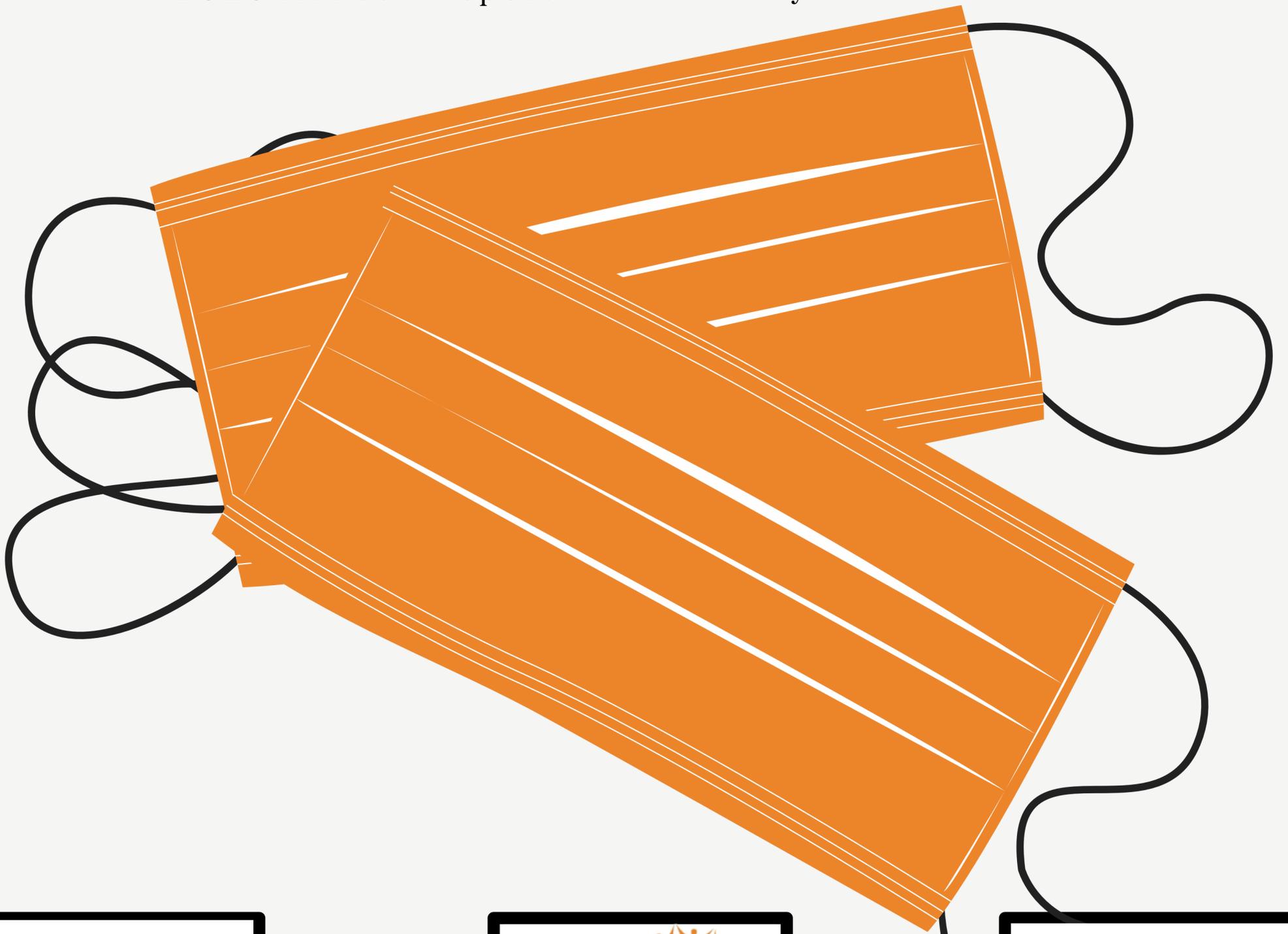


Guilford Community Care Network

2020 Annual Report ●●● 16th year of service



A
Service of
Guilford Adult
Health, Inc.

