



2020 Annual Report

Ashland
Butte Falls
Medford
Prospect
White City



Vision

Our community embraces healthcare and human services as a right and a privilege.

Mission

Vibrant health for all, especially the most vulnerable, in partnership with our community.



2020 Executive Team

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

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Tina Mondale
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Values

Respect, Integrity, Compassion, Honesty, Community

Powering through the Pandemic

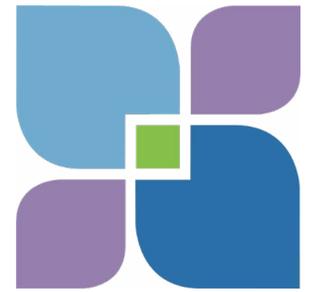
It has been 18 months since the coronavirus pandemic first began, and 12 months since the Almeda and Obenchain wildfires caused so many people to lose their homes. At Rogue, we have adapted from working together in our offices and clinics to virtual visits, drive through testing and vaccinations. And yes, there is more technology today in how we deliver healthcare services. In crises like we have seen in 2020 and 2021, we continue evolving and changing to meet the changing needs of our employees, patients and the community head on. That's who we are. That's what we do. That's why we are here.

We have adjusted rapidly to this new environment. Most of our medical, behavioral health and integrative health appointments transitioned to virtual visits within weeks in 2020 but there was still a need for in-person preventive and urgent care, so we continued to see patients in clinics. A shortage of PPE (masks and gloves) initially caused concern. Like many, we had to temporarily shut down some of our services. Early on, as we transitioned services, we committed to keep all staff employed. Many of our staff members took on different roles when our dental clinics and school-based health centers closed, and I am grateful.

At the same time, our IT department moved with lightning speed to get many of

our staff equipped to work from home and our providers set up with a virtual environment for patient care. With our Rogue Hub partners, we started delivering food, supplies, and children's activity kits to some of our patients who were homebound and hit hard economically. Grants from the Morris Family Foundation and the Oregon Community Foundation made this service possible.

And then came the wildfires on September 8th. Driven by 40 mph winds, the Almeda Wildfire carved a nine-mile path of destruction from Ashland to Phoenix that burned 4,449 structures, including 2,500 homes, and killed three people.



Behavioral health clinicians, pharmacists, and our Community Health Workers immediately posted up at the Jackson County Expo and White Mountain Middle School during and after the fires to offer counseling, prescriptions and support for the survivor's physical, mental and emotional needs.

Millions of people were very happy to say goodbye to 2020 and welcome 2021. We saw the need to serve more people in more ways. As a result we have been supporting the Long Term Recovery Group, and begun providing disaster case management and transitional housing to fire survivors through a partnership with the Oregon Department of Human Services and Oregon Housing and Community Services. The Rogue Way Home program provides self-sufficiency supports for fire survivors on their way back home

We were grateful to be on the front lines to help those who needed care the most, without judgment and regardless of their personal circumstances. It is the patients who benefit most from our community's generosity... from your generosity. We thank you for your continued support of Rogue Community Health and for helping us to sustain and improve the health of our community.

