



YOUR
**COMMUNITY
HEALTHCARE
PARTNER**
FOR LIFE

2022-2023
ANNUAL REPORT



TABLE OF CONTENTS

CEO MESSAGE.....	03
NEW MEDICAL DIRECTOR.....	04
FINANCIAL STATEMENT.....	05
COLLABORATION.....	06
RECOGNITION.....	07
WE ARE A FQHC & WE ARE A PMCH.....	08
PRIMARY CARE.....	09
BEHAVIORAL HEALTH.....	09
TENURES/AWARDS.....	11
AGENCY WIDE GOAL.....	12
THANK YOU DONORS.....	13
ACHS LEADERSHIP.....	14
ACHS LOCATIONS.....	15

MISSION STATEMENT

It is the mission of Ammonoosuc Community Health Services to provide a stable network of comprehensive Primary Health Care Services to individuals and families throughout the communities we serve.

In support of this mission, ACHS provides evidence based, outcome specific, systematic care that is patient centered, focused on prevention, and accessible and affordable to all.

VISION STATEMENT

It is the vision of Ammonoosuc Community Health Services to provide and promote accessible, affordable, community-responsive, quality health care to all.



CEO MESSAGE

I'm grateful to share this year's annual report on behalf of our dedicated staff, patient-centric board, partners, and patients. As the COVID-19 pandemic transitions, we've adapted to create a more stable healthcare environment.

Reflecting on 2023, I've witnessed the resilience and compassion of individuals and communities in the North Country. The coming together of our community has instilled confidence that we can overcome any challenge. Kudos to everyone for their efforts.

Looking ahead to 2024, I'm excited about our staffing, the quality of care, and our streamlined process for new patients. HRSA recognizes our nationally acclaimed care, with 97% of patients recommending us. Our staff's well-being is driven by our mission, teamwork, and social support.

In 2024, we welcome back providers, introduce new ones, and collaborate with partners for enhanced patient experiences. Our dental & pharmacy collaborations, strategic partnership with Aledade, and a new patient portal aim to improve accessibility and quality.

As we move forward, I'm privileged to lead ACHS, the "Your community health partner for life," where one in three community members receives integrated healthcare. I encourage you to consider ACHS for your healthcare needs. My personal and professional life has been positively impacted by the exceptional care at ACHS.

Be Mindful. Be Active. Be Well!

Edward D. Shanshala

Edward D. Shanshala II, MSHSA, MSED
CHIEF EXECUTIVE OFFICER



WELCOME

A MESSAGE FROM OUR NEW MEDICAL DIRECTOR

MELISSA BUDDENSEE, MD

As I step into the role of Chief Medical Officer for ACHS, I want to express my utmost gratitude to Dr. Young-Xu for her leadership during the long battle that was the Covid-19 pandemic. The past 3 years have taken their toll on our patients, our staff, and our community. We now have an opportunity: to rebuild, better and stronger than we were before.



We will rebuild our workforce through active recruitment, improved training and added incentives for staff. We envision a workplace where each employee is an integral member of the team, contributing to excellent patient care and experiencing fulfillment in their work.

We will rebuild our patient population. Although we were temporarily unable to take new patients during the pandemic, we now have capacity! Our nationally recognized, award-winning care is second to none. Outreach attempts are underway. No member of our community should be without a medical home.

We will rebuild the health of our community. We will do this as we always have: proactively identifying areas of high need and addressing them. The recent opening of Genoa Pharmacy and Midstate Dental at ACHS are prime examples. We will continue to fulfill our mission of providing comprehensive primary care and support services that are patient-centered, prevention-focused, accessible and affordable to all.

I find myself full of gratitude for my coworkers, our patients and our community. We have an exciting journey ahead, and I'm fortunate to travel it along with you.

Melissa Buddensee, MD

Melissa Buddensee, MD
CHIEF MEDICAL OFFICER



THANK YOU DR. SARAH YOUNG-XU

We want to express our deepest gratitude for Dr. Young-Xu's outstanding leadership as the medical director during the ACHS COVID-19 Pandemic response. Her role in guiding the interdisciplinary ACHS COVID-19 Pandemic Incident Command Team has been truly significant.

Her efforts were pivotal in making ACHS the first FQHC in NH to initiate direct-to-health center vaccinations and to introduce Paxlovid antiviral medication. Her expertise played a crucial part in ensuring the highest quality, cost-effective, and patient-centered experience for our community.

