerly the executive director of Health Services at Pokagon Health Services, in Dowagiac, Michigan. Pokagon Health Services serves as a primary health care provider for Native American population in Michigan and Indiana. He oversaw operations for three Accreditation Association for Ambulatory Health Care accredited clinics (and was breaking ground on fourth clinic) offering: medical care, dental care, behavioral health care, transportation services, pharmacy services, community outreach, wellness programs, optical care and food services. He managed a \$17MM budget, had 13 direct reports and 100+ staff members. Clay built strong relationships with regional health organizations, community members and CEOs of local hospital systems to enhance communication, generate awareness of tribal healthcare,

service and healthcare excellence.

“Our Board is very pleased to hire Matthew after a highly competitive and thorough four-month search, vetting and selection process,” said Jeff Holland, president of the Eastern Shore Rural Health System Inc.’s Board of Directors. “Matthew brings an exceptional combination of experience, talent, energy, and vision to our health system. Matthew’s portfolio of skills and resourcefulness will be a catalyst for continued success and positive momentum for the Eastern Shore Rural Health System as stimulated by the 20 years of leadership with Nancy Stern.”

The CEO Succession Planning Committee was comprised of Dr. Betty Bibbins, Luther Byrd, Dr. Art Fournier, Garnett Kellam and Keith Colonna.

PROGRAM TO PROVIDE DISCOUNTED DRUGS TO LOW INCOME PATIENTS THREATENED

Eastern Shore Rural Health System, Inc. low-income patients are threatened by prescription drug manufacturers who are violating the federal 340B discount drug program statute and have stopped shipping discounted drugs to health centers’ contracted pharmacies. At ESRHS, 4791 patients are uninsured or underinsured and 20,069 are at or below 200% of poverty (for example a family of four with a total income of \$52,400 is at 200% of poverty).

Community Health Centers like Eastern Shore Rural Health rely on this program to make medications affordable for patients, and to generate savings used to expand access to other services. Over the past two years, ESRHS has used 340B savings to expand access to all our services including meds, medical, dental, behavioral health and support services.

The National Association of Community Health Centers (NACHC) estimates that 10 million low-income patients will

suffer unless the Department of Health and Human Services (HHS) acts to address the threats to the program from prescription drug manufacturers. NACHC has sued to force the HHS to implement a long-delayed dispute resolution process. If this threat is not resolved prices patients pay may jump, for example a health center patient may pay up to \$600 for a 30 day supply of insulin that used to cost \$17, according to NACHC. Rayfield’s Pharmacy recently ran a report finding that, in the last 6 months, the \$1000 that ESRHS patients paid in copays would have been \$34,000 without this program.

While HHS has signaled some disapproval of recent manufacturers’ practices, no action has been taken despite concerns raised by hundreds of bipartisan members of Congress.

Go to <https://www.hcadvocacy.org/340b-advocacy/> email/ to learn how to protect this program.



AS OF PRESS TIME 340B Statute Ignored By Some Prescription Drug Manufacturers



EASTVILLE COMMUNITY HEALTH CENTER

The new Eastville Community Health Center opened May 4. The 24,000+ square-foot facility combines the medical services previously offered at our Bayview and Franktown centers and offers substantially more space - Bayview and Franktown combined had 13,700 square feet. This state-of-the-art facility offers medical, dental and behavioral health services plus support services, a pharmacy, digital x-ray, expanded lab services and hours, telemedicine and additional providers and staff. The opening of the new center marks the first time digital x-ray is available in Northampton County since Riverside Shore Memorial Hospital relocated to Accomack County.

Dental services are still available at our Franktown center. Originally these services were to move to Eastville as well. However due to numerous dentists on the Shore retiring, and our commitment to expanding oral health services, our Board of Directors voted to keep the Franktown center open as a dental facility.

