

RIVER VALLEY

FAMILY HEALTH CENTERS

MEDICAL, DENTAL, & EMOTIONAL WELLNESS INTEGRATED SERVICES

2022 ANNUAL REPORT

**NO BARRIERS**  
*to Health Care*

RIVER VALLEY

FAMILY HEALTH CENTERS



# FROM OUR CEO

Hello Community:

As I look back at 2022, our focus was a celebration of the past, present, and future. We started our year by looking at the future of River Valley with an updated mission and vision statement. Our mission is to **to offer affordable and easy access to quality care for all, while being an employer of choice.** To reach this vision, our mission is **to provide high quality healthcare in an integrated and culturally respectful manner to our community.** River Valley staff, board, and leadership worked together to create not only the mission and vision statements, but also a three-year strategic plan. We started with a SOAR circle and developed goals, initiatives, and action steps off of these strengths, opportunities, aspirations, and results. Our three-year plan will continue to move our services forward into the communities that we serve.

In 2022, we also celebrated our 10th anniversary of being a Federally Qualified Health Center (FQHC). Our roots began in 1994 when the Montrose Hospital opened a small clinic in a double-wide trailer to serve the healthcare needs of the uninsured, low-income and migrant and seasonal agricultural workers within the area. To increase access, the hospital, RE-1J School District and The Center for Mental Health applied for and received a grant from the US Health Resources and Services Administration (HRSA), transitioning River Valley to a Federally Qualified Health Center (FQHC) in June 2012. Since that time, we have grown to operate four clinics in three communities (Montrose, Olathe and Delta).

Finally, with an open date of May 15, 2023, we have been actively constructing our new Delta building that will combine our convenient care and primary care dental/behavioral health/medical practice under one roof. We are looking forward to having the space our staff need to do critical work in the Delta Community. 47% of our patients reside in Delta City and County. Due to this increase in patients, a new site with room for expansion was necessary. The site will include a pharmacy that will be open Sundays, with a drive-through option. The pharmacy will also offer discounts via the 340B Program, ensuring patients receive their medications at an affordable price

I would like to thank all of our communities for your continued support. We could not do this work without you.

Sincerely,

**Kaye Hotsenpiller,**  
**Chief Executive Officer (CEO)**

## BOARD OF DIRECTORS

**Dr. Alan Saliman, MD:** Chair; Retired Physician, former Chief Medical Officer at Montrose Hospital

**Dr. Naomi Willden, DDS:** Vice Chair; Dentist, Montrose, CO

**Susan Schreier:** Past Chair; Retired Registered Nurse, former Chief Clinical Officer at Montrose Hospital

**Kelsey McCarthy:** Treasurer; Chief Financial Officer and Human Resources, TEI Rock Drills, Montrose

**Anne Gallegos:** Secretary; Director, Delta County Human Services

**Kathleen Martinez:** Home Health Care Manager, Touch of Care

**Charles Greenacre:** Retired District Court Judge for the Seventh Judicial District

**Maria Suarez:** Bank Teller, Co-owner of a Family-Owned Fruit and Vegetable Farm in Olathe

**Ted Moe:** Child Welfare Case Worker, Montrose County Human Services

**Elisa Rodriguez:** Community Advocate/Organizer, Hispanic Affairs Project

**Angela Fedler:** Executive Director, Delta Family Center/Early Childhood Coordinator



## MISSION

To provide high quality healthcare in an integrated and culturally respectful manner to our community.

## VISION

To offer affordable and easy access to quality care for all, while being an employer of choice.

## ORGANIZATIONAL VALUES

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

## CULTURAL VALUES

### COMMUNITY:

We strive to deliver the best experience and healthcare outcomes to each and every 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 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.

2023–2025

## STRATEGIC PLAN GOALS

1

Thoughtfully expand access to care and services offered.

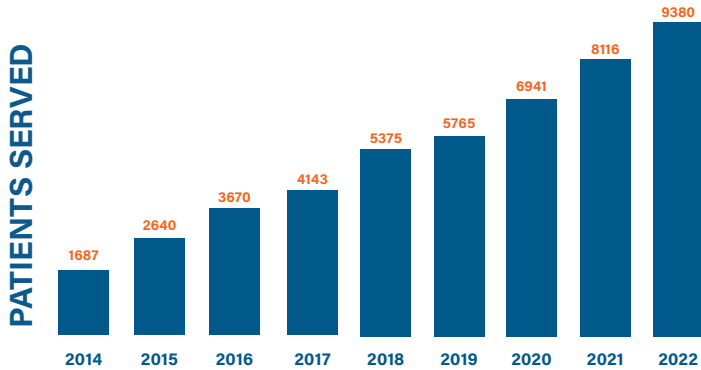
2

Be an employer of choice in our communities.

