

AMMONOOSUC COMMUNITY HEALTH
SERVICES, INC



ANNUAL REPORT 2020

JULY 1, 2019 - JUNE 30, 2020



ACHS WHITEFIELD STAYS
OPENS DURING COVID19



CEO MESSAGE

No year has been quite like 2020, especially in terms of impact on health care. It brought dramatic changes, fear, perspective, perseverance, and incredible determination. The fiscal year began with aspirations of growth and boundless potential, it ended dramatically differently - not just here at ACHS but also for the nation and the world.

January 2020 ushered in an illness with flu-like symptoms. Once rooted the virus bloomed and spread across the globe into a pandemic. SARS-COV-2 or COVID19 changed humanity.

Governments and industries were forced to take a new look at how they operated, and to take unprecedented steps to help stop the spread of disease. Businesses closed and employees were sent home to work virtually or for some... not at all.

Here at ACHS, hardly a day was missed as our employees - front-line workers, medical providers, nurses, and support staff donned personal protective equipment (PPE) and continued to step up and into the line of fire. Their work became vital as they created new protocols and procedures, tested for the disease, counseled and educated, and continued to do their regular job of caring for patients.

ACHS was here for our community. We continued to see patients at our sites, in cars, in tents, via phone or telemedicine. The way our team worked together in this changing environment was nothing short of miraculous. I continue to be humbled by their determination and commitment.

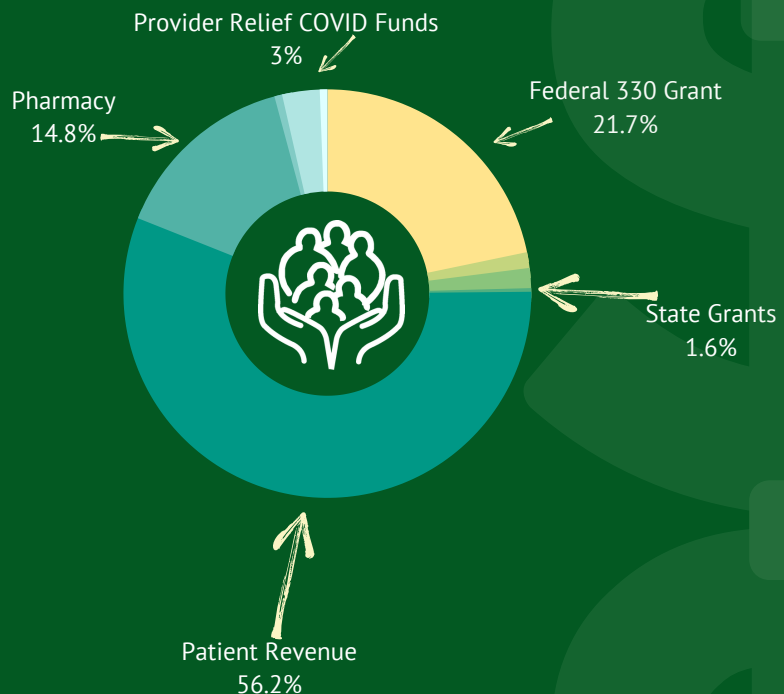
EDWARD SHANSHALA
CEO ACHS

FINANCIAL STATEMENT

The numbers at a glance - a look at our financial activities throughout 2019-2020

