

HEALTHY COMMUNITY HEALTH CENTERS 2020 ANNUAL REPORT



ABOUT US

MISSION, VISION, VALUES

The exceptional work done at HCHC is driven by our strong mission, vision, and values.

MISSION STATEMENT

The mission of Healthy Community Health Centers (HCHC) is to provide patient-centered healthcare that is accessible and affordable for all.

VISION STATEMENT

The vision of HCHC is to be the best place to receive and deliver quality healthcare that advances the well-being of our diverse community.

VALUES

Upholding the values of **Teamwork, Excellence, Accountability, and Mission** are critical in meeting HCHC's mission and working toward our vision.

Teamwork: Our service delivery model is built upon teamwork, which is needed to deliver the most comprehensive patient centered care possible.

Excellence: All team members are expected to perform at the top of their license, training and skill level for the benefit of those we serve—patients, families, team members, and our community.

Accountability: We expect all team members to be cognizant of the responsibility to be good stewards of resources that are utilized for service delivery. We require all team members hold themselves and their team members accountable for the delivery of high quality patient centered care/service.

Mission: Remaining true to the organizational mission is the glue that binds all team members together. All decisions made are in reference to the ability to support and fulfill the mission of the organization.

MESSAGE FROM OUR BOARD CHAIR

Thank you for your support of HCHC and your interest in receiving this comprehensive Annual Report. I hope you will enjoy reading about the highlights and important accomplishments that occurred at your Community Health Center in 2020. I am personally gratified when I hear of patients' success stories as a result of the integrated services at HCHC.



What differentiates a Community Health Center and why are we so fortunate to have one in our community? A "Community Health Center", sometimes referred to as a "Federally Qualified Health Center", is a Health Resources and Services Administration (HRSA) approved entity, operating under the umbrella of the U.S. Dept. of Health and Human Services. A Community Health Center is tasked to provide and deliver comprehensive health care services as well as supportive services that promote access to health care. In addition to the extensive medical, dental, mental health, and pharmaceutical services that HCHC provides, the organization also collaborates with varied community-based resources to support our patients' needs. Because fees are based on a patient's income, no individual is denied services due to financial limitations.

Despite the many challenges that COVID-19 brought to our organization in 2020, HCHC remained committed to its Mission, Vision and Values and our Leadership team embraced our strategic plan to improve and expand service delivery to our community. HCHC identified varied stressors on their patients, particularly during these difficult times, and developed a Community Resource Coordinator. This key staff member can innovatively address health disparities and connect resources to support patients' daily living needs that are integral to their successful health management. HCHC also recognized the opportunity to open its own pharmacy at our Stoneport location when the previous pharmacy vacated the premises. The bi-lingual pharmacy team is available to assist with your prescription questions and needs.

HRSA recently conducted an extensive review of HCHC to evaluate compliance with federal regulations and ensure delivery of a quality health program to our community. The HRSA surveyors highly commended the HCHC leadership for their commitment to excellence and for their demonstrated passion to fulfill our mission. As a Board, we applaud Executive Director Lisa Bricker and her employee team for the exceptional survey results and for their outstanding dedication to serve our community!

I am thankful for you, our community partners, and for your support of HCHC. Please let us know if you desire additional information about our organization or wish to include HCHC in your annual giving plan. Our goal is to ensure that ALL members of our community have access to the quality care and services that the HCHC Team provides. We all deserve to be cared for in such a holistic manner!



MESSAGE FROM OUR EXECUTIVE DIRECTOR

The year 2020 can most aptly be described as one of the most tumultuous years in history. HCHC, like so many other organizations, experienced unprecedented challenges. As a team, we demonstrated our commitment to our Mission, Vision and organizational Values by enacting our Emergency Operations Plan and ensuring we remained available to meet the needs of our patients, staff, and community in a safe manner.

Amid the pandemic, HCHC continued to grow service delivery and team support by enhancing our departments of Human Resources, Information Technology and Facilities Management. Most notably, HCHC successfully added a new pharmacy service line. HCHC Pharmacy opened its doors on October 12, 2020. The pharmacy is open to all health center patients as well as the general public. The HCHC Pharmacy is a 340B program participant, and as such, we are able to provide reduced medication costs to those that qualify for this assistance. Our team of pharmacists have been challenged to ensure that all individuals served by the pharmacy leave with the medications that they need to successfully treat their medical conditions. Our pharmacy team works diligently to honor this goal and have made an extraordinary impact on the lives of many patients as they work in an integrated manner with our prescribing providers.

While HCHC staff and providers worked to adapt to the constantly changing guidance from the CDC and VDH on how to deliver medical care and services in a safe manner, our finance team was working extremely hard behind the scenes to procure necessary supplies and financial support to enable us to provide ongoing services to our community. Because of the incredible work of our CFO, Beth Moseley, HCHC was able to receive \$2,692,166.47 in Cares Act Funding. This funding helped us afford the markedly increased cost of Personal Protective Equipment needed by our staff and patients; helped ensure income stability for our staff and providers; provide COVID-19 testing; purchase equipment needed to provide care and services through Telehealth technology and equip our Dental Clinic with new and advanced technology to minimize risk of infection during the delivery of necessary dental care.