6 feet



6 feet

For Fiscal Year
10/01/2019
-
09/30/2020



Lisa Duck, MPH, MCHES



6 ft



6 ft



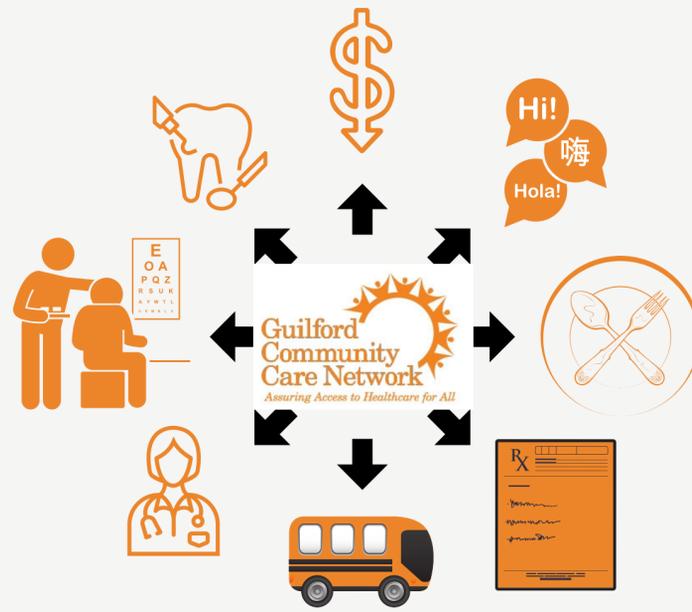
Providing a medical home base for those living in poverty has been the work of Guilford Community Care Network for almost two decades. Understanding that the health of a community can only thrive when everyone has access to basic needs and care is essential. Creating a safety net to affordable care is needed for a healthy population and entails comprehensive collaboration within the care community, even when a global pandemic adds unimagined challenges.

As a result of COVID-19, the need for the basic social determinants of health grew. Thankfully due to a dedicated staff, GCCN faced the pandemic with agile resourcefulness. Through creative problem solving we rapidly came up with ways to keep our patients and providers safe and away from straining the rapidly overloaded healthcare system due to COVID-19. We successfully managed to stay connected and keep our clients covered with access to care.

Guilford Adult Health Board of Directors

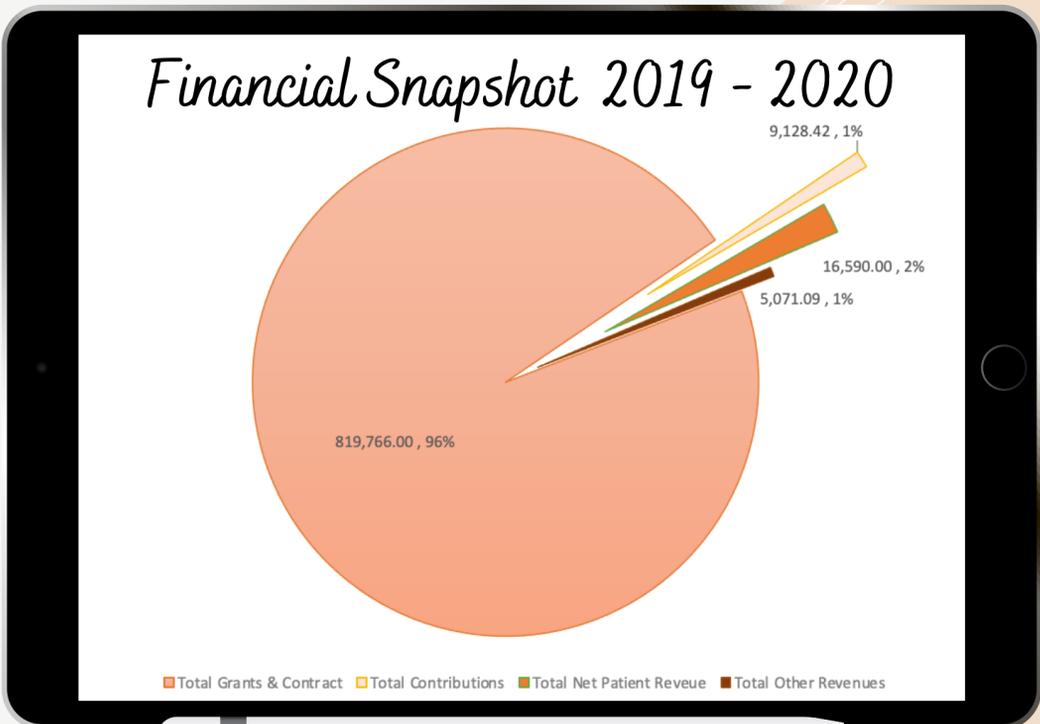
- Patricia A. Soenksen, MBA, MA - Chairperson:** Retired – President & CEO – Hospice and Palliative Care of Greensboro
- Michelle Lewis, CMPE - Vice-Chair:** CEO – Triad Adult and Pediatric Medicine
- Chester Brown III, BA - Treasurer:** President – Brown Investment Properties
- Karen Gammons - Secretary:** Director, Care Management – High Point Care Management
- Lisa Duck, MPH, MCHES - Executive Director:** Staff – Guilford Adult Health, Inc. dba GCCN
- Kathy Ritch, RN, MPH:** Senior Director: Quality and Operational – Excellence, Meaningful Use, Risk Management
- Iulia Vann, MD, MPH:** Health Director – Guilford County Health and Human Services
- Kathy Colville, MSW, MSPH:** Healthy Communities Director - Moses Cone Health System
- Aashka Mehta, MHA, LNHA:** Executive Director – Post-Acute & Transitional Care - Cone Health Systems
- Marty Lawing:** County Manager, GCDPH

