



## Mission

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

**2019 ANNUAL REPORT**

ASHLAND • BUTTE FALLS • MEDFORD • PROSPECT • WHITE CITY  
[roguecommunityhealth.org](http://roguecommunityhealth.org)

# Looking Ahead to a Renewed Commitment



William North, CEO

As I reflect on 2019, it was a year framed with remarkable activities at Rogue Community Health to support our patients. We know that health is more than what happens in the doctor's office — it's about the many services and supports that help our community thrive, from education and food to employment and housing. In 2016, I announced the formation of the Rogue Challenge, a collaborative of local nonprofits working together with a "no wrong door" approach to help people access the services and resources they need to improve their health and lives. For example, if someone shares their story with a partnering agency, like the Family Nurturing Center, and staff realize that the person could benefit from a referral for a medical appointment, they can now easily connect the person with that service. Then, from that medical appointment, we can learn whether other services like dental, pharmacy, behavioral health, or an appointment with our Integrative Health Center are needed.

We deeply care about the people we serve, regardless of their insurance status or ability to pay. For nearly 50 years, a kind-hearted and generous community has made access to primary healthcare possible for thousands of Jackson County residents. There is no denying that times are tough and that increased fiscal challenges loom on the horizon. With that thought in mind, we expect the demand for services to continue to rise as a result of COVID-19 and the wildfires that are impacting all of us. As well, we expect many to lose their employer-sponsored health insurance. So we renew our commitment to assuring health equity for everyone in our community.

On behalf of our staff and the board of directors, thank you for visiting our website and social media channels to learn about the remarkable activities at Rogue Community Health. Thank you for providing your generous support to help us meet the needs of our most vulnerable community members.

William North  
Chief Executive Officer  
October, 2020

## 2019-20 BOARD OF DIRECTORS

John Mytinger, President  
Mary I. Coombs, President-elect  
Tammy Miller, Secretary  
David Figurate, Treasurer  
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Jackson Baures  
Nate Sickler

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.

## 2019 EXECUTIVE TEAM

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

# COMMUNITY IMPACT

## Member Services

Member Services focuses on the social determinants of health, which include social, environmental, and economic factors that may impact a person's physical and mental well-being, self-sufficiency, and ability to access quality healthcare services. Concerns are addressed through screening and person-centered goal setting as well as creating connections to needed resources both internally and externally. In clinic, patients are given a broad screening form where they circled needs specific to their own situation and then were given the opportunity to receive information, education, support, and connection to meet their goals. Nearly 9,300 screening forms were completed, and 15% requested support for at least one social determinant. Most common social determinants identified were housing, food insecurity, transportation, and employment. Of the 1,395 who were identified from the screening that they had a need, 301 patients requested support from Community Health Workers.

## Community Health Workers

Community Health Workers provide social support, healthcare system navigation (both within and outside of RCH), advocacy, and connection to community resources. Some of the connections made were via the Rogue Challenge Referral Hub. Through the Rogue Hub project, RCH and participating community partners were able to make and receive seamless referrals and work closely together to coordinate services through a shared case management platform. Fifty-seven people were referred through the Rogue Hub, requesting support with 119 different social determinants. On average, two different needs were identified per participant. Thirty percent of those referred identified housing, 17% employment, and 9% behavioral health as social determinant support needs.

## Access to Care

At Rogue Community Health, we recognize that to truly serve ALL the people of the Rogue Valley, we must offer both quality medical care AND easy access to that care. Community health centers such as RCH fill an important niche in the ecosystem of healthcare systems by tailoring their services to community needs and serving as safety net for those less fortunate. There are many barriers to medical care that patients face, including insurance, ability to pay, work schedule and transportation. RCH actively tries to remedy those barriers by offering extended hours on evenings and weekends, seeing patients regardless of their ability to pay or insurance, and partnering with our at-risk patients with Community Health Workers who specialize in identifying and addressing socioeconomic issues.

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## Pharmacy

The convenience of comprehensive pharmacy services located within the Medford and White City health centers is greatly appreciated by patients. We strive to meet the needs of our patients, which has resulted in numerous services, such as reduced costs to patients, grant assistance, medication synchronization through TMM®, delivery and shipping for patients using TMM®, patient messaging, a refill app, medication disposal, and Clinical Pharmacy Services to name a few. Our Pharmacists are able to address patients' medication needs, help coordinate care, and improve access to healthcare between visits.

