

RIVER VALLEY

FAMILY HEALTH CENTERS

MEDICAL, DENTAL, & EMOTIONAL WELLNESS INTEGRATED SERVICES

NO BARRIERS
to Health Care



2023 ANNUAL REPORT



LETTER FROM BOARD CHAIR

Hello Community:

It has been my honor and pleasure to serve our communities in the role of Chair of the Board of Directors at River Valley Family Health Centers. This group of community servants comes to the organization with varied backgrounds representing different aspects of our population.

This is a unique organization. It is well managed, fiscally stable and provides care based on standardized measurements as being at the top of its class. Most importantly, in an era when we hear a lot about lack of access, everyone can be seen; no one is turned away.

Access, cost and quality. These are the basic goals and caveats of River Valley. It is a hidden gem in the area. We appreciate the support that we get from all donors and sources of grant funding.

Thank you all for this opportunity to serve.

Alan Saliman, MD
Chair, Board of Directors
River Valley Family Health Centers

BOARD OF DIRECTORS

DR. ALAN SALIMAN, MD:

Board Chair - Retired Physician, former Chief Medical Officer at Montrose Hospital

JACQUELINE DAVIS:

Board Vice Chair - Delta Health Director of Marketing & Public Information Officer

KELSEY MCCARTHY:

Board Treasurer - Chief Financial Officer and Human Resources, TEI Rock Drills, Montrose

ANNE GALLEGOS:

Board Secretary - Director, Delta County Human Services

CHARLES GREENACRE:

Retired District Court Judge for the Seventh Judicial District

TED MOE:

Child Welfare Case Worker, Montrose County Human Services

DR. NAOMI WILLDEN, DDS:

Dentist, Montrose

ELISA RODRIGUEZ:

Community Advocate/Organizer

ANGELA FEDLER:

Executive Director, Delta Family Center/Early Childhood Coordinator

BUD TAYLOR:

Executive Director, Black Canyon Boys & Girls Club

FELICIA SANDOVAL:

