



August 25 Meeting

2008

LITTLE RIVERS HEALTH CARE, INC.
is a federally qualified health center
with sites in Bradford, East Corinth
and Wells River, Vermont. We serve
residents in communities located in
Orange, Caledonia, and Windsor
Counties.

ALL are welcome here.

**ANNUAL
2007
REPORT**

Recently, LITTLE RIVERS was honored to have Congressman Peter Welch visit us in recognition of National Community Health Center Week. Among the many thoughtful questions he posed was one that I have been asked on a regular basis: *“What keeps you up at night?”*

I found myself answering this question, as usual, with the reply: *“our financial viability.”* I know that I am not alone with these worries, because operating in the black is a challenge for health care organizations in general and primary care providers in particular. Even in the best of times, maintaining a solid bottom line is difficult because of the nature of our business. The recent downturn in the economy is making this situation all the more problematic. In other businesses when operating costs go up, the increase is passed on to the customer, who then pays higher prices. However, it doesn't work that way in health care. Like so many individuals, LITTLE RIVERS is essentially operating on a fixed income. Our reimbursements from insurance companies are partial payments based on a fixed allowance. Further, payments do not go up just because our costs do.

There is another reason, however, why financial viability is what keeps me up at night. It is because nearly everything else about LITTLE RIVERS is cause for celebration, not sleeplessness. I do not have to worry about whether our clinicians are providing good care. I know that they deliver care of the highest quality because I see them in action and hear about the things that keep THEM up at night (concern for their patients). Our employees are the most committed people with whom I have ever worked, and they have an astounding range of skills and talents. Our being a Federally Qualified Health Center (FQHC) affords us enormously helpful resources and opportunities to network with others.

With the coming elections this fall, there will undoubtedly be another round of debates on how to “fix” health care. Vermont's congressional delegation will have much to contribute to this discussion. They are sincere in trying to help those of us committed to keeping primary care in our communities, because they ask the right questions and listen to our answers.



Left to Right: Tess Kuenning-Exec. Dir. Bi-State Primary Care, Gail Auclair-CEO LITTLE RIVERS, Congressman Peter Welch, Hunt Blair-Bi-State Primary Care, Hope Hutchinson-LRHC Board Member Hal Drury-LRHC Board Vice President, and Carole Freeman-LRHC Board President

You, the patient, the health care consumer, must make your voice heard as well. Tell your representatives what keeps YOU up at night. Insist that we create a system that is broad in scope and fair to all. Advocate for yourself, your family and your neighbors. Health care is an issue that touches the lives of everyone. Someone once said: *“You won't get served if you don't show up at the table.”* Let's all show up for this one. There is so much at stake. At the very least, we can rest knowing that we are contributing to the solution. Then maybe all of us will sleep better.

REPORT FROM THE BOARD CHAIR

Carole C. Freeman, Ph.D.

Dear Members of the LITTLE RIVERS Community,

As I was driving home the other night, I heard a story on Vermont Public Radio about the avoidance of health care, a choice being made by many people across the United States. In this case, the person in the story was putting off needed care because the cost wasn't covered by his medical insurance. Affordable health care that is available to all individuals does not exist in very many places in our country. We are fortunate that in our communities we have access to Little Rivers. While care at Little Rivers is not free, the sliding scale for fees based on income and the accessibility of preventive care are important community assets. In addition, our new 340B low-cost prescription drug program with Wells River Pharmacy is helping Little Rivers patients access affordable medications.

Providing the community with these services and care continues to be a struggle. Because insurance companies pay less than the true cost of providing care, organizations like Little Rivers experience a loss of revenues. Our Federal Grant represents only about 14% of the Little Rivers budget. We need to work very hard to make up the rest of our income through fees for the medical care we provide and the income from our fundraising activities. The Little Rivers Board is grateful to our CEO and CFO for their hard work and to our dedicated providers who continue to work at high levels of productivity so that the community receives needed health care.

The Little Rivers Board of Directors spends much of its time addressing the financial needs of the organization. While it is an important focus for our work, we are also very interested in the quality of care the community receives. The Board fully supports the health care plan that was developed as part of our re-application for federal funds. The focus on addressing specific diseases such as diabetes and improving care for these individuals will help our communities become healthier as a result.

Once again, the physicians, nurse practitioners, physician's assistants, nurses, social workers, office managers, and support staff have all given extraordinary service this year. Without their dedication to their patients and the community, Little Rivers would not be able to provide the high quality health care that we do. On behalf of the Board, I want to thank each of our employees for their service and dedication.



