Fall 2016

# Battenkill Valley Health Center

## ANNUAL IMPACT REPORT 2015



9 Church Street | P.O. Box 61 | Arlington, VT | 05250
battenkillvalleyhealthcenter.org | (802) 375-6566

# Our Mission and Values








## Mission Statement

*Battenkill Valley Health Center, a community resource, provides compassionate, responsive, comprehensive health care through a committed team of professionals ensuring affordable access to all.*

## Value Statements

**In pursuit of our mission, we believe the following statements are essential and timeless.**

- Commitment and Sustainability: We believe that treating the whole person throughout all stages of life has a positive, long-term impact on the wellness of our community.
- Partnership: We believe the BVHC team strengthens bonds within the community by establishing partnerships that enhance community well-being. We treat everyone with respect and value diversity by drawing upon each other's strengths, ideas, experiences, and backgrounds.
- Excellence: We believe in striving for excellence in all aspects of our healthcare delivery. We believe in doing our very best, being accountable, and continuing to learn and grow.
- Integrity: We believe in compassion and empathy, respecting the individuality of each and every patient. We employ the highest ethical standards, demonstrating honesty and fairness in everything we do.
- Equal Access: We believe every person has the right to receive reliable, comprehensive and confidential quality healthcare.

# A Message from Our Board of Directors

## Board of Directors

Edward Sargood, Chair
*Hoosick Falls, NY*
MaryAnn Carlson, Vice Chair
*Arlington, VT*
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*Manchester Center, VT*
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*Arlington, VT & Springfield, NJ*
Lynn Williams
*Arlington, VT*
Olavi Wirkki
*Arlington, VT*



## Dear Friends of Battenkill Valley Health Center,

It is a pleasure to present this year's Annual Impact Report on behalf of the Board of Directors.

Just six short years ago our health center began the journey to become the first and only Federally Qualified Health Center in Bennington County, and what a journey it has been! Our mission to provide compassionate, responsive, comprehensive health care through a committed team of professionals ensuring access to all has been in motion and embraced by the communities we serve.

We are proud of our accomplishments since being designated a Federally Qualified Health Center in 2013 and our opening on February 27, 2014. We have taken measurable steps toward providing excellent patient-centered care and we have enhanced health outcomes for patients, families, and our communities. As we look to the New Year, we are excited for a bright future, a revitalized medical campus, and a strong and caring staff.

With the approaching holiday season, the Annual Impact Report gives us an opportunity to look thoughtfully back over the past year and also look to BVHC's future. BVHC continues to strengthen its foundation and solidify its role in the community. We are so thankful for the generous support, local collaborations, and many continued relationships we have as we build a brighter future together in local healthcare.

Thank you for your ongoing support as we continue to nurture a belief in overall wellness, not only for our patients but also for the communities we serve.

Kind Regards,

Edward Sargood
Chair of the Board of Directors

# A Message from Our Chief Executive Officer



## Dear Friends of Battenkill Valley Health Center,

Over the last two and a half years, our plan to ensure ongoing access to medical and behavioral health care and to increase access to dental care has evolved for many reasons. What has not changed is our commitment to a 30-year strategy to sustain a healthcare clinic in the town of Arlington, for our current patients and for future generations of patients to come.

With change comes the opportunity to create. On June 18, 2016, BVHC purchased the former Lonergan & Thomas building (18 Church Street) followed by the acquisition of our current location, 9 Church Street on July 8th. Our goal is to create a full service clinical campus in the heart of Arlington's village by renovating and re-purposing both buildings over the next three years.

As we embark on this ambitious renovation project, we are energized by the idea of preserving the integrity and appearance of historic downtown Arlington. The Church Street Clinical Campus Project begins with the renovation of our existing building which began September 2016. Because it is a staged project, there will be no interruption to existing services.

I am also excited to share with you that beginning in spring/summer 2017, 9 Church Street will house a new, state of the art dental clinic managed by Dr. Stephen Phillips, BVHC's Chief Dental Officer.

