



2020

Annual Report

Cabarrus Rowan Community Health Centers, Inc.

704-792-2242 | WWW.CRCHC.ORG





2020 Annual Report



Dear Community Partner,

On behalf of the Board of Directors and all the dedicated staff who serve our patients, we are proud to present the 2020 Annual Report and share our progress.

We all are given tests in life. Everyone can identify with a personal or professional challenge. Whatever the outcome of a test, it shapes us, and we become oriented differently to the world and our relationships. COVID-19 certainly tested CRCHC in 2020 and while the challenge is ongoing, CRCHC is committed to answering the call. the challenge is ongoing.

Taking stock of 2020, we are grateful for "the test". We are grateful that we made progress despite such a disruptive year. Here are some highlights about which we are very proud:

Established mobile unit COVID rapid testing services

- Established testing partnerships with local agencies and organizations that included Salvation Army, Catawba College, Rowan Health Department, and Rowan Helping Ministries, to name a few
- Relocated our China Grove location to a 6,000 square foot clinic
- Incorporated telehealth into our care delivery model, thereby enabling new and established patients ongoing access to quality care
- Protected patient and staff health by implementing increased cleaning and disinfecting practices
- Increased staff by 20% enabling us to tackle the pandemic effectually

Finally, our greatest celebration is how devoted our staff is to patient care and showing those we serviced throughout the year exceptional service, respect, diversity, integrity, innovation, and quality.

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*

Carlton Bruce, DMD
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



2020 Annual Report

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 if you become ill. 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

 202D McGill Ave, NW
Concord, NC 28025

 704-792-2242

China Grove Family Medicine & Dental Clinic


 307 E. Thom Street
China Grove, NC 28023

 704-855-5200



Logan Family Medicine & Dental Clinic

 298 Lincoln St, SW
Concord, NC 28025

 704-792-2313







2020 Annual Report

Our Locations




Northern Rowan Family Medicine

 300 N Salisbury Ave.,
Spencer, NC 28023

 704-216-2630

Salisbury Health Center


 330 W Jake Alexander Blvd.
Suite 103
Salisbury, NC 28147

 704-519-2366



Patterson Farm Service Location

 3060 Millbridge Road
China Grove, NC 28023

 704-855-5200

Mobile Unit

 704-792-2242





2020 Annual Report

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



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2020 Annual Report

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

CRCHC COVID-19 RESPONSE & IMPACT

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 accomplished throughout the year.

- 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

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

- 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, created car sick visits, 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.
- 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 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. 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.
- CRCHC changed clinic special population (i.e., Migrant, Public Housing and Homeless) focus to COVID rapid testing over 1,000 special population patients and vaccinating over 500 through our community partnership events.



2020 Annual Report

- Currently the organization has a 100% employee vaccination rate and has monthly education activities to increase the vaccination throughout the organization to comply by federal mandated date.
- 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 increased staffing levels by over 15.0 new staff directly related to CRCHC COVID response along with our current staff. Increased nursing model (i.e., CNA and LPN) to increase workforce candidate pool.
- 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.

