

# Kinston Community Health Center, Inc.

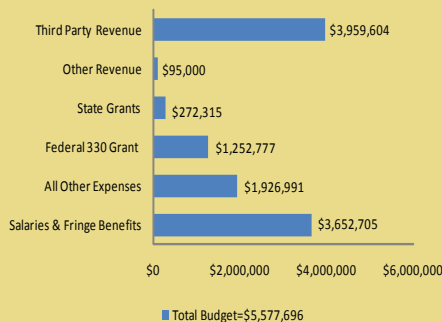
2009 Annual Report

## Community Benefit

### ECONOMIC IMPACT

Total # of employees	76
Salaries/wages/benefits	\$3,652,705
Uncompensated Care (includes slide scale & bad debt)	\$1,873,392
Avg. cost per medical visit (physician & lab)	\$121
Avg. cost per patient per year	\$566
This cost includes:	
<ul style="list-style-type: none"> <li>• Physician visit</li> <li>• Lab</li> <li>• Nursing Care</li> <li>• Dental</li> <li>• Pharmacy (340b only)</li> </ul>	

### Fiscal Year 08-09 Budget



### ARRA 2009 Awards

(New Stimulus Funding)

IDS	\$241,761
CIP	\$532,415
<b>Total</b>	<b>\$774,176</b>

Fiscal year 2008-09 covers December 1, 2008 to November 30, 2009. Unaudited.



## Message from the Board Chair

Ladies and Gentlemen,  
It is indeed a pleasure to serve as Chair of the Kinston Community Health Center (KCHC) Board of Directors. Over the years, I have witnessed the growth and development of this organization which serves over 8,000 citizens in eight eastern North Carolina counties. The Center provides approximately 40,000 visits annually as of the 2008 calendar year. Our mission is to provide accessible health care to the citizens in our community. The sliding fee scale enables the Center to do just that along with the many other support services that we offer. Those services include the 340b pharmacy discount program provided in partnership with Realo pharmacy in Kinston, as well as the NC Health Wellness & Trust Fund Commission grant that has helped over 500 citizens to obtain *free* medications so far this year. The health center has also benefitted from the American Recovery and Reinvestment Act (ARRA). As a result of the Increased Demand for Services (IDS) grant, service hours have been extended to 8:00 pm Monday through Friday to help working adults get the medical and dental attention needed. I am also excited about our Capital Improvement Program (CIP) grant which is part of the ARRA funds that will enable us to renovate several aspects of the Center.

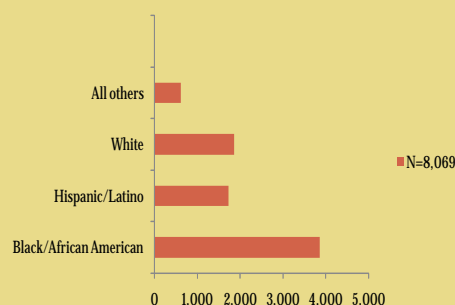
The expectation is increased utilization and improved patient flow as well as a more pleasant environment for both patients and employees alike. The health center is a small employer, but a sizable one, presently employing 76 individuals with a payroll in excess of \$3,000,000.00 per year. Recognizing that this report will be introduced at the first annual Hope for Equal Access community banquet, I would like to congratulate Mayor Buddy Ritch as the first recipient of the Sol Schechter Hope for Equal Access Award, as well as the CEO's Choice Award recipient. Thank you for the work you have done on behalf of the Center. I would also like to applaud the work of the Advocacy Task Force and encourage you to continue your support of the health center. Finally, on behalf of the Board of Directors we salute the work of Mrs. Carla Pellerin and her staff. You've come a long way, and I support you in your journey forward toward more success.

Sincerely,

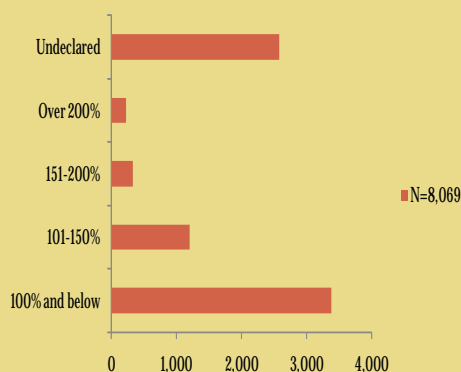
*Rosalind McDonald*  
Rosalind McDonald,  
Vice President of Nursing  
Lenoir Memorial Hospital