The vision for the 18 Church Street building is evolving, but preliminary plans include an acute care clinic for BVHC patients as well as a CLIA certified lab. Dr. Richard Barbierri - who will continue to see dental patients in his current office space - and BVHC are finalizing a formal working relationship; a very exciting time for our community.

And as always, sincere and heartfelt thanks to the BVHC board of directors, our clinical / administrative team and our many community members and partners for your ongoing support.

Best,

Grace Gilbert-Davis
Chief Executive Officer

# Financials: July 1, 2014 to June 30, 2015

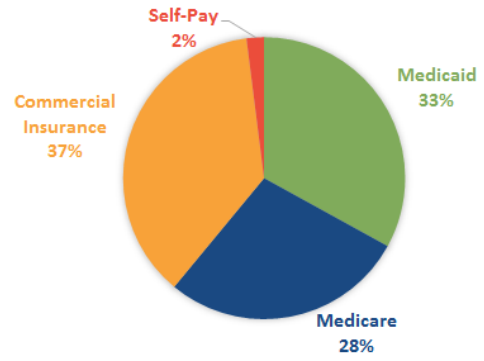
*In the past BVHC has as a practice been prudent regarding its expenses and continues to do so. We are capitalizing on the opportunity to reinvest and save for the future as we continue to expand. We are dedicated to the patients we serve, improving health outcomes to create healthier communities.*

## Assets

| | |
|---|---|
| Current Assets | |
| Cash | 679,524 |
| Patient accounts receivable (net allowance of $76,000) | 126,478 |
| Contributions receivable - current | 10,600 |
| Estimated amounts due from third-party payers | 120,000 |
| Supplies | 11,117 |
| Prepaid expenses and other | 18,351 |
| **Total Current Assets** | **$966,070** |
| Property and Equipment, at cost | |
| Equipment | 7,529 |
| Furniture and fixtures | 32,457 |
| Construction in progress | 72,793 |
| Less accumulated depreciation | (9,049) |
| **Total Property and Equipment** | **$103,730** |
| Other Assets | **$15,000** |
| **Total Assets** | **$1,084,800** |

## Liabilities & Net Assets

| | |
|---|---|
| Current Liabilities | |
| Current maturities of long-term debt | 1,455 |
| Accounts payable | 57,360 |
| Accrued expenses | 96,287 |
| Deferred grant revenue | 130,396 |
| **Total Current Liabilities** | **$285,498** |
| Long-Term Debt | **3,448** |
| Net Assets | |
| Unrestricted | 785,254 |
| Temporarily restricted | 10,600 |
| **Total Net Assets** | **$795,854** |
| **Total Liabilities & Net Assets** | **$1,084,800** |




## Statement of Operations

| | |
|---|---|
| Unrestricted Revenues, Gains & Other Support | |
| Patient service revenue (net of contractual discounts and allowance) | 882,444 |
| Provision for noncollectable account | (70,261) |
| Net patient service revenue less provision for noncollectable accounts | 812,183 |
| Capitation received | 29,807 |
| Grant revenue | 890,043 |
| Contributions | 9,141 |
| Other | 11,683 |
| Net assets released from restriction for operation | 162,100 |
| **Total Unrestricted Revenues, Gains and Other Support** | **$1,914,957** |
| Expenses and Losses | |
| Salaries and wages | 865,948 |
| Employee benefits | 145,314 |
| Purchased services and professional fees | 122,090 |
| Supplies and other | 261,044 |
| Rent | 42,901 |
| Depreciation and amortization | 37,569 |
| Grants for acquisition of property & equipment | 13,199 |
| **Total Expenses and Losses** | **$1,474,866** |
| **Excess of Revenue/Expenses** | **$453,290** |

***"In our opinion, the financial statements referred to in this report present fairly, in all material respects, the financial position of Battenkill Valley Health Center, Inc. as of June 30, 2015, and the results of its operations, the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America."***

***– BKD, LLC CPAs and Advisors, January 21, 2016***

# Providers at Battenkill Valley Health Center

*Battenkill Valley Health Center providers know and care about the patients they serve. Whether a patient is seen once a year or once a week, they are valued and involved in their health care plan. Providing care on a daily basis, our health care team is committed to our patients - helping to create a healthier community for us all. We are excited for the road ahead, and we look forward to delivering care to patients of all ages, throughout all stages of life.*



## Kimberly F. Tulloch, ANP

Kimberly F. Tulloch, ANP joined BVHC in December of 2014. Since her arrival, Kim has been instrumental in caring for our patients; fostering partnerships and relationships while providing care that is both personal and thorough.