“The opening of this new center May 4 represents two victories for Eastern Shore Rural Health,” said outgoing CEO Nancy J. Stern. “First, this new center is a testament to the Shore’s support of our organization



The new Eastville center is named for a former Eastern Shore Rural Health board member, the late Calvin Brickhouse. Mr. Brickhouse, who served on the board for more than 19 years, was a beloved educator and community leader in Northampton County. Pictured here is his family during a special tour of the new Eastville center held for his loved ones in May.

– we raised more than \$1.3 million in our Eastville Capital Campaign chaired by Mr. George McMath. This embodies the ‘Built by the Community, For the Community’ campaign slogan,” Stern said. “Second, we opened this center in the middle of the COVID-19 pandemic, illustrating our staff’s commitment to caring for our neighbors and our ability to get it done.”

The capital campaign in support of the new ECHC was supported by individuals, businesses, churches, local clubs and civic groups. Donors included the generous sponsors of wings at the new center - Ballard Fish & Oyster Company and the Baldwin Family; the William Randolph Hearst Foundation and the Virginia Health Care Foundation; Optima Health and Sentara Healthcare; and the Eastern Shore Rural Health board and staff. An additional \$1.2+ million was secured in grants. The remainder of the funding was comprised of funding available through a partnership with USDA and utilization of ESRHS resources.



The new Eastville center’s lobby is named after George N. McMath. Mr. McMath is a long-time supporter and champion of Eastern Shore Rural Health. He chaired both the Eastville and Onley Capital Campaigns. Mr. McMath is shown here with his wife E.A. touring the Eastville center’s pediatrics wing.



Donor signs in the lobby



Shown here is pharmacist Severn Rayfield in front of the Eastville center.

Rayfield’s Pharmacy is operating within the new Eastville Community Health Center. The pharmacy is open Monday-Friday from 9 a.m. to 5 p.m., you can enter the pharmacy through the center lobby or use the drive through.

MAKING A NAME FOR OURSELVES!



OUTREACH EFFORTS COMMENDED

Eastern Shore Rural Health was featured in the 2019 Optima Health Summary for outreach, enrollment and engagement efforts. In the report, ESRHS was recognized for additional steps taken by employees to identify new Medicaid patients in need of behavioral health services and link them to care.

ESRHS NAMED HEALTH CENTER QUALITY LEADER BY HRSA



ESRHS was awarded a Quality Improvement Award by the Health Resources & Services Administration again this year. HRSA provides these awards to promote optimization of overall quality, efficiency, and value of the health care services provided by the nation's health centers. We were recognized as a "gold" Health Center Quality Leader - Health Center Quality Leaders achieved the best overall clinical performance among all health centers and were recognized in the following tiers: Gold (top 10%), Silver (top 11-20%), or Bronze top (21-30%) for clinical quality management in 2019.

DR. BALMORIA FEATURED IN VCU VIDEO



Dr. Sandra Balmoria of Atlantic Community Health Center was featured in a video promoting family medicine produced by Virginia Commonwealth University School of Medicine. The video, released in September, was produced in celebration of 50 years of family medicine and population health at VCU. **You can find the video here: <https://familymedicine.vcu.edu/about/fmph50/>.**



Dental team members were featured in a NNOHA video.

DENTAL TEAM DOES NATIONWIDE SHOUT OUT

The National Network for Oral Health Access (NNOHA) held a virtual conference this year due to COVID-19. Members of our dental team were featured in a kick off video released in July ahead of this virtual conference. NNOHA is committed to increasing access to oral health care by strengthening and expanding the nation's oral health safety-net system.

EFFORTS TO COMBINE MEDICAL AND DENTAL CARE FOR OUR YOUNGEST PATIENTS RECOGNIZED

Our dental team was featured in the National Association of Community Health Centers' *Sept. 2020 Promising Health Center Practices During COVID-19* report for combining telemedicine well child care and dental recall visits. Roughly 240 or 40% of our 600+ medical patients system wide under age 3 have established a dental home with us. Our goal is to increase this percentage by 25% each year to ensure these young patients are on the path to good oral health.

