

**SUNSHINE COMMUNITY  
HEALTH CENTER, INC.  
ANNUAL REPORT 2013**

Building Health Community in the  
Upper Susitna Valley



## **FROM THE BOARD OF DIRECTORS PRESIDENT**

Sunshine Community Health Center has had a troubling year with the change of staff in leadership and provider care. The Board of Directors is aware of the concerns of the communities in which we serve. We are working through the many problems that exist and ask for patience as we change leadership of the board at this annual meeting.

Term limits require that I step down as President of the board. I encourage everyone to work with the new board leadership. As volunteers in service to their respective communities, the mission is to assist in providing health care as a community health center through sometimes exhausting efforts.

Financially the clinic is quite sound. During the past year, an AT&T settlement has released some restricted funds and the property for the new Willow clinic is debt free. We have a substantial reserve fund to carry us forward despite the negative news about Obama Care. Our competitive grant application for assistance through HRSA has been submitted and now we wait for it to be processed.

Thank you, to all past and present board members for your service, I have appreciated your support as Board Chair for the past Four years.

Tom Phillips

## MESSAGE FROM THE EXECUTIVE DIRECTOR



### **DAVID BRYANT EXECUTIVE DIRECTOR**

In 2012, Mr. Bryant became the Executive Director of SCHC. He holds a Masters of Social Work degree from St. Louis University. In addition to his more than 10 years of experience as a healthcare administrator, Mr. Bryant is both a licensed Clinical Social Worker and a licensed Nursing Home Administrator. His administrative and clinical experience combine to help him while moving SCHC toward sustained delivery of patient centered, proactive, accountable quality healthcare in the upper Matanuska-Susitna Borough.

The past year for Sunshine Community Health Center has been characterized by an ongoing process of discovery, challenge and change, in which policies and procedures, personnel, clinical accountability, training, IT infrastructure and support, new and old facility mechanical systems, transportation programs, collaborative relationships, and program oversight were all updated, improved, and in some instances, created from scratch. Then, Sunshine went through a federal (HRSA) on-site program review and four weeks later submitted its Service Area Competition 330e grant application, its first since 2007. Without the significant changes listed, Sunshine would not have been able to so successfully withstand the scrutiny of the site review or to advance such a competitive grant application. That SCHC was able to do so is a testament to the hard work of the staff and of the members of the board of directors. All of these changes have served to poise Sunshine Community Health Center to advance with confidence, while providing excellent medical, dental and behavioral health care.

## **DIRECTORS**



### **PHIL HESS, M.D.**

#### **INTERIM MEDICAL DIRECTOR**

Phil Hess serves as Interim Medical Director on a part-time basis. He comes to us from Anchorage Neighborhood Health Center (ANHC) where he served for two years as Medical Director. Prior experience, he was the Medical Director at the Ilanka Community Health Center in Cordova AK, after 10 years of private practice in Helena, Montana. He is a graduate of Temple University School of Medicine 1995 and a board certified Family Physician.

He has a special interest in patient access, working with the team at ANHC to institute a major transition initiative to Advanced Access scheduling and Panel Management, one of the foundations of Patient Centered Medical Home. When not at work, he likes to explore new peaks on skis or on foot, and pedal his bike wherever that leads.

Dr. Hess's administrative experience and assistance to the medical staff during this time of transition has helped to set a path to ongoing compassionate, quality, and evidenced based care at Sunshine Community Health Center.



### **WILLIAM FRANTZ, D.D.M.**

#### **DENTAL DIRECTOR**

Raised in a small town south of Pittsburgh, Pennsylvania, Dr. Frantz attended Washington and Jefferson College, graduating in 1993 with a Bachelors of Science in Biology. At the University of Pittsburgh, he attended the School of Dental Hygiene, receiving his R.D.H. in 1996, then continued his education to graduate with his Doctorate of Dental Medicine in 2000. He completed a post-graduate program in Esthetic Dentistry at the University of Buffalo in 2002. Dr. Frantz has maintained a fellowship status from the highly accredited International Congress of Oral Implantologists (ICOI) and Misch International Implant Institute since 2008.

Dr. Frantz's previous experience as a general dental practice owner and associate is a tremendous asset to SCHC in providing dental health education and care for the families in the community and surrounding areas.

### **MELODY PALERMO OPERATIONS DIRECTOR**

Ms. Palermo came to SCHC in the fall of 2010 in Payroll. Demonstrating her degree in business accounting and biology pre-med, Ms. Palermo's knowledge and work experience quickly brought her to the position of Payroll/Data Information Specialist and primary IT Technician in 2012. In 2013, she became Operations Manager, rising quickly to be our Chief Operations Director due to her excellent problem-solving skills and her ability to organize and motivate staff. She has significantly improved the quality of SCHC's patient support activities and is key in the necessary upgrading of the IT infrastructure, which includes the patient-center medical home effort currently underway.