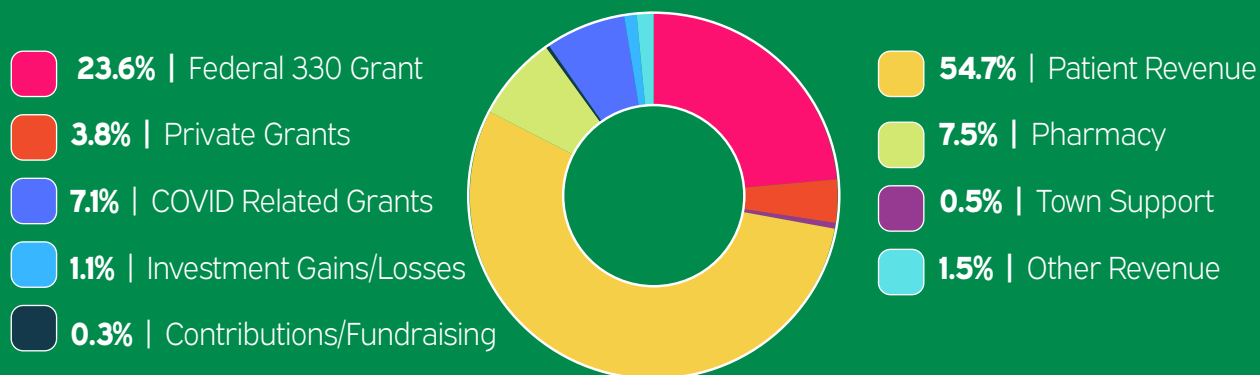
Thank you Dr. Young-Xu for dedication & commitment to the health and care of those we serve.

FINANCIAL STATEMENT

The numbers at a glance – a look at our financial activities throughout 2022-2023.

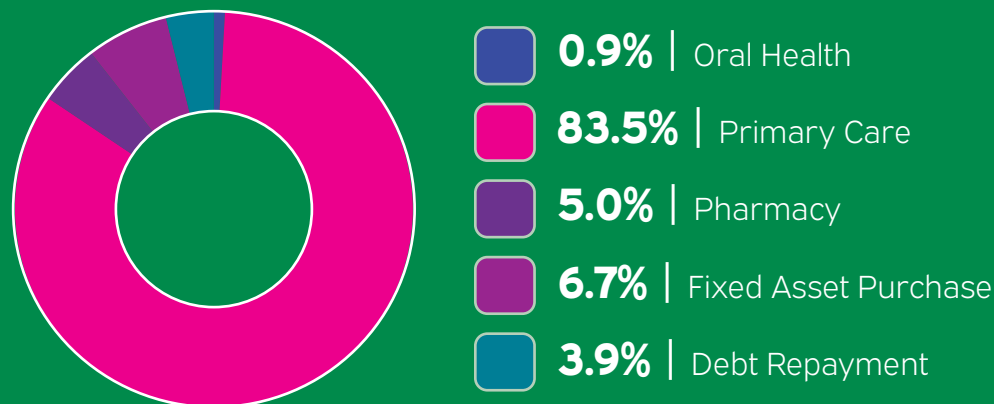
REVENUE SOURCES

ACHS total revenue for FY2022/23 was \$10,175,219.00. The majority of the funds come from patients and insurance carriers, including Medicare and Medicaid.



