

August 2011

ISHC serves residents in 10 communities in northern Coos County, NH; seven towns in Essex County, VT; and two communities in Oxford County, ME.

Our Mission is
“to provide excellent preventive, acute, and wellness-focused health care to residents within the organization’s service area regardless of a patient’s ability to pay.”

We will focus our resources to maximize the quality of life of area residents in a cost effective and efficient manner.”

President’s Report

Bridget Freudenberger



It continues to be an honor to serve as President of the Board of Directors of Indian Stream Health Center. As a result of our dedicated Board of Directors, all of whom serve as volunteers, and our skilled staff, ISHC has developed into a comprehensive community health center that provides a myriad of services which include:

- The full range of primary health care services with an emphasis on disease prevention and health promotion activities as well as high quality chronic disease management
- Behavioral health care services provided by a Licensed Independent Clinical Social Worker
- Community outreach and health promotion activities
- Low cost prescription medication program – in 2010 ISHC subsidized nearly \$100,000 to assure that our uninsured patients had access to affordable prescription medications
- Sliding Fee Scale program in which we reduced our fees to eligible patients based on family income – in 2010 we provided \$388,173 in reduced fees to more than 600 uninsured or underinsured patients
- Care Management Department which provides care coordination in the following areas:
 - ◊ Referrals for specialty services
 - ◊ Transportation assistance
 - ◊ Discharge planning
 - ◊ Nursing home placement
 - ◊ Home health and hospice services
 - ◊ Home visiting programs
 - ◊ Food and clothing banks
 - ◊ Meals for the homebound
 - ◊ Home visits as needed by ISHC providers

In total, ISHC provided approximately \$596,721 in 2010 in uncompensated care. This is an extraordinary contribution in support of the health of our community, representing more than 20% of our total costs in 2010 of \$2.9 million.

With a commitment to sustaining a strong primary health care system in Colebrook that is responsive to the needs of the residents we serve, the ISHC board embarked on a renovation and expansion project to update our facility at 141 Corliss Lane, Colebrook. With funding from three sources: Federal grant, a commercial loan guaranteed by the U.S. Department of Agriculture, and contributions to our capital campaign, we have invested more than \$800,000 in capital infrastructure to support a vibrant, comprehensive primary health care system well into the foreseeable future.

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ISHC STAFF

PROVIDERS

John Fothergill, MD
Medical Director

Peter Moran, MD
Family Practitioner

Mary Judd, PA-C
Physician Assistant

Colleen Krug, PA-C
Physician Assistant

Gregory Lamm
LICSW

CLINICAL SUPPORT

Amy Weberg, RN
Tricia McGuire, CMA
Jaimie Owen, RN
Katie Marquis, RMA
Debra Sutters, RN
Lisa Maccini, RN
Jenny Cunningham, LPN
Ginny Petro, LPN,
Outreach Coordinator
Cindy Corliss, LPN
Care Management
Jen Burns, CMA
Care Management

ADMINISTRATIVE SUPPORT

Nancy Rouleau
Rose McGlone
Louise Owen
Billie Jo Paquette
Shirley Dagesse
Sue Siewierski
Deb Cooke
Gaetane Boire
Allie White

MANAGEMENT

Shirley Powell, CEO
Renee Caraviello, CFO
Jill Gregoire, RN
QA/Clinical Operations Director
MaryBeth DeGray
Revenue Cycle Manager
Jonathan Brown
Information Systems Manager
Tanya Young, RN
Nursing Manager
Lisa Bouchard, RN
Care Coordination Manager
Sharon Cleveland
Administrative Manager

President's Message (continued)

There are a number of remaining capital expenditures that require our attention over the next few years which we anticipate we will be able to accomplish after completion of a successful capital campaign. They include, but are not limited to, the following:

- Replacement of windows in the original building
- A security and fire alarm system throughout the facility
- Landscaping
- Furniture and medical equipment
- Generator

We are just \$41,000 in individual and corporate gifts away from our goal of \$188,000. If you have not yet made a contribution, I hope you will consider doing so as an investment in the long-term stability of our community's health care system. For those of you who have already given, we extend our deepest appreciation and heartfelt thanks.

