

CHC
COMMUNITY
HEALTH CENTER
of Cape Cod

2013
ANNUAL REPORT



Dear Friends,

We are honored to present you with Community Health Center of Cape Cod's 2013 Annual Report.



Please take a few moments to read about the progress and innovation that occurred at CHC during the year. From getting our Mashpee addition and new pharmacy, walk-in, and imaging services up and running in the first few months of the year; to assisting more than 4,200 patients with insurance re-enrollment and enrollment in new health exchange programs by the end of December; our focus was on solidifying our services and role in the community and ensuring that we are positioned to withstand the financial and regulatory challenges that we know lie ahead. In the months in between, we opened our dental services to the community, recruited providers, improved access to addiction recovery services, and received the highest level of Recognition as a Patient-Centered Medical Home from the National Committee for Quality Assurance.

In the next few pages we introduce you to some patients and staff who have come together in special ways during the last year. Their stories are emblematic of the lives touched every day at Community Health Center of Cape Cod.

As always, there are many to thank for our accomplishments over the last year: a wonderful team of providers and staff, a visionary Board of Directors and other dedicated volunteers, and a thoughtful, giving community.

We hope you share our vision for a healthy community and thank you for your interest in Community Health Center of Cape Cod.

Karen L. Gardner
Chief Executive Officer

David V. Peterson, Jr.
President, Board of Directors

Focus on Family

A year ago, Ann came to CHC looking for care for her son. The patient access manager helped her secure those services, gave Ann her card and told her to call if she needed further assistance. She tucked the card in her wallet and thought little of it, until recently.

Her husband's cancer had progressed to the point where he could no longer work. When his employment ended, so did the private health insurance that covered his care. Until Medicare kicked in, his insurance would be Health Safety Net (HSN), but neither his primary care provider, oncologist, nor hospice services were covered by HSN, nor was the pharmacy that provided his cancer and pain medications. Added to the concerns about her husband's care being interrupted was now the worry about the medical bills they would incur if they had to pay privately for these services.

Ann dug the card out of her wallet and called CHC. By this time, her husband had been without medications and services for three days. The patient access manager explained how CHC could coordinate the services her husband needed. He was immediately enrolled as a CHC patient and the care team set to work. He was enrolled with the CHC pharmacy and referrals were arranged for services that would accept HSN, including oncology, hospice, and hospital providers. Later that evening, a CHC nurse practitioner made a home visit to check on his status and bring him the pain and nausea medications that he had been without.

Over the course of this long day, Ann was provided with some much-needed support. She learned about compassion fatigue and the importance of taking care of herself. Overdue for a primary care visit, she, too, enrolled as a new CHC patient. When leaving she said, "I wish I had a different word, something more than 'thank you', to say for everything you are all doing for us."

Shortly thereafter, Ann and her husband came in for a follow-up visit. Both expressed relief that they can now focus on their time together as a family, without worrying about medical bills or where they would get their care. That's what a medical home is all about: less worry, more quality of life.



A nurse, nurse practitioner, medical assistant, and registration and referral specialists are assisting Ann and her family

Service is the Cornerstone of Care

As a veteran, Joe knows full well the meaning of service, and throughout every department and from every individual at CHC, he witnesses a true commitment to serving patients and the community.

Five years ago, with multiple issues to contend with, Joe was in need of an ongoing program of primary care, assistance in understanding his diabetes and getting it under control, and some help in dealing with stress related to his active combat service. He believes that at CHC he has found all that and more.



Nurse case manager, physician, nurse, medical assistant, and registration specialist are part of Joe's care team

“Everybody here helps me so much”, he says. In addition to receiving primary care and counseling services, he has received assistance with insurance enrollment and veterans’ benefits and he uses the dental clinic. Even though he has the option of getting his medications through the Veterans Administration, he chooses to use the CHC pharmacy because it’s so convenient and he knows that the pharmacy staff and his providers coordinate his care and

resolve any medication issues that may arise. They are happy to answer any questions he has. Joe recently started working with the nurse case manager to set some goals for his diabetes and he is proud to report that his blood glucose numbers are starting to come down.