HCHC's ability to navigate through the pandemic has been made possible because of the consistent support of our team members, our Board of Directors and the many donations made by local businesses and community members. We were determined to ensure that when our patients and community needed us most – we would be present, available and honored to serve in a safe and confident manner. Many care delivery practices have changed and will likely remain changed for the foreseeable future. HCHC leadership is committed to maintaining new best practices that have evolved from our experiences over the past year.

My heartfelt thanks and gratitude is extended to our staff, our Board of Directors and community supporters and collaborators. Thank you for trusting our leadership and our commitment to serving our community.

A special thank you to all of our patients who visit our clinic locations as their Medical Home. HCHC clinic locations are recognized by the National Committee for Quality Assurance as Patient Centered Medical Homes as well as having an additional distinction for our integrated Behavioral Health Program. This means that our care and service delivery processes are patient centered and integrated to ensure that we provide comprehensive holistic care for all of our patients. It is our ongoing honor and privilege to serve you!

Many thanks and be well,

Lisa Bricker

Lisa Bricker, RN, MSN ODL
Executive Director



AT A GLANCE:
HCHC IN 2020



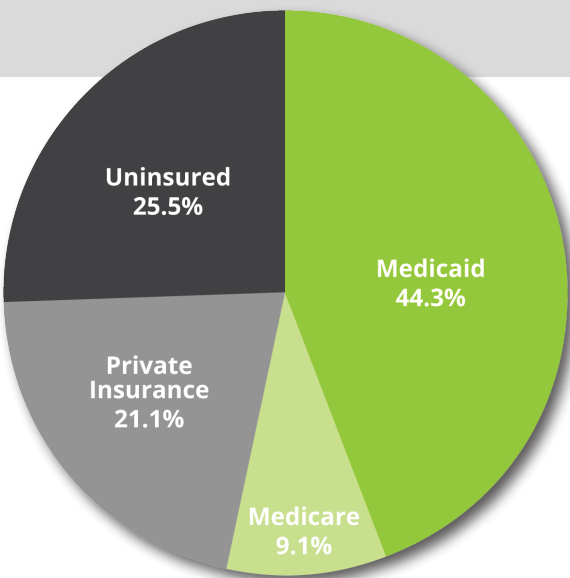
\$2.04 million

in sliding fee discounts provided to patients



\$414

Savings in accrued cost per HCHC patient vs. the national FQHC average



Patients by Insurance Status



4.37%

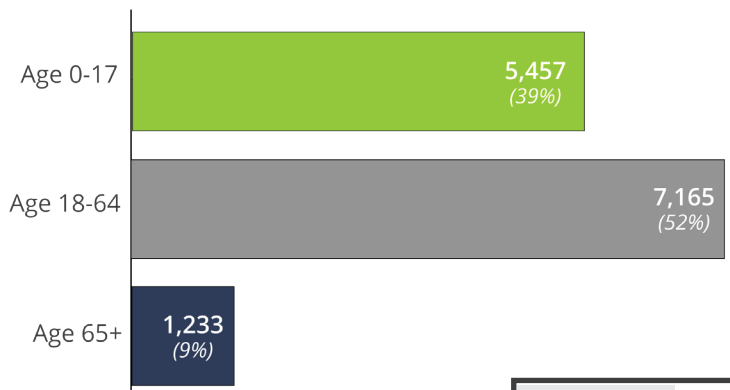
increase in Patient Visits from 2018 to 2020



99.8

full-time equivalent personnel employed

PATIENTS BY AGE



44,306

patient encounters



20,000+

active patients



2.58 visits

average medical visits per patient per year

2020 PATIENTS SERVED

12,462 Medical Patients

2,667 Dental Patients

618 Mental Health Patients

247 Prenatal Care Patients

125 Care Management Clients



42% of patients served by HCHC are best served in a language other than English

In addition to providing health services for vulnerable populations, HCHC supports the local economy by spending dollars on good and services from businesses (local and non-local) along with wages and benefits for their employees.

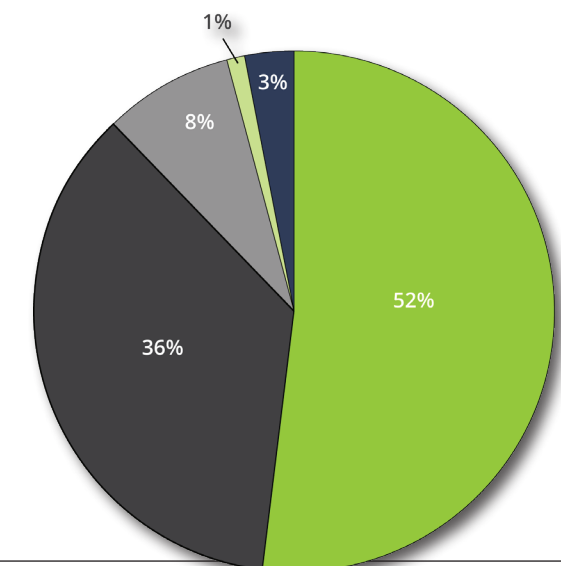
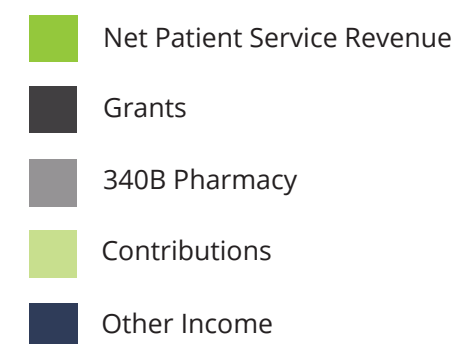
STATEMENT OF FINANCIAL POSITION DECEMBER 31, 2019 AND 2020

