A MESSAGE FROM THE PRESIDENT

A Salute to Our Volunteers

Dear HRCHC employees, Board members, and members of the community:

As we quickly approach the end of another fiscal year, I would like to extend special thanks to the many volunteers who continue to so generously offer their time, energy and talents to our organization. Together, along with the daily stellar efforts of our employees, nearly 100 volunteers help us achieve our mission to provide quality, affordable primary and preventive health care services, close to home, to people of all ages – regardless of insurance status or ability to pay.

HealthReach benefits greatly from an all-volunteer Board of Directors. HRCHC’s Board members are active community members who each bring a high-level of specific expertise to the governance of our organization. The majority of our Board members are also health center patients, which keeps the Board in touch with local needs.

The active involvement of approximately 75 volunteers who serve on community Boards across our system help our individual health centers thrive. These individuals typically have deep roots in the communities in which our health centers are located. Some of the folks who have served on local health councils for many years helped with the grassroots efforts to establish individual health centers and were instrumental to their opening (see also, Bingham Area Health Center Profile, Grassroots Efforts Paved the Way,” page 2). Community Board members continue to serve as important resources to our organization, and are key to our ability to understand the local environment in which our health centers operate. We look forward to additional collaboration with them in future endeavors.

- We have significantly benefited from the services of an AmeriCorps Volunteer (see related column, “In Their Own Words – Alison Duncan, page 5”).
- Volunteers from the Retired Senior Volunteers Program (RSVP) have helped us prepare some of our mailings.

If you or someone you know is interested in serving on HRCHC’s governing Board of Directors or one of our health center’s community Boards, please call Ann Young at 861-3400. Adults 55 and older interested in volunteering for RSVP may contact Ruth Saint Amand at 861-3428. Both may also be contacted toll-free within Maine at 1-800-427-1127.

There are also a small number of volunteers who provide administrative assistance at some of our health centers.

On behalf of our organization and the patients we serve, thank you to each of our volunteers for your contribution to community health in rural Maine. We look forward to you joining us at our Annual Recognition Dinner in the fall.

- Stephen E. Walsh, MHA
President & CEO

Bingham Area Health Center
Celebrating 30 Years of Service to the Community

“Having lived in the Bingham area most of my life, I know that having the health center in our community means an awful lot,” says long-time Bingham Area Health Center (BAHC) patient Jay Strickland. Strickland, father of six, is grateful that he and his family don’t have to travel all the way to Skowhegan for care, “especially considering gas prices these days,” he says. In addition to the convenience, Strickland says that the health center is also vital because it offers care to everyone, those with

(See Bingham, page 2)
and without insurance or means to pay. “I had good health care coverage back when I worked at Sappi,” he says. Now self-employed, Strickland reports that since his layoff from the mill he feels “very fortunate that [he] and [his] family can receive the kind of quality care that the health center provides.” “My job now is as good as most in the area,” but it is harder and harder for people around here to keep up with health care costs, with the loss of industry and the higher paying jobs and benefits that have left with it. Having this health center here makes a real difference, as there is a great need for the services and we don’t have anywhere else to go. It makes the community a better place,” he says.

Grassroots Efforts Paved the Way

HealthReach Community Health Centers will celebrate its 30th anniversary this fall thanks to Bingham Area Health Center’s three decades of service to the community.

It all began when in 1975, a group of concerned citizens from Bingham, Moscow, Pleasant Ridge and Concord formed the Bingham Area Health Council. The only doctor in the area had moved to Skowhegan, leaving the community without medical care. This left local residents no choice but to travel 25 miles or more to receive primary and hospital care. Seeing the need to regain access to care close-to-home, the Health Council worked with Kennebec Valley Regional Health Agency of Waterville (now HealthReach), to bring health care back to the community. The Health Council’s first slate of officers were President James Hilton, Vice-President Jenis Robinson, Treasurer Glenn Wing and Secretary Pauline Taylor.

