

RIVER VALLEY

FAMILY HEALTH CENTERS

2020



NO  
BARRIERS TO  
HEALTH CARE

ANNUAL REPORT



## FROM OUR CEO

Along with River Valley's Board of Directors, I would like to express my sincere appreciation and admiration to all of the Heroes who work for River Valley and all the local healthcare workers. The tireless work they performed during the pandemic saved countless lives, all while putting their own lives on the line. Our staff showed a true commitment to serve our patients and our community and to work alongside their co-workers to help those in need during this difficult time. Truly heroic work!!

During the pandemic, River Valley administered 3,559 tests to 1,790 different patients. Nearly 20% of those patients tested positive for COVID. Due to the continued need in the community to help treat COVID, River Valley opened a COVID Care Center in our Montrose conference room. During the first few months of its opening, we treated 691 patients. We had dedicated employees who were in the COVID Care Center every day helping our patients. HEROES!!

I would also like to express our sincere gratitude to the Montrose and Delta County Health Departments. True partners!! We worked closely with both counties and many primary care offices to ensure our community had adequate testing and in 2021, stood up vaccine clinics as soon as they were available. To date, River Valley has given over 1,500 vaccines since late January and continues to offer vaccines today in our clinics and also out in the fields to our Migrant and Seasonal Agricultural Workers.

### River Valley focused on three key areas in 2020: Access, Integration and Quality.

**ACCESS:** To ensure patients had access to our integrated care during the peaks of COVID, River Valley introduced Telehealth services in April of 2020. We have seen well over 2,100 telehealth appointments ensuring that our patients always had access to care regardless of the patient's location. In total, our patients accessed care 31,344 times across medical, dental and behavioral health, a 37.3% increase from 2019.

**INTEGRATION:** Providing whole body care is of the upmost importance to ensure the best overall quality of care for each patient. Integration is difficult, but well worth the challenge. Our goal at River Valley is to provide as many integrated services for our patients as possible. In late 2019, we introduced our internal pharmacy to our list of services and in 2020, we added Title X (family planning and women's health) and a Registered Dietitian to our team. We also continued to expand our behavioral health and substance abuse programs, growing by 77.9%.

**QUALITY:** With COVID and many patients being seen via telehealth, improving quality metrics was a challenge in 2020. However, our team did an amazing job. River Valley ranked #1 in Breast Cancer Screening, Colorectal Cancer Screening, Tobacco Use Screening and Cessation, Diabetes Management, and Dental Sealants for Children. We were also in the top 5 in Cervical Cancer Screening, Adult BMI and Weight Counseling, Child Weight Screening and Nutrition, IVD Aspirin Use, and Depression Screening and Follow Up.

Lastly, we would like to thank everyone who supported River Valley. From patients making our team masks and gowns to ensure our safety, to the many 'Thank You' letters we received, to the treats dropped off by patients and local vendors. We also received many local donations as well as generous foundation, state and federal support during the pandemic. Thank you to all of our patients for trusting River Valley with your care. It is our honor to continue to partner with you!!

**JEREMY CARROLL,**  
Chief Executive Officer (CEO)



# 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

### **NO BARRIERS TO CARE**

We are motivated to break down any barrier that may prevent our patients from receiving care. We operate in a culturally respectful manner that makes everyone feel welcome regardless of income, ethnicity, or accessibility. We take pride in being a culturally competent organization.

### **PATIENT-CENTERED QUALITY CARE**

We strive to provide the highest quality of comprehensive, innovative, and continuity of care possible. We commit to always center our actions on our patients, their needs and improving their health outcomes while providing an excellent patient experience.

### **ACCOUNTABILITY**

We hold ourselves responsible for actions and choices made as individuals and as an organization. We aim to reach and sustain an excellent level of transparency as an organization.

### **INTEGRITY**

We will remain absolute in our commitment and loyalty to our mission and vision. Our moral character will be defined by our ethical actions and decision making, our commitment to practice in a respectful manner, and our code of conduct.



