



Year at a Glance

2021 ANNUAL REPORT



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

Top photo: Dr. Christina Ulloa works on a young patient at Eastville Community Health Center. Bottom Photo: Dr. Ian Giles and Traci Stafford at the Eastville center.



ESRHS Board President and CEO Letter

While the pandemic certainly continued to challenge ESRHS staff during 2021, we are grateful to our team for their perseverance and dedication to serving you, our Eastern Shore Community! Brighter days are ahead!

Our community health needs assessment conducted in 2021 pointed out specific opportunities for Rural Health and how we could better serve you. Our Board has responded to the most significant opportunities with the approval of two new projects – an urgent care facility at Four Corner Plaza in Onley and an ESRHS owned and operated pharmacy in our Onley Community Health Center. Both facilities are in the planning stages and we look forward to updating you on our progress as we proceed. We will continue to grow our Behavioral Health program that began in January 2020 and add other services that are essential given the community needs.

Two other notable accomplishments in 2021 are the approval of a third school dental site at Nandua Middle School in partnership with Accomack County Public Schools; this site will open in the Spring of 2022. Equally important is the signing of an agreement with Northampton County Public Schools to create a school dental program that will also begin in 2022.

One of last year's most important achievements was being named among the top 10% nationwide for clinical performance by the federal Health Resources & Services Administration. Congratulations! This national recognition of the quality of care provided by our team is a testament to our devotion to our community. Finally, and this is hot off the press, it has just been announced that the National Association of Community Health Centers has selected us to receive a 2022 Outstanding Migrant Health Center Award!

We've adopted a new logo to depict the region we love and serve, where the land meets the sea. This fresh new look heralds the start of fresh new things.

Thank you for your integral support as we continue to strive for the empowerment of patients and colleagues as our partners in improving the quality of our community, our health and our lives.


Jeffrey Holland - Board President


Matt Clay - Chief Executive Officer

By The Numbers

Our Patients

30,663

Patients seen

1,361

Migrant and Seasonal farm workers seen

Our Services

\$1,609,579

“Slide” services provided to uninsured patients - ESRHS gets federal dollars to care for the uninsured based on income and family size as a Federally Qualified Health Center

\$76,776 =

5,484

Tickets for the CBBT distributed through medical pass program to qualifying individuals

3994

Number of people assisted with Medicaid and Health Insurance Marketplace applications

958

Enrolled in health insurance plans

26,810

Immunizations given (other than COVID)

1,257,127

Phone calls handled

4,539

X-rays

88

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

26,345

Referrals to specialty care managed by ESRHS Referrals Department

\$4,305,850 = 2961

Requests for aid fulfilled through our Pharmacy Assistance Program for **622** indigent patients

Patient Visits

86,883

Medical visits provided (including behavioral health)

20,715

Dental visits provided

16,865

Telehealth visits provided

COVID

20,577

Number of tests from start of pandemic through 2/15/22

35,318

Number of vaccines including boosters given from start of pandemic through 2/15/22

Our Commitment to the Community



Quality

Recognized nationally for ranking in the top 10% for quality health care results.

25

Medical Providers

17

Dental Providers

3

Behavioral Health Providers

260 Support Staff work for ESRHS as of press time

94 Students hosted from **13** Schools

How Our Patients Paid

13%

Uninsured

29%

Medicaid

21%

Medicare

37%

Private

Statements of Financial Position

May 30, 2021 and 2020

ASSETS	2021	2020
CURRENT ASSETS		
Cash and cash equivalents	\$ 17,262,238	\$ 14,062,770
Accounts receivable:		
Patient service, net of allowances	1,291,850	583,441
Medicare and Medicaid cost reimbursement	1,552,000	958,000
Other	1,048,272	673,716
Contributions receivable	36,250	131,500
Prepaid expenses	13,446	14,482
Total current assets	<u>\$ 21,204,056</u>	<u>\$ 16,423,909</u>
NONCURRENT ASSETS		
Investment in Community Care Network of Virginia	\$ 6,000	\$ 6,000
Property and equipment, net	22,080,982	22,489,753
Total noncurrent assets	<u>\$ 22,086,982</u>	<u>\$ 22,495,753</u>
Total assets	<u>\$ 43,291,038</u>	<u>\$ 38,919,662</u>
LIABILITIES AND NET ASSETS		
LIABILITIES		
CURRENT LIABILITIES		
Current portion of long-term debt	\$ 71,706	\$ 45,188
Accounts payable	764,107	1,000,123
Accrued expenses	1,611,286	1,353,917
SBA EIDL advance	10,000	10,000
Other liabilities	164,833	88,475
Total current liabilities	<u>\$ 2,621,932</u>	<u>\$ 2,497,703</u>
LONG-TERM DEBT, NET OF CURRENT PORTION		
Total liabilities	<u>\$ 7,250,003</u>	<u>\$ 7,803,398</u>
NET ASSETS		
Without donor restrictions	\$ 35,997,393	\$ 30,984,764
With donor restrictions	43,642	131,500
Total net assets	<u>\$ 36,041,035</u>	<u>\$ 31,116,264</u>
Total liabilities and net assets	<u>\$ 43,291,038</u>	<u>\$ 38,919,662</u>