Bank Officer in Training, Alpine Bank, Montrose

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

2023 STAFF OF THE YEAR AWARDS



**MEDICAL PROVIDER
OF THE YEAR**
Dr. Donna Jin, MD



**EMPLOYEE
OF THE YEAR**
Kayla Farris



**LEADER
OF THE YEAR**
Kaye Hotsenpiller



**BEHAVIORAL HEALTH
PROVIDER OF THE YEAR**
Shaun Sowle



**DENTIST
OF THE YEAR**
Dr. Marisa Borchardt, DDS

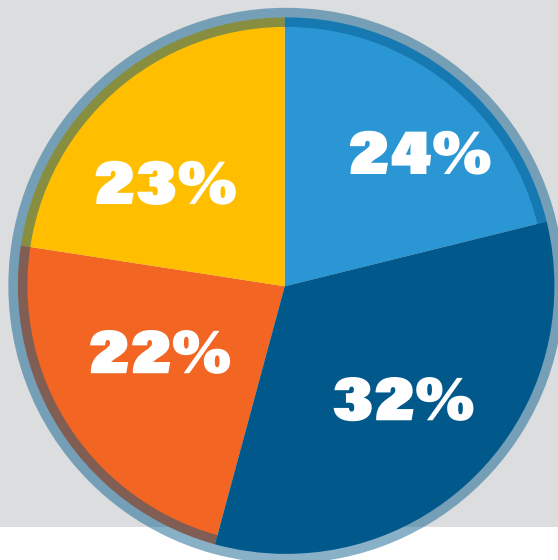


**DENTAL HYGIENIST
OF THE YEAR**
Tasha Gibson

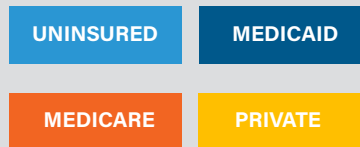
OUR PATIENTS

8604

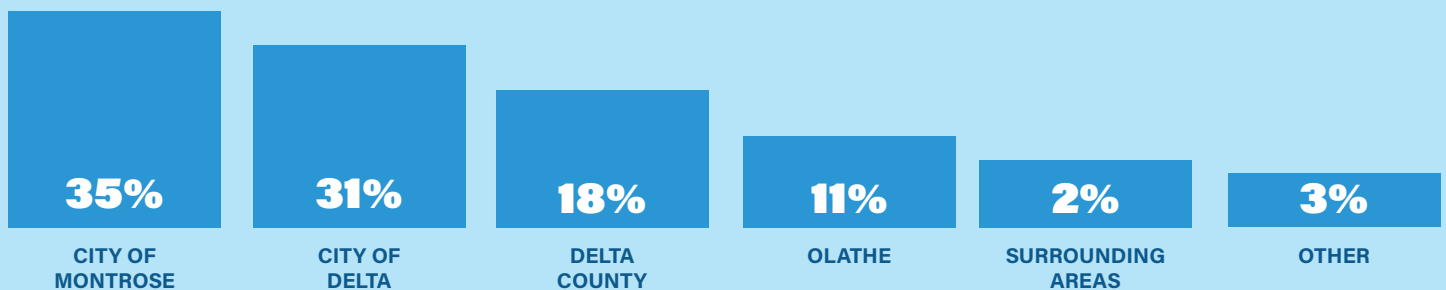
TOTAL PATIENTS SERVED IN 2023



PATIENT INSURANCE STATUS



COMMUNITIES SERVED



- Patients living at or below 200% FPL*: 59%
- Patients living at or below 100% FPL: 17%
- Hispanic/Latino: 32%
- Best served in a language other than English: 19%
- Seniors (over 60 years of age): 29%
- Migrant and Seasonal Agricultural Workers: 456
- Homeless: 130
- Veterans: 183

*FPL = Federal Poverty Limit

VISITS

- | | |
|-----------------------------|--|
| Total visits: 33,576 | Mental health patients: 784 |
| Medical visits: 21,434 | Substance use disorder visits: 3,692 |
| Medical patients: 7,775 | Substance use disorder patients: 1,645 |
| Dental visits: 6,000 | Registered dietician visits: 539 |
| Dental patients: 2,072 | Registered dietician patients: 274 |
| Mental health visits: 2,922 | Total Enabling Services: 2,681 |
| | Enabling Services patients: 1,594 |

New Delta Clinic!

River Valley opened the new 18,400 sq. ft. Delta clinic on May 15, 2023. The new clinic, located at 1250 Valley View Dr, has 20 exam, 7 dental, and 4 therapy rooms; drive-thru pharmacy; and a Convenient Care Clinic (CCC) for walk in visits for acute care. As a certified Patient Centered Medical Home, River Valley provides integrated medical, dental, behavioral health, pharmacy, substance use disorder services, and enabling (case management, assistance with insurance applications, resources, interpretation) at the new clinic – offering co-located services under one roof. Depending on their needs, patients receive services from a Care Team that can include medical providers, counselors, dentists, hygienists, resource specialists, interpreters, pharmacists, and/or a Registered Dietician. The in-house pharmacy offers 340B discount pricing and the convenience of picking up prescriptions as a part of the visit. The CCC is open 6 days per week from 7:30 am-7:00 pm, expanding access to care for existing patients while also serving as an effective referral source for those who lack a medical home.



QUALITY METRICS

**Ranking among the 20 Colorado Community Health Centers*

97.2%

BMI Screening and Follow up 18+ Years: #3 in the State

97.4%

Tobacco Use: Screening and Cessation: #1 in the State

61.3%

Colorectal Cancer Screening: #1 in the State

68.3%

Breast Cancer Screening: #3 in the State

24.5%

Diabetes Under Control: #4 in the State

51%

Hepatitis C Lifetime Screening: #2 in the State



INTEGRATED BEHAVIORAL HEALTH CARE

Having worked in community mental health for many years prior to coming to River Valley, I have seen how patients get grouped into silos of care. They might have to go to four different places to receive mental health, substance use, dental and primary care services. This can decrease the likelihood of patients accessing each type of care and create barriers to providing whole person care as well as coordination of care. In addition, patients may be hesitant to access mental health and substance use services due to ongoing stigma associated with these disorders. In a small community, patients may be less likely to access mental health or substance use care if it means they have to walk into a building that only provides substance use or mental health services.