	2019	2020
ASSETS		
CURRENT ASSETS		
Bank Accounts	\$477,243.70	\$1,405,279.12
Accounts Receivable-Dental	\$169,421.81	\$144,768.08
Accounts Receivable-Misc.	\$1,265,957.22	\$1,844,450.51
Accounts Receivable-Patient	\$242,961.11	\$260,998.84
Accounts Receivable - Pharmacy	\$0.00	\$3,849.72
Prepays	\$22,406.04	\$15,630.34
Total Current Assets	\$2,177,989.88	\$3,674,976.61
INVENTORY		
Pharmacy Inventory	\$0.00	\$21,463.47
Total Inventory	\$0.00	\$21,463.47
FIXED ASSETS		
Property and Equipment	\$3,251,789.27	\$3,264,866.55
Total Fixed Assets	\$3,251,789.27	\$3,264,866.55
OTHER ASSETS		
Long-Term Assets	\$777,006.58	\$777,006.58
Total Long-Term Assets	\$777,006.58	\$777,006.58
Total Assets	\$6,206,785.73	\$7,738,313.21
LIABILITIES AND EQUITY		
LIABILITY		
Current Liabilities	\$687,761.30	\$2,214,532.69
Long-Term Liabilities	\$1,284,460.50	\$1,201,609.04
Total Liabilities	\$1,972,221.80	\$3,416,141.73
EQUITY		
Equity	\$4,234,563.93	\$4,322,171.48
Total Equity	\$4,234,563.93	\$4,322,171.48
Total Liabilities and Equity	\$6,206,785.73	\$7,738,313.21

STATEMENT OF ACTIVITIES YEAR ENDED DECEMBER 31, 2020

	2020
REVENUES, GAINS, AND OTHER SUPPORT	
Total patient service revenue	\$11,313,062
Less: Discounts and allowances	(\$6,224,335)
Net patient service revenue	\$5,088,727
Grants	\$3,539,975
Pharmacy	\$18,547
340B Contract Pharmacies	\$752,229
Contributions	\$86,859
Other Income	\$262,224
Total revenues, gains and other support	\$9,748,561
EXPENSES	
Program Services	\$7,673,074
General and Administrative	\$1,765,175
Fundraising	\$39,997
Total Expenses	\$9,478,246
Increase (decrease) in net assets	\$270,315

REVENUE SOURCES



HCHC Pharmacy GRAND OPENING

IN OCTOBER 2020, HCHC expanded its service delivery by opening the HCHC Pharmacy.

Providing pharmaceutical care and service was a strategic initiative identified by the Board of Directors and aligned well with the organization's mission and vision. Several competing motivators supported the decision to open the HCHC Pharmacy. The Board recognized the need to ensure that all patients could access needed medications that were affordable regardless of insurance coverage. HCHC providers desired clinical support and consultation with collaborating pharmacists to ensure best practices for prescribing medications, available alternatives to high-cost medicines, and minimization of polypharmacy for all patients. HCHC envisioned a pharmacy service model that was very patient-centered, highly integrated with medical providers, and focused on removing any barriers to medical care concerning access to prescription medications.

The ultimate goal is to demonstrate improved patient care outcomes by ensuring all patients have access to the medications they need. Teaching our patients how to take their medication properly is a high priority in our model of service delivery. Patient adherence to medication treatment plans has proven to be directly correlated with their correct understanding of how to take prescribed medications. Improved medication adherence leads to improved outcomes for chronic health condition management.



Several highlighted initiatives for the HCHC Pharmacy include contributing to safe and cost-effective medication utilization; improving access to a full scope of pharmacy services for our patients; incorporating Pharmacy staff in the management of chronic disease and the facilitation of improvement with quality measures and clinical outcomes.

Access to affordable medications is one of the most significant challenges our uninsured patients face today. We ensure that every HCHC patient has access to pharmacy services, and many qualifying patients receive substantial discounts through our 340B

Pharmacy Program. This program allows HCHC Pharmacy to purchase outpatient drugs at discounted prices and then offer them to uninsured patients on a sliding fee basis based on specific criteria. We also have a Medication Assistance Program (MAP) that is primarily used when a patient needs a medication that is not



part of the 340B program. Pharmaceutical companies create MAPs to provide free or discounted medicines to people who are unable to afford them. Although no two programs are the same, most require an application. Some programs require detailed medical and financial information, and all require a doctor's signature. HCHC Pharmacy staff help our patients navigate this confusing process by communicating with our medical provider staff and assisting them with completing the documentation.

At the HCHC Pharmacy, several pharmacy staff members are bilingual. They help to ensure our patients understand their medication regimens and can answer their questions. We can print labels and medication information sheets in English and Spanish. We also have access to the clinic interpreters and/or a language line/phone service to assist with the other patient languages.

