



# COMMUNITY HEALTH

MEDICAL • DENTAL • BEHAVIORAL HEALTH



ANNUAL REPORT 2021



**Rob Riley**  
Board Chair

## Dear Friends,

The entire Community Health family deserves our heartfelt gratitude for the extraordinary care, dedication and skill displayed throughout 2021, another year of challenges brought about by the pandemic. The response to the huge demands placed upon our staff, our facilities and our community were profound and reciprocal, with neighbors helping neighbors, families helping families, community organizations working together. Community Health is closer to the communities it serves than ever before. We are more effective and more powerful as a team and collaborating with the community has made us more engaged and connected.

- Participating in the Community Assessment and the Rutland Community Collaborative
- Using managed care services to access community resources
- Supporting Come Alive Outside, Farmacy, Farmer's Market to address food insecurity and active living
- Taking part in community walks and fundraisers for suicide prevention, Alzheimer's, child abuse prevention
- Celebrating 25 years in the Mettowee Valley
- Addressing needs of our future generations with kids vaccines and kids dental programs

We reacted to the needs and demands of the people who live in our communities through population health assessments; a new kids dental practice; kids vaccine program; self-management workshops; expanded telehealth behavioral health services for all ages; substance abuse and addiction recovery; telederm remote dermatology; school-based telehealth for pediatric behavioral health.

Our skilled professional and creative staff provided the innovation that carried Community Health along a path of adaptation and

change in response to new needs and demands from patients, staff and stakeholders. Support for our innovation came directly from the top, from our volunteer board of directors who remained committed to our mission, adapting their work and communication to virtual meetings and presentations.

It's been another demanding year, but we persevere and continue to adapt and respond to the needs of the community.

As a family, Community Health is dedicated to bringing comprehensive primary care services to all those who seek our help. We are strengthening our steadfast mission to bring the highest quality care with new facilities, accessible dental, medical and behavioral health services and the best possible experience for families and individuals in our service area.

While 2021 provided challenges to health care, we look to 2022 as a year that Community Health will become a destination for health and wellness, one where we can provide roadmaps to prevention, recovery and growth, a safe space to come for help to assess and understand our individual health challenges and a place where health education and self-care become part of our everyday routines.

Your health is our mission, and we will be true to our vision of the future of health care and "to be the foremost integrated community health center providing quality and collaborative care that is accessible to all people, in order to live their best lives and build stronger communities."

**Bob Riley**  
Board Chair

**Mike Gardner**  
Chief Executive Officer



**Mike Gardner**  
Chief Executive Officer



# Community Health Board of Directors

Community Health’s Board of Directors consists of a chairman, vice chair and 16 directors. In accordance with the Federal Health Resource Services Administration (HRSA) regulations, the majority (51%) of the board members must be patients served by Community Health. The board members must, as a group, represent the individuals who are served by the health center in terms of demographic factors such as race, ethnicity and gender.

### 2021/2022 BOARD OF DIRECTORS

- ROB RILEY, CHAIR
- NANCY MORLINO, VICE CHAIR
- CAROL BALLOU
- MELBOURNE BOYNTON, MD
- LUTHER BROWN
- JOANNE CALVI
- MADELEINE FAY
- ROLAND “LENNY” GIBSON
- RICHARD GRIFFITH
- BETH HALPERN
- ROBERT HEDDEN
- THOMAS HUEBNER
- LAWRENCE JENSEN
- JADE MEAD
- AMY MENARD
- ROSEMARY PAYNE
- SCOTT WEBB
- SALLY WOOD

### NON-VOTING MEMBERS

- MIKE GARDNER, CEO
- JILL JESSO-WHITE, SECRETARY TO THE BOARD
- DEAN RINALDO, TREASURER





# Farmacy Program





# Health Resources and Services Administration Review

In 2021, Community Health completed an Operational Site Visit by the Health Resources and Services Administration (HRSA). Most health centers generally complete a site visit every three years for funding eligibility.

Operational Site Visits are conducted to ensure federally funded health centers comply with Health Center Program requirements through oversight by HRSA's Bureau of Primary Health Care. Areas reviewed during the visit include financial and clinical management, operations, monitoring and reporting, governance and quality improvement. The final report is expected sometime in 2022.

## HRSA Community Health Quality Recognition

The Community Health Quality Recognition badges recognize Health Center Program awardees that have made notable quality improvement achievements in the areas of access, quality, health equity and health information technology.



### Advancing Health Information Technology for Quality

Advancing Health Information Technology (HIT) for Quality Awards recognize health centers that optimize HIT services for advancing telehealth, patient engagement, interoperability and collection of social determinants of health to increase access to care and advance quality of care between 2018 and 2019. Community Health's Telehealth system increased access to patients and strengthened care coordination for chronic care and behavioral health and established a school-based Telehealth system.



### Health Disparities Reducer

Health Disparities Reducer Awards recognize health centers that meet or exceed the Healthy People 2020 goals, or made at least a 10% improvement across different racial/ethnic groups between 2018 and 2019. Population health specialists added to our health care network increase outreach, engage new patients, re-engage existing patients and address gaps in care.



### Patient Centered Medical Home Recognition (PCMH)

Patient Centered Medical Home Recognition recognizes organizations that meet national standards for primary care that emphasize care coordination and ongoing quality improvement. Community Health provides services to address barriers to care in this rural, low income area, including transportation, education relating to health risk behaviors and facilitating insurance enrollment. With expanded capacity in our care management teams and increased care coordination, patients of all ages have been supported in accessing care, managing disease conditions and navigating care.

### LAB CERTIFICATION

Our Castleton, Mettowee and Community Health Brandon blood draw facilities are operated by Community Health and provide services for Community Health patients. Community Health Castleton in Bomoseen is a moderate complexity lab and holds a certificate of compliance from the State of Vermont for laboratory services.



### DIABETES EDUCATION PROGRAM

Community Health's diabetes education program is accredited by the Association of Diabetes Care & Education Specialists (ADCES). Primary care patients take part in diabetes education programs with Community Health's three certified diabetes educators (CDCES) and Level 2 paraprofessional at Community Health's Brandon, Mettowee and Castleton practices.



