

A SERVICE OF GUILFORD ADULT HEALTH, INC.



GUILFORD COMMUNITY CARE NETWORK

2021 Annual Report

18th Year of Service

FISCAL YEAR: 10/01/2020 - 09/30/2021

www.guilfordccn.org

Message from the Executive Director



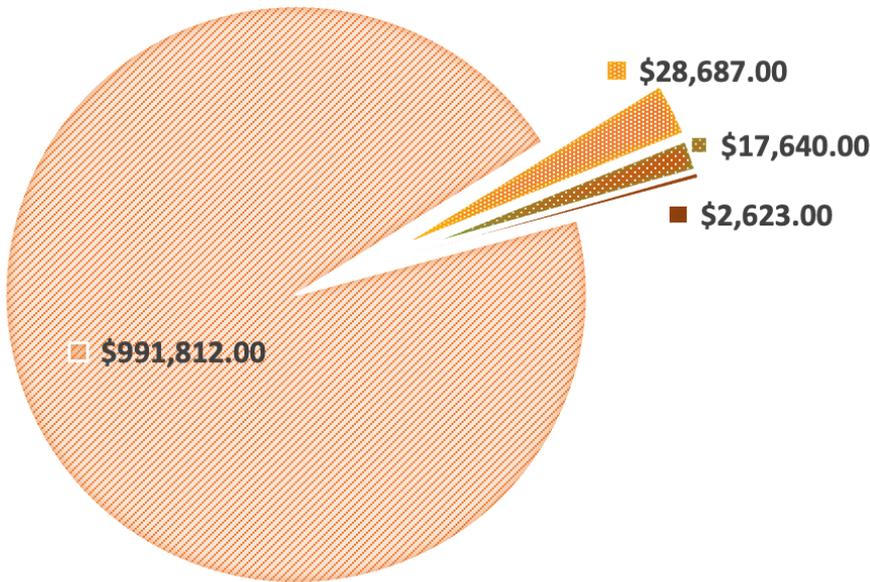
Lisa Duck, MPH, MCHES

The view from where I stand helps me to see the outstanding amount of support that you have provided the Guilford Community Care Network. Looking back, I am reminded about how our team continued to adapt to all the waves of the pandemic and how we never lost focus on providing access to health care for those most in need. In many ways, two years ago, we were facing the long-term impact of poverty on healthcare. While no one was prepared for what COVID brought on, we already knew some of the challenges that came with those living well below the Federal Poverty Level. Accessing health care and achieving healthy lifestyle choices became even more essential, especially as the number of those in need grew exponentially.

We never stopped – sunrise to sunset – providing services and implementing to best practices. While we have definitely adapted based on the past two years, it is time to pivot towards the horizon. As a team, we learned how to be flexible and resourceful. We created open-door access avenues so that we could be in contact face-to-face or virtually and we continue to remain here to be of service. The Network represents an inspiring spirit of care and compassion. The network endures challenges and rises to the occasion to shine with pride, as we continue to address the social determinants of health and connecting medical professionals and care for our clients.

GCCN has been steadfast in our support and our commitment to our mission to establish care for those who are medically vulnerable and living in poverty as we continue to enhance support for our activities. Our patients' health and well-being are the driving forces behind our mission and advocacy. My gratitude remains deep for the staff and providers who work every day to make things better. I know we will have challenges ahead, but with the steadfast support that has been given to us, the view of what looms on the horizon is one of hard work and hope.

Fiscal Year Statistics 2020-2021



■ Total Grants & Contract
 ■ Total Contributions
■ Total Net Patient Revenue
 ■ Total Other Revenues

Financial Snapshot 2020 - 2021

Patients Enrolled in GCCN	2,223
# of Specialist Referrals	611
Patients that Received Food Boxes	1,356
Patients Visiting Farmers Market	954
Received Care Management	2,406

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
- Brian Seely MSN, RN CSSBB:** Director Quality Assess & Analytics NH - HP Quality & Operational Excellence
- Iulia Vann, MD, MPH:** Health Director - Guilford County Health and Human Services
- Alvin C. Powell, MD:** Chief Health Equity Officer, Cone Health
- Aashka Mehta, MHA, LNHA:** Vice President - Post-Acute & Transitional Care: Cone Health Systems
- Mr. Michael Halford:** Guilford County Manager

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 virtual 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.



Access to quality healthcare for all.



To ensure that all persons have access to quality, comprehensive and affordable health care through innovative community partnerships.



GCCN Yearly Highlights Realm



Scan QR Code with the camera to watch Journey to Brave 2021:

Kellin Foundation Journey Award:

Our Executive Director, Lisa Duck, was one of the 2021 recipients of the Journey Award, specifically in Healthcare. Journey Awards are given to amazing community members who overcame significant challenges to help our community thrive over the past year.

Congratulations, Lisa Duck



Our New Location:

We are excited to announce that we moved to our new administrative office location earlier this year.