3

Be a well-known and trusted integrated health provider.

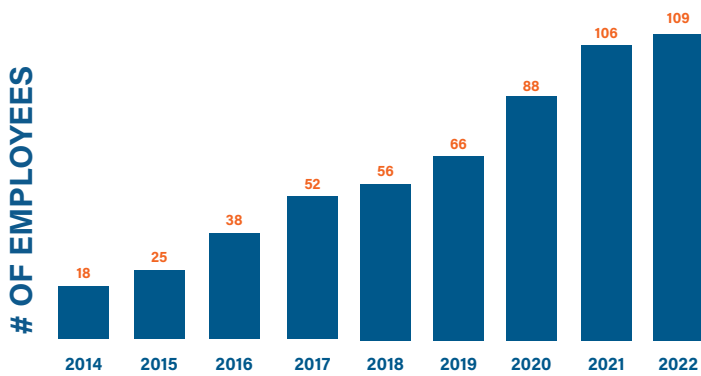
# OUR GROWTH



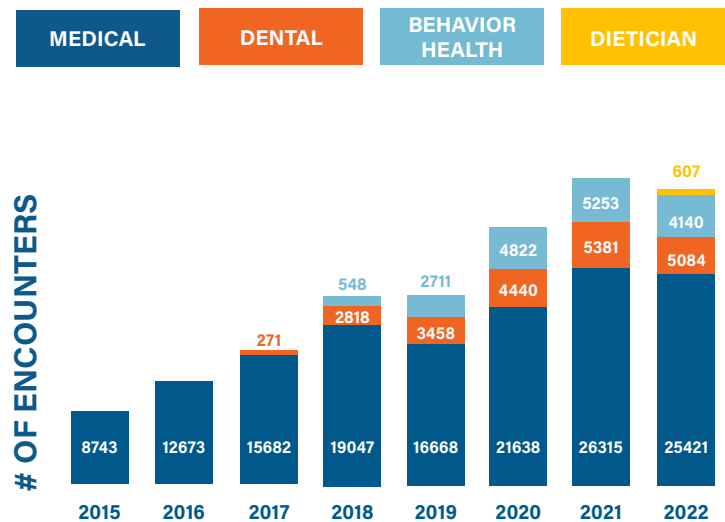
**PATIENT GROWTH**

**FROM 2014 - 2022,  
RIVER VALLEY  
HAS INCREASED:**

- Unique patients served: **456%**
- Encounters: **519%**
- Employees: **505%**



**EMPLOYEE GROWTH**

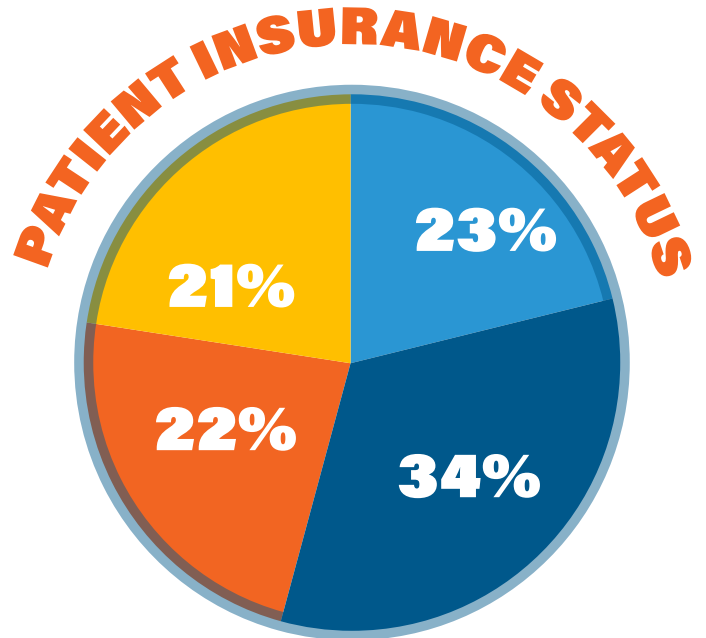


**CLINICAL ENCOUNTERS  
GROWTH**



# OUR PATIENTS

**9,380**  
**TOTAL**  
**PATIENTS**  
**SERVED IN**  
**2022**



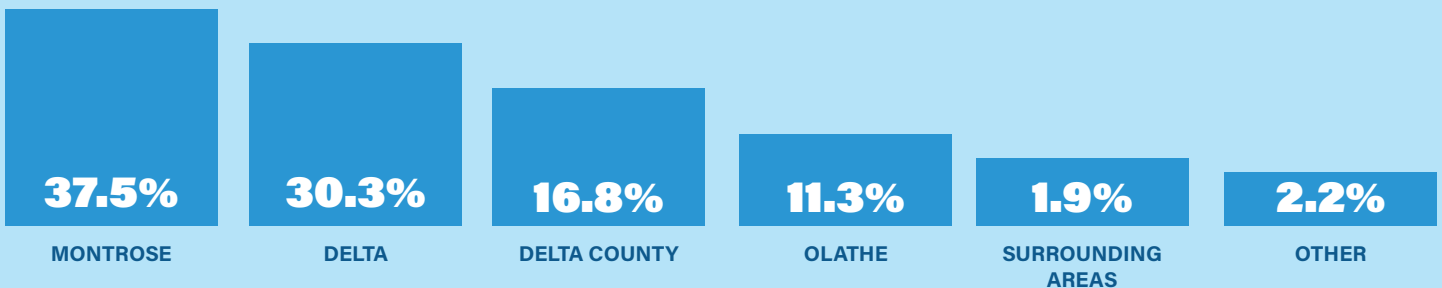
UNINSURED

MEDICAID

MEDICARE

PRIVATE

## COMMUNITIES SERVED



Living at or below 200% FPL: 75.6%

Patients living at or below 100% FPL: 22%

Hispanic/Latino: 32%

Best served in a language other than English: 19%

Seniors (over 60 years of age): 30%

Migrant and Seasonal Agricultural Workers: 502

Homeless: 82

Veterans: 228

## VISITS

Total visits: 38,041

Medical visits: 25,421

Medical patients: 8,658

Dental visits: 5,945

Dental patients: 2,014

Mental health visits: 4,140

Mental health patients: 985

Registered dietician visits: 611

Registered dietician patients: 341

Total Enabling Services: 1,924

Enabling Services patients: 1,586

# QUALITY METRICS

**64.6%**

**BREAST CANCER  
SCREENING**  
#2 in CO

*\* Ranking among all Community  
Health Centers in Colorado*

**56.2%**

**COLORECTAL  
CANCER SCREENING**  
#3 in CO

**21.6%**

**DIABETES  
UNDER CONTROL**  
#1 in CO

**13.1%**

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

**92.6%**

**TOBACCO SCREENING  
AND CESSATION  
EDUCATION**  
#5 in CO

**71%**

**HYPERTENSION  
UNDER CONTROL**  
#5 in CO

**65%**

**CERVICAL CANCER  
SCREENING**  
#2 in CO

## NEW DELTA CLINIC OPENING EARLY MAY 2023

On March 15th, we broke ground on our new healthcare clinic in Delta! Located at 1250 Valley View Dr (next to Walmart off Hwy CO-92E), the new facility will bring medical, dental, emotional wellness, substance use disorder, pharmacy and walk-in services together at one location to provide greater access to affordable care.