After two years of service to BVHC, Kim has accepted a position at Rutgers University. She will be returning to New Jersey in December where she will be closer to her family. Kim will be greatly missed by staff and patients alike.



## Maggie Dusha, ANP, FNP

Maggie Dusha, ANP, FNP joined BVHC in August 2016 and is already connecting with patients. As an FNP, Maggie sees patients of all ages. Her special interests include pediatrics, young adult health, and orthopedics. She has more than 24 years of experience as a registered nurse in acute care and four years of experience in internal medicine, family medicine and pediatrics as a nurse practitioner. Maggie has four daughters and lives in Greenwich, NY with two of them. She enjoys hiking, kayaking, and spending time with her family.



## Pauline Kahng, PA

Pauline Kahng, PA joined us in late October as a temporary provider. Pauline graduated from the Yale Physician Assistant program and has over 20 years of health care experience in a variety of locations. Pauline enjoys working in a team setting and is looking forward to becoming a part of the Battenkill community. She loves meeting new people and assisting them with their health care needs and goals. Pauline will be seeing patients, bridging the gap until Dr. Marisa Friscia joins BVHC.



## Marisa Friscia, MD

Dr. Marisa Friscia will be joining the BVHC clinical team on January 4, 2017. Board certified in internal medicine, she is excited to provide adult primary care services at BVHC. Dr. Friscia practiced in Bennington, VT for many years prior to working at Troy Internal Medicine, a subsidiary of St. Peter's Health Partners Medical Associates.

Dr. Friscia is eager to return to her southern Vermont roots and looks forward to seeing patients, both old and new. Anyone interested in becoming a patient of Dr. Friscia is encouraged to call BVHC now at (802) 375-6566.

## VERMONT Blueprint for Health

The Vermont Blueprint for Health is a state-led, nationally recognized initiative that helps health care providers meet the medical and social needs of people in their communities.

Medical Homes are the foundation of the Blueprint which helps to continuously improve patient care and outcomes. Community Health Teams expand the services available to include free care coordination, counseling, substance abuse support, health coaching and more. The Blueprint also helps design innovative interventions, like Support and Services at Home for elders and Hub & Spoke Medication Assisted Therapy for individuals battling opioid addiction. All Blueprint work is closely integrated with health and human service organizations through Community Collaboratives that guide care delivery and payment reforms at the local level.

The Blueprint's aim is constant: better care, better health, and better control over health care costs.



## Jessica Bachiochi, RN, BSN, Nurse Case Manager

Jessica Bachiochi oversees transitional care for BVHC patients and those with chronic conditions including diabetes and high blood pressure.

Jessica works with BVHC transitional care patients, primary care providers, their family members and a wide range of community resources to ensure quality care post-hospitalization. She follows up with high-risk chronic care patients to ensure they are following their care plan and utilizing available Blueprint services, as well as community services, to help them meet their healthcare goals.




## Rachel Rodney, MS, RD, CDE - Dietitian

Rachel Rodney provides patients with valuable dietary skills to lead a healthy lifestyle.

During a patient visit, Rachel learns about current diet and offers ideas to help patients make healthy food choices. As part of our Church Street Clinical Campus Project, Rachel plans to utilize our community meeting room and teaching kitchen where patients can learn with a hands-on approach how to cook delicious, healthy meals for themselves and their families.



