





WELCOME TO THE ST. JOHN VALLEY



• N. Lee Carroll, LCSW



• Lavonne Linneman, CPA

• Sharol Lewis, MD





MISSION STATEMENT

Our mission at Fish River Rural Health (FRRH) is to provide access to comprehensive primary and preventive care of the highest quality to the underserved population and to improve the health care status of the residents of the Upper St. John Valley.





Fish River **RURAL HEALTH**





FRRH HISTORY

1978

- ACAP approached by residents in Eagle Lake to provide health services. Eagle Lake and surrounding towns designated as Medically Underserved with Health Professional Shortage area.

1979

- Started in a mobile van traveled back and forth from Eagle Lake to St. Francis.

1981

- Eagle Lake Health Center constructed and opened to provide service to patients – moved out of the boarding home basement.

1985

- Opened Fort Kent Health Center located at NMMC

1990

- Fish River Rural Health (FRRH) was established as a 501c3, Section 330 Grantee

1997

- FRRH builds an additional wing to the health center in Eagle Lake





FRRH HISTORY

2006

- Added conference room and offices for Mental Health/Substance Use Services

2009

- Renovated pharmacy and ambulance garage for Oral Health.
- Redesigned the lobby/reception area

2010

- Began providing comprehensive dental services on November 8, 2010

2012

- Moved from NMMC to 3 Mountain View Drive FKHC – Purchased FK building (CIS).

2014

- HRSA Expanded Services Funding invested in the development of part-time dental services in Fort Kent at Mountain View Drive.





FRRH HISTORY

2015

- HRSA Expanded Services Funds invested in increasing dental services from one day per week at the Fort Kent Health Center to full-time at Bolduc Avenue Health Center (BAHC).
- Acquired Bolduc Avenue Health Center (BAHC)
- Acquired vacant property abutting BAHC clinic
- Quality Improvement Award
 - Primarily utilized for Electronic Health Record (EHR) migration from CGM to Athena.

2016

- Quality Improvement Award
 - Modernized medical equipment and Electronic Health Record vendor training
- DISHII Funding
 - Interoperable Telecommunications System for 3 existing clinics and 4th underway
- Change in Scope – Psychiatry (2 locations)
- Change in Scope – Behavioral Health Services (2 locations)



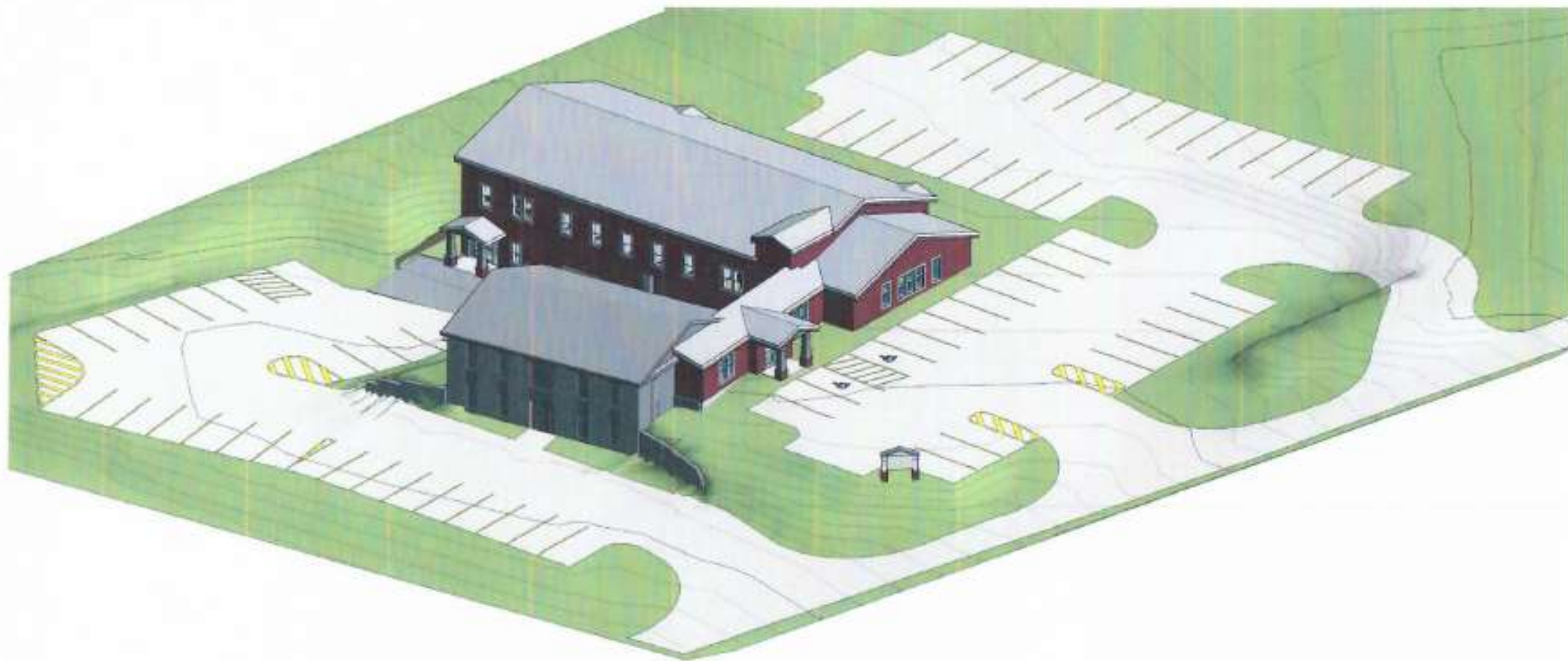


FRRH HISTORY

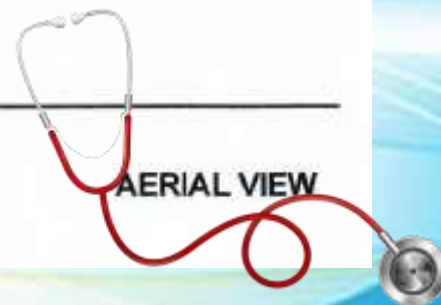
2017

- Change in Scope – Madawaska Community Health Center
- Change in Scope – Optometry (2 locations)
- Began providing dental services at a third service delivery site, Madawaska Community Health Center
- HIIP Capital Funding expansion ground breaking at Bolduc Avenue Health Center



