

The cover features a dark blue background with a diagonal band of a lighter blue shade running from the top-left to the bottom-right. The text is positioned in the upper right corner.

Thundermist!
HEALTH CENTER
2012 ANNUAL REPORT

A Message from the CEO



Dear Friends,

The past year marked a record level of growth and service expansion for Thundermist. Our providers and staff delivered care to more than 35,000 patients in more than 180,000 visits, representing an increase of greater than 15% over the prior year. In addition, our new walk-in medical service, Quick Care, provided unprecedented access to the highest quality, coordinated primary care, 365 days a year in each community.

We have continued to innovate as ambitiously as we have grown. Our CookingRx course, farmers market and Thundermist Grows! community garden brought cooking, nutrition education and food to the Thundermist community in West Warwick. Our expanding collaboration with the University of Rhode Island School of Pharmacy introduced a full-time faculty pharmacist to Woonsocket and three student pharmacists to Woonsocket and South County. The faculty and students serve as valuable resources to both providers and patients and have had an impressive impact on medication management, specifically in management of chronic, severe asthma. Thundermist's Teen Tot Program coordinates the post-partum care of teen mothers and the pediatric care of their newborns, allowing our providers to better address the unique challenges faced by these patients, and to provide hope and resources to improve their futures.

In May, Thundermist was awarded more than \$5.2M by the Health Services and Resources Administration for capital development. These funds will support the construction of a new, larger Patient Centered Medical Home facility in South County and expanded dental services in West Warwick. These improvements position Thundermist to further expand our services and meet the anticipated demand for primary care in the coming years.

Thundermist has a long history of weaving together growth, innovation and compassion to deliver health care services and programs that improve our patients' health, and support the pursuit of healthier lifestyles in our communities. Today's national and state challenges with financial sustainability present us with new, unprecedented opportunities to help shape a system that values this kind of patient-centered community-based care. We will continue to lead, to ensure that these changes result in greater sustainability and bring us closer to achieving our vision of healthier communities and access to high quality health care for all.

Sincerely,

A handwritten signature in blue ink that reads "Charles T. Jones". The signature is written in a cursive, flowing style.

CHARLES T. JONES

President/Chief Executive Officer

Health Hut Expansion: WEST WARWICK AND WOONSOCKET



The Thundermist School-Based Health Centers have been renovated, thanks to a \$363,000 federal grant. The centers, also known as the “Health Huts,” are located at Woonsocket High School and Deering Middle School in West Warwick.

The Health Huts provide primary care services to students during the school day. Hundreds of students who would not otherwise have access to health care receive a suite of services ranging from pediatric medicine and dental care to social work, behavioral health and nutrition education. Students who are existing Thundermist patients as well as those with private doctors in the community may use Health Hut services with parental consent. Care at the Health Huts is coordinated with the student’s primary care provider and the school nurse as appropriate. Both insured and uninsured students are welcome to receive services and there are no out-of-pocket costs.

The remodeling has improved the efficiency of the Health Huts. The nurse practitioners now have two exam rooms which reduce patient wait times and allow more students to receive care each day. The recent renovations have also allowed Thundermist to expand the scope of services to deliver a more comprehensive approach to care. The remodeling gave staff true consult spaces, which in turn provided the opportunity for hiring licensed social workers. Additionally, and in keeping with Thundermist’s focus on wellness, the grant provides resources for the purchase of exercise equipment. Elliptical machines, stationary bikes and treadmills will be used to help promote fitness and combat obesity among the students.

The Health Hut expansion brings Thundermist’s Patient Centered Medical Home model into the school, reducing barriers to care. Thundermist ensures students receive the same high level of care in the school as they would in any Thundermist facility, keeping kids in the classroom healthy and ready to learn.

“The Health Hut program provides a consistent access point for health care to children who otherwise wouldn’t have it. For various reasons, they’re not able to make or travel to medical appointments, have access to adequate nutrition knowledge, or ask about reproductive health. From our end, we’re getting outside the walls of the health center and reaching out to provide health care to a population that has trouble seeking care in a traditional office-based manner. Health Huts bring care to where it’s needed.”

CHUCK JONES



Thundermist Events

Thundermist Golf Tournament



The Thundermist Golf Tournament was held at Sakonnet Golf Club in Little Compton on Tuesday, September 18. The winner of the tournament was the Starkweather & Shepley Group, led by Foundation Board Member, John Cianciolo.

Annual Duck Race

Thundermist's Annual Duck Race took place on Saturday, September 29, at Royal Mills Riverpoint in West Warwick. Participants "adopted" numbered yellow toy ducks, enjoyed family activities and watched as thousands of ducks launched into the water.

