



Guilford Community Care Network

Assuring Access to Healthcare for All

Annual Report

A Service of Guilford Adult Health, Inc.

Fiscal Year: 10/01/2021 - 09/30/2022

YEARS OF SERVICE
19



MESSAGE FROM EXECUTIVE DIRECTOR



Guilford County is our home—a place for us to take pride in our vibrant community. The Guilford Community Care Network is honored to continue to serve by lifting others up to an equitable and accessible level of care. For nearly 20 years, we helped the most vulnerable in our community access a medical home, dental care, and specialty care.

In order to provide these vital services for those in our community who are so often overlooked we rely on our constituents for their comprehensive support. Without you we could not exist. We celebrate you for your inclusiveness and for the decisive way in which you advocate for change in how we provide services for those in need. I encourage you to continue to collaborate with us in unique innovative approaches to reach the populations we serve.

Each member of our community is as important as the next. ***We are committed to addressing the inequities that impact the health and wellness of all our citizens.***

Lisa Duck, MPH, MCHES

Vision

Access to quality healthcare for all.

Mission

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

Access

Our Board Members

Patricia A. Soenksen, MBA, MA - *Chairperson*: Retired healthcare leader and volunteer

Michelle Lewis, CMPE - *Vice-Chair*: CEO – Triad Adult and Pediatric Medicine

Chester Brown III, BA - *Treasurer*: President – Brown Investment Properties

Karen Gammons, RN, MSN - *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 Assessment & Analytics NH - HP Quality & Operational Excellence

Iulia Vann, MD, MPH: Health Director – Guilford County Health and Human Services

Aashka Mehta, MHA, LNHA: Vice President– Post-Acute Care: Cone Health

Michael Halford: Guilford County Manager

Laura Murray, MD: Cone Health Medical Group

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 proactive 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 addressing 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.

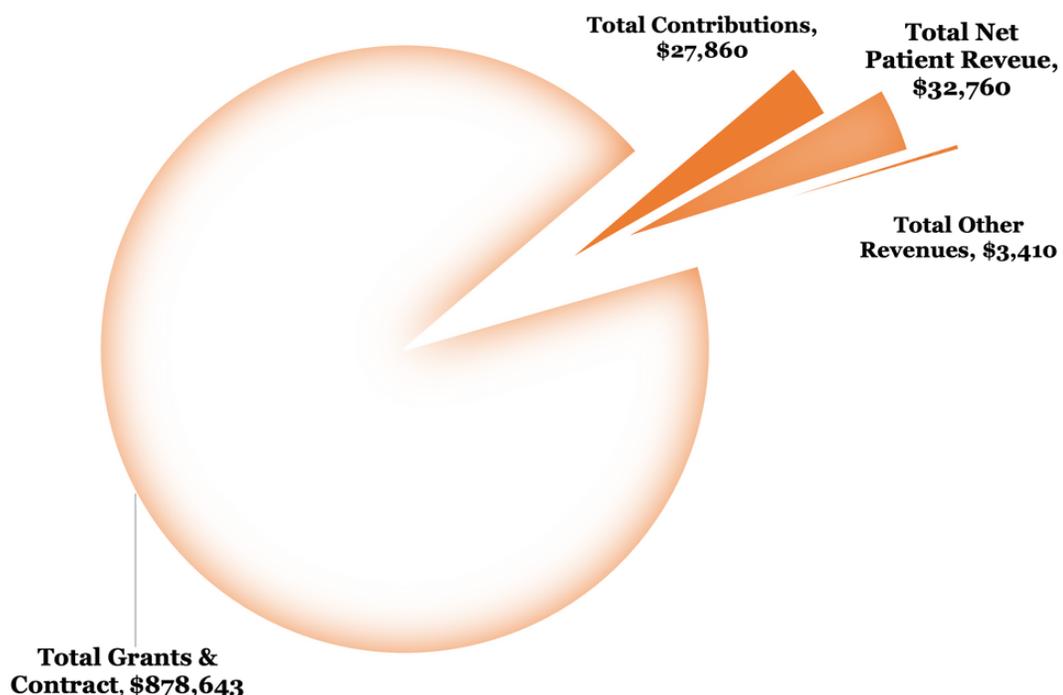
Financial Snapshot

2021- 2022

Patients Enrolled in GCCN	2,544
# of Specialist Referrals	629
Received Care Management	2,735

