Rogue COMMUNITY HEALTH

2020 Annual Report

Ashland
Butte Falls
Medford
Prospect
White City

roguecommunityhealth.org

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2020 Executive Team

William North, Chief Executive Officer
Daniel Weiner, DO, Chief Medical Officer
Ryan Bair, LCSW, Chief Network Officer
Calisa Warnke, Chief Financial Officer
Terry Keesling, Chief Operations Officer

Board of Directors

Kate Gillooly, President
David Figurate, President-elect
Tammy Miller, Secretary
John Mytinger, Treasurer/Past President
Erica Meager
Roger Howe, MD
Tom D. Hazel, FNP
Debi McComas
Jackson Bauers
Nate Sickler
Tina Mondale
Nancy Nordyke

Vision

Our community embraces healthcare and human services as a right and a privilege.

Mission Statement

Vibrant health for all, especially the most vulnerable, in partnership with our community.

Powering through the Pandemic

William North

It has been 18 months since the coronavirus pandemic first began, and 12 months since the Almeda and Obenchain wildfires caused so many people to lose their homes. At Rogue, we have adapted from working together in our offices and clinics to virtual visits, drive through testing and vaccinations. And yes, there is more technology today in how we deliver healthcare services. In crises like we have seen in 2020 and 2021, we continue evolving and changing to meet the changing needs of our employees, patients and the community head on. That's who we are. That's what we do. That's why we are here.

We have adjusted rapidly to this new environment. Most of our medical, behavioral health and integrative health appointments transitioned to virtual visits within weeks in 2020 but there was still a need for in-person preventive and urgent care, so we continued to see patients in clinics. A shortage of PPE (masks and gloves) initially caused concern. Like many, we had to temporarily shut down some of our services. Early on, as we transitioned services, we committed to keep all staff employed. Many of our staff members took on different roles when our dental clinics and school-based health centers closed, and I am grateful.

At the same time, our IT department moved with lightning speed to get many of our staff equipped to work from home and our providers set up with a virtual environment for patient care. With our Rogue Hub partners, we started delivering food, supplies, and children's activity kits to some of our patients who were homebound and hit hard economically. Grants from the Morris Family Foundation and the Oregon Community Foundation made this service possible.

And then came the wildfires on September 8th. Driven by 40 mph winds, the Almeda Wildfire carved a nine-mile path of destruction from Ashland to Phoenix that burned 4,449 structures, including 2,500 homes, and killed three people.

Behavioral health clinicians, pharmacists, and our Community Health Workers immediately posted up at the Jackson County Expo and White Mountain Middle School during and after the fires to offer counseling, prescriptions and support for the survivor's physical, mental and emotional needs.

Millions of people were very happy to say goodbye to 2020 and welcome 2021. We saw the need to serve more people in more ways. As a result we have been supporting the Long Term Recovery Group, and begun providing disaster case management and transitional housing to fire survivors through a partnership with the Oregon Department of Human Services and Oregon Housing and Community Services. The Rogue Way Home program provides self-sufficiency supports for fire survivors on their way back home

We were grateful to be on the front lines to help those who needed care the most, without judgment and regardless of their personal circumstances. It is the patients who benefit most from our community's generosity... from your generosity. We thank you for your continued support of Rogue Community Health and for helping us to sustain and improve the health of our community.

William North

William North

Values **Respect, Integrity, Compassion, Honesty, Community**

Powering Through the Pandemic

Since 1972, Rogue Community Health has faced many challenges and is no stranger to weathering storms; however, the COVID pandemic hit more like a hurricane with surges that impacted every aspect of our lives, community and our business operations. The world changed before our very eyes as we powered through the pandemic.

Virtual Visits

Just days into Governor Brown's Stay Home, Stay Safe policy, we announced the availability of Virtual Visits, and patients were able to consult with their health provider for non-acute medical conditions from the comfort of their own homes. Virtual visits accounted for 61% of all medical visits during 2020.

Dental Care

COVID-19 disrupted dental care as clinics were temporarily closed, except for emergency care. All routine exams, routine cleanings, fillings, and non-emergent root canals were delayed, accounting for a 38% reduction in dental care visits for 2020.