# COMPREHENSIVE SERVICES

## MEDICAL

**21,638 VISITS / 6,333 PATIENTS**

**SERVICES:** preventative, acute, chronic and transitional care for all ages.

### 2020 SPOTLIGHT SERVICE—FAMILY PLANNING

In 2020, River Valley received grant funding through the Title X and Colorado Family Planning Program to increase access to affordable family planning services. Services include contraception counseling and provision, breast and cervical cancer screenings, wellness exams—pelvic examinations, pregnancy diagnosis and counseling, and testing/treatment for sexually transmitted infections. These services are provided at no cost for clients living at or below the federal poverty level. Title X funding helps ensure that every person — regardless of where they live, how much money they make, their background, or whether or not they have health insurance — has access to family planning services.

## EMOTIONAL WELLNESS & SUBSTANCE USE DISORDER

**3,432 VISITS / 996 PATIENTS**

**SUD: 1,390 VISITS / 225 PATIENTS**

**SERVICES:** Counseling, Marriage and Family Therapy, Substance Use Disorders

### 2020 SPOTLIGHT SERVICE—MEDICATION-ASSISTED TREATMENT FOR OPIOID USE DISORDER

River Valley provides MAT Therapy for Opioid and Alcohol Use Disorder, which combines medication with counseling and behavioral therapies for a “whole patient” approach. We currently have 9 waived medical providers, 6 behavioral health professionals, an SUD Case Manager and a Peer Recovery Coach. River Valley has received generous support from West Slope Casa, Denver Foundation, and the University of CO, Anschutz Medical Campus to expand this program in 2019 & 2020, increasing the number of patients served from 8 in 2018 to 168 in 2020.



## DENTAL

**4,440 VISITS / 1,623 PATIENTS**

**SERVICES:** preventative and restorative care, denture repair and manufacturing

### 2020 SPOTLIGHT SERVICE CARING FOR LOW INCOME SENIORS

Through a grant from the State of Colorado’s Dental Health Care Program for Low Income Seniors, River Valley is able to provide up to \$1,500 in comprehensive dental and oral care services to low-income patients over the age of 60, including denture manufacturing and repair. In 2020, we served 85 patients through this program.

## PHARMACY & PATIENT SUPPORT

**15, 327 PRESCRIPTIONS FILLED / 2,362 PATIENTS**

**PATIENT SUPPORT: 1,850 VISITS / 1,122 PATIENTS**

**SERVICES:** Retail and compounding pharmacy and Support Services including insurance enrollment, health education and social determinates of health assistance

### 2020 SPOTLIGHT SERVICE: SOCIAL DETERMINANTS OF HEALTH

It is well recognized that external socioeconomic conditions can significantly affect our patients’ health. With grant funding from the Montrose Community Foundation, River Valley initiated an SDoH Program in 2018 to help our low-income patients meet emergency unmet social needs such as food, utilities or medical supplies. In 2020, we also partnered with Shepard’s Hand Food Pantry to establish food closets for nonperishable foods in our Montrose and Delta clinics and received funding from Community Health Provider Alliance to purchase a freezer for the Montrose clinic.



