



2020

Annual Report

Cabarrus Rowan Community Health Centers, Inc.

704-792-2242 | WWW.CRCHC.ORG





2020 Annual Report



Dear Community Partner,

Cabarrus Rowan Community Health Centers, Inc. (CRCHC) is a community-based nonprofit organization, founded in 2003 and dedicated to positively impacting the health of our community, one patient at a time through Cabarrus and Rowan Counties. CRCHC serves more than 12,000 clients annually, without regard for a patient's ability to pay, and serves as a community resource for eliminating health disparities.

CRCHC provides comprehensive, high-quality primary health care to all members of our community, including low-income, indigent, and uninsured patients who may not otherwise be able to afford health care via traditional sources. CRCHC offers a wide range of health services to include Primary Care/Adult Medicine, Oral Health, Behavioral Health, Telehealth, Covid-19 Services, Mobile Services and Special Population Services (migrant seasonal workers, public housing, and homeless population). Even in a pandemic, when access to care is more important than ever, we have completed over 14,000 test accounting for over 12,000 unique patients with 1,657 individuals who have tested positive. CRCHC will expand access to rapid testing and vaccination services at all CRCHC locations; this will allow the organization to increase access to our communities.

CRCHC currently has a network of eight locations throughout Cabarrus and Rowan counties; we are growing and seeking new ways to serve more. Our network of health centers is committed to serving and strengthening our community. We intend to provide each person a system of comprehensive health care that promotes wellness. We look forward to partnering with you to positively impact the health of our community one patient at a time and to meet the health care needs of our patients and families in an affordable and accessible manner.

Sincerely,

Don Holloman, M. Ed
Chief Executive Officer

LEADERSHIP TEAM

Danita K. Washington
Chief Operating Officer

Ritchie Glaspy
*Quality Improvement
Director*

Brittany Payne
Director of Administration

Amber Harper
*DNP Associate
Clinical Officer*

Lydia H. Adams, MD
Chief Medical Officer

Will Thompson
Chief Financial Officer

Stacy Vanderburg
Human Resource Coordinator

Toni Maddox
*Human Resource
Manager*

Jacklynn Connor
*Director of Clinical
Services*

Dr. Carlton Bruce
Dental Director

Zachery Talley
*JD Regulatory, Contracts and
Legal Compliance Manager*

BOARD MEMBERS

Robert Freeman • Jane Sellers • Rick Parker • Stewart Allison • Lamar Barrier
Katherine Tracey • Jessica Perez • Patrick Lynch • Angela Graham



About Us

Cabarrus Rowan Community Health Centers, Inc. (CRCHC) is a federally qualified Community Health Center that is a community-based nonprofit organization, founded in 2003 and dedicated to positively impacting the health of our community. CRCHC operates a network of 8 clinics that serve more than 12,000 clients annually by providing quality primary care, dental and behavioral health services in an integrative team approach.

CRCHC is committed to taking care of the whole person. We not only provide annual wellness care but we are here when you get sick. CRCHC is an integrated health center with medical, behavioral health, and dental services. We care for everything from the common cold to chronic diseases like diabetes and high blood pressure, to mental health and substance use concerns. We are here to help you and your family prevent illness and maintain optimal health.