### Quality Leader

Community Health has been named 2021 Health Center Quality Leader Silver Awardee by the Health Resources and Services Administration (HRSA) ranking us in the top 20% of all community health centers in the US for overall clinical quality measure performance.

## Quality Improvement Awards

HRSA's Quality Improvement Awards, awarded annually in August, recognize health centers that deliver affordable, accessible, quality and cost-effective primary health care services and improve the range of services through modernization and efficiency.



### Access Enhancer

Access Enhancer Awards recognize health centers that increased the total number of patients served and the number of patients receiving comprehensive services between 2018 and 2019. Community Health serves more than 80% of the residents in Rutland County.







# PRIMARY CARE

By Bradley Berryhill, MD  
Chief Medical Officer

For a second year, the pandemic has dominated our clinical, emotional and operational mindset. Our team of providers has worked to create safe and appropriate clinical care to protect our patients and staff while addressing the changing assessments and observations of the federal, state and local health officials who have guided us through the pandemic.

We've worked as a team, a team of directors and associate medical directors and clinicians keeping us on top of the medical, dental and behavioral health impacts of the pandemic as we maintained our mission to bring primary care to the population in our care region.

Population health is a new aspect of primary care that was embedded in our approach to create clinical care pathways to better address the health care issues for our patients, focusing on how to heighten the importance of prevention and wellness in our practices and in the lives of our patients. Care management has become an integral aspect of preventive health care, with skilled clinical professionals assisting the most vulnerable populations with everything from helping maintain treatment schedules and medication to overcoming housing and food insecurity. Community Health has dedicated new care management services to primary, pediatric, nursing home and behavioral health care.

The Community Health Needs Assessment, released in May 2021, provides guidelines for us to use when addressing the most pressing health care issues in our community. The report is conducted every three years in partnership with community members and local agencies. Community Health is one of the partners, emphasizing the importance of collaboration and community engagement in health care. The areas of major concern highlighted in the report

include mental health, childcare, the aging community and limited access to housing, food and technology. A united approach to addressing the areas of concern involve sharing of goals, data and systems of care.

Finally, a major focus for Community Health has always been creating a workplace that is reflective of the communities we serve with dedicated workers who are committed to the mission and vision of the organization. In 2021, we recognized and are continuing to address these concerns: worker burnout as a result of the demands of the pandemic, an aging medical staff, nurse shortages and staff retention and recruiting in a highly competitive employment scene.

## Our goals for the coming year include:

- maintaining sharp focus on the mission of primary care
- uniting primary care with public health strategies
- linking population health with our health care goals
- understanding the patterns of local social and structural health determinants
- creating a culture of "We" throughout Community Health

As Chief Medical Officer I see Community Health as a health care system that appreciates the possibilities for high quality longer life, an environment that advances the health of all and a family of health care providers that realizes the power of working together.







COMMUNITY  
KIDS DENTAL  
GROW UP SMILING







## BEHAVIORAL HEALTH

By Christopher Chadwick, MS, LADC, AFC  
Director of Behavioral Health  
& MAT Services

Community Health Behavioral Health services grew at a rapid rate in 2021, responding to the steady demand for the care our skilled medical, therapeutic, counseling, social work and care management professionals provide. We received 4,046 referrals for services; saw 2,925 unique patients for close to 23,000 visits; and our specialists met with 390 medication-assisted treatment (MAT) patients. We credit our incredible staff with helping to maintain an average no show rate of 18.7%, representing our dedication to keeping our patients on course with their treatment.

The provider staff expanded by 38%, with the addition of three psychiatric nurse practitioners and three psychotherapists. We created three new behavioral health care manager positions and completed our collaboration with the Centers for Health & Learning on Community Health's Zero Suicide Initiative. Our physical practice space will expand in the coming year to accommodate offices and counseling space at the newly

purchased Community Health building at 231 N. Main St. in Rutland.

The new care manager roles were created to coordinate services for patients with complex needs. The transitions care manager helps patients with recurring inpatient and emergency room visits. The primary care provider (PCP) care manager works with primary care patients who have mental health and/or substance abuse needs but are not actively involved in a behavioral health program. And the behavioral health care manager coordinates care for current Community Health behavioral care patients who are in need of additional support, providing consultation for treatment and linking patients to community resources.

In 2021 we saw increased coordination with community services, collaboration with educational and service-based organizations and added staff to address the most pressing needs during year two of the pandemic.



## POPULATION HEALTH - LEADING OUR COMMUNITY TO IMPROVE HEALTH

By Andrea Wicher, MSW  
Director of Population Health & Quality

Reflecting on the extraordinary service and drive for excellence that lives throughout Community Health, I truly see Community Health as the key driver for changing the health outcomes of the Rutland region. The responsibility to help our community get through the pandemic is a perfect example of how Community Health has been an anchor for not only our patients, but to other health providers in the community.

As the largest FQHC in Vermont, we have an extraordinary opportunity to make a difference in the way we deliver care to the community by taking a population health approach. Population health has many definitions, but I define our approach as "focused initiatives on populations to create care pathways to standardize care for

specific diagnoses to increase consistency and reduce health inequities."

This past year was the inaugural year where we began to consider what the future of health care looks like - moving away from fee-for-service to value-based care. Transitioning from getting paid for quantity (how many) to quality (how well) will allow Community Health to shift more focus on prevention and wellness.

Community Health's vision aligns perfectly with the future of health care reform: "To cultivate a healthy community where all individuals achieve their highest potential for health and wellness."









2020 and 2021 have been challenging years for care managers as Covid greatly increased the needed support from our team. We identified a much higher level of behavioral health concerns, stress and anxiety which only contributes to the needs of our very complex medical patients.

Since first initiating care management at Community Health several years ago, our team has grown dramatically. We constantly re-evaluate how we can continue to evolve as our community's health care needs grow. For example, we created a position which coordinates care and services to support behavioral health patients transitioning from the emergency room and inpatient psychiatric services at Rutland Regional Medical Center. In addition, the barriers to the social determinants of health (transportation, safe housing, education, language and literacy

skills) complicate those with medical complexity even more. It is difficult to focus on your medical care when you don't have a place to live or can no longer afford your medications. Our team of care managers fill those gaps of care, providing resources, services and care coordination.

