



2022 ANNUAL REPORT



STAYING THE COURSE

Caring for Our Whole Community

Message from the CEO and the Board Chair

Welcome to the 2022 Rockbridge Area Health Center Annual Report.

I'm pleased to report that the year just past was ... normal. After the crisis of the global pandemic, normal feels good! True, the adrenaline-fueled days of COVID-19 sparked a new level of teamwork and innovation at RAHC. But resuming our core mission feels like a racing heart coming back to a steady rhythm.

Normal doesn't mean coasting, though. Far from it. In 2022, we continued to expand outreach to the community in ambitious and important ways.

In January, we launched a "coordinated care" prenatal program, the only one of its kind in our service area. Under one roof, pregnant women can now see a women's health practitioner, a registered dietitian nutritionist, and a pediatric provider. Such coordination dramatically increases the likelihood of positive outcomes for mother and child.

Over the summer, we partnered with our area public schools to provide physical exams and vaccination clinics for students entering preschool and kindergarten. When schools reopened, we resumed the dental clinics that had been paused during the pandemic.

In September, we opened a medical office on the grounds of Kendal at Lexington, serving both Kendal residents and general community members. In November, we opened a medical office on Magnolia Avenue in Buena Vista, next door to our dental facility.

Our patient numbers are growing too. In 2022, we served a record 7,928 people. To meet that level of service, our staff has grown as well. We now employ over 100 people with good, stable jobs that contribute to our area's economy.

In June, we were honored to receive an Aflac Community CareGrant Award to help build a school-based culture of wellness and to extend the reach of multi-disciplinary pre- and postnatal care to those with limited resources.

Finally, this past year marked the sixth consecutive time the Rockbridge Area Health Center has been awarded the highest rating as a Patient Centered Medical Home (PCMH). The rating certifies our strength in providing coordinated patient care across a spectrum of services—dental, medical, and mental health. As a federally qualified health center, we've also received additional awards for clinical quality, efficiency, and value of services—for the fifth year in a row.

This is the kind of "normal" we can be proud of.

