

Annual Report 2017

Partnering with the community for health



Locations

Pleasant Street
133 Pleasant Street
Berlin, NH 03570
(603) 752-2040

RESPONSE-Berlin
54 Willow Street
Berlin, NH 03570
(603) 752-5679

Page Hill
59 Page Hill Road
Berlin, NH 03570
(603) 752-2900

RESPONSE-Groveton
3 State Street, Suite 3
Groveton, NH 03582
(603) 636-1747

Gorham
2 Broadway Street
Gorham, NH 03570
(603) 466-2741

Willow Street (Admin)
54 Willow Street
Berlin, NH 03570
(603) 752-3669

Coos County Family Dental
73 Main Street
Berlin, NH 03570
(603) 752-2424



Our 2017 Annual Report is dedicated to Lou Addington, RN, an important member of our organization who passed away late last year. Lou served as the manager of our nursing department for more than a decade, and was loved, honored and respected by everyone who had the privilege of working with her. She was a passionate advocate for her staff and patients, loved caring for people and was a skilled and dedicated Registered Nurse. Lou's life was cut short at the age 57 by Pulmonary Fibrosis. She died as she lived – smiling and surrounded by friends and family. She approached her death with a degree of courage and faith that none of us will ever forget, and will forever be in our hearts.



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Robert Thompson
Pauline Tibbetts

Staff

PLEASANT STREET CLINIC

Julia Adgrodnia
Jamie Arsenault
Nancy Bangs
Laura Bernier
Jessica Blais
Josee Bourbeau
Krista Boutin
Maria Carrier-Bilger
Elaine Chappell
Cindy Charest
Jeanne Charest
Janet Chevarie
Angela Clark
Jennifer Cloutier
Amy Cote
Kelley Corcoran
Celeste Coulombe
Louise Coulombe
Patricia Couture
Michael Creppy
Autumn Croteau
Corleen Demers
David Dubey
Sonya Dupuis
Clint Emmett
Melissa Frenette
Courtney Girard
Jolene Girard
Heather Guay
Karen Hansen
Susan Harris
Anne Hartman
Deborah Holt
Chantal Hulme
Diane Johnson
Sabrina Jones

Jordann Judge
Donna Kenison
Christopher Lake
Gary Lamontagne
Alyssa Leblanc
Janine Lefebvre
Barbara Lemelin
Joan L'Heureux
Beth Lorden
Amy Lucas
Hollie MacLean
Louise Marquis
Elizabeth Meeks
Lyla O'Neil
Erin Perkins
Elaine Perreault
Patricia Poulin
Elana Pouliot
Holly Ramsey
Mia Roberge
Jill Rogers
Helen Roy
Karen Roy
Stephanie Roy
Kimberly Sias-Lombardi
Patricia Shute
Karen Taylor
Bonni Tennis
Kelly Turmel
Scott Valliere
Hollie Villeneuve
Sally Wheeler
Merrilee Wilson

RESPONSE
Megan Fellows
Deborah Haynes-Kenney
Alexis Hite

Carolyn Ingerson
Jessica Robinson
Natalie Roy
PAGE HILL CLINIC
Erica Aubut
Sandra Benckendorf
Gail Bertrand
Barbara Dumont
Amanda Dustin
Raina Eaton
Wendy Farnsworth
Danielle Gagnon
Sara Rae Hoang
Andrea Labonville
Kenneth C. Lang
Ann Lessard
Carmen Mckelvey-Mason
Lynn Mooney
Caitlyn Morrisette
Denise Pike
Ellen Ross
Keith Shute
Bernice Turgeon
Carolyn Wood

GORHAM CLINIC
Andrea Alger
Jaimie Baillargeon
Brian Beals
Wendy Beals
Madeleine Bedard-Ryan
Sarah Blais
Javier Cardenas
Lucie Demers
Kathleen Donovan
Andrea Duncan
Kim Gallant
William Gessner

Carol Goulet
Lori Hibbard
Donald Kernan
Gayle Lawhorn
Emily Leclerc
Sam McCreedy
Alice Mclane
Cathy O'Connor
Jennifer O'Neil
Patricia Piattoni
Claire Poulin
Jeanne Roberge
Sue Roberge
Jessica Rousseau
Rhonda Stitt
Maria Tassey
Thomas Temme
Sherrill Tracy
WILLOW STREET
Linda Blanchette
Joel Fortier
Brandon Gilbert
Kenneth Gordon
Bridget Laflamme
Nicole Lukaszewski
Amy Poirier
Luc Raymond

DENTAL OFFICE
Allyson Aubut
Kimberly Bergeron
Kim Bouchard
Roland Montminy
Loretta Morrisette
Samantha Sawtelle
Ali Basha Shaik

Accomplishments

Behavioral Health - Added a Clinical Social Worker to our staff and formed a Behavioral Health Team within the organization to provide short-term counseling, medication management, medical social work and substance abuse services.

Oral Health - Established a new dental clinic in downtown Berlin providing integrated oral health services to children and adults.