Our Nursing Home Service Line supports all of the patients within the three facilities in Rutland. Our nursing home care coordinators not only support our embedded providers in the nursing homes but work closely with the care managers in the practice sites, assisting in the transitions of care for a safe, effective discharge.

Plans are underway to expand our diabetes educational services, working collaboratively with our community stakeholders and our ACO, OneCare Vermont. Data from 2020 indicates that 13% of the population now has some form of diabetes and Community Health will be focusing on this as our first complex care diagnosis.

Care management at Community Health has demonstrated the highest level of excellence in providing care coordination and collaboration. Our care management team encompasses all of our practices to include primary care, pediatrics, behavioral health and our Nursing Home/SNF Service Line.

## CARE MANAGEMENT

By Claudia Courcelle, RN, BSN, MSA, CCM  
Director of Care Management







**25 Years**  
**Of Proudly Serving**  
**Our Community!**



## Our Roots in Rutland County

Community Health Centers of the Rutland Region was formed in 2004 as a 501(c)3 nonprofit health care center, a primary care network that was once part of what now is Rutland Regional Medical Center. Mettowee, Castleton and Brandon locations were part of the original hospital network. "In order to form a federally qualified health center (FQHC) you have to be separate from the hospital, have your own board of directors. So, we separated in 2004," said Community Health CEO Mike Gardner.

A lifelong resident of Vermont and a patient since childhood at Castleton Family Health Center (now Community Health Castleton), Gardner joined Community Health in 2004 as chief financial officer. In 2006, Community Health qualified as an FQHC with a mission to "improve, promote and provide access to affordable health care to the Rutland Region."

Carl Beckler, MD, a primary care physician at the Mettowee practice, was one of the first providers to join Community Health along with current providers Chief Medical Officer Bradley Berryhill, MD and H. Peter Dierksen, MD.

"The Mettowee building was built by the hospital and we moved there in October 1996," Dr. Beckler said. "When Community Health came into being, they picked Grant Whitmer, a visionary, to run it. Grant brought in other practices. So, here we are in 2022, a pretty solid organization doing a lot of good work. I feel like I have seen it all the way through all of those changes."

The Mettowee practice celebrated its 25th anniversary in 2021. The land that Community Health Mettowee sits on at 278 VT Route 149 in West Pawlet was purchased from local farmers Hazel and James Covino.

A photograph of the Covinos by photographer Neil Rappaport is displayed in the Community Health Mettowee waiting room. "I've got people I've taken care of for 30 years," said Dr. Beckler. "That's pretty special."

"Instead of providing just primary care, we grew to provide behavioral health, which is integrated in all our practices," Gardner said. Community Health's behavioral health program is one of the largest in the region. "We now have three dental practices, a pharmacy, pediatrics, lab and a care management program. We've expanded from three sites to nine sites. We went from 40 employees to 400 employees," he said.

Shortly after becoming an FQHC, Community Health transitioned to an electronic medical record (EMR) system. "When I was a kid," Gardner said, "I would rely on my parents to take me to the doctor. There was a paper chart." Now, all of the medical records, all of the data is shared, the labs from the hospital or a specialist. "You have a nearly complete medical record available electronically," Gardner said.

"Prior to the EMR model we never had any way we could run a report and say these patients haven't been seen for a cancer screening or immunization. Now we can. We have the data and we are coming up with ways to use it in a smart way."

Community Health joined Vermont's Affordable Care Organization (ACO) OneCare, and is transitioning from a fee-for-service to a value-based payment model.

"It involves pulling all of our services together and using our resources in

the most prudent manner, making sure patients are getting the right care at the right time at the right place; making sure we aren't duplicating anything or wasting resources," Gardner said.

In 2021, Community Health providers saw 45,000 individual patients and generated over 180,000 encounters.

The most recent service added is the care management program which includes over 20 care managers who work throughout the Community Health network from pediatrics to behavioral health. "We have resources that we provide for our patients even when they are not in the office seeing a provider," Gardner said. "We have resources for patients to get help with referrals, medications, checking their blood pressure or blood sugar. We are being proactive."

Community Health will always be part of the health care system that cares for people who are ill or injured, but the ACO model is developing a new approach to determining the preventive and wellness needs of the population from birth.

In 2021, celebrating the 25th anniversary at Community Health Mettowee was a reminder of the impact Community Health has had on bringing quality health care to the Rutland region. Growing from a small group of primary care providers to an integrated network of multiple services, Community Health continues on an impressive trajectory. We are a community-based organization that provides health care, wellness and preventive programs, career opportunities and a collaborative connection to an evolving population.



# Social

## Connecting Through Communication

**The Insider**  
EMPLOYEE NEWSLETTER  
July 2021

**INSIDE**

- Goodbye to JoAnn Blair
- Corporate Compliance
- Photo Contest
- Alzheimer's Walk

**SPOTLIGHT**

**OneCare Vermont**

As a Community Health employee, you may have heard the terms ACO and OneCare and wondered what these terms mean and how they work together. Here are some key points that OneCare Vermont would like you to know about this initiative:

- OneCare is Vermont's local accountable care organization (ACO), led by health care providers.
- OneCare doesn't provide health care – instead, it brings health groups together to improve health care quality and stabilize costs.
  - OneCare brings together health care and social services organizations to work together. OneCare partners with many different types of organizations, including home health, hospitals, primary care, skilled nursing facilities, mental health agencies, and area agencies on aging.
  - OneCare works with insurance companies and health care organizations to move from fee-for-service payments to value-based care payments. Instead of paying for the number of tests and services performed, OneCare pays providers for health outcomes and for delivering high-quality care and invests in health prevention.
- Community Health joined OneCare in 2019 because we believe in offering the best care possible to Vermonters, and because we support the shift to value-based care. This year, Community Health is participating in the Medicare, Medicaid, BCBS Primary, and MVP programs. There are nine FQHCs in OneCare and a total of 12 organizations in the Rutland health service area participate in OneCare.
- Our CEO, Don Reuther, says of participation in OneCare, "I have supported the accountable care organization model since its inception because it makes sense. Health care providers pool resources and expertise and share health care data and information. As a member of OneCare, Community Health continuously sees patient outcomes improving as a result of the accountable care organization and OneCare programs. I see the results every day, as the care management system ensures that patients receive the opportunity to become healthier and stay healthy through the coordination and collaboration of providers, care managers and the community."
- Community Health recently brought on Andrea Wicher, MSW, as the Director of Population Health, to coordinate Community Health's movement toward the ACO model within our community.
- To learn more about OneCare, visit [onecarevt.org](http://onecarevt.org).
- Watch a short video explaining what OneCare provides here: <https://vimeo.com/533692971>.

