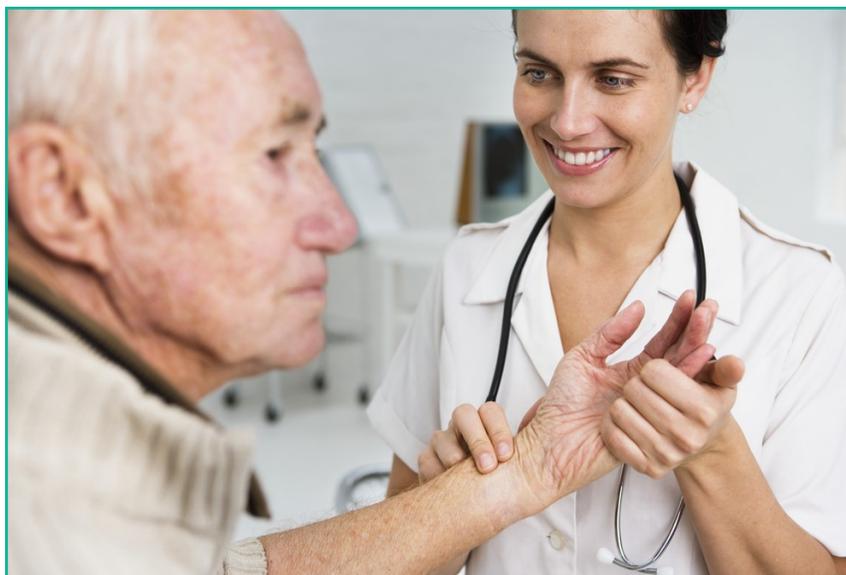


CHC
COMMUNITY
HEALTH CENTER
of Cape Cod

2014 Annual Report



Dear Friends,

We are pleased to present you with the 2014 Annual Report for Community Health Center of Cape Cod.

It was a busy year for the Health Center, as we continued to grow and expand our services. We, along with other local community health centers, played a key role in the implementation of the Affordable Care Act. In less than one year's time, our enrollment staff assisted more than 4,300 patients and members of the community in enrolling for health insurance. While it's too early to determine the effects of expanded insurance eligibility on health outcomes, we see positive results every day, in expanded access, quality care and patient satisfaction.

More and more Cape Codders are now calling the Health Center their complete medical home of choice. Each month we enroll 250-300 new patients. Currently, 1 in 5 residents in Falmouth and Mashpee are Health Center patients, along with nearly 1 in 10 residents in many other communities on the Upper Cape. These patients turn to us for quality of care, which is evident in the integration of primary care, behavioral health and dental services. Primary care providers and nurses, mental health counselors, complex care managers and outreach staff work closely with families to identify barriers to improved health, establish comprehensive care plans and monitor progress regularly. The patient centered model has shown great potential for facilitating improved health outcomes and reducing costs to our patients over the longer term.

Once again in 2014, we are proud that our providers and staff were singled out for the quality care they provide. The Health Resources and Services Administration recognized CHC for our performance relative to cancer screenings and other preventive health measures and our ability to report data from our electronic health record to the federal government. We are in the top quartile of health centers across the nation!

Of course, we are grateful for your ongoing support which allows us to focus our efforts on quality care. This year, we launched a new donor recognition program called Loyal 10, which acknowledges donors who have contributed to CHC for 10 years or more. We thank those caring individuals and organizations for their years of support!

In 2015 we look forward to continued program expansion based on your feedback and identified need within our community. Optometry and dermatology programs will be added to our continuum of care. As always, we will continuously assess the services we provide to ensure we are improving the health and wellness of those we are fortunate to serve.

We extend our sincere thanks to the Board of Directors, other volunteers, providers, staff and donors. Collectively and as individuals, you all make important contributions to Community Health Center of Cape Cod.



Karen L. Gardner
Chief Executive Officer



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

THE HEALTH CARE HOME OF CHOICE

We recognize that consumers have many options in how they obtain health care services. With our focus on quality improvement, patient-centered care and helping people overcome barriers to care, we are honored that more than 16,000 people choose Community Health Center of Cape Cod as their medical home.