Patient Spotlight



When you are ill, with limited resources, the pathway to achieving good health can be daunting. At the time of the referral here were the facts: Paula was a 60+ year old woman with multiple chronic ailments. With no primary care, she had used the local Emergency Department for any medical need, which was keeping her in a regular state of crisis and some astronomical medical bills. Our Integrated Care Specialist found that there were language barriers along with diminished eyesight and hearing. Paula didn't always have steady access to healthy food or easy transportation. Our goal was to help create a sustainable safety net of care.

We started with the immediate needs -- access to regular food with our medically tailored meals that would address controlling her diabetes and blood pressure. In addition, by bringing in bi-lingual care staff we could help with explaining how important it was to be consistent with her medications, Pharmacy delivery, and weekly pillbox set up. We could help interpret her hospital debt and connect her with resources to help deal with those costs. By helping to establish healthy habits, advocate for consistent medical care, work on stress management and social support, a life in crisis can be refocused on self-care for Paula.



Fiscal Year Statistics

Patients Enrolled in GCCN.....	3,107
Number of Specialist Referrals	805
Patients that received food boxes	816
Patients Visiting Farmers Market	597
Transport/trips to Medical Care	270
Received Care Management	2,457

2019-2020

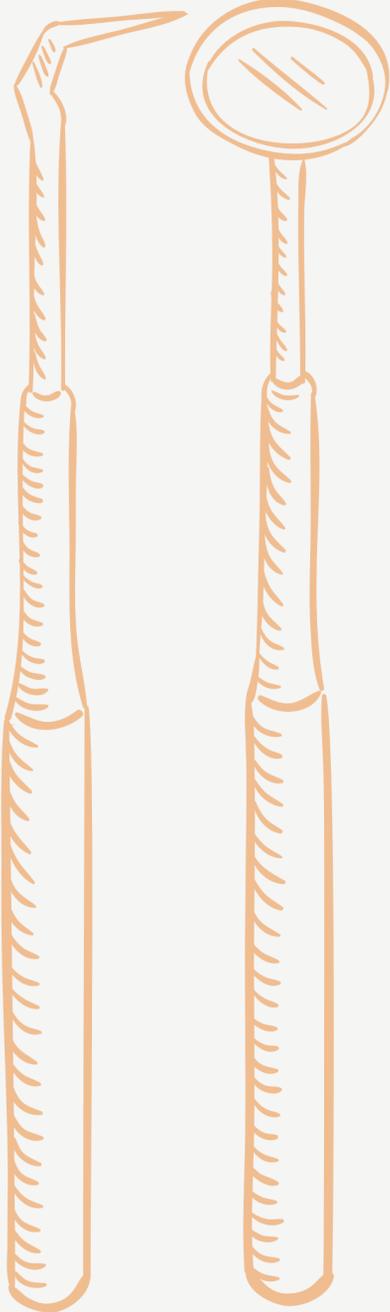
Guilford Adult Dental

The Guilford Dental Access Program (GDAP) provides preventative and restorative dental care to low-income, uninsured adults through the GCCN. Services include oral screenings, x-rays, cleanings, oral health education, fillings, endodontics, and oral surgery. Patients 19 years and older are seen by appointment only after being screened for eligibility and referred by their GCCN physician.