**COMMUNITY HEALTH**  
MEDICAL • DENTAL • BEHAVIORAL HEALTH

Educating, informing and connecting have been the themes for our internal and external communications throughout 2021. The more we shared our mission and vision, the more we strengthened the connections between providers and staff, colleagues and the community, patients and their families and those who care about health and wellness. Community Health's bi-monthly internal newsletter "The Insider" and quarterly patient newsletter

**COMMUNITY CONNECTION**  
Issue 10 - Fall 2021

**Dear Community Health Family,**

Community Health is growing and adding services that we know you are asking for. In the past few months, we have refreshed the Castleton practice, so your experience is comfortable, safe and efficient. We expanded our Telehealth service to include Telederm which connects our patients virtually with a dermatologist at UVM in Burlington, so you don't have to travel hours for specialist care. And coming this fall, we'll be welcoming kids to our new pediatric dental practice, designed especially for children, with a pediatric dentist and pediatric hygienist who will help your children develop healthy teeth and beautiful smiles.

Autumn is breathtaking in Vermont. As we continue our vigilance to keep the Covid pandemic at bay, challenge yourself and appreciate the out of doors. It's the healthiest thing you can do for yourself and your family. We live in one of the most scenic and healthy parts of the country, so get out there and enjoy it! Oh, and don't forget to get a flu shot this fall.

**Mike Gardner**  
CFO and Interim CEO

**COMMUNITY HEALTH**  
MEDICAL • DENTAL • BEHAVIORAL HEALTH  
CHCRR.org  
[www.facebook.com/CommunityHealthVT/](http://www.facebook.com/CommunityHealthVT/)

**Inside this Issue:**

- Time for flu shots
- Relax With Nature Photography

**COMMUNITY HEALTH EXPRESS CARE**  
8:00AM - 7:00PM 7 DAYS A WEEK 888-989-8707 CASTLETON & RUTLAND

"Community Connection" are distributed online. Community Health's Facebook and YouTube social media gained followers as we shared important announcements, benchmarks and acts of kindness that make us part of an engaged community. Follow us on Facebook!

**Community Health**  
Published by Janel Budd • September 23, 2021

Community Health is excited to announce that three of our providers have been recognized as Best of the Best 2021 by the readers of the Rutland Herald.

Amy Pfening, NP, at Community Health Pediatrics won Best Nurse for the second year in a row.

Christopher Masillo, PA, at Community Health Rutland won for Best Physician's Assistant... See more

**COMMUNITY HEALTH**  
MEDICAL • DENTAL • BEHAVIORAL HEALTH

**RUTLAND HERALD**  
BEST OF THE BEST  
Readers' Choice Award 2021

**Community Health Pediatrics**  
BEST OF THE BEST  
Amy Pfening, NP  
Best Nurse

**Community Health Rutland**  
BEST OF THE BEST  
Christopher Masillo, PA  
Best Physician's Assistant

4,391 People reached 706 Engagements +6.9% higher Distribution score [Boost post](#)

**Community Health**  
Published by Janel Budd • November 20, 2021

A note from an anonymous Community Health Pediatrics patient: "I want to give you something for working so hard to help our community. P.S. I am getting my Covid shot today. I know you have been working so hard so you deserve a present. Enjoy the bagels. I'm getting my shot."

This child will be fully vaccinated for Covid-19 by Christmas. Community Health Pediatrics is running Covid Vaccine Clinics for children ages 5-11. Sign up today. <https://www.chcrr.org/scheduling-kids-covid-19-vaccines/>

Visit the COVID-19 Information Center for vaccine resources. [Get Vaccine Info](#)

2 Comments 5 Shares

**Community Health**  
Published by Janel Budd • February 5, 2021

One more Wear Red for Women's Heart Health pic Castleton. Thank you everyone for participating!

#MoveWithHeart #WearRedDay #CodeRed #GoRedForWomen #live fierce

1,038 People reached 316 Engagements - Distribution score [Boost post](#)

65 Comments 1 Share

**Community Health**  
Published by Janel Budd • September 2, 2021

Express Care Castleton welcomes a new provider, Sam Cahill, PA-CI. Sam earned a master's in physician assistant services from Idaho State University. He practiced primary care in California before moving to Vermont. He enjoys cross-country skiing, bicycling and spoon carving. Sam arrived in Vermont in late July with three pet chickens in the back of his car. Here is one of them stretching it's legs at the Bonnevillie Salt Flats in Utah. We love his style and think he will fit... See more

1,068 People reached 153 Engagements [Boost post](#)

42 Comments 1 Share



**Community Health**  
Published by Janel Budd · October 29, 2021 ·

These aren't Halloween costumes. The Front Office Assistants at Community Health Rutland really are super heroes.

1,637 People reached    345 Engagements    +2.7x higher Distribution score    Boost post

1 Comment 3 Shares

**Community Health**  
Published by Janel Budd · August 15, 2021 ·

Community Health Castleton has almost completed their refresh! Check out these before and after images. What a difference!

975 People reached    230 Engagements    Boost post

41    12 Comments 2 Shares

**Community Health**  
Published by Janel Budd · November 5, 2021 ·

This weekend, David Schneider, DO, at Community Health Pediatrics is participating in the New York Marathon! He is running to contribute to pediatric cancer research.

