



**CHC**  
COMMUNITY  
HEALTH CENTER  
*of Cape Cod*

**CHC OF CAPE COD IS...YOU!**  
**2015 ANNUAL REPORT**

Dear Friends,

Welcome to the 2015 Annual Report. In the pages ahead, you will be able to read more about why Community Health Center of Cape Cod is the patient centered medical home of choice for more than 15,000 individuals. We are only as strong as the people who support us, and thankfully we have some amazing patients, volunteers, employees and board members on our side. I am sure that many of you have your own stories that begin with “CHC of Cape Cod is where...” Please feel free to share those with us in person, on social media, by email or over the phone. We would love to hear more about what the Health Center means to you!

In 2015, CHC of Cape Cod saw some tremendous growth. The Optometry Clinic opened and the response thus far has been tremendous. We introduced a number of initiatives designed to improve patient experience and to engage patients in their care plans, including a risk stratification and complex care management system, medication management, nutritional services and a revised substance abuse program model. And despite the challenging winter of 2015 resulting in more canceled appointments than usual, we were able to conduct 72,959 visits in 2015 – an increase of 8% from 2014.

Looking to the future, we can say that CHC of Cape Cod will continue to grow, expand and flourish. We are in the process of communicating with all Health Center constituent groups to put together a strategic plan for 2017-2020. This plan will be based on an assessment of our organizational values, strengths and the challenges we foresee, and will be used to help us continue to deliver integrated quality care and meet the needs of our community over the next three years.

We believe there are many benefits to be realized by expanding our scope and use of technology. Telehealth is becoming increasingly available and recognized by insurers and consumers as a high quality, cost effective option for providing care and increasing patient engagement. In 2016, we will be launching the beginnings of telehealth strategy, including: video interpreting, tele-psychiatry, tele-optometry and remote monitoring of blood pressure and blood sugar.

An expansion project will begin in our Bourne office soon into the two adjacent office suites, doubling the size. The additional space will provide not only improved workflow, but add dental services and a fully licensed retail pharmacy. We will also be adding dental services to Falmouth. Our focus on quality improvement will continue, as we always work hard to improve our organization and the health of those we serve.

As I am sure you know, CHC of Cape Cod is where some special things happen, and we thank everyone who has helped shape it into what it is today. The future is bright, and we look forward to having you take part in and witness our continued growth and success.



Karen L. Gardner  
Chief Executive Officer



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



# FINANCIAL STATEMENTS

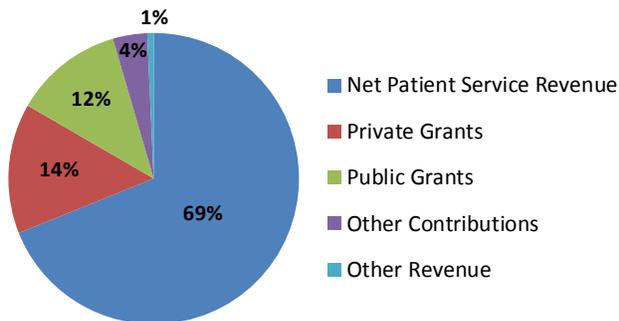
## Statement of Operating Activities for Year Ended June 30, 2015 and 2014

	2015	2014
<b>Operating Revenue and Support:</b>		
* Net Patient Service Revenue	\$8,801,266	\$8,723,954
Private Grants (Foundations)	1,846,304	1,021,087
Public Grants (Federal and State)	1,550,441	1,648,364
Other Contributions (Individuals, special events, etc.)	486,428	905,010
Other Revenue	90,790	63,902
<b>TOTAL REVENUE</b>	<b>12,775,229</b>	<b>12,362,317</b>
<b>Operating Expenses:</b>		
Personnel and Related Costs	9,976,276	8,953,061
Medical Supplies and Services	840,715	792,891
Occupancy Related Expenses	1,460,696	1,356,587
** Other Operating Expenses (professional fees, phone, postage, maintenance office supplies and minor equipment)	1,148,708	868,957
<b>TOTAL EXPENSES</b>	<b>13,426,395</b>	<b>11,971,496</b>
Change in Net Assets	(651,166)	390,821

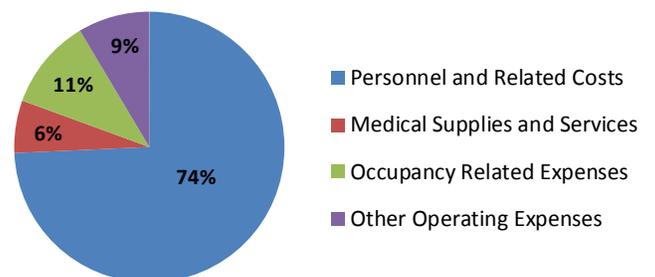
\* Includes \$156,000 in lost revenue from inclement weather

\*\* Includes \$360,000 in "one time" operational expenses for Behavioral Health and Electronic Health Record projects