Well-liked and respected by the staff of SCHC, Ms. Palermo's focus is to continually enhance the accessibility, quality and delivery of patient-centered care to the area.

## **PROVIDERS**

### **Kate Engleman, ANP**

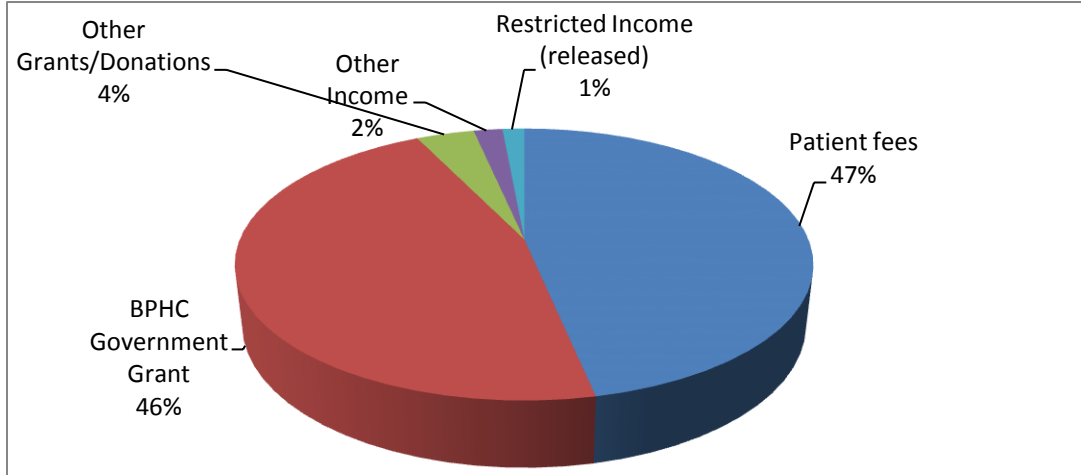
Sunshine is proud to welcome Kate Engleman, ANP, as a permanent full time provider at our Willow Clinic. Kate comes to us with many years of primary care experience, most recently from Mat-Su Health Services.

### **Rene Frasher, PA-C**

Rene Frasher PAC has also signed on as a permanent full time provider at our Willow Clinic and will be starting in early November. She has worked in primary care for over 10 years with frontier experience out of Yukon Village during her last visit to Alaska.

Our dedicated staff continues to work exceptionally well as a team to meet the needs of our patients and anticipates ongoing positive change as we work towards our transition to a patient centered medical home.

# SUNSHINE COMMUNITY HEALTH CENTER BALANCE SHEET ❖ JUNE 30, 2013

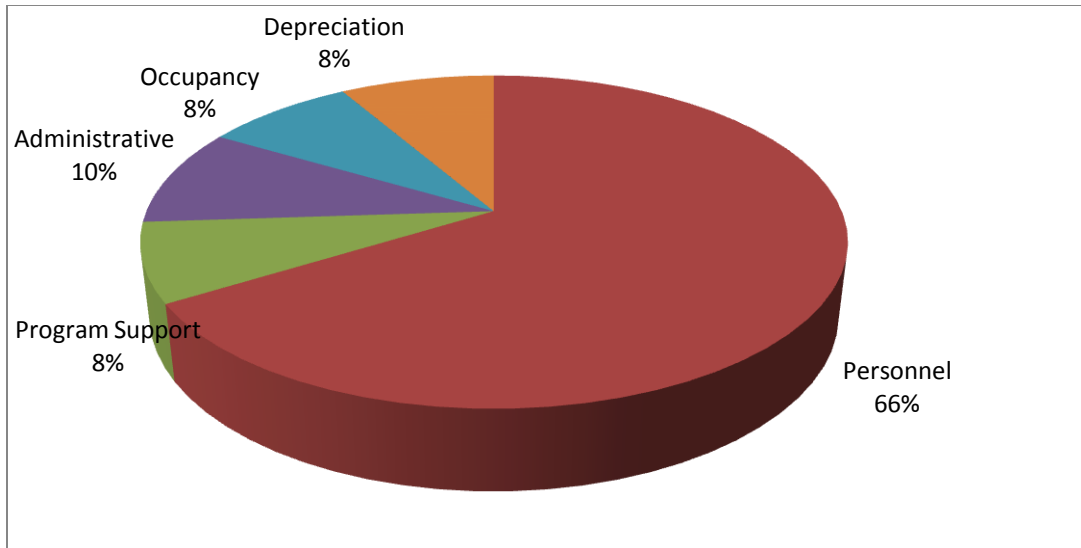


## ASSETS

Current Assets	\$1,364,381
Property, Plant and Equipment	\$6,243,655
Certificates of Deposit	\$1,351,305
Other Assets	<u>\$ 35,400</u>
<b>Total</b>	<b>\$8,994,741</b>

