

Winter 2016 Newsletter

DECEMBER 2016

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The Journey Continues 2016 Rogue Way to Health Luncheon

The course was set at the 2015 Rogue Way to Health Luncheon for a new approach to improving and sustaining health for southern Oregon -- we called it the "Rogue Way to Health." In 2016, the journey continued to create a whole person health program capable of connecting medical, behavioral, dental, pharmacy services as well as recognizing lifestyle choices (those aspects of life where we live, work and play) to improve health. Hundreds of people gathered at the Inn at the Commons on Nov. 2 for lunch to learn about Rogue Community Health's progress and to help raise over \$73,000 in support of uninsured and underinsured patient access to care. AllCare Health Plan was the presenting sponsor of the event for the second year in a row.

Patsy Smullin, President KOB! NBC-5 TV, kicked off the event by thanking table captains for inviting guests and by announcing the much anticipated wine drawing. Immediate-past board president, Doug McKenzie, then stepped up to thank our sponsors and retiring board members Mark Chirgwin,

Marlene Yesquen, and John Littleton for their service. Keynote speaker, Peter Buckley, shared information on "Self-Healing Communities." He explained the implications of the landmark ACEs Study (Adverse Childhood Experiences Study) in the connection between lifestyle and

"The ACE's research represents one of the most important opportunities to change health outcomes," says William North, CEO

health. The study reveals that medical services impact on average about 30% of a person's health and that the environment

in which we grew up, live, work and play has a much greater role in chronic health concerns. We are discussing how we can better help people who have experienced adverse

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**One of Oregon's
100 Best
Nonprofits**

Rogue Community Health (RCH) is one of the 100 Best Nonprofits to Work For in Oregon in 2016 as named by *Oregon Business Magazine*. There are more than 30,000 nonprofits

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www.roguecommunityhealth.org



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Rogue Community Health is a tax-exempt, 501(c)3 organization founded in 1972. The mission of the organization is to promote the health of lower income, working uninsured, vulnerable children and adults in Jackson County, Oregon.

The Journey Continues

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childhood events. "The ACE's research represents one of the most important opportunities to change health outcomes," says William North, CEO.

Conversations are underway now among several community partners to create learning networks intent on meeting the needs of patients and

families no matter where they enter the system -- our first effort is what we call "*The Rogue Challenge*." William North, CEO, went on to explain the Rogue Challenge and how people will benefit from this community effort.

Announcing New Board President

Roger Howe, MD, was appointed President of the Board of Directors at the September 2016 meeting. Dr. Howe brings medical expertise to the Board. Now retired, Dr. Howe enjoys reading, farming, writing novels, and teaching. He currently is teaching four courses a year at Osher Lifelong Learning Institute (OLLI) at Southern Oregon University.



A Great Place To Work!



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registered in Oregon. RCH provides a positive, inviting workplace for its 131 employees. "This is a proud achievement," said William North, Rogue Community Health CEO. "One of the most important factors needed for clinically excellent patient care is a quality workforce." Recruitment and retention of a highly trained and motivated workforce is aided by an improved benefits package, positive wage band adjustments, and a renewed commitment to investing in employee education. RCH also implemented a family-friendly work schedule for employees resulting in the ability to be open in evenings and Saturdays to better serve our patients.

Building the Future

Renovation and expansion projects began in August 2016 for Ashland, Medford and White City clinic sites -- *and all at the same time!* The results are better utilization of existing space, ability to add new services, installation of new security systems, more patient appointment capacity and more efficient environments for employees and patients alike. Here is a list of projects currently underway.

Ashland

Existing floor space was redesigned to add two new exam rooms and additional office space for employees.

Pharmacy

Medford and White City gained on-site pharmacy services so that patients can pick up their prescriptions without leaving the health center after their medical appointment. Prescriptions are delivered for pick up at Ashland, Butte Falls & Prospect clinic sites.

Dental

A few years ago, more than 90,000 Jackson County residents lacked dental

MEETING OUR MISSION



About the Balanced Scorecard

The Balanced Scorecard provides information on how we are meeting our Mission. It shares information on the quality of the healthcare we provide, our workforce, volunteers, community partnerships, and our financial health.

- **Services.** As we have begun refining our quality and service measures, we have also identified the need to clarify definitions and processes. This occurred in the 4th Qtr and we are now on track to meet Goal in this important area.
- **Workforce.** The incentive metrics available were met in 4th Qtr. Voluntary turnover increased in the 3rd Qtr. We are gathering staff feedback to identify issues we can control that have contributed to this negative trend.
- **Community.** Development continues with our small business program and nonprofit partnerships, including the introduction of *The Rogue Challenge* at the annual Rogue Way to Health Luncheon.
- **Stewardship.** Membership and Patient Engagement increased over the past quarter and our Financial Performance remains strong to meet our goals for organizational stability and sustainability.