School-Based Health Centers

When schools closed, so did our school-based health centers, which impacted thousands of students. While closed, licensed professional counselors outreached many students to offer counseling and provide support. Our Children's Preventive Dental program was unable to offer any services to students after school closures but will resume in fall 2021. The number of students seen at our SBHCs dropped from 3,957 in 2019 to 812 in 2020.

Pharmacy

Rogue Community Health pharmacies in White City and Medford offered the following low-contact or no-contact options to safely serve prescription needs:

- Curbside pickup
- Prescriptions by mail
- A new website with expanded ways to refill a prescription and synchronize medications
- A new phone app

Many patients who could not afford their prescriptions benefited from medication assistance programs.

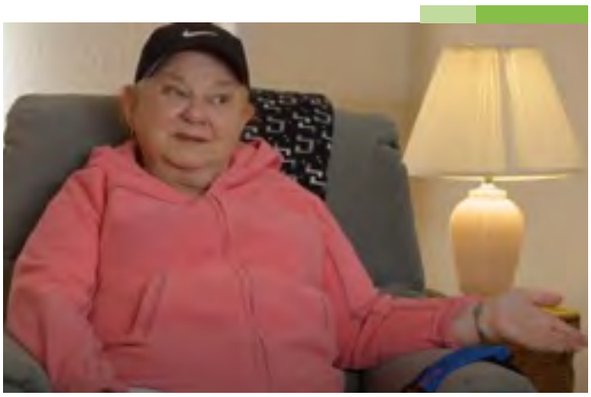
Mask & Sanitizer Giveaways

In August and October of 2020, Rogue Community Health went into the community to give away free cloth masks, hand sanitizers and educational materials, to support vulnerable populations in protecting themselves against COVID-19. The week of August 24 – 28, we gave away 455 total kits during that week. On October 17, we focused on reaching the Latinx community and gave away 855 total kits - 500 in West Medford and 355 in White City.

Transitional Housing

In September 2021, we took on the challenge of managing housing and self-sufficiency supports for 4 motel properties with over 507 separate units for wildfire survivors. With our Rogue Hub partners, our goal is to first help with the trauma from the fires, and then work with fire survivors to get back home through support services, employment and training, and housing navigation services.

Lifestyle and environment have a disproportionate impact on people's health.



Joanne's Story

At a routine medical visit, Joanne was screened for social determinants of health – conditions beyond medical factors that affect overall health and wellbeing. It was discovered that Joanne was struggling to put food on the table and that she also needed assistance with housing. Her medical provider referred her to Rogue Community Health's Member Services Program. Now, Joanne receives a food box every Wednesday delivered to her front door by a Community Health Worker. Community Health Workers also supported Joanne in furnishing her home by searching together on Craigslist for free and low-cost options. Pretty soon, she had everything she needed for her apartment. "It was like Christmas," says Joanne. Joanne also received care from the Integrative Health Center where she was able to use integrative medicine to manage her diabetes.

From the Streets to the Beach

He was in and out of hospitals and just kept falling through the cracks. He had dementia, was incontinent, and was sleeping on the street until Rogue Community Health stepped in. "It was freezing outside, so we would take him a hot cup of tea and check to make sure he had a sleeping bag," says Morag Elizabeth, the Community Health Worker who supported him. Morag called herself the "squeaky wheel," as she worked tirelessly to find a housing solution for him at an assisted living facility in Grants Pass. Since then, he has moved to the coast and is living in a memory care center where he receives three meals a day and is happy, safe and strong. "I think the most important thing is to open our hearts first," says Morag, "It's really important for us to take a step back and not judge and try to understand what's at the root of it."

