



# NO BARRIERS TO HEALTH CARE

A N N U A L   R E P O R T   2 0 1 9



RIVER VALLEY  
FAMILY HEALTH CENTERS

# OUR MISSION

---

**Provide access to quality medical health care in a comprehensive and culturally respectful manner to individuals and families.**

# OUR VISION

---

**To be the primary health care provider of choice by providing top quality care through accessibility, financial independence, and leadership in the Health Care Industry.**

# OUR VALUES

---

**Patient-Centered, Quality Care  
Accountability  
Integrity  
No Barriers to Care**




# CONTENTS

4. WHAT WE LOOK LIKE
5. FROM OUR CEO
6. WHO ARE OUR PATIENTS?
7. VALUE & IMPACT
8. PATIENTS SERVED BY OUR TEAM
9. HEALTH OUTCOMES
10. THANK YOU FUNDERS
11. WHERE WE HAVE BEEN & WHERE WE ARE GOING
12. OUR INCREDIBLE TEAM



# WHAT WE LOOK LIKE TODAY



- **3 clinic locations in Montrose, Delta and Olathe – with a total of 33 exam rooms, 7 dental operatories, 4 therapy rooms and a full service, in-house pharmacy in the Montrose clinic.**
  - **A fully integrated medical model – services include: preventative medical, dental, pharmacy, emotional wellness and substance abuse treatment (with Medication Assisted Therapy for alcoholism and opioid use disorder).**
  - **340B Program – patients receive significant discounts on medications**
  - **Reducing barriers to care: 1) Financial/Lack of Insurance – offer a Sliding Fee Discount Scale and Colorado Indigent Care Program; 2) Transportation – free rides with All Points Transit to all 3 clinics; 3) Language – half of our staff speak Spanish; 4) Social/Economic – a Social Determinants of Health Program which provides funds to vulnerable patients to help meet basic needs such as food or utilities.**
  - **Recognized Patient-Centered Medical Home (PCMH) by 2017 standards**
  - **Met all 110 HRSA Requirements, with a 100% compliance rating, during the last operational site visit.**
  - **70.8% 4-year patient growth**
- 



# FROM OUR CEO

2019 has been an incredible year of growth for River Valley! We have celebrated several major achievements in support of our goal to increase access to affordable health care, especially for low income and vulnerable members of our community.

In August, with generous support from the Colorado Health Foundation, Caring for Colorado Foundation, HRSA and many from our community, we opened our new 11,200ft<sup>2</sup> clinic in Montrose. The facility has seventeen exam rooms, two integrated therapy rooms, three dental operatories and a full service pharmacy. Our ability to offer comprehensive medical and dental care, emotional wellness, substance abuse treatment and pharmacy under one roof significantly reduces barriers to care for our patients. In addition to these services, we initiated a Medication Assisted Therapy Program for treatment of alcoholism and opioid use disorder. This in-depth program, which can last 12-18 months, is available at all three locations.

This past summer, River Valley hosted five mobile medical events for Migrant and Seasonal Agricultural Workers. For each event, we shut down one of our clinics for the afternoon and brought the team of providers and our entire lab out to local fields, orchards and worker dormitories. We served 146 patients, providing free screenings (diabetes, hypertension, heart and lung conditions, dental and behavioral health problems) and free medical encounters. These events enabled us to bring services directly to this vulnerable population, building relationships and trust. In 2020, with a grant from Colorado Health Foundation, we plan to expand to eight mobile clinic events.

Also in 2019, with funding from the Montrose Community Foundation, we initiated a Social Determinants of Health Program which provides funds to low income patients to help meet basic needs that may adversely affect their health outcomes. In a time of real difficulty, assisting a patient with a utility bill, purchasing a refrigerator to store insulin, or providing healthy food can have a profound impact on their lives and their health. Once these urgent needs are met, River Valley connects patients to other local community resources that can assist them in providing long term solutions. With continued support from the Montrose Community Foundation, we are excited to keep this program going in 2020.

Throughout this period of growth, I am proud to report River Valley earned Patient Centered Medical Home (PCMH) recognition for all three clinic locations by the National Committee for Quality Assurance in 2019 and continues to be in the top 10% of all FQHCs across the country (over 1,400 health centers) for patient health outcomes for the third year in a row.