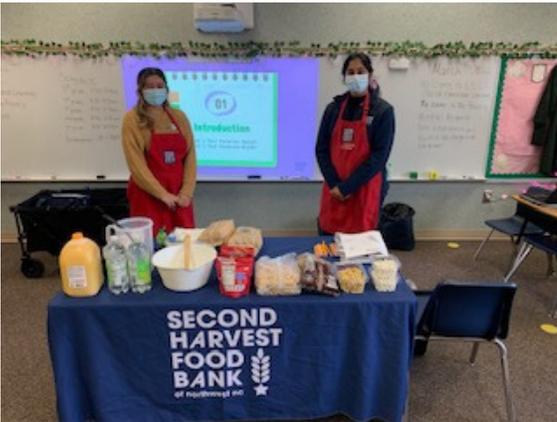
Fiscal Year Revenue

2021- 2022



ELEVATING CARE FOR ORANGE CARD PATIENTS

Cooking Matters Q&A with Shruti Boddapati & Shallelica Mean



Cooking Matters is a program run by Share our Strength, a nonprofit working to solve problems of hunger and poverty in the USA and around the world. It has been helping families lead healthier lives for over 30 years. It allows us to receive standardized and nationally recognized curricula.

We then utilize a variety of tools to bring nutrition education and cooking tips. We help parents and caregivers develop skills for shopping and cooking healthy foods on a budget. **Cooking Matters** offers free cooking classes for parents, kids and childcare providers. Classes include meal prep, grocery shopping, budgeting and nutrition. Digital resources with healthy recipes and videos are also available for those who can't join the classes.

Benefits of Cooking Matters Classes:

- Provides life skills in food resource management, cooking self-efficiency, nutrition;
- Reinforces learning through hands-on interactive classes with recipes, take-home groceries, goodie-bags.

What has been your favorite experience partnering with GCCN:

GCCN patients are always inquisitive and ask great questions. We have especially enjoyed working with Brenda Vazquez (Patient Care Coordinator) who taught us how best to adapt classes for different audiences and how to apply **Cooking Matters** for diabetes and adaptations with Spanish translation.

How do you hope to grow Cooking Matters in Guilford County:

- Explore possibility for translation of classes with curricula additions;
- Reach more partners such as GCCN, including through our mobile teaching/produce unit;
- Incorporate Train-the-Trainer model to bring Cooking Matters to more community partners.

One Take-away for Participants:

How to eat and acquire nourishing foods with resources on hand.

Cooking matters no matter the circumstances and there are many ways to make the healthier choice the easier one.

A national study by the Altarum Institute (2015) shows of more than 1,600 Cooking Matters participants showed they: Had more confidence in cooking abilities, Saw fewer barriers to making healthy, affordable meal, and Were able to prepare healthier, more budget-friendly meal

“83% of parents and caregivers report readiness to adopt healthier, budget-saving shopping techniques.”

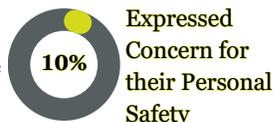
“As a result of our program, 68% of WIC parents reported the ability to maximize their benefits toward the purchase of fruits and vegetables.”

Long-term Impact Report:



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QR Code
with camera

GCCN Social Determinants of Health (SDOH) Fiscal Year Statistics for 2021 - 2022



Who We Are?

The GCCN 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.

Restoring HOPE and creating SMILES

Sarah is a 34-year-old who came in needing a considerable amount of dental work due to putting the needs of others before herself. GDAP performed several restorations on her, but we think her favorite so far was the one we did a few weeks ago on her front tooth. It had been broken off years ago and she was anxiously awaiting it to be fixed (or even if a repair was possible!). Dr. Taylor and his dental assistant did a massive restoration on that tooth and completely built it back up to where it appeared as if it had never been broken. She was so ecstatic she called to tell us that she was taking pictures and sending the pictures of her new smile to ALL her friends and family. Not only had her smile been restored, but her ongoing pain had been relieved as well. This also reduced her chance of a dangerous infection.