The HCHC Pharmacy is located within the Stone Port site. Dental and medical patients can stop by on their way out of the clinic to pick up medications. We are open Monday-Friday 8:30 AM-6 PM. We have drive-thru service located on the east side of the Stone Port building to allow patients to pick up their medications safely from their vehicle. In addition, HCHC contracts with several community pharmacies to provide services to patients that receive care throughout our service area. HCHC Pharmacy staff have developed a relationship with these pharmacies to help them navigate the ever-changing environment of the 340B program and to ensure excellent care for our patients. The HCHC Pharmacy staff work closely with our providers to address any formulary issues created by insurance and/or the 340B program to develop a medication plan that meets the patient's medical and financial needs.

The HCHC Pharmacy staff work collaboratively as part of the patient's healthcare team. They attend patient care huddles and communicate in real-time through the instant messaging system with the dietitian, providers, and nurses. HCHC Pharmacists are a new resource for our providers and patients as we educate patients with Diabetes on device use, medication regimens and then follow-up with patients between provider visits to improve compliance and address concerns with this complicated disease. Pharmacists are involved in assisting providers with the management of Hypertensive medications and addressing barriers to patient success. Pharmacists review patients that have been to the hospital and/or have complicated medication lists to help the provider and patient simplify their medications for long-term chronic use. In 2021, we are excited to be developing a plan to provide certain immunizations in the pharmacy as requested by our patients.

The HCHC Pharmacy staff play a key role in contributing to HCHC's relevant quality metrics. Pharmacists are recognized as medication experts, proven to help prevent medication errors, decrease costs, and improve medication and health outcomes.

Our Pharmacy staff understands that managing medications can be confusing. It is vital that our patients learn about their medications, understand how to take them correctly, and follow their provider's guidelines. The goal of the HCHC Pharmacy is to make medication management easier, safer, affordable, and more successful. To help our patients get the most out of their treatment and care, our pharmacists have access to the HCHC providers and the medical record to ensure the best possible care. Our patients' health and safety depend on it!

BY THE
NUMBERS

Oct. 12 -
Dec. 31, 2020



756
Patients
Served



2,153
Prescriptions
Filled



\$4.56
Avg. Patient
Payment
(per prescription)

DIABETES CARE

Meet Lidia, age 70, cherished grandmother and HCHC patient, who still uses oxygen after falling ill recently. She expresses thanks to HCHC interpreter team members like Dulce Martinez and care team staff like Mikah Vaughn, Medical Assistant, for helping her and her family understand that controlling her diabetes is part of her treatment plan for recovering from her life-threatening bout with COVID-19 pneumonia.

At the start of the pandemic, HCHC leadership and the Quality Improvement Committee prioritized maintaining 'high-touch' care for our over 1500 diabetic patients. In recognition of our success, the National Association of Community Health Centers asked Erin Frazier, RN, Director of Operations to speak via webinar to a national audience on the topic of primary care diabetes management during the COVID-19 emergency.

During the pandemic HCHC:

- Implemented Diabetes Self-Management Education Services (DSMES) by phone and telehealth platforms for consistent and personalized care coordination.
- Opened the HCHC Pharmacy in October 2020 with three staff pharmacists to offer patient education and support and discounted pharmaceutical services.
- Developed a pharmacist led insulin titration and patient education to safely optimize medication management between provider visits.
- Focused on diabetic patient's barriers to care at interdisciplinary care team huddles.
- Coordinated care with community specialists for diabetics and others with chronic diseases to increase patient safety and maximize shared savings on prescriptions. Katy Fary, PharmD, spearheads this effort.
- Actively reached out to diabetic and other patients lost to care during the pandemic; working diligently to get missed diabetes follow-ups back on the schedule for either in person or telehealth visits.
- Welcomed many new patients with diabetes, such as those from the recently closed free clinic and newcomers to our community in coordination with community refugee resettlement organizations. Many of these new patients arrived with uncontrolled diabetes.

Now meet Bud. 2020 was a rough year for Bud, age 59, skilled mechanic, dad, and HCHC patient. He got laid off at the beginning of the year and his uncontrolled diabetes was making him ill. He now feels better after finally having the tools to manage his diabetes. HCHC Behavioral Health helped him through a rough patch when he got laid off. He credits Vanessa, RN, for teaching him via Telehealth how to best use his insulin and HCHC pharmacy staff for helping him obtain insulin he can actually afford.

HCHC's focus on access to coordinated care and strong teamwork allowed many of our diabetic patients to better manage their diabetes. HCHC will build on these successes in 2021 by completing AADE application to offer in-house accredited diabetic education. HCHC was awarded partial funding for related training through a Virginia Diabetes Counsel grant and received expert collaboration from the Sentara RMH Medical Center Diabetic Education team. For 2021, HCHC welcomes Mary Albert, Registered Dietitian and Certified Diabetic Educator, to provide full-time integrated diabetes education services for patients with diabetes and their families.



PROUDLY DELIVERING HIV/AIDS CARE

Since becoming a part of HCHC, Care Management has experienced tremendous growth in staff numbers and funding and has been recognized by state agencies for excellence in client care and consumer health outcomes.