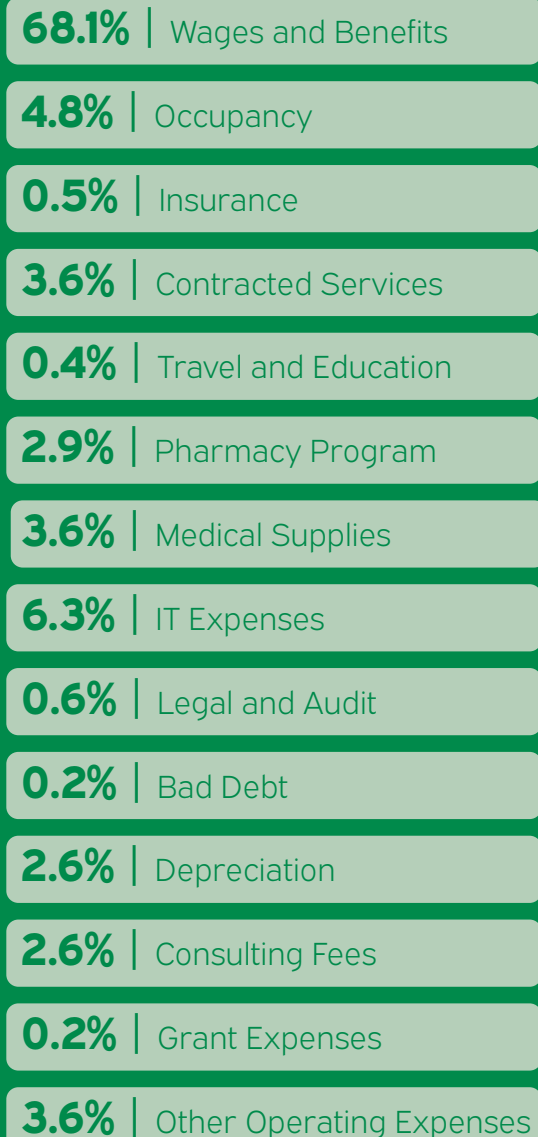
PROGRAM INVESTMENTS

The majority of ACHS program investments come from Primary Care. Pharmacy investments are shrinking as the 340B drug pricing program wanes.



OPERATING EXPENSES

68.1% of ACHS operating expenses are from employee wages and benefits. Information Technology (IT) is the second highest, but is still just 6.3%.



COLLABORATION



We are a HRSA Funded Health Center – “The People’s Choice”

Since 1994, ACHS, as a HRSA funded health center, has been a key collaborative partner in enhancing the individual health of our patients and the overall health of our community. Our collaborations with HRSA have showcased innovation and success across various aspects.

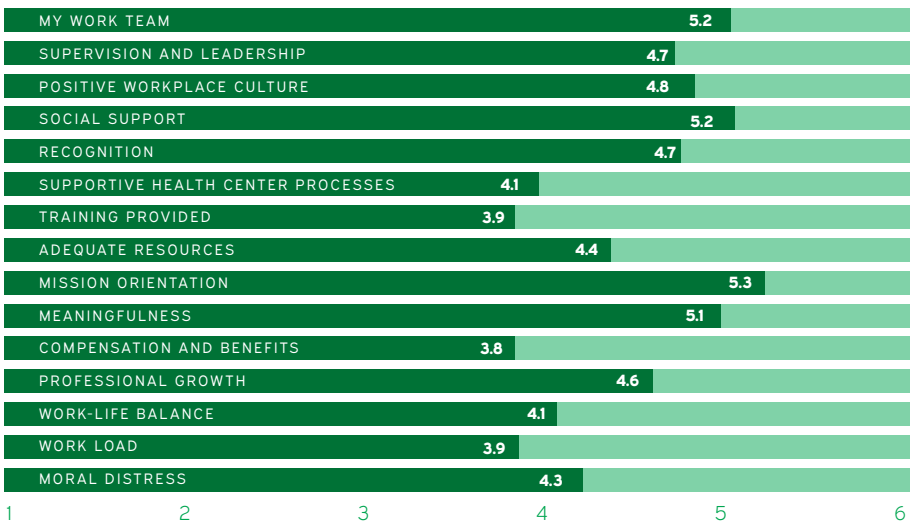
In 1998, ACHS pioneered integration by becoming one of the first HRSA Chronic Disease Collaborating Health Centers, focusing on patients dealing with depression and diabetes. By 2008, HRSA and the NIH acknowledged ACHS as one of only twenty-six health centers out of 1,086 for achieving Healthy People 2010 goals in two chronic health conditions.

From 2009 to 2013, ACHS actively participated in the HRSA Patient Safety Pharmacy Collaborative, and our CEO served as a National Co-Lead, receiving several awards for excellence. In 2018, HRSA recognized ACHS as the second-best health center for colorectal cancer screening.

During the COVID-19 pandemic, ACHS was the first health center in New Hampshire to implement HRSA-provided vaccinations and antivirals.