DENTAL FISCAL YEAR STATISTICS '21 - '22

Patient Visits **1,411**

Value of Care Rendered **\$368,031**

of Procedures Performed **3,646** (inclusive of Telehealth)

Endodontic Patients **17**

Oral Surgery Patients **21**

Fun Fact

Smiling has incredible health benefits

Decreased Stress

Reduced Blood Pressure

Strengthened Immune System

Increased Longevity

Better Mental Health

Closer & Stronger Interpersonal Relationships

(Albert, 2020)

PROVIDER OUTREACH Appreciation



The Guilford Community Care Network (GCCN) is continuously thankful for our primary and specialty care provider community. We have experienced so much during the last three years of this pandemic but are so grateful to be coming out on the other side. GCCN has had many lessons learned during this time. We are focused on access to care for our uninsured and vulnerable patients in Guilford County. We are forever grateful for our providers who are willing to see our patients for a reduced cost based on our sliding fee scale. We are constantly advocating for our patients and proud to say we have community partners who are doing the same. With Medicaid expansion on the horizon, we know that the landscape may change but there is so much work left to do and so many patients left to serve. We will be here to continue to assist with that. Thank you all for being a part of our network and making our community a better place!

Stephanie Staley, CHW - Provider Outreach Program Manager



INNOVATIVE TRANSPORTATION PARTNERSHIP BENEFITS PATIENTS

When you are uninsured with limited resources, sometimes you must choose between food on the table, transportation or going to doctor's appointment. This is a challenging daily reality for many GCCN patients.

Transportation is a major social determinant of health!

Fortunately, GCCN was awarded a grant to assist with transportation. We have successfully partnered with Uber Health. Just in a few months, this new initiative has positively impacted 103 clients!

Our Referral and Care Management Team is always alert to patients who have identified transportation needs and helps them to schedule transportation. Please meet Rachel. Due to health issues, Rachel struggles with her vision and cannot drive. She can't see signs to take the bus or navigate a bus route. Now, thanks to GCCN's transportation partnership which includes Uber Health, Rachel has door-to-door transport from home to/from her appointment and receives assistance picking up medications.

Countless times, Rachel has expressed how thankful she is for her GCCN Care Manager and our transportation service!

THE FOUNDATION FOR A HEALTHY HIGH POINT SUPPORTS GCCN



Toni Myers-Beck, LCSW
Integrated Behavioral Health Clinician

Hello, I am Toni Myers-Beck (LCSW) and I am the Integrated Behavioral Health Clinician at Atrium Health Wake Forest Baptist High Point Medical Center and the Community Clinic of High Point. My position's focus is to break down barriers and create health equity by assisting uninsured patients admitted to the hospital. I use a trauma-informed, cognitive behavioral approach with my clients whether in the hospital or in the outpatient setting at the Community Clinic of High Point. Each day I meet with patients who have chronic medical conditions and behavioral health concerns on the hospitalist service line. I complete the PHQ-9 (patient health questionnaire) and GAD 7 (anxiety severity questionnaire) and assess for social determinants of health needs as well as possible substance use disorders.

I use brief interventions such as, Solution-Focused Therapy, Motivational Interviewing, and SBIRT immediately to introduce the concept of behavioral health intervention to break down the stigma and reduce patient reluctance to future interventions. I try to show how mental health is a large factor in their overall healthcare. I discuss community based medical and behavioral health providers that accept patients without insurance and reduced or no income. The patient then decides whom they can choose as their medical home. If they choose the Community Clinic of High Point, I offer to make the eligibility appointment for them. Our overall goal is to close the loop and provide the patient with a medical provider and potentially, if they choose, behavioral health services to support their continued recovery.

“Toni has been supported in her integrated care efforts through technical assistance services from the Center of Excellence for Integrated Care, a program of the Foundation for Health Leadership and Innovation. The Center of Excellence is the strategic manager for the Healthy Minds Initiative of the Foundation for a Healthy High Point. The goal of Healthy Minds is to improve behavioral health access and outcomes in the High Point community. Dr. Amelia Muse, Senior Director of the Center of Excellence, shared, “Toni has been providing an essential behavioral health support to the High Point community by being responsive and flexible to changes resulting from the closing of the Transitional Care clinic. Without Toni’s services at the Community Clinic and the High Point Medical Center we believe that many uninsured patients being discharged from the hospital would not have made it to their behavioral health referral points in the community. The continuity of care provided through this program is very promising.”

Amelia Muse, PhD, LMFT

WAYS TO DONATE



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www.guilfordccn.org

Shop Smile.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**.