PRE-PANDEMIC

As 2020 started, we were very excited to be able to reopen the dental clinic for the Guilford Dental Assistance Program. GDAP allows patients access to preventative dental care, as well as links them with specialty dental care like orthodontics or endodontics all for an affordable fixed co-pay. The importance of dental care is linked to overall health: tooth decay can lead to moderate or even severe infections -- but care can be prohibitive and costly for those already struggling with healthcare costs.

And then, like so many other issues, COVID-19 changed all of our best-laid plans.



PRESENT DAY

Despite the lack of regular visits, we figured out how to keep our patients' needs covered. We began telehealth meetings with our patients through doxy.me which allows regular contact between our providers and patients.

Even with minimal client appointments, we remained open and prepared to address dental emergencies. We start 2021 ready to provide full dental care for an affordable, flat fee. We try to keep the reasons to smile covered.

<i>Dental Fiscal Year Statistics</i>	
Patient Visits	893
Value of Care Rendered	\$197,989
Number of Procedures Performed	1,725
Endodontic Patients	17
Oral Surgery Patients	20
<i>2019-2020</i>	

"We've got you covered....."

Guilford Community Care Network

Providing healthcare access for uninsured adults living in poverty is not a simple task. With an objective to break the cycle of poverty and poor health, GCCN strives to identify and connect patients with providers. There must be a comprehensive and protective approach to achieve a healthy lifestyle - secure housing, access to healthy food, emotional and social support, transportation support, and often advocacy. GCCN creates a safety net that helps connect to a dedicated network of providers and resources who work together to address these basic needs.

COVID highlighted how healthcare inequity and poverty have a direct result on the severity of illness and infection. Regular meetings with agencies became Zoom sessions to best solve how to continue to address these essential needs during quarantines and lockdowns. We are seeing an increase in the need for services, especially with a limited amount of resources. But through an ongoing collaborative network of dedicated agencies and providers, we will continue to focus on best practices in delivering a health care home base for our patients.

Standardized SDOH Screening Questions (<https://files.nc.gov/ncdhhs/documents/SDOH>)

GCCN Highlights



Scan QR Code with the camera to donate



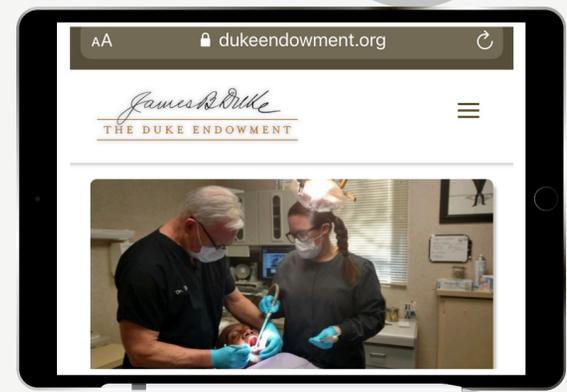
Scan QR Code with the camera to read the article

Bloomerang:

As part of our strategic plan, managing and growing a database for donor support is essential. In order to meet the growing demand for services, donations and funding streams must also grow - with the help of Bloomerang software to achieve this goal. Now that our database has been transferred we will be able to target and communicate with a wider audience. We are already working more efficiently and will continue to educate the community about the services we offer for an important part of the community.

Duke Endowment Article:

We are so grateful to be a recipient of grant money from the Duke Endowment for essential services. We were happy to be included in their newsletter: *Supporting Access During A Critical Time*



.....and connected."

Addressing Food Insecurities in Guilford County



Shelf-stabled food boxes



medically tailored pre-made meals



"This has truly been a blessing."

- Active O.C. Patient

"Thank you for providing food for me during a difficult time."