**20**  
**EXAM  
ROOMS**

**7**  
**DENTAL  
OPERATORIES**

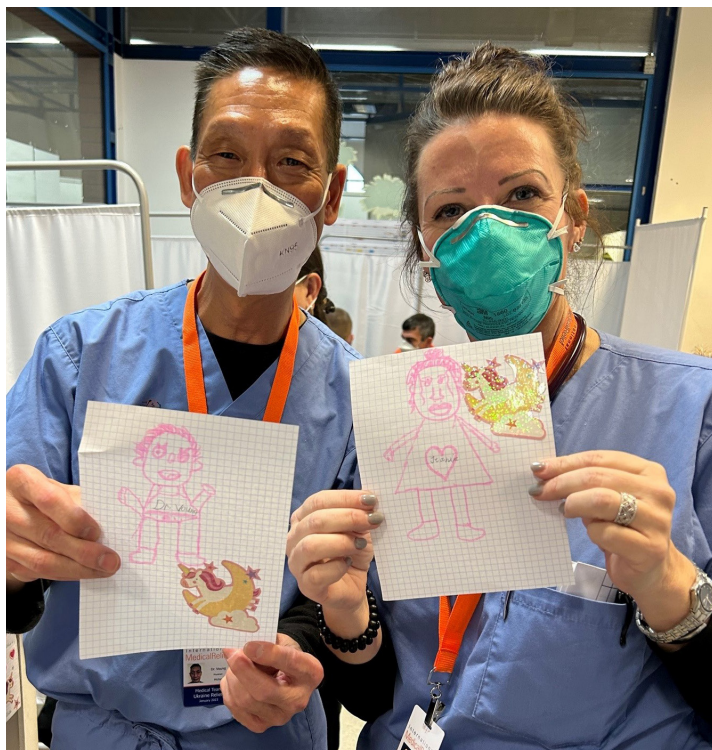
**4**  
**THERAPY  
ROOMS**

## INHOUSE PHARMACY CONVENIENT CARE CLINIC





# HUMAN CONNECTION: JEANNIE MUELLER



Ever since the outbreak of the Ukraine/Russian war, watching the bombings, destruction and so many people suffering, I knew I wanted to give back to the people of Ukraine.

One of my passions has been to travel abroad and provide medical services for those in need. The end of December, I left for Warsaw, Poland for a 2 ½ week Medical Mission volunteering my time providing medical services in shelters for Ukrainian refugees.

The company that I worked with was International Medical Relief (IMR), which is a 501(c)3 nonprofit organization based in Denver, Colorado. They provide health care to underserved and vulnerable people around the world in 94 countries. Volunteers are medical, dental, and other health care professionals such as psychiatrists and counselors. They utilize non-medical volunteers as well.

Since the beginning of the war, 8 million refugees have fled Ukraine. As of January 2023, Poland has opened its borders to over 1.6 million refugees, or as they call them "guests".

I was able to provide health care and share my passion, Acuwellness/Ear acupuncture. Acute medical illness like strep throat, COVID-19, pneumonia, sinus infections, as well as, elevated blood pressures, chest pain, anxiety symptoms,

insomnia, post-traumatic stress disorder symptoms are just a few conditions I took care of during my time in Poland. I was able to teach yoga, breathing exercises and tapping also know as Emotional Function Technique. Twice I was able to provide continuing education for a group of Ukrainian Psychologists.

As I think back, it was the human connection that brought tears to my eyes. Even today I get choked up when telling the story of a lady I had just given acupuncture to. As she was leaving my area, she received a phone call informing her that her husband had just been killed on the front line. I don't know how long I just stood there holding her as we both cried together. But that moment made everything real to me. Real people were dying and real people were suffering. It's different to watch it on the news, but another thing to actually experience someone's suffering. When the news talks about the Ukrainians suffering, homes being bombed, leaving with one suitcase, sleeping on a cot next to strangers, being integrated by Russian soldiers, being raped and tortured; it's all real!

It was an incredible honor and privilege to serve during what might be one of, if not the, greatest humanitarian crises of my lifetime. The stories, the new friendships, the tears, the human connection is what I brought home in my heart! Not only did it instill my passion to continue mission work, it made me realize how lucky we are. I'm thankful for my warm bed, my privacy, the conveniences we have every day! Today, take a few minutes to be thankful for what is around you.

**For more information: <https://internationalmedicalrelief.org>**





## WHY I CONTINUE TO WORK AT RIVER VALLEY

Let's be honest... the last couple of years have been difficult. Working in medicine is in and of itself challenging but in the post COVID health care world, we have encountered even more challenges. Shortages of staff, illnesses, increasing healthcare industry requirements, patients who have not had their medical needs met due to extended quarantine. All these things have contributed to increasing compassion fatigue and burnout in medical staff. Add onto that the challenges of serving an underserved population and endeavoring to address patients with complex health issues, emotional needs, and socioeconomic barriers. Many of these things have led medical staff members to question whether they should remain in the healthcare field or give up all together. I have asked myself this