The Health Resources and Services Administration provides Care Management with two federal grants, while the Virginia Department of Health (VDH) and the Department of Housing and Community Development provide federal grant use oversight. Consumers who reside in Virginia, have HIV or AIDS, and earn less than five hundred percent of the federal poverty level are eligible for a wide range of care services within the Care Management Department. Using the 2021 federal poverty guidelines, an eligible individual's gross yearly income can be up to \$64,399.99 and a family of four can have an annual gross income of \$132,499.99, in order to receive Care Management services!

While managing approximately 125 clients each year, Care Management achieved quality metric measurements in every quarter of 2019 and 2020 that far exceeded established state goals and ratings of comparable agencies. Care Management was invited to share implemented performance improvement measures to attendees of the VDH 2020 Virginia Case Management Summit, held at The Hotel Roanoke, March 6 - 7, 2020. These performance ratings, evaluations, and recognition speak to the volumes of work infused in the Care Management program and the continuous dedication of the Care Management staff.

The past year called for much flexibility, adaptability, and creativity for all HCHC care providers. Care Management team members resiliently rose to the occasion by developing and implementing many



HCHC Care Management with The Salvation Army Harrisonburg Corps who supplied 35 Thanksgiving meals for Care Management clients.

protective client measures, while also responding to the inherent food and housing insecurities created by the global COVID-19 pandemic. All Care Management client services continued throughout 2020 without interruption.

Examples of Care Management's pandemic response included ensuring that all clients were equipped with a Pandemic Care Package, which included reusable masks, hand sanitizer, facial tissues, thermometers and much more. Foods, personal hygiene products,

and household cleaning supplies were supplied daily to clients via sidewalk pickup appointments or home doorstep deliveries. Infection control and prevention, COVID care resources, and mask use and care information, developed by the CDC, was mailed to each client and weekly calls were made to every client to support psychosocial health needs and minimize feelings of isolation. Additionally, grant-funding reallocations were requested and approved to support clients needing unanticipated rent and utility assistance due to lost or reduced income.

This work fully aligns with HCHC's mission, vision, and values. The core momentum of Care Management client services focuses on the importance of caring, compassionate and trusting staff/client relationships and the provision of client-centered care, conducted in an accepting, caring, and professional "home" environment. Care Management staff endeavor to consistently and continually provide exceptional service to our community members through our shared values of teamwork, excellence, accountability, and by remaining true to the organizational mission.

HCHC Care Management is conveniently located in Downtown Harrisonburg. Contact them at 540-432-3308

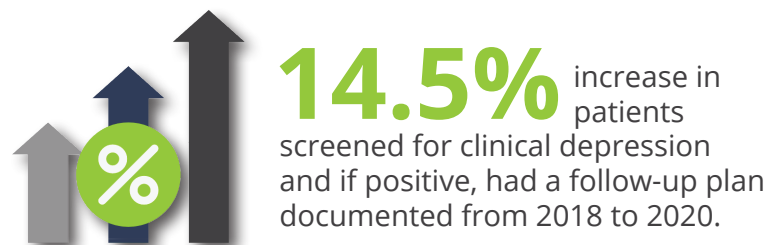
INTEGRATED SERVICES

The Behavioral Health service line at HCHC continued to grow in meeting our community and our patients' needs in 2020. This was accomplished through several key initiatives. Read on to learn more information about each of these service enhancement initiatives our team focused on this past year.

PCMH Behavioral Health Distinction

HCHC has maintained Patient-Centered Medical Home recognition status and in 2019 endeavored to achieve recognition for the behavioral health service line that is integrated into primary care. The Distinction in Behavioral Health Integration is awarded to practices that excel beyond the PCMH Standards in Behavioral Health, which include the incorporation of behavioral health providers into the primary care site, training all staff to address patient's behavioral health and substance use concerns, sharing patient information within and outside HCHC to promote integrated treatment plans, using evidence-based protocols to identify and address patients' behavioral health needs and utilizing quality measures to monitor the care of patients with behavioral health needs.

HCHC is proud to have achieved this distinction in 2020 for all HCHC service sites. All members of the HCHC team have contributed to the growth of the behavioral health service lines in 2020 and the receipt of this distinction. HCHC achieves this distinction by living our mission, seeking the vision, and making decisions based on our values. HCHC works diligently to understand community and patient needs using data and patient experience feedback. HCHC recruits and retains mission-driven staff and implements a team-based model of care delivery, in which the patient is a member of the care team.



Telepsychiatry Service Line

In 2020, HCHC again expanded the behavioral health service line to meet a significant community need: access to affordable psychiatry services. HCHC is currently collaborating with Array Behavioral Care to provide integrated Telepsychiatry services to HCHC patients in an integrated care model. This integrated approach brings access to specialized care into the primary care setting. HCHC primary care providers can consult psychiatry for treatment plans and refer patients for a psychiatry intake with stabilization using evidence-based clinical guidelines, medication support, and care coordination. This model has allowed patients with behavioral health care needs to receive whole-person care and be seen in their medical home, a place where they already feel comfortable and cared for.

In 2020, HCHC provided integrated telepsychiatry services to 112 patients who otherwise would not have access to affordable psychiatry services.

