



Mission

*We improve health, especially for the most vulnerable,
in partnership with our community.*



2018 ANNUAL REPORT



ASHLAND • BUTTE FALLS • MEDFORD • PROSPECT • WHITE CITY

www.RogueCommunityHealth.org

A Note from the Chief Executive Officer



William North, CEO

It was five years ago, but it seems like yesterday that I joined Rogue Community Health as Chief Executive Officer. Since that time, I've seen a lot change in the healthcare industry and in Rogue Community Health. Thinking back less than a decade ago, medical records were paper charts and cell phones had physical keyboards. Today, most people have electronic health records, smartphones, and healthcare depends on analytics to demonstrate improvement.

In 2015, former President Barack Obama signed into law the Medicare Access and CHIP Reauthorization Act, which ties reimbursements to quality of care and affordability. Organizations that report evidence of improved patient health status stand to do better, but it is not easy. Our first task was to invest in better technology to improve our ability to collect reportable information. We can now effectively report on many clinical and operational metrics – everything from childhood immunizations to blood pressures, substance use and

depression. This gives us the ability to show that we are doing a great job helping people control their blood pressure (73% compared to the national average of 63%) and in screening for depression (85% of our patients received depression screening compared to 66% nationwide), for example. There is still much work to do.

Our Board of Directors are deeply involved in the creation and execution of the strategic plan that guides all of our actions to where we are today. After the implementation of the Affordable Care Act, the number of those uninsured decreased. Five years ago, we provided 7,500 patients with 29,000 visits; and in 2018, we assisted 11,700 patients with 40,000 visits. Nowadays, more people who have coverage are underinsured than they were in 2010, and the number of uninsured patients has grown from 15% in 2014 to 20% in 2018. There are still so many people who need our help.

Changes in healthcare dynamics triggered our need to expand services. We've expanded behavioral health, substance use and medication-assisted treatment programs; added three new school-based health centers, added pharmacy and integrative health services as well as the very valuable resource navigation services provided by Community Health Workers. As services have expanded, so has our number of employees. We now have nearly 200 employees on staff.

It's not by accident that Rogue Community Health has found its way into playing a vital role in our community. Our work reaches well beyond the walls of conventional medicine as we strive to improve the health of our patients any way we can. It is with the guidance of our Board of Directors, dedicated staff, community partners, foundations, and charitable donors that together we fulfill our Mission. Thank you for your continued support in caring for our community.

A handwritten signature in black ink that reads "William North".

William North
Chief Executive Officer



2018-19 BOARD OF DIRECTORS

Erica Meager, President
John Mytinger, President-Elect
Tammy Miller, Secretary
David Figurate, Treasurer
Roger Howe, Immediate Past-President
Mary Coombs
Kate Gillooly
Marya Kain
Diarmuid McGuire
Doug McKenzie
Charles Gordon Smith
Linda Tucker

Health Resources and Services Administration (HRSA) Requirements: The Board, elected annually, must consist of 51% active consumers of the health center's primary care services.

2018 EXECUTIVE TEAM

William North, Chief Executive Officer
Daniel Weiner, DO, Chief Medical Officer
Calisa Warnke, Chief Financial Officer
Ryan Bair, LCSW, Chief Network Officer
Terry Keesling, Chief Operations Officer

COMMUNITY IMPACT

Behavioral Health

When Rogue Community Health (RCH) was unable to obtain mental health services for its patients in 2017, RCH made the decision to expand specialty mental health services to help fill the service gap in the community. Administrative offices moved into temporary mobile trailers to create physical space to expand behavioral health services. Additional licensed professional counselors, psychiatric nurse practitioners and certified alcohol and drug counselors were hired. Behavioral health accounted for nearly 9,800 patient visits in 2018 and the program is continuing to grow. In Jackson County, there are approximately 250 patients for every one mental health provider.

Substance Abuse

According to Medford Police, Jackson County recorded four overdose deaths in 2016, six in 2017 and 19 in 2018. The soaring statistics are partly due to Fentanyl, an opioid drug which is approximately 100 times more powerful than morphine and is being sold on the streets as heroin. While police tackle the supply chain, RCH obtained grant funding to help increase the availability of intervention, recovery services and naloxone to patients. Last year, RCH provided 2,122 substance use and alcohol counseling visits.

Dental Care

Thanks to grant funding from the Reed & Carolee Walker Fund of the Oregon Community Foundation, thousands of children are now receiving preventative oral health care in the Upper Rogue Schools. RCH also provides dental care in the remote community of Butte Falls so that distance is not a barrier to accessing restorative and preventive oral health care. In 2017, RCH opened a second clinic at 906 Royal Ct. in Medford. Between the two clinics, 6,657 dental care visits were provided in 2018. By integrating oral health care and primary care, the incidence of oral health disease has decreased as access to preventive oral health care has increased.