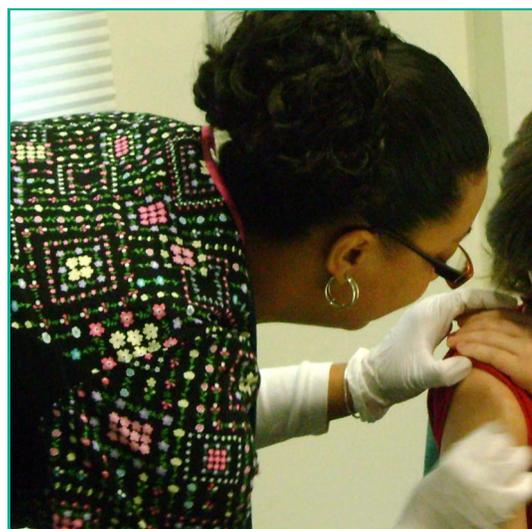
We create partnerships between patients, families and caregivers, and our care teams strive to improve health outcomes and create a more positive experience for everyone that walks through our doors. Patient satisfaction is at the forefront of all programmatic and medical decisions made at the Health Center.

For those patients with the most challenging health and social needs, our complex care registered nurses work closely with care teams and patients to manage their conditions, obtain supportive services and promote health and wellness activities in their daily lives.

Community Health Center of Cape Cod has served for 17 years as the health care safety net and provider of choice for all who need care, especially the most vulnerable. The Health Center is committed to meeting the health care needs of the community by providing high quality care in a cost-efficient manner.



Chief Medical Officer David Tager, MD



Dawn Teixeira-Badger, BSN, RN

INVESTING IN THE NEXT GENERATION OF CAREGIVERS

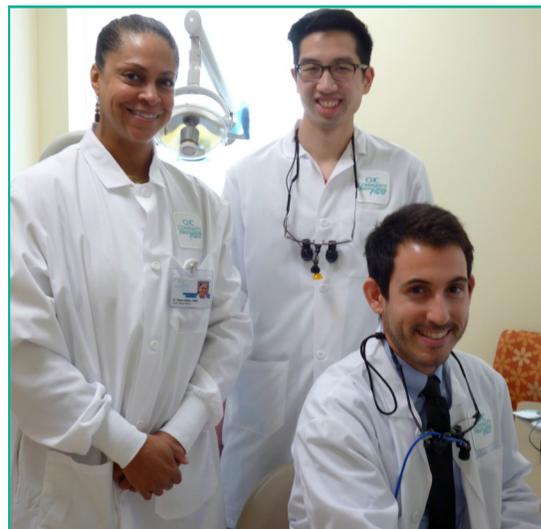
Cape Cod has been designated as a federal Health Professional Shortage Area, meaning residents face a shortage of primary care, dental and behavioral health providers, which impedes the ability of organizations to serve their communities.

Thankfully, Community Health Center of Cape Cod has a strong relationship with the next generation of medical providers. The Health Center participates in a number of training and externship programs to expose students in various health care disciplines to the community health environment.

These programs offer students the opportunity to develop their clinical skills in a patient-centered medical home and gain a sense of mission and community service. Under the direction of experienced providers and department directors at the Health Center, students and externs are able to make a tangible contribution to our community.

Throughout the year, social work, nursing, physician assistant, nurse practitioner and dental students participate in rotations through one or more departments of the Health Center. Participating institutions include Boston College, Boston University, Cape Cod Community College, Tufts University and soon, Harvard University.

These students are able to make a lasting impact on the lives of our patients, and many go on to join the Health Center team and help us fulfill our mission.



Director of Dental Services Dawn West,
DMD and dental externs



Carlton Bruce, DMD, Roz Najafabadi, DMD
and Theresa Guanci, DMD

PARTNERING WITH THE COMMUNITY



CHC representatives with the Massachusetts Department of Public Health and Barnstable County grant partners

Collaboration is a key component to providing quality health care at Community Health Center of Cape Cod. Whether it's working to prevent suicide, combatting addiction or coordinating emergency preparedness, providers and human service organizations work together to address community challenges. The Health Center was instrumental in forming a County-wide group that strives to reduce health care costs by preventing or controlling chronic health conditions. Led by the Barnstable County Department of Human Services, this broad-based coalition takes aim at diabetes, hypertension and falls among the elderly.