Moonlight at the Dunes

Moonlight at the Dunes, Thundermist's annual fundraising gala, was held on Friday, June 8, at The Dunes Club in Narragansett, RI. It was once again a beautiful evening of dining, dancing, raffles, and a silent auction.





QuickCare Centers Open

QuickCare opened in July 2012 and provides high quality, fast, walk-in care at an affordable cost in each Thundermist community. QuickCare is open 365 days a year, late weeknights, weekends and holidays, and accepts all patients—not just current patients of Thundermist.

QuickCare provides treatment for common concerns such as minor injuries, cuts, fevers, illnesses such as ear and/or sinus infections, allergies, gastroenteritis, skin rashes, deer tick bites and removals, flu shots, and sports or camp physicals.

QuickCare is staffed by teams of two Nurse Practitioners at each site who work closely with the primary care physicians to coordinate care for patients. They see all patients regardless of their insurance status and ability to pay. QuickCare aims to reduce unnecessary Emergency Department utilization and provide access for patients who find it difficult to access primary care through scheduled visits.

QuickCare receives generous support from the Fund for a Healthy Rhode Island at the Rhode Island Foundation, and the Jessie B. Cox Trust.

“Customer service is everything and the hours that the facility is open are fabulous (the post office could learn something from that). It’s like someone is listening to the common working man and “gets it” about taking time off from work or just being available later at night. Good work! [MICHELE BLAIR](#)”



Community Collaborations



Blue Cross Blue Shield Rhode Island Volunteer Day

Through their statewide volunteer initiative, Blue Cross & Blue Shield of Rhode Island brought 60 volunteers to Thundermist of West Warwick on September 27. A diverse group of volunteers helped Thundermist with several mission-critical activities including the building of a 27 foot retaining wall in the community garden, preparing for the annual Duck Race by cleaning, sorting and renumbering thousands of rubber ducks, and reaching out to more than 800 homes in the area to make them aware of Thundermist's services.



Reach Out and Read

Thundermist and Reach Out and Read Rhode Island welcomed Congressman Jim Langevin and John Howland, CEO of Bradford Soap on Feb. 8.

Congressman Langevin, Mr. Howland, and Chuck Jones, Thundermist CEO, read books to local school children during the event. Reach Out and Read provides training to primary care providers about proven methods of providing early reading guidance as well as brand new, age appropriate books for providers to give to families during check ups.

Through Reach Out and Read, Thundermist provides books and anticipatory guidance to 2,800 children ages 6 months through 5 years. Woonsocket was the first Thundermist site to adopt the Reach Out and Read program, beginning in 1997, followed by South County in 1999 and West Warwick in 2007.

**Through Reach
Out and Read,
Thundermist
provides books to
2,800 children**



Community Garden

Thundermist Grows! Community Garden, located in West Warwick, engaged Thundermist's patients, staff, and community members in organic gardening. Selected as one of the official URI Master Gardener Projects, a certified Master Gardener was available during weekly "office hours" to teach first-time gardeners the principles of organic gardening and assisted with garden trouble shooting throughout the growing season.

A Thundermist of West Warwick patient also taught the South Side Community Land Trust's Beginner Gardener Series to participants and local backyard gardeners. The garden is home to 30 garden beds all designed and built by West Warwick High School's Carpentry Program. Eight garden beds are modified to allow those with mobility challenges to garden including four beds that are fully wheel chair accessible. The garden also features an herb garden and berry garden from which all Thundermist patients and staff can pick. Additional community garden collaborators include the Kent County YMCA, the West Warwick Senior Center, New Urban Farmers and Deering Middle School. Ten percent of all vegetables grown in our community garden are donated to Thundermist so that we may increase access to fresh, healthy foods for patients.

Beni and the Chefs

Dr. Beni Seballos, Thundermist's Medical Director of Woonsocket's Adult Medicine Department, and Chef Kimberly Clark, spearheaded and co-taught the six-week series "Cooking Rx: A Kitchen and Clinic Skills Course for Health Care Providers."

The fun, interactive sessions taught 20 health care professionals to incorporate healthful cooking and eating into their own lives and to empower their patients to do the same. Attendees included medical providers and clinical staff from every Thundermist site, Rhode Island Hospital, and a resident from the Brown Family Medicine program. Classes were taught in West Warwick's innovative test kitchen.