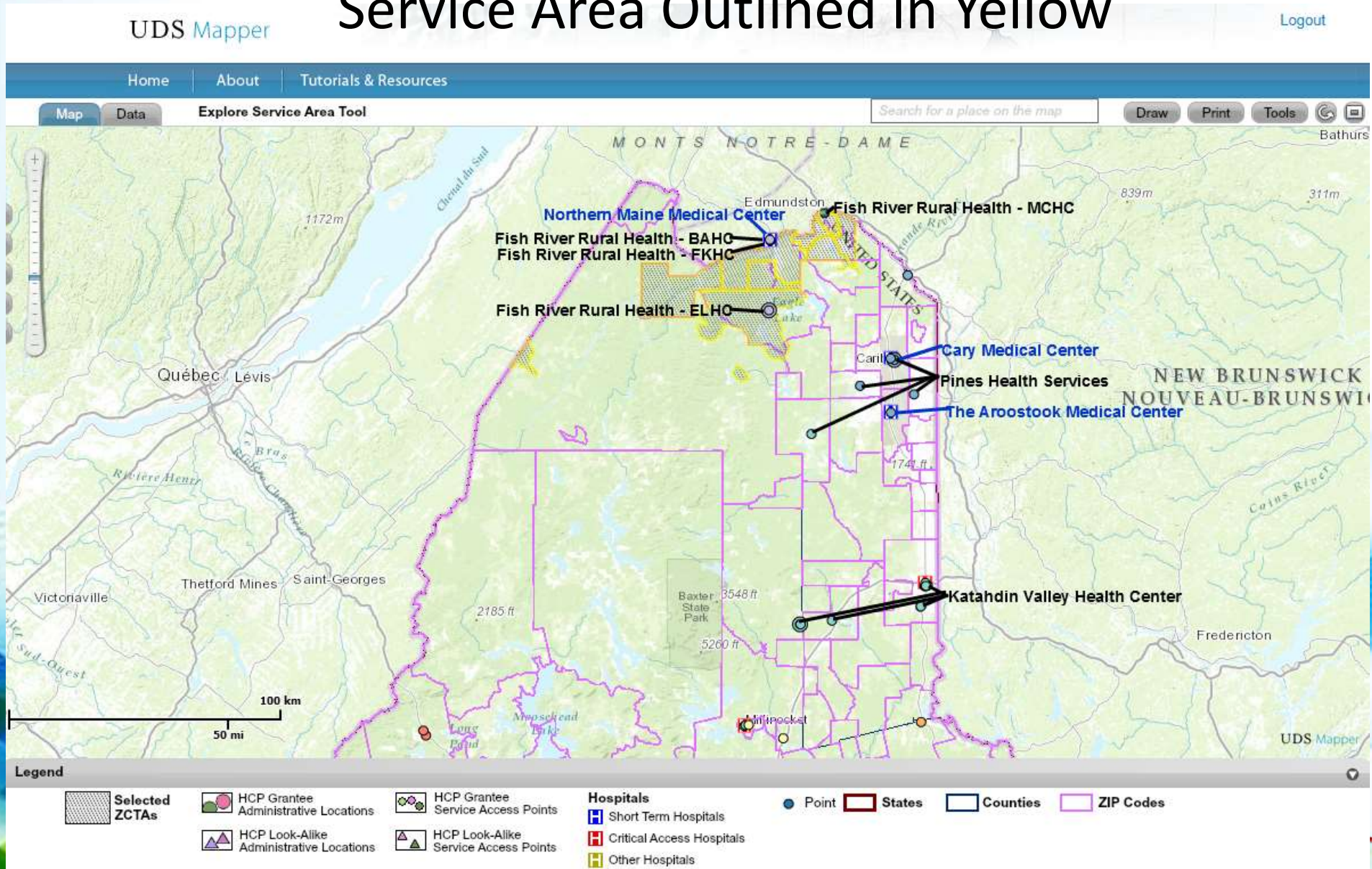


**FISH RIVER RURAL HEALTH
EXPANSION**





Fish River Rural Health Service Area Outlined in Yellow



[Home](#)

About

Tutorials & Resources

Map

Data

Explore Service Area Tool

Draw

Print

Tools

☒ Combined ☐ Grantees ☐ Look-Alikes[View Analysis Results](#)

Export

Standard UDS Mapper Report

Additional Health Center Related Data

Additional Population Data and Indicators

Uninsurance by Income Level

[Select All](#) [Select None](#)

☒ State

 Health Center Count, 2015

✓ Dominant Health Center, 2015

☒ Total Population, 2011-2015

☒ Low-Income Pop, 2011-2015

✓ Total # Health Center Patients, 2015

- ✓ Penetration of Low-Income

☒ Penetration of Total Pop



FRRH SERVICE DELIVERY SITES



1981

EAGLE LAKE HEALTH CENTER

10 Carter Street, PO Box 309
Eagle Lake, ME 04739

MEDICAL

(P) 207-444-5973 (F) 207-444-5520

Monday	8:00 am – 5:00 pm
Tuesday	8:00 am – 8:00 pm
Wednesday	8:00 am – 5:00 pm
Thursday	8:00 am – 8:00 pm
Friday	8:00 am – 5:00 pm

DENTAL

(P) 207-444-3012 (F) 207-444-5520

Monday	7:00 am – 5:30 pm
Tuesday	8:00 am – 7:00 pm
Wednesday	CLOSED
Thursday	Madawaska
Friday	Madawaska



2012

FORT KENT HEALTH CENTER

3 Mountain View Drive
Fort Kent, ME 04743

MEDICAL

(P) 207-834-3971 (F) 207-834-3837

Monday	8:00 am – 7:00 pm
Tuesday	8:00 am – 7:00 pm
Wednesday	8:00 am – 7:00 pm
Thursday	8:00 am – 5:00 pm
Friday	8:00 am – 5:00 pm
Saturday	9:00 am – 1:00 pm



2015

BOLDUC AVENUE HEALTH CENTER

12 Bolduc Avenue
Fort Kent, ME 04743

VISION

(P) 207-834-3124 (F) 207-834-3127

Monday	8:00 am – 5:30 pm
Tuesday	8:00 am – 5:30 pm
Wednesday	8:00 am – 5:00 pm
Thursday	8:00 am – 5:00 pm
Friday	8:00 am – 3:00 pm

DENTAL

(P) 207-834-3012 (F) 207-834-2412

Monday	8:00 am – 5:00 pm
Tuesday	8:00 am – 5:00 pm
Wednesday	CLOSED
Thursday	8:00 am – 5:00 pm
Friday	8:00 am – 5:00 pm



2017

MADAWASKA COMMUNITY HEALTH CENTER

309 Saint Thomas Street, Suite 213
Madawaska, ME 04756

VISION

(P) 207-728-4779 (F) 207-728-3727

Monday	8:00 am – 5:00 pm
Tuesday	8:00 am – 5:00 pm
Wednesday	8:00 am – 5:00 pm
Thursday	8:00 am – 5:00 pm
Friday	8:00 am – 4:00 pm

DENTAL

(P) 207-728-3119 (F) 207-728-3735

Monday	Eagle lake
Tuesday	Eagle Lake
Wednesday	CLOSED
Thursday	7:00 am – 5:30 pm
Friday	7:00 am – 5:00 pm



FRRH BOARD OF DIRECTORS

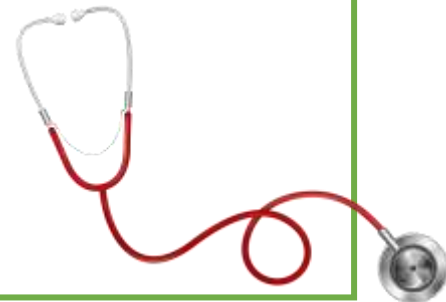
<u>NAME</u>	<u>LOCATION</u>	<u>OFFICE</u>	<u>TENURE</u>	<u>TERM EXPIRES</u>	<u>BACKGROUND</u>
Robert Parent	St. John Plt	V-President	27 Years	September 2019	Elderly Case Worker
Lena Michaud	Fort Kent	Director	17 Years	September 2019	Student Support/Higher Ed
John Martin	Eagle Lake	President	27 Years	September 2017	State Government/Higher Ed
Judy Doustou	Eagle Lake	Secretary	17 Years	September 2017	Business Owner
Paula Gardner	Eagle Lake	Director	4.5 Years	September 2017	Retired Elementary Teacher
Sandra Bernstein	New Canada	Director	6 Years	September 2017	Education Mgmt
Rachel Albert	Eagle Lake	Director	7 Years	September 2017	Education, Mgmt
James Nadeau	Winterville Plt	Treasurer	27 Years	September 2018	Town Government
Dr. Peter Toussaint	New Canada	Director	17 Years	September 2018	Retired Surgeon
Danny Pinette	Fort Kent	Director	17 Years	September 2018	Retired Human Services
Betty Pelletier	Wallagrass	Director	4 Years	September 2019	Retired HS School Teacher
Michelle Raymond	Eagle Lake	Director	4 Years	September 2019	Social Services, Mgmt
Theresa Beaulieu	Madawaska	Director	5 Months	September 2019	Financial Institution Admin