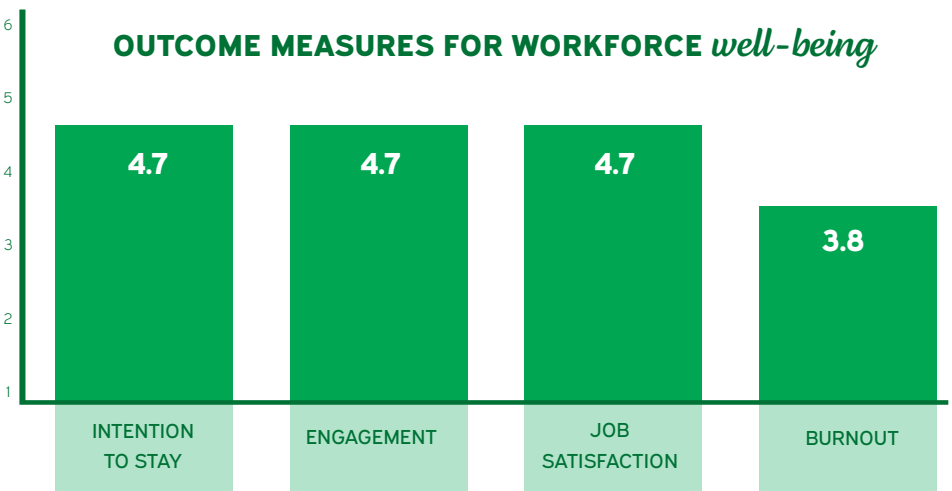
In 2023, ACHS took a leading role in participating in the inaugural HRSA Health Center Workforce Well-being Survey, showcasing one of the highest participation rates among over 1,400 health centers. Our longstanding and fruitful collaborations with HRSA have empowered ACHS to deliver top-notch healthcare to our patients. We are honored, privileged, and proud to be our patients’ health partner for life, providing them with the very best care time and time again.

DRIVERS OF WORKFORCE *well-being*



HRSA will use this data to inform future programs, policies, and targeted technical assistance strategies as part of a broad effort to promote workforce recruitment and retention, patient quality of care, and preparedness for future public health emergencies.

OUTCOME MEASURES FOR WORKFORCE *well-being*



RECOGNITION

The 2023 Community Health Quality Recognition (CHQR) Badges celebrate Health Center Program awardees and their counterparts, recognizing outstanding achievements in enhancing access, quality, health equity, health information technology, and adept COVID-19 public health emergency response during the latest UDS reporting period.

"The unwavering dedication of our entire team to community healthcare has earned us recognition once again this year. Kudos to our entire team for outstanding achievements in improving access, quality and health equity for all."

- Melissa Norris, Director of Human Resources

2023 BADGES FROM HRSA

Advancing Health Information Technology (HIT)

Recognizes health centers that meet all criteria to optimize HIT services. Adopted an electronic health record (EHR) system, Offers telehealth services, Exchanges clinical information electronically with key providers health care settings, Engages patients through health IT & Collects data on patient social risk factors.

National Quality Leader (NQL) Cancer Screening

Supports the Biden-Harris Administration's Cancer Moonshot Initiative and call to action on cancer screening, which strives to ensure all patients benefit equitably from tools to prevent, detect, and diagnose cancer. This badge recognizes top-performing health centers in breast, cervical, and colorectal cancer screenings.

National Quality Leader (NQL)

Awarded to centers that achieve the best overall clinical quality measure performance among all health centers. Scores are calculated using the average of the 2021 Adjusted Quartile Rankings for all Uniform Data System (UDS) clinical quality measures. Bronze awardees rank in the top 30% of Health Centers nationwide.



ADVANCING HEALTH EQUITY FOR MILLIONS

Nearly 31.5M people – that's 1 in 11 in the U.S. – rely on a HRSA-funded health center for care, including:



1 IN 8
CHILDREN



1 IN 5
RURAL RESIDENTS



1 IN 3
LIVING IN POVERTY



1 IN 5
UNINSURED



395K+
VETERANS



885K+
SERVED AT SCHOOL-
BASED HEALTH CENTERS



1M+
AGRICULTURAL
WORKERS



1.4M+
HOMELESS

Services are available to all, regardless of a person's ability to pay.

WE ARE A FEDERALLY QUALIFIED HEALTH CENTER

A Federally Qualified Health Center (FQHC) is a nonprofit organization funded by the government, offering primary and preventive care regardless of ability to pay or insurance status. FQHCs play a vital role in providing affordable healthcare to economically disadvantaged individuals in both urban and rural areas, with fees based on your ability to pay.