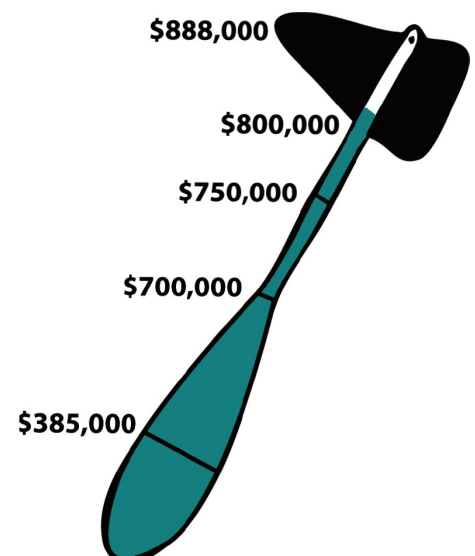
We're Almost There!

We are only \$41,000 away from reaching our \$188,000 capital campaign goal which was carefully developed by the Board of Directors in October 2009 after considering our future service delivery goals and capital needs.

We established a total project goal of \$888,000 which included a 4200 square foot expansion to accommodate increased service and consumer needs. The project also included renovating our more than three decade old facility to improve access for those with disabilities, enhance patient privacy and upgrade facility infrastructure including information technology advances, furniture and equipment purchases, security and emergency systems, and energy efficient lighting and windows.

We are very excited about the opportunity this expansion project provides in strengthening and expanding the primary health care system in the isolated communities served by ISHC. The foundation for a community's economic health, well-being, prosperity, and healthy lifestyles starts with comprehensive primary care. According to the World Health Organization "primary care, as the provision of essential health care, is the basis of a health care system. Seventy-five to eighty-five percent of a population seek primary health care yearly. It provides both the initial and the majority of health care services of a person or population."

Thus the presence of a strong primary care system, which is the major referral source for other health care providers such as hospitals, mental health agencies, pharmacists, dentists, etc., is the fundamental foundation for the overall health system in a community. In turn, a strong health care system in a community brings jobs, attracts and retains young people, families and professionals to an area.



Indian Stream Health Center — A Sound Investment

Vibrant communities have a strong presence of comprehensive primary care. Accessibility to quality, compassionate health care is a driving force behind a family’s decision to live in a community. The economic well-being of a community is based on the businesses that thrive there and the people who live, work and play there.

As the foundation of health and wellness services as illustrated below, primary care feeds into a system that promotes community economic health, well-being, prosperity, and healthy lifestyles. As the major provider of primary health care in our service area, we routinely care for more than 4,200 people annually. We maintain a patient panel of approximately 6,000 individuals, nearly three quarters of our service area population.

ISHC is part of a network of community health centers in New Hampshire which studies have shown to save NH millions of dollars. Every dollar invested in diabetes management is projected to save \$3 to \$4 in hospitalization costs for complications. It is estimated that health centers save Medicaid 30% per beneficiary per year and routine access to primary care avoids unnecessary emergency room visits, medical treatment and hospitalization costs.

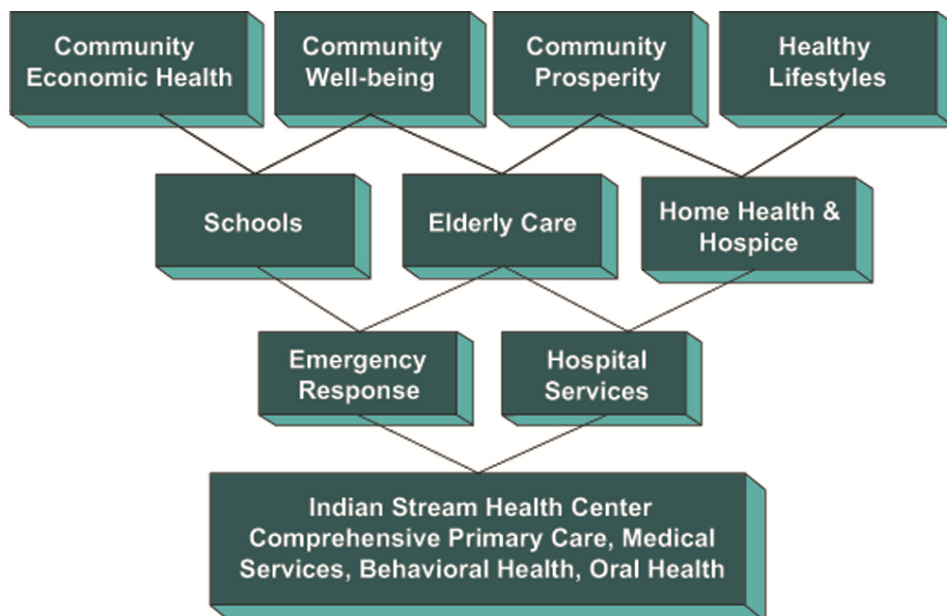
In addition to providing critically needed health care services, community health centers are powerful economic engines whose business operations significantly impact its local economy.