Meeting Our Mission: Balanced Scorecard



Improvement > 5% or increase in actual number



No change



Decline > 5% or decrease in actual number



Goal met/sustained

What we're measuring in 2016	Annual Goal	Base-line	QTR 2 2015	QTR 3 2015	QTR 4 2015	QTR 1 2016	QTR 2 2016	QTR 3 2016	Trend
SERVICES									
Clinical Measures <i>Goal: Sustain or achieve improvement on 90% of federal, state & local clinical measures</i>	90%	76%	73%	88%	86%	95%	100%	86%	↓
Patient-Centered Medical Home <i>Goal: Develop performance measures for RCH team services</i>	7	0	-	0	1	4	3	3	■
Patient Visit Availability <i>Goal: Same-day access for established patients; 1 day or less until 3rd next appointment</i>	< 1 day	1.47 days	.82 days	.43 days	.48 days	2.22* days	Incomplete data	Incomplete data	N/A
WORKFORCE									
High Performing Staff <i>Goal: Achieve Quality, Productivity, Membership and Gain-Sharing Incentive metrics</i>	75%	-	-	-	-	N/A	67%	33%	↓
Patient Touches <i>Goal: Measure and increase patient touches by 10% for Alternative Payment Method</i>	16,459	14,963	-	14,963	18,603	15,265	16,704	16,302	■
Voluntary Turnover <i>Goal: <20% of total staff voluntarily leave the Organization (includes staff who retire)</i>	<20% (<5%/QTR)	5.26%	-	-	-	6.6%	4.05%	7.75%	↓
COMMUNITY									
Community Partnerships <i>Goal: Create new small business partnerships for employee retention program testing</i>	10	0	-	1	1	1	1	1	■
Volunteer Providers <i>Goal: Create a volunteer-directed specialty health institute for practicing providers</i>	Y/N	N	-	N	N	N	N	N	■
Social Determinants of Health <i>Goal: Implement nonprofit partnerships and participate in community-based programs</i>	15	0	-	1	3	3	5	5	■
STEWARDSHIP									
Membership <i>Goal: Increase active patients enrolled as RCH members by 10% (18 month period)</i>	11,015	10,014	-	10,014	10,092	10,209	9,996	10,427	↑
Patient Engagement (New in 2015) <i>Goal: Increase Alternative Payment Method "touches" per member by 10%</i>	2.52	2.29	-	2.29	2.53	2.68	2.91	3.16	★
Financial Performance <i>Goal: Meet all operating ratio standards for services provided</i>	100%	80%	67%	100%	100%	100%	100%	100%	★



Download the report at: www.roguecommunityhealth.org/about/balanced-scorecard.

insurance. Then with the expansion of the Affordable Care Act, 66,000 Jackson County residents gained access to Medicaid, which includes some dental coverage; however, obtaining a dental appointment remained a challenge.

We are very pleased to announce the opening of Rogue Community Health Dental Clinic at 906 Royal Ct. in Medford, 541.500.0959. This clinic offers full service dental care and a generous sliding-fee payment scale for uninsured patients. At White City clinic, existing space was renovated to add the convenience of dental hygiene services. Patients needing restorative dental care will be referred to other sites.

Restorative and preventive dental care is also available in Butte Falls, and with the support of The Reed and Carolee Walker Fund of the Oregon Community Foundation, preventive dental services will continue to be provided for children attending Eagle Point, Prospect and Butte Falls schools.

School-based health

Healthy kids learn better and we have certainly found that to be true in our school health centers. In fall 2016, we opened two new school-based health centers in the Eagle Point School District. One at White Mountain Middle School and one at Table Rock Elementary. The Table Rock clinic is

**ASHLAND**

99 Central Ave., 97520
Tel 541.482.9741

BUTTE FALLS

722 Laurel Ave., 97522
Tel 541.842.7799

MEDFORD

19 Myrtle St., 97504
Tel 541.773.3863

PROSPECT

280 Mill Creek Dr., 97536
Tel 541.560.1180

WHITE CITY / TABLE ROCK

2830 Maple Ct., 97503
Tel 541.500.0978

WHITE CITY

8385 Division Rd., 97503
Tel 541.826.5853

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open to the community as well as students. We also opened a satellite clinic for behavioral health services at Walker Elementary School in Ashland.

Integrative Health Center

Integrative health provides our patient members with options for whole person health including nutritional counseling, herbal medicines, lifestyle and supplementation support. We encourage a collaborative approach to achieve optimum health and healing for our patients.



The Integrative Health Center works with our medical providers, behavioral health staff and Community Health Workers in support of whole person care. Care plans are unique to the individual providing a broader understanding of the nature of illness, healing and wellness.

The new center is located at 900 East Main Street, Medford. For more information, please call 541.500.0977.



You are invited to an

OPEN HOUSE

at Rogue Community Health

Integrative Health Center

900 East Main St. • Medford

Thursday • January 12, 2017

4:00 - 6:30pm

Meet the Staff • Door Prizes • Healthy Refreshments