

Rogue

COMMUNITY HEALTH



2017 ANNUAL REPORT



ASHLAND • BUTTE FALLS • MEDFORD • PROSPECT • WHITE CITY

www.roguecommunityhealth.org



DEAR FRIENDS,

Ashland residents saw a need for access to health services over 45 years ago and founded the Ashland Women’s Health Center. While a lot has changed over the course of nearly five decades, one thing remains the same: our steadfast belief that healthcare is both a right and a privilege for people of all ages and backgrounds. Our Mission today is to *improve health, especially for the most vulnerable, by nurturing wellness in people and in our community.*

We remain committed to making sure everyone in our community receives the best possible healthcare, no matter their insurance or financial status. We are responding to the needs of our communities and reacting boldly in areas where needs are not being met.

In 2017, we added a specialty mental health program to our behavioral health services and increased access to addiction services, including medication-assisted treatment. We opened a dental clinic in Medford and added clinical pharmacy services to our in-house pharmacies and healthcare teams to improve care to our most vulnerable patients.

Grants helped expand our children’s preventive oral health program in the Eagle Point, Butte Falls and Prospect school districts to include dental sealants. We established new school-based health centers at White Mountain Middle School and Table Rock Elementary School and added access to behavioral health counseling for students in Shady Cove, Eagle Point Middle School and at Eagle Rock Elementary.

Our work with the Rogue Challenge, a partnership of local nonprofit organizations who joined together in 2016, continues. We have developed a trauma-informed case-management system with a closed loop referral processes to improve our collective services for children and families. We’ll be sharing more information at the next Rogue Way to Health Luncheon on November 7, 2018.

As a Rogue Community Health supporter, we thank you for demonstrating a vested and ongoing interest in the health of our community. Your support is very much appreciated as we continue our journey together amid upcoming changes in the health care industry.

Warm regards,



William North
Chief Executive Officer



Roger Howe, MD
Board President

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- Ryan Bair, LCSW, Chief Network Officer
- Rick Rankin, Chief Administrative Officer
- “Andy” Kennah, Chief Financial Officer
- Terry Keesling, Chief Operations Officer



FY2017 HIGHLIGHTS



5 STAR Health Center

🌿 Oregon Health Authority's Patient-Centered Primary Care Home (PCPCH) program recognized Rogue Community Health as a 5 STAR Health Center. As of November 2017, over 615 clinics in Oregon were recognized PCPCH programs, but only 34 are designated as 5 STAR!

Trauma-Informed Culture

🌿 A trauma-informed journey began in 2016 with training on Adverse Childhood Experiences (ACEs) for all staff. An employee team was created in 2017 to help us transform our programs and services to better support our patients and each other. Our staff can now recognize the signs and symptoms of stress, adversity, and trauma amongst themselves and our patients. We are striving for diversity, equity and inclusions in all our activities.

Behavioral Health Services

🌿 Integrated Behavioral Health, Specialty Mental Health, Alcohol & Drug Counseling, and Medication Assisted Treatment (MAT) were added to our services or expanded in 2017. Rogue Community Health patients benefit from a combination of medication and behavioral therapies, and our partnerships in the community assure patients sustain recovery.

Dental Services

🌿 RCH / Medford Dental Clinic opened in February 2017 to improve access to restorative oral health care, not only for our patients, but others in the community seeking an affordable resource that accepts Medicaid. Our restorative dental clinic will grow with the addition of a new Dental Director in summer 2018.

Pharmacy

🌿 Clinical Pharmacy services were fully integrated into our Patient-Centered medical practice in 2017. Convenience, discounted pricing, medication synchronization, medication assistance, and clinical pharmacy support make this a popular service. With over 30,000 filled prescriptions in 2017, patient acceptance has been great.

Community Health Workers

🌿 We now have 13 Community Health Workers (CHWs) to help patients obtain basic needed services such as food, transportation, housing, and childcare. Our CHWs assisted 2,500 patients in 2017 with goal setting, creating success plans, identifying and providing resources, and empowering patients to achieve their goals.

Back-to-School Health Fairs

🌿 Back-to-School Health Fairs held at five different sites in summer of 2017 provided 84 well child exams, 42 dental screenings and fluoride treatments, and 117 sports physicals for students. School-based health centers provide a range of services including mental health support services.


Catch the Health Bug


🌿 With the intent to spread the message of healthy behaviors and to deliver direct services to patients, the Health Bugs were launched in 2017. As healthcare moves to value-based care, health literacy, health outcomes and support services become more important and a priority of the Health Bugs Program.


Integrative Health Center


🌿 Integrative health promotes, maintains and restores wellness using both traditional medicine and holistic (whole person care) to bring additional treatment modalities to patients. The program will be under the guidance of a new Integrative Health Medical Director in 2018.