Specifically, Indian Stream Health Center (ISHC) provides direct employment for people in our community, including critical entry-level jobs, training, and career building opportunities that are community-based. The Health Center purchases goods and services directly from local businesses, thereby stimulating the local economy through an infusion of Health Center spending.

We further stimulate the local economy through the indirect expenditures of related sectors and the induced expenditures of new household income generated by the direct and indirect effects.

Based on our 2009 audited financial statement, ISHC injected \$3.0 million of operating expenditures into the local economy and stimulated additional indirect and induced economic activity of \$1.5 million.

We directly generated 35 jobs and supported an additional 14 jobs in other industries.



Patient Comments:

“Thanks for the great service and care.”

“I couldn’t find a better staff to help me.”

“A pleasure to pay such wonderful and qualified people. Thank you!”

“I would like to give all my thanks to the staff at ISHC that has helped me through a tough time. I am grateful for all the help.

Thank you.”

“Thank you for being there for me, ISHC!”



ISHC Board of Directors

Officers:

Bridget Freudenberger,
President, Stewartstown

Jay Riff, Vice President,
Lancaster

Rick Tillotson,
Immediate Past President
and Treasurer, Colebrook

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Canaan

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Stewartstown

Dallas Chase,
W. Stewartstown

Irene Dodge, Colebrook

Bill Freedman, Errol

Steve Ellis, Pittsburg

Wayne Urso, Millsfield
Nominee

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603-237-8336
603-237-4467

www.indianstream.org

24x7 On-call Provider
Access...Call Us for More
Information

Hours:

Monday - Friday
8:00am - 7:00pm

Saturdays
9:00am - 12:00pm

Medical Director's Message

As an internal medicine physician in northern Coos County for more than twenty years, I am proud to be associated with Indian Stream Health Center (ISHC) and consider it a privilege to care for residents in our service area. ISHC staff strives to provide our patients with compassionate, caring, and comprehensive patient-centered care.

As health care providers work to improve health outcomes and encourage healthier lifestyles in an effort to reduce the incidence of chronic illness, it is increasingly more evident that clinicians alone cannot improve patients' health. It is a team effort among providers, health care teams, patients, families and communities. An emerging and increasingly vital service in the primary health care field is the Care Coordination team which at ISHC consists of our care managers and outreach coordinator. Over the years, it has become more and more apparent that many of the needs that individuals have, particularly those with chronic conditions, are not complex. In fact, they are remarkably simple, but often numerous. Typical needs may include assistance with insurance paperwork or connecting with specialty care, transportation to appointments, nourishing food, a telephone to communicate with care providers or more fully understanding their medications and how and when to take them.

As a Federally Qualified Health Center, the Board and staff of Indian Stream Health Center recognize that physicians and nurses alone cannot meet all the needs of our patients. Nor can we focus our care on merely treating patients' presenting health problems with medication alone. Rather, we embrace the philosophy of the patient as being at the heart of the health care system and we continue to establish mechanisms that assure that patients' needs, safety, and interests are the foundation of our care delivery.

In such an environment, the physician often takes a supporting rather than leading role in the care of a patient, a dramatic transition from the way health care was delivered at the time I first entered the medical field. An exemplary example of this change is evident in this year's choice for the ISHC Exceptional Customer Service Award: Ginny Petro, a Licensed Practical Nurse, is just one member of our Care Coordination Team. Nominated by her peers for "going the extra mile to make sure every patient gets what he or she needs," Ginny's responsibilities include working one on one with patients who need assistance in accessing support services such as low cost medications, Healthy Kids NH, the Health Center's reduced fee program, transportation, food, clothing and housing. Likewise, acknowledging that we cannot provide our patients with all that they may require to improve their health, we partner with local agencies in an attempt to meet the needs of our patients and their families. This year the health center is recognizing the Canaan Office of the North East Kingdom Community Action Program which Ginny describes as "consistently ready to assist residents of Vermont and New Hampshire with food, clothing, shelter and utilities such as lights and fuel. They also offer assistance with applying for services in Vermont such as food stamps, Medicaid, WIC nutrition services, unemployment benefits, and vocational rehab."

Hopefully, through the pages of this Annual Report, you will get a sense of the energy and enthusiasm the Board and Staff of ISHC bring to addressing the health care needs of residents in our service area. We encourage you to contact us, to share your ideas about community needs and/or to request information regarding our services. As an organization, we strive to be a considerate and compassionate health care resource to the people who live, work, and play in our service area.