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

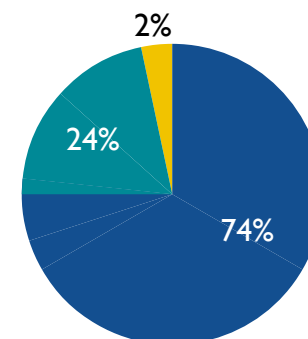
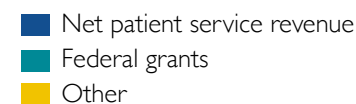
Statement of Activity

May 30, 2021

	Without Donor Restrictions	With Donor Restrictions	2021 Total
REVENUES, GAINS AND OTHER SUPPORT			
Total patient service revenue	\$ 29,508,417	\$ -	\$ 29,508,417
Less: Discounts and allowances	(11,720,190)	-	(11,720,190)
340B program	5,385,645	-	5,385,645
Net patient service revenue	<u>\$ 23,173,872</u>	<u>\$ -</u>	<u>\$ 23,173,872</u>
Grants			
Federal	7,491,842	-	7,491,842
State	135,575	-	135,575
Local	118,679	79,988	198,667
Contributions	53,451	13,125	66,576
Other income	196,469	-	196,469
Net assets released from restrictions	180,971	(180,971)	-
Total revenues, gains and other support	<u>\$ 31,350,859</u>	<u>\$ (87,858)</u>	<u>\$ 31,263,001</u>
EXPENSES			
Program services	\$ 22,588,514	\$ -	\$ 22,588,514
Supporting services			
General and administrative	3,161,449	-	3,161,449
Fundraising	588,267	-	588,267
Total expenses	<u>\$ 26,338,230</u>	<u>\$ -</u>	<u>\$ 26,338,230</u>
Increase (decrease) in net assets	\$ 5,012,629	\$ (87,858)	\$ 4,924,771
NET ASSETS			
Beginning of year	30,984,764	131,500	31,116,264
End of year	<u>\$ 35,997,393</u>	<u>\$ 43,642</u>	<u>\$ 36,041,035</u>

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

Total Revenue, Gains and Other Support



Health Care Measures

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. 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. *These results have been impacted by the COVID pandemic.*

Measure	Result	Goal
Assessments		
Child weight		75% 78%
Adult weight		80% 85%
Control of Chronic Conditions		
Blood pressure in control		68% 72%
Diabetes out of control		22% <21%
Prevention		
Childhood immunizations		54% 65%
Dental sealants		78% 60%
Access to prenatal care in first trimester		95% 84%
Screenings		
Tobacco use		94% 96%
Colorectal cancer		54% 58%
Cervical cancer		61% 65%
Breast cancer		58% N/A
Depression		47% 70%
HIV		31% N/A
Therapies		
Statin		77% 76%
IVD w/ASA or other anti thrombotic**		90% 93%
Other		
Depression remission at 12 months		4% N/A
New HIV cases with timely follow up		100% 100%
Low birth weight (<2500 grams)		9% 8%

**Use of aspirin or similar drug to prevent Ischemic Vascular Disease

Milestone Anniversaries

5 Years

Employee

Sherry Kellam
Sierra Cuppett
Kristin Martin
Sharon Panuco
Marta Arreola
Patrick Hurst
Kalyrn Turner
Lisa Drummond
Tobbee Gregoire
Shannon Scarborough
Mark Cuppett
Dr. Randi Wingate
Vanessa Godwin
Dr. Gabriella Richardson
Shawnita Daggins
Erica Vaughn
Julie Gross
Ashley Taylor
Leslie Sinclair
Ishamekia Byrd
Rita Bloxom
Board
Luther Byrd
John Sparkman

10 Years

Employee

Stephanie Doan-Pierce
Brook Lusby
Donna Garvey

15 Years

Employee

Dr. Joan Lingen
Angie Matthews
Shirley Phillips
Tamika Reid
Mike Zodun

20 Years

Employee

Ann Berry
Kim Savage
Mary Lou Arnold
Carrie Wilson

Board

Denise Bland

25 Years

Employee

Mica Jaramillo

35 Years

Employee

Barbara Ruffin



ESRHS is a patient-centered medical home delivering high-quality, cost-effective primary care. Using a patient-centered, culturally appropriate, and team-based approach, the PCMH model coordinates patient care across the health system.