Addressing Social Determinants of Health

In recent years, there has been an increased focus on the role that social determinants of health can play in the health outcomes for the individual, the family, and the communities where they

live. Additionally, studies conducted by the American Academy of Family Physicians have demonstrated that the inability of primary care providers to routinely address patients' barriers (such as transportation, public safety, social supports, financial conditions, lack of childcare, food insecurity, housing needs, etc.) to living a safe and healthy life can lead to provider burn out.

In 2019, HCHC recruited and hired a Community Resources Coordinator (Nikki Dovel, LPC) to work with our care teams to address the social and economic needs of our patients to improve their overall health, access to healthcare services, and a better quality of life. In 2020, the Community Resources Coordinator provided essential support to many patients, especially those impacted by the COVID-19 pandemic. The most common areas of support in 2020 included housing, food insecurity, transportation preventing patients from attending their appointments, access to behavioral health services and navigating a complicated medical system, clothing, applying for employment, and applying for health insurance. Patients were connected with peer mental health supporters, meal delivery services, medical equipment (walkers and nebulizers) and furniture (beds and recliners), transportation discounts to support appointments, school and work, and utility bill forgiveness services.

The Community Resources Coordinator also works collaboratively with other community safety net partners using the Unite Us program. This program allows referrals to be made electronically to community resource partners quickly and allows tracking of patient outreach as well.

Moving into 2021, the Community Resources Coordinator and entire HCHC staff will continue to advocate for patient needs, connect patients to needed community resources and expand the current list of community partners that support our patients.

WHAT ARE SOCIAL DETERMINANTS OF HEALTH?

Healthy People 2020 defines social determinants of health as "the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks."

Social Determinants of Health



WHAT ARE THE MAIN SOCIAL DETERMINANTS OF HEALTH?

- Economic Stability
- Education Access and Quality
- Health Care Access and Quality
- Neighborhood and Built Environment
- Social and Community Context

(Healthy People 2020 and Weitzman Institute)

DENTAL CARE DURING THE COVID-19 PANDEMIC

This past year has been a challenging year for the HCHC Dental practice. At the end of March 2020, the dental clinic had to close its doors to in-person visits for our dental patients. The American Dental Association mandated this in response to the pandemic. During this time, the clinic had to lay off dental providers for over a month. Our dental director continued to see dental emergencies on an as-needed basis using level 2 PPE. The clinic quickly established COVID-19 scheduling guidelines, triage algorithms, and stricter PPE guidelines. Telehealth was also quickly implemented to screen patients for true emergencies and give guidance to patients in need. The dental clinic was able to reopen in May 2020. HCHC brought back all dental providers while implementing new COVID-19 safety procedures around scheduling and cleaning between patients. The end of 2020 brought about many changes in how HCHC delivered services to patients, and the dental clinic more than met this challenge and was able to return to in-person visits and provide services to our patients.

HCHC'S COVID-19 JOURNEY

MARCH

March 3 - HCHC COVID-19 Taskforce is formed comprised of leadership staff to monitor situation and create a command structure to allow for efficient staff communications and operational changes as needed.

March 5 -

- Implementation of patient screening algorithm to properly triage symptomatic patients and prevent the spread of infection.
- Increased disinfecting protocols implemented in alignment with CDC guidelines.
- COVID-19 patient informational resources added to HCHC website.

March 7 - First positive COVID-19 case identified by Virginia Department of Health.

March 10 - Facility isolation processes implemented to isolate sick vs. well waiting areas and exam rooms.

March 12 & 13 - State and National states of emergencies declared. Governor closes all Virginia K-12 schools for two weeks.

March 16 -

- Non-essential staff are instructed to work from home until further notice.
- Dental Clinic, in response to guidance from the American Dental Association, ceases all procedures with the exception of emergency cases.

March 17 -

- Park View location adjusts operating hours to Monday only for VMRC residents to comply with VMRC's quarantine precautions.
- Patient triage procedures implemented in all locations.
- Designated isolation rooms identified alongside more stringent PPE precautions for all staff.
- Visitor Restriction Policy enacted to limit facility access.
- Staff COVID-19 internal communication hub developed for quick access to the most current staff and patient guidance.
- Level 2 PPE training provided to staff

March 19 - First HCHC patient confirmed COVID-19 positive; implementation of COVID-19 testing dependent upon supply availability.

March 25 - Updated waiting room procedures enacted to reduce traffic and allow patients to wait in their cars.

March 31 - Implementation of telehealth services.

APRIL

HCHC remained committed to remaining open for our patients, both on site and via telemedicine, in a safe manner to ensure that no patients were lost to care during this difficult time.

April 6 - Staff PPE recommendations updated to align with CDC guidelines to include use of goggles and face shields.

April 14 - COVID-19 specific Return to Work Protocol developed to comply with current VDH guidelines for confirmed or suspected cases in staff.

April 29 - Outdoor tents purchased to utilize for laboratory and immunization services for patients hesitant to enter the clinics due to COVID-19 at the Stone Port and Elkton locations.

MAY

HCHC's Dental Clinic was faced with complying with the American Dental Association (ADA) and Virginia State guidelines in restricting dental patient encounters to those only of an emergent nature. In order to effectively screen prospective cases remotely, it was quickly determined that a successful process would ideally involve communications and assessment outside of only a phone call.