question as well. Why do I stay? The resounding answer for me is the patients. I became a Physician Assistant because I love people and I want to serve them and their healthcare needs. I chose primary care because what I love most is building a relationship with my patients and their families. I chose community medicine because I love serving patients that need me the most. Although often challenging, I love managing patients with complex medical issues that we often encounter here at RVFHC. It brings me a lot of joy to be able to speak Spanish with our Spanish speaking patients. In addition, I truly believe in the integrated health model here at RVFHC and greatly appreciate our team approach. I greatly appreciate our team and I know that I can depend on my coworkers to strive for the best outcomes for our patients. I love witnessing the success of our different programs that address our community needs such as our Medication Assistant Treatment program, for opioid and alcohol use disorder. So as I persevere and reflect on the challenges of the job, I also try to remind myself why I chose this career in the first place. I encourage you to do the same. Some days are challenging, some days cause me to want to give up all together, but I continue to persevere for the sake of my patients and for the purpose that I find in continuing to walk alongside them throughout their healthcare journey.

**- Karie Long, PA-C , Clinical Director**



## COMPREHENSIVE PRIMARY CARE IN PEDIATRICS

While I trained in my residency program at Le Bonheur Children's Hospital in Memphis, Tennessee, the outpatient pediatrics clinic resided in the same building as more than a dozen pediatric and surgical subspecialties. I could make referrals to those clinics easily, and it was relatively simple for my patients to go to those subspecialty and surgical appointments.

However, despite the many subspecialties available to my patients, a few of the most vital and primary resources for children's health were not available to them in the same way. Finding accessible dental care, social workers, and especially behavioral health providers was difficult and frustrating for my patients and me. Behavioral health, dental care, and social/community resources are an integral component of primary care, and my patients consistently missed out.

Fast-forwarding to today, I compare my current patients' experiences to the circumstances of my patients in Memphis. Today, if I see a child in my clinic who needs a dental screening, is feeling symptoms of anxiety or depression, and/or whose family experiences food insecurity, I have friendly, qualified dental hygienists, behavioral health counselors, and community resource specialists to provide for my patients. As a pediatrician who is highly interested in the overall and holistic well-being of my patients, this model of healthcare is invaluable to me.

Even though my patients in Memphis had many pediatric and surgical subspecialties readily available to them, the majority of them did not need any of those clinics. Only a relatively small percentage of children need subspecialty care as they mature into adulthood. However, every single child--100% of them--need proper behavioral health resources, social and community support, and quality dental care. This is the key reason that I chose to join River Valley Family Health Center--because providing comprehensive, accessible, and affordable care for all matters to me.

