

MOVING the NEEDLE

2011 ANNUAL REPORT

MOVING the NEEDLE

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DEAR FRIENDS OF THUNDERMIST AND COMMUNITY PARTNERS:



In 2011, Thundermist managed to successfully navigate significant change while staying true to our mission and delivering a banner year of advancements towards the organization's strategic goals.

In June 2011, we said goodbye to one of the most passionate advocates for the medically underserved. After 14 years of tireless leadership and a long list of impressive achievements, Maria Montanaro left the role of Thundermist President and CEO. Our Board

of Directors did yeoman's work managing a national search, while the leadership and staff maintained a steady course focused on mission and strategic goals.

Externally, along with our peers, Thundermist faced a seismic shifting of the healthcare landscape caused by steadily increasing costs and the precarious promises of health reform. One could understand how, in the midst of such instability and change, an organization might temporarily lose sight of its mission and goals. Such was not the case at Thundermist.

Thundermist's newest site, the Cotton Shed in West Warwick, was opened to a welcoming community in June. The building represents the latest advancements in patient-centered facility design and has attracted national attention for its innovations. This opening represents a huge leap forward in Thundermist's ability to meet the needs of the uninsured and under-insured of West Warwick and demonstrates a gold standard of patient-centered facility design for primary care.

Across our communities, we continued the expansion of services to thousands of new patients. Thundermist added critical behavioral health, exercise, and nutrition services to our school based health centers, expanded access to fresh fruit and vegetables through farmers' markets, and created many new training and job opportunities for members of our communities, among many other achievements.

Thundermist also developed and strengthened many partnerships in 2011. We recognize that while we take great pride in our delivery of high quality primary care to our underserved neighbors, the sustainability of our services and mission depends on developing systems of care that allow for increased efficiency, quality, and access at all levels of the healthcare system.

In addition to our many, long term, dedicated partnerships, Women & Infants Hospital and their Health Care Alliance have brought nationally recognized OB/GYN care to our communities in West Warwick and Woonsocket. The Providence Center has brought their expertise in behavioral health to our School Based Health Center in West Warwick. We have also worked hard on promising new partnerships with organizations like Coastal Medical and Blue Cross & Blue Shield of Rhode Island in anticipation of upcoming health reform opportunities.

In the pages that follow, I hope you will be as proud as I am to read stories of compassionate, dedicated staff, alongside the measurable, important impacts that Thundermist has had on our communities and the patients we serve.

Sincerely,

Charles T. Jones
President/CFO

Thailer Thus



A New Home in West Warwick

In June of 2011, Thundermist moved its medical and administrative operation in West Warwick to a new expanded health care facility at 186 Providence Street, known as The Cotton Shed.

The new facility welcomes patients into beautiful surroundings for a true Patient-Centered Medical Home. There is a kitchen for cooking demonstrations and nutrition classes, an art gallery outside the conference room, a farmer's market 10 months a year, integrated behavioral health care for the whole family, and a community garden.

Once the medical facility was relocated, the West Warwick Dental Office on Main Street was expanded from four operatories to eight, funded in part through a generous grant from Delta Dental of Rhode Island. The number of dental patients continues to grow, and we are able to accommodate them with our expanded facility.



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Patients Served in West Warwick — 2009 - 2011









Thundermist Partners with WOMEN & INFANTS

In December Thundermist moved to a new model of care for our Woonsocket Women's Health Department. Thundermist and the Women's Health Care Alliance joined forces to provide care for our more than 3,000 OB/GYN patients. The Women & Infants Health Care Alliance is a partnership between Women & Infants Hospital of Rhode Island and 24 private practice obstetrician-gynecologists, midwives, nurse practitioners and other caregivers. The Alliance provides OB/GYN care in Woonsocket and delivers the babies of pregnant Thundermist patients at Women & Infants Hospital.

This new model eliminated wait times in our Women's Health Department as doctors, nurse practitioners, and nurse midwives became 100% dedicated to office care. Dr. Robert Williams, a seasoned physician, oversees the Woonsocket Women's Health Department, providing leadership and clinical expertise to the department.