Practice Transformation

USING ELECTRONIC HEALTH RECORDS FOR POPULATION HEALTH MANAGEMENT

Practice Transformation is a concept often associated with the Patient Centered Medical Home movement underway in primary care medicine across the nation. This section outlines some of the work Thundermist did in 2012 to organize care around patients, work in teams and coordinate and track care over time.



PHARMACY PROGRAM

*Michelle Thomas, PharmD, BCPS, BCACP
Clinical Pharmacist Specialist in Ambulatory Care,
University of Rhode Island*

“The relationship between URI and Thundermist has been beneficial to all parties involved. The pharmacy students and I are able to support the Patient Centered

Medical Home model and improve the quality of patient care through medication reconciliation and patient education in a variety of disease states, as well as delivering provider education and serving as a drug information resource to our providers. URI is able to benefit from having an excellent practice site for pharmacy students to learn about the role of an ambulatory care pharmacist and to gain experience through direct patient care. The students benefit by gaining experience as part of an interdisciplinary team, and through providing patient-focused health care services in a wide variety of disease states.

Pharmacy students at Thundermist have been involved in projects dealing with outcome measures reporting, streamlining the handling of drug samples, and updating patient education materials.”

PATIENT PORTAL

Thundermist launched its Patient Portal in the spring of 2012 in an effort to give patients electronic access to their own health information. Since the launch, new features have been released; patients can now view lab, diagnostic imaging and procedure results. Thundermist expects enrollment to increase as additional features are added.



CALL CENTER

In order to improve patient experience, Thundermist centralized all incoming medical calls to one call center in Woonsocket. In doing so, Thundermist systematically reduced call wait time in all of the health centers to 90 seconds, a 50% reduction in average answer time. The call center also reported fewer dropped calls, down from as high as 20% to consistently less than 5%.

The creation and continuous improvement of the call center increases the overall quality and consistency of patient interactions. To ensure quality, 100% of calls are recorded, and a random sampling of those calls are scored on a monthly basis to continue to improve the performance of the center.

Staff Highlight:

IMPACT THROUGH OPPORTUNITY

As an employer in Rhode Island, Thundermist often finds rising stars among the residents of the communities which 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 Maryland Santiago, a Registered Nurse who works in our adult medicine department. In this interview, Maryland tells us how Thundermist has helped her throughout her career.

“My sister worked at Thundermist back in 1999, and I was hired in 2000 when I was only 18... a young kid right out of school.”

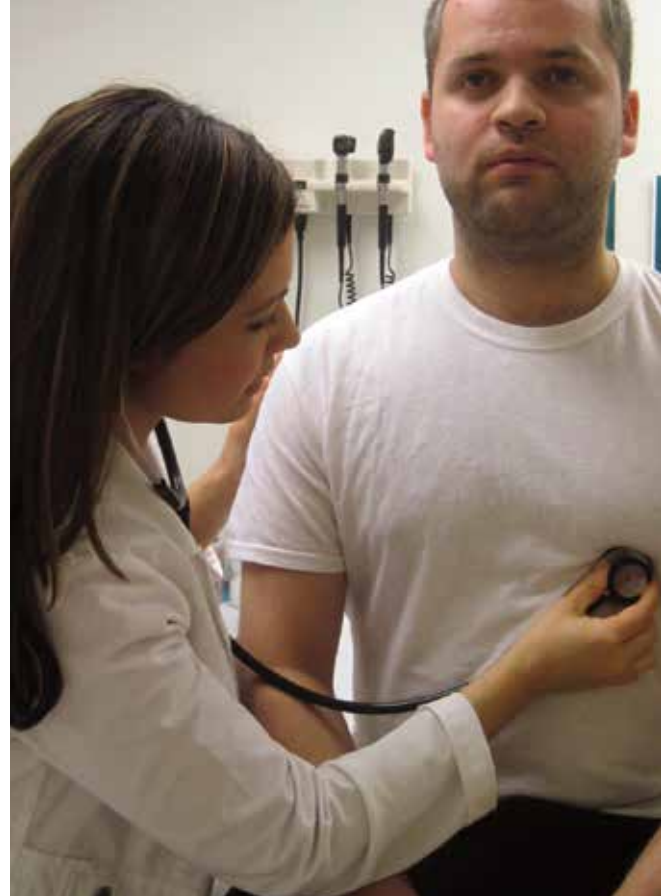
“I was initially hired to work in medical records—collecting records, document management, little things. From there, I worked in pediatrics and community dental, and then graduated from nursing school this past May. Since I arrived, I have seen tremendous growth in the adult medicine department.

The day to day in adult medicine involves a lot of education. We pick up calls and triage over the phone. We see a lot of walk ins. We help with procedures, immunizations, and disease treatment.