Over 1,400 Community Health Center grantees and look-alikes provided care at 15,000 locations across the country in 2002. 1 in 11 Americans are health center patients, of whom:

19% ARE UNINSURED

61% ARE PUBLICLY INSURED

90% ARE LOW-INCOME

41% ARE RURAL RESIDENTS

64% ARE MEMBERS OF RACIAL AND/OR ETHNIC MINORITY GROUPS



WE ARE A NATIONALLY RECOGNIZED PATIENT-CENTERED MEDICAL HOME

As a nationally recognized Patient-Centered Medical Home (PCMH), we're committed to delivering comprehensive, patient-centered care that places YOU at the forefront of your healthcare journey. Your well-being is our priority, and we believe that involving you in decision-making processes is fundamental to achieving the best outcomes. Thank you for choosing us as your healthcare partner and we look forward to continuing to be your healthcare partner for life.



WHY CHOOSE A PCMH ?

Open Communication

PCMHs urge patients to be a part of their healthcare decisions, which results in effective treatment plans.

Coordinated Care

PCMHs provide a variety of healthcare services by coordinating care among different providers.

Continuity of Care

PCMHs ensure patients have a designated PCP, leading to better grasp of a patient's health needs.

Focus on Preventive Care

PCMHs address health issues early and promote healthy habits to improve overall health.

Improved Access to Care

PCMHs ensure you have timely care, reducing the chances of unnecessary visits or hospitalizations.

HEALTH CARE

PRIMARY CARE

The ACHS Primary Care team takes special care of each patient by providing medical treatments, emotional support, and education to meet their specific needs. Our providers collaborate, using their medical knowledge and empathy to create a positive healthcare experience for all. We are grateful for our dedicated providers their kindness, positivity, and commitment to creating a friendly and welcoming atmosphere where everyone feels comfortable and included. Whether you're visiting us for your annual wellness check-up, addressing an acute illness, or receiving care for a complex medical condition, our goal is to build a lasting relationship with you that will promote good health today and in the future. We're here to support you every step of the way.

PATIENT TESTIMONIAL:

"What I really like about ACHS is that I can receive care for both my physical and mental health, all under one roof. I have always had healthcare professionals that are attentive and responsive to my needs. The patient portal also provides a very convenient way for me to communicate back and forth with my providers and their teams when it is most convenient for me."

H.P. – Littleton

BEHAVIORAL HEALTH

We know that it can be challenging to reach your full potential when your overall wellbeing is not at its best. But you don't have to go through this alone. ACHS has a team of Behavioral Health Specialists ready to listen, understand, and support you. We can help with addiction, behavioral health issues, stress, anxiety, trauma, PTSD, depression, and more. Our personalized counseling includes problem-solving therapy, behavioral training, and medication management to help you feel better.

Our team, with caring professionals like Licensed Social Workers, Behavioral Health Specialists, and more, works closely with your primary care provider for all your healthcare needs. We're proud of our nationally recognized treatment outcomes.

NEW PROVIDERS



MARY HILL, APRN
ACHS SITE: LITTLETON

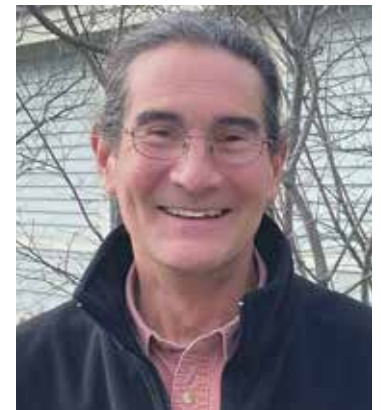


AMY PAGE
ACHS SITE: WHITEFIELD

Welcome Back!



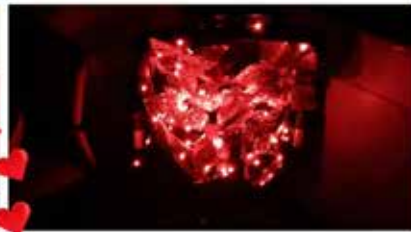
DAN MILLER
ACHS SITE: LITTLETON



BEN WOO
ACHS SITE: LITTLETON



PINK FOR
BREAST CANCER
AWARENESS



TENURE & THANKS

Big shoutout to our entire incredible team! With special recognition to those who reached their 5, 10, 15 and 20-year milestones in 2023.



