
GREENE COUNTY HEALTH CARE

2022 Annual Report

July 1, 2021 - June 30, 2022

high quality | integrated | affordable care



A MESSAGE FROM THE CEO

Melissa Torres

2021-2022 has been a year of transition for Greene County Health Care.

Perhaps our biggest transition is the retirement of CEO Doug Smith in May 2022. He served Greene County Health Care for 26 years and paved the way for our success today. During his tenure, Doug led our organization through implementation of a medical records system, and expansion of clinical services and sites, including services to farm workers where they live and work.

Throughout the years, Greene County Health Care has been an organization in transition. We transitioned from testing members of our community for COVID-19 to vaccinating them against the virus we knew could kill the most vulnerable among us. By the end of this fiscal year in the summer of 2022, we knew the people who wanted the vaccinations and the boosters had received them. We began to move more toward positioning Greene County Health Care future ahead.

We announced in June 2021 that we'd bought the former Walgreen's building in Snow Hill. In this fiscal year we began renovations to the 10,000-square-foot building. This will allow us to double the square footage of our current clinic - Snow Hill Medical Center. The new center will open as Snow Hill Integrated Care Services and will give us the opportunity to expand our services in the area.

We also took steps internally to improve access to care for our community. We officially opened our Patient Assistance Center (PAC). The PAC is centrally located in Snow Hill's Administrative Office. Patient Assistance Representatives and a registered nurse are on site Monday through Friday to answer calls, requests, and questions from our patients.

The monies we received in 2020 and 2021 for remote patient monitoring have also allowed us to build the largest program of its kind in North Carolina. This program ensures that our patients with high blood pressure and other targeted issues related to chronic disease get the support they need.

We are starting a new fiscal year. We expect more challenges. And we expect that Greene County Health Care will continue to face those challenges to better serve our community.

THE PEOPLE, PLACES AND THINGS OF GREENE COUNTY HEALTH CARE



As we entered the recovery phase from COVID, Greene County Health Care continued to reach out via community events, farm visits and visits with legislative staff members. We also started renovating a building to house an expanded version of an existing medical site. The year would not have been complete without a little bit of fun mixed in.



THE COVID AWARDS

Four Leaders Receive Helen Hill Unsung Hero Award



Greene County Health Care recognized three providers and a member of our management team for their efforts "above and beyond" the call of duty during the COVID-19 pandemic. Each received the Helen Hill Unsung Hero Award. This was the second time the Board of Directors has presented the award. Drs. Anna Imhoff (second from right), Holly Warren (second from left), and Carmen Moreno (right), and Quality & Safety Director LeAnne Avery, left, received awards for their leadership during the COVID pandemic. "Responding to the pandemic was everyone at Greene County Health Care's responsibility," said then-CEO Doug Smith. "We're recognizing and thanking them for their clinical expertise and the additional thousands of hours they put in as we responded to a constantly changing pandemic. Their efforts allowed Greene County Health Care to continue caring for our patients and keep our staff safe. These four folks spent their days here and then went home and spent their nights and weekends combing through mounds of information from DHHS and the CDC. Then they shared that information with all of us. We are thankful for all their hard work."

CARE AWARDS

Staff, Clinics Earn Awards for
Service Excellence

Greene County Health Care presented Shining Star Awards last year as part of our appreciation for staff members' hard work during the pandemic.

Each department received a Shining Star Award and a framed recognition. Here is that recognition letter:

Dear Team,

Saying it's been a rough couple of years through the COVID-19 Pandemic is quite an understatement! Your individual and collective contributions to support Greene County Health Care's patients and staff are truly, sincerely appreciated.

Many of you have been warriors since the beginning. You may have neglected yourselves, your families, and your friends while managing our people, places, and things. You may have ensured staff had plenty of PPE and worked tirelessly to mitigate staffing shortages, provided staff training, assisted patients with their bills, and delivered supplies and vaccines to clinics. You may have attended and conducted virtual meetings, implemented better communication tools, provided COVID information for patients, supported our technology needs, secured necessary funding, and found solutions to constant challenges. You've shown patience and grace while being peppered with ever-changing pandemic information, protocols, and procedures.

Thank you all for being a Shining Star at GCHC, and for your service to the communities and families of Eastern NC. Blessings to you and yours and wishing each of you a wonderful New Year!

- The Management Team of GCHC

Quality Excellence

The National Latino Behavioral Health Association (NLBHA) awarded Greene County Health Care's Chief Integrated Care Services Officer Francisco Limon, PhD, the 2021 Award for Latino Behavioral Health Excellence in Treatment.

The National Committee for Quality Assurance (NCQA) recognized each of our clinics - Kate B. Reynolds Medical Center, Snow Hill Medical Center, Bernstein Community Health Center, and Pamlico Community Health Center - as a Patient-Centered Medical Home. Three received a Distinction in Behavioral Health Integration.

MAKING A DIFFERENCE

Dental Patient Cynthia Miller
Shares Her Story



Making a difference in people's lives is what brings us to Greene County Health Care every day. Dr. Rob Doherty recently shared a letter from a grateful dental patient - Cynthia Miller. She received care during the recent mini Missions of Mercy dental clinic held at Bernstein Dental Services in April 2021.

Through Bernstein, Greene County Health Care partners with the ECU School of Dental Medicine students and residents to conduct two free N.C. Dental Society-sponsored clinics each year. Dr. Rob said the dentist Cynthia mentions in her letter was GCHC's recently graduated resident, Dr. Taylor Windley.

GCHC uses the clinics to get our patients ready in a quicker and more affordable manner for dentures, and we had 14 GCHC patients lined up for prosthetic treatment from the event, Dr. Rob said. Cynthia was the first patient whose care we completed from that clinic.

Here is Cynthia's letter: I would like to thank Greene County Health Care for making a difference in my life. I have not smiled in 15 years without thinking people are looking at my mouth. When I heard that I was getting a complete removal of my broken teeth at the clinic at one time, my head started to spin. There was a female lead dentist that showed so much compassion and talked me through every step. Her teaching style gave me the confidence that I was truly in good hands. Please keep doing such a great job.

BY THE NUMBERS

Vaccinations Given: 5,632

Kate B. Reynolds Medical Center: 2,895

James D. Bernstein Community Health Center: 2,249

Pamlico Community Health Center: 488



Total COVID-19 Testing Visits: 2,972



Total Patient Visits

99,126

The Patients We Serve By Age and Medical Condition

75.27% 18-64 years old

17.29% Under 18 years old

7.44% 65 years old and older

26.66% High Blood Pressure

17.01% Diabetes

3.64% Asthma

SERVING OUR COMMUNITY

Greene County

Greene Dental Services
Kate B. Reynolds Medical Center
Snow Hill Medical Center
Walstonburg Medical Center

Pamlico County

Pamlico Community Health Center
Pamlico Dental Services

Pitt County

Bernstein Dental Services
James D. Bernstein Community Health Center

Off-site and Mobile Services

Greene Access Program (GAP) - dental services for elementary students
Neighborhood Health Services - mobile services for farm workers and the community

ADMINISTRATIVE OFFICE

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