

**SUNSHINE COMMUNITY
HEALTH CENTER, INC.
ANNUAL REPORT 2014**

*Building Health Communities in
the Upper Susitna Valley*

From the Board of Directors President

Sunshine Community Health Center has had a year of ‘change’ in leadership, providers and staff while continuing to provide the best care available to the community. In turn, the community has continued to give their support as patients, as well as, friends of Sunshine Community Health Center. The Board of Directors would like to thank you for giving us the time needed to make these changes and helping us to continue to do our best in serving you. We continue to work through issues that arise and will do our best to keep you apprised of our growth.

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.

Thank you again for your support.

David Sutton

From the Executive Director

During this past year, SCHC has rapidly moved forward in promoting and improving healthcare in our community. The dedication from our staff and new leadership, have made it beneficial for providing support and stability within the clinic, therefore, providing the best of care for our patients. In 2010, when I began working in the accounting department and now, as Executive Director, I have had the opportunity of seeing firsthand, the improvements in quality of patient support activities. Upgrading the IT infrastructure, has enabled us to use our EMR (electronic medical records) in a more meaningful and useful way. We have completed the patient portal and electronic communication with collaborating providers, and also, we have been recognized by NCQA (National Committee for Quality Assurance) as a patient-center medical home, giving SCHC the ability to give the care our patients need and deserve. This national recognition is helpful in future funding activities for the clinic. Living in Talkeetna for the past six years and calling it home, I will continue to dedicate my focus to enhance the accessibility, quality and delivery of patient-centered care to the area.

SCHC Leadership Team

Melody Palermo Executive Director

Ms. Palermo came to SCHC in the fall of 2010 working in the accounting department. Ms. Palermo completed three years of biology pre-med curriculum and is currently enrolled in Alaska Pacific University to complete her degree in Business. Ms. Palermo has 30 plus years' experience in business and business management. Ms. Palermo's knowledge and work experience quickly promoted her within SCHC. In 2013, she became Operations Manager, rising quickly to Chief Operations Officer 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 EMR, patient portal, electronic communication with collaborating providers, patient-center medical home accreditation which is underway and meaningful use.

Being both well-liked and respected by the staff of SCHC, she was promoted to Interim Executive Director. Ms. Palermo's knowledge of the clinic, community and business quickly showed her ability to fill the position of Executive Director. Ms. Palermo has lived in the Talkeetna area for six years. Her dedication and leadership abilities are beneficial for providing support and stability to the clinic. Her focus is to continually enhance the accessibility, quality and delivery of patient-centered care to the area.

Valera Brickel Financial Director

Ms. Brickel was born and raised in Alaska. She came to the Matanuska Susitna Valley as a teen and graduated from Palmer High School. In 1984 she began work in purchasing at Valley Hospital in Palmer a small nonprofit hospital. She continued with the hospital moving to a staff accountant position in 1989 experiencing the growth and merger with a for-profit corporation and construction of Mat Su Regional Medical Center. After 23 years of employment at the hospital, Ms. Brickel moved

north to Talkeetna and joined the staff of Sunshine Community Health Center as an accountant in November 2007.

As chief staff accountant for SCHC she quickly became the “go to” person when questions arose during the implementation of the new Practice Management System/Centricity EMR Program. Valera’s attention to detail, tenacity in solving problems and keen knowledge of the fiscal operation made her the prime candidate for advancement when the CFO left in April 2009. In filling the role as Finance Director with payroll, accounting, and patient billing under her direction she has expanded her knowledge with both online and conference trainings.

She received a Hospital Accounting Certificate from Indiana University, Bloomington, Indiana. She has completed NWRPCA’s CFO Skills series.

William Frantz
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.

Shelis Jorgensen
Medical Director

Ms. Jorgensen came to work at Sunshine Community Health Center in 1999 as our family nurse practitioner while earning her doctorate in nursing. Ms. Jorgensen has a BA degree in EPO biology from the University of Colorado and received her family nurse practitioner degree from the University of Colorado Health Sciences Center in Denver. Working and living in rural Talkeetna, Alaska, Ms. Jorgensen has become closely associated by profession, as well as, by friendships in the community treating a diverse population of patients of all ages.

Stephanie Stanley-Harrell
Human Resources Generalist

Ms. Stanley-Harrell began working at Sunshine Community Health Center in July 2014 as the Human Resources Manager. She has been working in human resources roles since 1998 and received her Professional Human Resources Certification in February of 2014. She resides in Talkeetna, Alaska with her husband and their son, who currently attends Talkeetna Elementary. Stephanie enjoys the wonderful community and outdoor activities the location has to offer. She loves helping others and feels that a health care setting is a great fit between her experience and the joy she receives from helping.

Provider

Melissa Johnson, PA-C

Melissa arrived in Talkeetna and began working with SCHC late September. Melissa's first few weeks were well spent in training on SCHC policies and procedures, and seeing patients with Dr. Friderici. We are excited she has joined our team of providers.