SUPPORT SERVICES

HELP PATIENTS REDUCE BARRIERS TO CARE

Recognizing many factors affect a person's health, we offer services to help patients access care and improve their health status. Enabling services address a combination of social determinants of health and barriers to access care and are intended to reduce health disparities.



DISCOUNTED VISITS

Discounts may be available based on family size and income. No one will be turned away due to their inability to pay.



TRANSPORTATION HELP

The Chesapeake Bay Bridge Tunnel Medical Toll Program provides tickets to Eastern Shore residents traveling across the Bay for medical appointments. It is an income based program. You don't have to be a patient to qualify. People with Medicaid should contact the Health Department for tickets. For non-Medicaid patients, CBBT tickets are available at the Atlantic, Eastville, and Onley centers. We partner with the Eastern Shore Community Services Board to provide affordable transportation for patients who need a ride to our centers. Rides are based on a sliding scale and are available to every patient regardless of insurance or income status. Star Transit passes are available at each center.

HELP GETTING PRESCRIPTIONS



Through our free Pharmacy Assistance Program, a medication assistance caseworker can review all of your medicines and determine the least costly way to get them for you.



HEALTH EDUCATION

Health Education is a free service for all patients. Health educators can help you manage your asthma, diabetes, blood pressure and cholesterol and they can advise you on weight loss, nutrition, exercise, and how to take your medicine. They can also link you to help to stop smoking. Plus health educators can help you create advanced directives. These legal documents allow you to tell your loved ones ahead of time what end-of-life care you want and don't want - to avoid confusion later.



FREE PROGRAM TO PREVENT TYPE 2 DIABETES

We periodically offer the PreventT2 Diabetes Program as a FREE service to patients with prediabetes. The PreventT2 lifestyle change program teaches modest lifestyle changes that can cut risk of developing type 2 diabetes by more than half. The program is held at the Onley center.



INSURANCE ASSISTANCE

We have a team of certified application counselors and outreach specialists who can help you understand your insurance options and help you complete applications to enroll in the federal Health Insurance Marketplace, Medicare and Medicaid.

PHARMACY AT EASTVILLE CENTER



Rayfield's Pharmacy is operating within the new Eastville Community Health Center. The pharmacy is open Monday-Friday from 9 a.m. to 5 p.m., you can enter the pharmacy through the center lobby or use the drive through.



CONNECTING WITH RESOURCES

We have a team of outreach workers to help you and your family connect with other services you may need, like housing, the Food Bank, adult education and employment opportunities, and applications for assistance.

EVIDENCE THESE SERVICES MAKE A DIFFERENCE

A March 2020 HRSA Primary Health Care Digest cited a 2014 survey of health center patients in which enabling services users and nonusers were compared. The survey found that enabling services were associated with 1.92 more health center visits, an 11.78-percentage-point higher probability of getting a routine checkup, a 16.34-percentage-point higher likelihood of having had a flu shot, and a 7.63-percentage-point higher probability of patient satisfaction.

For more information about these services see the Programs & Services tab at esrh.org.

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JUNE 1, 2019 THROUGH OCTOBER 31, 2020

Mr. & Mrs. Michael and Jennifer Ash. In honor of Dr. David Riopel
Ballard Fish & Oyster Co. In honor of family and friends
ESRHS. In memory of Carroll Chadwick Ballard Sr. and Jr.
Dr. William and Dr. Fann Greer In honor of Sam and memory of Paula Belote
Ms. Susan Grove. In honor of Fann Greer
Northampton Medical Services Foundation on behalf of the Baldwin Family In memory of Cada Grove
Drs. Cathy and David Riopel. In memory of Mary Baldwin Peacock
Dr. & Mrs. Ashby B. Taylor. In honor of past and present patients and their families
Mr. & Mrs. James and Nancy Townsend. In memory of William K. Neal and Dr. William F. Bernart
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In honor of Andrea Misener

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The Rotary Foundation of Rotary International
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U.S. Health Resources and Services Administration (HRSA)
U.S. Small Business Administration (SBA)
United Way of Virginia's Eastern Shore
Virginia Community Healthcare Association
Virginia Diabetes Council
Virginia Health Care Foundation