Founding health center staff members were hired in late 1975. Soon after, the first patients were seen. “The first week we saw 40 patients,” reflects Carol sue Hill, Practice Manager. Hill, who is HRCHC’s longest serving employee, then served as Receptionist/Bookkeeper. Robert Girard, PA-C, was the provider caring for patients in those early days, with Robert Kaschub, MD, from Skowhegan on-site part-time reviewing patient charts.

The practice has grown over the years and adapted to meet the growing needs of the community. In 1990, the original site on Main Street was expanded to add a business office and new exam room. Despite this modest expansion, the space, which was formerly a private residence, was quickly outgrown.

In the fall of 2002, the health center relocated down the street to a much-needed newly built facility at 237 Main Street. This accomplishment is credited to the diligent efforts of members of the local Health Council, who own the building. “The Health Council are a small group of very dedicated people who have been a great support to the health center over the years,” says Hill. “Martha Young was particularly successful in raising the funds to house the new center,” says current Health Council President Chester Hibbard, a local pharmacist who owns and operates E.W. Moore and Son. Hibbard says that the input and expertise of local contractor Bill Holmes was also instrumental as the design of the building, constructed by Sheridan Corporation, took shape. “The function of the Health Council today is to continue to provide a place in the community where health care services can be provided,” Hibbard says. “The center has benefited area residents in many ways. We all value having health care services available right here in the community,” he adds. Health Council member Richard Garrett agrees: “Traveling the distance to the hospital — a trip which the elderly find daunting at best in the winter — is quite a journey compared to obtaining care in town.”
Doing More for the Community

Today a health center staff of 16 offer a full range of primary and preventive care services to children and adults, regardless of insurance status or ability to pay. Mental health and substance abuse counseling are also available through contractual relationships with community partners.

BAHC provided care to over 2,100 patients last year, serving primarily Bingham, Caratunk, Embden, Moscow, Pleasant Ridge, Solon, The Forks and West Forks and surrounding towns.

In the fall of 2004, part-time dental services became available to patients of the center. One dentist and one hygienist provide gentle, quality dental care using state-of-the-art technology. “Oral health is such a critical part of overall health and the need for dental care is considerable in rural Maine,” says Stephen Walsh, President & CEO of HRCHC. “Our dental professionals are finding that conditions inside of people’s mouths indicate the previous lack of dental care available in the area,” he says. The new dental services first became available through the assistance of a development/expansion grant awarded by the Maine Oral Health Program, Department of Human Services, with funding from the Fund for Healthy Maine.

An additional new service will soon be available at the health center. Staff are eagerly anticipating the arrival Melody Pratt, DO, who will be joining the center later this summer and will bring osteopathic manipulative therapy to the health center.

Staff Committed to Community Health

Over one-half of the medical staff at Bingham have served for over 20 years, creating a special connection with the community. This type of longevity is unusual in today’s health care system, and offers patients continuity of care.

Three incredible ladies, Registered Nurses Linda Garland and Linda Rosenberg and LPN Ellen Tewksbury — who have worked for HealthReach for 21 years, 29 years and 27 years respectively — exemplify the professionalism and commitment to community health for which the health center is well-known. All are deservedly proud of their role. “I always wanted to be a nurse,” says Rosenberg. “Providing health care to folks who live in a rural community is rewarding,” she says. “People know us, ask for us when they call, and they are reassured that we know them and their health situation and history and that we are here for them.” What she enjoys most is caring for people of all ages, she says. “We see entire families, often caring for the children of parents who we cared for when they were children.” She values that the health center cares for the whole person, with a strong emphasis on prevention, she says, citing educational efforts to encourage patients to stop smoking and to exercise more as examples. One component of this effort is a series of free health seminars, held at the health center coordinated by Cindy Robertson, MD and Juanita Bean at which experts speak on health topics of interest to the community (e.g., diabetes prevention and management.)

