

RIVER VALLEY

FAMILY HEALTH CENTERS



NO BARRIERS TO

health care!

**ANNUAL
REPORT**

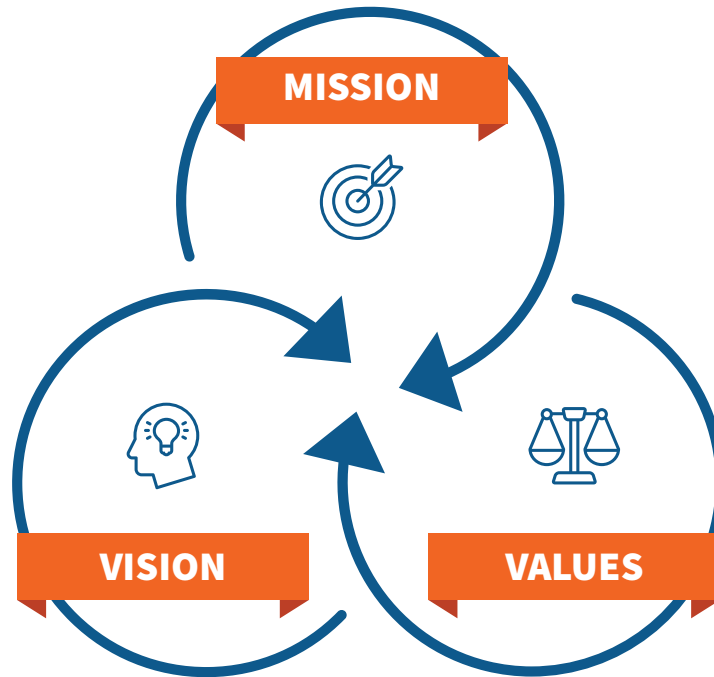
2021

MISSION

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

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.



VALUES

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

CULTURE

COMMUNITY:

We strive to deliver the best experience and healthcare outcomes to each patient through compassion, evidence-based skills, and patient-centered supports.

TEAMWORK:

We understand that teamwork is built through trust, authenticity, safety and accountability—achieved through good communication, flexibility and dependability.

CARING:

We seek to understand the needs of others by approaching them with respect, sincerity and kindness.

COMPASSION:

We strive to recognize the basic goodness in everyone and aim for clear communication and self-compassion to recognize and learn from our mistakes.

GROWTH:

We view change and challenges as opportunities to express our diversity and creativity. We use these as tools to spark innovation and deliver excellence to our patients and team.

JOY:

We embrace humor, play, compassion and gratitude to nurture happy, kind and effective teams.



FROM OUR CEO

I cannot believe that 2021 is over. River Valley successfully made it through another year of COVID vaccines, testing, and masks. Our staff worked through their days taking on and off PPE, comforting our patients and each other through a great deal of ups and downs. I am grateful to our staff for putting their hearts into their work and living the River Valley staff values of being kind and compassionate even when they were feeling the exhaustion.

Through all of this, River Valley's quality did not suffer. In fact we ranked within the top five of all Colorado Community Health Centers in many of our quality metrics. We were #1 in the state for Breast and Colorectal Cancer Screening and Keeping Diabetes Under Control among our patients.

As you can see through this report, we continue to serve our migrant and seasonal farmworkers with vaccines and wellness visits, hired a dietician to focus on nutrition, and continue to provide high quality dental services. In September, River Valley opened a Convenient Care Clinic in Delta that offers walk-in visits for acute conditions. We were able to pick up this gap in service for the community and have expanded to six days per week. 2021 brought a 17% increase in the total number of patients that we serve, 19% increase in the number of patient visits, and our number of staff grew by 20%.

River Valley's Delta Clinic has co-located in the Center for Mental Health building since 2017. We have goals to serve all areas of Delta County and have found that in order to meet that need, we need a bigger building. As we look forward into 2022, we are building a new clinic in Delta. Please keep an eye out as our building begins to go up at 1250 Valley View Drive.

I want to personally thank our staff for all they do on a daily basis, our patients for believing in us, the communities for welcoming us, and our board of directors for guiding us.