## School-Based Health Centers

School-based health centers (SBHC) provided primary and preventive healthcare, preventive oral health screenings and sealants, as well as behavioral health counseling to 3,957 students in the Eagle Point, Butte Falls, Prospect and Ashland school districts. Services are available to all students, regardless of insurance status or ability to pay. A grant from The Reed and Carolee Walker Fund of the Oregon Community Foundation provided behavioral health services for students in schools with onsite school-based health centers, and an Oregon Health Authority Mental Health Expansion grant made possible counseling services for students at Eagle Rock Elementary School, Eagle Point Middle School and Shady Cove School where onsite SBHCs are not present.

## Behavioral Health

Mental health services continued to expand for community members in 2019 to help fill the vast need in our community. This expansion increased access to behavioral health, substance use and psychiatric care with licensed providers embedded in RCH medical clinics and school-based health centers. A full team of professionals, including psychiatric nurse providers, qualified mental health providers and certified alcohol and drug counselors continue to provide services for all members of our community.

## Integrative Health Center

Integrative Health Center (IHC) staff offer health and nutrition counseling, integrative medicine consultations and provider education, holistic nurse case management, and prescriptions for select, evidence-based, health supplements, as well as medications. IHC staff work closely with medical providers, Community Health Workers and Behavioral Health to ensure an individualized and coordinated approach to each patient's health and wellbeing. Plans for 2020 include adding a full-time Licensed Dietitian, implementing group medical visits focused on self-empowerment, and hosting an integrative medicine preceptorship for one of Rogue Community Health's providers.



## Dental Care

In 2019, RCH received a \$300,000 Grant to support infrastructure enhancements. The purpose of this grant was to enable health centers to continue providing high-quality, integrated oral health services. RCH Dental was able to renovate its outdated (but still functional) dental chairs, radiology equipment and delivery systems. We were also able to use part of those funds to equip each operatory with air purifying systems. These machines have already made an immeasurable difference in air quality and aerosol management. By limiting the spread of harmful viruses and bacteria, Rogue Community Health is providing a safer environment for staff and patients.

## Diabetic Retinopathy Screening

More than a third of people with diabetes worldwide have some form of diabetic retinopathy (DR) and 10% have sight-threatening DR. In 2018, RCH purchased two EyePACs cameras and began offering screenings in Medford and White City. In 2019, 965 patients were diagnosed with diabetes mellitus, of which one-third were screened for DR. The majority showed no retinopathy. Since we began screenings, 273 patients have been referred to Ophthalmology and/or Optometry for a variety of eye conditions.