“It is rewarding to provide people with needed care and support, to make a difference in their day and in their lives in even a small way,” says Tewksbury. It is direct patient care that all three nurses say they still enjoy most that initially attracted them into nursing careers, for which each made personal sacrifices to achieve. “I was among the first generation within my family to graduate from

“The health center has benefited area residents in many ways. We all value having health care services available right here in the community.”
Chester Hibbard, President of Bingham Area Health Council

“I feel very fortunate that my family and I can receive the kind of quality care that the health center provides. It is harder and harder for people around here to keep up with health care costs, with the loss of industry and the higher paying jobs and benefits that have left with it. Having the health center here makes a real difference, as there is a great need for the services and we don’t have anywhere else to go. The health center makes the community a better place.”

Jay Strickland, BAHC patient

(See Bingham, page 4)
college,” says Garland, who while raising her children continued her education to become an RN.

Dr. Cindy Robertson’s story is another one overflowing with inspiration. Dr. Robertson, who joined the health center over two decades ago, was recognized last year by the National Health Service Corps for her contributions and accomplishments. Sophie Glidden, Director of the state’s Office of Rural Health and Primary Care, commended Robertson for her commitment to community health: “Cindy went to Bingham, developed her practice, and committed herself to staying in this rural community and providing quality health care to an underserved population,” said Glidden. At the award ceremony, Robertson was also praised as a role model for the over 40 medical students she has mentored (see also, February, 2004 issue of Health Center Highlights). As you may have also read in a recent article in the Morning Sentinel, Redington-Fairview General Hospital youth volunteer and hopeful future doctor Brandon Giberson cited Dr. Robertson as among his inspirations: “As a child going to routine appointments at [BAHC], Giberson noticed how caring Dr. Cynthia Robertson was, no matter how busy she was. ‘She seemed to take the perfect amount of time with every patient’ he said.”

“One of my life commitments has been to try to equalize opportunity for people who have not had as much opportunity in their lives as I have. I try to hold in my heart always the person who I think is most disenfranchised in our society and to do things the way she would need them done,” says Robertson. “It has been a life goal of mine and it means a lot to me to know that someday when I depart I will be doing so with the health center located in this new building and with the legacy of quality health care in this community ensured,” she adds. “We have a wonderful staff from the community who know our patients and it continues to be a privilege to work with them.”

“Our providers and staff are caring and loyal, and the whole team works together to deliver the best possible care to our patients,” says Carolsue Hill. She also recognizes HealthReach’s Central Administrative Office team for their continued support and commitment. “The folks at Central really care about the health centers and people we serve, and we appreciate all that they do as well,” she says.

Hill, who will retire at the end of June, has witnessed many changes in the community over her long tenure (see also, spotlight on Carolsue Hill, November/December 2004 issue of Health Center Highlights.) She has seen industry decline locally with mill closings and the shift to an economy today that is driven more by seasonal recreation. Not to mention the changes in the health care system nationally.

Hill emphasizes that she has every confidence that Rochelle Dumont, who has been transitioning into her role as the next Practice Manager in advance of Carolsue’s departure, will very capably manage the health center. Dumont grew up in Bingham and worked for many years at Sappi. As her status as a patient of the health center pre-existed her employment, she came into the position...
already having a deep appreciation for the services the center provides. “I always knew that this was a quality, professional health center staffed with people who truly care. Now that I’m involved behind the scenes, I see that my impression was correct, and it is ever more apparent to me as I become more involved in the everyday operations and witness the daily delivery of care,” she says. Dumont acknowledges the very big shoes she has to fill and expresses a true respect and appreciation for the accomplishments of her predecessor. “I look forward to helping the health center to continue all that it has done right for so many years. It serves a vital role close-to-home here in this community, serving many who otherwise might be without other options, and I am proud to be on board.”

Thank you to the Bingham Area Health Center team for all that you do!

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**Spotlight - In Their Own Words...**

Editor’s note: A recently added feature of our newsletter “spotlights” patients, employees, volunteers and other community members from our service areas in the form of testimonials. We hope that you enjoy hearing from individuals featured “in their own words” and at the same time gain a better understanding of our organization.

