

2019 ANNUAL REPORT



**LITTLE RIVERS
HEALTH CARE**

Year Ending December 31, 2019

INTRODUCTION

Welcome to the latest edition of the Little Rivers Health Care Annual Report. The primary purpose of this report is to provide an accounting of the activities of the organization in 2019.

2019 saw continued growth and expansion of services. In particular, we saw significant increases in our substance use treatment services, chronic care management and school-based services. We welcomed new nurse practitioners and behavioral health clinicians to help us meet increasing demand and this growth was already continuing into 2020 when the coronavirus pandemic sparked a national emergency. We had to then change and adapt in ways not previously planned, or even imagined (see page 6 for more details). Thus, this report presents the highlights of 2019 but also brings the reader up to date as of September 2020 because our present state cannot be ignored. We hope the following pages are informative and enjoyable to read!



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Mission Statement

Our mission is to provide respectful, comprehensive primary care for all residents in our region regardless of their ability to pay for it. We offer quality healthcare services to everyone. In the spirit of community, we reach out to and welcome those who need health services but have insufficient means to access them. We commit ourselves to continually reduce the burden of illness, injury and disability, and to improve the health and functioning of the people in our service area.

PHOTO CREDIT: Ashleen Buchanan, an evening photo of the Bradford Community Garden.

Bradford Community Garden is a place for anyone in the community to sow a plot of flowers and vegetables. Each gardener adds to the colorful and robust variety that grows there.

LETTER FROM LEADERSHIP—STRONGER TOGETHER

Dear Community,

2019 seems like such a long time ago for all of us these days; we did not foresee the storms brewing or predict how disrupted our world was about to become when we rang in 2020.

With the announcement in March of 2020 of a national emergency due to the coronavirus pandemic, life as we knew it ended and a new reality took hold. Schools and businesses closed and everyone went into lockdown, including many sectors of health care. Six months later, things have lightened up considerably but we at Little Rivers appreciate how fortunate we are to have a key factor that has been helping us weather this storm: **a community and staff with a strong ethic of pulling together when the times are tough.**

Despite the odds, front line staff continued to take care of patients, just in different ways than they are accustomed to doing. Clinicians shifted to virtual visits with surprising speed and agility. (Had adopting telemedicine been a planned project, it is likely that we would still be trying to iron out the details 6 months later!) Area businesses and community members pitched in by organizing food delivery for struggling families, sewing masks to keep everyone safe, and offering words and gestures of appreciation and encouragement for those on the frontlines. Previously forged strong relationships with other agencies and organizations made it much easier to be flexible and creative in overcoming these new barriers to health care delivery.

The pandemic also cast a new light on yet another disaster, one that has been a long time in the making: racial injustice. COVID-19 is just one of a long list of conditions that disproportionately affect people of color and it is now widely recognized that racism is truly a public health crisis. Little Rivers has pledged to be part of the solution by addressing this in any way that we can, starting with the creation of a task team.

We are deeply grateful to our generous neighbors for their support and to our dedicated staff who selflessly stayed on the front lines to ensure that patients continued to have access to the standard of care and support they have come to expect and depend on from Little Rivers. Staff were especially diligent about ensuring a continuity of care for those in recovery from substance use, those with chronic conditions, and those who had urgent health care needs.

Thank you all for helping us to keep this ship afloat and headed in the right direction despite changing winds and turbulent seas. Wishing you all smoother sailing to come.

William Campbell
Board Chair

Simone Lessac-Chenen, MD
CMO

Gail Auclair
CEO



BOARD OF DIRECTORS 2019—2020



Little Rivers Health Care is designated as a Federally Qualified Health Center (FQHC). FQHCs are required to have a community board of directors that represents the community and governs the affairs of the organization. At least 51% of the board members must be patients of the health center. Little Rivers has been extremely fortunate to have always had active, engaged board members who generously volunteer their time and expertise. Without them, Little Rivers would not be here.

Carole Freeman, Corinth (2003) was the assistant superintendent for curriculum at Washington Central Supervisory Union prior to her retirement. She is a founding member of the LRHC board and is its secretary.

Margaret Burmeister, Topsham (2009) is the executive director of Northeast Kingdom Council on Aging. She previously was the director of case management for the Central Vermont Council on Aging.