SARAH BLANCHARD
5 YEARS



DANIELLE BEAULIEU
5 YEARS



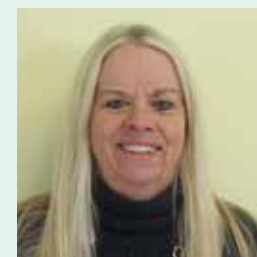
SARAH MACKAY
5 YEARS



COREY NORRIS
5 YEARS



TINA PITRE
10 YEARS



PENNY ACHILLES
15 YEARS



ANGELA BENTON
15 YEARS



AARON SOLNIT
15 YEARS



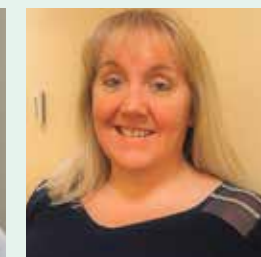
LOREN SOLNIT
15 YEARS



TERESA THIBAUT
15 YEARS



SARAH YOUNG-XU
15 YEARS



MELISSA NORRIS
20 YEARS

Every September, we honor long-serving employees at a special luncheon. In 2022, we added extra fun by bringing in Daddy's Grill truck to different locations, sharing appreciation with high-fives. It's a lively reminder that expressing gratitude should be a year-round celebration.

2023 GOAL

Increase the number of adults who receive a colorectal cancer screening.



58.7%

BASELINE



68.3%

TARGET



72.1%

ACHS YEAR-END
PERCENTAGE

INITIATIVE

Launched by the Office of Disease Prevention and Health Promotion (ODPHP) in 1979, the Healthy People initiative sets objectives to improve health and wellbeing nationwide. Healthy People 2030 is the fifth iteration of the initiative, which requires a demonstrated understanding of, and experience with disease prevention, health promotion, social determinants of health, health disparities, and health equity.

Social Determinants of Health (SDOH): Have a major impact on people's health, well-being, and quality of life. Healthy People 2030 features objectives that highlight the importance of SDOH.

Health Equity: Has been a focus of Healthy People from the beginning. They provide information, actionable tools, and evidence-based resources to help communities advance health equity.



SUMMARY

Colorectal cancer is one of the most common causes of cancer deaths in the United States, and rates of colorectal cancer are higher in minority populations. Different screening methods can find colorectal cancer early and help prevent deaths. Interventions involving at least 2 approaches to colorectal cancer screening can help more adults get recommended screenings.

LOOKING TOWARDS THE FUTURE

2024 Agency Wide Goal: Increase the number of **CERVICAL CANCER SCREENINGS**



"Mission accomplished! We've successfully reached our 2023 goal of increasing colorectal cancer screenings for adults. Colorectal cancer screening is the most effective way to reduce the risk of having this cancer. A big thank you to everyone involved in making this achievement possible!."

*– Lisa Bujno, APRN
ACHS Chief Quality Officer*

THANK YOU

TO OUR WONDERFUL DONORS

We are forever grateful for your contributions, whether large or small, they play a direct role in making healthcare services more accessible & affordable for members of our community.

Belyea, Paul R.	Hudson, Sigmund	Shaw's Give Back Program	Town of Landaff
Brodeur, George	Mallion, Richard J.	Solnit, Aaron D.	Town of Lincoln
Brooks, Teresa	Marston-Dockstader, Jean	Sommerfeld, William F.	Town of Littleton
Campbell, Thomas	Muh, Robert B.	Stafford, D. Neil	Town of Lisbon
Chase, Philip R.	Mumley, John P.	Susan Duncont	Town of Lyman
Cheney, Diane	National Association of Community Health Ctrs. Inc.	Talotta, Michael	Town of Monroe
Cloran, John	Nelson, Richard C.	Thoma, Chris	Town of Orford
Cole, Ellen	Nelson, Sandra J.	Thomas, Robert J.	Town of Piermont
Community Charity Fund of Garnet Hill	New England Wire	Town of Bath	Town of Rumney
Edith C. Crocker Charitable Trust	Palmer, Lisa F.	Town of Bethlehem	Town of Sugar Hill
Evans, David	Passumpsic Savings Bank	Town of Benton	Town of Thornton
Garside, Thomas	Reginald, LaFlam	Town of Carroll	Town of Warren
Hagan, Evelyn	Richardson, Gilbert	Town of Dalton	Town of Whitefield
Hannett, Alfred	Ryan, Kathryn	Town of Dorchester	Warner, Deborah
Hodge, Melissa	Scheller, Arnold	Town of Easton	Whitcher, David R.
	Secord, Mark	Town of Franconia	Young-Xu, Sarah
		Town of Haverhill	

TO OUR BOARD OF DIRECTORS

Evelyn Hagan, APRN, President | Shannon McGrath, Vice President | John Rapoport, Treasurer
Kathy Ryan, Secretary | Ivy Pearson, Immediate Past President | Jeff Jones | Frank Pinter
James Shuchman | Carlene Whitcomb

We want to express our sincere thanks for all your hard work and dedication as members of the Ammonoosuc Community Health Services Board. Your commitment, vision and hands-on involvement have been crucial to ACHS's success in providing essential healthcare services to our 26 rural communities.