## Jill Egbert, LCSW - Behavioral Health

Jill Egbert provides on-site, short-term behavioral health and substance abuse counseling to BVHC patients during stressful times. Jill meets with patients to understand their need for further assistance. During their visit with Jill, patients begin to gain control of their emotional and behavioral needs.

Long-term care needs are met through referrals to private practitioners or organizations like United Counseling Services, one of many organizations that BVHC partners with to ensure the highest quality care possible for our patients.

# Our Patients



## My Story

*"I am glad that the nurse (Denise Hollister, RN) at BVHC called me back after an appointment at the clinic had been set up for me. She questioned me on the symptoms I had shared while setting up my appointment and because of them, sent me directly to SVMC. There, they did some tests and Dr. Anisman sent me to Albany Medical Center.*

*At Albany Med, they reviewed my EKGs, both old and new ones and decided I needed catheterization to see exactly what was happening and possibly fix it.*

*I was told that I had "dodged a potential bullet" and could have had a major heart attack in the near future due to some serious blockage in my heart arteries.*

*Everything is fine now. I am home and have two stents in my heart arteries. I have to be careful about my physical activities for a few days, and then make some life style changes. I truly appreciate the quick thinking of the staff at BVHC."*

*- Olavi Wirkki, patient & BVHC Board Member*

## Patient-Centered Medical Home

As a patient-centered medical home, Battenkill Valley Health Center is dedicated to improving and managing the health of the people we serve by providing quality health care and related social services that promote access, treatment, education, and prevention regardless of health, economic, or insurance status.

## What our patients have to say about us

*"Very welcoming place. Kim shows genuine care not just about my health but about my family and personal life."*

*"Maggie was very attentive; she assessed my issue promptly and the medicine she prescribed worked great. Maggie was easy to talk to."*

*"I love the patient portal. It helps me stay informed."*

*"Ashley was very friendly, quick, and my shots didn't hurt."*

*"Eileen was very professional and very caring."*

*"Sylvia always has a smile on her face, she knows how to make you feel welcomed."*

## Communities Where Our Patients Live

Vermont: Arlington, Bennington, Bondville, Chester, Danby, Dorset, Dover, East Arlington, East Dorset, Londonderry, Manchester, Manchester Center, Mount Tabor, North Bennington, Pawlet, Peru, Poultney, Pownal, Rupert, Sandgate, Shaftsbury, South Londonderry, Sunderland, Wallingford, West Dover, West Rupert, Weston, Winhall, and Woodford.

New York: Buskirk, Cambridge, Eagle Bridge, Granville, Greenwich, Hoosick, Hoosick Falls, Shushan, and White Creek.



## Battenkill Valley Health Center in Numbers

**2,334** Patients Served

**773** Patient Portal Users

**12,952** Medical Visits

**38** Towns our patients live in

**823** Blueprint Visits





## Sliding Fee Program

- The Sliding Fee Program is a federally funded program that provides a discount to patients who are uninsured or under-insured. This program allows qualifying patients to receive primary care services at Battenkill Valley Health Center at a discounted rate. BVHC also works with Southwestern Vermont Medical Center and Rutland Regional Medical Center to assist patients on the sliding fee programs they offer. There is a minimum co-payment due at the time of service for all discounted services received.
- Uninsured and under-insured patients may qualify for the Sliding Fee Program. Federal guidelines require BVHC to take household size and income into consideration when determining an applicant's eligibility. Patients must live in the following Vermont zip codes to be eligible: 05201, 05250, 05252, 05254, 05255, 05257, 05260, 05261, 05262, 05340, 05350, or 05352.
- The Sliding Fee Program applies to qualifying patients who receive primary care services at BVHC.
- You can apply anytime to understand if you qualify for the Sliding Fee Program. If approved for the program, you will be required to renew your application every six months. If you are not approved for the program, you are encouraged to contact BVHC if you have a significant change in income or family size to allow the Health Center to re-evaluate your information.

# Church Street Clinical Campus Project

On May 4, 2016, six health centers in Vermont were awarded a combined $5,477,210 from the Health Resources and Services Administration (HRSA) to renovate facilities, expand operations, and serve more patients. BVHC was named one of the $1,000,000 recipients.