This is why providing fully integrated behavioral health and substance use services within a primary care setting is so important. It allows patients who would otherwise not reach out for help to access those services all in one place. Along with providing a full range of primary care services, we provide behavioral health services that include individual therapy, case management and availability of a Behavioral Health Provider (BHP) to provide brief interventions in real time when patients are attending their medical and dental appointments.

In addition to all these services, the behavioral health team works closely with the medical team to provide Medication Assisted Treatment (MAT) to patients with opioid use disorder and alcohol use disorder. Patients in this program are eligible to receive wraparound services including medical and behavioral health care at each visit as well as the availability of case management services to get them connected

with peer recovery and sober support services as well as access to higher levels of care. Patients with substance use disorders have often neglected their oral healthcare and are in need of dental services. It is very helpful to have dental staff available for warm handoffs to get patients connected with needed dental services. In addition, dental providers may be the first point of contact for someone in need of substance use services. They may detect that a patient may have a substance use disorder by evaluating the condition of their teeth when completing dental exams. BHPs are readily available for warm handoffs to further assess for potential substance use disorders while patients are in the clinic for dental exams.

The River Valley team strives to provide a safe, supportive and non-judgmental environment in which patients can work toward achieving sobriety. Our model is a low barrier, harm reduction approach to working with patients with substance use disorders. From a behavioral health perspective, it has been extremely helpful to work side by side with medical providers who are able to explain the physical effects of substance use on the body. The behavioral health team is then able to better incorporate this information into our work with patients.

From the medical perspective, working side by side with a behavioral health team allows medical providers to learn techniques to more effectively speak with patients who may be escalated or struggling with readiness to change.

Kitty Reed-MacDonald, LCSW, LAC
Behavioral Health Director



SKIPPY PROGRAM



In partnership with Tri County, River Valley participated in the Skippy Program to provide free dental services at three local elementary schools. We all know that it can be challenging for some parents and guardians to arrange dental care for their children. Some of these challenges include lack of insurance, transportation, the cost of dental services, or even taking time off work for appointments. The Skippy Program was designed to reduce the burdens associated with elementary kids' oral healthcare and we were proud to help!

In February 2023, a River Valley Team worked with the Skippy Program, serving 64 kids at Northside, Johnson and Olathe Elementary Schools. The team performed dental x-rays, intra oral pictures, dental cleanings, fluoride varnish application, oral hygiene education, dental sealants, and Silver Diamine Fluoride application. All treatment was completed in classrooms with mobile units. River Valley's dentists completed virtual exams by examining x-rays and intra oral pictures. We then created referrals to local orthodontist offices, our River Valley clinics or pediatric specialists if needed. Every child that participated in the school Skippy Program received a new toothbrush, toothpaste, floss, and a fresh smile!

Tasha Gibson, RDH

RIVER VALLEY 2023-2025 STRATEGIC PLAN GOALS

1.

Thoughtfully expand access to care and services offered.

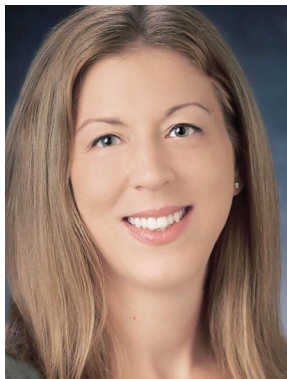
2.

Be an employer of choice in our communities.

3.

Be a well-known and trusted integrated health provider.

