

Our Mission:

Thundermist improves the health of our patients and communities by delivering exceptional health care, removing barriers to that care, and promoting healthy lifestyles.

A Message from the CEO

Changes in the health care landscape—nationwide, in Rhode Island, and even in the communities we serve—happen rapidly, and it's hard to keep up with them. Health reform efforts made to achieve the Triple Aim—enhancing patient experience, reducing costs and improving the health of patients—drive consolidations, mergers, partnerships and new opportunities. Organizations that demonstrate value will succeed; all others will need to change or risk irrelevance.

As we reflect on Thundermist's achievements and consider its place in this changing landscape, it is important to remember our "North Star" and recommit to our mission as we develop new strategies to carry us forward.

Though our core mission remains unchanged, the board and staff rewrote our mission statement last year. In doing so, we clarified our organizational vision and purpose. The new statement reads: "Thundermist improves the health of our patients and communities by delivering exceptional health care, removing barriers to that care, and promoting healthy lifestyles."

How did we do last year, as measured by this yardstick? At a glance, we:

- Increased visits by nearly 20,000, more than 7,000 of which were provided to uninsured patients who were seen regardless of their ability to pay for care
- Served over 11,000 patients in our QuickCare centers, many of whom we see after hours and on holidays
- Strengthened or built many new community partnerships to bring services such as acupuncture, food and nutrition, and substance abuse treatment to our communities
- Became home to one of the state's two family medicine physician residency programs, providing new physicians with the opportunity to learn and care for their patients in a sophisticated, Level 3 certified patient-centered medical home
- Assisted thousands of previously uninsured Rhode Islanders to enroll in newly accessible, affordable insurance options
- · Began construction on a new, 20,000 square foot facility in South County

As you can see, we greatly expanded on our mission to provide access to the highest quality health care. In the upcoming year, we will set upon our new challenges with zeal. Expansion of health insurance has offered huge gains in access for our patients, but the cost, if left poorly managed, threatens the sustainability of those gains. We must work together to develop affordable, impactful and patient friendly systems that extend beyond the walls of our own organizations.

We will seek to expand our own services and offerings, and create and develop partnerships that achieve our goals, guided by the steady hand of 45 years of caring and culture. As we pursue these goals, I look forward to working with all of you—patients, community leaders, healthcare and social service organizations, government leaders—to achieve our vision of healthy, active communities supported by the highest quality and accessible health care.

Best regards,

Charles T. Jones

Charles Thus

President/Chief Executive Officer



Building Our Future

THUNDERMIST OF SOUTH COUNTY

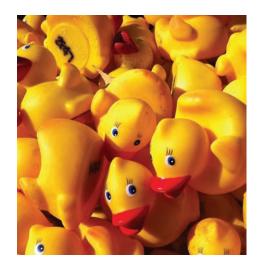
Over the past decade, our South County location has grown rapidly. Originally the Health Center of South County, it was founded in 1970 by a group of dedicated community leaders. The site now serves more than 8,000 patients annually.

Over the past two years, the facility has experienced an unprecedented demand for services. The 100-year-old refurbished furniture store that houses the South County facility presents a unique set of challenges, lacking some of the more modern facilities present at other Thundermist locations. Despite these obstacles, Thundermist of South County provides high quality, patient-centered, comprehensive care and its dedicated staff has persevered.

Help is on the way in the form of a brand new building rising on the lot of the existing Thundermist of South County. With the help of a \$5 million federal grant and a \$1.5 million capital campaign, staff and patients will have a new state-of-the-art medical facility in early 2015. With 20,000 square feet of medical, dental and community space, the building will present an opportunity to add providers, in turn serving thousands more.

Lt. Governor Elizabeth Roberts, former Thundermist Board Chairperson, Polly Eddy, Chuck Jones, and Governor Lincoln Chafee, make the first ceremonial dig at the December 9th groundbreaking event for the new building.

Thundermist 2013 Events











MOONLIGHT AT THE DUNES

Moonlight at the Dunes, Thundermist's annual fundraising gala, was held on Friday, June 14, at the Dunes Club in Narragansett. It was a beautiful evening filled with dining, music by Nancy Paolino and the Black Tie Band, and a silent auction.

