



Snake River COMMUNITY CLINIC

Bridging the gap in healthcare by providing access to quality healthcare services for the underserved of the Lewis-Clark Valley and beyond.

Annual Newsletter

Issue No. 1 -- January 2021

Letter From the Director

Our thanks to all of the donors and volunteers for their generosity and support in this uncertain year. Your kind welcome is greatly appreciated.
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Clinic and Impact Reports

Time to show off our work in 2020! What are the numbers?
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Fundraising Event

It's the year of 2021! Some of us are focusing on self-care by participating in more outdoor activities. Take the Winter Play Pledge and get active for a cause.
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Volunteer Spotlight



Thanks Dr. Greggain and Julee Johnson, MA-C for your help transitioning to Electronic Health Records!

Patient Stories

"[You] saved my life. Now, I'm going to do my part by following directions."
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Our generous donors, volunteers, and community partners

We are grateful everyday for the outpouring of community support.
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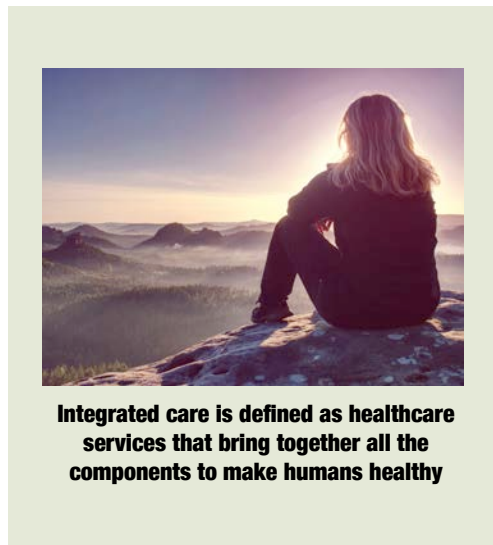


Integrated Health

Our patient population is often asset-limited, income-constrained, but are employed (Twin County United Way ALICE report). Under these circumstances, small barriers to healthcare become significant. Some of the obstacles facing patients are transportation to doctor's appointments, lack of broad band access/cell phone reception, and time constraints due to childcare needs or necessity to work.

In consideration of providing access to quality healthcare services, Snake River Community Clinic is moving to an integrated care model by offering multiple healthcare services to treat the whole person. The future of the clinic will follow this growth opportunity to integrate more of our services and take a more holistic approach to care. After positive feedback from patients throughout the second half of the year, the first stage of implementation has been the hiring of an Integrated Behavioral Health Nurse Practitioner as our Day Clinic Provider.

Integrated care at SRCC is defined as healthcare services that bring together all of the components to



Integrated care is defined as healthcare services that bring together all the components to make humans healthy

make humans healthy. These components are social, psychological, biological, and economic. By providing free healthcare services, we can remove some of the economic barrier. We address the other components by taking more time with patients during the day clinic--utilizing a family primary care provider that has advanced knowledge in behavioral health. Currently we provide social services resources and are looking for ways to

address more social concerns during the medical visit.

When a person walks through our doors, our priority is to address their health concerns and connect them with the right resources. The clinic serves this community by capacity building--connecting people to better health to empower their lives. A typical patient visit includes a medical visit, labs, medications, and perhaps medicaid application. Integrated care establishes the framework for also including mental health, dental and social services to that typical visit.

The clinic does not provide any controlled substances to patients. This practice allows practitioners to focus on other methods of treatment. Often exercise is prescribed but now we are seeing other holistic methods prescribed such as mindfulness.

Earlier in the year, we published an article in the Lewiston Morning Tribune's special publication Health Beat regarding mindfulness as a tool for improving one's health and well being. Using mindfulness studies as a patient wellness tool is another example of how we are using integrated care to treat the whole-person--mind and body.

The outcomes of this transition will be carefully recorded with our summer patient satisfaction survey.
~Heidi Burford-Bell

LETTER FROM THE DIRECTOR

The year of 2020 granted us the opportunity to test our resilience. Our time was marked with pivoting in the face of new challenges and making many necessary transitions in uncertain times. The outcome has been an updated version of the clinic with new leadership. By reading this newsletter, we hope you may feel a share of ownership in our accomplishments. Each and every patient that was able to receive healthcare services was granted that opportunity because of you and this community's support. Many of you have given your support by volunteering, donating, referring, and lending gentle encouragements. For your commitment to providing access to quality healthcare services for the underserved--We are grateful!

This quote by L.R. Knost has been hanging beside my desk ever since April when a beloved friend lost a family member to COVID-19.

"Do not be dismayed by the brokenness of the world. All things break. And all things can be mended. Not with time, as they say, but with intention. So go. Love intentionally, extravagantly, unconditionally. The broken world waits in darkness for the light that is you." ~ L.R. Knost

You are a light in this community. We have all experienced these exceptionally challenging times. Allow me to reflect some of the light in the following impact and clinic report.

All together, we help bridge the gap in healthcare for the underserved.

With Deep Gratitude,



Heidi Burford-Bell
Executive Director,
Snake River Community Clinic

What's happening at the Clinic?

We have been working hard this year. Here are a few of the highlights:

- Telehealth integration using HIPAA compliant UpDox platform
- Online fillable forms and waivers
- Dental program reopening in November 2020
- Large impact donation to upgrade dental equipment by the Delta Dental of Idaho Foundation
- Funding received as large impact grants from: Lewis~Clark HealthCare Foundation, Twin County United Way, Rural Health Care Access Program-State of Idaho, Ryan White Subgrant through the STD, HIV, and Hepatitis Program--Idaho Dept. of Health and Welfare
- COVID Relief and Recovery Grants from: Innovia, PacificSource Foundation, and the Idaho Community Fund
- New logo, rebranding, and new website for 2021
- Now accepting online donations through PayPal, Amazon smiles, and Benevity



volunteers and now have volunteer working groups. Are you a champion for community health? or star fundraiser? Join a volunteer working group today.

