



Guilford  
Community  
Care Network

*Assuring Access to Healthcare for All*

**The Guilford Community Care Network**

*A Service of Guilford Adult Health, Inc.*

**2017 Annual Report**

For Fiscal Year October 1, 2016 – September 30, 2017

**Mission statement**  
Our mission is to ensure that all persons have access to quality, comprehensive and affordable healthcare through innovative community partnerships

## Message from the Executive Director

One of my all-time favorite hobbies growing up was putting together puzzles. Trying to make the pieces fit together by first starting with the edges and working my way to the center was my strategy. The only issue was what to do when a piece was missing, leaving the puzzle incomplete. For many of the patients served by the Guilford Community Care Network (the GCCN), the puzzle they struggle to put together is how to access appropriate and integrated health care resources and services.

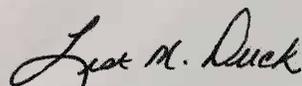
Fortunately, the GCCN helps our patients put the healthcare puzzle together so there are no missing pieces. Our robust community partnerships have transformed the ability to receive health care services for the uninsured and those living in poverty in Guilford County. Our puzzle pieces represent access to primary care physicians, specialists, oral care, transportation and even fresh fruits and vegetables for a healthier diet.

Without these much needed services, the community's health and well-being would be negatively impacted. The Guilford Community Care Network continues to address the social determinates of health such as food insecurity and transportation. These efforts enable our patients to seamlessly access healthcare and vital wrap-around services like specialty care clinics for podiatry services, oral surgery, endodontics and periodontology.

You've probably noticed I've been talking a lot about the GCCN. That's because this fiscal year, we began using the Guilford Community Care Network, or the GCCN, as the new corporate name for our public presence. Our legal name, Guilford Adult Health, remains the same but the GCCN is our new DBA (doing business as) name. Read more about our new name on the following page.

On behalf of the GCCN Board of Directors and staff, we extend our sincerest appreciation to our volunteers, donors and advocates for a very successful and productive year. We could not exist without you and your support...thank you! You make our puzzle complete!

Sincerely,



Lisa M. Duck, MPH, MCHES  
Executive Director



**Vision**  
Access to quality healthcare for all

## Board of Directors

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Retired, President and CEO  
Hospice and Palliative Care of Greensboro

## Highlights of the Year

### The Guilford Community Care Network: NONPROFIT OF THE YEAR

Guilford Adult Health (GAH), now doing business as the GCCN, was named Guilford Nonprofit Consortium's 2016 Nonprofit of the Year.

“Guilford Adult Health plays an essential role in our community for those with the greatest medical needs, and without other options” says Steve Hayes, Executive Director of the Guilford Nonprofit Consortium. GAH is consistent in its care and “trusted by both the people they serve and those who donate to the nonprofit,” he added.

With 80,000 adults living in poverty, the work that GAH does helps to keep people out of emergency rooms by coordinating their health and dental care with their physicians. Last year, GAH served thousands of patients through its programs, the Guilford County Care Network safety net, and its dental clinics. (Anderson, Ruth, “Nonprofit: Guilford Adult Health Helps the Uninsured,” Greensboro News-Record, 12/2/16)

Patricia A. Soenksen, retired president and CEO of Hospice and Palliative Care of Greensboro and a GAH Board member, said: “Lisa Duck works extremely collaboratively with many community and health care partners, leveraging support for low-income and uninsured residents of our community.”

Guilford Adult Health provides a model of nonprofit management and demonstrates impressive outcomes for those in our community most in need of medical services.

#### GAH Financial Snapshot

Total Contributions & Others:.....\$ 52,488

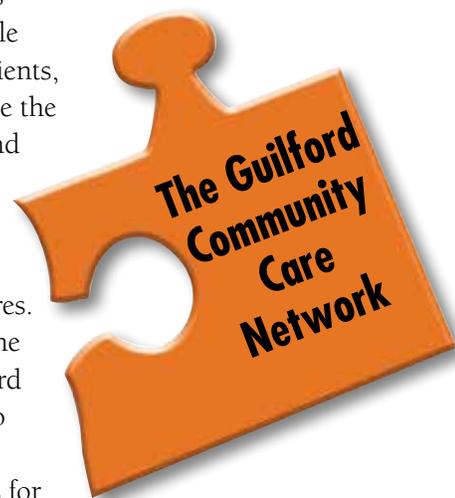
Net Patient Revenues:.....\$ 53,620

Total Grants and Contracts:.....\$560,595

### New Name – Still Bringing Healthcare to Those Who Need it Most! Guilford Adult Health ► The Guilford Community Care Network!