EXECUTIVE COMMITTEE

John Martin	President	09/16 to 09/17
Robert Parent	V-President	09/16 to 09/17
James Nadeau	Treasurer	09/16 to 09/17
Judy Doustou	Secretary	09/16 to 09/17
Peter Toussaint, MD	Member at Large	09/16 to 09/17

FINANCE COMMITTEE

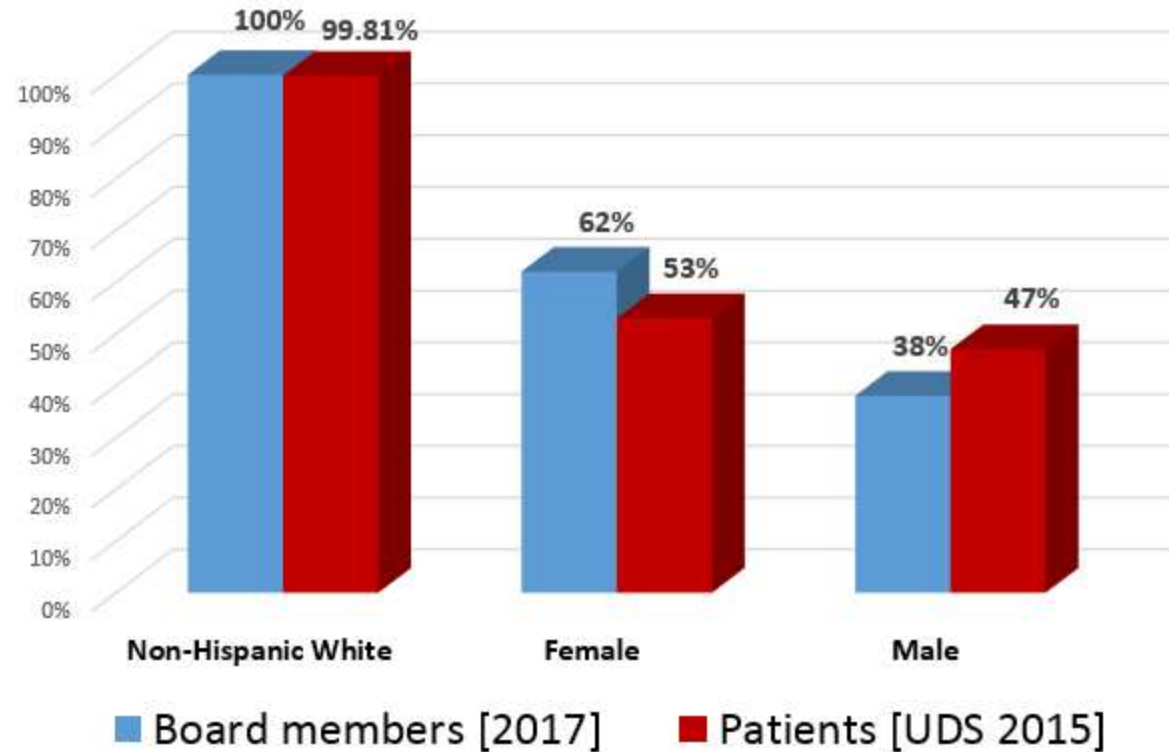
James Nadeau	Chairperson
Robert Parent	
Sandra Bernstein	
Peter Toussaint, MD	





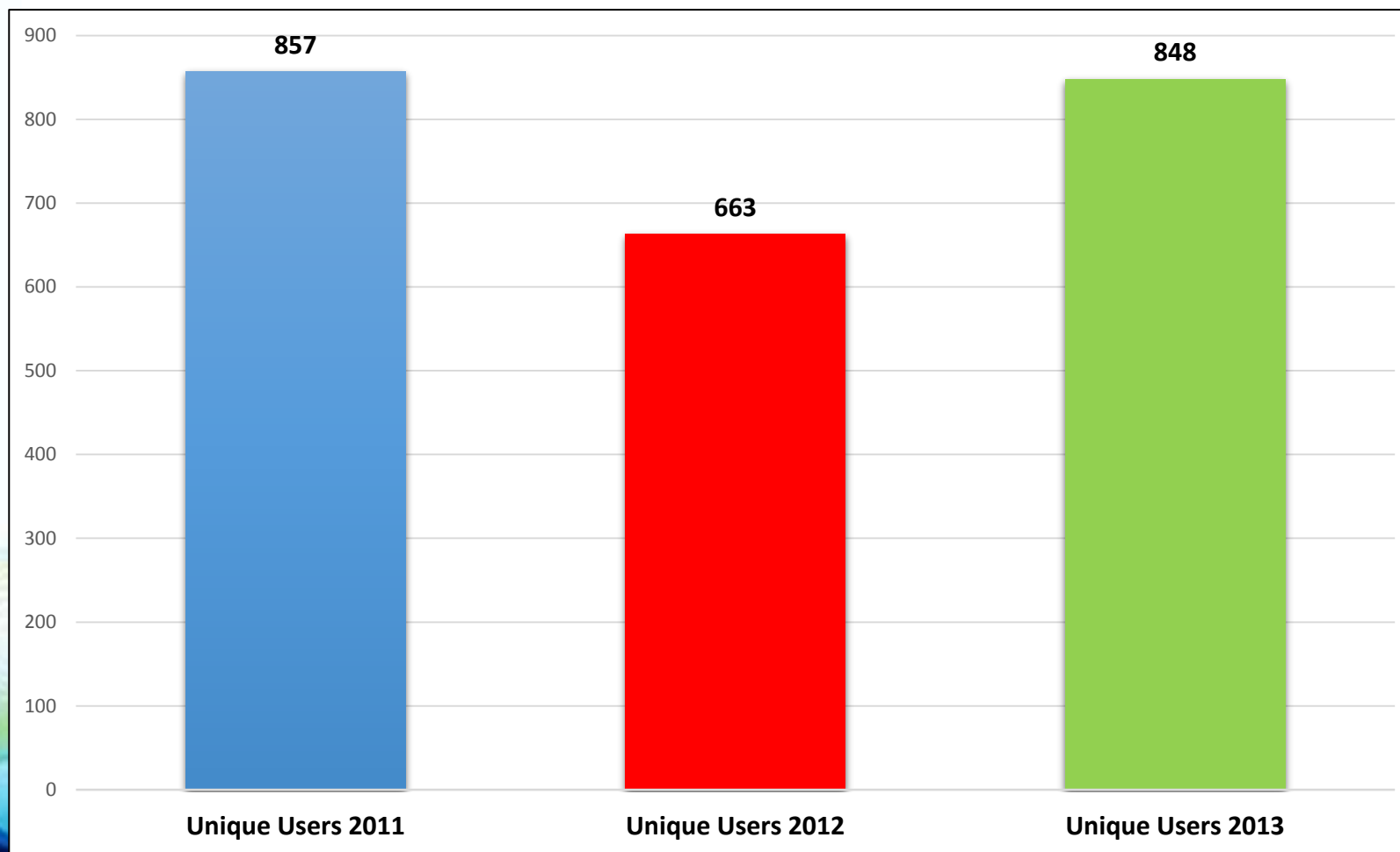
Fish River **RURAL HEALTH**

BOARD COMPOSITION





DENTAL CHALLENGES - YESTERDAY





MEHAF GRANT FUNDING

2013

- Safety Net Solutions (SNS) performed a complete analysis of the Eagle Lake dental program