**- Dr Andrew Astin, MD**



# 2022 STAFF AWARDS



EMPLOYEE OF THE YEAR  
**MISTY  
SMITH**



LEADER OF THE YEAR  
**JESSICA  
MARTINEZ**



PROVIDER OF THE YEAR  
**RACHEL  
STRANATHAN**



DENTIST OF THE YEAR  
**DR. KEVIN  
DAWSON**



BEHAVIORAL HEALTH  
PROVIDER OF THE YEAR  
**SHAUN SOWLE**



HYGIENIST OF THE YEAR  
**LIZ REED**



# 2022 FINANCIALS

## — AT A GLANCE

**\$15,153,846**

**TOTAL REVENUE**

**\$10,075,590**

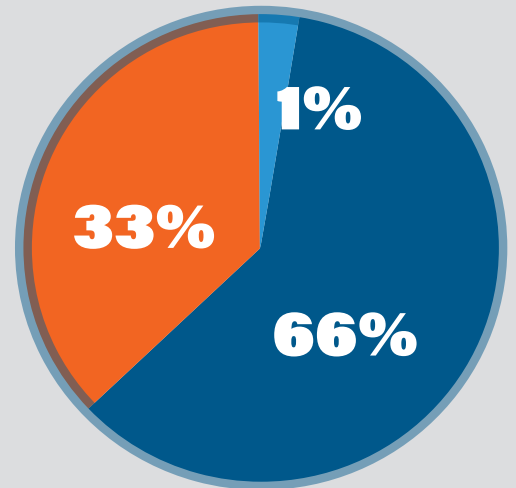
**PATIENT SERVICE REVENUE, NET**

**\$4,971,653**

**GRANT REVENUE**

**\$106,603**

**INTEREST AND OTHER REVENUES**



### EXPENSES

**SALARIES AND WAGES:** \$8,649,965

**PURCHASED AND PROFESSIONAL SERVICES:** \$977,063

**OFFICE AND OTHER SUPPLIES:** \$1,942,446

**OCCUPANCY COSTS:** \$632,949

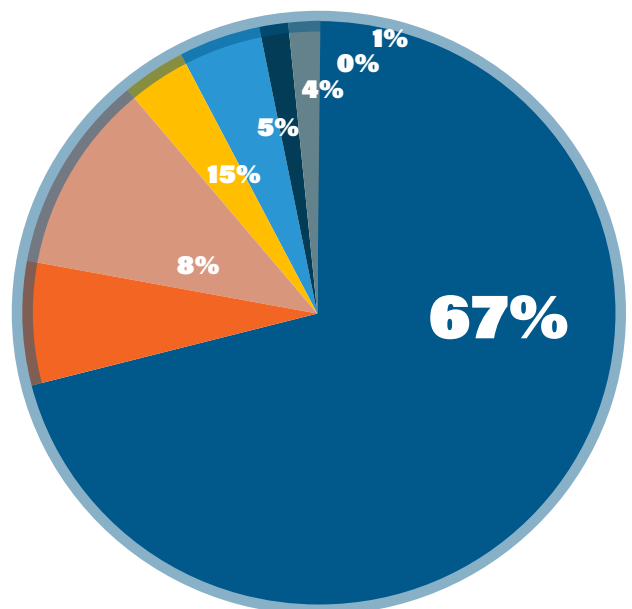
**DEPRECIATION:** \$525,520

**INSURANCE:** \$44,536

**INTEREST:** \$109,728

**TOTAL EXPENSES:** \$12,882,207

**NET INCOME:** \$2,271,639



# NATIONAL QUALITY AWARDS

In 2022, 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

We are in the 10% of ALL Federally Qualified Health Centers (FQHC) in the country for our quality metrics. This is the 3rd year in a row that we have won this prestigious award!



## Access Enhancer

Recognizes FQHCs that have increased the total number of patients served by at least 5%.



## Advancing Health Information Technology for Quality

Recognizes FQHCs that meet all criteria to optimize HIT services.



## Addressing Social Risk Factors

Recognizes FQHCs that are 1) Screening and collecting data on patient social risk factors and 2) Increasing the proportion of patients receiving enabling services.



## Patient Centered Medical Home (PCMH)

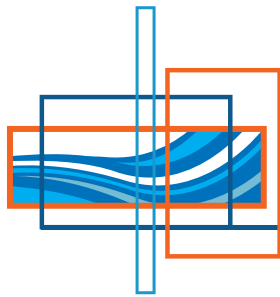
Our three primary care clinics are recognized as PCMHs through the National Committee for Quality Assurance. To earn this recognition, we have to adhere to five elements: Comprehensive Care, Patient-Centered Care, Coordinated Care, Accessible Services, and Quality and Safety.

# THANK YOU!

The generous support from our federal, state and local partners, along with individual donors, allowed us to expand access to health care in 2022.

- All Points Transit
- Charles and Aljean Greenacre
- Colorado Community Health Network
- Colorado Family Planning Program
- Colorado Health Foundation
- Colorado Primary Care Fund
- Colorado State Dental Health Care Program for Low Income Seniors
- Community Health Provider Alliance
- Delta Dental of Colorado Foundation
- Dr. Al Saliman, MD
- El Pomar Foundation
- FCI Constructors
- Gary Community Ventures/Gary Philanthropy Board
- High Plains Intermountain Center for Agricultural Health and Safety
- Insight Coaching and Consulting
- Maternal Opioid Misuse (MOM) Model
- Montrose Community Foundation
- Montrose Regional Health
- Rocky Mountain Health Foundation
- Rocky Mountain Health Plans
- Shepherd's Hand
- Susan Schreier
- TEI Rock Drills
- Title X Program
- University of Colorado, Anschutz Medical Campus
- US Department of Agriculture
- US Health Resources and Services Administration
- West Slope Casa
- Western Colorado Accountable Health Communities Food Insecurity Program (United HealthCare Services)
- Western Colorado Community Foundation/Dave and Mary Wood Fund
- Willden Family Dental





RIVER VALLEY

FAMILY HEALTH CENTERS

NO BARRIERS TO

*health care!*