School-Based Health Care

Rogue Community Health operates six School-Based Health Centers (SBHCs) as well as providing behavioral health services at four additional schools in the Eagle Point, Prospect and Butte Falls School Districts. SBHCs provided behavioral health care, well and sick-student visits, wound care, vaccinations, preventative care, adolescent health care, asthma and diabetes management as well as other services for over 3,600 students in 2018. RCH also provides a School Care Coordinator and two RN School Nurses for schools serving the Upper Rogue Center for Educational Opportunities and District #9/Eagle Point.

Local Kiwanis Clubs donate annually to the Over-the-Counter (OTC) fund, which provides ibuprofen or acetaminophen, decongestants, allergy medicine, TUMS, granola bars and other like items free to students. Most importantly, the OTC fund gives staff an opportunity to talk with students to make sure that they are doing well.



Continued on
next page

Pharmacy

Patients at RCH now have the convenience of pharmacy services within the Medford and White City health centers and by prescription delivery for pickup in Ashland, Prospect and Butte Falls. By developing and opening our own pharmacies, RCH has embedded pharmacists and specially-trained clinical pharmacists into our team-based care model. Pharmacists are able to address patients' medication needs, help coordinate care, provide one-on-one health and wellness counseling, and improve access to healthcare between visits. In total, pharmacies in Medford and White City filled 44,146 prescriptions in 2018.

RCH pharmacies have available select over-the-counter medications, medication disposal, and offer medication synchronization to minimize trips to the pharmacy. For those patients needing temporary assistance to obtain life-saving medications, we rely on our grant-funded Medication Assistance Program.

Community Partnerships

Health starts where we are born, live, learn, work, play, worship, and age. Addressing the social determinants of health is not only important to improving overall health, but also for reducing health inequities that are often rooted in social and economic disadvantages. In 2018, 56% of RCH patients lived at or below 150% of the Federal Poverty Level (\$31,170 for a family of three). About 1,500 patients are screened every month to determine if they are experiencing barriers to health such as food insecurity, housing, lack of safety, employment, and other factors that can negatively affect health across their lifespan. Along with our Rogue Challenge partners, we offer guidance to help people overcome barriers to optimal health.

Diabetic Retinopathy Screening

Diabetic retinopathy remains the leading cause of blindness among working-age U.S. adults. This is largely due to low screening rates, income, and rural residential locations. Last year, with grant funding provided in part by the John & Nora Darby Heart Fund, RCH purchased two EyePACs cameras and began offering screenings in Medford and White City. In the first six months of operation, 126 screenings were completed. The majority showed no retinopathy, but 25 did have findings and 17 other eye conditions were discovered. RCH has 836 patients with a diagnosis of diabetes.

Integrative Health Center

Integrative health combines conventional and holistic medicine to treat chronic disease and promote health. Treatment plans include lifestyle education, nutrition, nutraceuticals, tonics, teas and vitamins as well as prescriptive medicines. RCH staff work closely with Community Health Workers and Behavioral Health to ensure a truly comprehensive approach to health and wellbeing. The Center averaged 75 referrals a month in 2018. Dr. Martin Albert was hired in Fall 2018 as Medical Director, which increased the ability to see a wider variety of patients with more complex diagnoses.

CASHI*

RCH is participating in an 18-month learning collaborative designed to develop a business case to encourage investment in helping patients overcome unmet social needs. Health Leads, a social enterprise located in Boston, MA, is guiding the collaborative.

(*Collaborative to Advance Social Health Integration)

Tribute to Olive Beaham Lansburgh

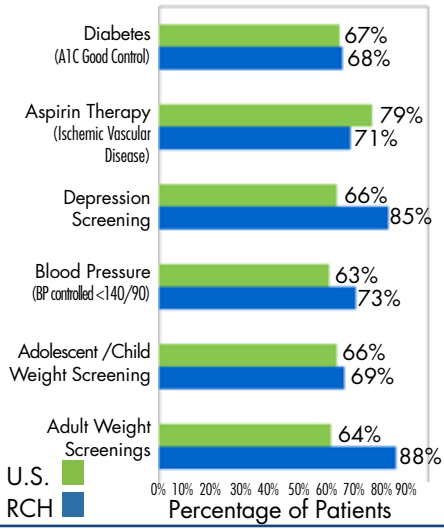


Olive and Fred

The Rogue Valley lost a beloved community member in 2017 with the passing of Olive Lansburgh. Olive, and her husband Larry, settled in the Eagle Point area where she became involved in many civic and community events. She volunteered on school boards, hospital boards, the D9 Foundation Board, and the American Royal (Horse) Association Board. She was founder of the D9 Scholarship Dessert Fundraiser as well as Chair of the \$3.5 million capital campaign that funded Rogue Community Health's clinic in White City. Olive touched many lives in her 80 years. She will always be remembered for her generosity, guidance and determination to bring affordable health care to White City.