2014

- Implemented recommended SNS changes
- HRSA Expanded Services Funding 1

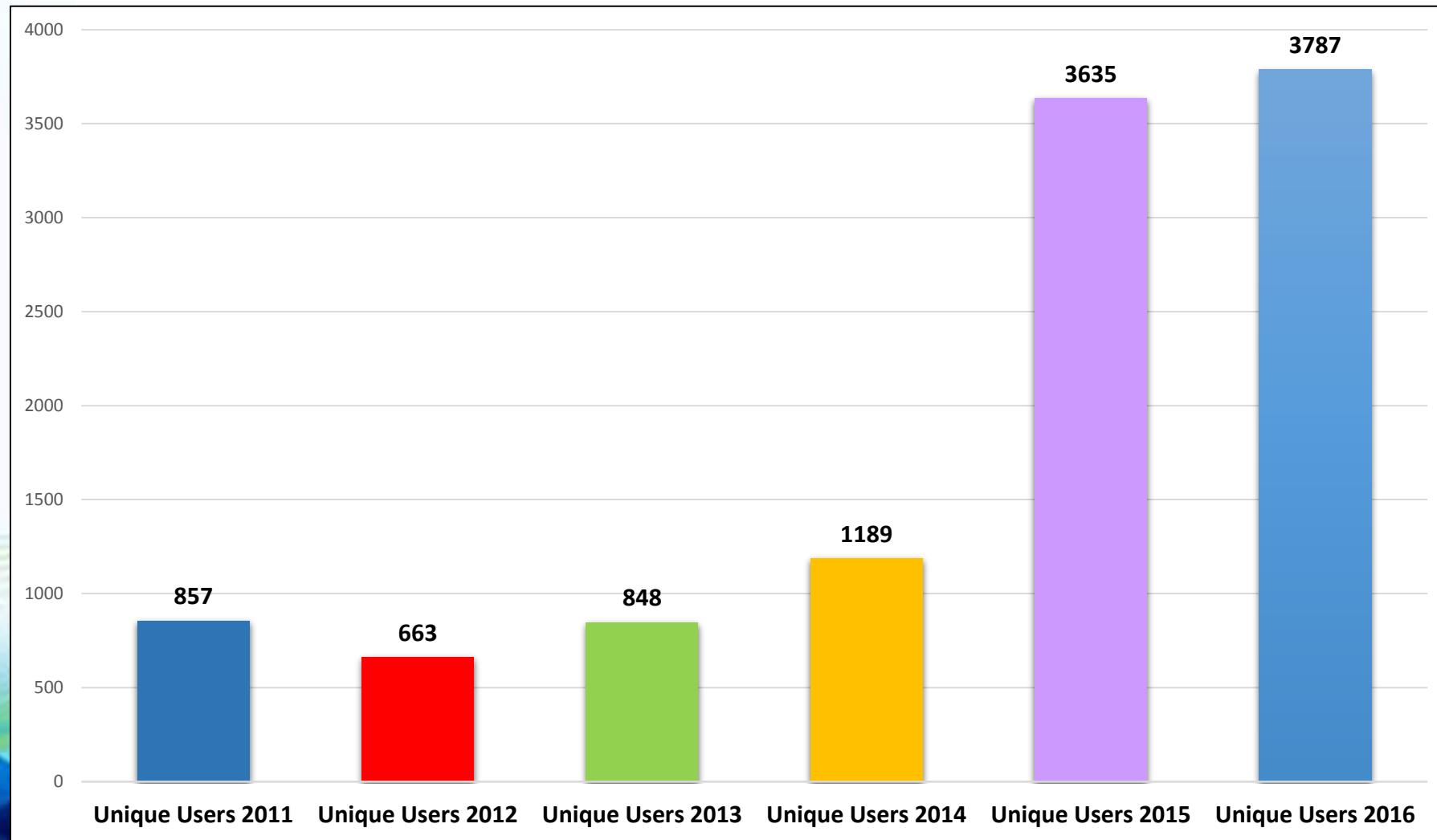
2015

- HRSA Expanded Services Funding 2



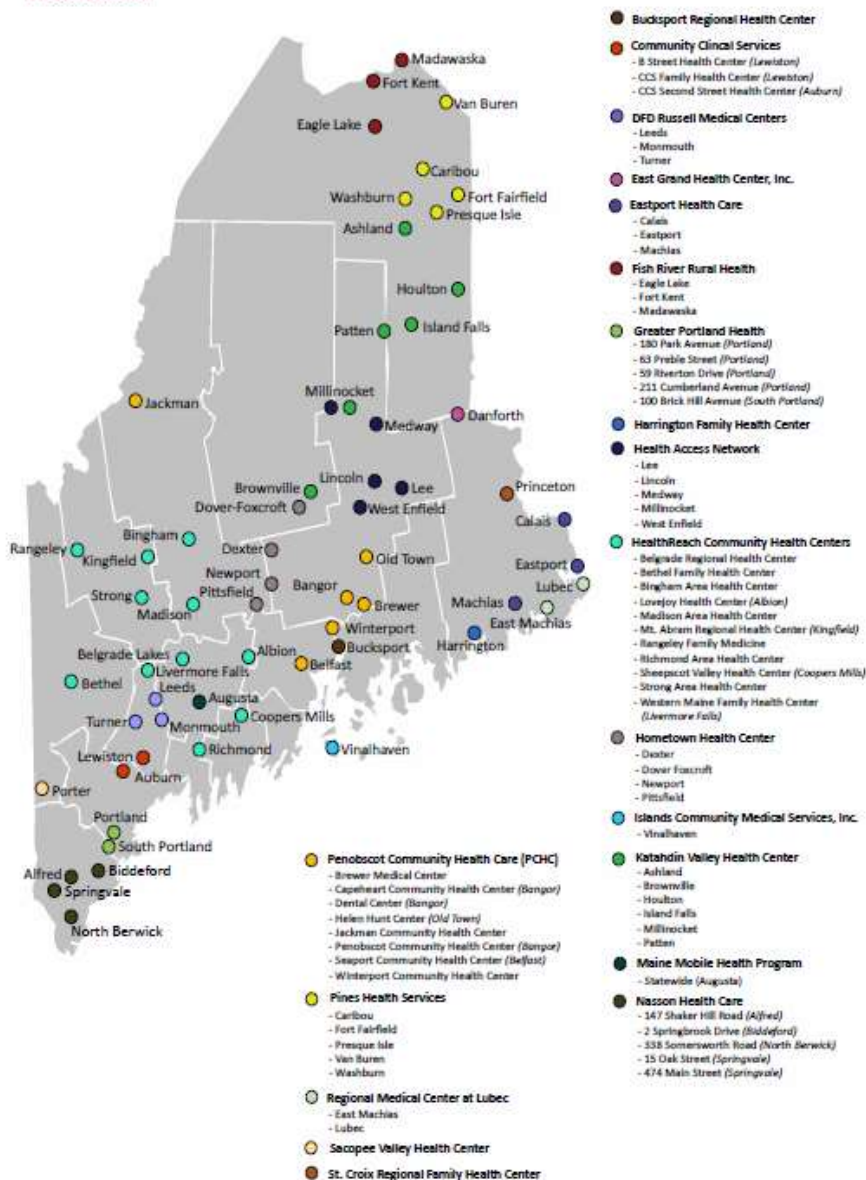


OVERCOMING DENTAL CHALLENGES - TODAY





Member Locations



Maine's CHC Landscape

- 20 Grantees
- 70 Member Locations

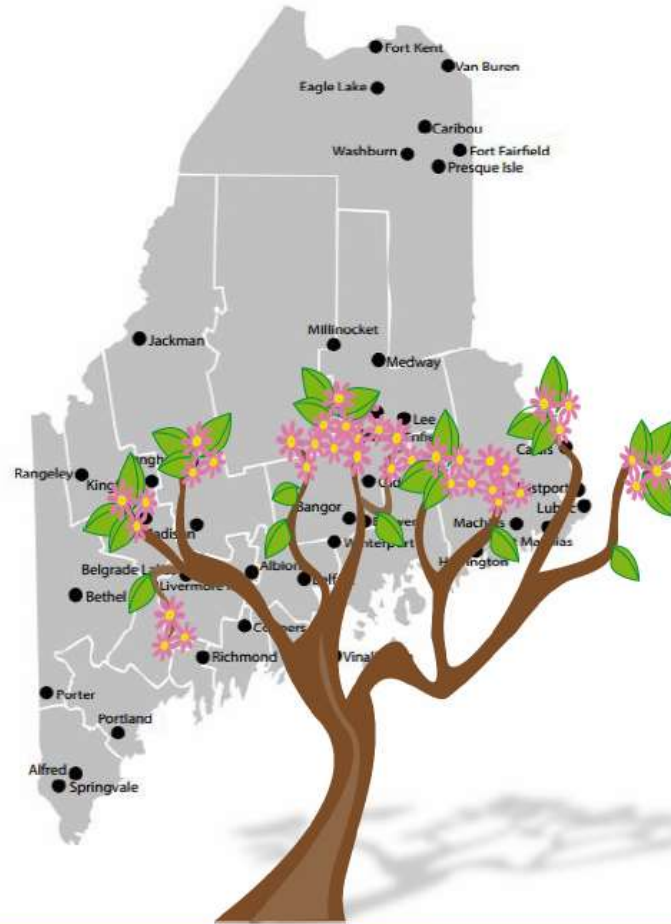
State of the State Challenges:

- Maine is a Non-Medicaid expansion State
- Medicaid Lacks Adult Dental Benefits

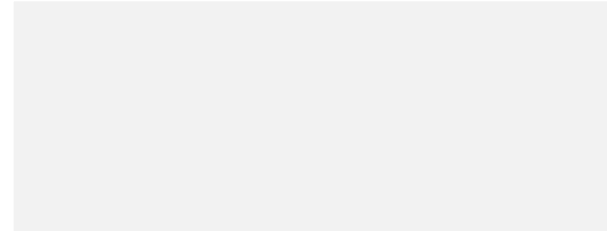
State of the State Opportunities:

- Primary Care Tax Credit Bi-Partisan Support
- Community Health Center Investment – Biennium Support