Sincerely,



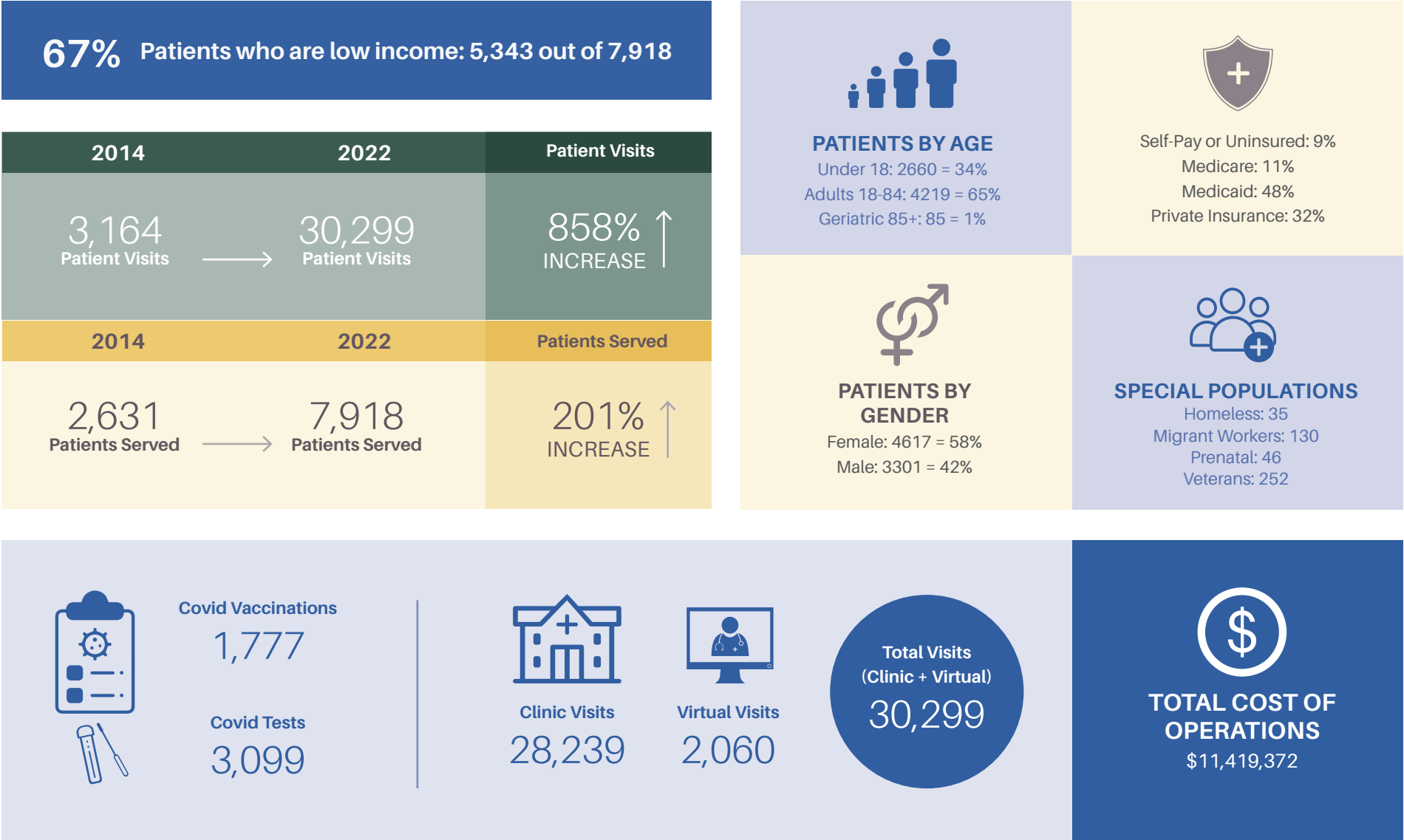
Suzanne Sheridan
CEO



Dennis Cropper
Board Chair

COVER PHOTO:
Route 252 in Brownsburg,
by Steven Shires

Rockbridge Area Health Center: 2022 By The Numbers



In 2022, RAHC delivered **3,615**
immunizations to adults and children.



In collaboration with community partner Valley Program for Aging, October's **"Boosters & Bingo"** event at the Maury River Senior Center in Buena Vista provided a dose of fun with every flu shot or COVID-19 vaccination.

Aflac presented the **CareGrants** award to RAHC to build a school-based culture of wellness and to extend the reach of multi-disciplinary pre- and postnatal care to those with limited income.



RAHC In The Community

September, 2022:
RAHC opens a medical office
on the grounds of **Kendal at Lexington**
retirement community.



The RAHC
medical office in
Buena Vista opened
in November, 2022



Paused during the pandemic, RAHC resumed
dental clinics in schools in the spring of 2022.

Mountain View Recovery: One Journey, Two Perspectives



Laura Simpson, MSN

Certifications: Family Nurse Practitioner,
Psychiatric Mental Health Nurse Practitioner

PRACTITIONER JOURNEY: Laura grew up in Rockbridge County. She knows its stunning beauty and its deep challenges.

After years as a family nurse practitioner, Laura recognized the need for more training to address her patients' mental health and addiction needs. She received a Virginia Health Care Foundation scholarship to pursue mental health training. After two years of study, she helped launch Mountain View Recovery, RAHC's addiction treatment program in October, 2019. Amanda Tomlin was the program's first patient.

Patients now can receive comprehensive care coordination, counseling and medication assisted treatment for substance use disorder.

"I believe the root of a lot of physical health issues is unaddressed anxiety, depression, trauma, or addiction. We work hard to make sure people can get the support they need, no matter what the access point is. Patients may come to us for dental work, for help with their diabetes, prenatal care, whatever--and if they also have an opioid use disorder, we can help them with a suboxone prescription, just like we would a prescription for insulin. We need to destigmatize treatment and ensure patients have a safe and confidential place for the support they need. This harm reduction approach saves lives."

– Laura Simpson, MSN



Amanda Tomlin

Age: 42
Years as a RAHC patient: 9

HEALTH JOURNEY: Amanda began her working life at age 15 in strenuous manual labor jobs. Early on, strained muscles required physical therapy, then cortisone shots, then hydrocodone. By her late 20s, pregnant and with a herniated disc, she was prescribed oxycodone, a drug promoted as non habit-forming. When she, like millions of other Americans, became addicted, a vicious cycle of dependence began.

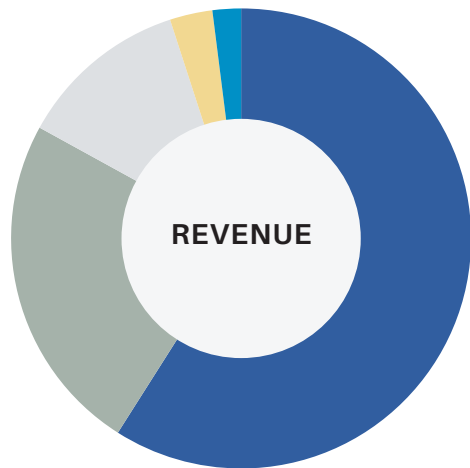
Amanda rotated between medically prescribed pain medication and street drugs. Mental health therapy was expensive or inaccessible. She suffered through a divorce, her son's autism diagnosis, and major dental issues. For a while progress seemed hopeless.