With the temporary easing of telehealth regulations on Federal and State levels, the Dental Clinic was able to quickly develop a process that would allow Dentists to utilize this same technology to conduct screenings of prospective emergency dental patients. The telehealth video medium allowed Dentists to comprehensively evaluate the severity of each patient's condition while also minimizing patient encounters in the office to only those of a truly emergent nature.

May 18 - Implementation of COVID-19 testing standing order to further facilitate increased testing capacity.

May 19 - Redesign of employee workspaces to allow for social distancing during work duties and accommodate the return of interpreter services on site.

THE STATS



1327
Patients Tested



242
COVID Positive



1561
Telehealth Visits



JUNE

June 11 - HCHC Care Management reopens to staff with increased infection control measures in place.

June 19 - Park View hours established at two days per week through 2020 to accommodate resident's needs in conjunction with VMRC leadership.

JULY

July 10 - Memo sent to all HCHC contractors to alert them of mandatory infection control practices, such as masking, while in our facilities.

July 27 - Triage processes set up independently from check-in processes to allow for sustainability of this process at all locations.

AUG

August 12 - Installation of glass barriers between workstations and at check-in stations to provide additional physical protections with current emergency Virginia Department of Workplace Safety guidelines.

OCT

October 5 - Air purifier system and physical barriers installed in Dental Clinic for additional infection control measures.

DEC

HCHC continued to reinforce current organizational policies regarding PPE use and triage and screening procedures and the importance of remaining diligent as we are in the midst of the holiday season. The COVID-19 Taskforce continued to meet regularly to discuss updates to recommendations and strategies for handling potential future staffing issues in light of a rise in local infection rates.

DONORS

Friends Society (\$10 - \$99)

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Paul & Cara Valentine
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Miriam Yoder
Hans & Lisa Burkholder
Sam Nickels

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Dudley Bonsal
Suzi Carter
James & Ashley Deskins
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J. Trevor Elliot
Robert Kniss
Sherry Mongold

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David & Esther Stenson
Delta Dental
Chris & Mary Golden-Hughes
Rick & Julie Haushalter
Dr. William Jeffrey
Richard & Jean Schaeffer

Stone Port Society (\$500 - \$999)

Devon & Teresa Anders
Paul & Sherry Cline
First Citizens Bank
Michael & Rachael Harnish
Modern Woodman of America

Mark & Beth Moseley
Dr. John Weir
Dr. Jon Schneidman
Dr. Jay Hotchkiss & Kimberly Haines
Mark Sawin & Dr. Erika Metzler-Sawin

Newman Society (\$1000-\$4999)

Dr. David Cockley
John & Elizabeth Taylor
Timothy & Lisa Bricker
LD&B Insurance

Founders Society (\$5000+)

Cargill, Inc.

In Kind Donations

Chestnut Ridge Coffee Roasters
Daniels Promotional Products
Dominos of Elkton
Dominos of Harrisonburg
Harrisonburg First Church of the Nazarene
Mr. Hubert Lawrence
Jimmy Johns
JMU Biology Department
Mr. Justin Skinner of Anthem HealthKeepers Medicaid
Krispy Kreme of Harrisonburg
Mashita

Modern Woodmen Chapter 12495
Potbelly Sandwich Shop
Sentara RMH Medical Center
Shenandoah Valley Mennonite Sewing Group
Showalter's Orchard & Greenhouse
Silverback Distillery
Tropical Smoothie Cafe
Mrs. Deborah Robichaud
Blue Ridge Area Food Bank
Mrs. Jennifer Phillips

Thank you to the many community members who sewed and donated face masks to HCHC. Your efforts and contributions were inspiring and helped keep our community safe and healthy.

GRANTS & LOANS

GRANTS/LOANS

March 19, 2020	\$67,547	One time funding to support "preventing, preparing for, and responding to COVID-19."
April 3, 2020	\$840,560	Cares funding to support the detection of coronavirus and/or prevention, diagnosis, and treatment of COVID-19, including maintaining or increasing health center capacity and staffing levels during coronavirus-related public health emergency.
April 10, 2020	\$29,274	Payment directly to HCHC's operating account from the provider's relief fund.
April 17, 2020	\$1,330,760	Payroll Protection Loan. A forgiveness request was filed in November 2020 for the full amount.
April 24, 2020	\$71,300.19	Second payment from providers relief fund.
May 8, 2020	\$332,344	Grant funding to support expended COVID-19 testing and telehealth.
Sept. 25, 2020	\$20,341.77	Received from HHC Provider Relief fund.