Balanced Scorecard: 2017

 Improvement > 5% or increase in actual number

 No change

 Decline > 5% or decrease in actual number

 Goal met/sustained

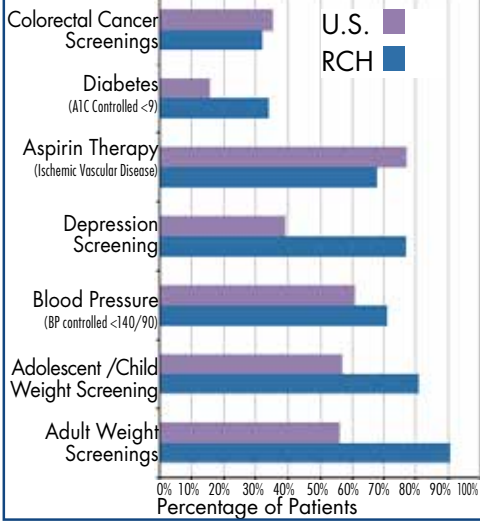
What we are measuring:	Annual Goal	12/31/17	Annual Trend
SERVICES			
Clinical Measures Goal: Sustain or achieve improvement on 90% of federal, state & local clinical measures	90%	76%	
Patient-Centered Medical Home Goal: Develop performance measures for RCH team services	7	3	
WORKFORCE			
High Performing Staff Goal: Achieve quality, productivity, membership and gain-sharing incentive metrics	75%	67%	
Care STEPS Goal: Measure and increase Care STEPS by 10% for Alternative Payment Method	16,459	16,995	
Voluntary Turnover Goal: < 20% of total staff voluntarily leave the organization (includes retirement)	<20% (<5%/QTR)	4.94%	
COMMUNITY			
Community Partnerships Goal: Create new small business partnerships for employee retention program	10	2	
Social Determinants of Health Goal: Implement nonprofit partnerships and participate in community-based programs	15	10	
STEWARDSHIP			
Membership Goal: Increase active patients enrolled as RCH members by 10% (18-month period)	11,015	10,018	
Patient Engagement Goal: Increase Alternative Payment Method "touches" per member by 10%	2.52	3.09	
Financial Performance Goal: Meet all operating ratio standards for services provided	100%	100%	

The **Balanced Scorecard** provides information on how Rogue Community Health is performing as we continue to expand our high performance delivery system. We understand that a fully integrated care delivery model extends from clinical to social and economic determinants of health. As a federally-qualified health center (FQHC), we are held to high standards of care related to the clinical services we provide. It is our goal to become a national performance leader.

As our services and programs have changed, our measures have been updated to assure we are meeting the needs of our members. Value-based alternative payment methodologies also require better data systems. We continue to evolve.