Scott Labun, Newbury (2012) is an independent financial advisor. He serves as a guardian ad litem and mediator for family court, is the board vice-chair and serves on the finance committee of the Little Rivers board of directors.

William Campbell, Littleton, NH (2014) is a mental health clinician at Center for New Beginnings and iHope Network, as well as a psychology professor at River Valley Community College in New Hampshire. His past experience includes four years as project manager of a Federally Qualified Health Center in New York State. Bill is the chairperson of the LRHC board.

Timothy Ross, Newbury (2016) is currently employed as Director of Finance and Human Resources at the Aloha Foundation. He serves as treasurer and chair of the Finance Committee, and brings expertise in accounting, finance and health administration.

Pam Smith, Groton (2017) is a longtime patient of Little Rivers who recently retired from the Northeast Kingdom Council on Aging. She brings expertise in business, education, human resources, social services and elder care to her work on the board. Previous to coming to Little Rivers, she served on the Blue Mountain Union Board of Directors for 3 years.

Matt Knisley, Groton (2018) is a 16-year veteran police officer with a Master's Degree in Mediation and Applied Conflict Studies. He is a School Resource Officer and Crimes Against Children investigator and has extensive experience working with social services and dealing with the opioid epidemic in Vermont.

Karla Wilson RN, BSN, West Fairlee (2020) - is a medical-legal consultant, health care strategist, healthcare IT consultant, registered nurse, and healing arts professional with experience across the continuum of healthcare. She launched and developed the Blueprint for Health project as the project manager in Orange County through LRHC. The focus of her work is to promote health, wellbeing and healthcare equity.

Kelsey Root-Winchester, Wells River (2020) - is a health coach and yoga teacher. She owns Rising Spirit Yoga and co-owns the Wells River Wellness Hall. She also sits on the Blue Mountain Union school board.

Nancy Auger, Groton (2020) - is a 21-year United States Air Force veteran with a degree in Healthcare Administration. She has extensive experience working as a dental practice manager and director for medical healthcare services.

*Little Rivers would like to thank the following past board members who retired from the board since our last annual report: **Carrie Bogie, Brynn Cole, Dale Gephart, Monique Priestley**. You each brought extremely valuable insight and we thank you for your generous time and dedication. We miss you all and wish you the best.*

PRIMARY CARE PROVIDERS



MAUREEN BOARDMAN, FNP, MSN, APRN, Family Medicine, Pre/Postnatal Care



KEVIN CONNOLLY, MD, Internal Medicine, Infectious Disease



FAY HOMAN, MD, Family Medicine, Pre/Postnatal Care



SIMONE LESSAC-CHENEN, MD, MPH, Family Medicine w/ Obstetrics, CMO



EMILY OLESON, MD, Family Medicine w/ Obstetrics



AYLA PRIESTLEY, FNP, MSN, APRN, Family Medicine



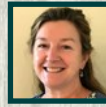
MARLENE BRISTOL, FNP, MSN, APRN, Family Medicine



STEPHEN GENEREAUX, MD, Family Medicine w/ Obstetrics



AUDREY JOHNSTON, FNP, MSN, APRN, Family Medicine



ALLY NOBLE, FNP, RN-MSN, Family and Pediatric Medicine



ALEX PERREAULT, FNP, MSN, APRN, Family Medicine



JESSIE REYNOLDS, MD, DIMPH, Family Medicine, Pre/Postnatal Care



KEN DANIELSON, MD, General Surgeon, Office Procedures



CAREY BRODZINSKI, FNP-C, MSN, APRN, Psychiatry and Family Medicine



GRACE KOZIK, PMHNP, MSN, APRN, Psychiatry

PRIMARY CARE SERVICES

Family Medicine with Pediatrics—Care for people of all ages.

Obstetrics (OB)—Family planning/maternity care before, during, and after birth.

Internal Medicine and Infectious Disease—Care for adults.

Continuum of care— Hospitalizations and nursing home visits.

Home visits—Care for homebound individuals.