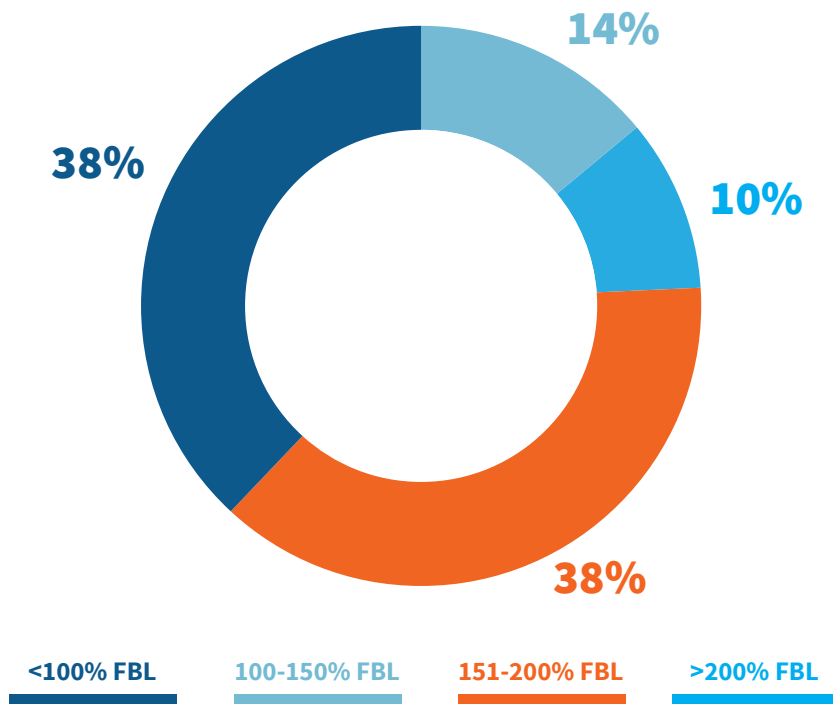
# WHO WE SERVE

IN 2020, RIVER VALLEY SERVED

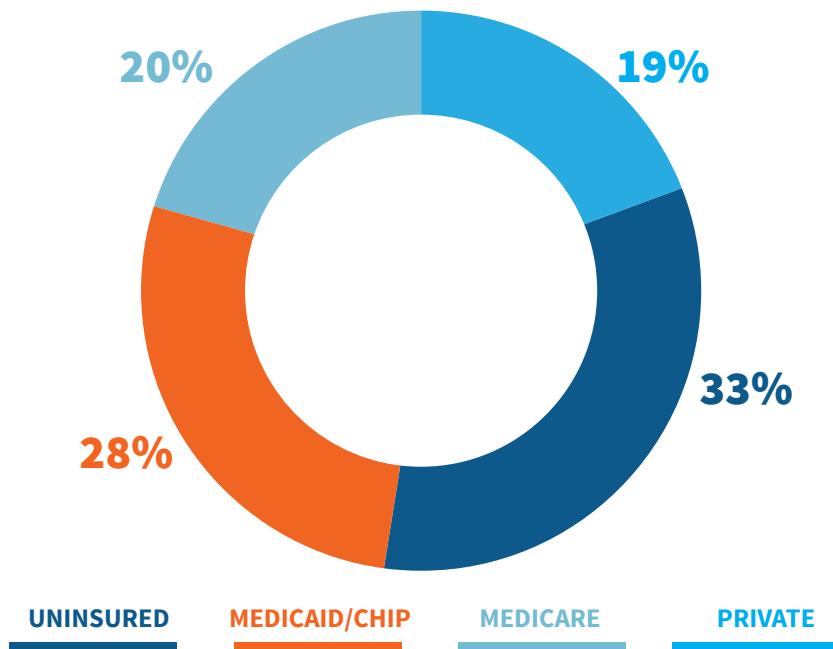
**6,941** PATIENTS

- 90% are living at or below 200% Federal Poverty Level (FPL); 38% of these patients are living at or below 100% FPL
- 33% are uninsured
- 39% are Hispanic/Latino
- 25% are Best Served in a Language other than English
- 26% are Seniors (>60 years)
- 8.5% are Migrant or Seasonal Agricultural Workers
- 252 are experiencing homelessness
- 117 are veterans
- 45% live in Montrose, 16% in Olathe and 36% in Delta County
- The rest come from surrounding communities – some traveling over 60 miles to receive affordable health care