KAYE HOTSENPILLER,
Chief Executive Officer (CEO)

RIVER VALLEY
FAMILY HEALTH CENTERS

WHO WE SERVE

8,116

TOTAL PATIENTS SERVED IN 2021

80% LIVING AT OR BELOW 200% FPL

29% LIVING AT OR BELOW 100% FPL

40% HISPANIC/LATINO

24% BEST SERVED IN A LANGUAGE

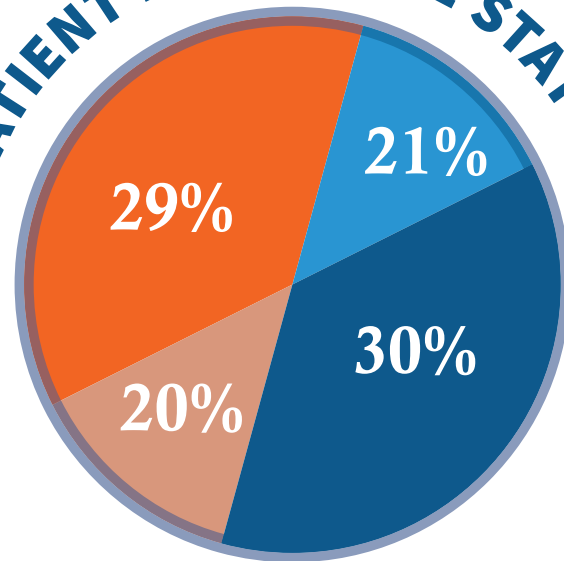
OTHER THAN ENGLISH

27% SENIORS

631 MIGRANT/SEASONAL

AGRICULTURAL WORKERS

PATIENT INSURANCE STATUS



UNINSURED

COMMERCIAL

MEDICAID

MEDICARE

36,949

TOTAL PATIENT VISITS IN 2021

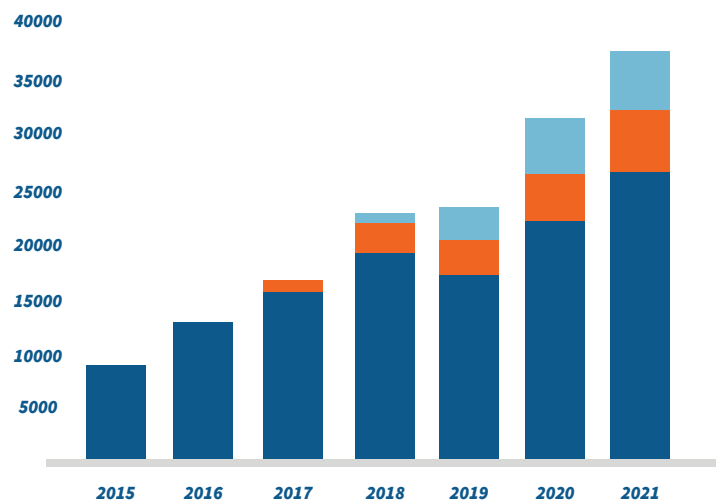
26,315 MEDICAL VISITS / 7,356 PATIENTS

5,381 DENTAL VISITS / 1,964 PATIENTS

5,253 BEHAVIORAL HEALTH & SUBSTANCE USE VISITS / 1,174 PATIENTS

INCREASING ACCESS TO AFFORDABLE HEALTH CARE

322% INCREASE IN VISITS PROVIDED SINCE 2015



MEDICAL

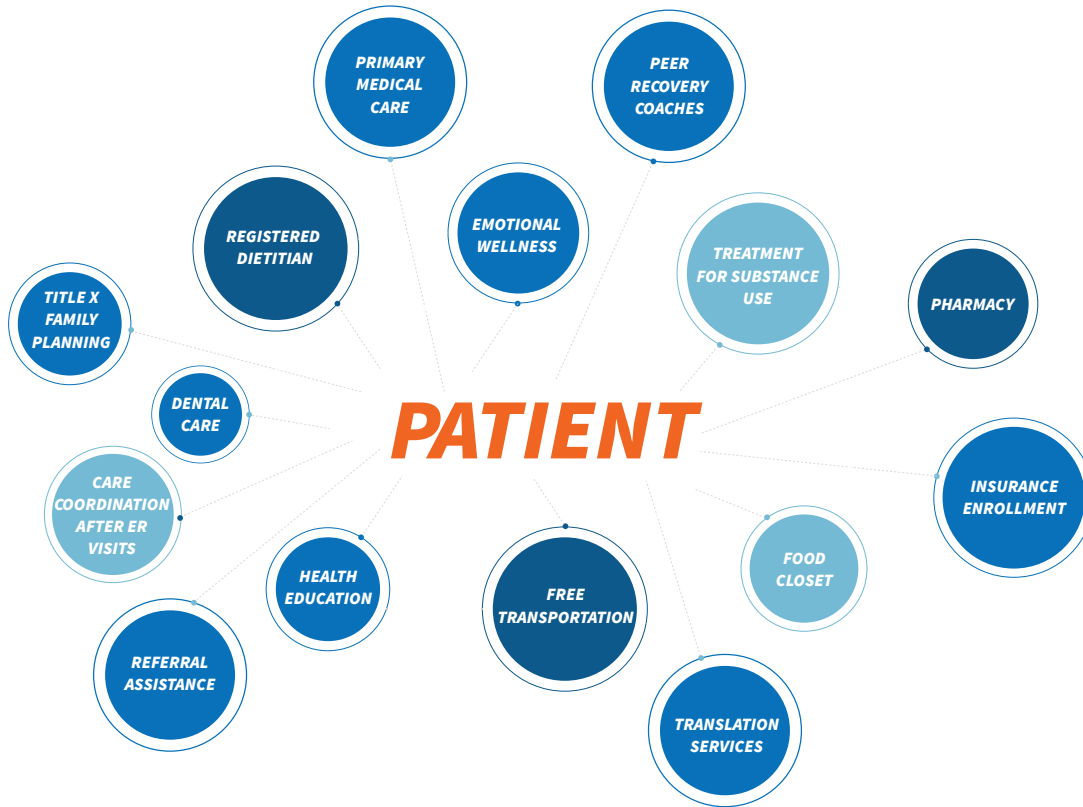
DENTAL

BEHAVIORAL HEALTH

TEAM-BASED HEALTHCARE

Each patient has access to an array of services and is cared for by a team of committed clinical and support staff.

River Valley offers co-located, integrated services under one roof to reduce barriers to care. This patient-centered approach to healthcare utilizes an entire Care Team to improve and promote 'whole person' health.



PATIENT-CENTERED MEDICAL HOME RECOGNITION



RIVER VALLEY'S THREE PRIMARY CARE CLINICS ARE RECOGNIZED AS PATIENT-CENTERED MEDICAL HOMES (PCMH) THROUGH THE NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA). TO EARN THIS RECOGNITION, RIVER VALLEY ADHERES TO 5 KEY ELEMENTS:

COMPREHENSIVE CARE: meet the majority of a patient's health care needs through a team-based approach to care.

PATIENT-CENTERED CARE: deliver primary care that is oriented towards the whole person by partnering with patients and families through an understanding of and respect for culture, unique needs, preferences, and values.

COORDINATED CARE: coordinate patient care across all elements of the health care system, such as specialty care, hospitals, home health care, and community services.

ACCESSIBLE SERVICES: make primary care accessible through minimizing wait times, enhanced office hours, and after-hours access to providers.