Substance Use Disorder Treatment

Wellness and Disease Prevention

Migrant Farm Worker Outreach

Oral Health

BEHAVIORAL HEALTH SERVICES

To help people build better lives

BEHAVIORAL HEALTH PROVIDERS



MICHAEL BRANDLI, MS, CMHC,
AAP Assistant Director of Behavioral Health



CAROLYN D'AQUILA, LICSW,
Behavioral Health Counselor



AMANDA REGIS, LICSW, LADC
Clinical Social Work



JAZMIN SMITH, MSW, Behavioral Health Counselor



AJ SULLIVAN, LICSW, Behavioral Health Counselor



KIM THERRIEN, LICSW, Behavioral Health Counselor



TRACY THOMPSON, LICSW, LADC
Clinical Social Work, Director of Behavioral Health



ALI WARHAFTIG, MS
Behavioral Health Counselor



TIFFANY WHITE, LICSW, LADC Clinical Social Work, MAT Coordinator

Behavioral Health/ Social Services

- On-Site and off-site counseling for individuals and families with Licensed Clinical Social Workers.
- Coordinating patient care with local mental health and substance abuse agencies.
- Trauma Informed Care, Adverse Childhood Events, and De-escalation Training for staff and community.
- Group counseling and support.
- Substance use and addiction treatment.

LRHC Behavioral Health In Schools



LRHC offers behavior health services on-site at Blue Mountain Union, Oxbow High School, Newbury Elementary, and Bradford Elementary. This year we are starting services at Waits River Valley and Thetford Elementary. In addition to counseling for students and families, extensive training is also offered for faculty and staff at Oxbow High School with content regarding resiliency, classroom behaviors, and trauma-informed approaches. Ali Warhaftig has been supporting teachers and students at Newbury Elementary for over a year. We asked her what success has stood out for her. “One of my biggest successes of the school year was transitioning to remote services and having 11 school-based clients stick with me all the way through the summer. Little moments of success – teaching a child to regularly wear glasses (a difficult job for a kiddo with sensory issues), holding a classroom-wide socio-emotional intervention for a 3rd grade classroom that was presenting with a lot of negative thought patterns (the kids loved the book we read and engaged really well in supportive discussion).”

CARE FOR ALL OUR PATIENTS' NEEDS

CARE COORDINATORS ARE HERE FOR ALL

Our Care Coordinators are dedicated to supporting access to resources to meet the needs of our patients to improve their overall social-emotional wellbeing. Care Coordinators provide assistance with transportation, insurance enrollment, sliding fee discount eligibility, housing, food access, and patient care advocacy.



SASHA EMERSON, Behavioral Health Program Coordinator



STACIE LALONDE, Behavioral Health Care Coordinator



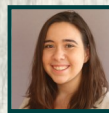
LAURIE MAXWELL, Clinical Care Coordinator, East Corinth



PAM SPEAR, Clinical Care Coordinator, Wells River



MEGAN THAYER, Clinical Care Coordinator, Bradford



CAITLIN WILSON, Clinical Care Coordinator, Wells River

ORAL HEALTH

For the past two years we have been developing our oral health program. In 2019, we served 475 children, some of whom would otherwise would have not have received any preventative dental services. Not only did we provide these services to children in need, we also were able to help establish them with dental offices to have a future dental home where all their needs can be met. In addition to providing these school based services, we also held fluoride varnish days in our Bradford and Wells River clinics, where Lauren Harlow and the medical providers offered screenings and fluoride to children. Lauren has provided numerous education sessions to all of our staff on a variety of dental topics, which have been beneficial for complete care. Physical health and oral health are directly related and we look forward to being able to offer our patients the dental care they need.

Mobile dental services continue to be provided at area schools through the Ronald McDonald Care Mobile thanks to the dental program at The Health Center of Plainfield's dental program.



LAUREN HARLOW, RDH
Public Health Dental Hygienist

Oral Health Stats:

- ◇ 405 patients received sealants
- ◇ 3,063 sealants applied
- ◇ 679 patients screened
- ◇ 787 fluoride varnish applications placed
- ◇ 122 dentist referrals
- ◇ 157 received dental services from The Care Mobile

RESPONDING TO THE PANDEMIC TOGETHER

In March of 2020, a new challenge was added to the already challenging calling that is health care: providing optimum care while keeping everyone safe from the new coronavirus threat.