# 2019 BY THE NUMBERS

44,941  
TOTAL VISITS



12,361  
TOTAL PATIENTS

7,070  
Behavioral Health & Substance Use

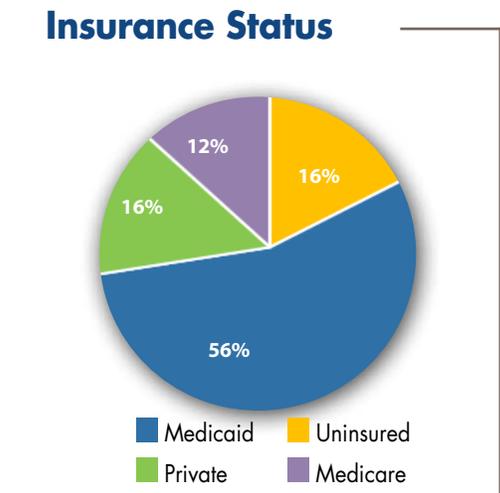
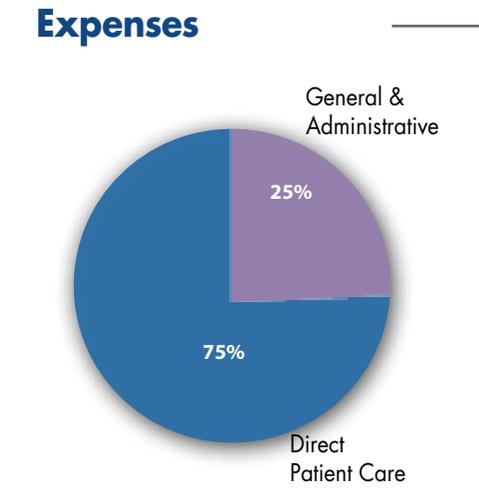
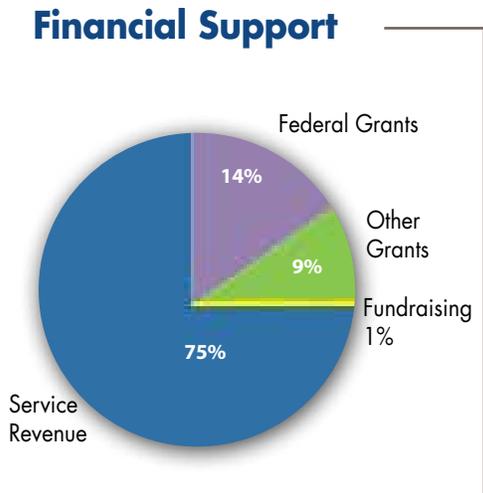
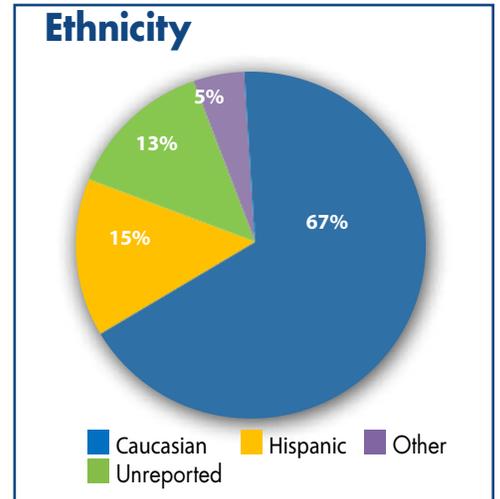
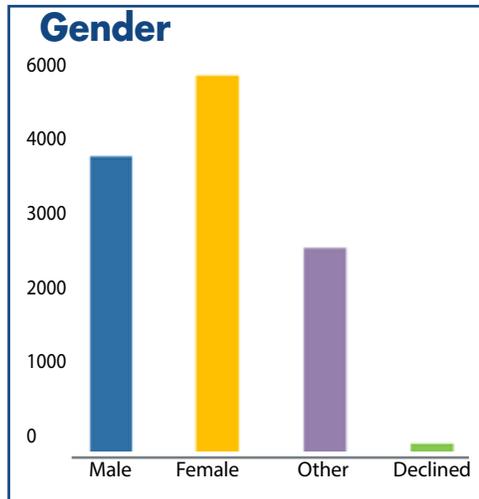
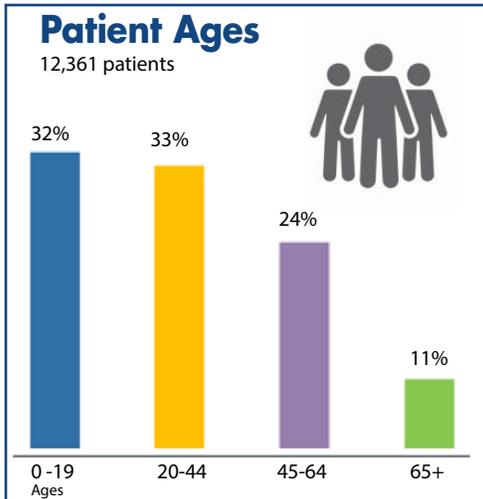
3,957  
School-Based Patients

30,648  
Medical Visits

223  
Homeless Patients

6,739  
Dental Visits

461  
Veteran Patients





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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## Virtual Celebration

Thursday, November 5, 2020  
12 - 1 p.m.

Presenting Sponsor



Keynote Speaker

**Artair Rogers**

California Program Director  
Health Leads

Speaking on

**Health Equity**

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Program to Include

- RCH Update
- Patient Stories
- Prize Drawings



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