Joe exemplifies the smart healthcare consumer who understands how a medical home works to his benefit and that he has a role to play in his own good health. He likes and trusts everyone at CHC and knows that they work together on his behalf. “It’s working”, he says, and he is feeling better than he has in years. Now that’s service!

“Another thing I like about CHC is the way patients from all walks of life and economic backgrounds meet at CHC and receive the same high standards of care; this is indeed exceptional....Good Job!”

Smiles All Around

People who are covered by MassHealth often have difficulty finding healthcare providers. When you're in a wheelchair, it's even more of a challenge to find a provider that not only accepts your insurance but is accessible and understands the issues you face. Sandra rests easier now that Community Health Center of Cape Cod is her medical home.

At a medical home, patients have access to a range of coordinated services including primary care, behavioral health, and dental care. There are additional supports such as interpreter services, insurance enrollment, and patient education. CHC's patient-centered medical home is even more extensive, with pharmacy, imaging, and walk-in care.

Sandra has been thrilled with her primary care team at CHC for the last several years. So, after years without luck finding a dentist that she was comfortable with, she decided to enroll in the newly expanded dental clinic at CHC.

She was not surprised to find the staff in the dental clinic as friendly, caring, and knowledgeable as her primary care team. Little did she know things were about to get even better.

In June, CHC launched its new wheelchair accessible dental service. What a difference this has made for Sandra and others. Instead of her personal care attendant having to transfer her from her chair to a dental chair, the new lift at CHC

elevates and tilts her wheelchair so that she can receive treatment without having to move. Easier, safer, and less stress for all! CHC's wheelchair accessible service is the only one of its kind in all of Massachusetts.

One of the things Sandra enjoys the most about a visit to CHC is that everyone always has a kind word and a smile. "With the good care I'm getting, I have a lot to smile about, too", she says.



Sandra and her dental hygienist and dentist

"PCMH Recognition shows that CHC of Cape Cod has the tools, systems, and resources to provide their patients with the right care at the right time."

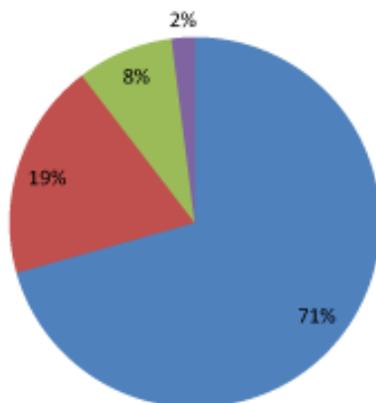
National Committee for Quality Assurance

Financial Statements

STATEMENT OF OPERATING ACTIVITIES FOR YEAR ENDED JUNE 30, 2013 AND 2012

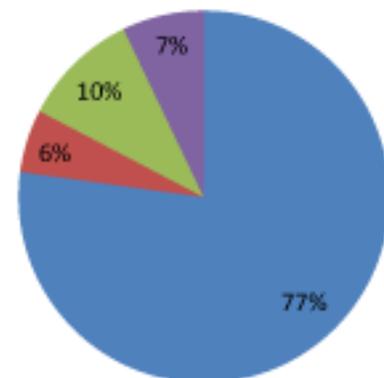
	2013	2012
Operating Revenue and Support:		
Net Patient Service Revenue	\$ 7,168,177	\$5,946,670
Grants/Contracts	1,928,062	1,926,301
Contributions, Including Donations	854,215	416,909
Interest and Other Revenue	202,588	262,880
TOTAL REVENUE	10,153,042	8,552,760
Operating Expenses:		
Personnel and Related Costs	8,090,827	7,427,549
Medical Supplies and Services	577,177	368,516
Occupancy Related Expenses	1,074,475	710,598
Other Operating Expenses (professional fees, phone, postage, maintenance, office supplies and minor equipment)	744,829	540,190
TOTAL EXPENSES	10,487,308	9,046,853
Changes in Net Assets From Operations	(334,266)	(494,093)
Other Revenue	3,035,230	4,937,584
Change in Net Assets	2,700,964	4,443,491