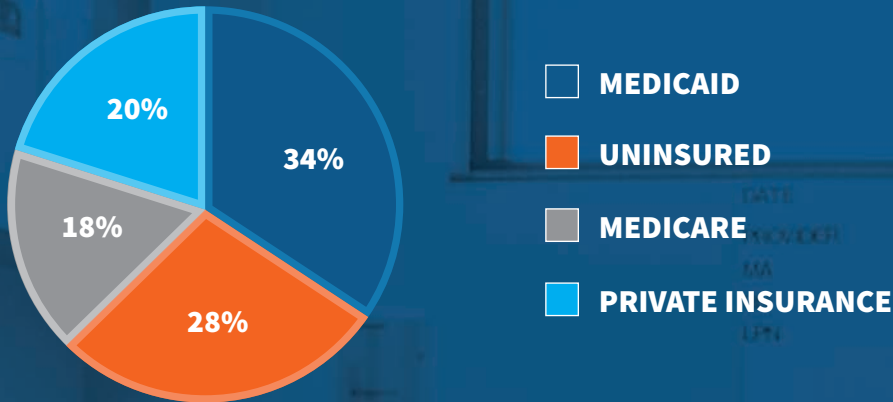
As we move into 2020, we look forward to building on our successes while maintaining our highest standard of care. In closing, I want to extend my heartfelt thanks to our community partners, funders, donors and our incredible staff. Together we are making meaningful and measurable strides to reduce health disparities on the Western Slope.

**JEREMY CARROLL,**

Chief Executive Officer (CEO)/Project Director

# WHO ARE OUR PATIENTS?

In 2019, we served 5,765 total patients with over 28,000 visits.



## PATIENT DEMOGRAPHICS

- 88% are living at or below 200% of the Federal Poverty Level (FPL)
- 40% are Hispanic/Latino
- 26% are Best Served in a Language Other than English
- 24% are Seniors (>60 years)
- 10% are Migrant and Seasonal Agricultural Workers
- Over 150 are experiencing homelessness
- 122 are veterans

Approximately 44% live in Montrose, 15% in Olathe and 35% in Delta County. The rest come from surrounding communities – some travelling over 60 miles!

## PATIENT SUCCESS STORY



Manuel\* came to the Montrose River Valley clinic because he wasn't feeling well. In addition to his fatigue, he didn't know what was causing his blurred vision. At his first appointment, tests confirmed that he had very high glucose levels due to untreated diabetes. A translator joined the medical provider to explain the diagnosis and treatment strategy. A bilingual Patient Health Navigator then met with him to provide education on diet and exercise, pen needle safety and taught him how to check his glucose levels. He was able to fill his prescriptions at the in-house pharmacy and received significant discounts through the 340B Program. Within two visits, Manuel's glucose levels were within the healthy range. He was placed on River Valley's Chronic Care Registry; his Patient Health Navigator routinely calls him to check in on his health and to help him schedule appointments. After only three months, the swelling that was causing his blurred vision was gone and he no longer needed to wear his eyeglasses. Now with a medical home at River Valley, he continues to receive regular care from a team of professionals, maintaining his healthy blood sugar levels. \*Names changed for privacy reasons

# RIVER VALLEY'S VALUE & IMPACT:

Health centers provide tremendous value and impact to the communities they serve, including **JOBS** and **ECONOMIC STIMULUS**, **SAVINGS** to Medicaid, and **ACCESS** to care for vulnerable populations.

**2018 CONTRIBUTIONS AND SAVINGS OF RIVER VALLEY FAMILY HEALTH CENTER<sup>1</sup>.**

## ECONOMIC STIMULUS

**100 TOTAL JOBS**



56 Health Center Jobs  
44 Other jobs in the community



**\$12.7 MILLION**  
TOTAL ECONOMIC IMPACT  
of current operations

\$6 Million direct health center spending  
\$6.7 Million community Spendig



**\$1.9 MILLION**  
ANNUAL TAX REVENUES

\$.5 Million state & local tax revenues  
\$1.4 Million federal tax revenues

## SAVINGS TO THE SYSTEM



**24%**

LOWER COSTS FOR  
HEALTH CENTER  
MEDICAID PATIENTS

**\$5M**

SAVINGS TO MEDICAID

**\$9M**

SAVINGS TO THE OVERALL  
HEALTH SYSTEM

# PATIENTS SERVED BY OUR TEAM

5,765 total patients with over 28,000 visits.