McGill Family Medicine



China Grove Family Medicine / Dental



Logan Family Medicine / Dental



Homeless Clinic at Rowan Helping Ministries



Salisbury Health Center



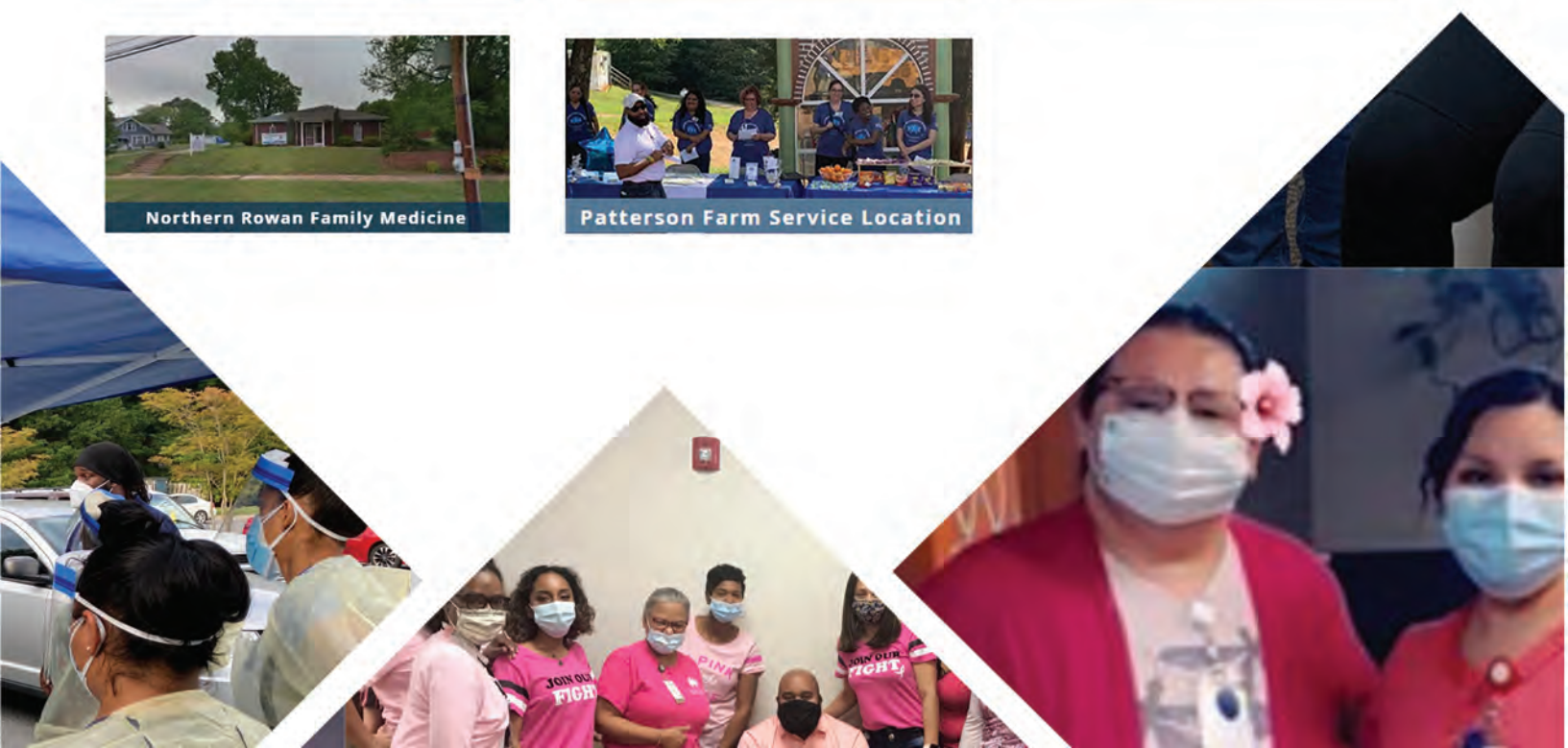
Mobile Unit



Northern Rowan Family Medicine



Patterson Farm Service Location





Services

Medical Services

- Adult Medicine
- Pediatric / Adolescent Care
- Immunization
- Chronic Disease Management
- COPD
- Asthma
- DOT Physicals
- Tele-Health Services
- COVID-19 Testing & Vaccines

Dental Services

- Preventive Services
- Emergency Services
- Restoration Services

Behavioral Health Services

- Mental Health Services
- Child Health and Development
- Psychiatry Services
- Substance Abuse Services

Special Population Health

- Public Housing Health Services
- Homeless Health Services
- Migrant Health Services

Ancillary Services

- Care Coordination
- Medication Management
- Health Coaching
- ACA Market Insurance





“Healthcare Hero’s Work Here” CRCHC standing on the front line during the COVID-19 crisis

To Whom It May Concern,

The following represents Cabarrus Rowan Community Health Centers, Inc. (CRCHCs) response to the COVID-19 pandemic.

With the announcement of COVID-19’s arrival, the CRCHC team quickly developed plans to continue treating patients in the health centers. First and foremost, staff received training in the proper use of personal protective equipment (PPE), infection control, triaging of patients, and staff quarantine protocols. Through the initial onset of Covid-19, CRCHC launched rapid Covid testing services, starting a mobile unit program, and expanding telehealth services to meet the need of the community during the start of this pandemic.

As the CDC continually updated its guidelines, the team frequently brainstormed and adjusted best practices for screening. This ongoing dialogue and team “huddles” allowed us to develop a living screening tool that could be adapted as CDC guidelines changed. It also enabled us to create signage that would communicate the screening protocol to our patients.