Learn more about this cause at <https://www.fredsteam.org/about>

Donations are never expected, but if you would like to contribute, you can go to <https://bit.ly/3bmJAgb...> See more

2,663 People reached    342 Engagements    +4.1x higher Distribution score    Boost post

59    9 Comments 6 Shares

**Annual Growth of Website Visits**  
**Top 10 Pages Rolling 12 Months (Y/E Dec 31, 2021) vs Same Period 2020 and 2019**

Rank	Page	Page Views 2021	2020	% Change 2021 vs 2020	2019	% Change 2020 vs 2019
<b>Total</b>	<b>Total Views of ALL pages</b>	<b>433,750</b>	<b>393,859</b>	<b>10.1%</b>	<b>337,688</b>	<b>8.1%</b>
1	Home Page	50,135	42,242	7.8%	33,906	24.6%
2	Patient Portal	44,951	30,986	<b>43.8%</b>	23,582	31.4%
3	Locations – Rutland	24,581	19,882	23.6%	18,144	9.6%
4	Locations - Castleton	20,512	16,452	24.7%	17,512	(6.1%)
5	Providers	14,211	11,265	26.2%	12,584	(10.5%)
6	Locations Directory	12,773	12,646	1.0%	6,016	110.2%
7	Join Our Team	10,173	20,695	(50.9%)	22,604	(8.5%)
8	Telephone Directory	8,689	9,232	(5.9%)	13,751	(32.9%)
9	Location – CH Dental Rutland	7,475	6,283	19.0%	5,451	15.3%
10	Services	7,263	4,683	<b>55.1%</b>	3,803	23.1%

Notes: 2019 represents 100% pre-pandemic statistics. 2020 and 2021 both represent the emergence and presence of the COVID-19 pandemic.

Total website visits continued on their path of growth/ 2021 page views increased substantially in 2021, outpacing 2019 and 2020 by 8.1% and 10.1% respectively.

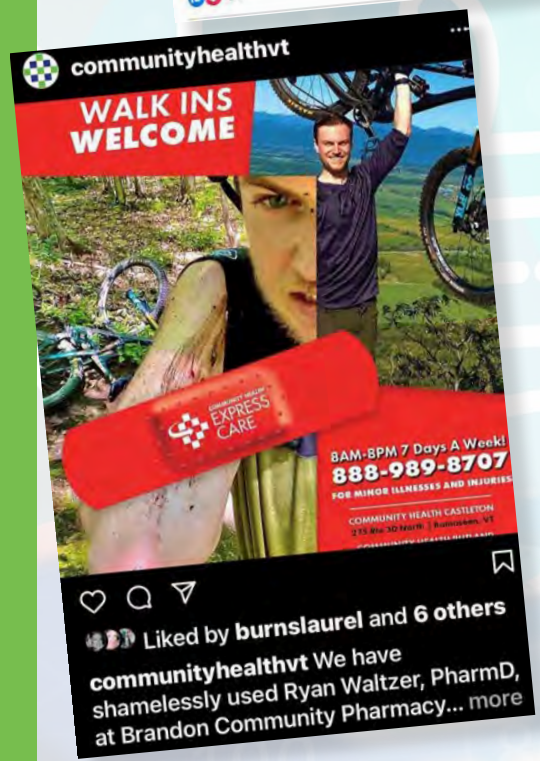
The Patient Portal saw a strong increase of nearly 44% in 2021, nearly doubling pageviews in 2 years, over pre-pandemic 2019.

It appears more people are visiting the locations pages directly, and are using the locations directory, rather than using the telephone directory, which shows significantly declining visits. This indicates that people are finding what they need on the website without the need to call and ask for what they seek.

**SOCIAL MEDIA AND MEDIA**

Blood Pressure Education 2  
95 Views · Jul 4, 2021





Platform	Reach Q4	Reach Q3	Increase / (Decrease)
Facebook	17,892	15,006	19.2%
Instagram	276	235	17.4%

## Social Media

Rank	Top Performing Posts	Reach	Post Date	Shares	Comments	Link Clicks
1	Our Pediatric Covid Vaccination Clinic is getting ready to open Friday 11/19!	3,834	Nov 18	12	11	339
2	Pfizer-BioNTech Covid-19 Vaccine Clinics for children ages 5-11.	2,904	Nov 15	34	0	79
3	David Schneider, DO, at Community Health Pediatrics is participating in the New York Marathon	2,648	Nov 5	7	18	185
4	Roxane Marcille and Clinical Administrative Coordinator Debra Lane did the 4K in the Great 2.4.6.8K	2,316	Oct 7	3	0	27
5	Happy Holidays from Community Health Brandon!	2,135	Dec 23	3	12	478
6	Ryan Waltzer, Pharmacist at Brandon Community Pharmacy, is an avid snowboarder, mountain biker, and outdoor enthusiast.	1,723	Oct 22	4	3	63
7	These aren't Halloween costumes. The Front Office Assistants at Community Health Rutland really are super heroes.	1,632	Oct 29	4	13	168
8	Community Health Pediatrics is running after school Covid Vaccine Clinics for children ages 5-11 on Tuesdays!	1,628	Dec 31	11	1	81
9	THANK YOU to the Brandon Florist Shoppe for remembering our staff at Community Health Brandon	1,588	Oct 20	3	8	214
10	Rutland Regional Medical Center really helped us out this week with a huge PPE order.	1,567	Dec 10	3	8	308





# BY THE NUMBERS

## Community Health Among the 100 Top Businesses in Vermont

Vermont Business Magazine is celebrating the 35th anniversary of the Vermont 100 edition, a compilation of the top 100 businesses in the state. Community Health is listed among the state's largest 100 businesses, ranking 55th by revenue and 34th among the state's services industry leaders.