When RAHC began the recovery program, however, lasting change became possible. Treated with dignity and compassion, patients benefit from a coordinated approach to the thorny problem of addiction that addresses mental and physical issues together. Today Amanda is in full recovery. She has been able to pay off her medical debt, care for her two children, and earn a supervisor's position at the Lexington Walmart.

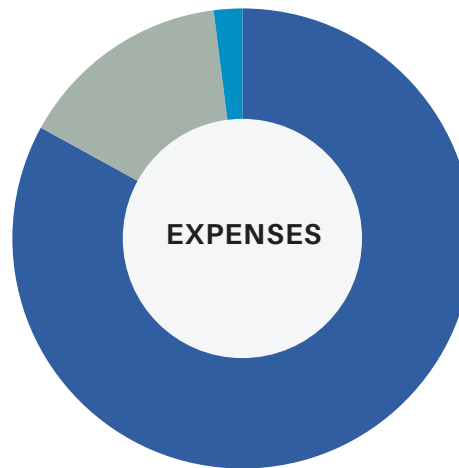
"Therapy is one of the key parts of why this worked for me. In the past it had always been 'here's your prescription and be on your way.' I never imagined I'd get the help and the backup that I do here for my recovery. Laura Simpson and RAHC's practitioners are my advocates. My kids and I are in a good place now."

– Amanda Tomlin

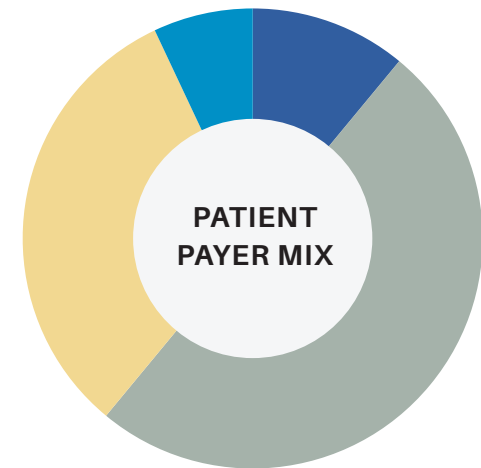
Rockbridge Area Health Center: 2022 Financial Snapshot



- 59% Insurance & patient payments
- 24% Federal & state grants
- 12% Medication access program
- 3% Donations
- 2% Investment income & interest & other



- 83% Program Services
- 15% Management
- 2% Fundraising



- 11% Medicare
- 50% Medicaid
- 32% Private Insurance
- 7% Self-Pay Or Uninsured

A Message To Our Donors

We are immensely grateful for your generosity. While we would like to acknowledge each gift, we also respect your privacy. Please know how much we appreciate your support. Thank you.

Rockbridge County

GOSHEN

RAPHINE

KERRS CREEK

FAIRFIELD

LEXINGTON

BUENA VISTA

NATURAL BRIDGE GLASGOW

Where You'll Find Us

In 2022, we provided year-round services at our four healthcare facilities.

+ Four Area Health Centers

Rockbridge Area Health Center 25 Northridge Lane, Lexington

RAHC Kendal 70 Kendal Dr., Suite A., Lexington

RAHC Buena Vista 2127 Magnolia Ave., Buena Vista

Mountain View Family Dentistry 2131 Magnolia Ave., Buena Vista

We also provided dental services twice during the year in our area schools.

● Seven Elementary Schools

Natural Bridge Elementary Natural Bridge Station

Central Elementary Lexington

Mountain View Elementary Buena Vista

Fairfield Elementary Fairfield

Enderly Heights Elementary Buena Vista

Kling Elementary Buena Vista

Waddell Elementary Lexington

● Three Middle Schools

Lylburn Downing Middle School Lexington

Maury River Middle School Lexington

Parry McCluer Middle School Buena Vista

● Two High Schools

Rockbridge County High School Lexington

Parry McCluer High School Buena Vista

● One Therapeutic Day School

Rivermont School Fairfield



Rockbridge Area Health Center

Rockbridge Area Health Center
25 Northridge Lane
Lexington, VA 24450

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MISSION

The mission of the Rockbridge Area Health Center is to promote and provide access to comprehensive, high quality and affordable health care to improve the health and well-being of the greater community.

VISION

The vision of the Rockbridge Area Health Center is to serve as a vital and caring resource, promoting and providing access to quality health care to build a healthier community.

Rockbridge Area Health Center
25 Northridge Lane, Lexington, VA 24450
(540) 464-8700 • www.rockahc.org

If you'd like to make a gift to the Rockbridge Area Health Center, please visit www.rockahc.org/donate or contact us at (540) 464-8700, ext. 7163. To discuss how to include RAHC in your will, trust or other financial estate plans, contact jbeebe@rockahc.org. Thank you for your support!

BOARD OF DIRECTORS

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