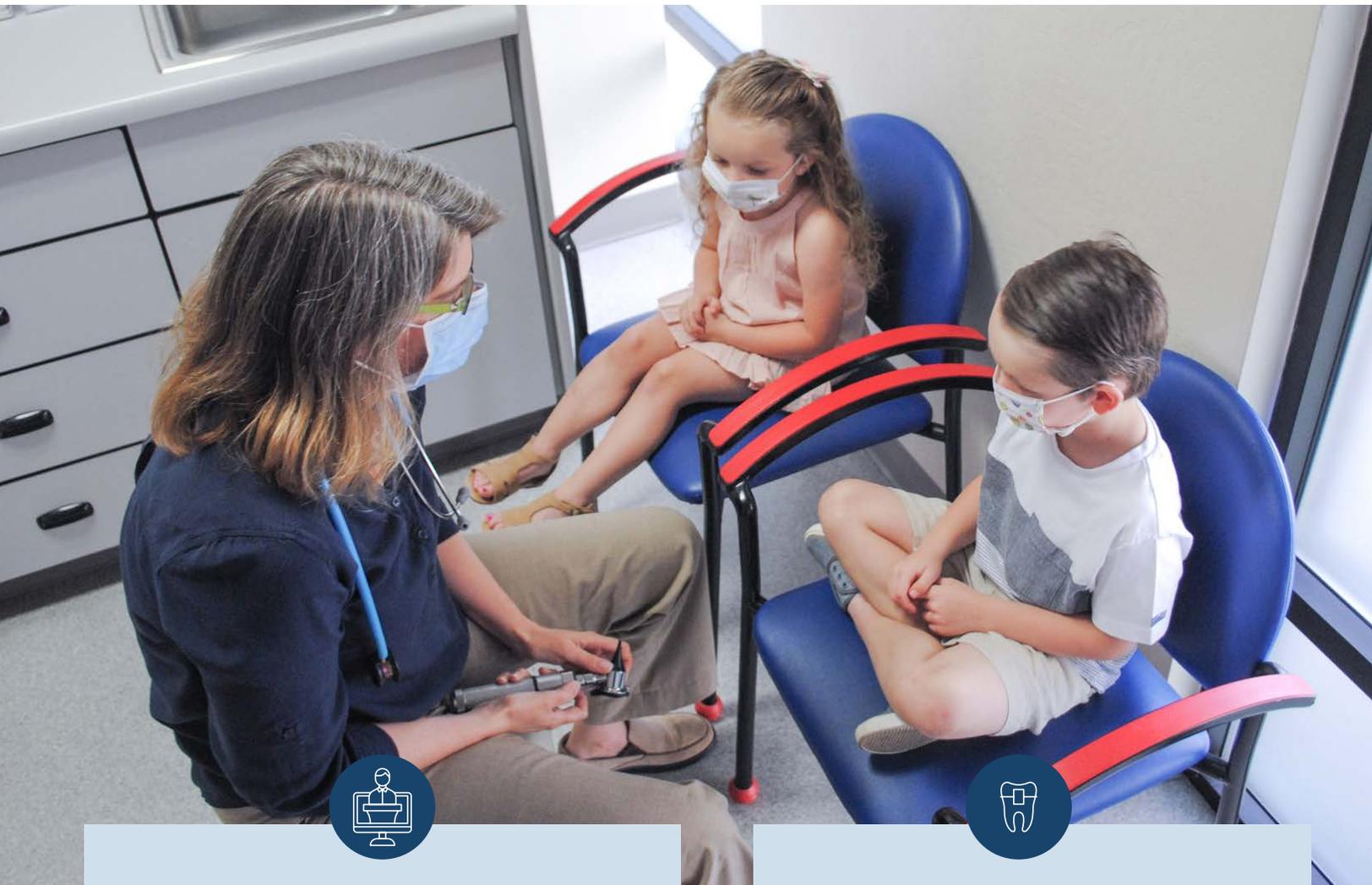
William North

William North



Powering Through the Pandemic

Since 1972, Rogue Community Health has faced many challenges and is no stranger to weathering storms; however, the COVID pandemic hit more like a hurricane with surges that impacted every aspect of our lives, community and our business operations. The world changed before our very eyes as we powered through the pandemic.



Virtual Visits

Just days into Governor Brown's Stay Home, Stay Safe policy, we announced the availability of Virtual Visits, and patients were able to consult with their health provider for non-acute medical conditions from the comfort of their own homes. Virtual visits accounted for 61% of all medical visits during 2020.



Dental Care

COVID-19 disrupted dental care as clinics were temporarily closed, except for emergency care. All routine exams, routine cleanings, fillings, and non-emergent root canals were delayed, accounting for a 38% reduction in dental care visits for 2020.