FY 2013
Operating Income



- Net Patient Revenue
- Grants & Contracts
- Contributions, including donations
- Interest & Other Revenue

FY 2013
Operating Expenses



- Personnel & Related Costs
- Medical Supplies & Services
- Occupancy Related Expenses
- Other Operating Expenses

Service & Demographic Statistics

From Uniform Data System Report -2013

Total patients served	11,183
Total patient visits.....	71,587
Medical visits	35,439
Dental visits	19,567
Behavioral health visits	9,760
Substance abuse visits	3,149
Other	3,672

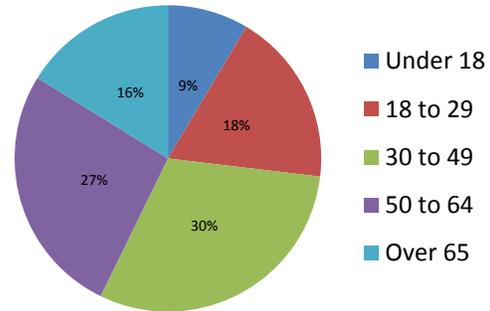
2013 top diagnoses/patients

Hypertension.....	2,363
Depression.....	1,252
Anxiety.....	1,214
Diabetes	897
Substance abuse.....	398
Asthma	348
Other heart disease.....	214

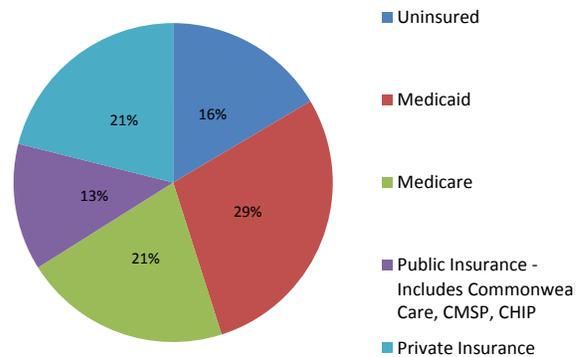
Enrolled patients by town

Falmouth	4,172
Mashpee	1,977
Barnstable.....	1,387
Bourne.....	1,182
Sandwich.....	877
Martha's Vineyard.....	330
Wareham.....	287
Plymouth	264
Other	707

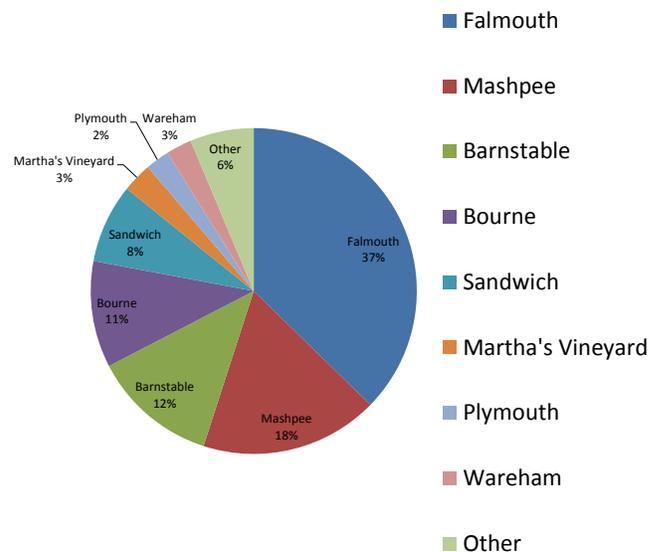
Patients by Age



Patients by Insurance Status



Patients by Town



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Dir. of Human Resources

Joanne Mazar

Dir. of Clinical Operations

Suzanne Robbins, MSN, RN

Dir. Of Dental Services

Dawn M. West, DMD

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