Since early March, all CRCHC activities have been focused on Response (assess, test, diagnose, treat and limit spread of COVID-19). CRCHC has completely reconfigured everything from offices and processes to include dramatic and foundational changes in the way care is delivered. The following are some of the highlights of challenges and actions:

- CRCHC completed over 15,622 COVID Rapid tests accounting for 8,696 unique patients with over 1,802 individuals who have tested positive. With a 12% positive rate per unique users that are screened / tested were positive for COVID-19. CRCHC expanded access to rapid testing services through-out all CRCHC locations and mobile unit with rapid PCR and antigen testing for the community to allow the organization to spread the testing volume throughout our network of clinics, while providing more rapid COVID testing access to our communities. Each CRCHC department played a vital role in bring standing on the front line of this pandemic.

COVID-19 Care & Testing Services Thru August 31, 2021

COVID-19 Total Rapid Testing	COVID-19 Catawba College Rapid Testing	CRCHC Mobile Unit Community Rapid Testing	CRCHC Mobile Community Unit Vaccines	CRCHC Total Vaccines	CRCHC Tele Health Visits
15,440	5,443	5,241	758	3,252	1,047

- The organization worked tirelessly to source and secure high-demand supplies, such as PPE, sanitizer, and disinfectants. CRCHC has expensed more than \$172,834 on PPE to ensure staff and patient safety. The PPE purchased includes 20,000 N95 masks, 18,000 Gloves, 9500 face shields, and 50,000 surgical masks.
- To decrease any potential infection, CRCHC’s invested over \$48,354.00 for increased cleaning throughout to the CRCHC Mobile RV unit, which includes cleaning exam rooms, doorknobs, spaces, etc. The increase in disinfecting our clinics has decreased the risk of exposure for 90% of our mobile unit.
- CRCHC was able to provide increased testing to the community in Cabarrus and Rowan Counties to citizens who would otherwise have no access to critical testing. CRCHC has expensed over \$300,802 on testing related supplies and equipment to provide rapid response testing to our community. CRCHC has played a vital role in testing in the state. CRCHC clinics are in some of the hot spot areas for COVID-19. The zip codes for the highest number of positive cases in Cabarrus County are 28025, 28027, and 28075. The zip codes for the highest number of positive cases in Rowan County are 28147, 28144, 28146. We have collaborated with Cabarrus Salvation Army, Rowan Helping Ministries, Local Churches, and Rowan County Health Department



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to offer testing to all citizens of the community. These community partners are located within these hot spot zip codes to ensure we are meeting the need of COVID-19 testing.

- CRCHC has launched a COVID testing partnership with Catawba college to provide weekly testing to students and athletes for the university and since October 2020 CRCHC has performed over 5,400 rapid COVID test for the university.
- CRCHC's purchased a permanent mobile unit on 11/4/20 utilizing the CARES funding for the \$350,000 purchase. The mobile unit replaced the rental RV effective December 1st, 2020. The mobile unit has provided over 5,200 rapid tests in addition to over 1,086 vaccines as of 8/31/21.
- CRCHC has launched vaccination services throughout our network of clinics and mobile units in February 2021 we have vaccinated over 1,982 individuals throughout our clinics in addition to vaccinating over 352 H2A migrant Farm Workers.
- Currently the organization has a 62% employee vaccination rate and has monthly education activities to increase the vaccination throughout the organization.
- CRCHC has worked to increase our tele health platform offered to our patient population since the pandemic, with an investment of over \$40,000 in expanding integrating our software and expanding the ability of our behavioral health and medical providers to provide services to our patient population via tele health. As of 8/31/21 CRCHC has provided more than 1,000 tele health visits.
- CRCHC made a significant investing in increasing staffing levels has allowed us met the increased demand of COVID testing, vaccination and provide care the patients without access. CRCHC has expensed over \$453,333 since August 1, 2020, to over 15.0 new staff directly related to CRCHC COVID response along with our current staff.
- The clinical and operational team worked to maximize telehealth visits, decreasing the number of patients within the center, and providing patients with continuity of care. Each CRCHC department altered workflows to reduce risk of exposure, while taking extra precautions to disinfect high touch surfaces and all sample eyewear after each use. Through these efforts staff increased telehealth services for their vulnerable patients to over 12% of the total patients serviced in 2020.
- The Quality Improvement and Operations Department helped restructure the provider empanelment process to ensure every patient has a designated primary care provider (PCP) and care team.
- CRCHC Management and Quality department team demonstrated flexibility and adaptability as COVID-19 demanded rapid screening protocols, new telehealth appointment processes, and revised workflows. The team quickly pivoted to remote work, set up systems for telehealth visits, conducted increased outreach to patients, and provided individual patient training sessions to help them learn how to use the telehealth tools.