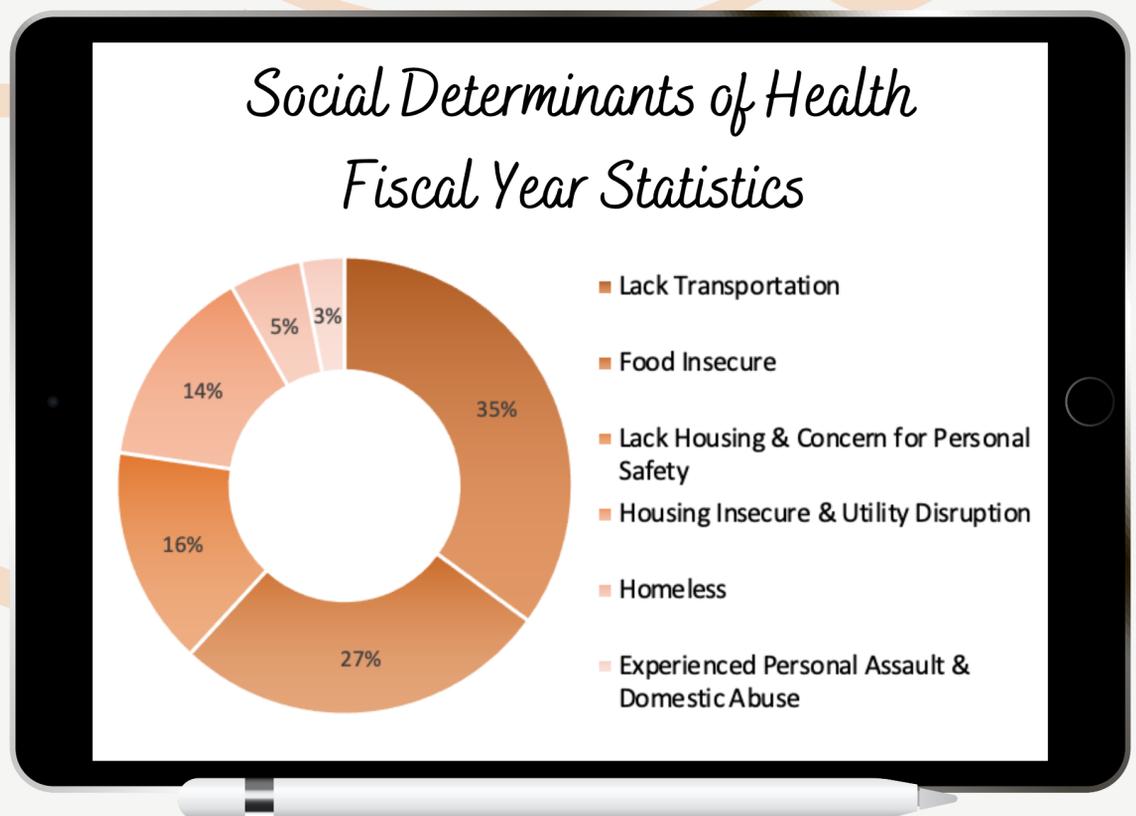
- Active O.C. Patient

Good nutrition is a key social determinant of health. To address ongoing food deserts, GCCN had established strong partnerships with the Greensboro Farmers Curb Market and the High Point Farmers Market for enrolled patients to be able to support local farmers while being able to purchase fresh produce and food with their Orange Cards.

When the markets shut down and quarantining was strongly encouraged GCCN realized the importance of healthy food access even more. Partnering with Deep Roots food co-op in Greensboro, we began to be able to assemble and deliver medically tailored boxes to help with chronic conditions that are often linked with poor nutrition which can exacerbate healthcare problems. Meal boxes geared towards diabetic and/or heart-healthy appropriate food became an important resource. Along with food boxes, patients receive gloves, masks, hand sanitizer, COVID prevention information, and regular check-ins with Case Management.

Transportation

The Transportation Initiative, implemented 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. Transportation is provided by the GCTMS.



Provider Outreach Program

The Provider Outreach Program is a component of the Guilford Community Care Network's "Orange Card" program for Primary and Specialty Care Access for eligible uninsured residents of Guilford County that are at or below 200% of the Federal Poverty Level. We have dentists and doctors who volunteer in our clinics directly and some who see the 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. They include services for primary and specialty care including dental.