Other partners for this program include Duffy Health Center, Harbor Community Health Center-Hyannis, Healthy Living Cape Cod (which includes Elder Services of Cape Cod and the Islands, Visiting Nurse Association of Cape Cod and Gosnold on Cape Cod) and the YMCA of Cape Cod. Through this program, Health Center patients are referred to health, social, wellness and fitness activities provided by these partners, at no cost to the patient. Activities include Tai Chi, home safety evaluations and programs for diabetes prevention, balance and self-management.

The Cape partnership is one of only nine in the Commonwealth that was awarded funding from the Prevention and Wellness Trust Fund. The Trust Fund was created by the Massachusetts Legislature to assist communities in their efforts to reduce health care costs by preventing chronic conditions.

2014 SERVICE & DEMOGRAPHIC STATISTICS

From 2014 Uniform Data System Report

Total patients registered	16,698
Total patient visits.....	67,823
Medical visits	36,282
Dental visits	19,454
Behavioral health visits.....	9,544
Substance abuse visits.....	2,256
Other visits	287

Enrolled patients by town

Falmouth	5,761
Mashpee	2,827
Barnstable	2,243
Bourne	1,586
Sandwich	1,308
Martha's Vineyard	809
Wareham	370
Plymouth	454
Other	1,340

2014 top diagnosis/patients

Hypertension	2,421
Depression	1,842
Anxiety	1,723
Diabetes	872
Substance abuse	621
Heart disease	512
Asthma	501



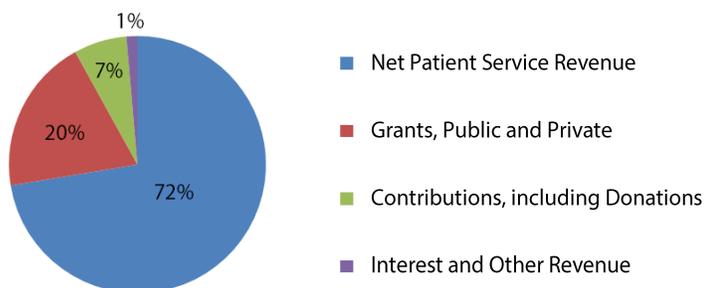
Community Health Center of Cape Cod Staff

FINANCIAL STATEMENTS

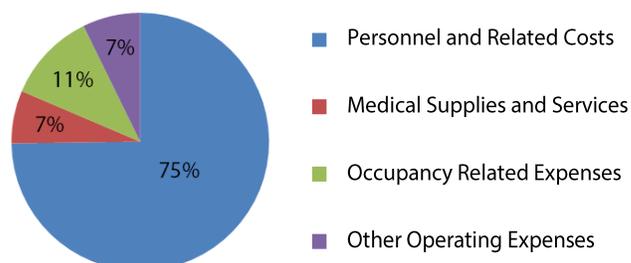
STATEMENT OF OPERATING ACTIVITIES FOR YEAR ENDED JUNE 30, 2014 AND 2013

Operating Revenue and Support:	2014	2013
Net Patient Service Revenue	\$8,723,954	\$7,168,177
Grants, Public & Private	2,358,050	1,928,062
Contributions, Including Donations	803,043	854,215
Interest and Other Revenue	165,869	202,588
TOTAL REVENUE	12,050,916	10,153,042
Operating Expenses:		
Personnel and Related Costs	8,953,061	8,090,827
Medical Supplies and Services	792,891	577,177
Occupancy Related Expenses	1,356,587	1,074,475
Other Operating Expenses (professional fees, phone, postage, maintenance, office supplies and minor equipment)	868,957	744,829
TOTAL EXPENSES	11,971,496	10,487,308
Changes in Net Assets From Operations	79,420	(334,266)
Other Revenue	311,401	3,035,230
Change in Net Assets	390,821	2,700,964

FY 2014 Operating Revenue



FY 2014 Operating Expenses



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Michael Forbes, BSP Pharm, RPh

Director of Human Resources
Joanne Mazar

Director of Clinical Operations
Suzanne Robbins, MSN, RN

Director of Dental Services
Dawn M. West, DMD

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