"I love Dr. Williams, the midwives, and the nursing staff at Thundermist. I delivered my baby at Women & Infants and the quality of care, compassion, and knowledge was hands-down the best. No one is prejudged because of their circumstances!"
—Thundermist Women's Health Patient

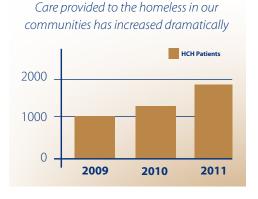


"...the quality of care, compassion, and knowledge was hands-down the best."

CARING FOR our Homeless Neighbors

Thanks to continued support from the BlueAngels Community Health Grant, Thundermist's "Caring for the Homeless" program continued to serve the most vulnerable of our society. Thundermist provides primary health care as well as case management services. Our homeless patients have a "touchpoint," a place to go that they consider safe and comforting.

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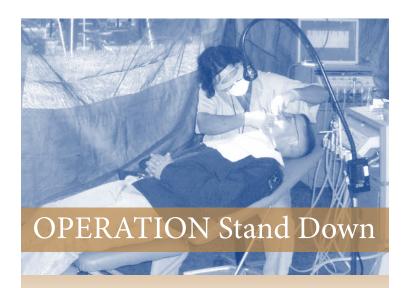




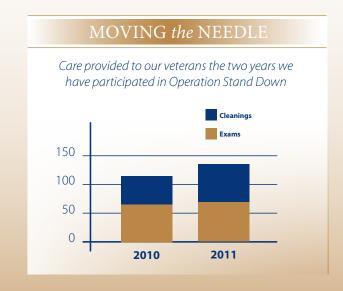
Thundermist offers a farmers' market in West Warwick 10 months a year and in Woonsocket 4 months a year. The Woonsocket Market included an innovative pilot program, the Fruit & Vegetable Prescription Program (FVRx). The FVRx program is a partnership between Thundermist Health Center, Farm Fresh RI, Wholesome Wave, and Ceiling and Visibility Unlimited (CAVU). It was one of only seven such pilot sites across the country. Approximately 40 Thundermist families were enrolled and received "prescriptions," written by healthcare providers, which were redeemed for local, fresh fruit and vegetables at the weekly farmers' market from July through October. The farmers' market was also open to the general public.

The West Warwick Market was held every Saturday from November to April through a partnership with the Arctic Village Association and Thundermist. Held indoors, the Market was well attended throughout the year. Farm Fresh RI will run an outdoor market in West Warwick during the summer months.





For the second year in a row, Thundermist supported Operation "Stand Down" (meaning at ease), a national coalition of concerned Americans dedicated to eliminating homelessness among our nation's veterans. The program assists area homeless veterans to secure social, medical, dental, legal, and housing assistance, and is held at Diamond Hill State Park in Cumberland, RI. Staffed by Thundermist dental professionals from all locations, Thundermist offered exams, x-rays, Velscope (oral cancer screening), and dental cleanings to over 100 Rhode Island veterans. The park was transformed into a military tent-city for veterans with live bands, great food, a massage tent, health services and more. Thundermist was proud to participate!



Thunder kids

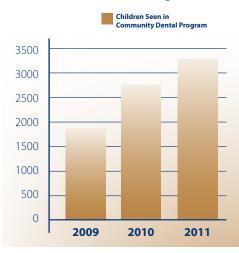
Community Dental Program of Thundermist Health Center



The ThunderKids Community Dental Program continues to grow as we expanded into two new communities this year – Cumberland and Narragansett. Children are seen at their school, Head Start, YMCA, and afterschool programs. With parental permission, children are examined, their

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ThunderKids Dental Program



teeth are cleaned, sealants are applied, and they are given fluoride treatments. When needed, the children receive followup care with dentists on board The Molar Express, a Ronald McDonald Care Mobile. The Molar Express is a joint venture between Comprehensive Community Action Program, East Bay Community Action Program, and Thundermist.

TEEN TOT Program

The Teen Tot Program brings a patient-centered approach to care for moms under 21 years of age and their babies. The program improves care to young families by closely coordinating medical visits for both mom and baby, improving screening and treatment of postpartum depression, and connecting community support services to young families.