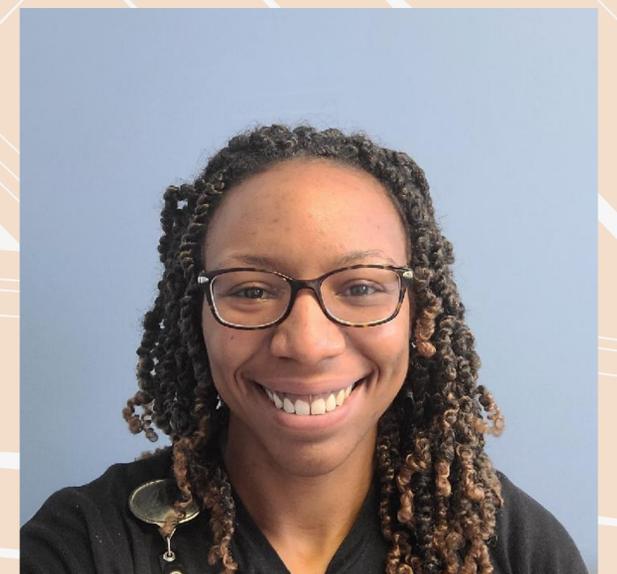
Stephanie Staley

COVID-19 has changed the way we traditionally operate. We have always been in the community providing information face to face. We now have taken a virtual approach to outreach this past year. Go to Meeting, Zoom, mail, email, and telephone have become our primary way of reaching the community and continuing to provide education and information to our provider community and community partners. We are so thankful to each of you that allow us to broaden our reach and expand access to care in the community. Without each of our partners, we would not be able to continue our mission to ensure that all persons have access to quality, comprehensive and affordable healthcare through innovative community partnerships.



Meet Sasha Giles: Behavioral Health Clinician

As the Behavioral Health/Integrated Care Clinician in High Point, Sasha Giles truly understands the importance of the intersection of physical and mental health care. "...depression and anxiety definitely cause a negative impact on physical health, and worrying about accessing primary care can lead to more anxiety and stress." This year isolation also compounded issues with an uptick of safety and mental health situations for some of our patients, but Sasha was able to pivot and address the extra stress that the pandemic brought on. Thankfully, one of Sasha's strongest skills is finding creative ways to address the challenges.

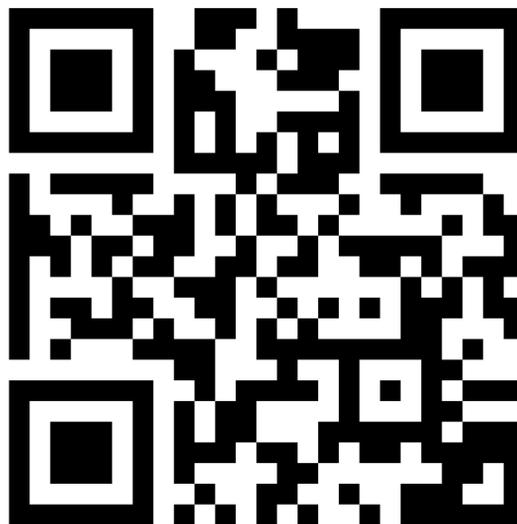


Not every need can be easily solved, though. A diverse client base can mean locating a Korean translator, substance abuse treatment, or early morning transportation from a rural part of the county to medical offices. Sasha's commitment is to provide a safety net of practical solutions. After 2020, making predictions about what is on the horizon for the new year is futile, but Sasha has strong hopes for expanding support with a new part-time clinician to help with the care sites. The hope extends to finding additional professional providers to volunteer their time to expand the scope of care - more Social Workers or Counselors who are committed to offering their services to the High Point population. The need continues to grow, including a rapidly aging population, and while Sasha does try to get everything covered, the more support the better.

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choose Guilford Adult Health
as the designated charity.

www.guilfordccn.org



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Questions? Give us a call at 336-895-4900

Guilford Community Care Network is a Certified Application Counselor Agency.

For more information on the Affordable Care Act you can visit

www.healthcare.gov. You can also call 1-855-733-3711.