## MEDICAL

**PATIENTS**  
5,353

**VISITS**  
21,707

## DENTAL

**PATIENTS**  
1,318

**VISITS**  
3,458

## EMOTIONAL WELLNESS

**PATIENTS**  
941

**VISITS**  
2,711

## PATIENT HEALTH NAVIGATOR SERVICES

**PATIENTS**  
2,199

**VISITS**  
5,968

## OUTREACH & ENROLLMENT SERVICES

**VISITS**  
1,339

## TRANSLATION SERVICES

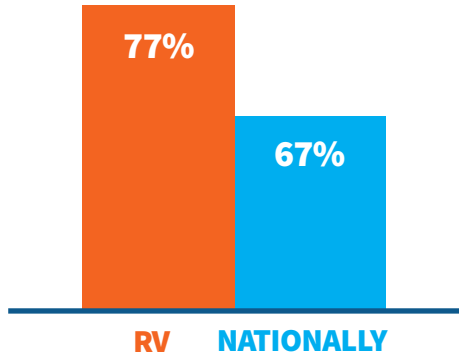
**VISITS**  
1,231



# HEALTH OUTCOMES

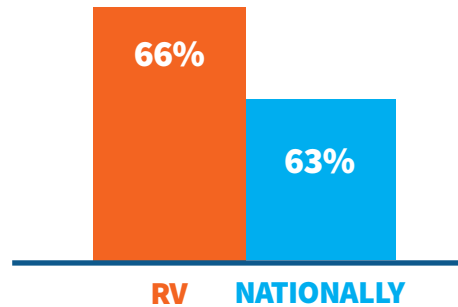
## DIABETES UNDER CONTROL

RV%: 77% | NATIONALLY: 67%



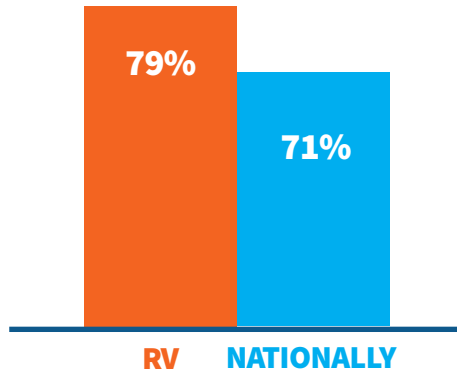
## HYPERTENSION UNDER CONTROL

RV%: 66% | NATIONALLY: 63%



## PATIENTS SCREENED FOR DEPRESSION AND FOLLOW UP

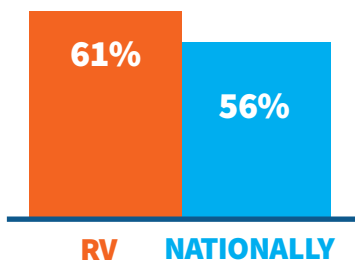
RV%: 79% | NATIONALLY: 71%



Our patients received 3,657 cancer prevention screenings for breast, colorectal, and cervical cancers