2020 By the Numbers

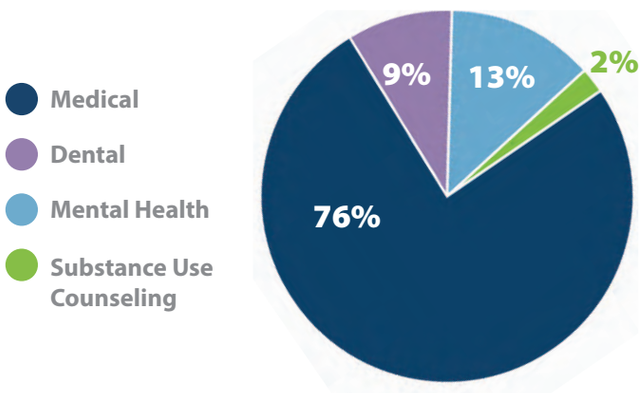
Rogue Community Health

195
Employees

11,558
Community Members Served

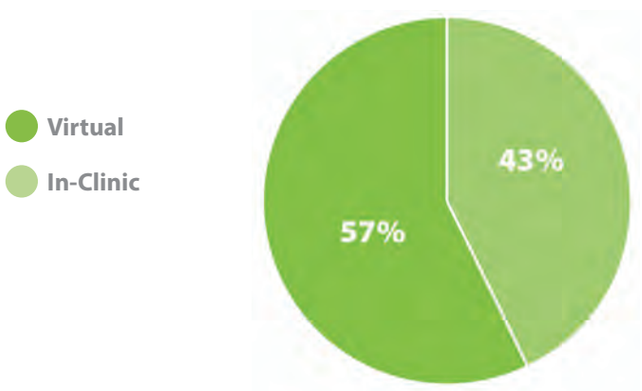
44,487
Completed Appointments

Types of Services Provided



Dental clinic services were impacted by COVID-19 restrictions, but it remained open, operated safely at the allowed capacity, and continually accepted new patients!

Where Services Were Provided



Virtual Visits launched in early 2020. Rogue Community Health plans to offer up to 50% of services virtually in the future, to accommodate member preference and need!

Clinic Locations Ashland, Butte Falls, Medford, Prospect and White City

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Tobacco Use Numbers

Rogue Community Health counseled over 2400 people to reduce or stop tobacco use in 2020, up from the previous year! In the region we serve, approximately 28% of the adult population smokes, double the national average.

Whole-Person Care

Oregon is 5th in the nation with adults diagnosed with Major Depressive Episode. Rogue Community Health screens every patient, every time for depression.

Whom we serve

11,558
Community Members Served

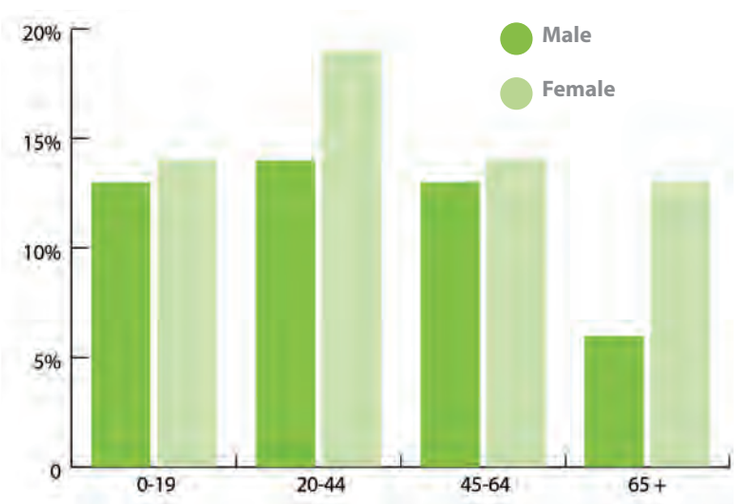
53% of our patients live at or below 200% of the Federal Poverty Level

Race / Ethnicity	
White (non-Hispano)	64%
White (Hispano)	13.9%
More than one race	2%
American Indian/Alaska Native	1.4%
Black/African American	1.1%
Asian	0.8%
Other Pacific Islander	0.4%
Native Hawaiian	0.1%