The Guilford Community Care Network, or the GCCN, is a name that's recognized around the Triad for bringing quality, affordable, and accessible health care services to the most vulnerable people in our community. Patients, providers, organizations, foundations, and the general public all recognize the GCCN for its community outreach and collaboration with both clients and organizations. To reflect our commitment, we made the decision during our recent strategic planning process to begin doing business as the Guilford Community Care Network!

You'll see the GCCN name and logo on our business cards and brochures. Our email and website addresses will not change as they already reflect the GCCN brand! Guilford Adult Health remains our legal name. The Guilford Community Care Network is still firmly committed to our mission and to proactively managing our two ongoing community programs, the GCCN and the Guilford Dental Access Program, that impact health and wellness for uninsured and low-income individuals in our community.



## The Guilford Community Care Network (The GCCN)

The Guilford Community Care Network (GCCN) is a community network that provides health care to low-income uninsured persons in Guilford County. The GCCN was created with the goal of linking uninsured/unassigned adults to primary care “medical homes”, either through existing providers or through new clinics and resources. The Network is a centralized portal of entry, bringing together health care agencies focused on underserved individuals. The program provides a “safety net” for adults who need services, but can’t afford traditional private care. An Orange Card distinguishes residents who have been screened and found eligible for health care services from the GCCN providers.

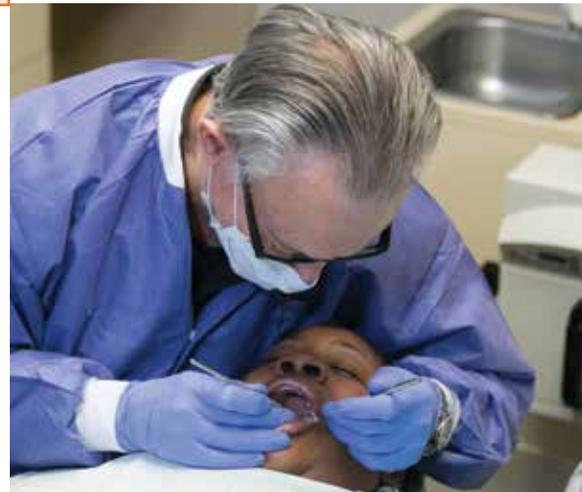


### The GCCN Fiscal Year 2016-2017

- Patients Enrolled in GCCN ..... 4,046
- Number of Specialist Referrals ..... 2,114
- Value of Care Rendered ..... \$33,718,813  
(CY 2016 per The Duke Endowment)
- ACA Updates and Education ..... 975 people reached
- Patients Seen at Podiatry Clinics ..... 77
- Patients Visiting Farmer’s Market ..... 1,392
- Transport/trips to Medical Care ..... 853
- Patients Case Managed by Partnership for Community Care ..... 2,042

## The Guilford Dental Access Program (GDAP)

The Guilford Dental Access Program (GDAP) provides preventative and restorative dental care to low-income, uninsured adults. Services include oral screenings, X-rays, cleanings, oral health education, crowns, fillings, and tooth extractions. Patients 18 years and older are seen by appointment only, after being screened for eligibility and referred by their GCCN physician. Three paid part-time dentists and two support staff provide care at the clinical locations, and are joined by 50+ private practice dentists who volunteer their time for evening clinics.



### The GDAP Fiscal Year 2016-2017

- Patient Visits ..... 2,397
- Value of Care Rendered ..... \$659,930
- Procedures Performed ..... 3,827
- Volunteer Hours ..... 126
- Unsheltered Specialty Clinics Patients ..... 38
- Endodontic Patients ..... 43

## The GCCN Patients get more Green with the Orange Card at the Greensboro Farmers Market

*“This program has truly been a gift.”*

—GCCN Patient

A collaboration between the Guilford Community Care Network, Cone Health Foundation, and local farmers’ markets means that individuals who qualified and received a GCCN Orange Card have access to fresh food from the Greensboro Farmers Curb Market.

Since its inception in November 2016, this creative venture has grown dramatically and is now serving approximately 60-65 Guilford County families each week. The program is just one way the GCCN addresses health needs and nutritional insufficiency in Guilford County’s 24 identified food deserts, defined as low-income areas where at least 33% of the people live more than a mile away from a grocery store (UNCG, Crossing the Food Desert, 2015).

Terry Lawson is one of many Guilford County residents enrolled in the GCCN who has taken advantage of this benefit and used her Orange Card at the Greensboro Farmers Curb Market. “It helped a lot. There were interesting people and interesting food at the market,” she said. Terry buys fresh food there, which helps her eat a healthier diet, something she has been striving to do. “If it weren’t for the program, I couldn’t get fresh vegetables such as squash,” Terry reports.



Yonder/ken Photography

## Transportation Collaboration

The Transportation Initiative, begun in 2015, has continued to enable the GCCN’s patients to have transportation — at no charge — to health care services within and outside Guilford County. Contact leads at each GCCN service site have been trained on the transportation procedure.

