



Moving upstream toward  
a healthier community.

2014 ANNUAL REPORT

# A Message from the CEO



There is a parable attributed to activist Irving Zola that goes something like this: a group of villagers notices children floating down a river, about to be swept over a waterfall. The villagers organize teams to save the children and are successful at saving most of them. After many children have been pulled from the river, but a few are lost over the falls, a woman begins walking upstream. The villagers yell “Where are you going?” to which she replies, “To stop whoever is throwing these babies into the river!” We have taken to calling people like this woman “upstreamists,” because they view illness as a symptom of ‘upstream’ factors, which cannot be impacted through tools available in the traditional health care system.

## Our Mission:

Thundermist’s mission is to improve the health of our patients and communities by delivering exceptional health care, removing barriers to that care, and promoting healthy lifestyles.

Thundermist has always looked beyond the boundaries of traditional medicine to find ways to improve the health of our communities. Our highly integrated model of dental, behavioral health and medical care, community gardens, school or homeless shelter-based clinics, community dental programs, chronic disease management programs and farmers’ markets all demonstrate efforts to provide access to high-quality programs and health care, and impact the environment and culture of wellness in our communities.

Last year, we took a major step ‘upstream’ through the implementation of Community Health Teams. These teams, tied to the clinic-based advanced primary care team and staffed with behavioral health clinicians and community health workers, meet our sickest patients in their homes to provide care, lifestyle coaching and assistance navigating the health care system. Our teams perform their work with real-time remote access to the patients’ electronic medical records. This program, like all others, has been implemented on the foundation of Thundermist values of Community, Caring, Excellence, Innovation and Integrity.

At Thundermist, we believe that achieving improved health, delivering great health care and doing so in a financially responsible and sustainable manner are all achievable goals. We will work tirelessly to continue to grow in order to meet the needs of our communities. At the same time, we continue to explore ‘upstream’ solutions that create lasting change and foster lifelong wellness.

Thank you for taking a few minutes to learn about our accomplishments in 2014.

Best regards,

A handwritten signature in black ink that reads "Charles T. Jones". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Charles T. Jones  
President & CEO



# Community Health Teams (CHTs)

Over the past year, Thundermist Health Center began a new and exciting program to bring Community Health Teams (CHTs) into the communities it serves. CHTs work to implement care for Thundermist's most vulnerable patients. They do this by eliminating the barriers to healthy lifestyles and the health care system that patients experience, while at the same time reducing the high cost of care. CHTs are interdisciplinary teams made up of community health workers, behavioral health specialists, and nurse care managers, all working together with patients wherever it is most convenient for them — in their homes, in the community, or in the health center.

"We know that many of our patients' health problems have their root cause in a lack of community supports and unhealthy surroundings," says Chuck Jones, Thundermist President & CEO. "The traditional office-based model of care has failed them. By augmenting their existing supports with caring, committed, community-based staff who are tightly integrated with their medical home and other community organizations, we can make significant positive impacts on their health."

One patient who came to Thundermist five years ago, and is benefitting from the CHT model, is 28-year-old West Warwick resident Kimberly G. On the advice of a friend, Kim made an appointment at Thundermist of West Warwick and immediately felt an affinity with Dr. Sara Delaporta. "She really listens to me and helps me find solutions to my health problems, instead of just treating them or telling me they don't exist," Kim says of Dr. Delaporta.

Even though she is grateful to have found Dr. Delaporta, Kim's chronic health issues, which include debilitating migraines, back pain and depression, coupled with transportation issues and a lack of support from her family of origin, were still very difficult to manage. Like many patients with similar challenges, Kim ended up in the emergency room a lot — 11 times in the last three years.

CHTs work with Thundermist primary providers to identify patients like Kimberly who could benefit from the additional services provided by the team. Kim's team consists of a community health worker, a nurse care manager and home-based behavioral health clinician Britini Simons, LICSW.



*Kim with her dogs – Snow and Noah.*

Together they worked to identify and address the issues responsible for Kim's frequent trips to the emergency room. While the services provided to each patient are different, in Kim's case, they included helping her gain access to resources such as heating assistance and healthy food, and increasing her health care knowledge so she could better understand her medication and what she needed to do to function at her healthiest.

"We were able to provide her with the resources and support she needed to optimize the care she is getting from our medical team."