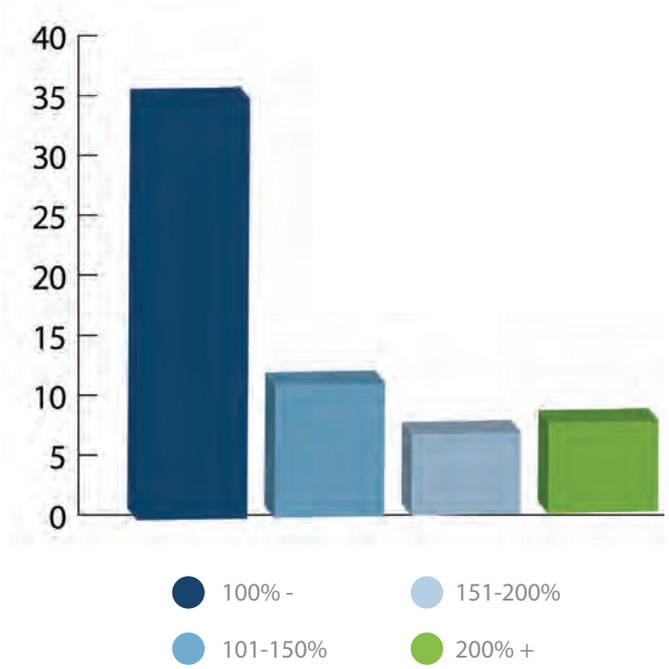
Health equity is a top priority:
our services are provided in language of choice through bilingual caregivers or interpreters present at appointments. 10% of Jackson County residents use a language other than English at home.

According to the 2020 Census, Jackson County Hispano population is 13.7% and growing.

Age & Gender



Income as % of Federal Poverty Level



Rogue Community Health was in the top 25% nationally* for:

Tobacco Assessment and Cessation Counseling

HIV Screening 15-65 years of age

Patients Screened for Depression with Follow Up

* 2020 UDS Metrics report

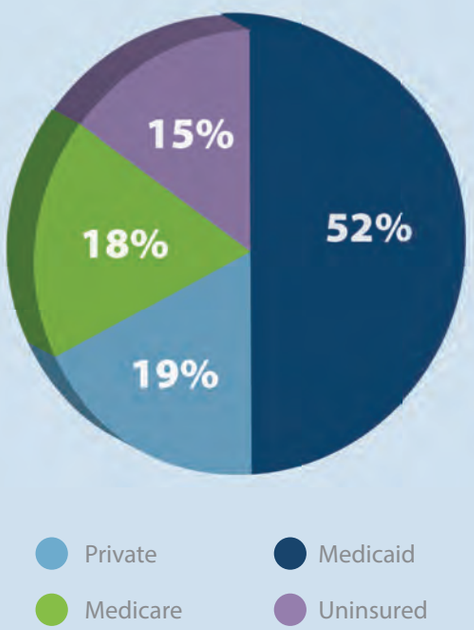
Our Financials

$24,432,262
Revenue

$24,414,385
Expenses

$1,958,644
Total Uncompensated Care

Insurance Type



A Glimpse of Rogue Community Health

Individuals

Jack & Beverly Altman
Anonymous
Don and Sandi Artru
Ryan Bair
Roberta Benatti
Julie Benezet
Dr. Bud and Mary Jo Bergstrom, Jr.
Maggie Bleakley
Colette Boehmer
Julie Bostwick
Katherine Bryon
Peter Buckley
Michael Burrill, Sr.
Mark & Peggy Chirgwin
Bud Clardy
Mavis Cloutier
Mary Coombs
Philip and Elizabeth Cooper
Glory Cooper and Scott Moore
Gary & Julie Crites
Lola Curl
Estate of Anne Decker
Whitney Dennis
Lynell Dewey
Kathleen R. Donham
Lisa Duncan
Karen Elliott
James C. Ellis
Drs. John and Diane Engelhardt
Delores Federico
Martha & Edwin Fish
Dr. John and Mrs. Lynn Forsyth
Dr. Ted and Tilly Gibbs
Catherine (Kate) Gillooly
Thomas Gillooly
Lupe Gonzales
Jack (John) and Joanne Hafner
Robert and Jane Hall
Mary Hambleton
Rich and Elizabeth Hansen
Barry Harris
Larkin Hastings
James and Marian Heaton
Dr. Matthew and Mary Hough
Roger Howe, MD
Alan and Deborah Jones
Vanessa Jones
Terry Keesling
Drs. Tom and Jean Keevil
Kingsley and Diana Kelley
Thomas and Lisa Knox
David Lane
Janet C. Lilly
Robert and Suzanne Lindstrom
Kathleene Mackris
Gerald and Sandra MacLeod
Mahar Homes
Betsy and Jerry Manuel
Paul Matz, MD
Warren McCommons
Pam & Diarmuid McGuire
Dr. Sue Alston and Doug McKenzie
Dennis and Dianne Mihocko
Tina Mondale
Dr. Lee and Diana Murdoch
John Mytinger
Bill and Janiece Newell
Nancy Nordyke
Earl and Kaaren Norgard
William and Heide North
Lisa O'Connor
Shirley Patton
Peak Family Trust / Peaks Ranches
Priscilla Peak Trust
Reider Peterson
Cheryl Pippin, CPNP
Stacey Porterfield, DO
Drs. Thomas Treger and Ruth Rabinovitch
Ceci Robe
Diane P. Roberts
Nancy Roberts
Patricia Robins
MariaElena Rockholt
J.P. Rollosson
Brad and Stella Russell
Linda Russell
Carolyn Schenler
Mark and Gwen Schiveley
Wolfgang Schudawa
Ione Shaw
Nathan Sickler
Lynn and Doris Sjolund
David Sloves
Doug Smith, O.D.
Emilie Smith
Jan Sneider-Brown
Adrian D. Snyder
Drs. Bill and Darlene Southworth
Laura Sutton
Midge Thierolf
Gordon and Alice Thomas
Wayne Thomas and Carol Brown
William and Angela Thorndike, Jr.
Jill B. Turner
Karan Vandermeer
Dr. Charles and Rebecca Versteeg
Lois Walker
James and Kimberly Wallan
Fred and Eleanor Willms
Christine Winters