**Name:** Alison Duncan

**Role at HRCHC:** AmeriCorps Volunteer  
(AmeriCorps is a national volunteer service program).

**In her own words...**

“My time with AmeriCorps at HealthReach has really opened my eyes to some of the issues and barriers that health care consumers face. One issue that I have come into contact with multiple times has been the barriers surrounding prescription medications. I have always been aware that there are medication price issues and of the confusion regarding insurance coverage but I wasn’t aware of the extent to which the problems exist. I have been working on multiple projects that have taken me deeper into this issue through the eyes of community health center patients:

- Indigent Drug Program at Sheepscot Valley Health Center – Weekly I work with another dedicated volunteer to process applications for patients applying for free medications through various drug companies’ patient assistance programs. I feel the importance of this program each week when we have more and more patients who are requesting help with the coverage of their medications. It is a constant reminder of how critical a program like this can be to a low-income patient.

- Senior health forums in Albion, Phillips and Coopers Mills – I have been organizing free educational forums for seniors on the topics of MaineCare, prescription drug cards and the Estate Recovery Program. Volunteer speakers from the Maine Primary Care Association and Legal Services for the Elderly present related information to help them better understand their options.

- 2004 Needs Assessment – Collecting and working with the data from the Needs Assessment showed just how big of an issue this is in the eyes of patients, staff and board members. Medication cost was ranked as the top issue of importance (see also, “2004 Community Health Needs Assessment Results,” March/April issue of Health Center Highlights, page 6).

I feel that working on these projects truly helps to meet a need of the health center patients. It feels good knowing that I am helping to connect people with services that can have a huge impact on their state of health. The Indigent Drug Program and the senior forums both reach out and help those who are in need, whether it is help with purchasing medications or help deciphering the maze of medication and insurance options.”
Last spring, HealthReach Community Health Centers received funding from the Betterment Fund for an Outreach Program at the Madison Area Health Center. With a social worker now on site, medical providers are able to spend more time responding to the medical issues of health center patients.

The Outreach Program helps reduce the impact of barriers to achieving the best possible health status experienced by many patients, particularly older adults and high-risk individuals who are underinsured or uninsured. Patients can more easily improve their health status when basic needs for food, housing, transportation, childcare, and energy are better met. Although all of HealthReach’s 11 health centers provide information and referral to medical and social services, staff time is limited as the delivery of medical care is the primary focus. With a social worker available who is knowledgeable about resources, patients are better able to make use of the programs which best meet the needs of their personal situation.

MAHC’s social worker, Kim Caldwell, LSW, provides education and advocacy to patients who are experiencing difficulty in accessing needed services. She assists individuals and families with issues such as homelessness and domestic abuse. She can assist patients by providing direct linkages to health, pharmaceutical, financial, and social support services.

Kim Caldwell, LSW

In addition, Caldwell serves as a resource for health education materials and organizes community education programs. Last fall she coordinated a presentation on Legal Aspects of Aging and co-facilitated a presentation at a SAD 59 teachers workshop on resources for older adults. Caldwell is available to clubs or organizations in Madison to provide community health education.

Caldwell’s hours are on Mondays from 8:00 a.m. – 8:00 p.m. and on Tuesdays from 8:00 a.m. – 5:30 p.m. There is no charge for her services. If you need assistance filling out forms (e.g., Sliding Fee Applications, MaineCare, Medicare Buy-In Benefit) or locating resources (e.g., housing, transportation, counseling, dental services, elderly services), call MAHC at 696-3992 to schedule an appointment with Caldwell.
As reported previously, Lovejoy Health Center in Albion is a participant in the 2005 Health Disparities Collaborative (HDC) for Diabetes Care. The Bureau of Primary Health Care (BPHC) has developed an initiative, Health Disparities Collaborative, to decrease the gaps between what we know to be “good health care” and what we do. The Collaborative is a multi-year health initiative that HealthReach Community Health Centers (HRCHC) must participate in because it is a system of federally qualified health centers (FQHCs).