QUALITY & SAFETY: provide high-quality care through clinical decision-support tools, evidence-based care, shared decision-making, performance measurement, and population health management.



*Dr. Kevin Dawson, DDS,
Dental Director*

PANDEMONIUM, PANDEMICS & DENTAL PRACTICE

As word of dental practice limitations spread in the spring of 2020, River Valley was faced with several challenges. 1- We were in the process of hiring a new dentist- Should we go through with it? 2- Would limiting our care to only emergency treatment impact our income and “busyness” dramatically? 3- Would we be able to receive adequate supplies to continue caring for patients? 4- Would protective equipment and restrictions reflect practical real world conditions?

We decided to go forward with the hiring. We adapted the mantra that our focus was to keep dental patients out of emergency rooms. While we were not as busy as we had previously planned, we were able to keep providers busy. Experimentation and ingenuity helped us out in this regard. For example, who knew that our supposedly disposable gowns would be able to survive autoclaving and be reusable? We did because we tried it and it worked!

One of our assistants fabricated face shields out of clear notebook covers. A local yurt and awning company made masks for us that were not quite N95 quality, but very close. Our leadership team went above and beyond expectations in supporting our staff by acquiring necessary supplies and were always vocal in emphasizing the need to make the workplace as safe as possible. The biggest issue turned out to be frequently conflicting and confusing messages from regulatory agencies as to what constituted safe, reasonable, and essential practice standards. We learned to interpret regulatory questions with input from state officials, frequently meeting with other federally-qualified health centers via zoom to obtain consensus, and doing personal research into the disease process with which we were faced.