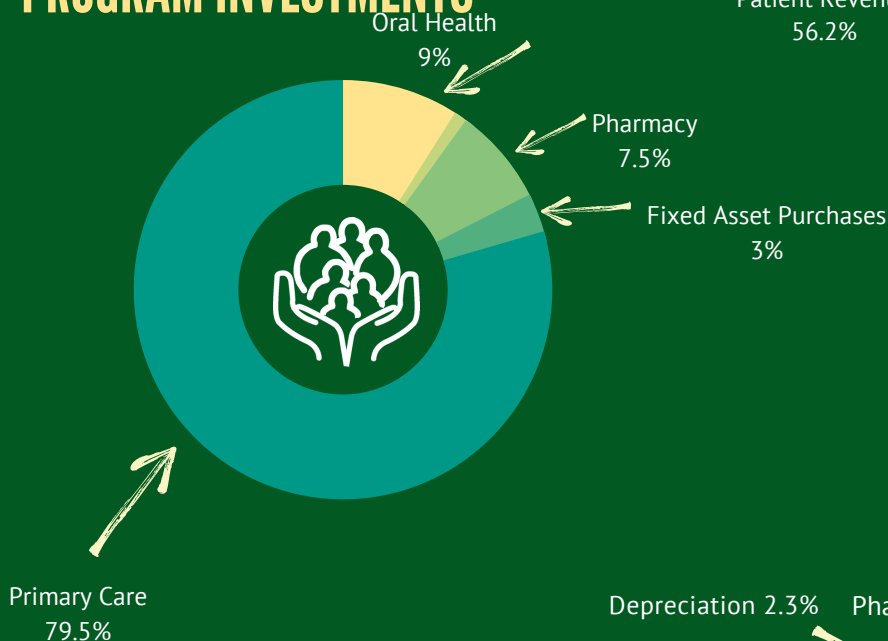
REVENUE SOURCES

ACHS total revenue for FY2020 was **\$11,630,168**. The majority of the funds come from patients and insurance carriers, including Medicare and Medicaid. Pharmacy revenue accounts for nearly 15%. The rest was from private, state, and federal grants. This year ACHS also received Provider Relief funds dedicated for COVID-related expenses, such as PPE and telehealth.



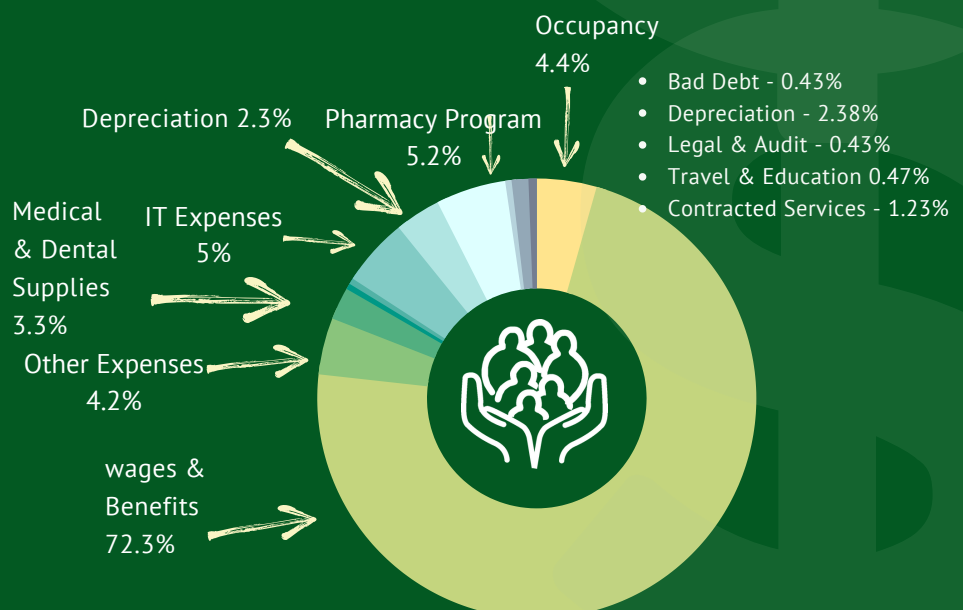
PROGRAM INVESTMENTS

The majority of ACHS program investments come from our Primary Care services, followed by Oral Health and Pharmacy.



OPERATING EXPENSES

The majority of ACHS' operating expenses are from employee wages and benefits which account for 72% of the budget.





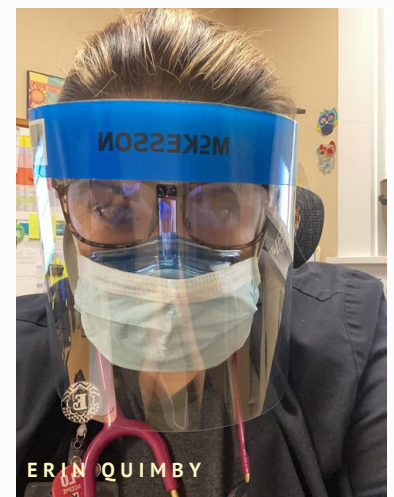
PRIMARY CARE

ACHS Primary Care is the heart of our organization. It's where over 1/3 of north country residents get their medical care. Physicians (MD/DO), Nurse practitioners (APRN), Physician's Assistants (PA-C), and support staff care and treat patients for injuries and illnesses, as well as for complicated chronic health conditions. The relationship between patient and provider is sacred. It's based on knowledge, trust, and sharing.