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In 2010: 73% were screened for depression; 3 second pregnancies

In 2011: 100% were screened for depression; No second pregnancies



The ThunderKids Wellness Program targets children ages 11 - 13 through an intensive, therapeutic, multispecialty, intervention that takes place during the school year. The program is simple: physical activity twice a week for an hour and a half each session at



the Woonsocket YMCA; 30 minutes of group nutrition and health and wellness lectures per week, and monthly one-on-one nutritional counseling and medical examinations.

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Body Mass Index (BMI) – of teens who participated in ThunderKids for a minimum of 2 months during 2010 – 2011: **78% decreased their BMI.**

Lab Results – ThunderKids participants had blood work performed at the start of the program. Those with abnormal labs (glucose and cholesterol) were retested 6 months later:

72% had either normal or improved results

T H U N D E R M I S T Pediatric Asthma Program

Thundermist has a
Certified Asthma
Educator on staff who
works with our pediatric
patients who suffer from
asthma. Thundermist has

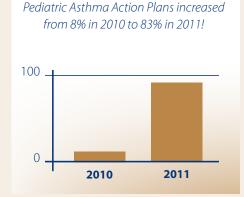


approximately 1,000 pediatric asthmatics. When the children and families come to Thundermist with asthma symptoms, they are connected with the Asthma Educator for an education session. They create an Asthma Action Plan, which is set up like a traffic light. The plan is simple: children and families discuss when their asthma is in control (green light), when they are having some issues (yellow light), and when they are having severe problems (red light). Medications and strategies are discussed for each color. The Action Plans have made a huge difference, as told by Thundermist's Asthma Educator, Donna Needham, RN, AE-C.

"We come to work every day, often times wondering if we are making a difference. I knew our Asthma Action Plans were working when I was sitting at my desk one day and the phone rang. The mom was a woman who had three asthmatic daughters who had recently become patients at Thundermist. They had had no formal education in asthma and no pediatrician before they came to Thundermist. As a result, when the girls would have asthma attacks, the mom would take them directly to the Emergency

Room. Once they became patients of Thundermist, we worked together to put together individualized Action Plans for each girl. When I answered the phone that day, the mom said to me, "My daughter, Erica, was just in the yellow zone so I pulled out our Action Plan, followed the directions, and she is fine. Thank you."

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HOWARD'S STORY-

Howard came to Thundermist Health Center of South County as a new patient in August 2011. He met with Jen, a member of our Social Services Department, for a "Welcome Visit" and explained that he needed a medical visit because of his legs, which had open sores. Jen took one look and immediately had Howard see a Nurse Practitioner. His sores were due to chronic diabetes and peripheral vascular disease. Howard's blood sugar was tested and found to be over 600, a dangerously high level. He truly did not believe that he had diabetes, rather that the sores were an infection and he needed antibiotics.

Our Nurse Care Manager, Siana, intervened and started talking with him...they found a common bond and ended up speaking for an hour. Howard admitted that he had been warned that he might have uncontrolled diabetes in the past but didn't want to believe it because he had no health insurance and was worried about the cost of his care. Siana

"The care Siana and her team provided me saved my life."

- HOWARD

explained that she could assist him, because that is what Thundermist does...help those regardless of ability to pay. Siana assured him that his case was not unique, and that the team had been successful in similar situations

Howard listened intently and

agreed to be seen by Siana and the Thundermist medical team. Meetings were set up 1-2 times per week with Siana providing extensive diabetic education. Howard began to share more with Siana and told her how much he enjoyed volunteering at the retail store, REI, which caters to the outdoor enthusiast.



Howard and Siana

As a volunteer, Howard arranged an REI donation of running shoes to Thundermist. This donation helped our uninsured patients, many of whom don't have the proper footwear to exercise.

Siana was able to connect Howard with Thundermist's "wraparound" services, such as RX Assistance and social services. Over the course of time, she learned that Howard was a Navy veteran so she pursued veteran's benefits for him. This was particularly helpful when Howard was about to lose his housing in South County, and Siana was able to secure transitional housing through the Veteran's Administration.

It took a while, but Siana and the medical team finally found the correct combination of medications, exercise, and diet to bring his blood sugars down to completely normal levels. Howard's legs have begun to heal nicely, and he continually states, "The care Siana and her team provided me truly saved my life."