Medical Director's Report

Steve Genereaux, M.D.

Every three years Little Rivers gets input from community members, patients and our staff to learn which clinical problems are the most pressing for our community (like better support for prenatal patients or increased access to dental services). We take into account state and national health goals (like reduced smoking or increased vaccination rates). Once we have a list of the top few issues, we design projects that start to tackle the issues. These projects become our HEALTH CARE PLAN for the next three years.

Starting this summer our new Health Care Plan includes sections on Oral Health, Pregnancy, Vaccination, and Mental Health. Here are two examples of projects we have started:

- 1) One of our first goals is to do a better job screening children for dental problems. We have designed a 'dental screening primer' for our providers and have added a section on our well child flow sheets to document the screenings. A large part of this project is to see that all children have a dental practice that they can consider their 'dental home'.
- 2) Another goal that we hope to start this fall is to consistently screen all of our prenatal patients for mental health issues. This population is at high risk for depression, abuse, and body image issues. We have two Social Workers who can then work with any pregnant patients who are identified as having mental health issues.

Little Rivers seeks to improve the overall health of our community. This occurs mostly on a patient-by-patient basis, but our Health Care Plan can serve to improve systems in specific areas. An example of this is our improved efforts to have patients with diabetes monitor their eyes, kidneys and feet regularly.

Please feel free to contact me at our Wells River Office (802-757-2325), if you have any questions about our Health Care Plan or any other clinical issues.

LRHC SITES AND CURRENT STAFF

Bradford Location

437 South Main Street
Bradford, VT
222-9317

Kevin Connolly, M.D., Internal Medicine
Melanie Lawrence, M.D., Family Medicine
Maureen Boardman, F.N.P.
Caroline Evans, F.N.P.
Renee Schulze, LCSW

Support Staff:

Carla Horniak, R.N. KG Kidder, R.N.
Cindy Maurice, L.P.N. Joan Osgood, M.A.
Cheryl Thornton, M.A. Lisa Garrett, C.P.C.
Susan Frizzell Carrie Mason
Cindy Fountain

Jean Young, Office Manager

East Corinth Location

720 Village Road
East Corinth, VT
439-5321

Kelly Kinney, M.D., Family Medicine
Ellen Bando, P.A.-C
Susan Hanewald, LCSW

Support Staff:

Patti Johnson, L.P.N. Lori Moore, R.N.
Lisa Crane Connie Thurston
Karen Hatch

Bonnie Tuttle, Office Manager

Wells River Location

65 South Main Street
Wells River, VT
757-2325

Stephen H. Genereaux, M.D. Family Medicine
and Medical Director of LRHC

Fay Homan, M.D., Family Medicine
Marlene Bristol, F.N.P.

A. Jamie O'Connor, A.R.N.P

Angela Welch, PA-C

Susan Hanewald, LCSW Renee Schulze, LCSW

Support Staff:

Brenda Bogie, R.N.
Brook Marcotte, R.N. Pat Ward, R.N.
Susan Esposito, L.P.N. Earl Brock, M.A.
Roselee Hayward Linda Keith
Susan Miner Wanda Belyea

Carol Vincelette, Office Manager

Corporate Office and Administration

131 Mill Street
Bradford, VT
222-4637

Gail Auclair, Chief Executive Officer
Nancy Metz, Community Relations Director
Susan Monica, Controller
Brenda Oakes, Human Resources Mgr.

CURRENT BOARD OF DIRECTORS

Steven Boyce, Treasurer	Hartford
Sarah Copeland-Hanzas	Bradford
Andrew Dorsett	Groton
Harold Drury, Vice Chair	Corinth
Carole Freeman, Chair	Corinth
Nancy Frost	Topsham
Graham Gove	Bradford
Hope Hutchinson	Newbury
Joyce McKeeman	Corinth
John Munson	Ryegate
Connie Philleo, Secretary	Newbury

*Last Year 564 new patients chose
LITTLE RIVERS
for their primary care home*

LITTLE RIVERS must depend on its ability to maintain a sound financial base in order to fulfill its mission. Our fiscal stability assures that we will be able to provide expanded services to all of our patients, regardless of their ability to pay.

Consolidated Financial Statement

	Year Ended December 31, 2007
Operating Revenue	3,099,955
Operating Expenses	3,205,507
Operating Income	(105,552)
Other Revenue	65,220
Excess of Revenue Over Expenses	(40,332)

AUDITED RESULTS