When COVID-19 hit, masks, shields, and gloves were donned and the way we cared for patients looked far different than it had in the past. In order to continue to care for patients safely, modifications to how we saw patients had to be made. ACHS quickly adapted.

We set up options for patients to get the care they needed outside in tents, in their cars, or via telemedicine. We found ways to safely see patients in our sites as well, implementing strict infectious disease controls, installing air purification systems, and modifying entrances and capacity to maintain social distancing.

Our team didn't miss a beat, and our deserving patients continued to receive the quality services they deserve.



With COVID19 came dramatic changes to dental procedures. In order to accommodate the constantly changing protocols, ACHS dental had to restrict hours for patients and modify how we saw them.

Personal protection equipment (PPE) and the ability to find it became a full-time job as gowns, gloves, face shields, and N95 masks became scarce.

Our Certified Public Health Dental Hygienist and Dental Manager, Katie Latulip switched gears to become ACHS's primary dental PPE purveyor. With her stealthy efforts, she kept on top of the requirements and located enough supplies to have ACHS dental up and running - even working with Henry Schein Co. and Direct Relief to obtain Air Purifiers for our dental operatories.

DENTAL

Among the programs put on hold due to the pandemic was the ACHS traveling dental program, which delivered care to those in hard-to-reach locations, such as nursing homes.

Our innovative program at the Grafton County Nursing Home was featured in a documentary film produced by The Jon C Burr Foundation - *Hidden Pain: America's Oral Health Crisis*, which addressed the pain, suffering, and enormous cost to the American people of not providing access to Oral Healthcare. The film has been distributed around the nation in order to educate the public.





2020 was a year of growth for ACHS Behavioral Health as we saw a dramatic increase in the need for counseling services driven by the effects of the pandemic.

ACHS was able to accommodate this high demand by acquiring additional team members, and quickly implementing a robust Behavioral Health telemedicine program. This enabled ACHS patients to see and speak with our team online using their computers, tablets, or phones.

'It was easy to talk to my therapist via telehealth. I really liked that I didn't have to leave the house!'

B.K. WHITEFIELD, NH

BEHAVIORAL HEALTH

Among the new team members are Lili Cargill and Pamela Woodburn Comeau, both Psychiatric Nurse Practitioners. Lili Cargill, accepted the position of Behavioral Health Director taking the place of the previous Director, Stephen Noyes who will be shifting his focus on patient care.

Additional Behavioral Health providers will enable AHCS primary care providers to access resources that help improve the overall health of their patients.



PROGRAMS & SERVICES

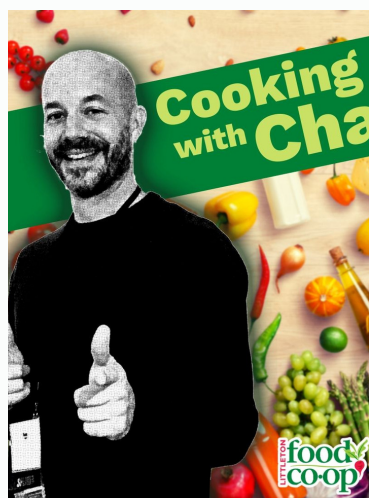
ACHS cares about our patient's overall health and well-being, which is why we also offer services such as Patient Navigation, the ACHS Affordable Vision program, and access to appointments with our in-house nutritionist, Chad Proulx. This year, Chad took his services on the road, partnering with the Littleton Food Coop to launch the "Cooking with Chad" Show.

The live, in-person show was filmed at the Littleton Food Coop and broadcast on Phlume media. The shows focused on easy to prepare, delicious, and nutritious recipes and included tasty samples for the audience.

With sponsors such as Pete & Gerry's

Eggs, Cabot Creamery, Isla Foods, Mascoma Savings Bank, Passumpsic Bank, and more, the show was a hit with locals and visitors alike.