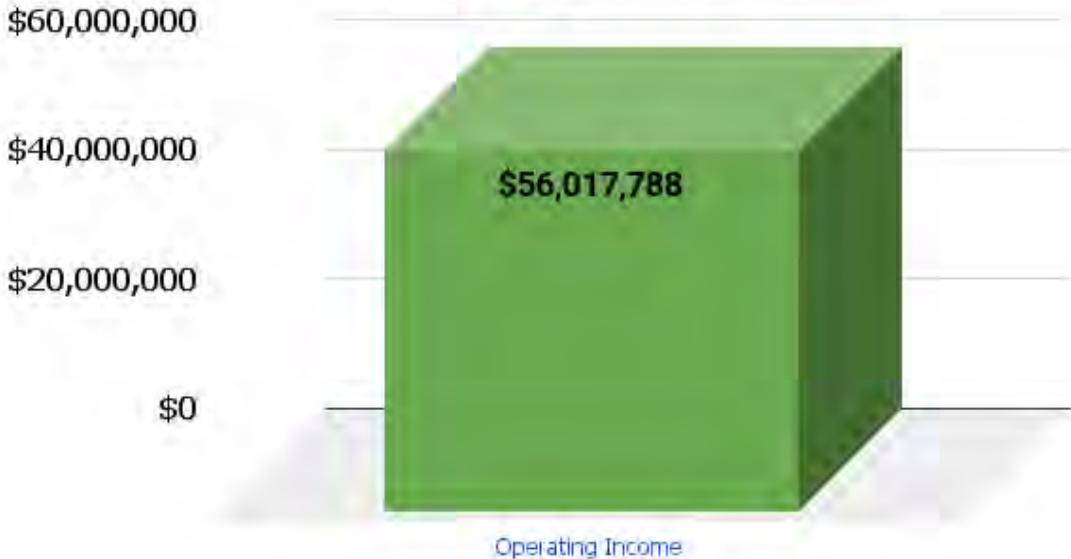
### SOME OF THE GRANTS RECEIVED IN 2021



### Patient Information

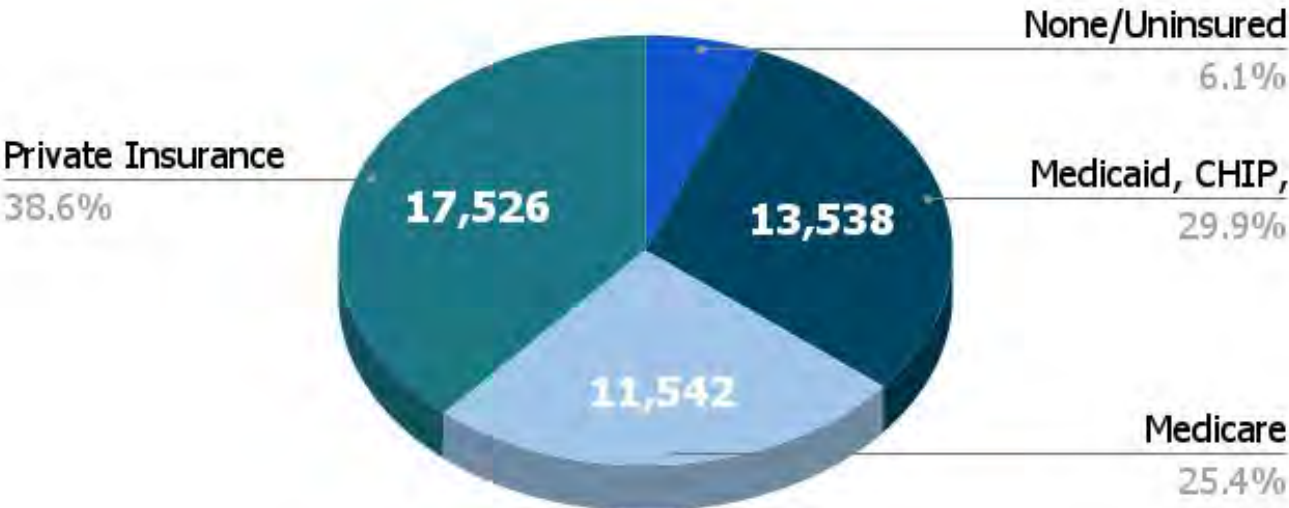


### Operating Income



### PAYOR MIX

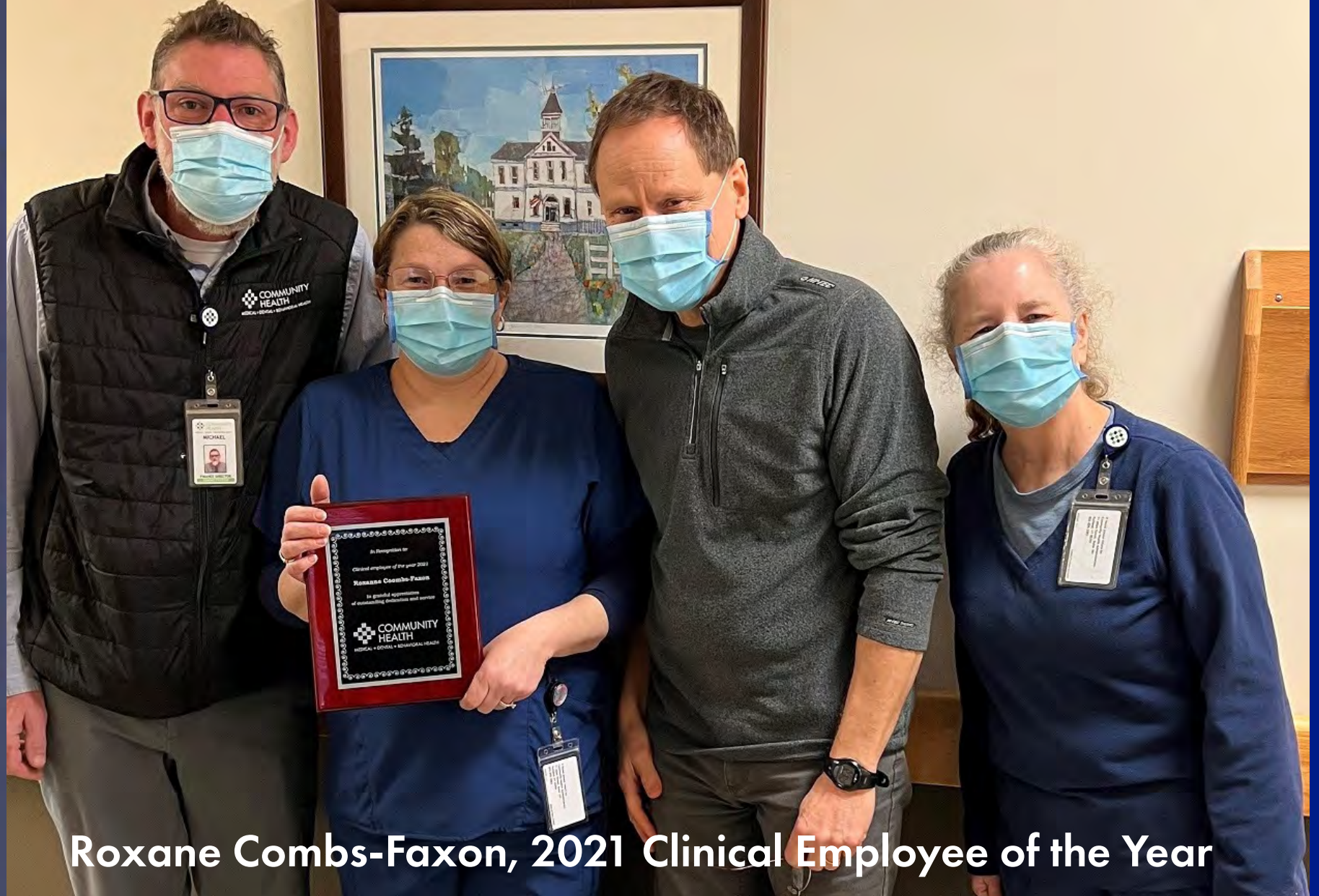
Total Patients: 45,353





**RUTLAND  
HERALD**  
**BEST OF THE BEST**  
Readers'  
Choice Award  
**2021**

Community Health Pediatrics  