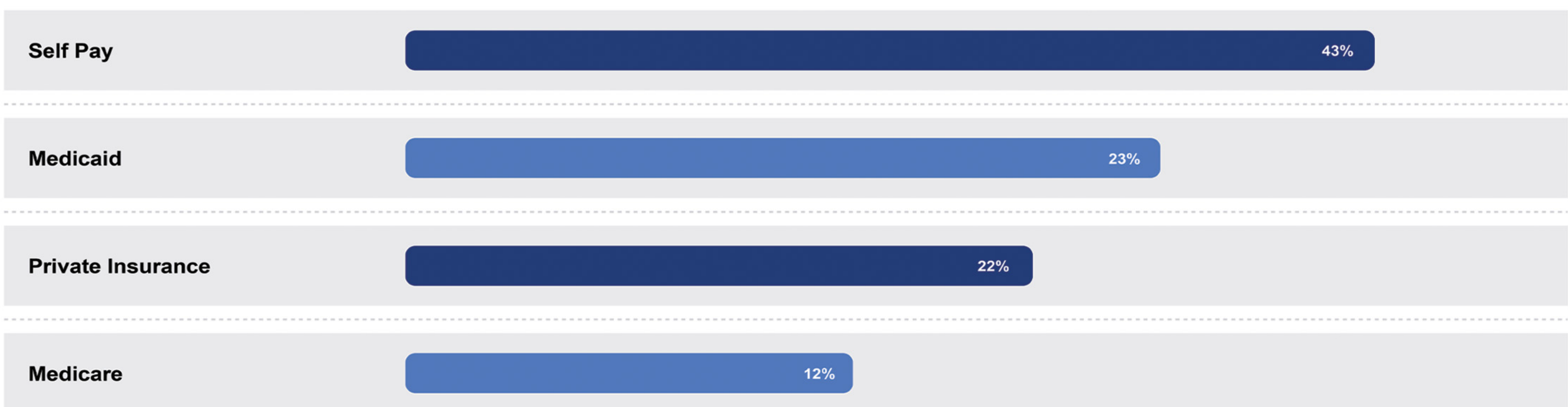
In closing, CRCHC success to navigate through this pandemic was due to the board of directors, management, staff, and our federal, state, and local partners playing a role in ensuring CRCHC was able to stand on the front line during this pandemic none of the accomplishments stated below would have been 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.