## INCOME LEVEL



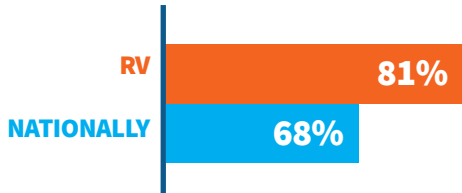
## INSURANCE STATUS



# PATIENT HEALTH OUTCOMES

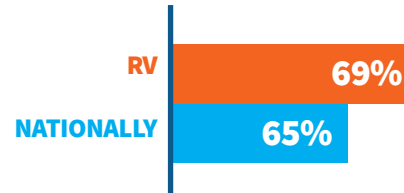
## DIABETES UNDER CONTROL

RV%: 81% | NATIONALLY\*: 68%



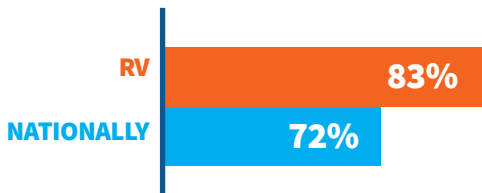
## HYPERTENSION UNDER CONTROL

RV%: 69% | NATIONALLY: 65%



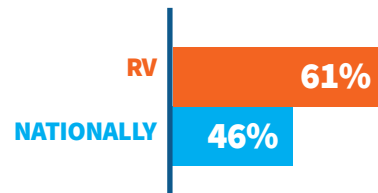
## DEPRESSION SCREENING AND FOLLOW-UP

RV%: 83% | NATIONALLY: 72%



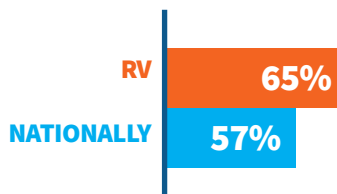
## COLORECTAL CANCER SCREENING

RV%: 61% | NATIONALLY: 46%



## CERVICAL CANCER SCREENING

RV%: 65% | NATIONALLY: 57%



## TOBACCO SCREENING AND CESSATION EDUCATION

RV%: 96% | NATIONALLY: 87%



River Valley is the #1 Community Health Center in Colorado for Breast Cancer Screening, Colorectal Cancer Screening, Tobacco Use Screening and Cessation, Diabetes Management, and Dental Sealants for Children.

\*Average for Community Health Centers nationwide (2019 UDS Data)



# AWARDS & RECOGNITIONS

In 2020, River Valley was recognized by the Health Resources and Services Administration (HRSA) for the quality, efficiency and value of the healthcare services we provide with the following Quality Improvement Awards.



**Gold Level Health Center Quality Leader** recognizes that we are in the **TOP 10%** of ALL Community Health Centers nationwide for Clinical performance.



**Health Disparities Reducer** recognizes that we met or exceeded Healthy People 2020 goals or made at least a 10% improvement across different racial or ethnic groups.



**Advancing HIT** recognizes we optimized Health Information Technology services to increase access to care and advance quality of care.

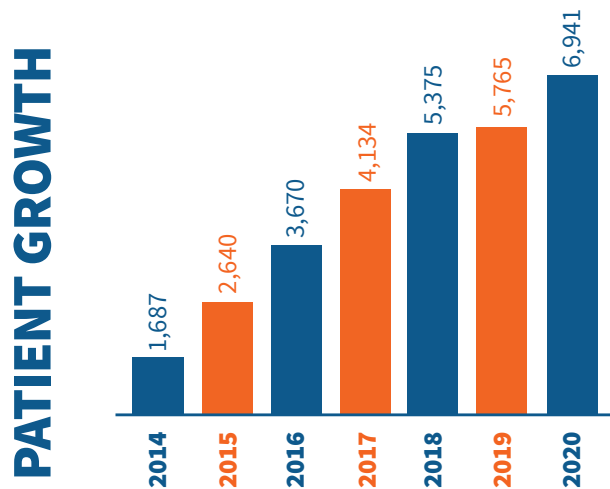


**Access Enhancer** recognizes that we increased the total number of patients served and number of patients with access to comprehensive services.



All three of our clinic sites are recognized as Patient-Centered Medical Homes through the National Committee for Quality Assurance (NCQA). Medical centers that are presented this honor demonstrate that their patient-centered medical center is a model of care that puts patients at the forefront of care and builds better relationships between patients and their medical care teams. As a PCMH, River Valley uses a team-based approach to provide comprehensive health care, including prevention and wellness, acute care, and chronic care.

**INCREASING ACCESS**  
**311%**  
**GROWTH SINCE 2014**



# PATIENT STORY

Every year millions of Americans forgo health care because they lack insurance. Last year, Diane\* found herself in this situation – going without health care because she didn't have insurance. Like many in our community, she and her husband both worked full time at minimum wage jobs. They couldn't afford the cost of the plans provided by their employers. Even with cash discounts and payment plans, Diane just couldn't afford to go to the doctor and her diabetes went untreated for years. When she began experiencing significant pain and new symptoms, a neighbor suggested she call River Valley. On her first visit, an Enrollment Specialist helped Diane qualify for the Colorado Indigent Care Program. After several tests and a colonoscopy at the hospital, Diane was diagnosed with colon cancer; she underwent surgery and follow-up care. She also began receiving regular treatment for her diabetes at River Valley, including education and support on health eating and exercise from a Patient Health Navigator. Now a year later, Diane continues to receive regular health care. She is cancer free and her diabetes is under control; she has lost 30 pounds and she was able to return to work. \*(Name changed to protect privacy).