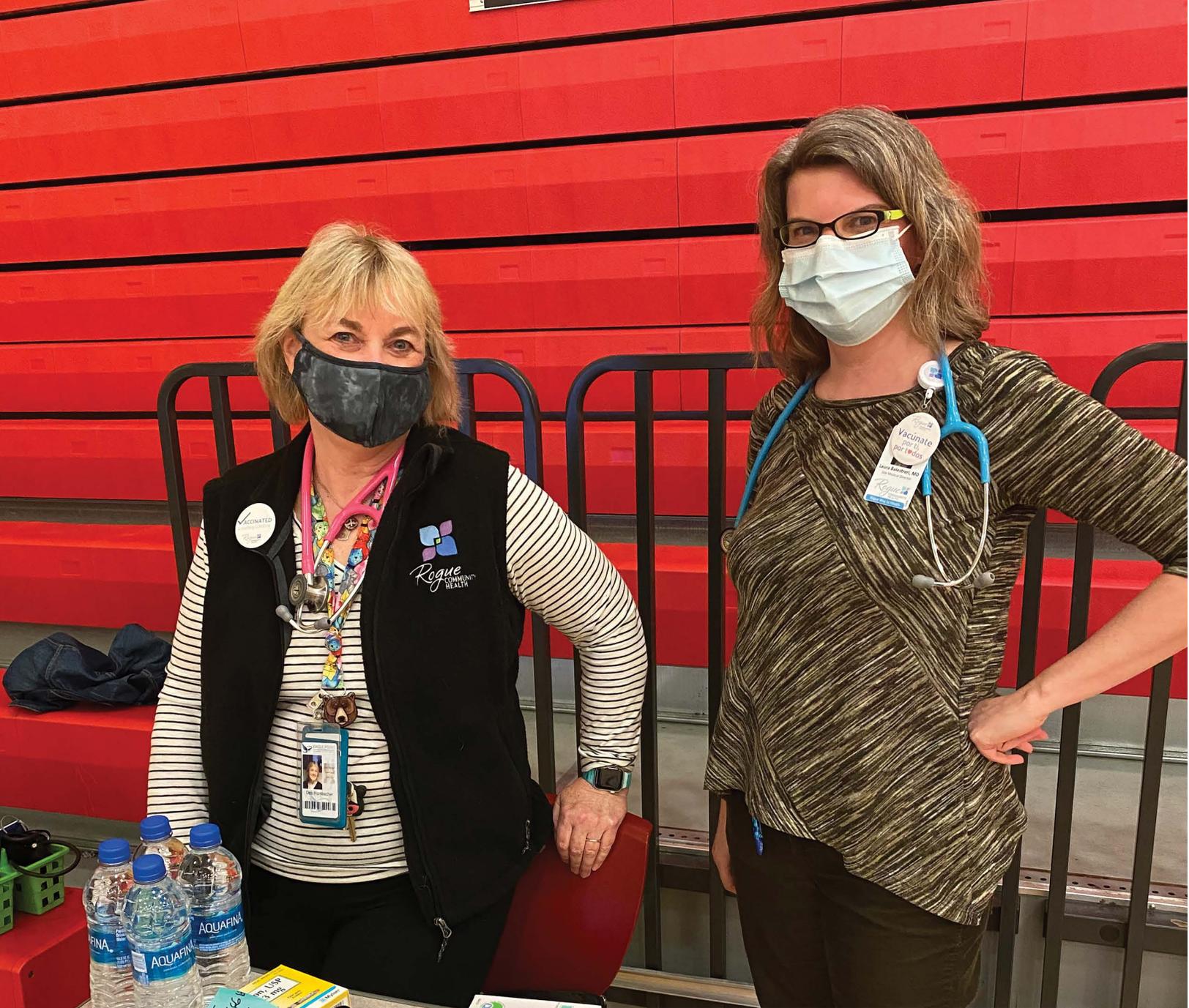


Pharmacy

Rogue Community Health pharmacies in White City and Medford offered the following low-contact or no-contact options to safely serve prescription needs:

- Curbside pickup
- Prescriptions by mail
- A new website with expanded ways to refill a prescription and synchronize medications
- A new phone app

Many patients who could not afford their prescriptions benefited from medication assistance programs.



School-Based Health Centers

When schools closed, so did our school-based health centers, which impacted thousands of students. While closed, licensed professional counselors outreached many students to offer counseling and provide support. Our Children's Preventive Dental program was unable to offer any services to students after school closures but will resume in fall 2021. The number of students seen at our SBHCs dropped from 3,957 in 2019 to 812 in 2020.