THUNDERMIST GOLF TOURNAMENT

The Thundermist Golf Tournament was held at Sakonnet Golf Club in Little Compton on Tuesday, September 17. The winner of the tournament was the team from Claflin Medical Equipment.

ANNUAL DUCK RACE

Thundermist's Annual Duck Race took place on Saturday, October 4, at Royal Mills Riverpoint in West Warwick. Participants "adopted" more than 3,500 numbered yellow toy ducks, enjoyed family activities and watched as thousands of ducks launched into the water.

2014 SAVE THE DATES

Friday, June 13, 2014 Moonlight at the Dunes Dunes Club Narragansett

Tuesday, September 16, 2014
Thundermist Golf Tournament
Sakonnet Country Club
Little Compton

Saturday, October 3, 2014 8th Annual Duck Race Royal Mills Riverpoint West Warwick

Thundermist Family Medicine Residency Program, Partnering with Care New England for a Healthier Community

The commencement of the *Thundermist* Family Medicine Residency Program, partnering with Care New England for a Healthier Community, was one of the most significant accomplishments of 2013. The program, the culmination of nearly a year of work by dedicated professionals from Thundermist and Kent Hospital, a Care New England Hospital, represents the first time in Rhode Island that a medical residency program has embedded itself into a patient-centered medical home.

Launched in July, this innovative collaboration brought two primary care physicians and eight family medicine residents to Thundermist of West Warwick. The program brings a new attention on academics and research

to Thundermist, and by delivering care in a patient-centered medical home model, residents experience first-hand what it is like to work in a community health center. The program also helps to ensure that there are enough qualified providers to meet the primary health care needs of Rhode Islanders.

Jessica Manyan, DO, serves as the program's director. While she says the first six months of the project have been a learning experience for everyone involved, she sees, on a daily basis, the positive impact of the program on residents and patients at Thundermist. "The residents have been very appreciative

It is critically important that we continue to find innovative ways to deliver care in our community. Working collaboratively across healthcare with partners while developing new and innovative approaches such as this is essential as we continually work to transform the future of healthcare in the state and beyond." Dennis Keefe, President and CEO of Care New England.

of integrating into a team-oriented model with social services, care managers and behavioral health all working together," she said. "As a result, they will come out of their residency better prepared to practice community health."

Existing residency patients and those new to the practice also benefit from the program. "Patients get a 'second set of eyes' looking at them. They get the advantage of being treated by a highly trained resident who is overseen by a board certified family physician."

"We are also able to provide them with an improved model of care as a result

of the array of services available at Thundermist," Dr. Manyan continued. "Behavioral health, dental care, care management and pharmacy assistance under the same umbrella are not available at a traditional practice."

The program, which received startup funding from the Rhode Island Foundation and the Jesse B. Cox Charitable Trust, is accredited by the American Osteopathic Association (AOA). Future plans include receiving credentials from American College of Graduate Medical Education and growing to include 12 residents.



Representatives from Care New England, The Rhode Island Foundation, Kent Hospital and Thundermist join together to sign a formal partnership agreement at the official launch of the residency.



Jessica Manyan, DO, confers with residents Elizabeth Jasolosky, DO and Megan Johnson, DO.

Community Collaborations

Providence Community Acupuncture opens a satellite location at Thundermist of West Warwick



We are thrilled to add acupuncture to the list of services available at Thundermist. Through a partnership between Providence Community Acupuncture (PCA) and Thundermist of West Warwick, PCA now provides affordable acupuncture four days a week to Thundermist patients, staff and

the community at large. Using the Thundermist Community Room, PCA provides treatment in a group setting that compliments the more traditional medical treatments available through Thundermist providers. To learn more about PCA, visit their website at www.providencecommunityacupuncture.com.



Thundermist once again collaborated with Farm Fresh Rhode Island to bring farmers' markets to two of our locations. From July to October, local farmers provided healthy, low-cost fruits, vegetables, meats and dairy to Thundermist patients and the communities of West Warwick and Woonsocket. Through the Farm Fresh RI partnership, our farmers' markets were able to accept EBT/SNAP (food stamps), Senior Coupons, WIC Farmers' Market Coupons, and WIC Fruit and Vegetable Checks.