The achievements, challenges, and progress of this past year reflect the collective hard work and passion you bring to the board. The success of our health initiatives wouldn't be possible without your guidance.

As we reflect on the past year, let's also look forward with optimism for the opportunities ahead. Your continued dedication ensures we will positively impact the lives of those we serve.



YOUR GENEROSITY TRANSFORMING LIVES

EASY WAYS TO GIVE

Scan the QR CODE below



GIVE ONLINE

Ammonoosuc.org/Donate

*Give the gift of making a
difference in the lives of
those we serve.*

FY 2022-2023 ACHS BOARD OF DIRECTORS



Evelyn Hagan, APRN,
President



Shannon McGrath,
Vice President



John Rapoport,
Treasurer



Kathy Ryan,
Secretary



Ivy Pearson,
Prior Past President



Jeff Jones



Frank Pinter



James Shuchman



Carlene Whitcomb

FY 2022-2023 SENIOR LEADERSHIP



Edward Shanshala,
CEO



Tammy Talotta,
CFO



Teresa Brooks,
COO



Dr. Melissa
Buddensee, Chief
Medical Officer



Lisa Bujno,
Chief Quality Officer



Lili Cargill,
Director Integrated
Behavioral Health
Services



Melissa Norris,
Director of Human
Resources

2022 ACHS STATISTICS

NUMBER OF UNDUPLICATED PATIENTS SERVED:	
Medical	8133
Behavioral Health	884
Enabling	37
Vision	151
NUMBER OF VISITS:	
Medical	24629
Behavioral Health	6386
Enabling	39
Vision	152
CLIENT/ PAYOR MIX:	
Medicaid	18.05%
Medicare	35.71%
Uninsured	3.87%
Insured	42.37%
VALUE OF FREE SERVICES PROVIDED TO PATIENTS:	
Medical Sliding Fee Discounts	69,190
Behavioral Health Sliding Fee Discounts	32,560
Pharmacy Sliding Fee Discounts	120,468
Total Sliding Fee	222,218
VALUE OF FREE MEDICATIONS:	
	305,652

OUR LOCATIONS

FRANCONIA 1095 Profile Rd. Suite B, Franconia, NH 03580 Phone: 603-823-7078
LITTLETON 25 Mt. Eustis Road, Littleton, NH 03561 Phone: 603-444-2464
WARREN Route 25, Main Street, Warren, NH 03279 Phone: 603-764-5704
WHITEFIELD 14 King Square, Whitefield, NH 03598 Phone: 603-837-2333
WOODSVILLE 79 Swiftwater Road, Woodsville, NH 03785 Phone: 603-747-3740

ACHS SERVICES

MEDICAL CARE Primary Care – All Ages Acute Care Chronic Disease Management Women's, Men's & Senior Health Behavioral Health
ASSESSMENT & REFERRAL Individual Counseling Substance Use Disorder Counseling
NAVIGATION SERVICES Sliding Fee Application Support Insurance Navigation Medicaid/Medicare Information



ACHS FRANCONIA



ACHS WARREN



MAIN OFFICE | ACHS LITTLETON



ACHS WHITEFIELD



ACHS WOODSVILLE



ACHS, a non-profit Federally Qualified Community Health Center established in 1975, operates in five sites in Northern New Hampshire. They provide affordable and high-quality healthcare to over 8,132 patients in more than 26 towns, offering integrated health services to families, including Medical, and Behavioral health. ACHS serves everyone and does not deny services based on inability to pay. Additionally, the health center receives funding from various sources, including HHS, and has PHS deemed status for certain health-related claims.

MAIN OFFICE:

25 Mt. Eustis Road | Littleton, NH 03561 | Phone: 603-444-2464 | Fax: 603-444-3441

Ammonoosuc.org