CHCNet Maine




Maine
Primary Care
Association





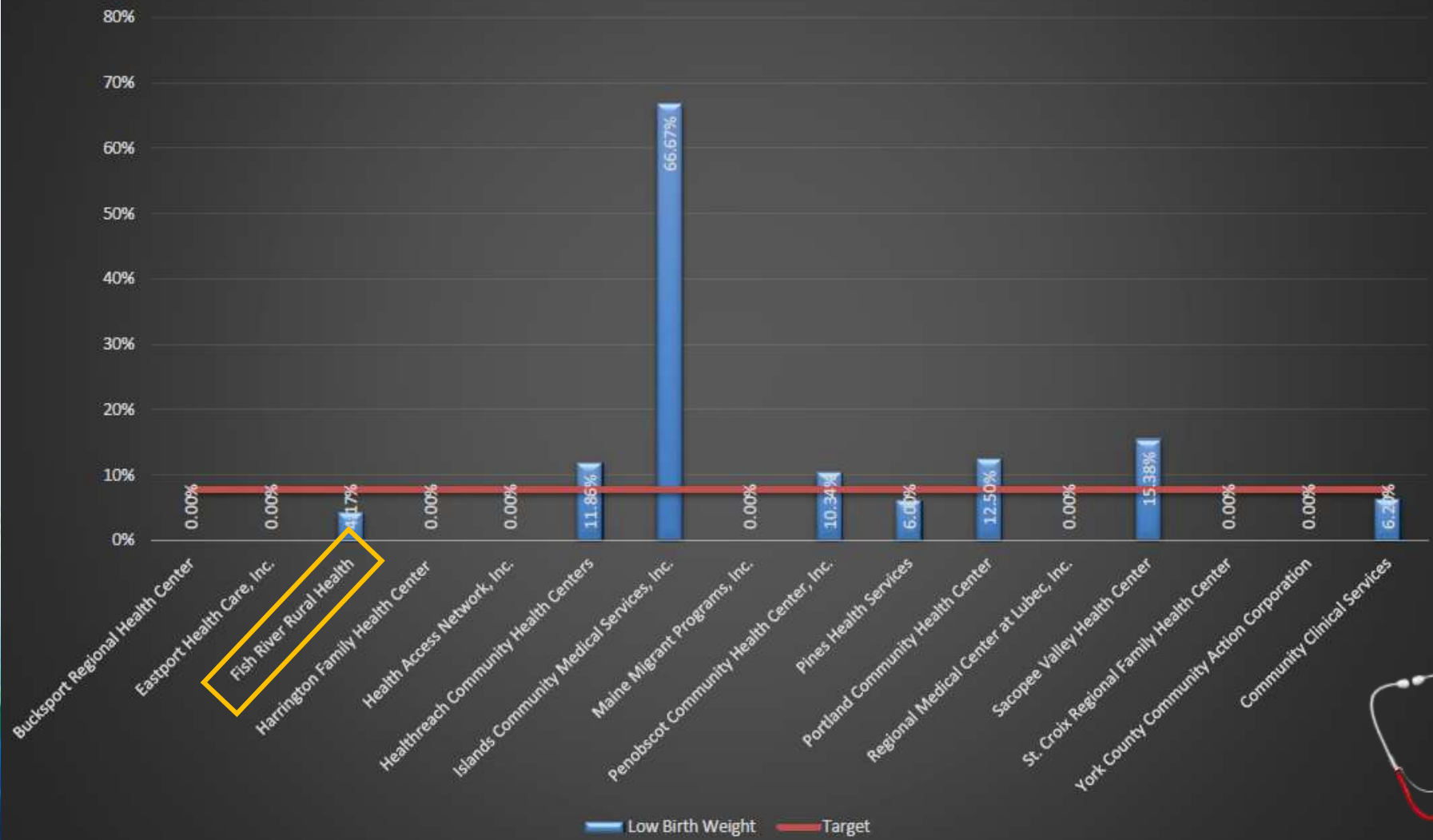
Clinical Quality Measures

1. Low Birth Weight
2. Diabetes
3. Dental Sealants
4. Cervical Cancer Screening
5. Colorectal Cancer Screening



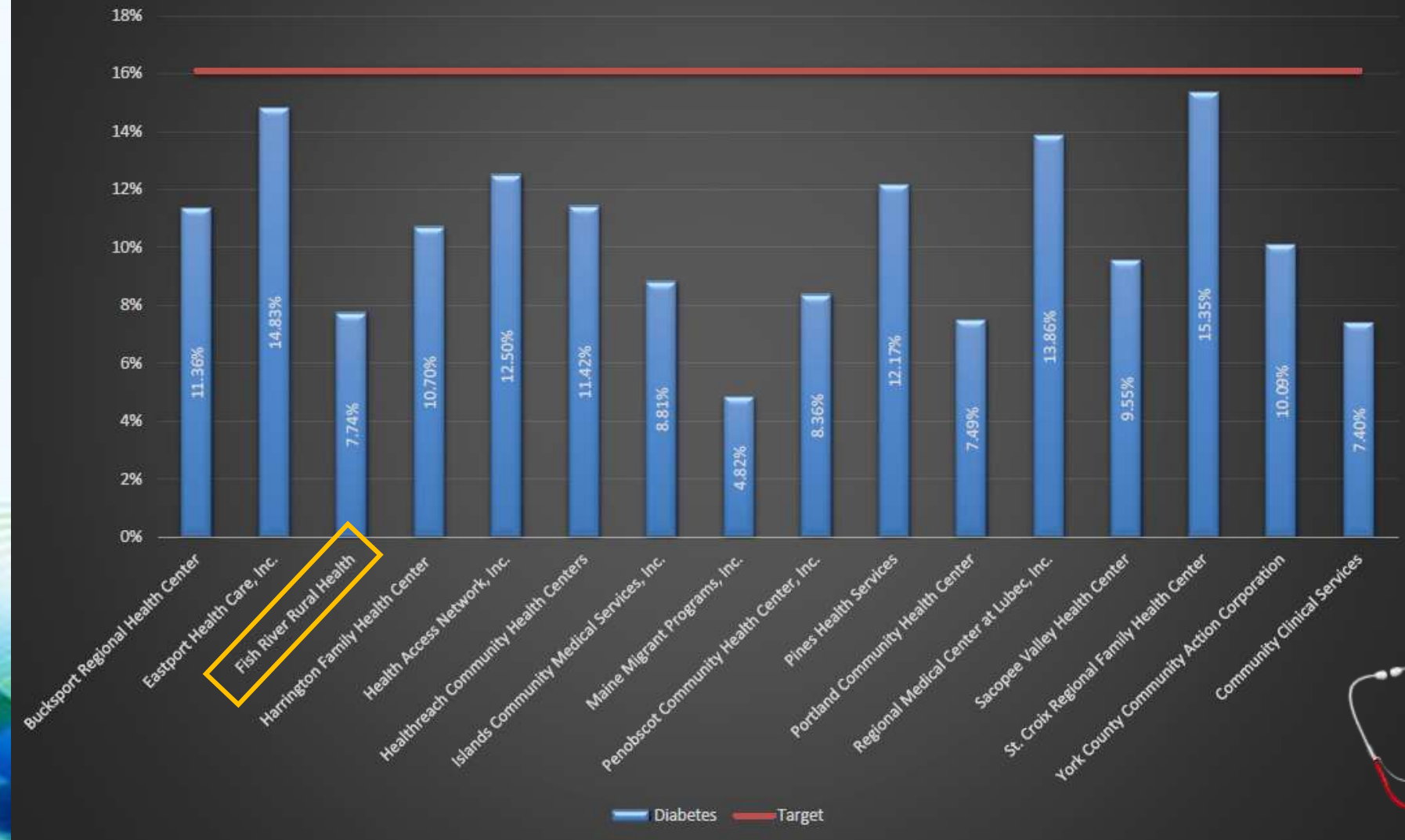


Low Birth Weight



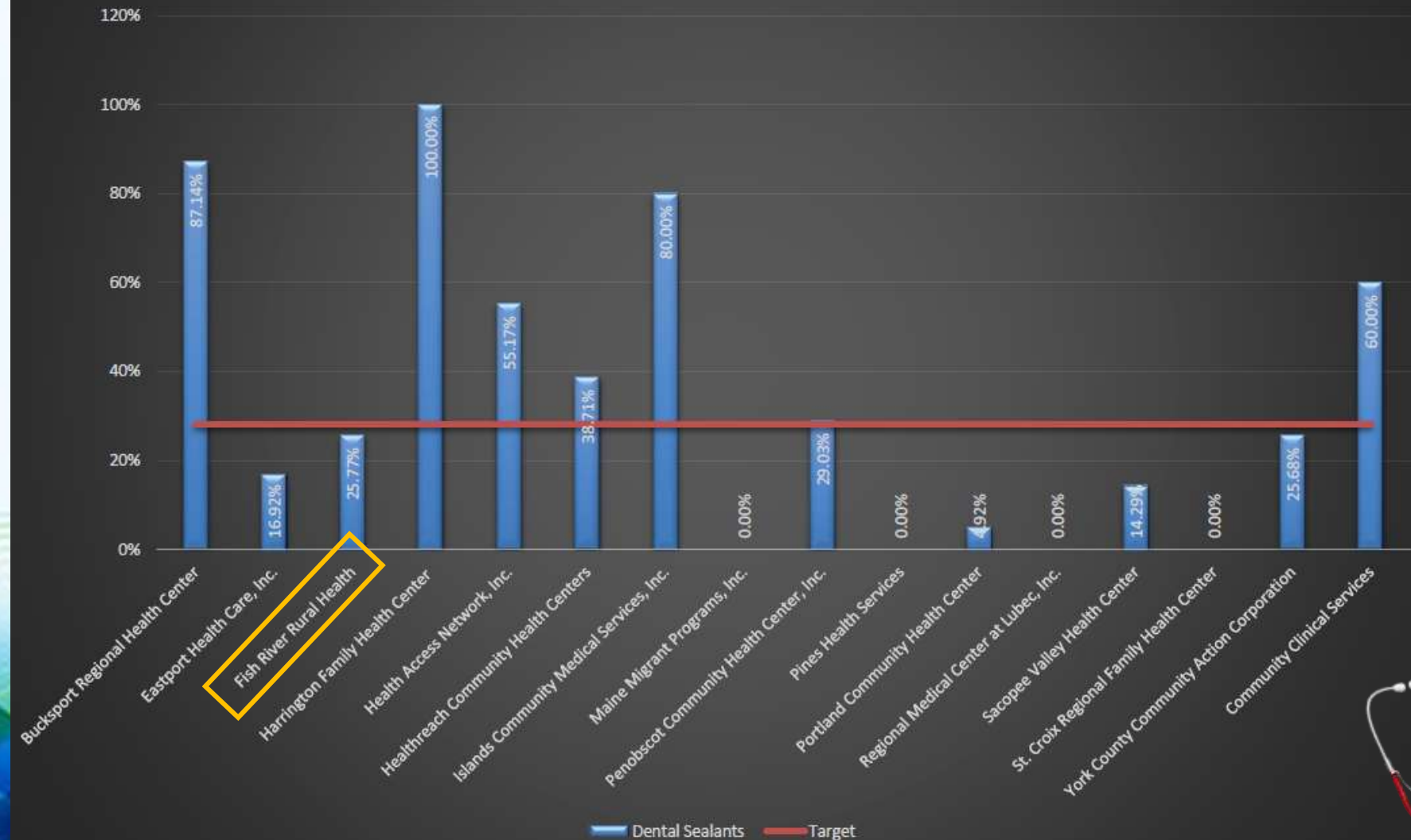


Diabetes



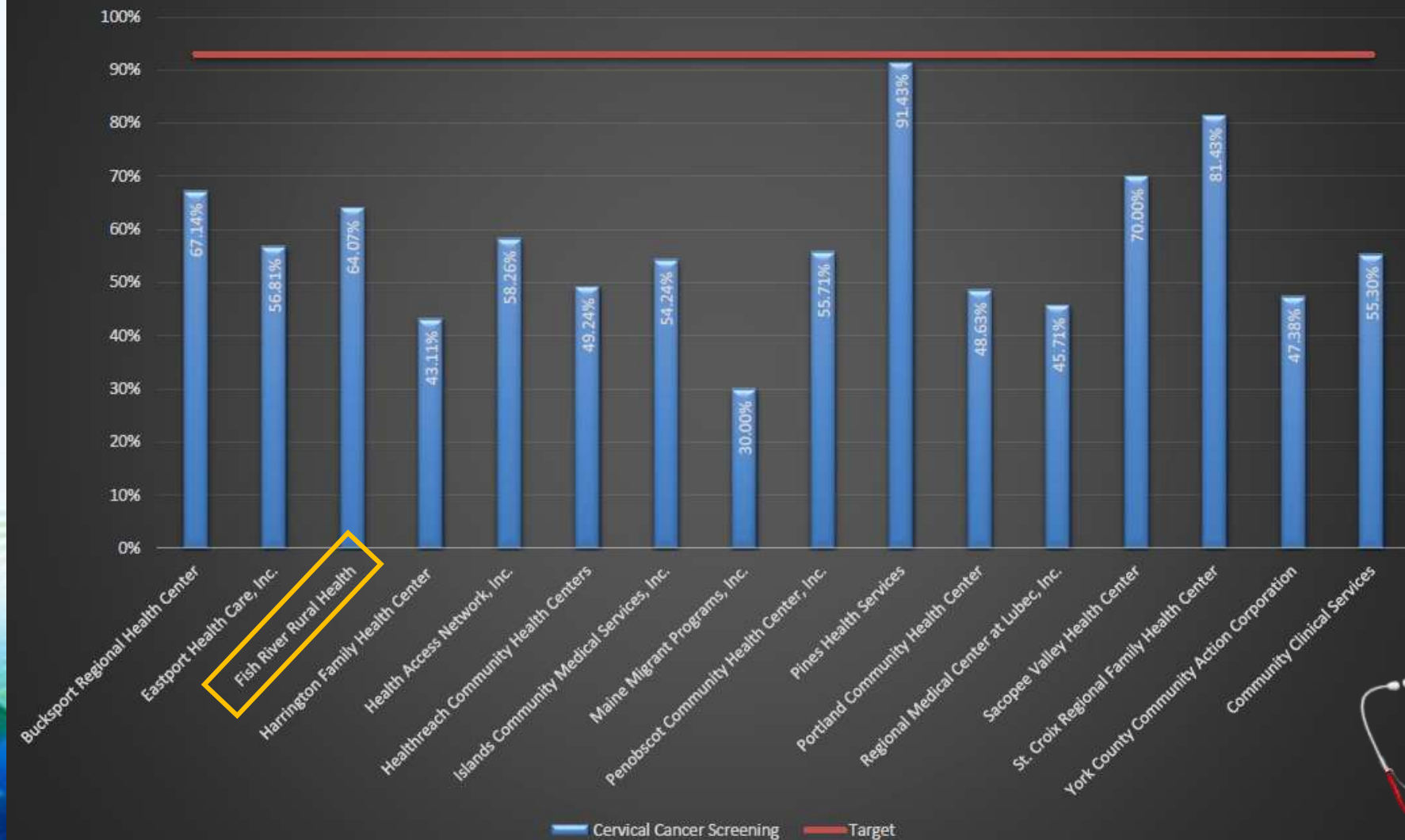


Dental Sealants



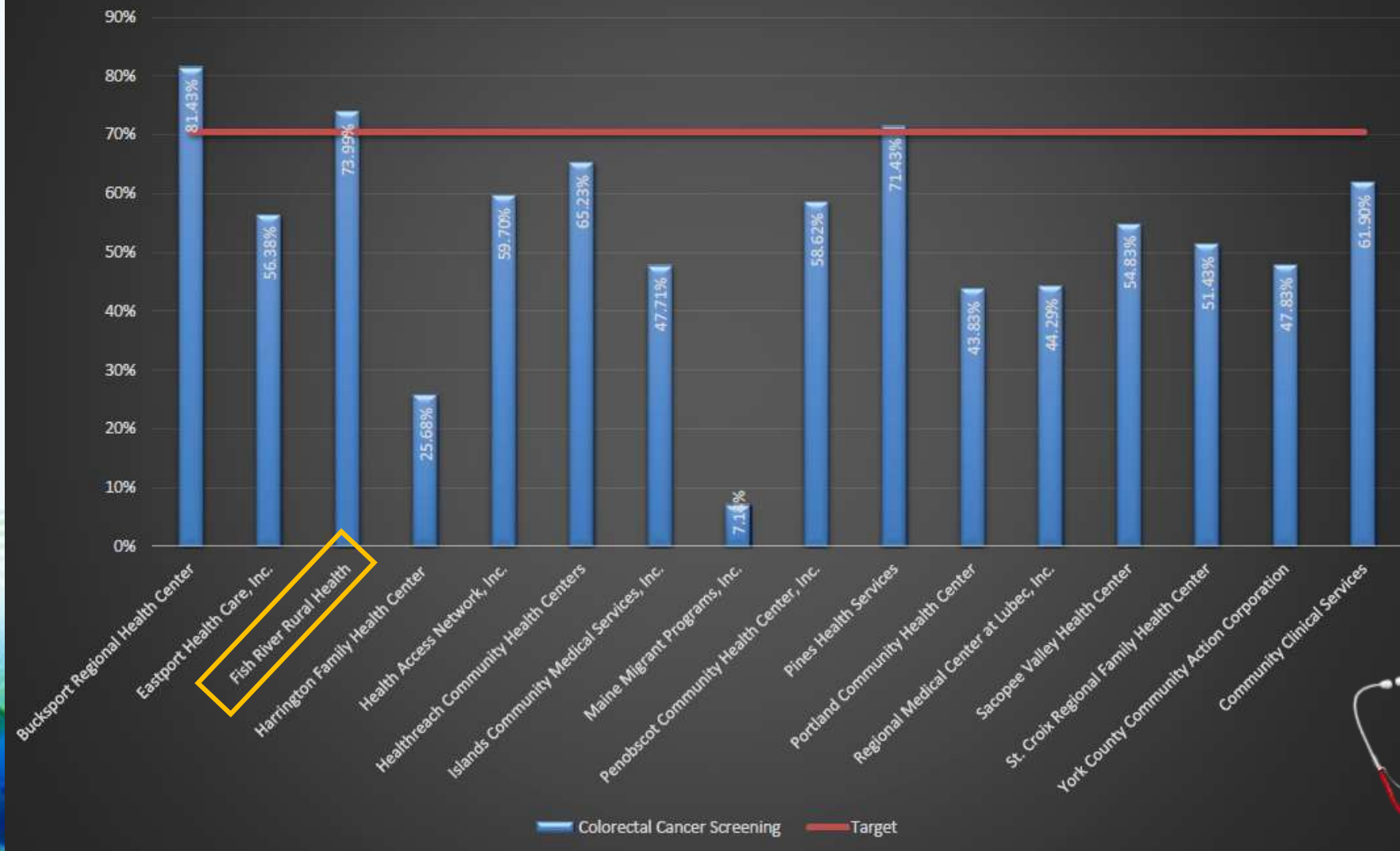


Cervical Cancer Screening





Colorectal Cancer Screening





Fish River RURAL HEALTH

Fiscal Year 2016/2017 As of May 31, 2017

TOTAL PAYOR MIX



BAHC - Vision



ELHC Medical



MCHC - Vision



FKHC Medical



ELHC - Dental



ELHC B.H.



BAHC - Dental



FKHC B.H.



MCHC - Dental





COMMUNITY SERVICE



INFANTSEE

InfantSEE, a public health program, managed by Optometry Cares - the AOA Foundation

Mission:

The AOA Foundation is to expand eye care awareness, education and research and access to eye health and vision care to everyone in the United States in order to enhance human performance and quality of life.

Vision:

Ensure that eye and vision care becomes an essential part of infant wellness care to improve a child's quality of life. Under this program, participating optometrists provide a comprehensive infant eye assessment between 6 and 12 months of age as a no-cost public service.



GIVE KIDS A SMILE

Every year, thousands of oral health professionals across the country volunteer their time and talent at local events to provide a range of free dental services and education to children in need as part of the ADA Foundation's Give Kids A Smile (GKAS) program.