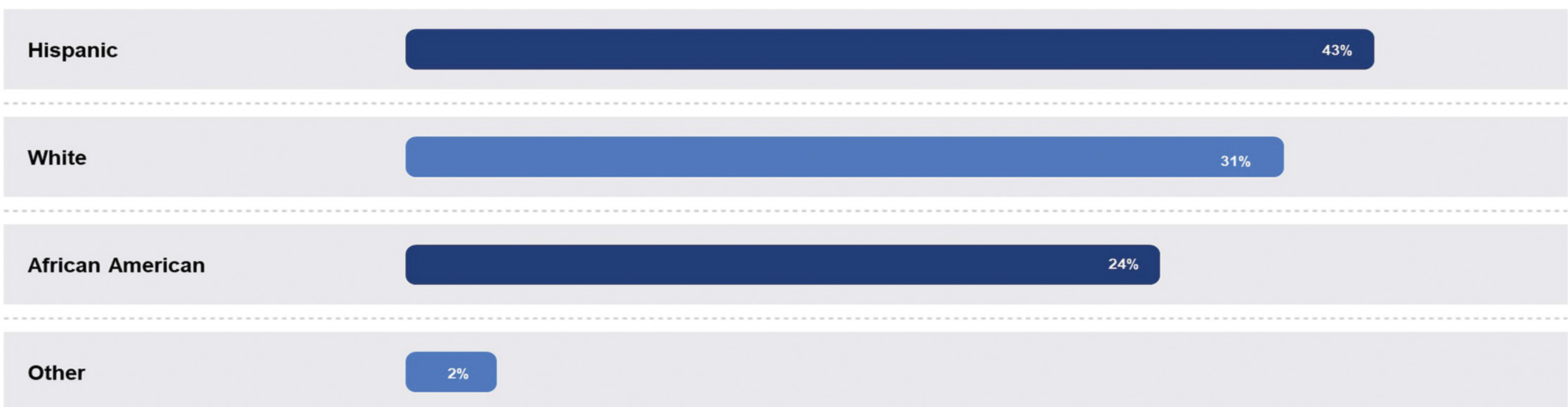
Payer 2020 Mix

Self Pay: 43% Medicaid: 23% Private Insurance: 22% Medicare: 12%



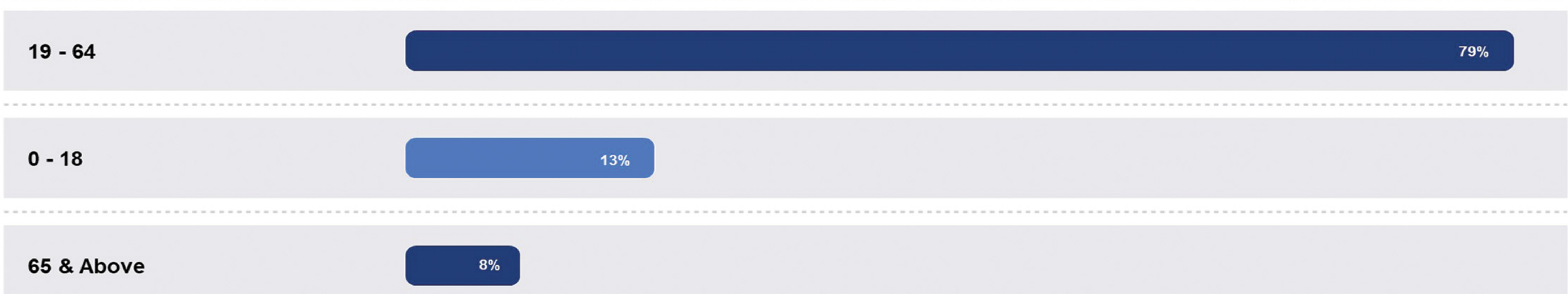
Patient Ethnicity Group 2020