## WORKING IN A COMMUNITY HEALTH CENTER: A PROVIDER'S PERSPECTIVE



**CHRISTY ACKERMAN, NP-C**

Working in any family practice setting, it quickly becomes apparent how much the social determinants of health affect a patient's ability to successfully understand and participate in recommended health practices. A patient's employment and income, education, and physical and social environments profoundly affect our ability to provide quality health care. Working in an Community Health Center is simply more fulfilling than the typical practice, because we have the direct ability to reduce many of the barriers our patients face in their efforts towards achieving good health. Being able to provide care without being encumbered by worries about insurance reimbursement is incredibly rewarding on a day-to-day basis. We are also able to treat a diverse patient population and provide care to the people who are the most in need in our community. The variety is exciting and helps us enjoy learning from our patients, and in doing so, we can also build strong relationships with them.

Our collaborative team-based approach allows for prompt, effective, and creative solutions to patient needs. If I see a patient who needs additional diagnostic testing or preventive care that would otherwise be financially inaccessible, I am able to work alongside the financial counselors and patient health navigators to find the resources needed to get the patient the necessary care. If I see a patient who has poor access to food, I can provide food pantry items and align the patient with our case manager for local community resources for food, housing, and financial help. If a patient needs behavioral health resources, dental care, or dietary guidance I can have a counselor, dentist, or dietitian

immediately meet with that patient at the time of our visit. This is very satisfying for a provider used to working within the siloed traditional health care paradigm.

Our innovative, holistic, and team-based approach to primary care not only gives our patients the tools they need to write new chapters of greater health and well-being, but also fosters a unified environment among the health care team and allows us to make a difference in the lives of our patients, driven by a common mission of serving patients who are the most in need.



# 2020 EMPLOYEE AWARDS

## LEADER OF THE YEAR AMANDA CALLAHAN, CLINICAL MANAGER



Amanda took on the MA Supervisor job in May and transitioned to Clinical Manager in January 2021 and has turned that world around. She schedules, supports and meets with all MA's. She takes the time to figure out processes in a systematic fashion. She is kind, respectful and talks to everyone in a professional manner. She addresses conflicts in a timely fashion and seeks to advocate for her staff. She has revised the MA onboarding process and recently proctored a group for their MA certification. Amanda also participates in several meetings and task forces and has been handling all purchases to ensure our team has enough PPE to safely do their jobs. Amanda has great questions and as a leader goes above and beyond to do what is best for our patients.

## PROVIDER OF THE YEAR DR. JESUS OCHOA, MD



Dr. Ochoa had the highest number of encounters this year. He was 2nd in utilization and had the 3rd best no-show rate. He schedules 20-minute appointments, but makes patients feel like they are the only care in the world to him. He is focused on improving patient's health outcomes. He is present, funny and attentive to each of their needs. In the POD, he is calming and makes the team laugh. He has a wonderful approach to keeping the culture positive. He comes to work prepared for the day, knows who is on his schedule and participates in huddle knowing the needs of his patients. Dr. Ochoa is an asset to River Valley – a truly compassionate, caring provider who puts the patient in the middle.

## CO - EMPLOYEE OF THE YEAR SUSANNA SORENSEN, LEAD LPN



Susanna, aka “Mama Susanna”, is the glue that holds the Delta clinic together. She always has a smile on her face and her laugh is contagious. She is a cheerleader, always there with a big bear hug for anyone who needs it. She keeps everyone on track for the day and pitches in to help anyone who needs it. She has a detailed understanding of the providers and their needs, and is able to quickly adapt and move staff to the appropriate sites for help. Susanna is also very talented as a nurse; she understands the workflows and processes and is always willing to teach anyone who needs assistance. She always puts the patient first and is willing to go the extra mile to make them feel comfortable.

## CO - EMPLOYEE OF THE YEAR JESSICA RUIZ, EMR MANAGER



Jessica has been a talented and invaluable member of the River Valley team for over 6 years. As the EMR Manager, she makes sure that Athena is working for everyone. In fact, our success transitioning to Athena is in no small part to Jessica's dedication. She quietly does her job, working hard to keep River Valley up and running. Jessica is never afraid to try a new solution in Athena. She is always willing to research and problem solve. In the clinic, she always has a smile. She is willing to help, and often goes above and beyond to support her coworkers. Jessica is always positive, which makes it easy to approach her with any question or request.