2017 BY THE NUMBERS

Clinic Performance



33,284
Total Visits



10,404
Total Patients

3,907
Behavioral Health Patients

1,297
Dental Patients

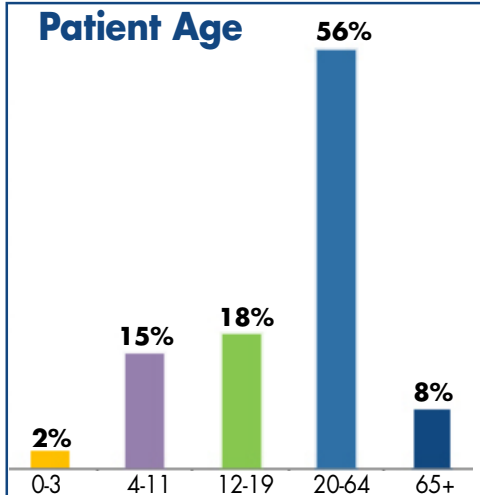
3,736
Children & Adolescent Patients

301
Homeless Patients

2,544
School-Based Patients

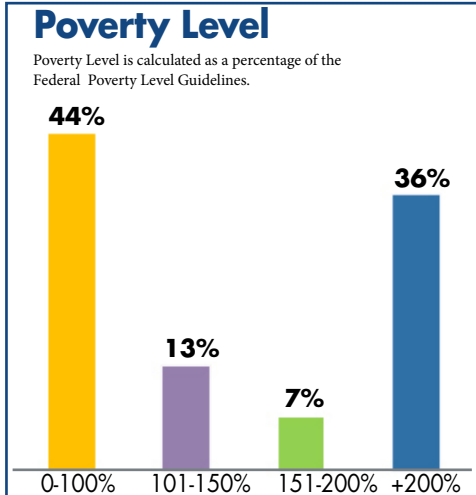
451
Substance Abuse Patients

Patient Age

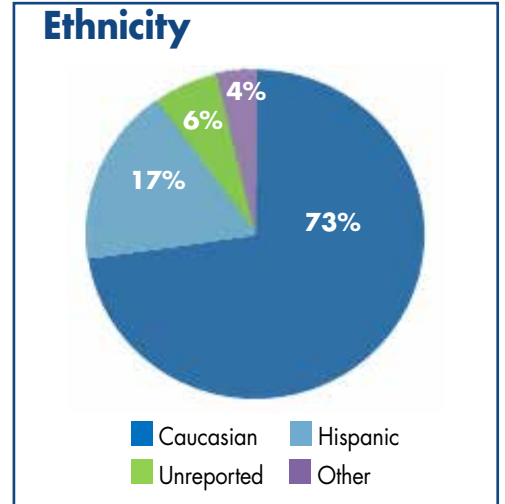


Poverty Level

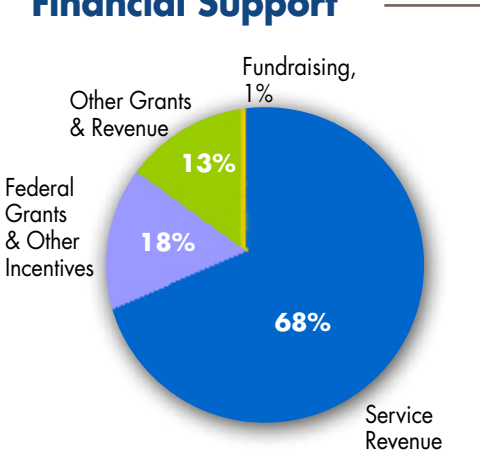
Poverty Level is calculated as a percentage of the Federal Poverty Level Guidelines.



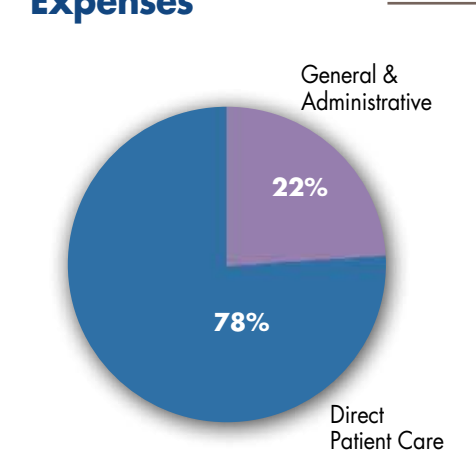
Ethnicity



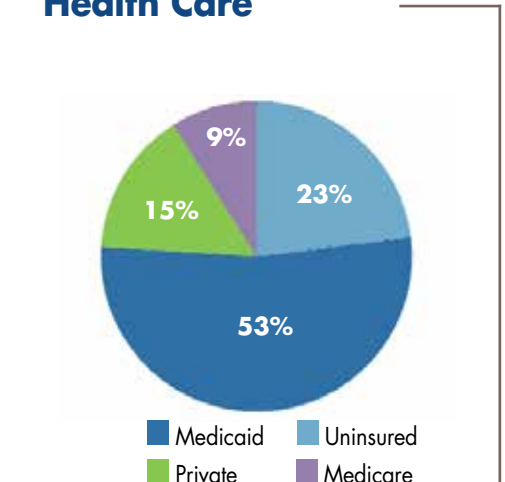
Financial Support



Expenses



Health Care



Thank you to our supporters!

INDIVIDUALS

Anonymous
Carmen Aitken
Stuart and Karen Allan
Jack Altman
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Scott Preston

**"We can't help everyone, but...
everyone can help someone."**

~ Dr. Loretta Scott

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Jim Kusnerick
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Pictures from 2017 Rogue Way to Health Luncheon by Eagle Point H.S. Photography Class

Darin and Susan Prulhiere
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 Kaila Wilkins
 Muriel Williams
 Fred and Eleanor Willms
 Amy Wills
 Steve Wilson
 Lorraine Winger
 Robert and Sarah Wise
 Greg Wojtal
 Seth Womack
 Angela Wood
 Teri Woods
 Jodie Karmer-Zander ■

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Addictions Recovery Center
 AllCare Health Plan
 Avista Utilities
 BiCoastal Media
 Burkhart Dental
 CareOregon
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 Dancin Vineyards

Del Rio Vineyards
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 Jackson County School District 9
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We have made every effort to ensure the accuracy of this report. However, if you see an error or omission, please accept our apologies and kindly contact us at: 541-842-7711.



Thank you for your support at the Rogue Way to Health Luncheon.



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SAVE THE DATE FOR THE
**ROGUE WAY TO HEALTH
LUNCHEON**
WED. NOV. 7, 2018

12 NOON - INN AT THE COMMONS

www.roguecommunityhealth.org

It's a special opportunity to hear how Rogue Community Health is improving the health of people in Jackson County.

Presented
by



For reservations, please call **(541) 842-7735**
Seating is limited. • Please RSVP by October 16, 2018