CONVENIENT CARE CLINIC



Since its inception, the River Valley Convenient Care Clinic (CCC) has been increasing access to health care for the members of our community. It is often difficult, or even impossible, to be seen by a primary care provider within a day or two for acute illnesses and injuries. The CCC strives to fill this health care gap by offering immediate access to a provider via walk-in visits. The

hours of the CCC are extended (7:30am-7:00pm) with the aim of remaining open and available in times of community need. Having ready access to a walk-in clinic in the Delta

community, reduces the number of people who visit the ER for non-emergency concerns. In addition to increasing access for patients of River Valley, the CCC is open to the entire community. You do not need to be an existing River Valley patient. Due to the high cost, many uninsured and under-insured people do not have a primary care provider and frequently visit the CCC for their healthcare needs. The CCC is able to refer these patients to River Valley for follow up services such as regular preventive care and/or treatment for chronic conditions. Through increasing community access to health care, the CCC has practiced in line with the River Valley mission, vision, and values and has become an essential part of the team.

Christy Ackerman, FNP

PHARMACIES



River Valley enjoys the benefits of offering in-house pharmacies at our Montrose and Delta clinics. Most importantly, our patients receive optimum pharmacy care and pricing through our in-house pharmacies. Our intra clinic pharmacy model promotes collaborative care with our entire healthcare team. This model allows for streamlined discussions regarding the best medication regimens and most affordable options for our patients. Our pharmacists are able to lend their clinical experience in an expanded manner with direct lines of communication to each patient's provider.



Because River Valley is a Federally Qualified Health Center, our pharmacies can offer patients the best, most efficacious medications at extremely discounted rates through our novel 340B discount. We also accept Medicaid, Medicare, and most commercial insurances. River Valley Pharmacies' mission is to ensure that pricing is not a barrier in receiving medically necessary, and potentially lifesaving medications.

Moreover, ease of access is key as well as excellent customer service. Our pharmacies are conveniently located on the way out of each clinic. After their appointment, patients can easily stop by the pharmacy or pull up to the drive-through to receive their prescribed orders, preferred OTC products, and ask questions of our trusted, professional staff. Our pharmacy teams go out of their way to provide patients with the best experience possible. We strive to meet everyone's individual needs with a personal, hometown, service-oriented mentality that our patients appreciate.

Chelsea Price, Pharmacy Director

NATIONAL QUALITY AWARDS

In 2023, 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 top 10% of ALL Federally Qualified Health Centers (FQHC) in the country for our quality metrics. This is the 4th 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%.



Health Disparities Reducer

Recognizes FQHCs that met health quality benchmarks for all racial/ethnic groups served.



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.

CHRONIC CARE MANAGEMENT



River Valley started offering a new service to our patients in Spring 2023: Chronic Care Management (CCM). CCM is a Medicare-sponsored program designed and created to allow health centers to monitor patients' health and wellbeing more closely between office visits. Medicare patients with two or more chronic conditions qualify for CCM.

The program consists of a team of nurses that serve as care coordinators. They formulate a care plan for our patients and contact them monthly via phone visits. They assist River Valley with staying up to date on health changes, medication adherence, coordinating care

with specialists, hospital stays and improving communication between the patient and River Valley. They can also assist patients with community resources.

CCM has been a great program for our patients. One of the things we have witnessed is a decrease in ER utilization in this population of patients. Our patients have also expressed that CCM has assisted them with getting connected with housing resources as well as other community resources. The care coordinators have also been able to assist patients with scheduling outstanding imaging and procedures. Providers and patients both have expressed appreciation for the CCM program and the "extra liaison" it has provided between patients and their River Valley provider.