In March, restrictions due to COVID19, meant that the show had to cancel. But by September, with a new grill donated from Lowe's Home Improvement, the show was able to move outside. Segments from Cooking With Chad, recipes, and wellness tips can be seen at Phlume media, Littleton Food Coop, and on the ACHS website.





It would be impossible to cover the year in review without acknowledging the wonderful support of our community. It was simply incredible!

When Personal Protective Equipment (PPE) was hard to find, we called on the community for assistance. Local stitchers sewed masks, made gowns, and donated gloves. Local companies, Burgeron, and Garnet Hill paired up to manufacture additional masks for us. The Theatre group Upstage players, stitched us gowns. These simple donations were paramount to us being able to open and stay open during the pandemic.

"I hope these disposable gloves with be useful to you. Stay safe!"

THE TATOO ARTISTS AT
INKED AGAIN

COMMUNITY

When our employees were tired and stressed you made us pizzas and treats. Restaurants Reklis and Chang Thai Cafe offered discounts to our staff. You made soaps, donated funds, sent hand sanitizer and notes of appreciation.

Your acts of kindness truly touched us and made us want to work even harder. They motivated us when we were weary and your endless support lifted our spirits during dark times. We are eternally grateful to those who gave their time and energy to support us during our time of need. THANK YOU!





REKLIS



UPSTAGE PLAYERS



BETHLEHEM SOAP COMPANY



CHANG THAI CAFE



INK WELL CAFE



RED KITE CANDY COMPANY



In July, ACHS' CEO, Ed Shanshala met with NH delegates and community health center representatives to voice concerns over proposed changes that could impact patients if the Patient Protection and Affordable Care Act (PPCA) was repealed. Changes could have impacted NH Medicaid patients and patients with pre-existing medical conditions.

In autumn, ACHS once again welcomed the United States Department of Health and Human Services Health Resources and Services Administration (HRSA) auditors. We illustrate our achievements by reporting costs, revenues, and more. The results directly relate to the funding we receive and are used to enhance the health care services we provide to patients. After many meetings, discussions, and documents our final score was delivered.

ACHS scored a 97% – an A+ rating – this is an achievement that less than 30% of the 1,400+ FQHCs in the nation receive.

Based on our data, ACHS was awarded:

- **2019 Health Center Program Quality Improvement Award** – a silver badge – among the nation's top 11- 20%.
- **2019 Access Enhancer Award** for increasing the number of patients served.
- **2019 Health Disparities Reducer Award** for reducing health disparities, increasing access, and delivering patient-centered care for all regardless of race, age, religion, or socioeconomic status.

In 2019, ACHS was once again named a Patient-Centered Medical Home indicating provider integration to deliver all your health care needs – under one umbrella.

ADVOCACY & ACCOLADES





With the new fiscal year, came a new online patient portal. Designed by MEDFUSION, the portal aimed to improve the patient's online ACHS experience. It offered better communication with providers, an easy way to request prescription refills and schedule appointments, plus it enabled patients to easily access their medical records securely online.

By March of 2020, ACHS technology would take an entirely new direction. As the COVID19 pandemic took hold, stay-at-home recommendations to help stop the spread of the virus were implemented. As a result, ACHS in-person visits declined by 30%. Patients canceled their appointments, but still required medical care. ACHS quickly implemented a telehealth program, standing up new technology with

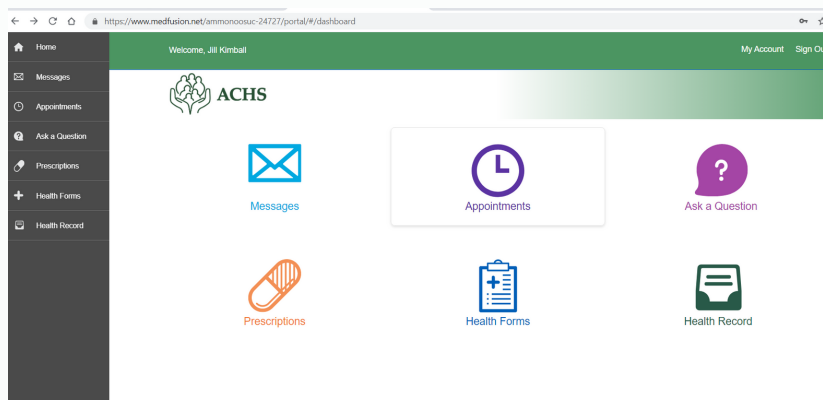
with providers and patients in just 72 hours! We were able to use video teleconferencing platforms with our patients to address their medical, behavioral health, and even dental concerns.