New Physical Address:

1915 N Church St
Greensboro NC 27405

Expanding Horizons for

Orange Card Patients

Q&A with the care management team



Desirée Woodle, M.Ed.

Q: What does “meeting our patients where they are” mean to you as a member of the care management team?

A: Meeting our patients where they are as a care management team means taking the time to acknowledge the potential challenges and barriers our population of patients has encountered with regard to accessing healthcare and addressing social determinants of health. One way we continually meet our patients where they are is through our enrollment screening and assessment process. A new or renewing orange card patient can enroll in person or virtually. Once approved, we create unique care plans with their next steps to establishing themselves at their primary care medical home and providing them with the additional resources they need through our community partnerships.



Q: What are new ways we plan to improve our patient care?

A: As we continue to enroll patients each year into the Orange Card program, we have plans in place to improve our patient care. To highlight a couple, we currently are exploring Patient Ping/Bamboo Health, which alerts us if a patient ends up in the emergency department or in-patient center. This allows us to follow up with the patient and provide additional care. In addition, to decreasing uninsured patients in the emergency department, we plan to improve our patient care by focusing more on tiered care management, which will allow us to flag patients in our program database who need immediate care coordination. Lastly, we are continuing to improve our screeners for social determinants, a timely establishment with primary care medical homes, assessing the social needs, clinical assessments, and expanding on connections within the community to aid in the assistance of providing quality care and service for our patients.

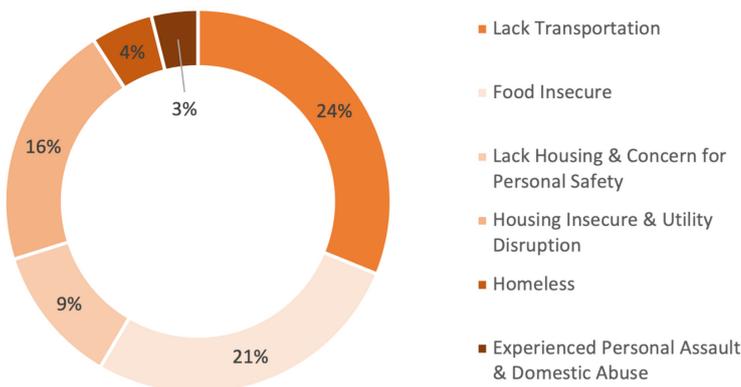


Brenda Vasquez, BSW

Q: What is one way the care management stepped up during the pandemic for our patients?

A: One of our main focuses was the continuity of care for our patients throughout the pandemic. We implemented a virtual enrollment process, a diabetes intervention program, and a food insecurity program. We wanted to make sure our patients continued to receive and have access to the primary care doctor, medications, and additional services provided through the orange card program, such as our dental clinic, transportation services, food services, and additional time in renewing their orange card to maintain their quality healthcare.

2020 - 2021 Social Determinants of Health (SDOH) Fiscal Year Statistics



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



"We serve a large community where everyone's case is different, but at the end of the day, our priority is to make an impact and assure access to health care."

Denise Vasquez

Eligibility and Enrollment Specialist

Who We Are

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, fillings, endodontics, and oral surgery. Patients 18 years and older are seen by appointment only after being screened for eligibility and referred by their GCCN physician.

Real Patients, Real Stories

While we often look at statistics and data about certain populations, we can never forget that each one of our patients have life experiences that brought them to our services. So, when Tom* arrived at the Dental Clinic, he felt welcomed and tended to and truly needed someone to listen to him and to actually be heard. "I really didn't think I would talk to folks at the dentist, but the staff made me feel valued and relaxed. A lot of times, you get the feeling that just because of the way I look or live, I am just patient that they want to be done with right away, but not this time". Tom sat in the dental operatory chair, and before the procedures could begin, he just opened up to the dental team about his very abusive childhood that led to times as an adult he had struggled. He shared many of his life experiences and how he had not been able to deal with some of his dental problems. "I felt supported and respected." This was one of the starts that have helped Tom live in a healthier environment and make healthier decisions. He is now living in supportive housing and is on solid ground and just wanted others to know how happy he is. The dental team expressed their happiness and joy! Now, Tom is in the process of completing a few extractions and fillings, but that's a story for another time.