## Community Benefit

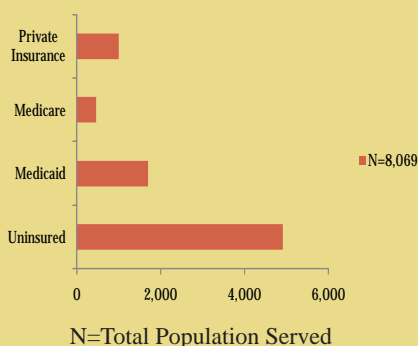
### PATIENT DEMOGRAPHICS



### INCOME AS PERCENT OF FEDERAL POVERTY LEVEL



### PATIENTS BY INSURANCE TYPE



Data source for all charts: UDS 2008



## Message from the Chief Executive Officer

Dear Friends,  
I'd like to begin with enormous thanks to each and every member of the Board, the staff, and the members of the Advocacy Task Force for your support of the Kinston Community Health Center. We've come a long way since July of 2007 when my feet touched the ground for good in Kinston. My dad says that back in 1947 when he was a Marine serving in World War II, stationed at Montford Point, he remembers that Kinston is where he and his comrades would socialize on the weekend. So there is a connection to this community dating back 60 years; my parents will be married 62 years this December. Wow.

With regard to the health center, I look forward to a long road ahead, a road with many signs, options, possible detours, but no road blocks. We are moving in one direction, forward. One of our greatest challenges on the road ahead is creating a continuous pipeline of providers, i.e. physicians, nurse practitioners, and dentists to serve our population. I look forward to building strong ties to East Carolina University. I am especially pleased that Dr. Virginia Hardy, Senior Associate Dean of Academic Affairs, Brody School of Medicine is a participant in the first Annual Hope for Equal Access community banquet. We also have a unique partnership

opportunity with the University of Puerto Rico's School of Dentistry through our Chief Dental Officer, Dr. Ana Vazquez, a tenured professor and former Chief of the Prosthodontics program at the University of Puerto Rico. This is merely a sample of our many assets that we have to build upon both internally and externally. As the health reform process in this country forges ahead, there is one aspect to the overall delivery system that will remain constant in my opinion, and that is the need for Federally Qualified Community Health Centers like the Kinston Community Health Center. While we hope that Congress will make improvements in the way providers are reimbursed, patient safety and provider accountability, we know that there will always be a need for a safety net. Community Health Centers are the place for culturally competent, community responsive care that our citizens can afford. We hope to enlighten you more to this fact in this report, and I encourage you to get involved by becoming an advocate for health. A great place to start is to join our Advocacy Task Force.

My Best Always,

*Carla B. Pellerin*

Carla B. Pellerin, MHA  
Chief Executive Officer

## Impact of Care

The Kinston Community Health Center served over 8,000 patients in 2008 and is on pace to serve almost 11,000 in 2009. Over 70 percent of these people reside in Lenoir County and 62 percent have no insurance. In the last fiscal year, \$1,873,392 of uncompensated care was provided to the citizens of Kinston, Lenoir County and the surrounding area. This amount is 150% of our Federal grant which allows us to provide these services on a sliding scale. In addition, we help these patients with no prescription coverage to obtain medicines at little or no cost. In the past 7 years, over \$4,183,000 worth of prescriptions have been provided to our patients at no cost. So far in 2009, over \$485,000 worth of medicines have been provided to our patients. In June 2008, KCHC had 2,581 patient visits and 408 patients (15.8 percent) were uninsured. In January 2009, there were 2,703 patient visits and 512 patients (18.9 percent) were uninsured, an increase of 25 percent in the number of uninsured. In June 2009, out of 3,111 patient visits, 730 (23.5 percent) were uninsured, an increase of 43 percent in the number of uninsured patients. The number of uninsured patients has continued to increase since June 2009.

Submitted by:  
Linda Albers  
Chief Financial Officer

## Scope of Care

### Family Medicine

The family medicine clinic conducts approximately 15,418 patient visits per year. These services are provided by two full-time physicians, one full-time nurse practitioner, one part-time nurse practitioner and one part-time certified diabetic educator. The top three primary diagnoses in this department are hypertension, diabetes and otitis media.

### OB/GYN

A team of two OB/GYN physicians and one certified nurse midwife work together to give patients comprehensive care. This group provided 8,079 outpatient visits and delivered 243 babies in the calendar year that ended December 30, 2008. Only two babies were <1500 g or low birth weight.

### Dental

Two full-time dentists, two part-time dentists, and two full-time hygienists delivered 11,091 patient visits that included adult and child: oral exams, prophylaxis, sealants, fluoride treatment, restorative, oral surgery, and certain rehabilitative services.

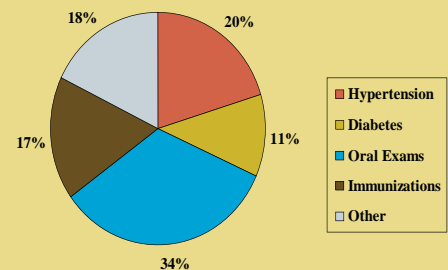
### Community Outreach Services

A program dedicated to ensuring local farmworker families have access to primary care providers. These services include patient transportation, translation services at speciality appointments and home visits where health promotion and disease prevention information is provided. This service is conducted by three bilingual patient navigators and the community outreach director, whose role spans across the organization. This department also provides services to the general patient population as requested by the providers.