Hispanic: 43% White: 31% African American: 24% Other: 2%



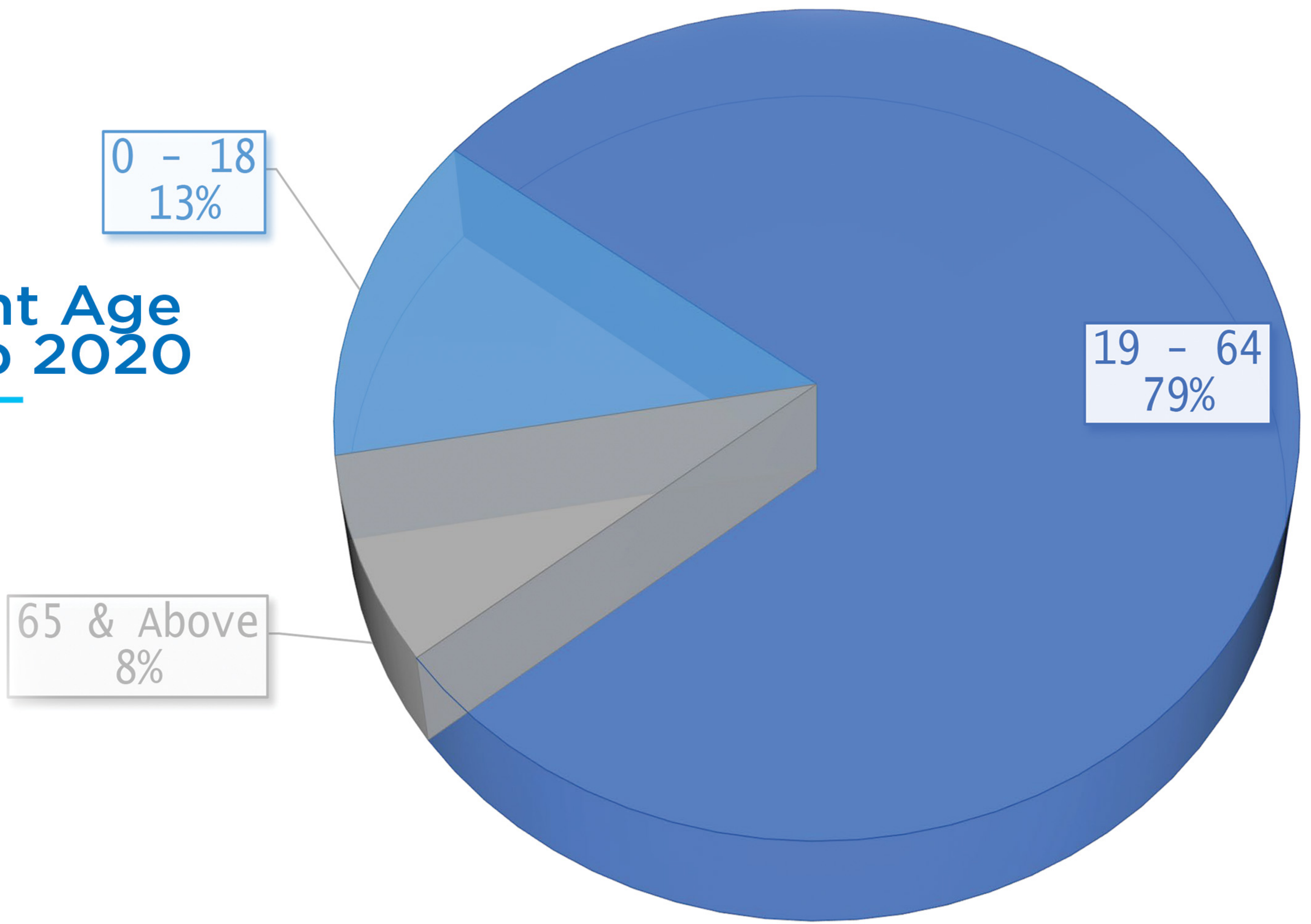
Patient Age Group 2020

19 - 64: 79% 0 - 18: 13% 65 & Above: 8%