**FY 2015 Operating Revenue**



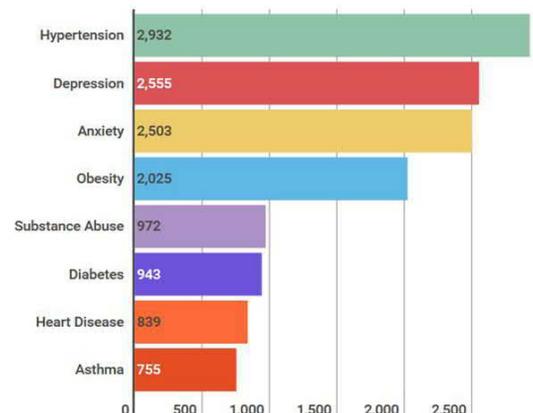
**FY 2015 Operating Expenses**



## 2015 SERVICE & DEMOGRAPHIC STATISTICS

<b>Total patients served:</b>	<b>11,880</b>
<b>Total patient visits:</b>	<b>72,959</b>
<b>Medical visits:</b>	<b>38,369</b>
<b>Dental visits:</b>	<b>18,291</b>
<b>Behavioral health visits:</b>	<b>12,681</b>
<b>Substance abuse visits:</b>	<b>1,899</b>
<b>Optometry visits (seven months):</b>	<b>613</b>
<b>Other visits:</b>	<b>986</b>

**2015 top patient diagnoses**





## CHC OF CAPE COD IS...CENTERED ON PATIENTS

*“Seeing the smiling, helpful faces of staff members when walking into your visit is very comforting.”*

- Kathy Roberts, second from left, with Sandra Crawford, Sister, Chelsea Roberts, Granddaughter and Michael Roberts, Husband: all CHC patients.

*“I accompanied my sister to a Health Center visit five years ago and saw the detailed and caring attention she got from her physician. I decided that I wanted that, so I become a patient as well. I love my doctor and nurse – they really care and listen. Listening all the way to someone’s health issues is the most important part of health care that is so needed today. The Health Center is a great one stop health care location and the team all works together. I have already told many family and friends of this great facility, and now many of them are part of this wonderful health care system. The coolest thing is that CHC is growing and evolving in the latest technology to better care for us in the community. We are so happy and grateful that CHC is here for our health care.”*

Patient satisfaction is at the forefront of all programmatic and medical decisions made at CHC. To that end, there is a serious commitment to evaluation to ensure the best care possible is provided to patients. Patient satisfaction surveys are sent out on a regular basis, and last year more than 90% of patients expressed excellent or very good satisfaction with the care they received.

### CHC Patient Satisfaction

According to a Massachusetts Health Quality Partners 2014 survey on patient experiences, ratings for the quality of doctor-patient interaction at CHC was high across the board: CHC ratings (out of 100) included the following, all above state averages:

- 97.7 for communication
- 91.3 for shared decision-making
- 90.1 for providers’ knowledge of patients
- 89.2 for integration of care
- 83.2 for adult behavioral health

# CHC OF CAPE COD IS...WHERE I GIVE MY TIME

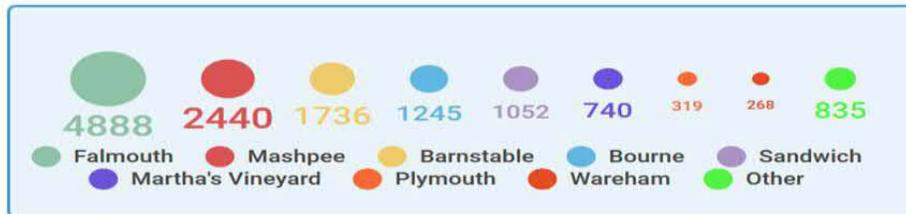
*“CHC is a tribute to what dedicated and generous people can achieve, working together to fill a critical need.”*

- Judy Godin, volunteer and member of the CHC Bequest Society

*“I began volunteering in the Development Office at the “Free Clinic” in 2004, entering donations in a new donor database. In the 12 years since, witnessing the dramatic and beautifully implemented growth stands out in my mind - from 2 little offices providing basic care to a few people, into a multi-location complex that covers the complete gamut of health care serving thousands. Access to quality health care is a critical need we often don’t think about until we need it. I am impressed that a group of caring people recognized this need, educated others about it, and worked tirelessly to create this incredible resource that serves our community. I am also impressed by the generosity of the community in terms of philanthropic support, volunteer resources and encouragement to grow and expand services.”*

CHC was founded on the spirit of volunteerism 18 years ago, and volunteers continue to be at the heart of what the Health Center does. Each year, more than 60 individuals donate their time and talents to help the Health Center achieve its mission. In addition to offering her time to the Health Center, Judy has generously included CHC in her estate plan. For more information about volunteering or gift opportunities at the Health Center, please contact the Development office at (508) 477-5990.