## LIABILITIES AND NET ASSETS

Current Liabilities	\$ 217,430
Long Term Liabilities	\$ 25,354
Net Assets	<u>\$ 8,751,957</u>
<b>Total</b>	<b>\$8,994,741</b>



### OPERATING INCOME: FY 2013

Patient Fees	\$ 1,675.00	47%
BPHC Government Grant	\$1,651,671.00	46%
Other Grants/Donations	\$ 138,360.00	4%
Other Income	\$ 68,960.00	2%
Restricted Income (released)	<u>\$ 52,349.00</u>	1%
	<b>\$3,586,515.00</b>	

### OPERATING EXPENSE: FY 2013

Personnel	\$2,458,802.00	66%
Program Support	\$ 285,722.00	8%
Administrative	\$ 351,034.00	9%
Occupancy	\$ 302,730.00	8%
Depreciation	<u>\$ 312,702.00</u>	8%
	<b>\$3,710,990.00</b>	

*Sunshine Community Health Center Provider's coordinate a comprehensive, compassionate treatment plan tailored to families to make sure they stay health and get the best health care.*

## **STRATEGIC PLAN 2012-2013**

### **GOALS**

#### **ACCESS**

Improve access to quality medical, dental and behavioral health services

#### **SERVICES**

Maintain level of treatment services and expand into specialty services and additional Willow providers

#### **FACILITIES**

Offer quality, safe facilities and grounds to meet the needs of services offered

#### **FINANCE**

Ensure adequate financial resources to offer all current and future programs

#### **STAFF and BOARD DEVELOPMENT**

Improving employee training and recruitment and retention of Board and Staff

#### **MARKETING**

Our SCHC Webpage, FaceBook page, patient portal and presently developing a newsletter

### **ACHIEVEMENTS**

Implementation of Centricity 10.3 upgrade moving one-step closer to ICD-10 and patient centered medical home.

Organized and provide support to a local domestic violence and sexual assault advocacy program.

Developed baseline measures for quality of patient care; part of the new PIQARM Committee outcomes.

Continued support of the Sunshine Transit program, eliminating transportation as a barrier to care, providing senior rides and medical rides, a route to Trapper Creek and a van in Willow.

Employment increase to the Willow Clinic of 2.0 FTE providers while continuing with current coverage in Talkeetna.

Continue to work with many partners in the Mat-Su Borough to bring quality medical, dental and mental health services to the Upper Valley.

New dental providers to provide more service and pediatric care  
WIC Program (Women, Infant, Children)

Continuing partnership with Alaska Legal Services to work on behalf of patients denied disability benefits under Medicaid/Medicare; increasing health care access.

Developed a successful partnership with Advanced Diabetic Solutions, provided new shoes to 30 diabetic patients in the first four month.

Completed Outreach/Enrollment Grant which provides two Certified Application Counselors (CAC) for assisting our community in the ACA-Affordable Care Act.



## **SERVICES PROVIDED**

Family practice medical care for all ages including  
expecting families, infants, children, teens, adult men, women and seniors  
Immunizations ❖ Preventive Care  
Treatment of Acute Illnesses and Injuries ❖ Management of Chronic Diseases  
Women's Health in partnership with Alaska Breast and  
Cervical Health Check Program (BCHC)  
Birth Control ❖ Minor Office Surgeries ❖ Urgent Medical Care  
Specialty Clinics ❖ After-Hours/On-Call for Urgent Care  
Health Education ❖ Mobile Mammography ❖ Laboratory Testing X-rays

## **DENTAL SERVICES**

Exams, Cleaning, Fillings, Crowns, Bridges, Dentures, Partials, Root Canals,  
Cosmetic Veneers, Mouth Guards, TMJ Splints and Pediatric Care

## **SUPPORT SERVICES**

Care Coordination ❖ Case Management  
Mental Health Support for our Veterans using Tele-psych Technology  
Patient Advocacy ❖ Translation ❖ Transportation  
Women, Infant, Children (WIC)

## **DISPENSARY AND MEDICATION ASSISTANCE**

Needy Medications Program Assistance ❖ Onsite Dispensary  
Partnership with pharmacies to assist with medical and prescription delivery

## **COUNSELING SERVICE**

Community Violence Prevention ❖ Create Healthy Lifestyles  
Self-management Skills ❖ Stress Reduction  
Treatment for tobacco, alcohol, opioid, marijuana and any other substances

## **DISCOUNT FEE SCHEDULES BASED ON INCOME**

### **FEDERAL STATE AND PRIVATE SUPPORT**

Bureau of Primary Health Care (HRSA)  
American Recovery & Reinvestment Act (ARRA)  
Mat-Su Health Foundation  
State of Alaska, Department of Health & Social Services  
United Way of Mat-Su