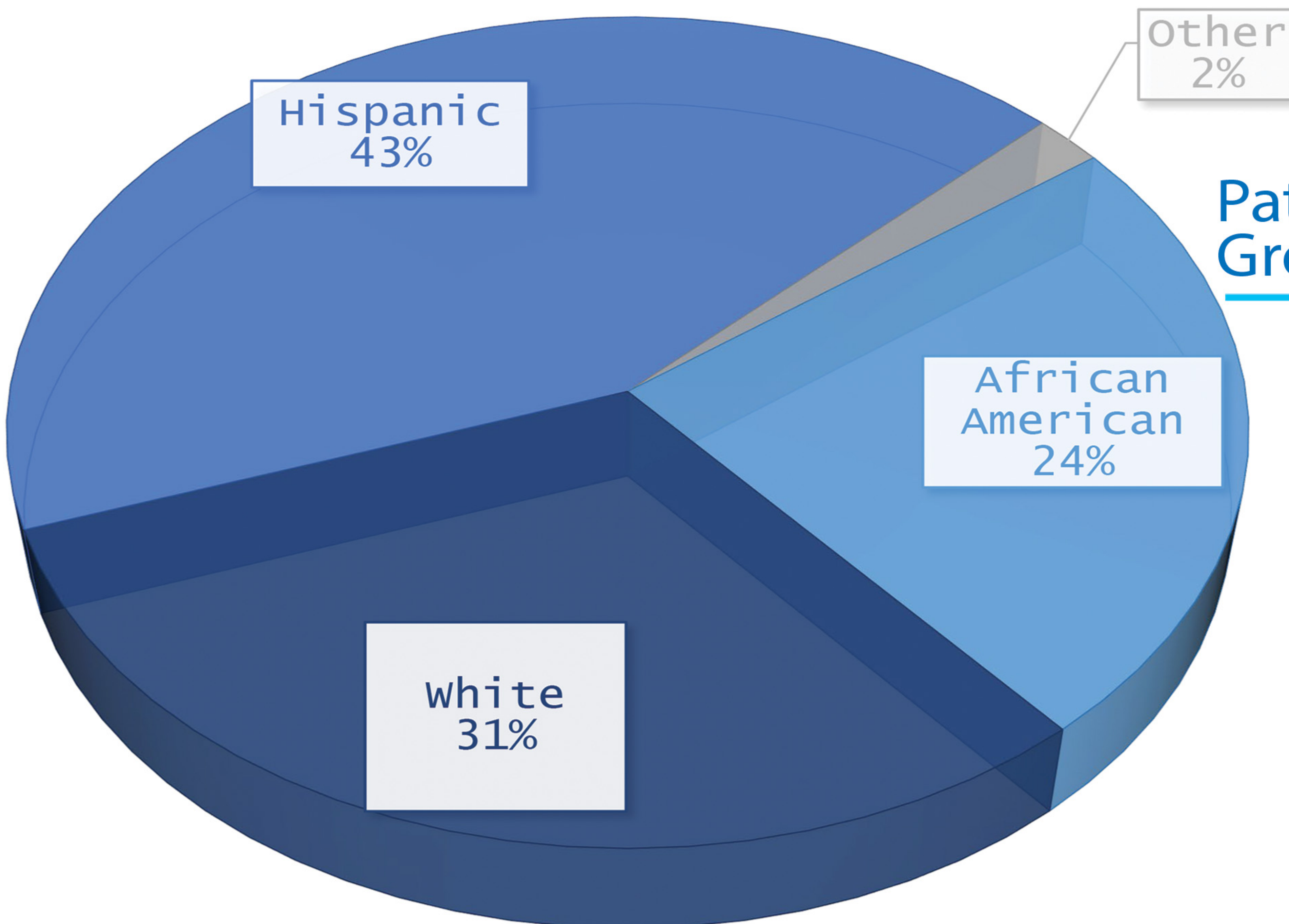




Patient Age Group 2020

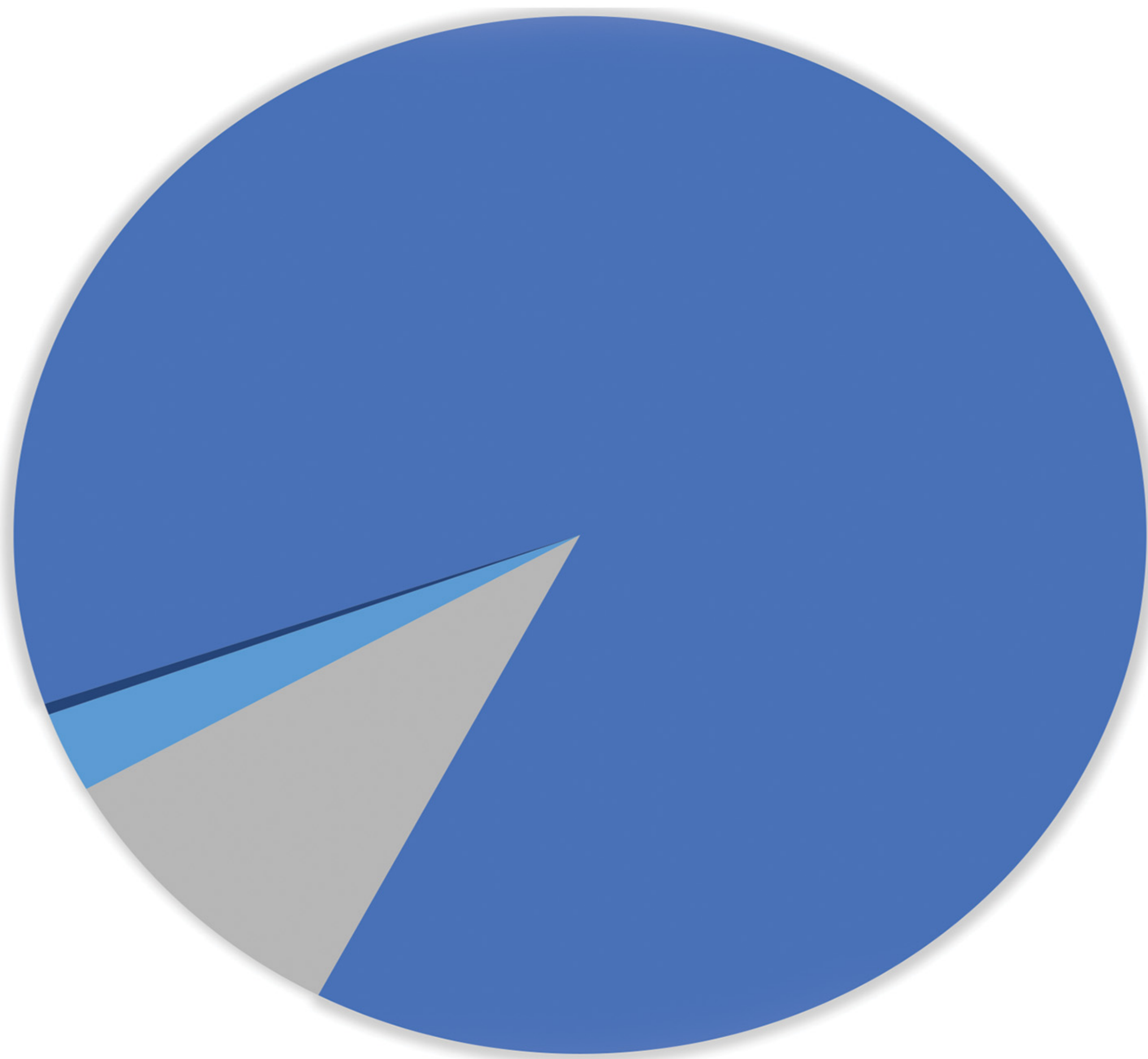


Patient Ethnicity Group 2020





Encounter Breakout Total 35,354