### Enabling Services

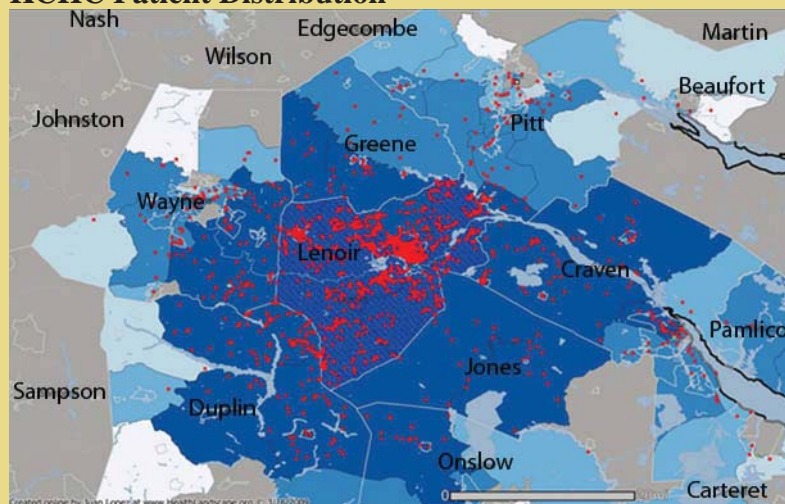
Clinical translation services are provided by two full-time bilingual staff (Spanish/English).

Patients by Primary Diagnosis



Data Source: 2008 UDS

### KCHC Patient Distribution





Congressman G.K. Butterfield (D-NC), discusses health reform with KCHC staff and community members on August 4, 2009.



Brian Thomas, Patient Navigator, converses with patients who benefit from shuttle services provided through the community outreach program.

## COMMUNITY PROGRAMS

### 340b-Federal Drug Pricing Program

This is a federally qualified health center program conducted in partnership with Realo Drugs (Queen Street location only) that allows the Center to offer patients a 40 to 50% discount off of the retail prescription price.

### Prescription Assistance Program

In addition to the 340b program, we offer patients medication assistance through a NC Health Wellness & Trust Fund Commission grant. Patients who meet the criteria are eligible for free medicine. Presently, more than 500 patients have been served year-to-date.

### Community Care Plan of Eastern NC (Case Managers)

KCHC is a contracted employer that facilitates the provision of two RN case managers that assist Medicaid community care recipients with self-management support. Additionally, one outreach worker is provided for the NC Health-Check program in Lenoir County.



Seated l to r: Ana Vazquez, Carla Pellerin; Standing l to r: Sue Barnett, Mark Johnson, Linda Albers, and Julius Mallette

## SENIOR LEADERSHIP

*As of August 2009*

### Clinical Staff

Ana Vazquez, DMD, Chief Dental Officer  
 Julius Mallette, MD, Chief Medical Officer  
 Sue Barnett, MSN, FNP-C, Chief Nursing Officer

### Administrative Staff

Carla B. Pellerin, MHA, Chief Executive Officer  
 Linda Albers, Chief Financial Officer  
 Mark Johnson, Chief Operations Officer

Board of Directors: Rosalind McDonald, Chair, Jeff Hale, Secretary/Treasurer, Marilyn Fields, Hilda Hill, Mary Hosea, Rob Jones, Courtney Patterson, Juvencio Peralta, Dr. Junius Rose, and James Wilkins

## Hope for Equal Access

Resources for more information on  
community health centers:

[www.nachc.com](http://www.nachc.com)  
<http://bphc.hrsa.gov>

[www.ncchca.org](http://www.ncchca.org)  
[www.recovery.gov](http://www.recovery.gov)

### National Health Center Week 2009 Sponsors for KCHC

**Platinum**                      **Realo Pharmacy**

**Gold**                              **LMH Foundation**  
**Harvey Foundation**  
**Walmart Foundation**

**Silver**                          **Precision Healthcare**

**Supporter**                      **Christopher's**  
**Drake Janitorial Services**  
**The Little Bank**  
**Minges Bottling Co.**  
**Harvest Connection/**  
**Disaster Relief Ministry**

#### **MISSION**

Our mission is to provide quality and accessible health care to the citizens in our community.

#### **VISION**

Our vision is to be the **preferred choice** for the citizens in our service area.

#### **VALUES**

Respect • Working Together Enthusiastically • Dedication to Caring for Our Patients & Each Other • Responsibility • Accountability • Competence • Fairness • Character • Customer Service

Editor, Daura Drumgoole, Executive Assistant

© 2009 Kinston Community Health Center, Inc.