Total Grant/Cares Act funding to date: \$2,692,166.47

DONATIONS/ADVANCEMENTS

Cargill Timberville	\$20,000
Modern Woodmen	\$500
United Healthcare Building Pathways Fund	\$15,000
Anthem Advance Payments	\$23,000

BASE 330 GRANTS

Base Grant	\$1,473,530
QI Funding	\$239,764
Hypertension Grant	\$140,000
Total 330 Grant:	\$1,853,294

Healthy Community Health Centers (HCHC) receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

2020 HCHC PROVIDERS

Family Medicine



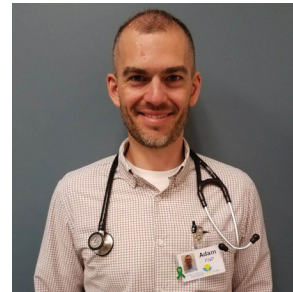
Dr. Jay Hotchkiss, MD
Family Physician



Dr. Jeff Domingus, DO
Family Physician



Hannah Ferguson
Family Nurse Practitioner



Adam Navone
Family Nurse Practitioner



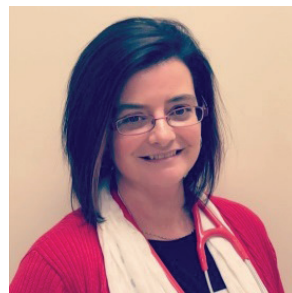
Kymber Beers
Family Nurse Practitioner



Christopher Benjamin
Family Nurse Practitioner



Pete Hill
Family Nurse Practitioner



Erin Morris
Family Nurse Practitioner



Donna Thacker
Family Nurse Practitioner

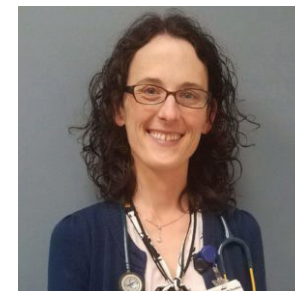


Anastasia Suslaev
Certified Nurse Midwife

Pediatrics



Dr. Megan Williams
Pediatrician



Dr. Sarah Goodwin
Pediatrician



Dr. Theresa Hamel
Pediatrician



Rachel Kime
Pediatric
Nurse Practitioner



Holly Herr Stravers
Pediatric
Nurse Practitioner

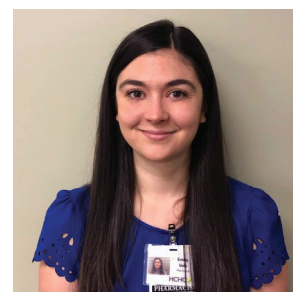
Pharmacy



Betsy Early
Director of Pharmacy



Ilia Pidroutchniak
Pharmacist



Emily Volk
Pharmacist

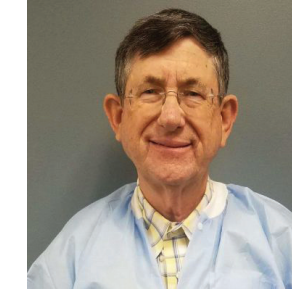


Katie Fary
Pharmacist

Dental



Dr. Mitzy Golden
Dentist



Dr. Jon Shneidman
Dentist



Dr. Berkeley Pemberton
Dentist

Not Pictured: **Dr. William Jeffrey**, Dentist; **Destiney Hansbrough**, Dental Hygienist; **Amber Meadows**, Dental Hygienist

Behavioral Health



Carrie Rogers
Licensed Professional
Counselor



Morgan Gross
Licensed Clinical Social
Worker



Julia Collier
Licensed Professional
Counselor



Nora Miller
Licensed Clinical Social
Worker

Not Pictured: **Dr. Brandon Michel**, Telepsychiatrist

NEW NAME, NEW LOOK!

In 2019, HCHC recognized that a brand update was needed to recognize the multiple locations at which we serve our community. After working with Gravity Group, surveying staff members, patients, and other stakeholders, on October 12, 2020, Harrisonburg Community Health Center rebranded all locations to HCHC, which will stand for Healthy Community Health Centers. The new name and fresh logo reflect the expansion of those HCHC serves beyond the city of Harrisonburg, along with access to more robust services centered on a holistic approach to healthcare. All locations now include HCHC in their name, improving brand recognition and allowing for growth outside of Harrisonburg.



2020 BOARD OF DIRECTORS



Regina Schweitzer
Board Chair



Dr. John Weir, MD
Vice Chair



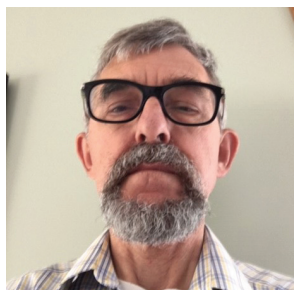
Sherry Mongold
Treasurer



**Erika Metzler-Sawin,
Ph.D, RN**
Secretary



Wayne Woodson



**Dr. David Cockley,
Ph.D**



Rick Haushalter



Jessica Hostetler



Scott Richardson



Lisa Burkholder

Not Pictured: John Taylor, Silvia Garcia Romero

2020 SENIOR LEADERSHIP TEAM



Lisa Bricker
Executive Director



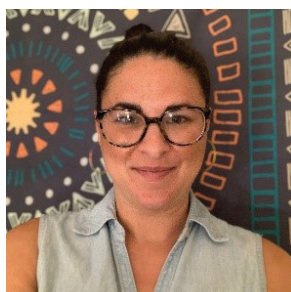
Beth Moseley
Chief Financial Officer



Dr. Jay Hotchkiss
Medical Director



Jenny Toth
Chief Human Resources Officer



Erin Frazier
Director of Operations



Brooke Fornecker
Risk & Compliance Officer



Betsy Early
Director of Pharmacy