As we gradually extricate ourselves from the pandemic, our biggest current stress now is that we seem to be in a situation where those patients who stayed out of care during most of the pandemic are now venturing back to the dental office with conditions that should not have been allowed to deteriorate so significantly. Because of this, we have had to recently revamp our scheduling to accommodate a much higher percentage of emergency care than what we experienced previous to the pandemic. We look to the future with a determination to remain adaptive and interceptive with disease processes.

COVID-19 TESTING, TREATMENT & VACCINES



In 2021, River Valley continued to work closely with community partners to respond to the COVID-19 pandemic. We received grant funding from the Colorado Health Foundation, Rocky Mountain Health Plans, Together We Protect Vaccine Equity Fund, and the Colorado COPCPVax Program to offer weekly vaccine clinics throughout the year and assisted Montrose County with their clinics in the spring.

5,281

**COVID-19 TESTS
ADMINISTERED**

3,428

**COVID-19 VACCINES
ADMINISTERED**

11

HEALTHCARE
EVENTS HOSTED

350

WORKERS
SERVED

176

WORKERS RECEIVED
THE COVID-19
VACCINE

176

WORKERS RECEIVED
APPROPRIATE FOLLOW UP
CARE AT A RIVER VALLEY
CLINIC

HEALTH CLINICS FOR MIGRANT & SEASONAL FARM WORKERS

With grant support from the Western Colorado Community Foundation and the Together We Protect Vaccine Equity Fund, River Valley hosted 11 free healthcare clinics for Migrant and Seasonal Agricultural Workers (MSAW) in 2021. Prior to the events, River Valley's bilingual MSAW Director traveled to the farms to provide information on COVID-19 prevention and the vaccine and enrolled workers in our sliding fee scale program for any needed follow up appointments. At the clinics, workers received medical (lipids, diabetes A1C, blood pressure), dental and behavioral health screenings; vaccines (TDAP and COVID); a full medical encounter; health education; and a bag with hygiene supplies. (Employers did not mandate vaccines.)



Matt Chezem, RDN

THE DIETICIAN'S PERSPECTIVE

Starting in 2021, River Valley brought on a Registered Dietitian Nutritionist (RDN) to the team. This was a new role at River Valley, and I have been developing and integrating the position over the past year. The inclusion of an RDN into the care team works very well within our collaborative health care model and contributes to a more complete integration of care. We can now offer Medical, Dental, Behavioral Health, Nutrition, Pharmacy, and Outreach in a single location. Being able to work alongside these providers helps us care for our patients in a more holistic way and allows us to work around healthcare barriers.

The saying "you are what you eat" is a fundamental truth in life and healthcare, and the foods that we choose to eat, play a vital role in health outcomes. Choosing the appropriate foods can dramatically improve health but unfortunately, a lot of confusion and misunderstanding of nutrition exists in the world, and there have been minimal educational programs available.

Additionally, the availability of foods that are culturally appropriate, fresh, nutritionally adequate, and affordable is a continual challenge that we face as healthcare practitioners. As an RDN, I have the unique role of working with patients to provide appropriate nutrition education, improve the availability of nutritious foods, and integrate my interventions with the behavioral health and medical teams.

As a Dietitian, our collaborative healthcare model allows a higher level of care than the traditional separated healthcare model. Every day I appreciate the ability to work alongside my colleagues to discuss and consider our interventions, barriers, medications, and therapies when choosing an appropriate dietary intervention. Building these relationships with my colleagues helps me build critical relationships with our patients and consequently allows us to help provide the best healthcare we can.

CONVENIENT CARE CLINIC



With generous grant support from the Rocky Mountain Health Foundation, River Valley opened a Convenient Care Clinic (CCC) in Delta in September 2021 to offer walk-in visits for acute care needs. The CCC expands the continuity of care for our patients while also serving as an effective referral source for those who lack a medical home to ensure they receive regular medical, dental, emotional wellness and substance use disorder services as needed.

RIVER VALLEY IS BUILDING A NEW CLINIC IN DELTA

Opening in March 2023, the new 18,000 ft² clinic will more than triple our current capacity in Delta. The new facility will expand access to care to meet the needs of our target population (low income, uninsured and underinsured, medically-underserved and migrant/seasonal agricultural workers.)