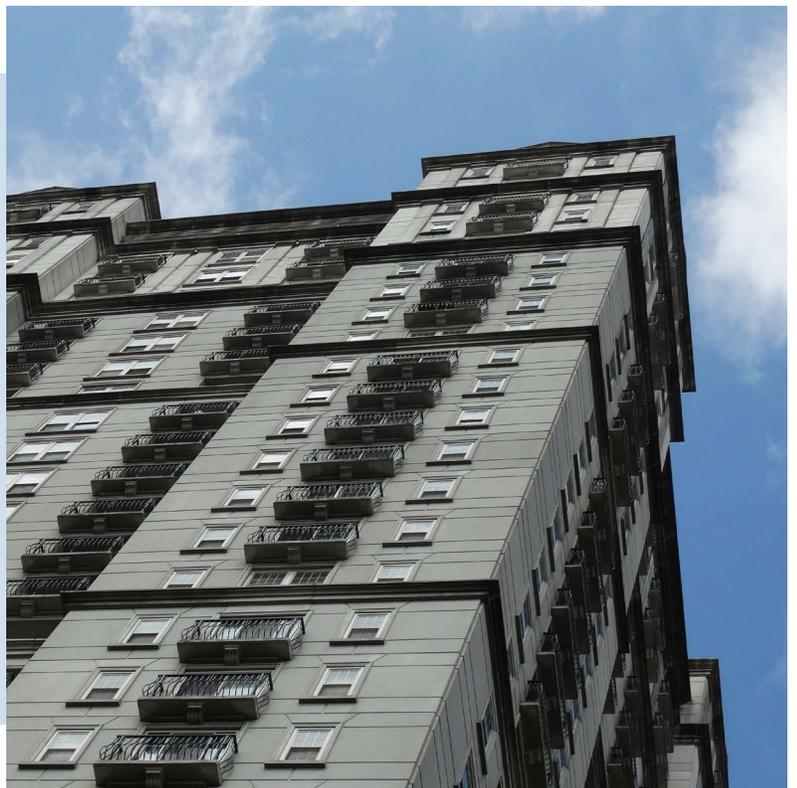
Mask & Sanitizer Giveaways

In August and October of 2020, Rogue Community Health went into the community to give away free cloth masks, hand sanitizers and educational materials, to support vulnerable populations in protecting themselves against COVID-19. The week of August 24 – 28, we gave away 455 total kits during that week. On October 17, we focused on reaching the Latinx community and gave away 855 total kits - 500 in West Medford and 355 in White City.



Transitional Housing

In September 2021, we took on the challenge of managing housing and self-sufficiency supports for 4 motel properties with over 507 separate units for wildfire survivors. With our Rogue Hub partners, our goal is to first help with the trauma from the fires, and then work with fire survivors to get back home through support services, employment and training, and housing navigation services.



Lifestyle and environment have a disproportionate impact on people

From the Streets to the Beach

He was in and out of hospitals and just kept falling through the cracks. He had dementia, was incontinent, and was sleeping on the street until Rogue Community Health stepped in. "It was freezing outside, so we would take him a hot cup of tea and check to make sure he had a sleeping bag," says Morag Elizabeth, the Community Health Worker who supported him. Morag called herself the "squeaky wheel," as she worked tirelessly to find a housing solution for him at an assisted living facility in Grants Pass. Since then, he has moved to the coast and is living in a memory care center where he receives three meals a day and is happy, safe and strong. "I think the most important thing is to open our hearts first," says Morag, "It's really important for us to take a step back and not judge and try to understand what's at the root of it."



[Click Here to Watch the Full Story](#)

ea ople's health.



Joanne's Story

At a routine medical visit, Joanne was screened for social determinants of health – conditions beyond medical factors that affect overall health and wellbeing. It was discovered that Joanne was struggling to put food on the table and that she also needed assistance with housing. Her medical provider referred her to Rogue Community Health's Member Services Program. Now, Joanne receives a food box every Wednesday delivered to her front door by a Community Health Worker. Community Health Workers also supported Joanne in furnishing her home by searching together on Craigslist for free and low-cost options. Pretty soon, she had everything she needed for her apartment. "It was like Christmas," says Joanne. Joanne also received care from the Integrative Health Center where she was able to use integrative medicine to manage her diabetes.