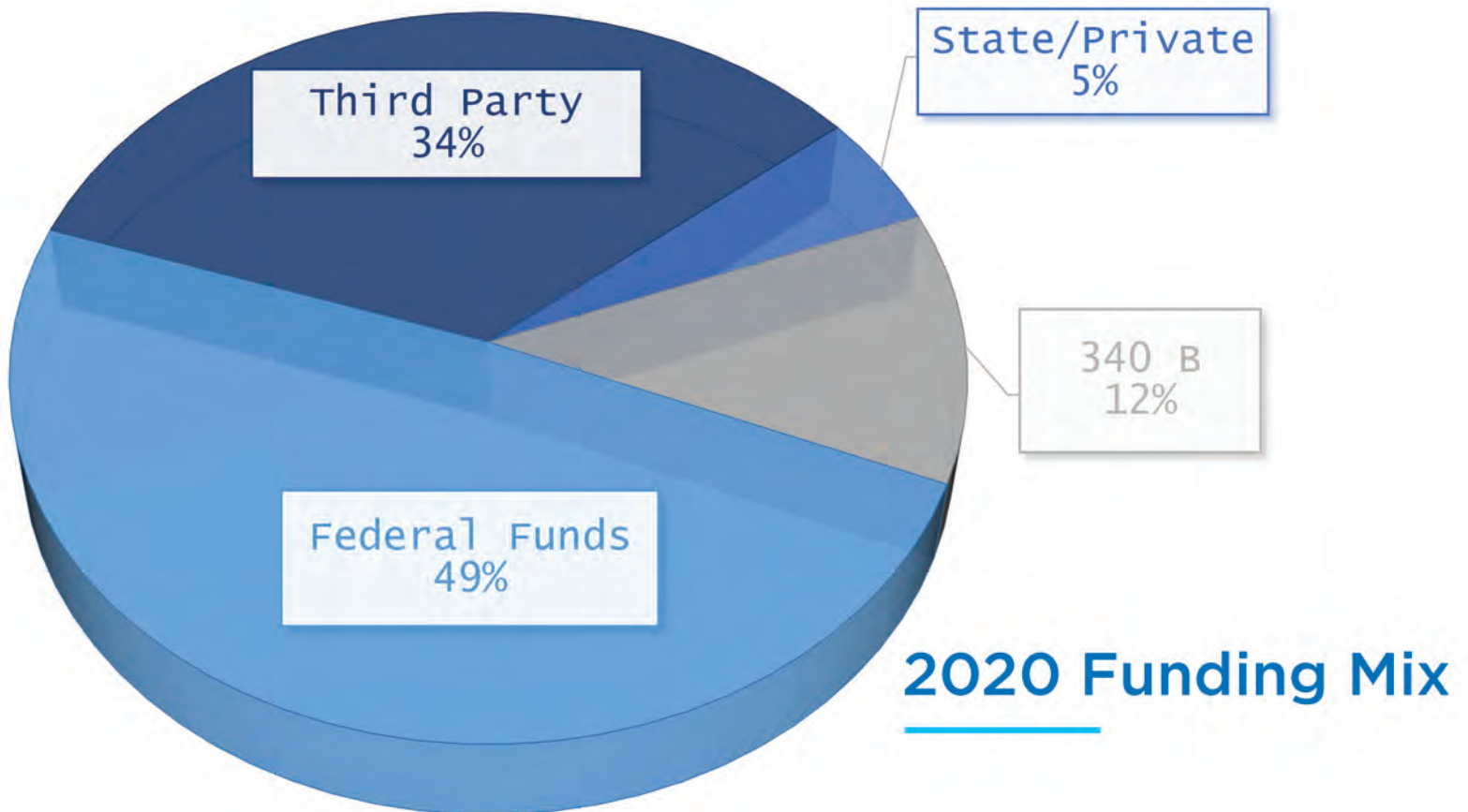
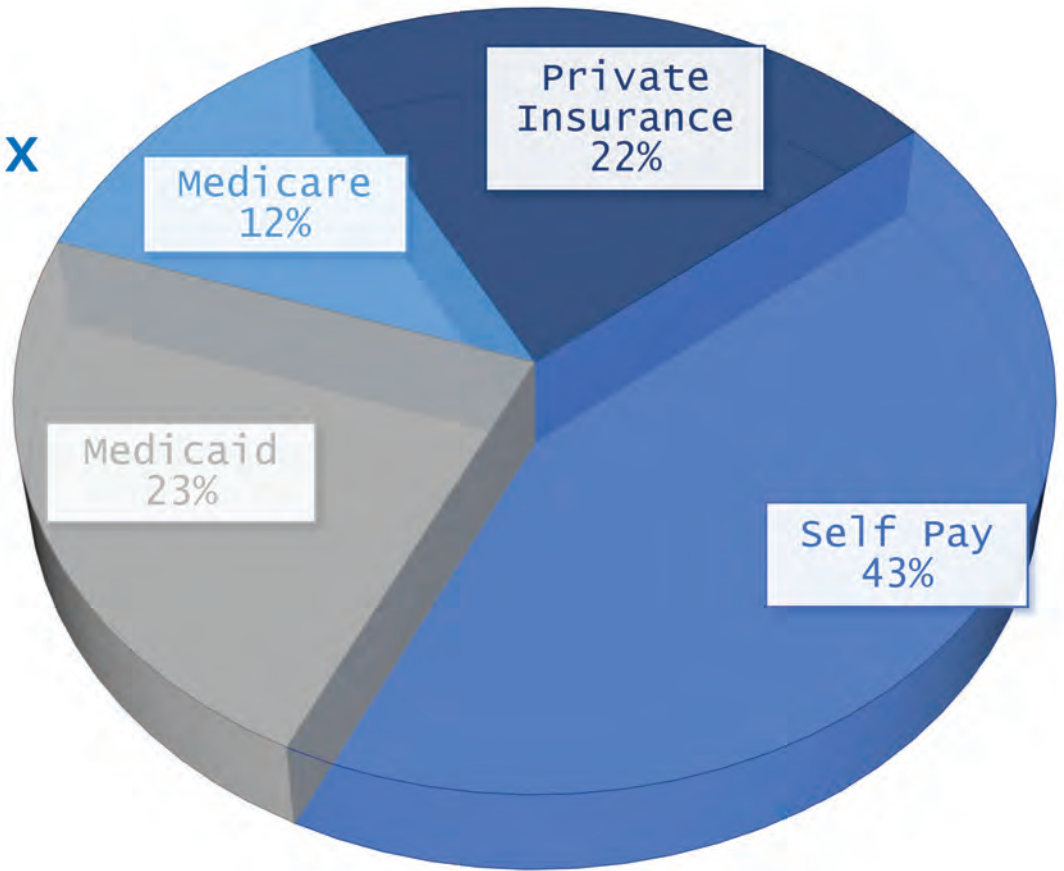
Without the board of directors, management, staff, and our federal, state, and local partners playing a role in ensuring CRCHC was able to stand on the front line during this pandemic none of the accomplishments stated below would have been achievable. Making judicious, rapid-fire decisions in the face of the kinds of challenges COVID presented became a daily occurrence and CRCHC was able to meet the challenge head on. Although the pandemic is not over, CRCHC continues to stand on the front line to support the communities served.