As state regulations required insurance carriers to recognize and compensate these virtual visits, ACHS was able to get back to the business of helping to care for our patients - whichever way they wanted to receive their care.

'It was easy to talk to my therapist via telehealth. I really liked that i didn't have to leave the house!'

B.K. WHITEFIELD, NH

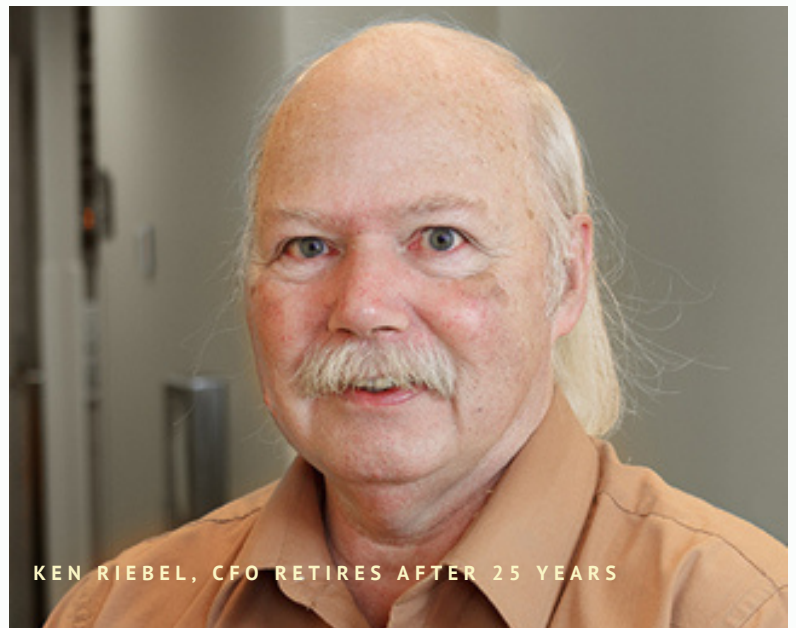
TECHNOLOGY



NEW ACHS PORTAL MAKES COMMUNICATION EASIER



TERESA BROOKS & ED SHANSHALA HONOR
MICHELLE ROUTHIER FOR 20 YEARS



KEN RIEBEL, CFO RETIRES AFTER 25 YEARS



TAMMY TALOTTA
BECOMES CFO



NICOLE DEMAYO
CELEBRATES 5 YEARS



ED SHANSHALA THANKS KIM LAPIERRE AND
BARBARA FULLERTON FOR 10 YEARS OF SERVICE



MELISSA HODGE CELEBRATES 10 YEARS

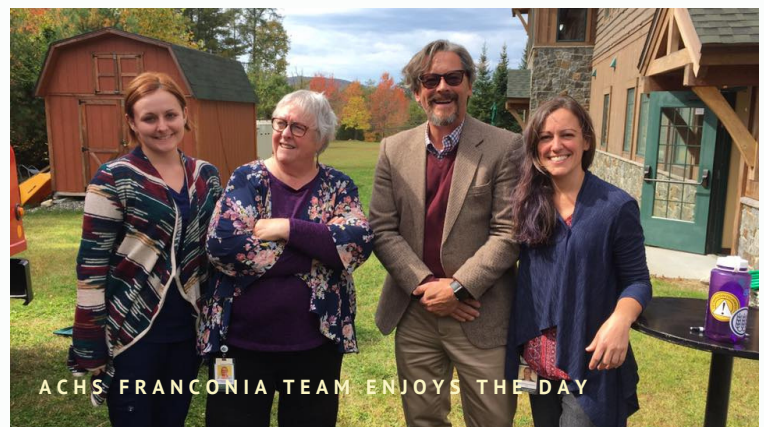


EMPLOYEE APPRECIATION

Each year in September we show our appreciation for our employees and the work they do for our patients and the community. In 2019, we showed our support with delicious tacos! NOMADS Kitchen food truck visited each ACHS site to provide a tasty lunch for our staff. At the Franconia, Warren, Whitefield, and Woodsville sites, we also extended the thank you to town and municipal employees.