National statistics show that over 100 million Americans suffer from one or more chronic illness. The United States spends greater than $500 billion every year for health care for patients with chronic illness. Patients, families and physicians increasingly recognize the defects in the current system of providing health care. The BPHC Health Disparities Collaborative uses the “Care Model”- a system approach to effect the improvement in nationally shared process and health outcome measures in diverse community health center settings and populations. Implementation of the “Chronic Care Model” will result in continuous healing relationships, customize care for patient needs and values, make the patient an active partner in his own care, share knowledge and information, use evidence-based decision making, anticipate patient needs and create cooperation among health care providers.

The “Chronic Care Model” has six key elements:
1. Patient Self-Management Support
2. Delivery System Design
3. Decision Support
4. Clinical Information System
5. Health Care Organization
6. Community Resources.

When Lovejoy’s Kaleidoscope performed the initial data entry of Dr. Forrest West’s 100 patients with diabetes, the data showed two key elements (Patient Self-Management and Community Resources) that could be significantly improved. During recent weeks, Lovejoy’s team has focused their energies on these two elements. The “Move More” Program Coordinators met with Lovejoy’s Kaleidoscope team in March. The Move More Program is designed to engage community members with diabetes to become “Lay Health Educators” (LHE). The LHEs receive special training so they are able to assist other diabetics with the following: information, support, individualized-realistic-regular activities (exercise), links to diabetes self-management education and support resources, maps of outdoor walking trails and indoor walking spaces, walking groups and walking partners, motivational and informational e-mails and information about diabetes and physical activity.

Once Dr. West has met with a diabetic patient and together they have decided that increasing the patient’s physical activity would be beneficial, the patient will be referred to the Move More Program. The patient will participate in a telephone interview and will receive the name and contact information for a LHE in his community. When Dr. West sees the patient at the next follow-up visit, he will ask the patient if he was able to meet the previously set activity goals, (e.g., if the patient and Dr. West agreed that the patient should walk for a period of 15 minutes, three times per week, did the patient actually walk for 15 minutes, three times every week since the last office visit?) This is just one small step that Lovejoy’s Kaleidoscope has taken toward beginning to engage patients in actively participating in setting goals for physical activity, with the hope that it will have a positive impact on their diabetes (e.g., improve weight loss, lower HbA1C).

Stay tuned! There’s more to come in the next issue of Health Center Highlights!

- Christa Dillihunt,
  Director of Performance Improvement and Clinical Support Services
The Employee Rewards and Recognition Committee is pleased that efforts to show how much we all appreciate the hard work that everyone does have moved forward.

HRCHC is committed to creating and supporting workplace excellence. Recognizing and rewarding our employees for a job well done is not only the right thing to do, it is also the smart thing to do. Job satisfaction leads to increased retention of highly qualified staff – fundamental to our mission to provide quality health care to the patients that we serve.

We have put into place the following initiatives for our employees:

- The 1st Annual (Used) Computer Lottery was held on March 30th 2005. Of the ninety-five (95) employees who participated in the lottery, 36 received computers. It was as exciting for the Committee to witness the random drawing of the winning names as it was for the lucky winners. The lottery was a huge success and will be occurring each year in the Spring. So if you didn’t win one this year, employees will have another chance soon. We also can feel good about finding use for this otherwise obsolete equipment.

- R&R “Tool Kits” were created by the Committee for your supervisor/Practice Manager to reward staff. In the “Tool Kits” are items that are small in size and large in meaning. The “Tool Kit” includes appreciation snack packs, “Garden of Thanks” seed packets, above and beyond snack packs, Be Happy – Be Healthy handbooks, any occasion cards, gift certificates, “You made a Difference” notes and “special awards” certificates.

- Employees will now be recognized for their good attendance.

- A Retirement Protocol has been put into place to recognize those employees that have been so loyal to the organization.

- Coming soon will be more details on the “Individuals of the Year” Awards and how employees may nominate individuals for these awards.

- Practice Managers will be provided a modest discretionary fund to help defray some of the cost of occasional special event or holiday celebrations at the sites.