Medical: 31,086 ●

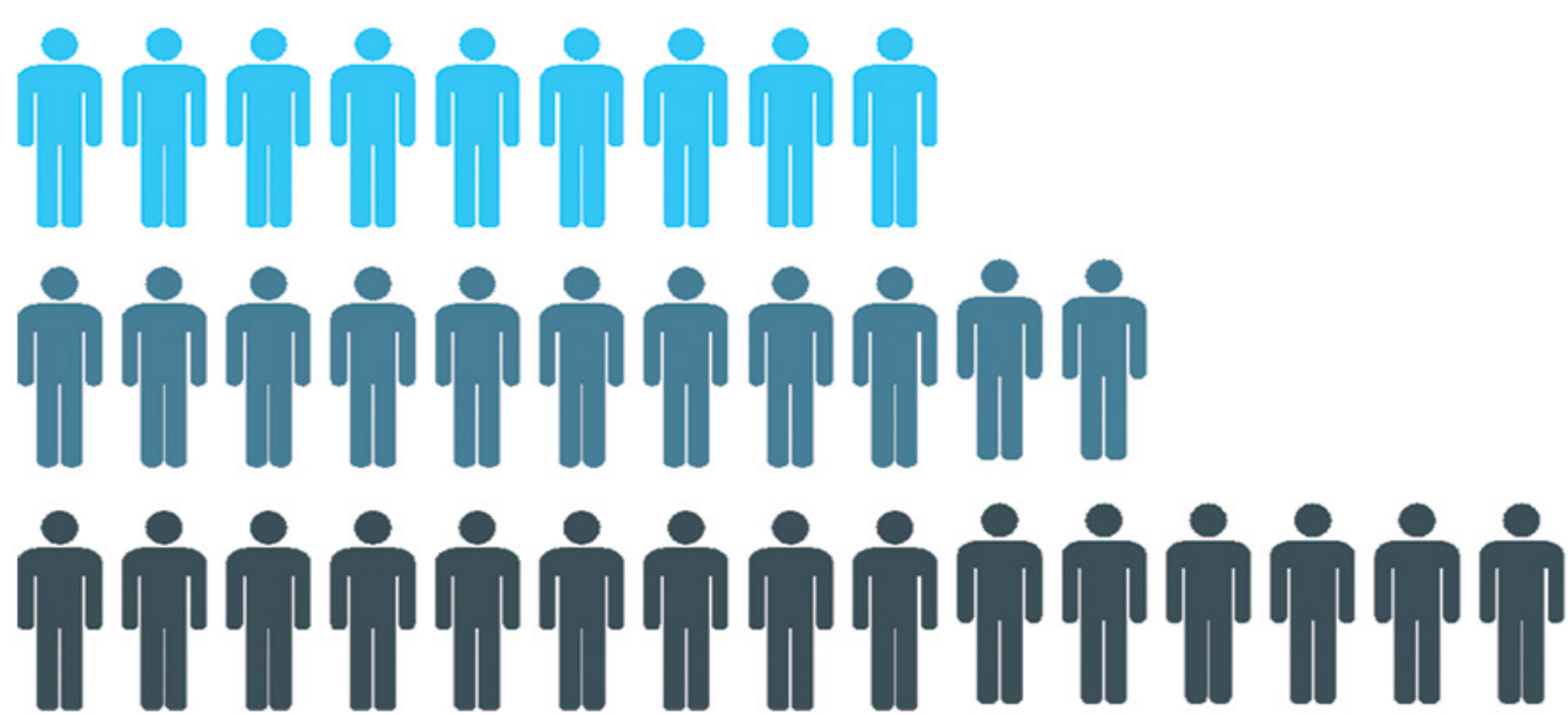
Mental Health: 3,256 ●

Oral Health: 889 ●

SUD: 123 ●

Total Patients

12,221

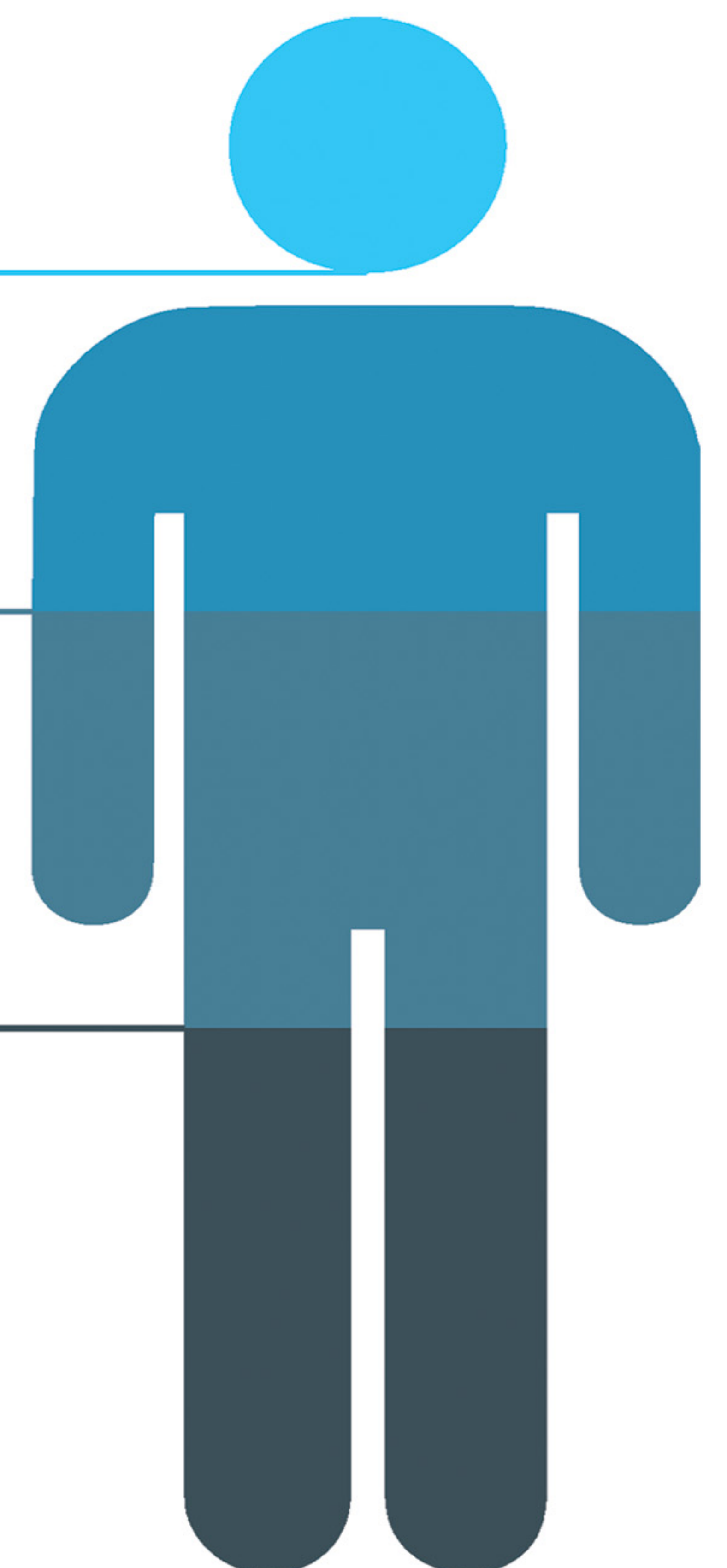