## 2015 Patients by Town



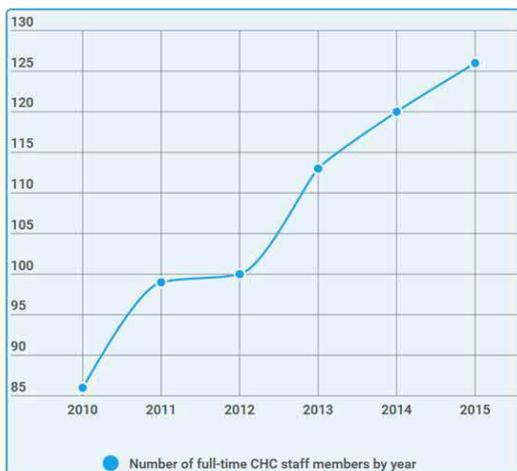


## CHC OF CAPE COD IS...A GREAT PLACE TO WORK

*"We have a motto, 'Team work makes the dream work.'"*

- Maliqua Gomes, General Medicine Nurse Team Leader

### CHC Staff Growth



*"I have been lucky enough to work at the Health Center for the past eight years. My co-workers and I look at each other like family, and we look at our patients the same way. There is a great spirit of community service inside our buildings. We all do the best we can to make sure that we can counteract the barriers our patients face, like language and transportation. While we separate patients into teams, when it comes down to it, we all serve all of the patients. We consider all patients 'ours' and we are happy to make a difference, helping them lead healthier lives."*

CHC is very proud to have a great staff of 165 full and part time employees. Whether it is the friendly faces that greet you when you arrive, the team of medical assistants, nurses and doctors who coordinate your care or the administrative, medical records, billing and other individuals behind the scenes, everyone at CHC is devoted to putting patients first. The CHC team is driven by the mission to **improve the health status of the patients and community we serve through the provision of comprehensive, high-quality, compassionate health care to all, regardless of ability to pay.**

# CHC OF CAPE COD IS...WHERE WE LOOK TO THE FUTURE

*“Our patient centered medical home model of care focuses on prevention, patient engagement and reducing barriers for our patients to help them reach their health goals.”*

- Rudy Hunter, Treasurer, CHC Board of Directors

*“I have been involved with CHC since day one when I raised funds by auctioning beanie babies in my retail stores. I was inspired by the passion of our founders and the mission. Our mission has transcended time and the staff is dedicated to the mission with an amazing professionalism that is reflected in the high level of patient satisfaction. We have stayed in the forefront of patient care systems by providing high quality integrated services and we're well positioned to meet the future in this changing reimbursement environment. Over the next few years, we will introduce innovative programming such as tele-psychiatry, remote patient monitoring, on-site specialty care and other programs to expand access, engage our patients in their care and further reduce cost. We will continue, as we have since our inception, to make investments in people, technology and data reporting systems to continuously improve.”*

CHC has come a long way since being founded as the volunteer-run Falmouth Free Clinic in 1998. Just eight years ago, when the Mashpee facility opened, the Health Center cared for 5,000 patients. That number has grown to over 15,000 patients, with more than 72,000 patient visits in 2015. CHC continues to grow and add programs, increasing access to care to all those who need it, and the future remains bright.

## **New programs/services in 2015:**

Optometry clinic  
Complex care program  
Nutrition education services  
Walk-in services in Bourne

## **Coming soon to CHC:**

Expanded Bourne location: addition of dental clinic & pharmacy  
Expanded Falmouth location: addition of dental clinic  
Telehealth services: psychiatric services, optometry, cardiac monitoring and endocrinology



## BOARD OF DIRECTORS

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David V. Peterson, Jr.

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Nancy Barnett, MD

### Treasurer

Rudolph R. Hunter

### Clerk

Brenda Swithenbank

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Madeleine Wing Adler, PhD

Tom Chadie

Gina Hotton

Beverly Jacobson

Ralph Sewall

Paul Smith

Anita M. Thacker

Matthew Waterbury, OD

David Weston

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Michael Bihari, MD

Bernard E. Maney, MD

William M. McDermott, MD

## DEVELOPMENT COMMITTEE

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Tom Chadie

James Franklin

Margaret Gifford

Erich Horgan

Fred Lane

Edward McGuire

Joel Peterson

Daniel Shearer

## ADMINISTRATIVE STAFF

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David S. Tager, MD

### Chief Development Officer

Karen L. Bissonnette, CFRE

### Chief Information Officer

Katy O'Connell

### Chief Financial Officer

Ann-Marie Richard

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Alice Cook, LICSW

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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

### Director of Vision Services

Nyssa A. Connell, OD, MS, FAAO

## LOCATIONS & CONTACT

### Bourne

123 Waterhouse Road

### Falmouth

210 Jones Road, Suite 22, Homeport

### Mashpee

107 Commercial Street

### Mailing Address

107 Commercial Street

Mashpee, MA 02649

(508) 477-7090: Main Office

(508) 477-5990: Development Office

[www.chcofcapecod.org](http://www.chcofcapecod.org)

As of May 1, 2016

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