Donors June 1, 2020 through Feb. 15, 2022

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In memory of George R. Drummond
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*In memory of
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Mr. & Mrs. Ronald & Rose Dreyfus
*In honor of Ernest Ruediger, Lola Custis
and Jeannette Edwards*
Eastern Shore Rural Health System, Inc.
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In memory of Paula Belote*
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Mr. Glenn Graves
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In honor of Fann Greer
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Northampton County High School Class of 1968
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Dr. & Mrs. Noel & Rita Root
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*In memory of Melvin Drummond and
Karen Drummond Coulter & in honor of
Dr. & Mrs. Joseph Konefal and Dr. Lloyd Kellam*
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*To Nancy Stern Scholarship Fund
in honor of Nancy Stern*
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Dr. & Mrs. Ashby B. Taylor
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Ms. Kerry Unflat
United Way of Virginia's Eastern Shore
designated gifts
Ms. Nancy Weaver
In memory of Bill Weaver
Mr. John T. Williams
Mr. & Mrs. Johnny & Peggy Williams
Ms. Karen Williams

Providers

As of March 15, 2022

Atlantic Community Health Center

Center Clinical Director Dr. Jeanne Roll Internal Medicine/Geriatrics
Dr. David Hoshino Family Practice
Jean Laughman Family Nurse Practitioner
Tyler Rodriguez-Lichtenberg Family Nurse Practitioner

Chincoteague Island Community Health Center

Center Clinical Director Dr. Macy Rupprecht Family Practice
Robert Coniglio Physician Assistant
Lauren Evoniuk Physician Assistant
Dr. Tom Hollandsworth Family Practice

Dental

Clinical Director Dr. Joe Drake Dentist
Clinical Director Dr. Christina Ulloa Dentist
Dr. Colleen Daley Dentist
Heather Fleming Dental Hygienist
Erin Fox Dental Hygienist
Dr. Carsten Frey Dentist
Karen Gannon Dental Hygienist
Dr. Scott Goodove Oral Surgeon
Dr. Ed Griggs Dentist
Angel Magette Dental Hygienist
Dr. Robert Mormile Dentist
Dr. Tiffany Nightengale Dentist
Alison Parks Dental Hygienist
Dr. Stephanie Shelley Dentist
Dr. Randi Wingate Dentist

Eastville Community Health Center

Center Clinical Director Dr. Ian Giles Family Practice
Director of Behavioral Health Dr. Jesse Wingate Licensed Clinical Psychologist
Jynifer Albano Family Nurse Practitioner
Nancy Hargis Family Nurse Practitioner
Colleen Forst Psychiatric Mental Health Nurse Practitioner
A.K. Giles Licensed Professional Counselor
Emily Patrick Physician Assistant
Dr. Gabriella Richardson Pediatrician
Dr. Cathy Riopel Pediatrician
Dr. David Riopel Pediatrician
Dr. Kelly Washburn Family Practice

Onley Community Health Center

Center Clinical Director Dr. Tom Hollandsworth Family Practice
Sierra Cuppett Physician Assistant
Lucas Fussell Family Nurse Practitioner
Dr. Al Halls Family Practice
Tori Houtrouw Physician Assistant
Dr. Joan Lingen OB/GYN-General Health Care for Women
Jennifer Lucas Physician Assistant
Dr. Nicole Marsh Pediatrician
Dr. Brownhilda Ngwang Pediatrician
Dr. Gabriella Richardson Pediatrician
Dr. Margaret Stiles Family Practice

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President



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Treasurer



Alice Jones
Secretary



Denise Bland
Past President



Luther Byrd



Rev. Andy Cobb



Keith Colonna



Lisa Cuba



Dr. Art Fournier



Garnett Kellam



Sheila Kerpelman



Marisa Sanchez



Dr. John Schulz



John Sparkman



William Sturgis

Senior Leadership Team

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Kim Savage, Chief Compliance Officer

Dr. Scott Wolpin, Chief Dental Officer

Kandy Bruno, Chief Financial Officer

Jeannette Edwards, Chief Human Resources Officer

Mike Zodun, Chief Information Officer

Dr. Joan Lingen, Chief Medical Officer

Jennifer Tyler, Chief Nursing Officer

Tracy Turman, Chief Operations Officer

Dr. Jesse Wingate, Director of Behavioral Health

Jessica Bonniwell, Director of Quality



Corporate Office

20280 Market Street • Onancock, Virginia 23417

(757) 414-0400 • www.esrh.org