Health Care Reform - In partnership with other health providers in the region, formed the New Hampshire Rural Accountable Care Organization to help promote the health of our patients, improve the delivery of medical care and reduce unnecessary medical costs.

Provider Recruitment - Added two new physicians to our organization: Drs. Sam McCreedy and Michael Creppy, Family Practice physicians serving in our Gorham and Pleasant St. clinics.

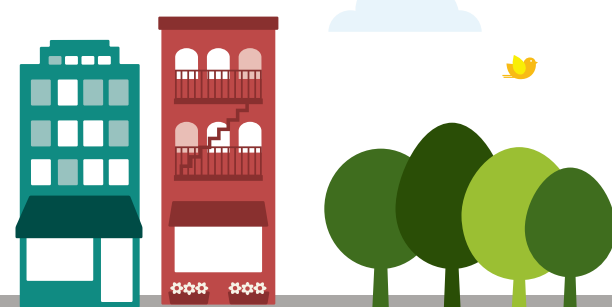
RESPONSE / Domestic Violence - Became the first domestic violence organization in NH to become accredited by the New Hampshire Coalition Against Domestic and Sexual Violence. Remodeled our shelter space to make it more comfortable for individuals & families.

Fundraising - With the gracious assistance of the Mt. Washington Auto Road, Northeast Delta Dental and several hundred corporate and individual donors, set a new fundraising record for the organization.

Strategic Planning - Adopted a new strategic plan that emphasizes the prevention of disease, the promotion of wellness, a commitment to quality, and a focus on the social determinates of health.

Facilities - For the comfort of our patients, completed a significant upgrade at our Page Hill facility. Began remodeling work at our Pleasant Street clinic to create additional office space, improve interior lighting and enhance privacy.

Patient Centered Medical Home - Recognized for the third consecutive period as a Level-3 Patient Centered Medical Home - a model of primary care that combines teamwork, information technology and compassion to improve health, improve care and reduce costs.



Dear Friends and Neighbors,

On behalf of the staff and Board of Directors of Coos County Family Health Services, we want to thank area residents for the opportunity to serve you and your family during the past year. It's both an honor and a privilege to contribute to our community in this way, and we are grateful for your past support.

Since opening our doors nearly forty years ago, we've maintained a steadfast dedication to the goal of improving the health and well-being of North Country residents. Over the years we've responded to the changing needs of our community, but our focus has always remained the same – ensuring that area residents have access to health care regardless of their income or insurance status, and that each of our patients receives personalized care and attention of the highest quality.

Much of our work this year was focused on dental and behavioral health. In October, we acquired the dental practice of Dr. Roland Montminy, and opened Coos County Family Dental, a full-service dental clinic open to the public serving both children and adults. We offer our special thanks to Dr. Montminy and his wife, Terry, for their patience, generosity and decades of service to the community.

We also expanded our Behavioral Health program to include the services of Kim Sias-Lombardi, MSW, who joined us in the role of Clinical Social Worker, and Bridget Laflamme, who assumed a new role within the organization as a Medical Social Worker. In addition, Jeanne Charest, APRN, our long-time Pediatric Nurse Practitioner, has turned her attention to the Behavioral Health needs of area children and adolescents.

During the past year we also continued to address the problem of drug abuse in our community. Our Chief Operating Officer, Patty Couture, and Medical Director, Dr. Bill Gessner, led our organization's efforts to reduce the amount of narcotics being prescribed for chronic pain. Their work has led to a significant decrease in the utilization of narcotics, benefiting both patients and the community alike.

We're excited about what the future has in store for the region, and are honored to be able to continue to serve North Country residents. We welcome your thoughts and ideas about how we can improve the services we offer and better meet the needs of our community. Please feel free to contact us at any time to share your ideas.