LRHC immediately formed a response team to manage this new situation. We tapped into the expertise of our infectious disease specialist to guide policies and overall strategy, as well as the practice managers for operationalizing these. Thanks to the leadership of our Chief Medical Officer, providers shifted quickly to virtual visits. Our employee health nurse set up a dedicated nurse triage line for those with possible COVID-19 symptoms, and we began testing for COVID-19. In-person meetings became a thing of the past and “zooming” became the new norm. Employees who could work remotely were set up by our IT department to do so, and hardware and procedures to control entry into the clinics were instituted to protect patients and staff whose jobs required them to be onsite. Clinics rearranged their spaces and workflows to maintain distancing and we began screening all those entering buildings for symptoms or risky exposures. Sadly, our ready-to-be launched dental hygiene program was stopped in its tracks due to more stringent engineering controls needed in order to offer these services safely.

Because we were all dealing with a very new and different type of virus, there was, and continues to be, evolving advice on how best to protect ourselves and each other and end this crisis as soon as possible. The physicians on our response team were key to guiding us through this fog, helping us to adhere to health department recommendations in the most practical way possible.

Our employee health nurse took on the management of triage, testing, and supply procurement as well as being the interface with the health department. Obtaining adequate personal protective equipment and testing supplies became a struggle, and turn-around time for test results was often much too slow due to labs becoming overwhelmed by the sudden spike in demand. Fortunately, Cottage Hospital offered to help and we were able to establish a new, much faster option for processing the tests despite increasing volume.

Given the warnings that this might be our “new normal,” Little Rivers is continuing to look at how we can be better equipped to provide primary care services into the future. We are looking to expand our testing capabilities by eventually obtaining in-house testing equipment, as well as exploring building alterations and protocols to prevent the spread of germs.

Many thanks to the Little Rivers staff for their can-do attitude that has made our fast and effective response possible, and special thanks to the COVID-1 Response Team:

Gail Auclair, Andy Barter, Mike Brandli, Ashleen Buchanan, Kevin Connolly, Michele Fagnant, Steve Genereaux, Randy Gibson, Michelle Hollis, Audrey Johnston, Nicole Keaty, Simone Lessac-Chenen, Jerry Martell, Tracy Thompson and John Vose.



HEALTH CARE FOR EVERYONE AT EVERY STAGE OF LIFE

PRENATAL CARE AND OBSTETRICS

Families who choose Little Rivers Health Care for their obstetrics and prenatal care experience the highest level of personal attention throughout the women's pregnancy. Our family-focused environment provides a range of medical and emotional support for women during this exciting, life-changing time in their lives during pregnancy, delivery, and infancy. We also offer, through our partnership with Northeastern Vermont Regional Hospital (NVRH):

- Modern birth center with birthing tub in a home-like setting at NVRH.
- High quality care at one of only two Vermont hospitals designated as Baby Friendly by the World Health Organization.
- Team-based care model so that families will have the comfort of knowing the physician who delivers their baby.

*Maureen Boardman, FNP ≈ Stephen Genereaux, MD ≈ Fay Homan, MD
Simone Lessac-Chenen, MD ≈ Emily Oleson, MD ≈ Jessie Reynolds, MD*

CHRONIC CARE MANAGEMENT *Guiding Lifestyle Changes for Health*

While we are coming into the last quarter of 2020, it is challenging to try to reflect back on 2019. It seems so long ago! 2020 has brought a lot of changes to us all and the Chronic Care Management Program is no exception.



2019 was a year of growth for the program. Not only did we grow in enrollment, but we added on a second Chronic Care RN to be able to serve our patients. Wendy Munn, RN joined late in the year, but quickly started establishing relationships with her patients. Her experience as a Registered Nurse and specifically her knowledge of various Chronic Illnesses makes her an exceptional asset to the program.

- 105 patients enrolled
- 54 home visits
- 11 pedometers provided
- 7 Oximeters provided
- 35 blood pressure cuffs provided
- 10 scales provided



Nicole Keaty, RN

Chronic Care Program Manager,
Employee Health Nurse,
COVID Response Nurse Lead



Wendy Munn, RN

Chronic Care Management
Nurse
COVID Response Nurse

QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT

Measuring Performance

How We Measure Up

Every year, Little Rivers must report its performance on measures selected by the Bureau of Primary Health Care. Here is how we performed in 2019:

Measures on which we exceeded state and/or federal averages:

Pregnant patients entering care in the 1st trimester
Cervical cancer screening
Controlling hypertension
Tobacco use assessment and intervention
Asthma medication therapy
Coronary artery disease medication therapy
Ischemic vascular disease therapy
Colorectal cancer screening

Measures on which we were on par with state and federal averages:

Low birth weight
Controlling diabetes
Weight assessment and counseling for children and adolescents

Measures on which we were below average and are working to improve:

Childhood immunizations for children under 2 years of age
Weight assessment and counseling for adults
Depression screening

Our Service Profile in 2019

- ◇ **5,561** total patients were served / **24,431** visits
- ◇ **519** patients received mental health services/**4,304** behavior health visits.
- ◇ **299** patients received care coordination services/**3,390** contacts
- ◇ **93** patients received substance use disorder services
- ◇ **105** students were seen in our school-based behavioral health program
- ◇ **105** patients participated in the Chronic Care Management Program

Our Patient Profile in 2019

- ◇ **93** agricultural workers and families
- ◇ **46** homeless individuals
- ◇ **265** veterans
- ◇ **261** uninsured patients
- ◇ **37** prenatal patients

QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT

Responding to Needs

The Quality Committee, led by our Clinical Quality Director, Maureen Boardman, FNP, had a busy year in 2019! Projects included:

- ◇ Hunger as a Vital Sign project
- ◇ Mindfulness Series
- ◇ Teen screening and empowerment projects
- ◇ Attention Deficit Hyperactivity Disorder (ADHD) management project
- ◇ Hypertension management
- ◇ Oral Health Integration in Primary Care
- ◇ Diabetes management
- ◇ Screening projects for
 - Cancer
 - Hepatitis A
 - Measles, Mumps and Rubella immunization
 - Human Papillomavirus immunization
- ◇ Patient Centered Medical Home recertification

Many thanks to Courtney Carter who did much of the heavy lifting for this project!



Maureen Boardman, FNP
Director of Clinical Quality

QA/PI COMMITTEE MEMBERS:

Gail Auclair, Andrew Barter, Kristen Bigelow Talbert, Maureen Boardman (Clinical Quality Director and Committee Chair), Michael Brandli, Ashleen Buchanan, Courtney Carter, Greg Dana (Blueprint facilitator), Kayla Davidson, Kara Ellsworth, Sasha Emerson, Randy Gibson, Lauren Harlow, Jaclyn Holden (Blueprint facilitator), Michelle Hollis, Nicole Keaty, Simone Lessac-Chenen, Jerry Martell, Jamie Riley, Tracy Thompson, John Vose, and Karla Wilson (LRHC Board member), .

Little Rivers Health Care receives U.S. Department of Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

FINANCIAL AUDIT

LITTLE RIVERS HEALTH CARE, INC.

Balance Sheets

December 31, 2019 and 2018

ASSETS

	<u>2019</u>	<u>2018</u>
Current assets		
Cash and cash equivalents	\$ 536,184	\$ 805,584
Patient accounts receivable, less allowance for uncollectible accounts of \$42,681 in 2019 and \$37,602 in 2018	405,365	325,605
Grants and other receivables	158,539	142,656
Due from third-party payers	61,004	57,301
Prepaid expenses	<u>50,124</u>	<u>56,284</u>
Total current assets	1,211,216	1,387,430
Property and equipment, net	<u>2,520,990</u>	<u>2,457,849</u>
Total assets	<u>\$ 3,732,206</u>	<u>\$ 3,845,279</u>

LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable and accrued expenses	\$ 34,307	\$ 81,144
Accrued payroll and related expenses	400,089	341,180
Current maturities of long-term debt	<u>150,651</u>	<u>41,019</u>
Total current liabilities	585,047	463,343
Long-term debt, less current maturities	<u>381,463</u>	<u>538,369</u>
Total liabilities	<u>966,510</u>	<u>1,001,712</u>
Net assets		
Without donor restrictions	<u>2,765,696</u>	<u>2,843,567</u>
Total net assets	<u>2,765,696</u>	<u>2,843,567</u>
Total liabilities and net assets	<u>\$ 3,732,206</u>	<u>\$ 3,845,279</u>

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Little Rivers Health Care, Inc. as of December 31, 2019 and 2018, and the results of its operations, changes in its net assets and its cash flows for the years then ended, in accordance with U.S. generally accepted accounting principles.