## Affordable Care Act (ACA)

The GCCN continues to promote the Affordable Care Act (ACA) enrollment and education in the community. Events were held onsite at Shiloh Baptist Church in Greensboro and Macedonia Resource Center in High Point. The GCCN partnered with the Congregational Nurses and High Point Regional Transitional Clinic to provide much needed health screenings and flu shots at these events. Educational fliers were provided to the Oakwood Community as well.

## POP (Provider Outreach Program)

The Provider Outreach Program, or POP, is a new name for an existing GCCN program. POP provides primary and specialty care access for eligible uninsured residents of Guilford County who live at or below 200% of the Federal Poverty Level. Stephanie Staley serves as manager and is responsible for recruiting providers into the program. Stephanie is out in the community every week knocking on doors or contacting providers to advocate for the network of care. The program includes dentists and physicians who volunteer on-site in our clinics, or who see patients in their own offices. Office visits are based on a sliding fee scale or a pre-determined fee set by the provider in advance.



Dr. Kelly Leggett, Medical Director of Women's Hospital Faculty Practice and Women's Health Care Fellowship Director, serves as GCCN's Physician Champion and advocates for the POP program, working closely with Stephanie. She notes, "the GCCN has a laser focus on improving the health of our community. Their flexibility, innovation, and collaborative nature leads to success. It is an honor to be a part of the GCCN's mission."



## Volunteerism is the heart and foundation of the POP program. Here is what some of our Specialty Care volunteers are saying.....

### Dr. Titoya Stover, Physician at Triad Foot

"Proper foot care is often neglected; working with the GCCN to provide specialty care to those who may never have received it has been rewarding. Foot care is important in preventing serious health problems that may not be otherwise identified."



### Dr. Matthew Wagoner, Physician at Triad Foot:

"It has been very valuable providing necessary foot and ankle care to those that cannot afford it. We are able to help patients that may have ended up in the emergency room for services that can be provided in office. Patients with infections and wounds are able to be seen, preventing amputations and helping them lead fuller lives. Providing this type of health care for patients in the Triad area is much needed and rewarding."



### Stephen Mackler, DDS, MS, Retired

Dr. Mackler believes "volunteering is an opportunity to continue to make a small difference in people's lives. The (GDAP clinic) staff is terrific and patients are very appreciative of this opportunity to receive care."



### Dr. Christopher L. Durham, The Oral Surgery Institute of the Carolinas

"I grew up in a mobile home and my mother could barely make ends meet. If it were not for the kind and inspirational people reaching out to me along the way, I would never have become the man I am today. Now it is my turn to help and serve others and pay that good will forward. The patients that we treat through Guilford Adult Health are so amazing and appreciative. We love helping them!"



## Funding Sources for Guilford Adult Health, Inc.

Advanced Home Care  
Allegra FootPRINT Fund  
Bank of America  
BCBSNC Foundation  
Cone Health Foundation  
Delta Dental  
The Duke Endowment  
Foundation for a Healthy High Point  
Guilford County Dental Society  
Office of Rural Health  
St. Pius X Catholic Church

## Fundraising Activities in 2016-17

Amazon Smile Website Participant  
Belk Charity Days  
Giving Tuesday Campaign  
Well•Spring Tree Decorating Contest  
Year-End Appeal



## Broadening our Reach to High Point



### High Point Expansion

The High Point chapter of the Guilford Community Care Network celebrated its One Year Anniversary! The group meets monthly to bring together local organizations that focus on access to care for uninsured, low-income individuals in the southwestern part of Guilford County. Groups share information and network with other nonprofit agencies who are providing health and dental care to underserved High Point residents. Approximately 20 agencies are represented at each meeting. The group gathers in the conference room at United Way of Greater High Point, who graciously hosts meetings and provides their space for this purpose.



### Exceeded Projections – Behavioral Health Needs in High Point

The GCCN received a grant to provide an integrated approach to health care by having a shared Behavioral Health Clinician (BHC) working in two High Point community clinics that serve uninsured, underserved adults. The BHC offered immediate on-site assistance to our patients.

We were aware that behavioral health needs were present among our patients, given the physical, mental, and socioeconomic challenges that they face on a daily basis. However we underestimated the need, projecting 500 adults would be screened within a year, with 50-60% (275 patients) of them having a positive screen and in need of BH intervention. Within the program's first quarter, we screened 871 adults (168% of our projection) and found 285 had a positive screen (104% of our projection).

Given this success, the program will be continued and expanded. Our goal is to have a behavioral health specialist on-site at both clinics each day to intervene with patients and guide them to an improved quality of life and well-being.





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Guilford Adult Health as the  
designated Charity.

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