2018 BY THE NUMBERS

Clinical Performance



40,082
Total Visits



11,690
Total Patients

9,795
Behavioral Health Visits

3,600
School-Based Patients

29,754
Medical Visits

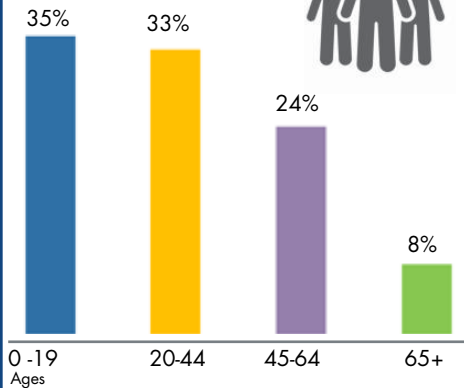
194
Homeless Patients

6,657
Dental Visits

367
Veteran Patients

Patient Ages

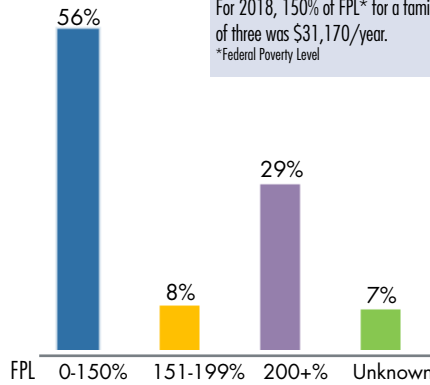
11,690 patients



Patient Income Levels

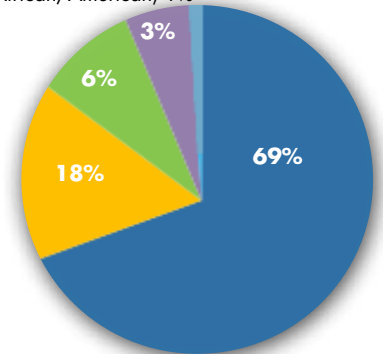
Calculated as a percentage of total patients (11,690)

For 2018, 150% of FPL* for a family of three was \$31,170/year.
*Federal Poverty Level

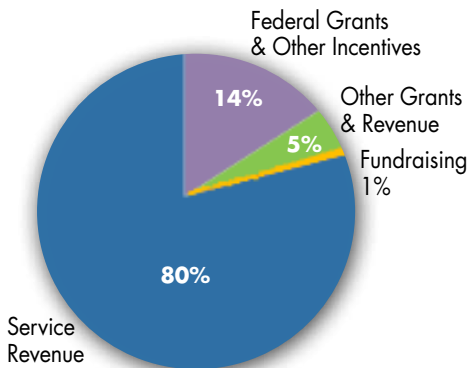


Ethnicity

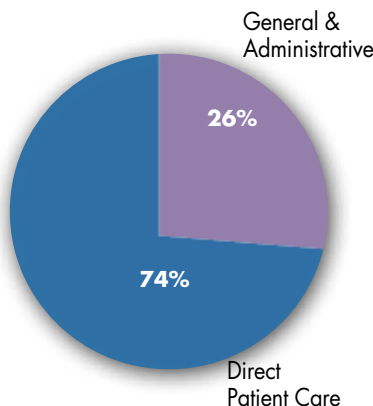
African/American, 1%



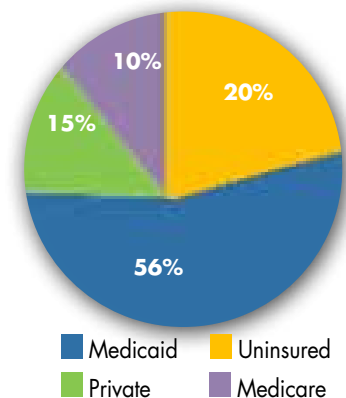
Financial Support



Expenses



Insurance Status





ASHLAND
99 Central Ave., 97520

BUTTE FALLS
722 Laurel Ave., 97522

MEDFORD
19 Myrtle St., 97504

PROSPECT
280 Mill Creek Dr., 97536

WHITE CITY
8385 Division Rd., 97503

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For reservations, please call **(541) 842-7735**
Seating is limited. • Please RSVP by October 22, 2019