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2020 in numbers

195

Employees

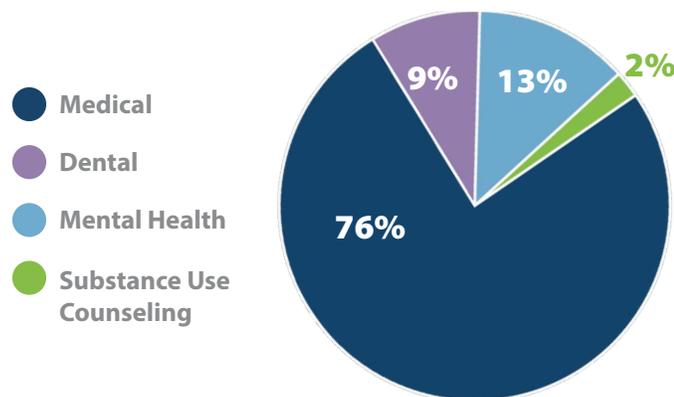
11,558

Community
Members Served

44,487

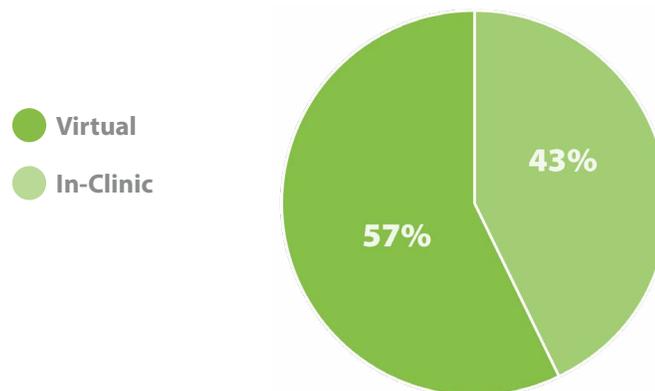
Completed
Appointments

Types of Services Provided



Dental clinic services were impacted by COVID-19 restrictions, but it remained open, operated safely at the allowed capacity, and continually accepted new patients!

Where Services Were Provided



Virtual Visits launched in early 2020. Rogue Community Health plans to offer up to 50% of services virtually in the future, to accommodate member preference and need!



Tobacco Use Numbers

Rogue Community Health counseled over 2400 people to reduce or stop tobacco use in 2020, up from the previous year! In the region we serve, approximately 28% of the adult population smokes, double the national average.



Whole-Person Care

Oregon is 5th in the nation with adults diagnosed with Major Depressive Episode. Rogue Community Health screens every patient, every time for depression.

Whom we Serve

11,558

Community Members Served

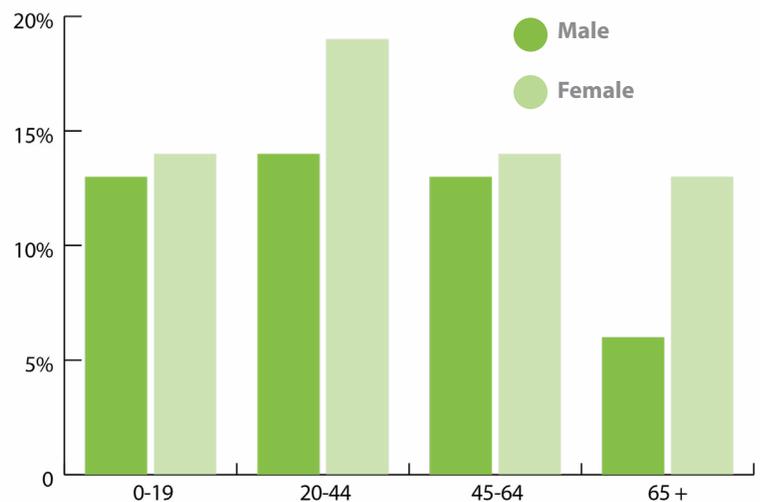
Race / Ethnicity	
White (non-Hispano)	64%
White (Hispano)	13.9%
More than one race	2%
American Indian/Alaska Native	1.4%
Black/African American	1.1%
Asian	0.8%
Other Pacific Islander	0.4%
Native Hawaiian	0.1%

Health equity is a top priority: our services are provided in language of choice through bilingual caregivers or interpreters present at appointments. 10% of Jackson County residents use a language other than English at home.