We encourage employees to use simple, quick ways to acknowledge the special efforts of your colleagues. Doing so just might brighten their day and yours.

We also invite employees to reflect on what forms of rewards and recognition you might value. While our organization does have financial constraints that will not allow for certain types of rewards, together we can continue to identify simple, creative ways to reward and recognize. You may contact me via internal e-mail with your ideas and suggestions. Many thanks for your support of this new program that we hope will be meaningful to all.

In addition to myself, the following HRCHC employees are currently serving on the R&R Subcommittee: Jewellyn Baker, Medical & Dental Practice Manager, Strong Area Health Center; Jill Conover, Director of Communications; Kylee Rankins, Clinical Administrative Assistant; Sarah Seder, Human Resources Director; Carolyn Tranten, Practice Manager, Mt. Abram Regional Health Center; Cheryl Viles, Central Billing; and Ann Young, Administrative Assistant (as a back-up to Kylee Rankins). I thank them for their time and enthusiasm.

- Jennifer Bennett
  Assistant Director of Operations
  R&R Committee Chair

Employee Recognition

- On behalf of HRCHC, the R&R Committee is pleased to recognize Barbara Moss, DO, a family practitioner at Sheepscot Valley Health Center, for recently earning an additional Board certification. In successfully completing the examinations of the American Osteopathic Board of Neuromusculoskeletal Medicine, Dr. Moss is now also certified in Neuromusculoskeletal Medicine and Osteopathic Manipulative Medicine (NMM/OMM). Dr. Moss became one of only 466 osteopathic physicians nationwide who currently hold this status, and now carries the distinction of holding two Board certifications. To achieve the NMM/OMM certification, Dr. Moss successfully demonstrated special skill and expertise in this area of practice through written, oral and practical examinations.

Barbara Moss, DO

(continued next page, lower)
What is asthma and what are its symptoms?
Asthma is a disease of the lungs affecting nearly 20 million Americans. If you have asthma, the inside walls of your airways are inflamed (swollen). This makes the airways very sensitive, and they tend to react strongly to things to which you are allergic or find irritating. When the airways react, they get narrower and less air flows through to your lung tissues. This causes symptoms like wheezing (a whistling sound when you breathe), coughing, chest tightness, and trouble breathing. Although the effects are usually temporary, they can cause shortness of breath, breathing trouble, and other symptoms. Asthma should be taken seriously, as severe asthma episodes, or “attacks,” can require emergency treatment to restore normal breathing.

Who gets asthma?
Although asthma affects people of all ages, it often starts in childhood and is more common in children than adults. More boys have asthma than girls, but in adulthood, more women have asthma than men. Most, but not all, people with asthma have allergies. Children with a family history of allergy and asthma are more likely to have asthma.

What causes asthma?
It is not clear exactly what makes the airways of people with asthma inflamed in the first place. Your inflamed airways may be due to a combination of things. We know that if other people in your family have asthma, you are more likely to develop it. New research suggests exposures early in your life (like tobacco smoke, infections, and some allergens) may be important.

What causes asthma attacks?
There are things that can make asthma symptoms worse and lead to asthma attacks. Some of the more common things that can worsen your asthma symptoms are exercise, allergens (such as animal dander, dust mites, pollen from trees and grass, mold); irritants (such as cigarette smoke, air pollution, cold air, strong odors), viral infections, and certain types of medications. It is important for you to learn which of these are problems for you. Your doctor can help you identify which things affect your asthma and ways to avoid them.

Managing asthma
If you think you may be experiencing asthma symptoms, speak with your doctor, as there are a variety of diagnostic tests to help determine if you have the disease. Asthma cannot be cured, but for most patients it can be controlled so that you have only minimal and infrequent symptoms. So, if you have asthma, taking care of it is an important part of your life. Controlling your asthma means staying away from things that bother your airways and taking medicines as directed by your doctor. By controlling your asthma every day, you can prevent serious symptoms and take part in normal activities.

For more information, please contact your medical provider. He/she will develop an action plan with you to help control your asthma.