- **20 exam rooms**
- **2 nurse rooms**
- **7 dental operatories**
- **4 therapy rooms**
- **Pharmacy**
- **Convenient Care Clinic**



*Rachel Stranathan, PA-C, CDE,
Clinical Director*

MEDICATION ASSISTED TREATMENT

Our Medication Assisted Treatment Program (MAT) for opioid and alcohol use disorder began in 2018 with one behavioral health provider, one physician and eight patients. Fast forward to today and we now provide MAT services for over 100 patients a year. With continued grant support from West Slope Casa and the Colorado MAT Expansion Program, our team now consists of thirteen medical providers who prescribe medication for MAT, six behavioral health providers, a MAT Care Coordinator and two Peer Support Specialists. Our patients receive both primary medical care and services for their substance use disorder. We strive to take care of the whole person and not just their substance use disorder. Our team also coordinates resources including housing, employment, and other social services. The goal of our MAT Program is for our patients to maintain sobriety, form healthy meaningful relationships with family and friends, gain employment and housing, and lead a life free from substances.

We coordinate with many local partners to serve our community. As an example, the Delta and Montrose Emergency Departments offer inductions and referrals to our program. Montrose and Delta Health and Human Services and the local Family Resource Center also refer patients to our MAT program while simultaneously assisting clients with Medicaid enrollment, housing, and food stamps. River Valley was recently awarded a state funded Maternal Opioid Misuse (MOM) Model grant to provide MAT treatment for pregnant women with substance use disorder. We are excited for the opportunity to partner with Alpine Women's Centre in Montrose and Dr. Ryan Jackman at SCL Health St. Mary's Integrated Addiction Medicine Center on this effort. We currently do not have a wait list to be enrolled in our MAT program and often take same day/ walk in patients.

2021 STAFF AWARDS



EMPLOYEE OF THE YEAR
MAYRA ALMANZA
Medical Assistant



LEADER OF THE YEAR
JESSICA SWEET
Patient Services Manager



**MEDICAL PROVIDER
OF THE YEAR**
JEANNIE MUELLER,
PA-C, CDE, RD,
Chief Medical Officer



DENTIST OF THE YEAR
EDUARDO
SONNENSCHNAIN,
D.D.S.



**BEHAVIORAL HEALTH
PROVIDER OF THE YEAR**
SHAUN SOWLE,
MSW-LCSW LAC



HYGIENIST OF THE YEAR
ELIZABETH REED
RDH

BOARD OF DIRECTORS

SUE SCHREIER, CHAIR

ABBIE BREWER, VICE CHAIR

JESSICA HOMEWOOD, SECRETARY

CHARLES GREENACRE, TREASURER

KAT MARTINEZ, PAST CHAIR

MARIA SUAREZ

TED MOE

ELISA RODRIGUEZ

DR. AL SALIMAN, MD

DR. NAOMI WILLDEN, DDS

KELSEY MCCARTHY

NATIONAL QUALITY AWARDS

In 2021, River Valley was again recognized by the US 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.

PATIENT HEALTH OUTCOMES

69.2%

**BREAST CANCER
SCREENING
#1 IN CO***

** Ranking among all Community
Health Centers in Colorado*

61.4%

**COLORECTAL
CANCER SCREENING
#1 IN CO**

21.5%

**DIABETES
UNDER CONTROL
#1 IN CO**

15.5%

**DEPRESSION
REMISSION AT
12 MONTHS
#3 IN CO**

95.6%

**TOBACCO SCREENING
AND CESSATION
EDUCATION
#4 IN CO**

69.9%

**HYPERTENSION
UNDER CONTROL
#4 IN CO**

60.6%

**CERVICAL CANCER
SCREENING
#4 IN CO**

All Points Transit

Caring for Colorado

Colorado Community Health Network

Colorado Family Planning Program

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

Community Health Provider Alliance

Delta Dental of Colorado Foundation

Gary Community Ventures/
Gary Philanthropy Board

High Plains Intermountain Center for
Agricultural Health and Safety

Maternal Opioid Misuse (MOM) Model

Montrose Community Foundation

Rocky Mountain Health Foundation

Rocky Mountain Health Plans

Shepherd's Hand

Title X Program

University of Colorado, Anschutz Medical Campus

US Health Resources and Services Administration

West Slope Casa

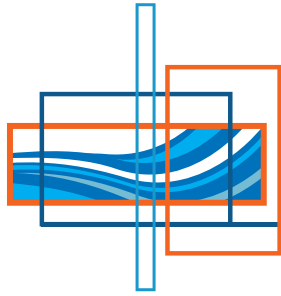
Western Colorado Community Foundation



Thank you

TO OUR FUNDERS!

VALLEY
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