Berry Dunn McNeil & Parker, LLC

Portland, Maine

June 24, 2020

VT Registration No. 92-0000278

FINANCIAL AUDIT

LITTLE RIVERS HEALTH CARE, INC.

Statements of Operations and Changes in Net Assets

Years Ended December 31, 2019 and 2018

	<u>2019</u>	<u>2018</u>
Operating revenue		
Patient service revenue	\$ 4,968,424	\$ 4,186,231
Provision for bad debts	<u>(98,823)</u>	<u>(71,203)</u>
Net patient service revenue	4,869,601	4,115,028
Grant and contribution revenue	1,939,607	1,654,024
Other operating revenue	<u>48,773</u>	<u>148,931</u>
Total operating revenue	<u>6,857,981</u>	<u>5,917,983</u>
Operating expenses		
Salaries and wages	4,233,166	3,738,201
Employee benefits	1,036,602	1,018,620
Other operating expenses	1,574,701	1,274,246
Depreciation	171,239	146,087
Interest expense	<u>30,724</u>	<u>30,209</u>
Total operating expenses	<u>7,046,432</u>	<u>6,207,363</u>
Deficiency of revenue over expenses	(188,451)	(289,380)
Grants for capital acquisition	110,580	478,450
Net assets released from restriction for capital acquisition	<u>-</u>	<u>536,178</u>
(Decrease) increase in net assets without donor restrictions	<u>(77,871)</u>	<u>725,248</u>
Net assets with donor restrictions		
Net assets released from restriction for capital acquisition	<u>-</u>	<u>(536,178)</u>
Decrease in net assets with donor restrictions	<u>-</u>	<u>(536,178)</u>
Change in net assets	(77,871)	189,070
Net assets, beginning of year	<u>2,843,567</u>	<u>2,654,497</u>
Net assets, end of year	<u>\$ 2,765,696</u>	<u>\$ 2,843,567</u>

WHOLE HEALTH FOR OUR COMMUNITY

Little Rivers Health Care is more than a healthcare facility; we are a patient centered medical home, which means that we care about our patients' physical, mental, and lifestyle wellness. We aim to provide access to a wide array of wellness options. In 2019 we offered two educational series free to the public. The spring was focused on addressing what is currently known as *adverse childhood experiences* or *ACEs*. In the fall of 2019 we offered our community information and practical techniques about the concept of *mindfulness*.

MINDFULNESS: A 5-Part Education Series

Stress and anxiety are pervasive in our culture today. From demanding jobs to bombarding news and social media, people are eager to learn ways to quiet their mind and turn inward for understanding. We offered a 5-part series just before the holidays for people to learn a variety of methods for practicing mindfulness. We recognize that finding internal stillness is a personal journey and each method would not be an option for everyone. The series started with an overview



with Shastri Donna Williams “The Art of Living Well—Mindfulness in Everyday Life”, followed by “Mindful Nutrition” with Melanie Loschiavo RD, LD, CD, *Acu-detox* with Tracy Thompson LICSW, LADC and Mike Brandli MS, CMHC, AAP, “Trauma and Mindfulness” with Ali Warhaftig MS, and finally the physical practice of “Tai Chi: Awareness Through Movement” with Mike Brandli MS, CMHC, AAP.



WILLING HANDS GLEANS FOR OUR NEIGHBORS

Willing Hands is a non-profit, charitable organization. Their mission is to recover food in order to reduce waste, improve health, and provide reliable access to nutritious food for our neighbors in need. Maureen Boardman, Director of Clinical Quality initiated a connection with them to distribute the fresh produce and dairy to our clinics where our care coordinators deliver this food to our patients in need.