Source: National Institutes of Health, U.S. Dept. of Health and Human Services

On behalf of HRCHC, the R&R Committee is pleased to recognize Kevin Finley, DO of Bethel Family Health Center. Dr. Finley was recently presented the “Outstanding Physician Award for 2005” by the Downeast Association of Physician Assistants. The award is presented to a Maine physician who has demonstrated outstanding support of Physician Assistants and the PA profession by precepting, educating, and legislating or by exemplifying the PA/Physician team approach to medicine. There have been regular rotations of PA students at BFHC over the last several years for which Dr. Finley has served as preceptor. “He is always willing and pleased to take on PA students, who have again and again expressed their appreciation for his mentoring style and inspiration,” says Practice Manager Dianna Milot. “We are proud of Dr. Finley’s recent recognition by the Downeast Association of Physician Assistants. His outstanding work in this area reflects the importance of supporting Physician Assistants — not only in their development of clinical skills but in their understanding of rural health issues,” adds Stephen E. Walsh, HRCHC President & CEO.
Thank You to Our Nurses!

In recognition of National Nurses Week, May 6-12, 2005

HRCHC would like to thank our nurses for their outstanding delivery of quality, compassionate health care. We are proud of the daily heroic efforts you perform to the benefit of our patients.

Jeanne Alley, LPN, Lovejoy
Cynthia Atwood, LPN, Mt. Abram
Ann Barnett, RN, Western Maine
Rosalie Bates, LPN, Strong
Juanita Bean, RN, Bingham
Germaine Beane, LPN, Madison
Jennifer Bennett, RN, Asst. Director of Operations, Central
Robin Boivin, MA Western Maine
Kathleen Bonney, MA, Western Maine
Pamela Brochu, RN, Mt. Abram
Karen Campbell, LPN, Strong
Eileen Castonguay, LPN, Western Maine
Catherine Corbin, MA, Western Maine
Melissa Croxford, MA, Richmond
Cynthia Cushman, MA, Bethel
Kammy Cutten, Float MA
Laticia Damron, LPN, Lovejoy
Kathryn Darrow, LPN, Richmond
L. Bernadette Demilio, MA, Western Maine
Carolyn Deming, LPN, Strong
Christa Dillihunt, RN, Dir. of P.I. & Clinical Support Svcs., Central
Paula Dube, RN, Lovejoy
Patricia Dumas, LPN, Sheepscot
Wendy Elliott, LPN, Sheepscot
Lisa Field, LPN, Western Maine
Janie Fix, RN, Lovejoy
Brenda French, MA, Madison
Linda Garland, RN, Bingham
Line Gay, RN, Belgrade
Cathy Godwin, RN, Bethel
Tammy Hadley, RN, Bethel
Heather Hartford, RN, Richmond
Stephanie Hemingway, RN, Strong
Dulcey Holbrook, LPN, Mt. Abram
Christine Holzinger, MA, Richmond
Rachelle Horn, RN, Sheepscot
Marlyn Howe, LPN, Mt. Abram
Elaine Johnson, LPN, Lovejoy
Bonnie Largess, Medical Lab Tech., Bethel
Margaret Lee, LPN, Rangeley
Lillian Lewis, MA, Western Maine
Deborah Libby, MA, Rangeley
Pamela Lindvall, RN, Richmond
Denise Littlefield, MA, Bingham
Roxann Lizzotte, MA, Sheepscot
Jill Lovewell, LPN, Western Maine
Diane Maberry, MA, Western Maine
Patricia Magnusson, RN, Rangeley
Lisa Mann, RN, Madison
Linda Marchildon, MA, Bethel
Rosalie Martikke, LPN, Madison
Sue Martin, RN, Bethel
Lori McIntosh, LPN, Belgrade
Phyllis Nichols, RN, Sheepscot
Kathryn Nichols, LPN, Sheepscot
Ethel Noiles, Clinical Tech., Richmond
A. Faye Nye, RN, Belgrade
Diane Pearson, MA, Western Maine
Wendy Pond, RN, Mt. Abram
Janet Provost, LPN, Sheepscot
Kylee Rankins, MA, Clinical Admin. Asst., Central
Linda Rosenberg, RN, Bingham
Patricia Roy, RN, Lovejoy
Kelly Seegmiller, RN, Belgrade
Libby St. Pierre, Float MA
Pamela Starbird, LPN, Strong
Laurie-Ann Targett, RN, Strong
Karen Taylor, Float MA
Ellen Tewksbury, LPN, Bingham
Jeannine Thornton, LPN, Bethel
Patricia Turner, LPN, Sheepscot
Linda Vieweg, LPN, Bethel
Wiima Ware, MA Sheepscot
Cheryl Welch, RN, Madison
Leeann Wright, MA, Bethel
(As of 4/05)
Welcome Rochelle Dumont – Welcome Rochelle Dumont, Medical and Dental Practice Manager, Bingham Area Health Center. We are pleased to have you join the team (see also, BAHC profile, page 4).
- Connie Coggins, Director of Operations