**BEST OF THE BEST**  
Amy Pfenning, NP  
Best Nurse



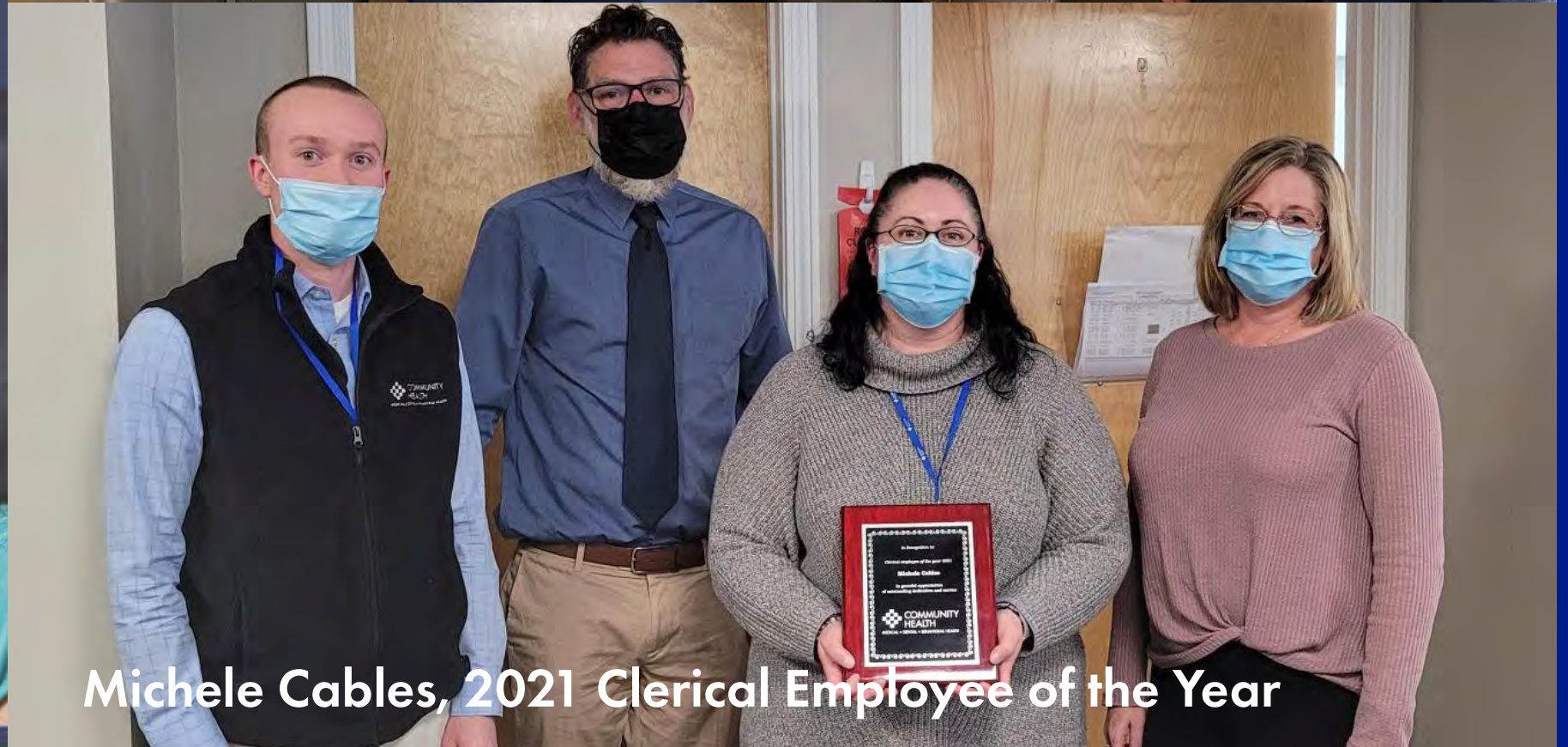
Roxane Combs-Faxon, 2021 Clinical Employee of the Year



Community Health Rutland  
**BEST OF THE BEST**  
Christopher Masillo, PA  
Best Physician's Assistant



Community Health Pediatrics  
**BEST OF THE BEST**  
Anna Carlson McCloy, MD  
Runner up Best Doctor