- Electronic Health Record transition in progress. Good-bye paper charts!
- Pharmacy compliance self-audit and upgrades. Certified Pharmacy Technician Hired. *Note: We are unable to accept any open medications. Medications in the original sealed bottle are accepted and welcomed! There is always a great need for inhalers and insulin.*
- New lower exam tables and paper chart organizers donated by Nimiipuu Health (Qe'ci'ye w'yew')

- Extra medical supplies donated to Hands for Hope of Idaho. *We receive many donations of medical items that the clinic cannot use for it's patients. Rather than waste these items, they are collected and donated to an international charity.*

Impact Report 2020

Our methods of recording metrics and impact has been updated with EHR and improved pharmacy software utilization.

- 979 medical provider visits.
- 24 Dental vouchers
- 2 CPAP machines, 1 oxygen concentrator, 3 home nebulizers, provided to patients
- 5 SRCC Dental visits (Fourth Quarter reopening)
- 7 Vision vouchers
- 30 Influenza vaccines
- 5,022 Medications filled
- 23 Epi-pens filled
- 35 Behavioral Health Visits (Fourth Quarter)
- 40 In-house Phlebotomy Draws
- 113 medication parcels sent to rural patients
- 52+ cases of Depends distributed
- 233 Laboratory tests provided (average)
- 249 New Patients
- 11,919 patients served since October 2000 (1000s) Safety Net Products (soap, sunscreen, toothbrushes, vitamins, bandaids, etc.)
- Cash Operating Expenses for 2020: \$287,282

Fundraising Event: Winter Play Pledge



January 30th -February 7th, 2021 Join our Winter Play Pledge by taking in your choice of snow activity for one day during the week of Jan 30 - February 7th. Record your miles or vertical feet (depending on the activity) and ask folks to sponsor you at the pledge level of their choice. The three highest performers in fundraising, gained miles, and most vertical feet will receive a prize! Non-participants can also buy a raffle ticket for \$1 to enter a drawing for a prize (TBD) and enter a guess as to which SRCC staff, provider, or volunteer-- will out perform whom. Have fun! By pledging and playing, we ensure better health for all!



“This (clinic) gives me hope--I haven't had any hope in years.”

--Patient's family member in 2020

Patient's Stories

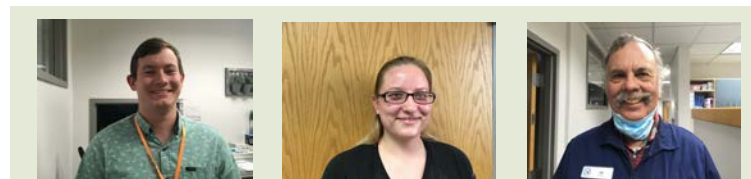
The following stories have been modified (names, dates, and other identifiers) to maintain patient privacy.

Patient 1.

The swelling in Henry's legs was getting worse. Getting from the porch to the car would take some time. The chair halfway down the path would be a welcome spot to catch his breath.

His friend Jerry drove up and told Henry it's time to go to the doctor. There is a free clinic in town. They might be able to help. A medical student checked Henry's legs for edema and excused herself to consult the supervising provider. It was time to go

straight to the hospital. Henry was told without treatment, he had two months to live. His heart was failing him due to excess



“The greatness of a community is most accurately measured by the compassionate actions of its members,” Coretta Scott King said. To serve, she said, quoting her husband, all one needs is “a heart of grace and a soul generated by love.” ~Associated Press January 17th, 2000

fluid in his body.

Seven years later. Henry walked into the clinic and said “Look, (this clinic) saved my life, Now I'm going to do my part by

following directions.” Henry picked up his meds and headed home.

Patient 2.

Kim wasn't feeling well. She was tired and chalked it up to the long days at work. Her husband had just lost his job and the security that goes with it--for his family.

The loss of healthcare benefits meant Kim couldn't go to the doctor. Her health continued to suffer as she worked from early morning to late evening.

While driving into town for groceries she remembered an ad in the MoneySaver about a free clinic and decided to make an appointment. Her symptoms pointed to anemia. Her blood results came back at dangerously low levels. Kim was urged to go to the hospital for a life-saving emergency blood transfusion.

She was connected with a cardiologist and now takes iron and vitamin B12 supplements. She has enough energy to continue working and providing for her family.

In Appreciation

Thank you kindly for all your support through out the year!



Strengthening Community Relationships in the Midst of a Pandemic

Without strong community support, most additional healthcare services are unavailable to our patients. In the coming months we hope to reach out to more of our community healthcare partners for help connecting

patients to vital services to improve their quality of life and that of their families. It has been a challenge to make new connections during the pandemic. The following are our generous local healthcare partners and some of the important contributions to our efforts: Tri-State Memorial Hospital: Medications, Pathologist's Regional Laboratories: Lab Testing, Idaho-North Central Public Health District: Clinic Space and Resources, St. Joseph's Regional Medical Center: X-rays, Clearwater Gastroenterology: Colonoscopies.

**Hours of Operation: Monday, Wednesday 10:00 am to 4:00 pm
and Thursday 5:00 pm to 7:30 pm**

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