From Sheepscot – Welcome Janet R. Provost to the team! Janet is an LPN and is working in the lab. Also, Congratulations to Barbara Moss, DO, on passing her Boards (see related article in “Employee Rewards & Recognition” column, page 8).
- Teresa Gregory, Practice Manager, Sheepscot Valley Health Center

Welcome Bonnie Crawford, Receptionist, Madison; Joanne Cox, Receptionist, Madison; Rochelle Dumont, Medical & Dental Practice Manager, Bingham; Harvey Eastman, MD, Float Provider; Lisa Lauro, Front Office Coordinator, Bethel; Rose Maheu, Receptionist, Sheepscot; Lauren Mulholland, Receptionist, Rangeley; Janet Provost, LPN, Sheepscot; Kelly Stone, Receptionist, Bethel

MILESTONES
5 Years – Barbara Marston, Receptionist, Western Maine
15 Years – Bonnie Largess, Medical Lab Tech., Bethel

FAREWELL
Laurence Barton, Medical Records Clerk, Sheepscot; Mary Boothby, Receptionist, Rangeley; Bridget Campbell, Public Relations Specialist, Central; Lori Clark, Receptionist, Bethel; Shonda Copeland, Dental Assistant, Strong; Mary Dean, Medical Records Clerk, Richmond; Sally Ann Dudley-Knights, Receptionist, Lovejoy; Annie Farnham, Medical Records Clerk, Madison; Doreen Pingree, Dental Receptionist, Strong

(Please note that the occurrences in our Welcome, Milestones and Farewell sections took place during March/April, 2005).

Thank you to our administrative professionals!

HRCHC would like to recognize our administrative professionals for their daily stellar efforts at our health centers across the system and at our Central Administrative Offices in Waterville. Thank you for all that you do!
HealthReach Community Health Centers

1. Belgrade Regional Health Center: 495-3323
2. Bethel Family Health Center: 824-2193
3. Bingham Area Health Center: Health: 672-4187  Dental: 672-3519
4. Lovejoy Health Center (Allibon): 437-9388
5. Madison Area Health Center: 696-3992
6. Mt. Abram Regional Health Center (Kingfield): 265-4555
7. Rangeley Region Health Center: 864-3303
8. Richmond Area Health Center: 737-4359
9. Sheepscot Valley Health Center (Coopers Mills): 549-7581
10. Strong Area Health Center: Health: 684-4010  Dental: 684-3045
11. Western Maine Family Health Center (Livermore Falls): 897-4345
12. HRCHC Administrative Office (Waterville): 861-3400

Toll Free in Maine 1-800-427-1127

HealthReach Community Health Centers is a family of 11 federally qualified, community-based health centers located in central and western Maine. Dedicated providers deliver high quality, affordable health care to 38,000 rural and underserved residents in over 80 communities. A private, non-profit organization with a 30-year history, HRCHC is funded by patient fees, grants and individual donations.

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www.HealthReachCHC.org

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