Sincerely,

Ken Gordon, Chief Executive Officer
Joan Merrill, President, Board of Directors



INDIVIDUAL DONORS

- | | | | |
|-------------------------------|----------------------------------|--|----------------------------------|
| Anonymous | Dr. Joseph & Jessica Dellavalla | Mary C. Lapierre | Mia Roberge |
| Lou Addington | Lucie Demers | Anne-Marie Laroche | Robert Roberge |
| Julie Agrodnia | Kathleen Donovan | Alyssa Leblanc | Lynda Roberts |
| Jamie Arsenault | Andrea Duncan | Drs. Mederic Leblanc & Brigitte Dargis | Jill Rogers |
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| Jessica Blais | Danielle Gagnon | Carmen McKelvey-Mason | Guy Stever |
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| Linda Blanchette | Kim Gallant | Richard & Joan Merrill | Julia Sullivan |
| Henry & Aline Boucher | Priscilla Gemmiti | Lynn Mooney | Drs. Mitch & Delphine Sullivan |
| Dr. Josee Bourbeau & Tom Cote | Dr. William & Judith Gessner | David & Cynthia Morin | Maria Tassej |
| Andrea Brochu | Ken & Lucy Gordon | Claudette Morneau | Dijit Taylor |
| Madeleine I. Brooks | Guy & Betty Gosselin | Samuel & Leslie Morneweck | Dr. Tom Temme |
| Dr. Charles & Angela Brown | Angela M. Grondin | David & Mary Nagel | Bonni Tennis |
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| Dr. Elaine Chappell | Chantal Hulme | Jason Onacki | Bob Thompson |
| Jeanne Charest | Carolyn Ingerson | Bob & Louise Pelchat | Pauline Tibbetts |
| Janet Chevarie | Lucie Jeskey | Niome Pelletier | Laura Towle |
| Rosalie Conway | Sabrina Jones | Erin Perkins | Edith Tucker |
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| Dawn Cross | Maurice Laflamme | Margaret Mary Riforgiato | Dr. Rodger & Carolyn Wood |
| Karen Daley | Rita Lambert | Joan K. Rising | Tom & Adele Woods |
| Richard & Tina Delisle | Gary Lamontagne | Dr. Jerry & Lauren Rittenhouse | Wyman Family Fund |
| | David Landaeta | | Katsko Zintchenko |

ORGANIZATIONS, CORPORATIONS OR FOUNDATIONS

- | | | |
|--------------------------------|-------------------------------------|-----------------------------------|
| Coos County Chiropractic | Roland Montminy, DDS | Proctor & Gamble/Oral-B |
| Coos Eye Care | Mt. Washington Summit Road Co. | Randolph Church |
| Forsyth Institute | New Hampshire Charitable Foundation | Benevolence Fund |
| Fleury-Patry Funeral Home | North Country Dental | Retired Senior Volunteer Program |
| Gorham Family Dentistry | Northeast Delta Dental Foundation | The Merck Foundation |
| Gorham High Sch. Honor Society | Norbert R. Roy Revocable Trust | Town & Country Inn and Resort |
| HNH Foundation | Northway Bank | White Mountains Community College |
| Douglas Huntley, DMD | Oral Health America | |

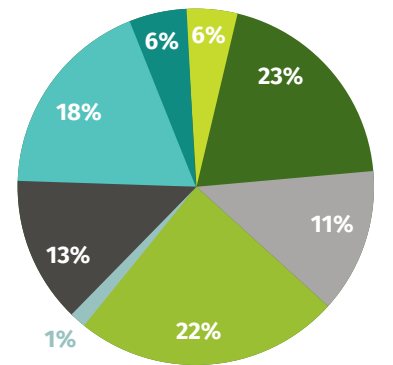
RESPONSE TO DOMESTIC VIOLENCE

- | | | |
|--|--|---|
| Allied Orthotic, Inc. | Granite United Way | St. Paul Lutheran Church Women |
| Androscoggin Valley Hospital | Groveton Methodist Quilting Group | Serenity Steps |
| Androscoggin Valley Hospital-Medical Staff | J. O. Woodard | Tassey Insurance Group |
| Berlin Emergency Medical Services, Inc. | K&S Fitness | Taurus Financial Group |
| Berlin Police Department | Kheops International Inc. | The Berlin Daily Sun |
| BerryDunn Accounting | Lakes Region Coca Cola | The Conway Daily Sun |
| Bryant Funeral Home | Lyon Orchard | Yokohama Restaurant |
| Cooper Cargill Chant | Milan Realty, Inc. | Women of Christ United Methodist Church |
| Corrigan Screen Printing | Northern New Hampshire Correctional Facility | |
| Edward Jones Financial | Postal Food Drive | |
| Gorham Family Dentistry | Ray's Electric, Inc. | |

Financials

REVENUE

Medicare	2,607,169
Medicaid	1,279,357
Commercial	2,474,279
Uninsured	94,849
Pharmacy (Net)	1,430,335
Federal Grant	2,009,079
State Grants	656,450
Private Grants/Other	638,912
Total Revenue	11,190,430



AS OF DECEMBER 31, 2016

ASSETS



CURRENT ASSETS

Cash	\$ 1,651,675
Patient Receivables (Net)	842,394
Grants/Other Receivables	1,887,408
Prepaid Expenses/Investments	99,743
TOTAL CURRENT ASSETS	4,481,220

FIXED ASSETS

Land, Buildings & Improvements	3,386,627
Furniture, Fixtures, and Equip.	2,008,264
Accumulated Depreciation	(2,925,289)
NET FIXED ASSETS	2,469,602
TOTAL ASSETS	\$ 6,950,822

LIABILITIES & NET ASSETS



CURRENT LIABILITIES

Accounts Payable	\$ 203,650
Accrued Expenses	804,853
TOTAL NET LIABILITIES	1,008,503

LONG TERM LIABILITIES

322,934

NET ASSETS

Unrestricted Net Assets	5,504,754
Temporarily Restricted Net Assets	90,543
Permanently Restricted Net Assets	24,088
TOTAL NET ASSETS	5,619,385

TOTAL LIABILITIES & NET ASSETS	\$ 6,950,822
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