FRRH provides no cost dental cleanings, sealants, and exams to uninsured children annually at our Give Kids a Smile Day.

DIABETIC DENTAL CLINIC

Maintain the percentage of diabetic patients (18 to 75) years with an oral health exam (which includes, but not limited to cleaning and/or exam). FRRH has developed and practices integrated medical and dental services for our remote rural region. FRRH holds a diabetic dental screening clinic in observance of HRSA NHSC Corp Community Day.

Collaboratively, FRRH's medical and dental teams are focused on educating diabetic patients on the importance of an annual oral health exam and the correlation of good blood sugar control and good oral health/hygiene.





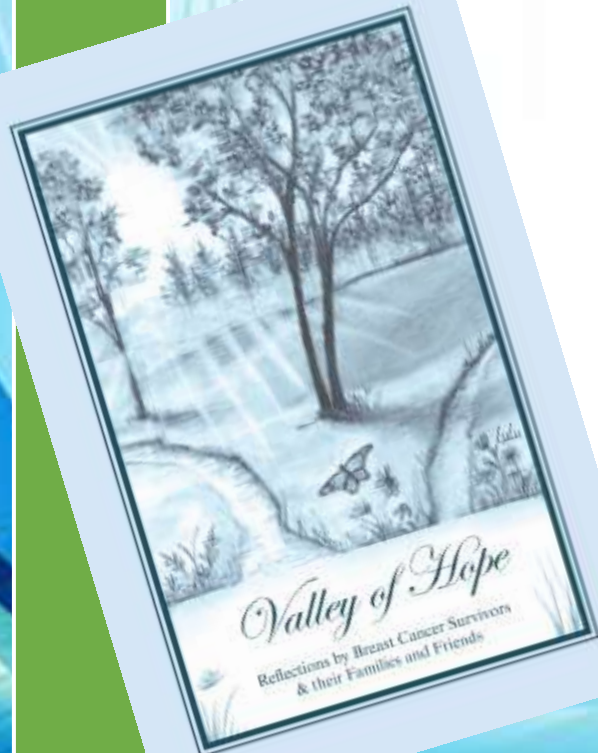
“THE JOURNEY” BREAST CANCER SUPPORT GROUP

Fish River
RURAL HEALTH
28TH ANNUAL HEALTH FAIR

AUGUST 5, 2017 9:00AM TO NOON
EAGLE LAKE HEALTH CENTER
COMMEMORATING THE 10TH ANNIVERSARY OF

♡♡ “The Journey” ♡♡

BREAST CANCER SURVIVOR GROUP



COLLABORATION



AROOSTOOK COUNTY HEALTH NETWORK

Mission:

The Aroostook County Health Network will work collectively as one to remove barriers and improve healthcare access for Aroostook County residents.

Vision:

The Aroostook County Health Network will utilize our existing organizations and identify potential additional partners to create a self-sustaining infrastructure that will enhance quality and access to care throughout the communities we serve.

Key Stakeholders:

Fish River Rural Health - Eagle Lake, Fort Kent, Madawaska
Katahdin Valley Health Center - Ashland, Brownville, Houlton, Island Falls, Millinocket, Patten
Pines Health Services - Caribou, Fort Fairfield, Presque Isle, Van Buren, Washburn
Aroostook Area Agency on Aging - Presque Isle
Aroostook County Action Program - Fort Kent, Houlton, Madawaska, Presque Isle



ST JOHN VALLEY ORAL HEALTH STAKEHOLDERS

Mission:

The SJV Committee will continue to work together to help combat tooth decay a chronic disease and increase the percentage of students receiving free dental screenings and fluoride varnish treatments.

Vision:

Reach 100 percent of the children with parent permission to receive the free oral health services available.

Key Stakeholders:

Fish River Rural Health - Eagle Lake, Fort Kent, Madawaska
Aroostook County Action Program - Fort Kent, Madawaska, Houlton, Presque Isle
MSAD 27 - Allagash, Eagle Lake, Fort Kent, New Canada, Saint Francis, Saint John Plantation, Wallagrass, Winterville
Maine Families Aroostook- Eagle Lake, Houlton, Presque Isle

CHCNet Maine



HEALTH CENTER CONTROLLED NETWORK

Mission:

CHCNet Maine is a collaborative network of Federally Qualified Health Centers established to strengthen and improve population health outcomes by leveraging health information technologies and building strong systems of care.

Vision:

Participating Federally Qualified Health Centers will advance innovative change through a strengthened systematic approach.

Members

Pines Health Services, Health Access Network, Fish River Rural Health, Penobscot Community Health Center, Greater Portland Community Health Center, Nasson Community Health Center, Islands Community Health Center, Lubeck Regional Health Center, Eastport Health Center, Saint Croix Health Center, East Grand Health Center, Sacopee Valley Health Center, Harrington Family Health Center, Healthreach Community Health Center



Mission:

Community Care Partnership of Maine (CCPM) is an accountable care organization (ACO) of mission-based health care organizations in Maine focused on improving the health of the communities they serve. By working together, CCPM strives to transform the delivery of healthcare through meaningful sharing and accountability for the health of their patients.

Members: St. Joseph Healthcare, Mayo Regional Hospital, Sebasticook Family Doctors, Millinocket Regional Hospital, Katahdin Valley Health Center, Fish River Rural Health, Pines Health Services, Cary Medical Center, DFD Russell Medical Center, Greater Portland Community Health Center, Nasson Health Care and Penobscot Community Health Center



RECENT EXCELLENCE AWARDS



Cecilia Pinter, PA
2013 Physician's
Assistant Excellence
Award



**Fish River Rural Health
Dental Program**
2014 Dr. John Rosetti
Memorial Excellence
Award



Susan Bouchard, RN-BSN
2015 Clinical Support
Excellence Award





CERTIFICATE OF PARTICIPATION



*celebrates your team for making hypertension control a priority,
protecting your patients from heart attacks and strokes, and
helping to prevent one million cardiovascular events.*





IMMUNIZATION RECOGNITION





Certificate of Recognition

National Committee for Quality Assurance commends

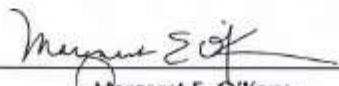
Paul Pelletier, MD

Fish River Rural Health

on Achievement of Recognition for Delivery of Quality Cardiovascular and/or Stroke Care

Awarded from: August 15, 2014 to: August 15, 2017




Margaret E. O'Kane
President





Certificate of Recognition

National Committee for Quality Assurance commends

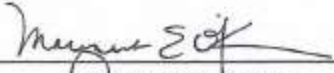
Paul Pelletier, MD

Fish River Rural Health

on Achievement of Recognition for Delivery of Quality Diabetes Care

Awarded from: May 13, 2016 to: May 13, 2019




Margaret E. O'Kane
President





Certificate of Recognition

National Committee for Quality Assurance commends

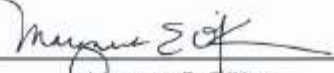
Fish River Rural Health - Eagle Lake Health Center

Recognized – Level 3

on Achievement of Recognition for Systematic Use
of Patient-Centered, Coordinated Care Management Processes

Awarded from: September 11, 2016 to: September 11, 2019




Margaret E. O'Kane
President





Certificate of Recognition

National Committee for Quality Assurance commends

Fish River Rural Health - Fort Kent Health Center

Recognized – Level 3

on Achievement of Recognition for Systematic Use
of Patient-Centered, Coordinated Care Management Processes

Awarded from: September 11, 2016 to: September 11, 2019




Margaret E. O'Kane
President