MILESTONE ANNIVERSARIES

EMPLOYEE 5 YEARS

Dr. Sandra Balmoria
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EMPLOYEE 20 YEARS

Jeannette Edwards
Dr. David Hoshino
Marie Miller
Connie Patterson
Anita Selby

MEDICAL SCRIBE TRAINING PROGRAM

Eastern Shore Rural Health collaborated with Eastern Shore Community College to offer a medical scribe program in February. Medical scribes specialize in charting physician-patient encounters in real time, such as during medical examinations. In the program students watched patient interviews to practice writing example history and physicals as well as reviewed basic medical terminology, labs, and medications. The goal of the class was to better understand the documentation requirements in the medical record and to increase familiarity with medical terminology. Many students used this class to get exposure to the health care field or to enhance medical knowledge while they pursued other health care professional licenses. The Medical Scribe Class of 2020 had 16 students pass the class with 13 also passing the certification exam. All participants attended at no cost due to grant funding.



Jesse Wingate

JESSE WINGATE JOINS STAFF

Dr. Jesse Wingate joined the staff of Eastern Shore Rural Health in August 2020. Dr. Wingate is a psychologist who serves as director of behavioral health for ESRHS. He is assisting in the development of behavioral health services, including the expansion of a primary care and oral health integration in which medical and dental patients are linked to behavioral health services.

Our behavioral health workforce at ESRHS also welcomed the addition of full-time staff member, Tamika Reid, to a new role as Behavioral Health Coordinator. In this position, Reid helps coordinate care needs for ESRHS patients with behavioral health concerns including the promotion of wellness and helping patients get established with behavioral health services. Our behavioral health workforce also maintains partnerships with the Eastern Shore Community Services Board (ESCSB).

ATLANTIC COMMUNITY HEALTH CENTER



Dr. Jeanne Roll
Internal Medicine/Geriatrics
Clinical Director



Dr. Sandra Balmoria
Family Practice



Marie Carnes
Pediatric Nurse Practitioner



Dr. David Hoshino
Family Practice



Jean Laughman
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Dr. Sue Murray
Pediatrics



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Physician Assistant

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Family Nurse Practitioner



Robert Coniglio
Physician Assistant



Dr. John Moore
Family Practice



Dr. Macy Rupprecht
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Dr. Colleen Daley
Dentist



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Dr. Joe Drake
Dentist



Heather Fleming
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Dr. Carsten Frey
Dentist



Dr. Edward Griggs
Dentist



Angel Magette
Dental Hygienist



Dr. Robert Mormile
Dentist



Dr. Tiffany Nightengale
Dentist



Alison Parks
Dental Hygienist



Pam Reynolds
Dental Hygienist



Dr. Noel Root
Dentist



Dr. Stephanie Shelley
Dentist



Dr. Michael Snyder
Dentist



Dr. Alyssa Stout
Dentist



Dr. Christina Ulloa
Dentist



Dr. Randi Wingate
Dentist

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Clinical Director



Jynnifer Albano
Family Nurse Practitioner



Dr. Ian Giles
Family Practice



Blayne Haley
Family Nurse Practitioner



Nancy Hargis
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Emily Patrick
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Dr. Gabriella Richardson
Pediatrics



Dr. Cathy Riopel
Pediatrics



Dr. David Riopel
Pediatrics



Dr. Kelly Washburn
Family Practice

ONLY COMMUNITY HEALTH CENTER



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Dr. Al Halls
Family Practice



Tori Houtrouw
Physician Assistant



Jennifer Lucas
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Dr. Brad Murray
Internal Medicine/Geriatrics



Dr. Gabriella Richardson
Pediatrics



Dr. Walt Roll
Internal Medicine



Dr. Ann Schlaefel
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Dr. Heather Stark
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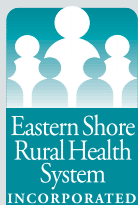
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