Farm Fresh RI markets also provide an additional 40% bonus for customers using EBT to increase access to fresh fruits and veggies. Throughout the course of the summer, the markets also partnered with many other organizations to bring health education to the markets' customers.

To learn more about Farm Fresh Rhode Island, visit their website at www.farmfreshri.org.









Support for our Veterans

Thundermist staff volunteered in force this summer to provide dental services to homeless and at-risk veterans at Operation Stand Down.

In partnership with Operation Stand Down Rhode Island, 22 Thundermist employees staffed a fully functional dental tent over the late September weekend, providing desperately needed exams, x-rays and cleanings to scores of veterans.

Blue Cross & Blue Shield of RI Volunteer Day

Through their statewide volunteer initiative, "Blue aCross Rhode Island," Blue Cross & Blue Shield of Rhode Island once again provided more than 50 volunteers on September 26 to support Thundermist projects. A diverse group of volunteers helped Thundermist with several mission-critical activities, including planting more than 400 garlic bulbs, preparing for the 7th annual Duck Race by sorting and renumbering thousands of ducks, and reaching out to more than 1,400 homes with information about the Affordable Care Act and Thundermist services.

Escape Fire

In October, the Stadium Theatre in Woonsocket was the site for a viewing of the award-winning documentary film "Escape Fire: The Fight to Rescue American Healthcare." Sponsored by the Rhode Island Foundation and Blue Cross & Blue Shield of Rhode Island, the event brought together people from all parts of the community to view the movie and then participate in a live video-conferenced discussion. The movie discusses problems with our current health care system and offers concrete solutions toward the creation of a sustainable health care delivery system for the 21st century. To learn more about the film visit www. escapefiremovie.com.



Outreach and Enrollment

AFFORDABLE CARE ACT MAKING A DIFFERENCE TO WOONSOCKET COUPLE



The Affordable Care Act (ACA) is making a difference in the lives of millions of Americans—just ask David and Connie Phillips.

At 62 and 60, respectively, both David and Connie suffer from chronic diseases and have been without health insurance for more than 10 years. They first came to Thundermist when they lost their insurance. While they always felt they received great care at Thundermist, they would only see a doctor when they absolutely needed medical attention. "We would worry constantly about having to go to the doctor or the hospital," said David. "Even with the sliding fee scale, the out-of-pocket costs were a lot to handle."

On a visit in December to have their prescription assistance renewed, Patricia Slader, a Woonsocket Case Manager, mentioned the Affordable Care Act. "Pat is a gem," said David. "It's always nice when you walk in someplace and they know your name, but Pat always goes out of the way to help."

At this particular visit Pat told the Phillips' about the ACA and how it could help them get health insurance. "Insurance for the Phillips' was critically important," according to Slader, "because on January 1st prescriptions that they had been getting at no cost were no longer going to be available."

"So we sat down with Pat for a half hour or so and we were approved right away," said Connie. "It was really easy."

The couple is relieved that they won't have to worry about the cost of hospital visits in an emergency, or doctor office visits for regular check-ups. They received their insurance cards recently and couldn't be happier. When asked what they would tell other people in similar situations, they said: "Just do it, it is really easy and you'll be glad when you have the cards in your hands."



Individuals needing health insurance can enroll through HealthSource RI until March 31, 2014. Those qualifying for Medicaid can enroll at any time. For more information, contact HealthSource RI at 1-855-840-HSRI (4774) or visit their website at www.healthsourceri.com. Thundermist staff is also available to help in the enrollment process.

Staff Highlight

IMPACT THROUGH OPPORTUNITY

As a large employer in Rhode Island, Thundermist often finds rising stars among the residents of the community that it serves. We take the opportunity to develop those rising stars in the interest of creating an organization that represents our patients—with employees who understand our patients in every facet, whether geographical, socioeconomic, or cultural.