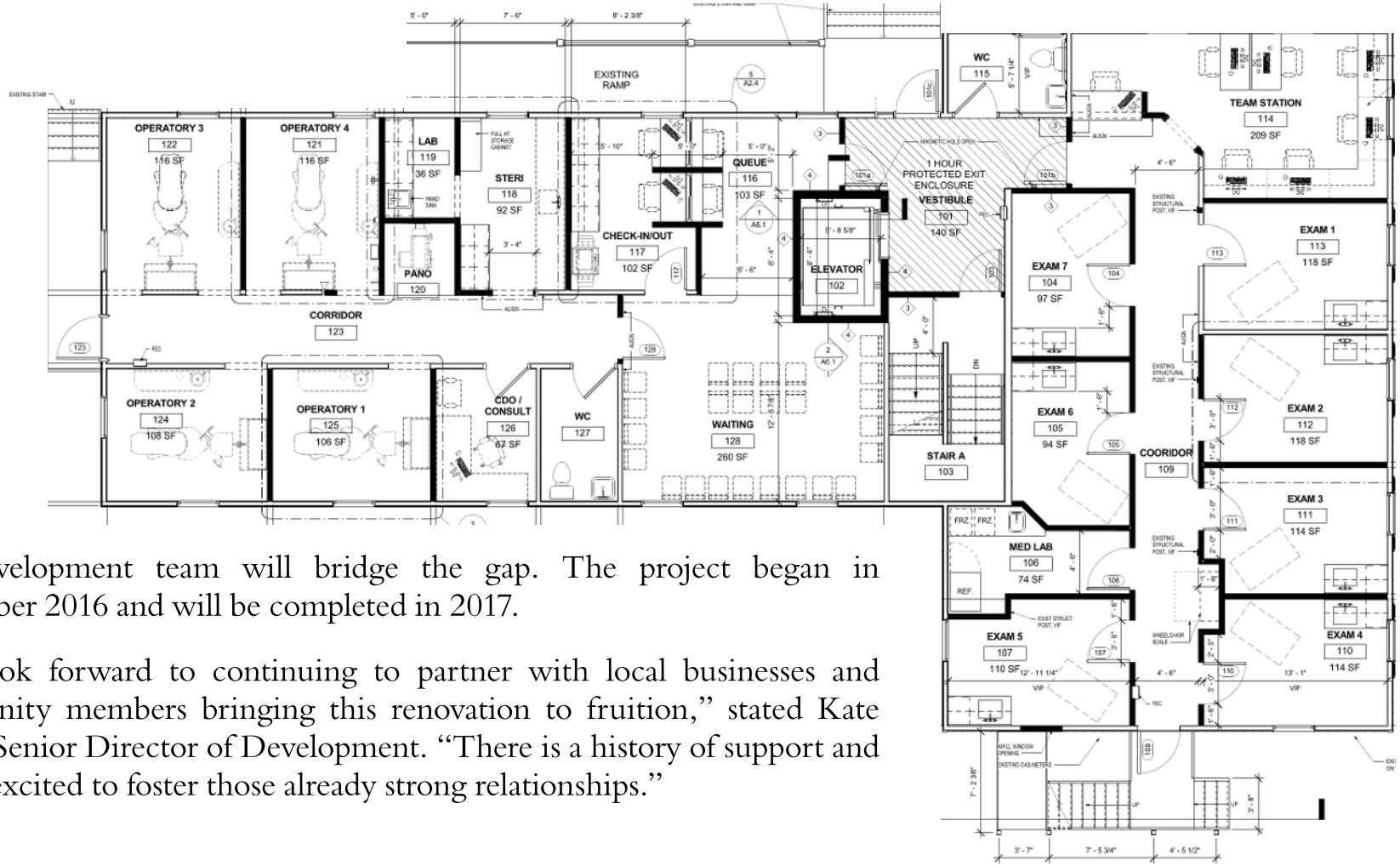
The administrative staff of BVHC spent the majority of the summer of 2015 writing a grant proposal to help fund a building project for a different location. When funding was not awarded at that time, BVHC's Chief Executive Officer, Grace Gilbert-Davis, and members of the management team went back to the drawing board, creating a plan which included the purchase of the building where BVHC currently operates and the building next door.