When I was younger, I wanted to be either a nurse or doctor, but college wasn't really in the cards for me. When I started working at Thundermist, I had the privilege of working with a wonderful nurse—Gail Whitfield. She encouraged me to pursue my dreams and always said to me “why not you? You're a smart girl, you could do this.” Because of that I got on the ball and got my education. She's my inspiration; she's awesome.

Thundermist is life-changing for many, many reasons. Aside from helping me with academic expenses and professional certifications, we help patients who have a hard time understanding how to take charge of their health. We work with them in a way that is relevant to them and once they get a little help, they get motivated, and their desire to take care of themselves increases.

I would never have gotten to where I am today without Thundermist. I've been working here for 13 years. I am definitely going to continue my education...I want to specialize in what I do now and then maybe become a nurse practitioner. I want to be an inspiration to young people in my community who are just starting out.”



Workplace Growth

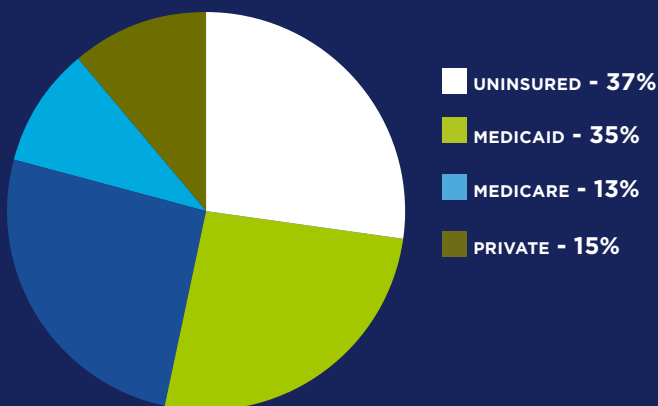
Thundermist's workforce grew 4.75% in 2012. Thundermist employs 352 people.

We grow because we feel an obligation to build the primary care foundation of the future. We are digging deeper into the root causes of the disparities that our patients face. The models of care that we have developed over the years are becoming best practices. **CHUCK JONES**

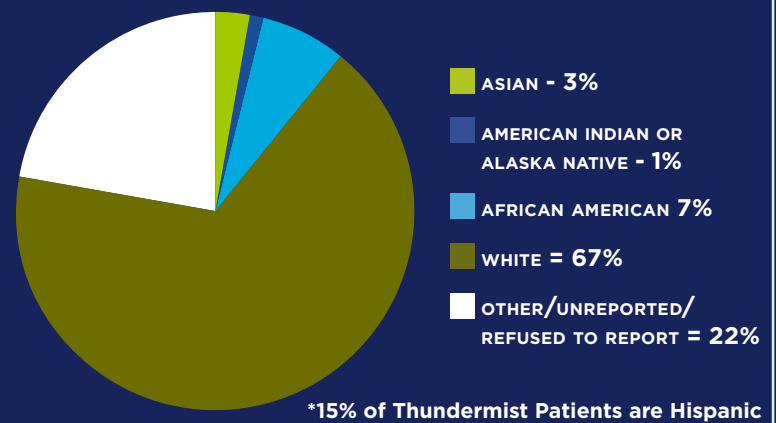
Thundermist's Growth Trend Continues

PATIENTS SERVED	2010	2011	2012
Medical and Dental	28,160	30,495	35,604
Health Care for the Homeless Program	1,263	1,848	2,194
Community Dental Program	2,752	3,313	3,146
NUMBER OF VISITS TO ALL SITES			
Medical & Enabling	98,212	100,839	116,618
Dental	35,066	43,404	47,830
Mental Health	14,314	12,004	16,671
PATIENTS SERVED BY SITE			
South County	6,893	6,878	7,528
Woonsocket	15,413	16,375	17,541
West Warwick	6,071	7,609	10,939

PATIENT INSURANCE STATUS



PATIENT DIVERSITY



2012 Sources of Revenue

- Federal BPHC Grants **\$ 3,970,867**
- Medicaid, Medicare, NHPRI, Other Insurances, Sliding Fees to Uninsured Patients: **\$ 23,774,755**
- Less Free Care & Discounted Fees to Uninsured Patients (**\$ 5,308,086**)
- State of Rhode Island : **\$ 1,911,444**
- Fundraising, Contracts & Others : **\$ 2,717,125**
- TOTAL AMOUNT : **\$ 27,066,105**

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767-4100

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Wakefield, RI 02879

783-0523

Executive Director, Nicole Quindazzi

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