Karie Long, PA-C

FY 2022-23 FINANCIALS

AT A GLANCE

\$16,482,067

TOTAL REVENUE

\$10,912,874

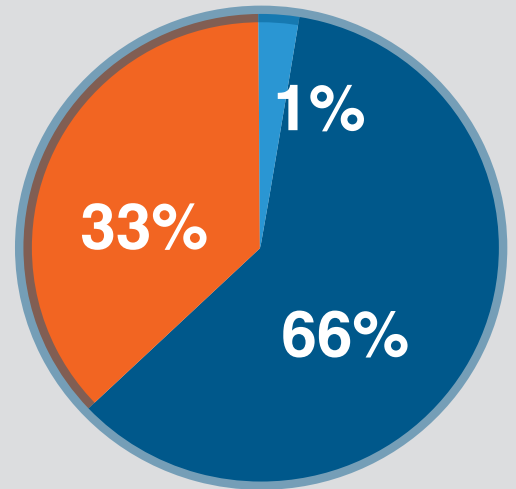
PATIENT SERVICE REVENUE, NET

\$5,429,075

GRANT REVENUE

\$140,118

INTEREST AND OTHER REVENUES



EXPENSES

SALARIES AND WAGES: \$9,188,486

PURCHASED AND PROFESSIONAL SERVICES: \$1,103,820

OFFICE AND OTHER SUPPLIES: \$2,622,295

OCCUPANCY COSTS: \$1,090,455

DEPRECIATION: \$273,517

INSURANCE: \$65,616

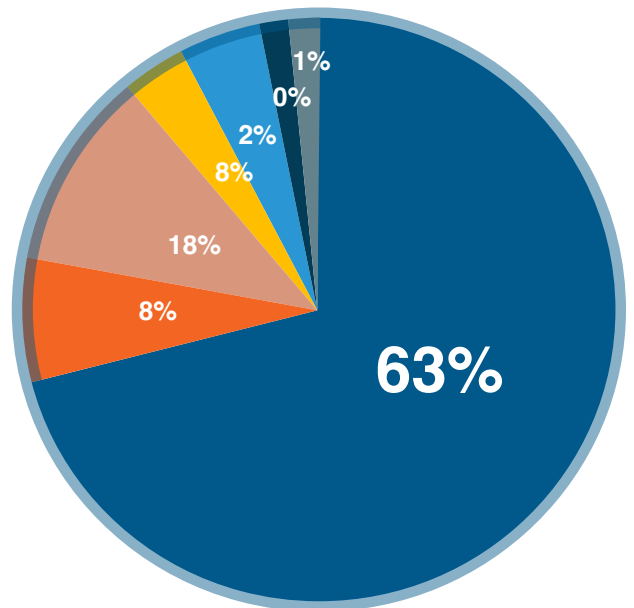
INTEREST: \$141,317

\$14,485,506

TOTAL EXPENSES

\$1,996,561

NET INCOME:



CONSOLIDATED BALANCE SHEET

TOTAL ASSETS: \$19,165,288

TOTAL LIABILITIES: \$8,813,064

TOTAL EQUITY (NET WORTH): \$10,352,224

\$19,165,288

TOTAL LIABILITY AND NET WORTH:



Thank You!

FUNDERS & DONORS

THE GENEROUS SUPPORT FROM OUR FEDERAL, STATE AND LOCAL PARTNERS, ALONG WITH INDIVIDUAL DONORS, ALLOWED US TO EXPAND ACCESS TO HEALTH CARE IN 2023.

- All Points Transit
- Charles and Aljean Greenacre
- Colorado Community Health Network
- Colorado Department of Human Services Behavioral Health Administration
- Colorado Department of Public Health & Environment—Zero Suicide Colorado
- 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
- Exact Sciences Corporation
- FCI Constructors
- High Plains Intermountain Center for Agricultural Health and Safety
- Insight Coaching and Consulting
- Maternal Opioid Misuse (MOM) Model
- Montrose Community Foundation
- Montrose Regional Health
- Piton Foundation
- Rocky Mountain Health Foundation
- Rocky Mountain Health Plans
- San Juan Health Foundation
- Shepherd's Hand
- Susan Schreier
- TEI Rock Drills
- Title X Program
- US Department of Agriculture
- US Health Resources and Services Administration
- West Slope Casa
- Western Colorado Community Foundation/
Dave and Mary Wood Fund



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NO BARRIERS
to Health Care

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.