"All of the program elements that were designed in 2015 for the proposed new building will fit in the square footage of these two buildings collectively," she said. "We are excited to be able to renovate two key buildings in the heart of Arlington to create the Church Street Clinical Campus."



The campus will continue to provide medical and behavioral health services and a new dental care managed by Chief Dental Officer, Dr. Stephen Phillips. "Dr. Phillips is an amazing dentist who has been working with us voluntarily for the last year in anticipation of getting the dental clinic up and running in spring/summer 2017," Gilbert-Davis shared.

The 9 Church Street building renovation including furnishings, fixtures, and equipment will cost roughly $2.1 million. The cost also includes expenses to ensure compliance with current building codes with additions like an elevator and an exterior stair for emergency egress. BVHC is covering the renovation cost using the $1 million HIIP grant and a construction loan; fundraising by




our development team will bridge the gap. The project began in September 2016 and will be completed in 2017.

"We look forward to continuing to partner with local businesses and community members bringing this renovation to fruition," stated Kate Bryan, Senior Director of Development. "There is a history of support and we are excited to foster those already strong relationships."

# Church Street Clinical Campus Project

## Renovation Project Partners

Advanced Insulation
ALL OUT Waste Management
Bay State Elevator
Beaudry Painting
Builder Specialties
Deconstruction Works — Recycling the Built Environment
Doxsee Roofing
Green Mountain Drywall Co. Inc. — Wallingford, VT — 802 446-2491 — Fax 446-3533
Hayden Plumbing & Heating, Inc.
Interstate Electrical Services
LaJeunesse Interiors — Division 10-12 Products
L&G Fabricators, Inc.
Miles Lumber Company of Arlington — Since 1927
rk Miles — Since 1940 — Building Materials Supplier
People's United Bank
TJ Phillips & Sons Construction
Scott + Partners Architecture
ReArch Company
Suburban Propane
TAM Waste Management
Tatro's Concrete Impressions
TNB Construction
VCI — Department of Corrections

## Creating a Clinical Campus in the Heart of Arlington: What will it take?

Unlike many capital campaigns, we are tasked with raising the money we need to complete this project after we have already begun the process. The Board of Directors, along with the management staff, has worked hard to create a plan that demonstrates both funding sources and how those funds will be used. It is important to note that though our financial goal for project completion is $337,000 through fundraising efforts, we strive to be debt free within the next three years; a challenge that will require that we raise an additional $900,000.

**Sources of Funding:**

| | | | |
|---|---|---|---|
| HRSA Grant: | $1,000,000 | Dental Equipment Financing: | $269,000 |
| Line of Credit: | $125,000 | Mortgage Loan: | $300,000 |
| Construction Loan: | $600,000 | Fundraising: | $337,000 |

**Total Sources of Funds: $2,631,000**

**Uses of Funding:**

| | | | |
|---|---|---|---|
| Furnishings, Fixtures, & Equipment: | $335,000 | Building Purchases: | $540,000 |
| ADA Compliance & Renovations: | $1,756,000 | | |

**Total Uses of Funds: $2,631,000**

As you can see, our goals are ambitious. They are also necessary.

We have had tremendous support since the concept of BVHC took root in 2010. Our partners have included individuals, local businesses and other companies that recognize the importance of a federally qualified health center in southern Vermont.

Our greatest partner in all of this, of course, is and will continue to be the communities that we serve. As Vermonters we know that we cannot do much alone, but together we can ensure the availability of health care in our community today and for years to come.

## Questions about renovations:

**What can you expect during renovations?**

Your well-being and health care is our priority. During renovations, we will continue to offer convenient office hours and quality care. Should you have any concerns, please bring them to our attention by calling (802) 375-6566.