One such rising star is Stephanie Bursell, a dental hygienist

at Thundermist of South County, who lives in Hopkinton with her husband and two children. In this interview, we asked Stephanie how Thundermist has helped her throughout her career.

Perseverance is the word that comes to mind when talking with Stephanie. Before she even graduated from high school, she had trained as a hair stylist. After she graduated in 2000, she secured not one, but two jobs: one

at a hair salon and one with Spurwink of RI as a support staff member. By the time she was 22, her hard work had paid off and she was able to buy a house.

Yet, Stephanie was not satisfied with where she was professionally, so in 2003 she began looking for a more permanent career. Her aunt suggested she might like being a dental hygienist. Stephanie was interested, but knew she could not afford the tuition. Instead, she enrolled in a 16-week adult education program to become a dental assistant. Shortly after graduating, she got a job at Thundermist. The program she took did not give the students any hands-on experience, so she had a lot to learn. With training and supervision, Stephanie

came to excel at her job assisting Thundermist dentists as they performed procedures on patients.

By 2006, she decided she was ready to take the next step. Encouraged by her family and co-workers she began taking classes at Community College of Rhode Island. Each semester she would take one class, which were prerequisites for entry into their Dental Hygiene program. "Thundermist was very

supportive," she said. "They provided me with tuition reimbursement for most of my classes and did everything they could to encourage me to take the next step in my career."

In 2011, she entered into the fulltime, highly competitive dental hygiene program at CCRI. While she could no longer work full-time at Thundermist, she was able to continue to work per diem—15 to 20 hours

a week. "Thundermist was again very supportive," she said. "My supervisor Michelle went out of her way to make sure I got weekend and evening hours." In May of 2013, Stephanie graduated with honors from the program and started working again as a regular employee of Thundermist. "I'm very proud of myself. It was a lot of work, but I did it."

Now that she is done with her schooling, Stephanie is happy to be back in a permanent position at Thundermist. "I love working here. I love the people and what we are all about." She's also looking forward to encouraging other co-workers to follow her example. "CCRI has a great program and Thundermist is a great place to help you get to the next step in your career."





My life has changed a lot in the

ten years since I started working

at Thundermist. All of the major

things that have happened in my

working at Thundermist—I bought

degree—and THC helped make all

life have happened while I was

a house, I got married, I got my

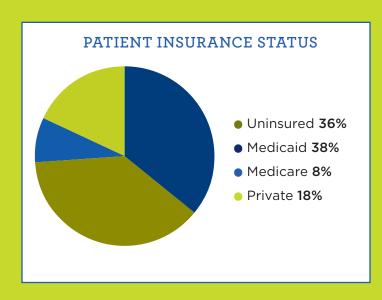
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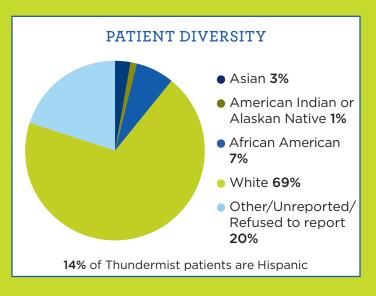


2013 Financial Highlights

Thundermist's Growth Trend Continues

PATIENTS SERVED	2011	2012	2013
Medical and Dental	30,495	35,604	41,828
Health Care for the Homeless Program	1,848	2,194	2,148
Community Dental Program	3,313	3,146	2,975
NUMBER OF VISITS TO ALL SITES			
Medical & Enabling	100,839	116,618	134,325
Dental	43,404	47,830	49,211
Mental Health	12,004	16,671	19,453
PATIENTS SERVED BY SITE			
South County	6,878	7,528	8,364
Woonsocket	16,375	17,541	18,739
West Warwick	7,609	10,939	15,321





2013 Sources of Revenue

- Federal BPHC Grants: \$3,734,631
- Medicaid, Medicare, NHPRI, Other Insurance, Sliding Fees to Uninsured Patients: \$27,334,081
- Less Free Care & Discounted Fees to Uninsured Patients: (\$6,606,666)
- State of Rhode Island: \$1,974,275
- Fundraising, Contracts & Others: \$2,713,141
- TOTAL AMOUNT: \$29,149,462

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