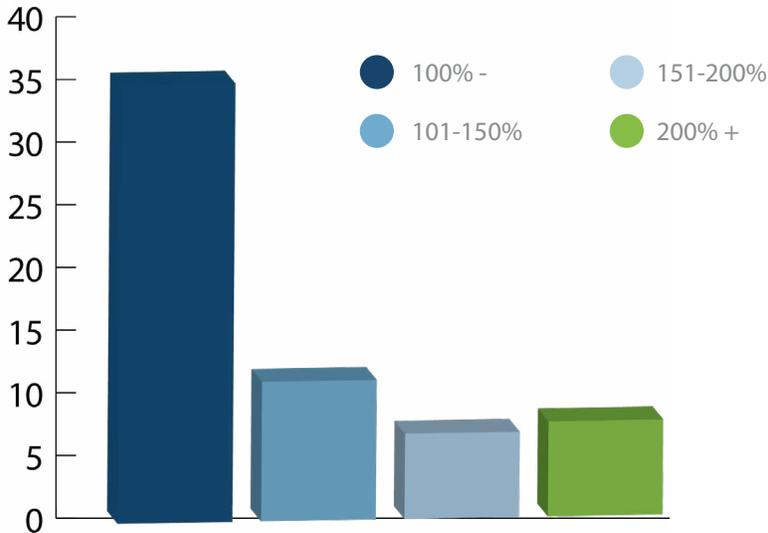
According to the 2020 Census, Jackson County Hispano population is 13.7% and growing.

53% of our patients live at or below 200% of the Federal Poverty Level

Age & Gender



Income as % of Federal Poverty Level



The Federal Poverty Level for an individual is annual gross household income of \$12,760; for a family of four it is \$26,200.

Rogue Community Health was in the top 25% nationally* for:

Tobacco Assessment and Cessation Counseling

HIV Screening 15-65 years of age

Patients Screened for Depression with Follow Up

* 2020 UDS Metrics report

Our Financials

\$24,432,262

Revenue

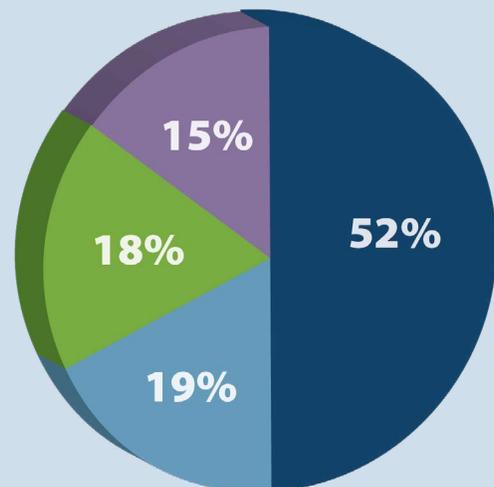
\$24,414,385

Expenses

\$1,958,644

Total Uncompensated Care

Insurance Type



Private

Medicaid

Medicare

Uninsured

A Glimpse of Rogue Community Health



2020



Haga cambios a su información del Plan de Salud de Oregon
Make Changes to OHP Info



Haga inform de Salu
Make to

Rogue
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The Reed and Carolee Walker Fund of the Oregon Community Foundation
The Gwladys and John Zurlo Charitable Foundation



Work with Us

Rogue Community Health's dedicated providers work with a common mission: to deliver excellent healthcare services to around 10,000 of Jackson County's community members. Because they work side-by-side in a team-based approach to make sure each patient's needs are fully met, real health transformations occur for our clients. It is important work, and it's enormously gratifying. From administrative personnel to Providers, each valued member of Rogue Community Health's staff is committed to this work. If this sounds like why you've chosen this career path, then we invite you to join our amazing team of professionals.

[Click Here to See Job Opportunities >>](#)



In 2022, Rogue Community Health celebrates our 50th anniversary!

Beginning as an all-volunteer Women's Health Center above a candy store in Ashland in 1972, Rogue Community Health has grown into an expansive award-winning medical, dental, and behavioral health home to the Rogue Valley and beyond.

We work to make sure healthcare is available to everyone who seeks it. Over decades, we've developed a model of care that focuses on our patients' total health, taking a whole-person approach. Around each patient we assemble a team of providers, who work together with a common objective: to enhance our clients' wellness. We believe that healthy communities are made up of healthy people, and that by transforming how healthcare is delivered, our entire community benefits.

Join us in 2022 for a yearlong celebration of our rich history transforming care in the region, honoring our deep community roots through events, and recognizing the pillars that have built our success. As we look toward the next 50 years, we are eager to share our vision for the future of positive impacts on the quality of life for all across our region.

Locations

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

Rogue
COMMUNITY
HEALTH

19 Myrtle Street

Rogue Community Health

541-773-3863

roguecommunityhealth.org