Civic

Soroptimist International /Ashland

Businesses

AIG Retirement Services
AmazonSmile Foundation
Ashland Insurance, Inc.
AVISTA Utilities
Blaser Realty
BOOKSTAYHOP
Burkhart Dental & Supply Co.
Escape Salon
Greensprings Inn & Cabins
Jackson Care Connect
JB Steel, Inc.
JH & Associates
KDP Certified Accountants, LLP
KOBI TV/NBC-5
Lithia 4Kids
Lowe's
Medford Fabrication
Office Tech
Nonstop Insurance & Administration Services
Oregon Pacific Bank
Pacific Source Health Plans
PAP LLC
Paper & String
Peak Family Trust / Peaks Ranches
People's Bank of Commerce
Prime Care, Inc.
Providence Health Services
Retina Care Center
Rogue Valley Manor
Rosebud Media/Mail Tribune
Scrub Hub, LLC
Southern Oregon Hospitalists, PC
U.S. Bancorp
Umpqua Bank

With your help we served 11,558 community members this year!

Foundations

AmazonSmile Foundation
Anna May Family Foundation
Carpenter Foundation
Carrico Family Foundation
D-9 Foundation
Fred Meyer Foundation
Harry and Yvonne Lenart Family Foundation
The H. Charles Greene Foundation, Inc.
Horton Family Foundation
Morris Family Foundation
Network for Good
Oregon Community Foundation
Oregon GME Consortium
Providence Community Health Foundation
Raymond Family Foundation
Shell Oil Company Foundation
United Way of Jackson County
The Reed and Carolee Walker Fund of the Oregon Community Foundation
The Gwladys and John Zurlo Charitable Foundation

Rogue COMMUNITY HEALTH

800 East Main St, Medford, OR 97501

In 2022, Rogue Community Health celebrates our 50th anniversary!

Beginning as an all-volunteer Women's Health Center above a candy store in Ashland in 1972, Rogue Community Health has grown into an expansive award-winning medical, dental, and behavioral health home to the Rogue Valley and beyond.

We work to make sure healthcare is available to everyone who seeks it. Over decades, we've developed a model of care that focuses on our patients' total health, taking a whole-person approach. Around each patient we assemble a team of providers, who work together with a common objective: to enhance our clients' wellness. We believe that healthy communities are made up of healthy people, and that by transforming how healthcare is delivered, our entire community benefits.

Join us in 2022 for a yearlong celebration of our rich history transforming care in the region, honoring our deep community roots through events, and recognizing the pillars that have built our success. As we look toward the next 50 years, we are eager to share our vision for the future of positive impacts on the quality of life for all across our region.

Rogue Community Health 541-773-3863 **roguecommunityhealth.org**

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