CHRONIC CARE S U C C E S S in

DIABETES

Diabetes is a chronic illness that requires continuing medical care and patient self management to prevent severe complications. The Thundermist Adult Medicine Department in Woonsocket had an 11.45% rate of diabetics, higher than the state average. Assisting our patients with self-management required support from the entire clinical team.

In the first few months of 2011, there was an increase in the number of adult diabetic patients. Approximately 15 -20 new diabetics were becoming patients each month.

With that number of chronically ill patients, the team knew there had to be a more efficient way to motivate patients. The team worked together to provide better educational resources, ongoing assistance, and encouragement by staff in supporting roles. Nurse Care Managers worked as educators to improve commitment

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There was a 12% reduction in the percentage of diabetic patients with an HbA1C > 9

There was a 23% reduction in the percentage of diabetic patients with an HbA1C > 10

to the program with outreach and support. Group visits (in English and Spanish) were very effective in improving our patients' quality of care and quality of life, and in decreasing emergency department visits. A subsidized farmers' market was brought in one day a week through a partnership with Farm Fresh RI to help our patients eat fresh

fruits and vegetables.



Welcome HOME!

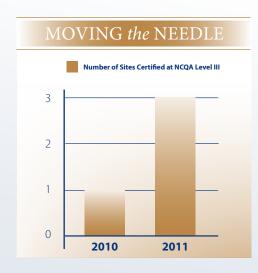
Patients who suffer from a chronic disease (such as diabetes, cardio-vascular disease, depression, asthma, etc...) often need additional measures to stay healthy.

A Patient-Centered Medical Home (PCMH) is that place. It provides team-based care that treats the whole person. The PCMH is:

- Team Driven the patient, doctor, nurses, and counselors work together to manage the condition and improve health.
- Comprehensive provides holistic care...medical, nutrition, behavioral health if needed, exercise plans, and smoking cessation.
- Results Oriented complete focus on improved health outcomes using information technology which is managed by the whole team at visits and in-between visits, if needed.

The National Committee for Quality Assurance (NCQA) has developed standards to recognize those practices that are truly Patient-Centered Medical Homes. There are three levels of recognition with Level III reserved for the most advanced medical homes.

Thundermist is proud that in 2011 each site and each department was awarded Level III certification from NCQA!



FINANCIALS

2011 SOURCES OF REVENUE

Federal BPHC Grants	\$ 5,101,219
Medicaid, Medicare, NHPRI,	
Other Insurances, Sliding Fee	\$17,132,653
Less Free Care & Discounted	
Fees to Uninsured Patients	(\$ 4,297,515)
State of Rhode Island	\$ 4,057,007
Fundraising & Others	\$ 2,398,216
TOTAL:	<u>\$24,391,580</u>



THUNDERMIST'S GROWTH TREND CONTINUES...

Thundermist's growth continued in the past three years — 2009 - 2011

PATIENTS SERVED	2009	2011	% GROWTH
Medical and Dental	26,302	30,495	16%
Women, Infants & Children Program/Nutritional Counseling	4,250	4,400	4%
Health Care for the Homeless	958	1,848	93%
Community Dental Program	2,405	3,313	38%

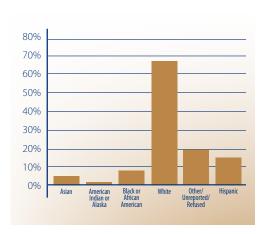
NUMBER OF VISITS TO ALL SITES			
Medical	91,435	100,839	10%
Dental	33,519	43,404	29%
Mental Health	12,137	12,004	-1%
Nutrition/Patient Education	9,000	9,200	2%

PATIENTS SERVED BY SITE			
South County	6,917	6,878	-1%
Woonsocket	14,348	16,375	14%
West Warwick	4,968	7,609	53%

PORTRAIT OF PATIENT NEED - 2011

40% 35% 30% 25% 20% 15% 10% 5% Uninsured Patients Medicaid Medicare/ Private Insurance

PORTRAIT OF THUNDERMIST PATIENTS 2011



We thank our numerous donors, those who have helped us serve our communities. JANUARY 1, 2011 - DECEMBER 31, 2011

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THUNDERMIST HEALTH CENTER OF SOUTH COUNTY

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