Our appreciation days honor our employees and celebrate those with milestone anniversaries. This year we said goodbye to our CFO, Ken Riebel after 25 years of service to ACHS and appreciated many others for their tenure. Despite just a few days of

celebration, our appreciation of ACHS employees is felt year-round. We are gifted with an exceptional team!



ACHS DONORS

Anonymous

Mr. & Mrs. Dudley Bailey
Mr. Bret Beausoleil
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Dana Blais
Mr. George Brodeur
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Ms. Lauren Rodier
Mr. & Mrs. Ralph Ross

"We're happy to support our communitiy health center!"

B.K. WHITEFIELD, NH

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Shaw's Give Back Program
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Town of Thornton
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Mr. & Mrs. David R. Whitcher
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Cornell Family Foundation
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William Wilkin

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Mr. & Mrs. Richard P. Spaulding
Rodney Spencer
Harriet Taylor
Wentworth Congregational Church



ACHS Mission

To provide a network of comprehensive Primary Health Care and Support Services to individuals and families throughout the communities we serve. In support of this mission, ACHS provides evidence-based, outcome-specific, systemic care that is: patient-centered, prevention-focused, accessible, and affordable for all.

FY 2019-2020

ACHS Board of Directors

Ivy Pearson, **President** • Doug Harman, **Immediate Past President**,
Jeffrey Jones, **Treasurer** • Robert Tortorice, **Secretary**
Erik Becker • Lynn Davis • Betsy Harman, APRN • Gary Merchant, LPh,
Frank Pinter • Evelyn Hagan, APRN • Barbara Szeidler • Lauren Rodier, APRN

ACHS Senior Leadership Team

Edward Shanshala, CEO • Tammy Talotta, CFO • Teresa Brooks, COO
Jill Kimball, Community Relations Director
Dr. Sarah Young-Xu, Chief Medical Director • Lisa Bjuno, Assistant Medical Director,
Anel Hazelwood, HR Director • Lili Cargil, Director Integrated Behavioral Health
Dr. Melissa Buddensee, Chief Quality Officer

Services Provided

Primary Preventive Medical Care • Family Practice • Prenatal Care through Geriatrics
Prenatal Care • Childbirth Education • Newborn Care • Family Planning • Birth Control
STD and HIV Testing & Counseling
Breast & Cervical Cancer Screening Program • Behavioral Healthcare • Counseling
Dental & Oral Healthcare • Financial Services • Sliding Fee Scale for eligible patients
Nutrition & Vision services

ACHS Statistics- Fiscal Year 2019

Number of unduplicated Clients Served: **Medical** – 9,565, **Dental** – 924,

Behavioral Health – 764, **Enabling** – 104, **Vision** – 203

Number of Visits: **Medical** – 29,054, **Dental** – 1787, **Behavioral Health** – 5,325,

Enabling – 143, **Vision** – 218

Client/Payor Mix: Medicaid 17.8%, **Medicare** – 34.8%, **Uninsured** – 7.4%, **Insured** – 40%

Value of free medications provided to our patients: \$164,298

Value of discounted health care services provided to our patients: \$736,434 – Total
Medical – \$253,932, **Dental** - \$225,605, **Behavioral Health** - \$44,628 **Pharmacy** - \$212,269





DEDICATION - NORRINE WILLIAMS

As we look back on the past year, ACHS remembers our beloved champion, Norrine Williams who began her career at ACHS in 1975 as the first Executive Director.

With two staff and a \$12,000 budget, she grew the agency to become a Federally Qualified Health Center with five care delivery locations, a staff of 100, including providers, nurses and administration, and serving thousands of patients in the north country. Norrine was beloved by the agency and a mentor to many.

Respected by colleagues throughout the state and the northeast, she led with competence, compassion and creativity. She set the foundation for the culture and success ACHS has today. She will be missed.

"The north country is a much better place to live because of her!"

J.S. FRANCONIA

"She sure was someone to look up to! Such class and smarts and great dashes of humor! Great boss and lady!"

M.S. LITTLETON

THANK YOU!





ACHS LITTLETON STAYS OPEN DURING COVID-19

AMMONOOSUC COMMUNITY HEALTH
SERVICES, INC