Our Community Partners:

302 Cares, Ammonoosuc Community Health Services, Area Health Education Center, BAART Program, Barton Street Dental, Bi-State Primary Care Association, Blake Memorial Library, Bradford Public Library, Bradford Workforce Development Committee, Capstone Community Action, Cohase Chamber of Commerce, Clara Martin Center, Cottage Hospital, Fletcher Allen Health Care, Geisel School of Medicine at Dartmouth, Gifford Medical Center, Hannaford, Kinney Drugs, Margaret Pratt Community, Mount Ascutney Hospital and Health Center, Northeastern Vermont Area Health Education Center, Northeastern Vermont Regional Hospital, Northern Counties Health Care, Orange East Supervisory Union, North Country Hospital, Oxbow Senior Independence Center, River Bend Career and Technical Center, Ronald McDonald House Charities of Burlington, Stagecoach Transportation Services, Support and Services at Home Program (SASH), The Growing Peace Project, The Health Center of Plainfield, The HUB, The Mentoring Project, , The Space on Main, Upper Valley Code Brigade, Upper Valley Pediatrics, Willing Hands, The Haven, Valley Health Center Auxiliary, Valley Vista, Vermont Department of Health, Vital Communities, Wells River Action Program, Wells River Wellness Hall.

Little Rivers Proudly Announces the Following Achievements

*A very fond and sad farewell goes out to **Bonnie Tuttle** who retired as practice manager of our East Corinth clinic for 31 years. We miss her sharp mind and wonderful sense of humor. We thank her for her many years of dedication and quiet, unassuming leadership and wish her well in this new chapter of her life.*

Brittany Derrington received her RN license

Maureen Boardman, FNP on her numerous professional publications.

Michele Fagnant received her RN license

Ashley Murray, MA for completing her certification from the UVM Project *ECHO: Transgender Care in the Medical Home*.

Justine Huntington received her LPN license

Kate Telofski received her LNA license

Ayla Priestly and **Ashley Murray** were recognized as Community Partners by River Bend Career and Technical Center.

Stacy Terrio received her LPN license

Ashleen Buchanan received the 2020 Bi-State Hunt Blair Leadership Award

Dr. Jessie Reynold completed her Diploma in International Medicine and Public Health (DIMPH)

Congratulations to all for your hard work!

Since the start of the pandemic, we have received a generous outpouring from our community in support of our health care workers and patients. Many thanks to:

Cabot Creamery
Little Rivers Health Care Board of Directors
Mutual of America
Newbury Village Store
Red Kite Candy
Riley Barter
SFP Wealth
Wells River Savings Bank

Additional generosity came from our many mask makers including, but not limited to: Bob-o-Links, Karin Bonnett, Rebecca Buchanan, Amu C., John Carr, Patricia Connolly, Susan Davis, Ron Eaton, Vickie Farrell, Tess Fountain, Wendy Gray, Mary Hays, Housewright Construction, Cathy Kidder, KG Kidder, Laura Nelson, Karen Parsons, Linda Shimansky, Todd Spayth, David and Ann Tardiff, and all the others for whom we do not have names.

2019 DONORS

THANK YOU FOR SUPPORTING LITTLE RIVERS!

Anonymous Donors (7) Diane Barber Wayne Berry Walter Bone Bradford Optical Tom & Mary Burnham Town of Bradford Sarah & Charles Calley Town of Corinth Michael Curtis Jeremy & Sandra Dickson Town of Dorchester, NH	Hal Drury Town of Fairlee Carole C. Freeman Cadence A. Genereaux Sarah O. Green Town of Groton Joyce Day Homan Hope Hutchinson Scott & Jane Labun Connie Linnell Betty Marquise James Masland	William & Sue Parmenter Connie Philleo & Claude Phipps Peter Phipps Christopher Preston Dean & Louise Rowden Town of Ryegate Peter & Jacqueline Sinclair Town of Topsham Laura Waterman Lester Williams Jane & David Wilson Lucille Wolf
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LRHC is a not-for-profit organization, and we exist partially through federal and state grant funding. That funding covers only a small portion of the cost of caring for individuals and families in need. So we are deeply grateful for the added support of our generous donors.

For donation or more information, please contact us:

Little Rivers Health Care
P.O. Box 338 • Bradford, Vermont 05033
Andrew Barter, Chief Operating Officer
802-222-3023 | abarter@littlerivers.org

Outright Gifts • Financial Benefit Gifts • Estate Gifts

ADMINISTRATION & BILLING

146 Mill Street • PO Box 338
Bradford, VT 05033
802-222-4637 General
802-222-5659 Billing
www.littlerivers.org

BRADFORD
437 South Main Street
802-222-9317

EAST CORINTH
720 Village Road
802-439-5321

WELLS RIVER
65 Main Street North
802-757-2325