# OUR FUNDERS & DONORS

All Points Transit

Caring for Colorado

Colorado COVID Relief Fund

Colorado Department of Public Health  
& the Environment—Family Planning Program

Colorado Health Access Fund  
- Denver Foundation

Colorado Health Foundation

Colorado Indigent Care Program

Colorado Office of eHealth Innovation

Colorado Primary Care Fund

Colorado State Dental Health  
Care Program for Low Income Seniors

Community Health Provider Alliance

Delta Dental of Colorado Foundation

El Pomar Foundation

Montrose Community Foundation

Montrose County

Rocky Mountain Health Plans

Shepherd's Hand

Stryker & Company, Inc

Title X Program

University of Colorado, Anschutz Medical Campus

US Health Resources and Services Administration

Valley Restoration

West Slope Casa

Western Colorado Community Foundation



## THANK YOU!



# CARING FOR MIGRANT FARM WORKERS



With a grant from the Colorado Health Foundation, River Valley hosted eight free, evening health care events for Migrant and Seasonal Farm Workers this summer, serving 211 people. In past years, the events have been held at local fields and worker dormitories. Due to COVID guidelines, the events were held at our Montrose and Olathe clinics this year with All Points Transit generously providing free transportation. At each event, a team of professionals worked in concert to provide diabetes, lipid, dental and depression/substance abuse screenings; a full medical encounter; vaccines; and health education. The Western Colorado Migrant and Rural Coalition, Colorado Migrant Education Program, and Hispanic Affairs Project participated in several events to provide information on community resources.

These clinics offer the opportunity to connect with the migrant community, building relationships and trust while also reducing health disparities. As an example, River Valley was able to assist Maria\*. As a seasonal worker, she suffered from a lack of medical care. At one of our health clinics, lab work revealed that her glucose levels were extremely high and she was diagnosed with diabetes. In addition to her fatigue, Maria suffered from a large open wound on her foot. River Valley prescribed glucose and provided education

on diet, pen needle safety and how to check her glucose levels. She was referred to Montrose Memorial Hospital's wound care unit where she began treatment for her sore. Within two follow up visits, Maria's glucose levels were within the healthy range. Now with a medical home at River Valley, she continues to receive regular health care. \*(Name changed to protect privacy).

## COVID-19'S IMPACT ON OUR COMMUNITY

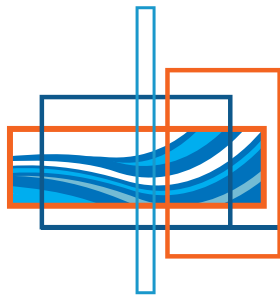


**SHAUN SOWLE,  
LCSW, CAC III**

**Integrated Behavioral  
Health Provider**

The last year has been a challenging one. COVID-19 has led to financial stress and/or loss of employment for many, inability to see our friends and loved ones, canceled graduations and weddings, worries about resources (remember the toilet paper shortage), and unexpected deaths. Political and social unrest have added to our collective feelings of angst. As a result, rates of depression, anxiety, substance abuse, domestic violence and child abuse have all risen. The CDC states that rates of depression and anxiety have risen from about 10% of the population pre-COVID-19 to 40% post-COVID-19. Substance use has increased about 13%. River Valley is uniquely positioned to address these needs. As an integrated health site focusing on low barrier to access, including offering tele-health access, we are able to address not only our patients' medical needs, but behavioral and substance abuse issues. Primary care physicians provide between 40 and 60% of all behavioral health services, with higher numbers in rural areas. Of those suffering with an identified mental health disorder only 5% seek out services from a mental health professional while the other 95% receive treatment from their family physician. Our providers are able to provide "warm hand offs" to behavioral health providers during the patients' medical appointment reducing the stigma of seeking out behavioral or substance abuse services. Research has also shown a cost offset of 20 to 40% for primary care patients who receive behavioral health. In the last year, River Valley has expanded behavioral health services, which includes medication assisted substance abuse treatment known as MAT, from 2711 encounters in 2019 to 4822 encounters in 2020 (56% increase). The behavioral health providers within River Valley are proud to be on the cutting edge of providing culturally sensitive, no barrier substance abuse and mental health services to our patients in the setting they are most comfortable with, reaching individuals that may not otherwise engage in needed behavioral health and substance abuse treatment.





# RIVER VALLEY

FAMILY HEALTH CENTERS