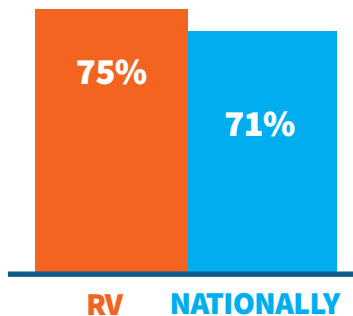
## CERVICAL CANCER SCREENING RATE

RV%: 61% | NATIONALLY: 56%



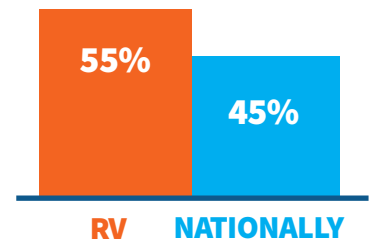
## BREAST CANCER SCREENING RATE

RV%: 75% | NATIONALLY: 71.7%



## COLORECTAL CANCER SCREENING RATE

RV%: 55% | NATIONALLY: 45%



# THANK YOU FUNDERS

---

**GENEROUS SPONSORS & DONORS WHO SUPPORTED  
RIVER VALLEY THROUGHOUT THE YEAR**

## 2019 FUNDERS

Caring for Colorado  
Colorado Health Access Fund - Denver Foundation  
Colorado Health Foundation  
Colorado Indigent Care Program  
Colorado Primary Care Fund  
Colorado State Dental Health Care Program for Low Income Seniors  
Delta Dental of Colorado Foundation  
Montrose Community Foundation  
Rocky Mountain Health Plans  
University of Colorado, Anschutz Medical Campus  
US Health Resources and Services Administration  
West Slope Casa

---

## 2019 DONORS

Axis Health Systems  
Bank of Colorado  
Bob & Karen Nicholson  
Colorado Documents  
Jason McCormick  
Montrose Memorial Hospital  
Motley Architecture & Design  
Stryker and Company, Inc.  
The Center for Mental Health  
Valley Restoration  
Volunteers of America



# WHERE WE HAVE BEEN & WHERE ARE WE GOING:

**1994**

Started as a primary care clinic in Olathe with only 3 exam rooms

**2012**

Became a Federally Qualified Health Center (FQHC)

**2014**

Opened a new, larger site in downtown Olathe

**2016**

Opened a Delta clinic

**2019**

Opened a new clinic in Montrose in August

**2020**

We expect to increase the number of patients served by over 30%!

## PATIENT SUCCESS STORY



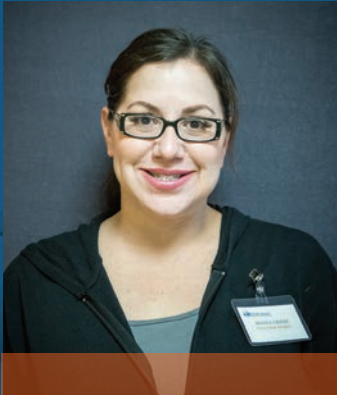
When Frank\* first came to River Valley, he had been without dental care for many years due to a lack of dental insurance. As a diabetic, he came to the clinic seeking medical care. As a part of the intake process, he completed a comprehensive medical, dental and behavioral health screening. Frank explained that he had been suffering from considerable mouth pain for quite some time. At the end of the medical appointment, the doctor invited the hygienist to join them to discuss Frank's concerns and a dental appointment was scheduled for him later that week. The hygienist found that he had advanced gum disease and several extensive cavities. Through a grant from the 'Colorado Dental Health Care Program for Low Income Seniors', River Valley was able provide him with full dental cleanings, extractions and a new partial denture at almost no cost. Frank was overjoyed to be out of pain and to show off his new smile.

*\*Names changed for privacy reasons*

# OUR INCREDIBLE TEAM

## EMPLOYEE OF THE YEAR

### MONICA CHAVEZ, PATIENT HEALTH NAVIGATOR



As a Patient Health Navigator, Monica provides our patients with education and resources on important topics like breast cancer screening, diabetic retinopathy screening and healthy eating habits with coordination of Cooking Matters class. With her creative mind, she helps patients set health goals and feel accomplished when those goals are met. She is a positive light in Montrose and guides a group of PHNs to their highest potential. She finds the good in everyone.

## PROVIDER OF THE YEAR

### DR. ROSALIND RAFANELLI, MD



Dr. Roz saw 2,245 patients in 2019! She is patient, kind and works to help each of her patients achieve positive health outcomes. She brings her energy and positive spirit to the Olathe clinic. She is an outstanding part of our team and we are grateful for the excellent care she provides.

## LEADER OF THE YEAR

### KAYE HOTSENPILLER, CHIEF OPERATIONS OFFICER



As COO, Kaye strives to make River Valley the Provider and Employer of Choice. She is a great coach, providing support and guidance not only to her team, but the entire organization. She is driven by excellence in all areas, from improving our patient experience, to re-tooling our employee handbook, to ensuring our patient's voices are heard through the Patient Family Advisory Council. Kaye genuinely cares for our patients and our employees.