Michele Cables, 2021 Clerical Employee of the Year



# SERVICE ANNIVERSARIES

## 5 YEAR SERVICE

**Noreen Babcock**, Medical Records, Financial Service  
**Alicia Backus-Duel**, Licensed Practical Nurse, Mettowee  
**Brittany Beayon**, Registered Nurse, Rutland  
**Mary Ann Bronson**, Scheduling, Pediatrics  
**Rebekah Bruce**, Medical Assistant, Allen Pond  
**Michael Burke**, Medical Records, Financial Services  
**Loriann Carter**, Front Office Admin, Shorewell  
**Roxanne Combs-Faxon**, Licensed Practical Nurse, Mettowee  
**Traci Connors**, Community Health Worker, Rutland  
**Janice Coolidge**, Volunteer, Administration  
**Virginia Daley**, Licensed Practical Nurse, Express Care Rutland  
**Betty Ellingsen**, Practice Manager, Mettowee  
**Angela Etori**, Registered Nurse, Castleton  
**Patti-Jo Glass**, Medical Assistant, Rutland  
**Katie Green**, Licensed Practical Nurse, Mettowee  
**Theresa Haywood**, Nurse Practitioner, Allen Pond  
**Rebecca Heflin**, Nurse Practitioner, Mettowee  
**Jessica Hughes**, Registered Nurse, Patient Access Center  
**Emily Keeler**, Pediatric Psychiatry Care Manager, Rutland  
**Marissa Lamoureux**, Clinical Community Health Worker, Brandon  
**Debra Lane**, Policy Program Specialist, Administration  
**Kelsey McClure**, Medical Assistant, Castleton  
**Jean Morgan**, Nurse Practitioner, Shorewell  
**Jean Pringle**, Licensed Practical Nurse, Shorewell  
**Khristina Rizziere**, Medical Records, Financial Services  
**Leigh Ryan**, Licensed Practical Nurse, Rutland  
**Lindsay Shaw**, Medical Assistant, Castleton  
**Robin Sheldrick**, Medical Assistant, Castleton  
**M. Margaret Thompson**, Licensed Practical Nurse Care Manager, Shorewell  
**Jennifer Tinsman**, Physician Assistant, Express Care Castleton  
**Kristen Tudhope**, Registered Nurse, Brandon

## 10 YEAR SERVICE

**Shawn Accavallo**, Medical Biller II, Billing  
**Allison Adams**, MD, Pediatrics  
**Lauren Austin**, Referral Specialist, Castleton  
**Tiersa Crossman**, Medical Assistant, Pediatrics  
**Rebecca Evegan**, Population Health Coordinator, Administration  
**Julie Fiske**, Referral Specialist, Patient Access Center  
**Pamela Forte**, Project Coordinator, Administration  
**Marilyn Ganahl**, Pharmacist, Brandon  
**Michele Parker**, Manager, Patient Access Center  
**Joan Grimes**, Licensed Practical Nurse, Allen Pond  
**Sarah Grimes**, Clinical Applications Specialist, Administration  
**Leona Hickey**, Medical Biller, Billing  
**Sue Laplaca**, Radiologic Technologist, Rutland  
**Mariah Lensing**, Medical Assistant, Rutland  
**Timothy Lensing**, Physician Assistant, Rutland  
**Teddy Lovko**, MD, Rutland  
**Indra Lovko**, MD, Pediatrics  
**Susan Maravalli**, Care Manager, Castleton  
**Christopher Masillo**, Physician Assistant, Rutland  
**Tammy McClaren**, Medical Biller, Billing  
**Judy Nelson**, MD, Pediatrics  
**Rachel Radaker**, IT Manager, Administration  
**David Schneider**, MD, Pediatrics  
**Tammy Stearns**, Radiologic Technologist, Rutland  
**Matthew Stevens**, Physician Assistant, Express Care Rutland  
**Sara Thompson**, Front Office Admin, Allen Pond  
**Tracy Upton**, Director of Quality, Administration  
**Natalie Wetmore**, Front Office II, Rutland  
**Stephen Wood**, MD, Pediatrics  
**Carolyn Wos**, RN, Pediatrics

## 15 YEAR SERVICE

**Heather Hurlburt-Ducharme**,  
Administrative Clerical Manager, Financial Services  
**Alyssa Potter**, Practice Manager, Shorewell  
**Jill Read**, Nurse Practitioner, Castleton

## 20 YEAR SERVICE

**Bradley Berryhill**, MD and Chief Medical Officer, Castleton

## 25 YEAR SERVICE

**Robin Myers**, Nurse Practitioner, Brandon

Watch for it! In July of 2022, H. Peter Diercksen, MD, will celebrate a 40-year service anniversary! He also plans on retiring later in the year. Thank you for your incredible service, Dr. Diercksen!



**Community Health Administration**

71 Allen Pond, Suite 101  
 Rutland, VT 05701  
 802-779-9036

**Community Health Financial Services**

71 Allen Pond, Suite 402  
 Rutland, VT 05701  
 802-468-2928

**Community Health Allen Pond**

71 Allen Pond, Suite 403  
 Rutland, VT 05701  
 802-772-7992

**Community Health Brandon**

420 Grove Street  
 Brandon, VT 05733  
 802-247-6305

**Brandon Community Pharmacy**

420 Grove Street  
 Brandon, VT 05733  
 802-465-0011

**Community Health Castleton**

275 Route 30 North  
 Bomoseen, VT 05732  
 802-468-5641

**Express Care Castleton**

275 Route 30 North  
 Bomoseen, VT 05732  
 802-468-5641

**Community Health Mettowee**

278 VT Route 149  
 West Pawlet, VT 05775  
 802-645-0580

**Community Health Rutland**

215 Stratton Road  
 Rutland, VT 05701  
 802-773-3386

**Express Care Rutland**

215 Stratton Road  
 Rutland, VT 05701  
 802-773-3386

**Community Health Shorewell**

2987 VT Route 22A  
 Shoreham, VT 05770  
 802-897-7000

**Community Health Pediatrics**

1 General Wing Road  
 Rutland, VT 05701  
 802-773-9131

**Community Dental Rutland**

69 Allen Street, Suite 10  
 Rutland, VT 05701  
 802-774-5050

**Community Dental Shorewell**

2987 VT Route 22A  
 Shoreham, VT 05770  
 802-897-7716

**Community Kids Dental**

69 Allen St, Suite 7  
 Rutland, VT 05701  
 802-772-4413

**Community Health North Main**

231 N. Main St.  
 Rutland, VT 05701  
 802-772-7992



Diversity, equity and inclusion are integral to Community Health's mission "to be the foremost integrated community health center providing quality and collaborative care that is accessible to all people." We provide a welcoming environment to patients from a wide variety of backgrounds and support a work environment that values different contributions and insights, allowing individuals to achieve and contribute to their fullest potential.

Community Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Community Health provides free aid and services to people with disabilities to communicate effectively with us. If you need these services, call 802-855-2097.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-802-855-2097.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-802-855-2097.