Welcome to the St. John Valley

- N. Lee Carroll, LCSW
- Lavonne Linneman, CPA
- Sharol Lewis, MD
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.
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
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.
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)
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
Service Area Outlined in Yellow
### UDS Mapper

#### Explore Service Area Tool

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>04745</td>
<td>Frenchville</td>
<td>ME</td>
<td>2</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>886</td>
<td>305</td>
<td>341</td>
<td>111.80 %</td>
<td>38.35 %</td>
</tr>
<tr>
<td>04773</td>
<td>Saint David</td>
<td>ME</td>
<td>2</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>964</td>
<td>310</td>
<td>199</td>
<td>64.19 %</td>
<td>28.67 %</td>
</tr>
<tr>
<td>04791</td>
<td>Wallagass</td>
<td>ME</td>
<td>2</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>809</td>
<td>180</td>
<td>393</td>
<td>219.30 %</td>
<td>77.21 %</td>
</tr>
<tr>
<td>04739</td>
<td>Eagle Lake</td>
<td>ME</td>
<td>2</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>804</td>
<td>308</td>
<td>347</td>
<td>239.16 %</td>
<td>90.68 %</td>
</tr>
<tr>
<td>04743</td>
<td>Fort Kent</td>
<td>ME</td>
<td>3</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>4,638</td>
<td>1,614</td>
<td>2,521</td>
<td>150.10 %</td>
<td>54.47 %</td>
</tr>
<tr>
<td>04759</td>
<td>Mosherowca</td>
<td>ME</td>
<td>3</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>3,258</td>
<td>1,337</td>
<td>792</td>
<td>59.28 %</td>
<td>25.20 %</td>
</tr>
<tr>
<td>04774</td>
<td>Saint Francis</td>
<td>ME</td>
<td>2</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>602</td>
<td>328</td>
<td>247</td>
<td>75.78 %</td>
<td>41.02 %</td>
</tr>
<tr>
<td>04772</td>
<td>Saint Agatha</td>
<td>ME</td>
<td>2</td>
<td>FISH RIVER RURAL HEALTH</td>
<td>660</td>
<td>272</td>
<td>252</td>
<td>85.29 %</td>
<td>33.10 %</td>
</tr>
</tbody>
</table>

---

**Standard UDS Mapper Report**

- State
- Health Center Count, 2015
- Dominant Health Center, 2015

**Additional Health Center Related Data**

- Total Population, 2011-2015

**Additional Population Data and Indicators**

- Penetration of Low-Income
- Penetration of Total Pop

**Uninsurance by Income Level**

- Select All
- Select None

---

**Explore Service Area Tool**

- Map
- Data
- Combined
- Grantees
- Look-Alikes
- View Analysis Results
- Export

---

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

**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
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

Unique Users 2011: 857
Unique Users 2012: 663
Unique Users 2013: 848
Unique Users 2014: 1189
Unique Users 2015: 3635
Unique Users 2016: 3787
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
Clinical Quality Measures

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

[Bar chart showing the percentage of cervical cancer screening for various clinics and organizations. The chart includes bars for both cervical cancer screening and target rates.]
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
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

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, JFD Russell Medical Center, Greater Portland Community Health Center, Nasson Health Care and Penobscot Community Health Center

COLLABORATION
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

2017 HYPERTENSION CONTROL CHALLENGE

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.
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’Rane
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

NCQA
Measuring quality. Improving health care.

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

[Signature]
Margaret E. O’Kane
President

NCQA
Measuring quality. Improving health care.