# Questions About Renovations

**When will renovations be complete?**

The 9 Church Street renovations are taking place in stages to avoid any interruption to services. As with any renovation project, there may be unforeseeable postponements. Our seven new medical exam rooms are expected to be ready in February 2017. The dental operatories will operational by spring/summer 2017. This is an ambitious renovation project. It is our hope to be fully completed by September of 2017.

**Where can you see updates about the renovations and fundraising?**

You can visit our website to view photos and additional information www.battenkillvalleyhealthcenter.org or stay informed via Facebook.

**How can you help?**

You can contribute to the Church Street Clinical Campus Project. Gifts in any amount are welcomed and are tax-deductible to the extent of the law.











# Annual Giving Report

**Gifts received from July 1, 2014 to June 30, 2015 - $170,110**

## Gifts $10,000 - $150,000

Jane & Pete Childs

Southwestern Vermont Health Center

## Gifts $5,000 - $9,999

Federated Church of East Arlington

## Gifts $1,000 - $4,999

Kenneth J. & Jane B. Moriarty

Quadra-Tek




Staff wore blue in honor of Autism Awareness Month.

## Gifts $500 - $999

Jennifer R. & Michael R. Rachlin

Lorraine L. Spivey

## Gifts $250 - $499

George & Patricia Carpenter

Valerie & Martin Oakland

## Gifts $100 - $249

Don & Moira Boucher

Denise & Marc Colety

Janice Rubertone Plumer

Lee Spivey

Shannon H. Spivey & Glen Largen

Tim & Lynn Williams



Staff and Board Members wore pink in honor of Breast Cancer Awareness Month.

## Gifts up to $99

Kate Bryan & family

Sue L. Demarsico

## Gifts in Memory of Janet Daniels

Friends of Janet Daniels

Scott Daniels

Sue Demarsico

Joyce Gustavson & Neva Lacroix

Donna and Gary Gunther

Richard & Kathleen Hauser

Vermont Association of Snow Travelers, Inc.

*We honor the generous support of our many donors. Battenkill Valley Health Center wishes to thank all those who have contributed. The donors listed here have made both restricted and unrestricted donations during fiscal year 2015.*

*Battenkill Valley Health Center strives for accuracy in recognizing our supporters. If we have misspelled your name or inadvertently omitted you from these listings, please accept our sincere apologies and let Kate Bryan know by calling (802) 430-7050 or emailing katebryan@bvhcvt.org.*






In September 2015, the Inaugural Golf Tournament was held at the Manchester Country Club to support the future dental program.

Many local businesses and community members supported the tournament by sponsoring and playing, raising close to $7,000!

In July 2016, the 2nd Annual Golf Tournament was held at the Golf Club at Equinox. Over 70 golfers joined to make it a success.



**Save the date for the 3rd Annual Tournament on July 21, 2017!**

## *Inaugural Golf Tournament Donors*

### Corporate Sponsors

Bank of Bennington
Bennington Subaru
Brookdale Fillmore Pond

### Gold Sponsor

Man of Kent

### Silver Sponsors

Southwestern Vermont Health Center
Scott and Diane Seidel

### Bronze Sponsors

Law Office of Jonathan Cohen
Denise Colety
GVH Studio
Compliments of the Hon. Shivas Irons, PhD, BS, etc.
D.B. McKenna & Co.
Miles Fuels
Northshire Bookstore
Dr. and Mrs. Phillips
Quadra-Tek
Retirement Solutions
Salem Dentistry
TNB Construction
Tastee Freez
VT Life Company
Wills Insurance

### Raffle Donors

Vermont Country Store
Catamount Tap House
Allegro
Chem Clean
Paulin's
Cheese House
Stewart's Shops
Jonathon's Table
Garlic John's
Green Mountain National
Woodstock Golf Course

2015 Annual Impact Report

# Battenkill Valley Health Center

**Always caring. Always comforting. Always connecting.**



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