Respectfully Submitted,

Don Holloman, M.Ed., CHCEF
Chief Executive Officer
Cabarrus Rowan Community Health Centers, Inc.



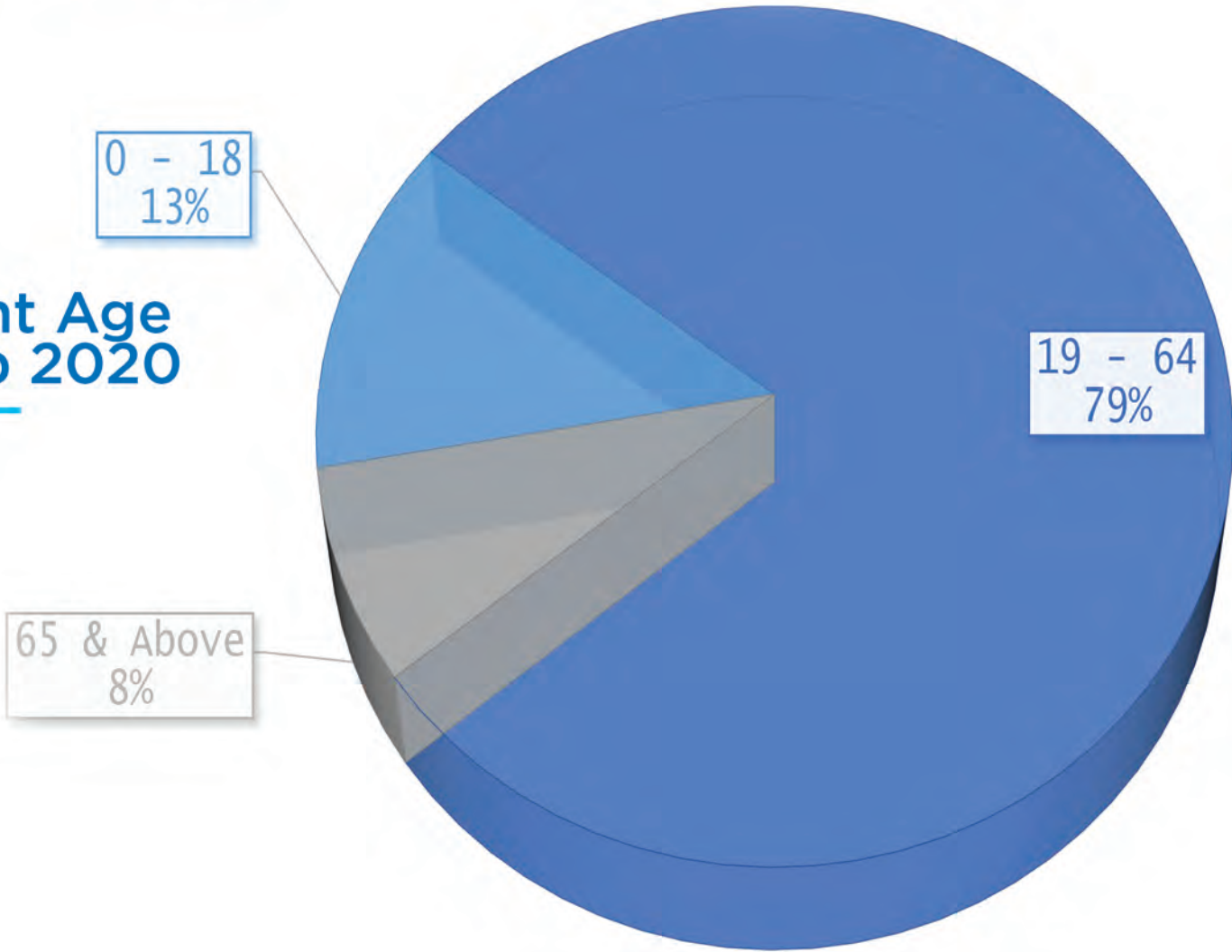
Payer 2020 Mix



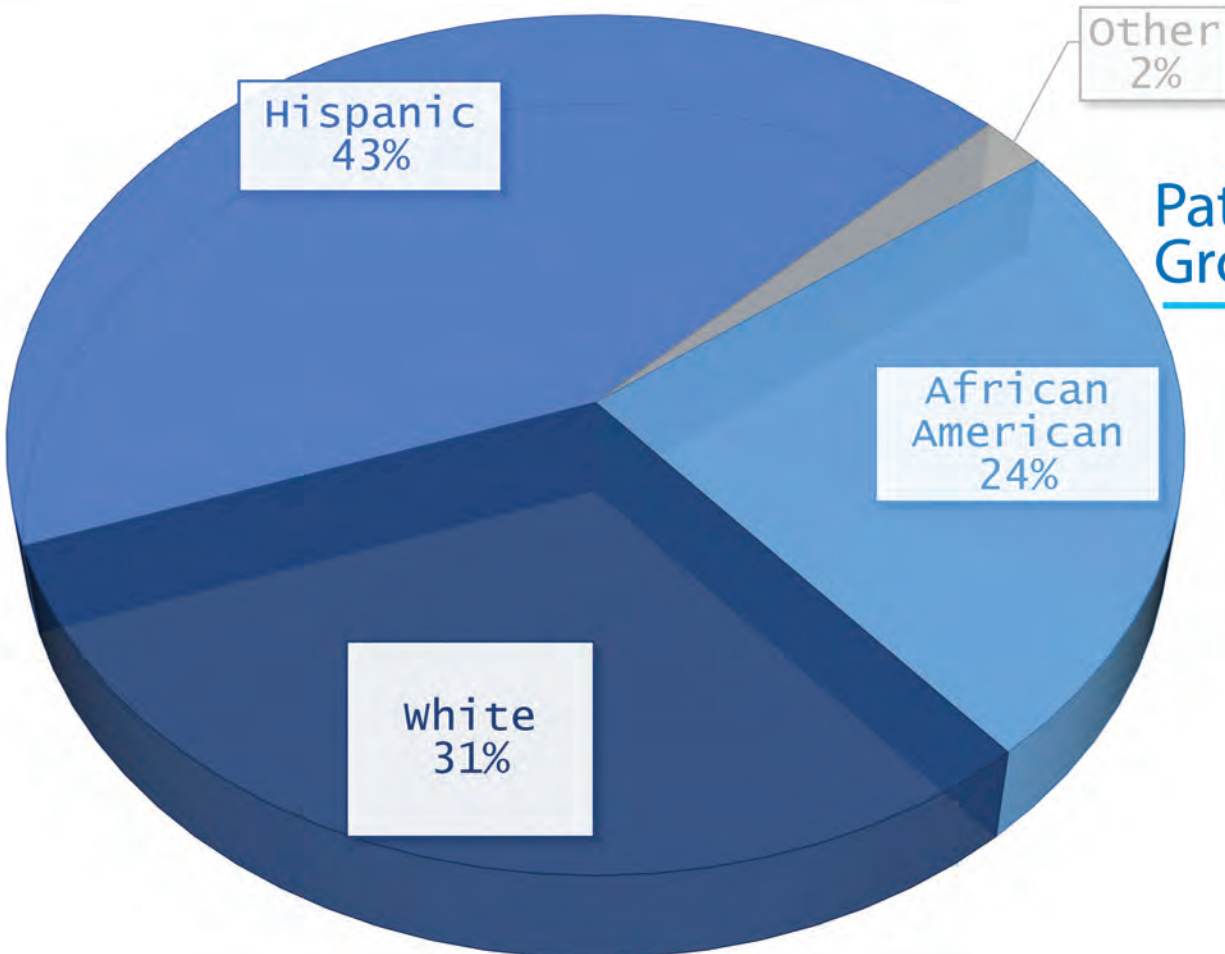
2020 Funding Mix



Patient Age Group 2020

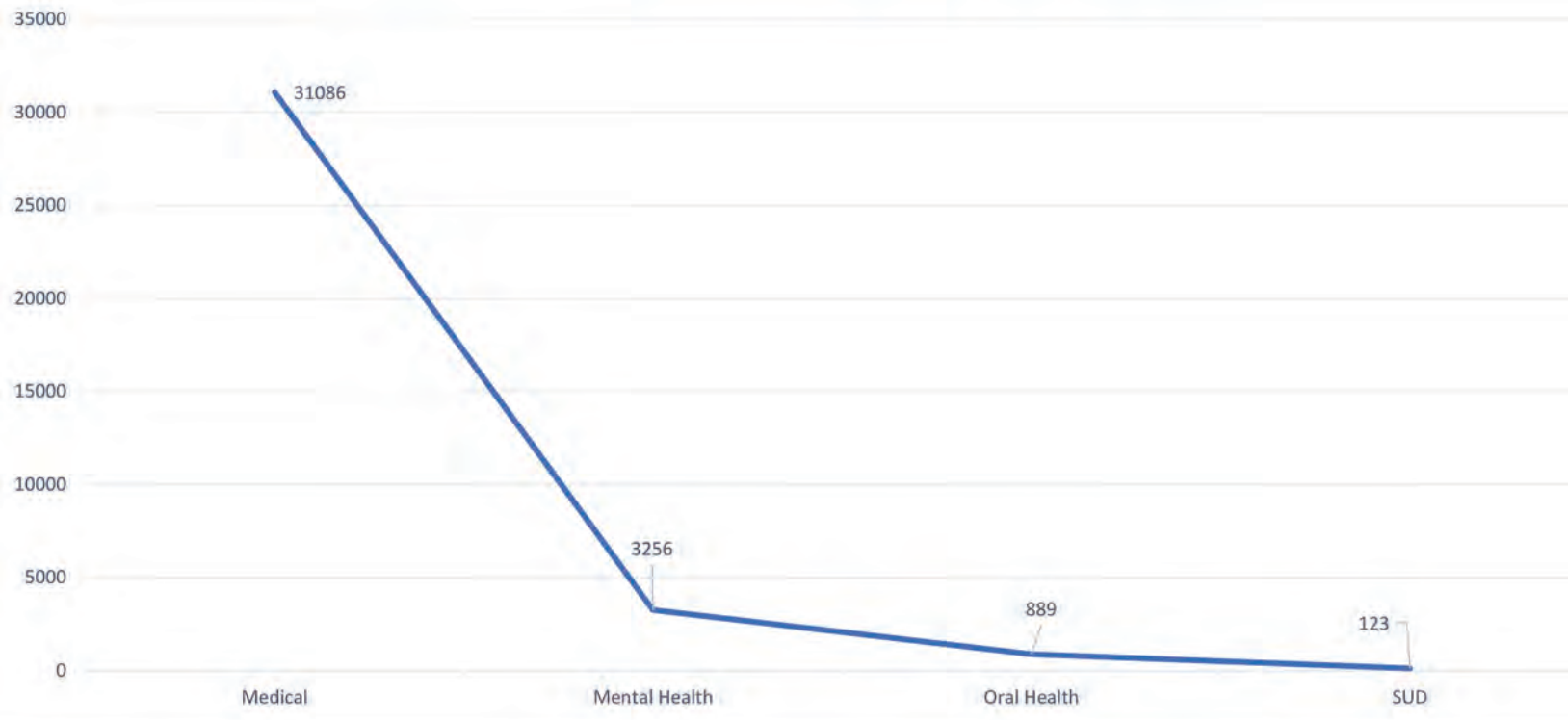


Patient Ethnicity Group 2020