Migrant & Agricultural Workers: 53

Homeless population: 140

Veterans: 102

Public Housing: 2,535



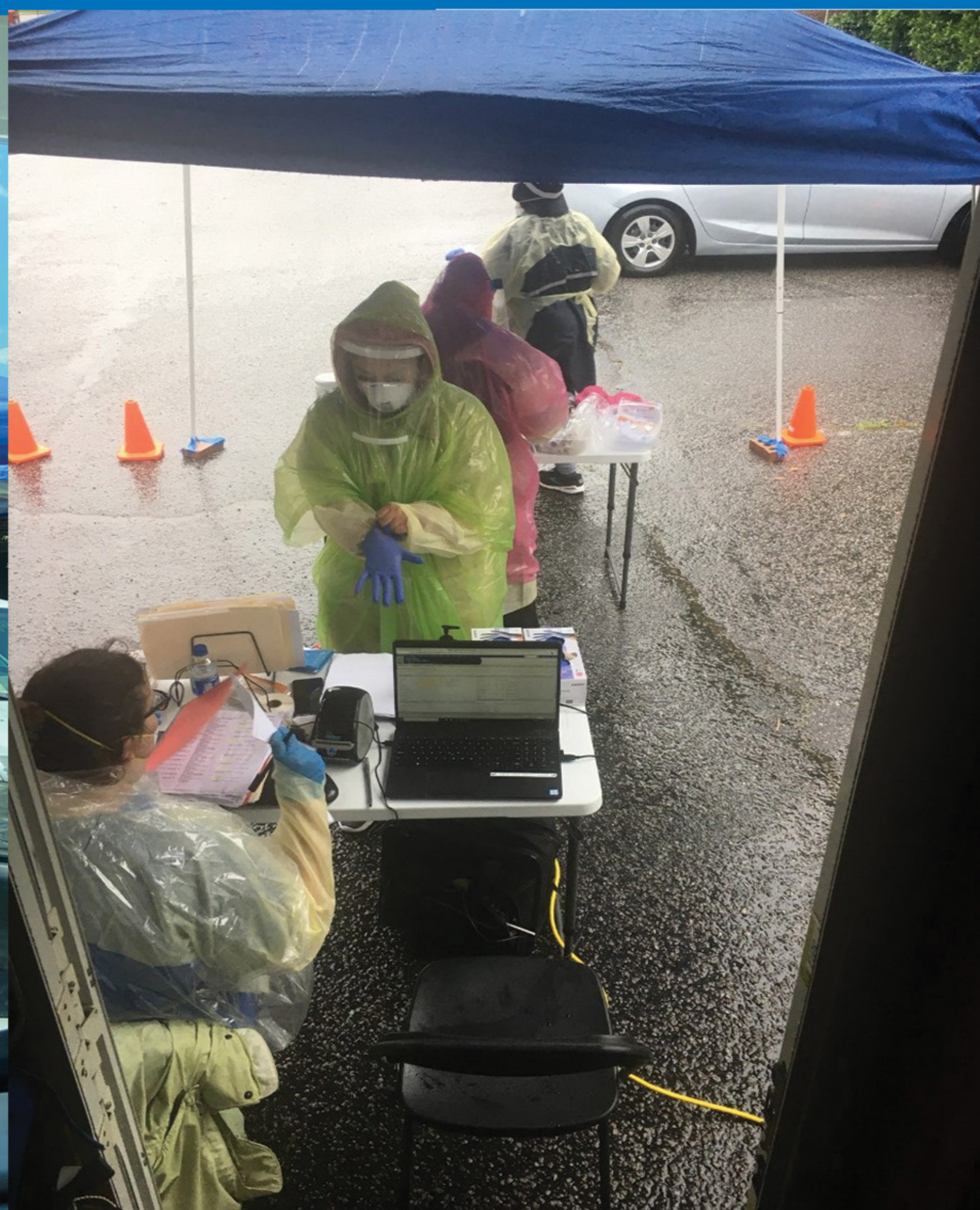


2020 Year in Pictures



“ To all the CRCHC staff you are all heroes to our community, being in the right place at 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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