Dental Fiscal Year Statistics '20 - '21

Patient Visits	1,075
Value of Care Rendered	\$221,512
# of Procedures Performed	2,904
Endodontic Patients*	15
Oral Surgery Patients*	18

*pandemic year



Our Move to Telehealth

One of the many advancements we adopted during the pandemic was the use of Doxy.me, a very valuable asset to our day-to-day functions as a dental clinic. Doxy.me has allowed us to introduce ourselves to new potential patients that can become established in the clinic as well as keeping in touch with our already established patients. Throughout the beginning stages of COVID, Doxy.me was our main source of communication with our patients to allow a bit more of a personal touch. We could safely meet and relay the fact that we were open for dental emergencies. These telehealth visits are now incorporated into our standard care plans. We have also found an added benefit that it can double as an interpretation service in the clinic. Doxy.me allows us to help triage patient care and to schedule the operatories to reduce the risk of spreading COVID throughout the clinic. We are very pleased with Doxy.me and continue to use it on a daily basis. In comparison to the prior fiscal year, the use of teledentistry has increased interaction by 580%.

continuously



transforming

Within Our Reach



Stephanie Staley

Provider Outreach Program Manager

*Thank you to
our amazing
providers!*

Provider Outreach Appreciation

The Guilford Community Care Network (GCCN) would like to extend our appreciation for the countless hours that are put in daily to address the needs of not only our GCCN patients but all patients in the community in need. The past 2+ years in a pandemic have been complicated and exhausting to say the least. Without you, we could not help the most vulnerable patients in our community. Our patients come to us without a primary care medical home, many times in need of specialty care and screening positive for one or more of the social determinants of health (SDOH). Our volunteer provider community assists the GCCN with coordinated care efforts to care for these patients and keep them out of the emergency room and inpatient settings. We can't thank you all enough for making GCCN what it is for our patient population. In addition to the countless providers, we want to thank our additional community partners who assist with medication assistance, transportation, farmer's market access, interpretation services and so much more! Thank you all for being a part of the GCCN and making our community a better place.

What is a Community Health Worker?

"A frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy."

American Public Health Association Community Health Worker Section.



In April 2021, Stephanie Staley, Program Manager with GCCN completed the Community Health Worker training with Edgecombe Community College. In April 2022, she became certified with the state of NC as a Community Health Worker I.

*Diversity
Equity
Inclusion*

To change the chronic impact of poverty on individuals, the cure is much more complicated than just a simple band-aid. In order to get a leg up and break the cycle of poverty and illness, it is essential for everyone to envision how diversity, equity, and inclusion (DEI) influence access. The GCCN is a one-stop-shop that allows some of our most vulnerable adults to access linkages to care and SDOH including housing, mental health, substance use, language barriers, transportation, advocacy, education, dental care, and nutritional supports. The pandemic exposed how many of the results of poverty, food deserts, no insurance, and little healthcare access could hasten the severity and mortality of those who were infected with COVID. Increasingly, there has been a crisis for those living at or below the Federal Poverty Level (FPL), facing higher rates of diabetes, cardiovascular disease, asthma, obesity, and more. Now tie these mitigating factors in with a lack of diversity, equity, and inclusion. Without consistent treatment, many of those with these diagnoses are more likely to face hospitalization, disability, and mortality. Recent statistics show that of adults unable to have enough food for the week, full rent payments, or basic utilities, Black, Indigenous, and people of color (BIPOC) were twice as likely to be in this situation. GCCN has continued to move forward with meaningful impact in DEI by building a foundation that is focused on the agency's vision of access to care for all but with a keen focus on trainings and purposeful encounters. The internal team and the community's key stakeholders are all involved in making the day-to-day changes that positively enhance the quality of life of those we serve. Join the GCCN in being a DEI change-maker in the lives of others today!

Initiatives on the Horizon



Advance Care Planning

Advance Care Planning is a series of conversations you have with your family and health care team about your life's wishes. They are not death documents, but rather, assurance you receive the health care treatment you desire. Advance care planning is important at all ages, not just end of life. Being prepared for life's curveballs can bring peace of mind to you and your loved ones.



Kelly Leggett, MD, MHA
VP, Chief Clinical Transformation
Officer - Cone Health



Healthy Mind Initiative

The Foundation for a Healthy High Point launched its Healthy Minds Initiative. Through the Initiative, the Foundation aspires to make behavioral health services as accessible as possible, bring services to where people are, and strengthen coordination of care. The Foundation also aims to build capacity within community health providers, tap into the strength of local organizations, and raise awareness about the value of behavioral health services within our community.

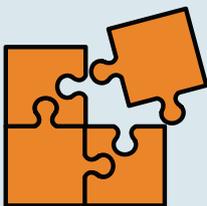
MENTAL

HEALTH



Patient Ping: Bamboo Health

Patient Ping: A care collaboration software that provides real-time visibility into patient care events across the continuum. Working with hospitals, post-acutes, health plans, ACO's and beyond, the platform connects providers across the nation to improve patient and organizational outcomes.



NC Med Assist Diabetes Project

NC Med Assist Diabetes Project: this project is intended to improve patient outcomes as evidenced by a decrease in the patient's HbA1c, reduce emergency department visits and hospitalizations, and increase medication possession ratio.





Ways to Donate



Scan QR Code with camera

www.guilfordccn.org

Shop [Smile.Amazon.com](https://www.amazon.com); choose Guilford Adult Health as the designated charity.

CONNECT WITH US



Mailing Address: P.O. Box 4031 Greensboro, NC 27404

Follow us on Facebook: Guilford Community Care Network

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.