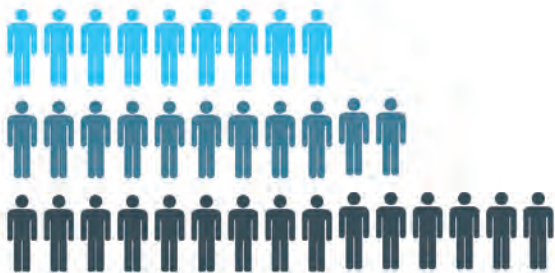


Encounter Breakout Total 35,354



Total Patients

12,221

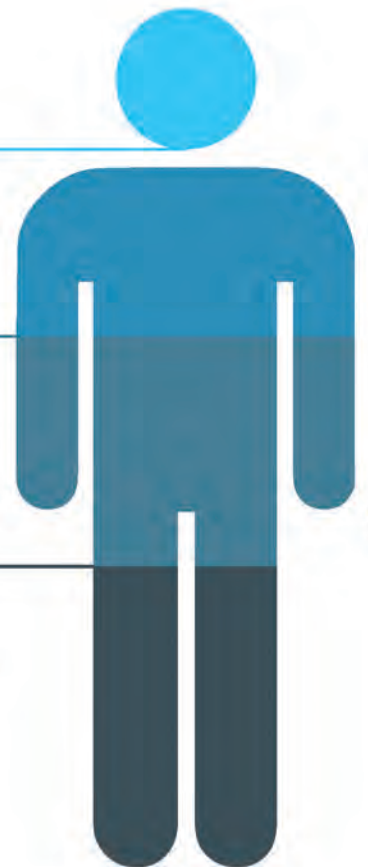


Migrant & Agricultural Workers: 53

Homeless population: 140

Veterans: 102

Public Housing: 2,535



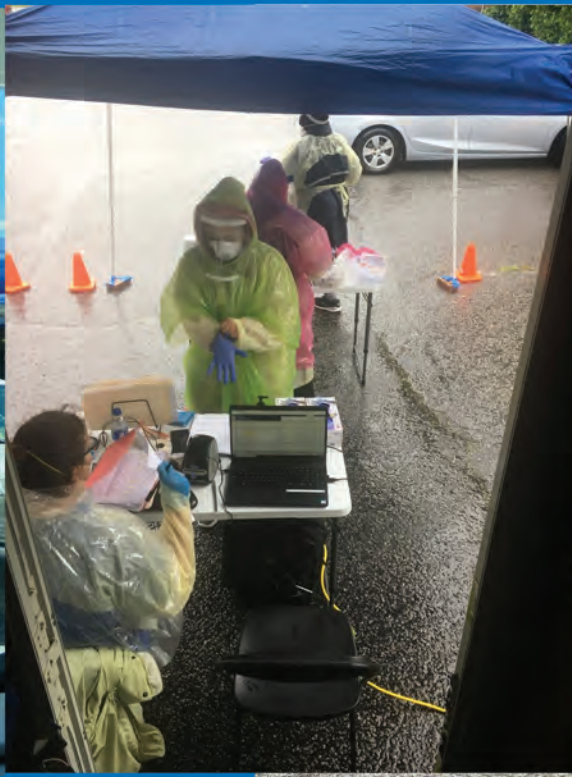


2020 Year in Pictures



“To all the CRCHC staff you are all heroes to our community, being in the right place and the right time. Our entire community is immensely grateful for your commitment to stand on the front line during this unprecedented time.”

Don Holloman, M.Ed, CHCEF, CEO





Cabarrus Rowan Community Health Centers



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