After just four months of receiving services from her care team, Kim is making great progress. "She is really doing well," says Britini. "We were able to provide her with the resources and support she needed to optimize the care she is getting from our medical team."

"The Community Health Team has really helped me a lot," Kim says. "I feel great and I've only been to the emergency room once since the team started coming." Robin, Kim's mother-in-law, shared her sentiments. "Kim is really thriving. Everyone on the team is great and seems genuinely concerned with her well-being. It is a tremendous relief to know that Thundermist is here for Kim."

# Food Access & Affordable Care Act

## Two Programs Working for a Healthier Community



Christina Dedora

It is a rainy afternoon in December, and Christina Dedora pulls up in her mud-splattered car and leads the way to a small white barn – one of several buildings and greenhouses on a piece of farmland in western Cranston. This is Blue Skys Farm. Christina, along with six other farmers, works the 20 acres of land here leased by Southside Community Land Trust.

Christina sells most of her produce – flowers, herbs and vegetables – at farmers markets throughout Rhode Island. In Woonsocket and West Warwick, she sells at markets hosted by Thundermist Health Center and managed by Farm Fresh Rhode Island.

“Farming is a tough way to make a living,” Christina says as she carefully maneuvers her visitors around muddy patches of earth, pointing out neat rows of root vegetables buried deep within the earth.

Twenty years ago, Christina gave up her corporate career and moved to France, where she eventually found work on a farm. When she returned to the United States, she continued her passion for agriculture. A farmer’s life demands sacrifices, however, and Christina had to give up her health insurance when she could no longer afford the premiums.

“I crossed my fingers and hoped nothing serious would happen to me,” she says.

Without health insurance, the inability to afford routine check-ups and preventive screenings such as mammograms led Christina to Thundermist, where she received the health care she needed at an affordable price. When the Affordable Care Act passed, making health insurance more available and affordable for individuals like Christina, Thundermist staff helped her find the best plan and enroll. Now, even though her insurance gives her the freedom to go anywhere for service, she chooses to stay at Thundermist.

“The care is excellent,” she says. “The best thing about Thundermist is the staff. They are friendly, efficient and caring.”

Christina was a patient at Thundermist Health Center before Farm Fresh invited her to sell Blue Skys Farm produce at the Thundermist farmers markets. “It was a total coincidence that Farm Fresh invited me to participate in the Thundermist markets,” she says. “I love selling here because my customers get so excited to have access to fresh produce.”

Every Tuesday from 3:00 to 6:00 p.m., Christina greets customers at the Winter Farmers Market held in the lobby of Thundermist’s Woonsocket location. Hungry for fresh produce, customers crowd around her stall, trading recipes and sharing tips on preparing fresh vegetables.

“Given the access to fresh produce, people will come,” she says.

Funded through a U.S. Department of Agriculture Farmers Promotion Program grant and a BlueAngel Community Health Grant from Blue Cross & Blue Shield of Rhode Island, the farmers market helps provide access to healthy food during the long winter months.

The indoor winter farmers market is a welcome addition to the community, along with the flourishing summer farmers markets, held July through October at both the Woonsocket and West Warwick Thundermist locations. The markets are open to the public and accept cash, SNAP/EBT, WIC and credit cards.

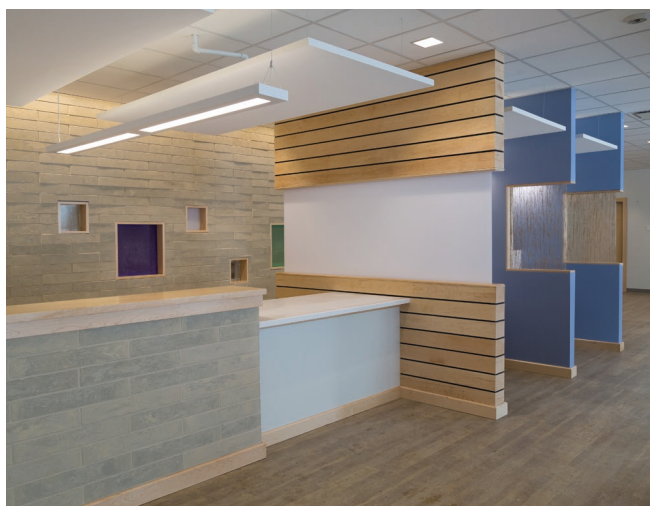
When the Affordable Care Act passed, making health insurance more available and affordable for individuals like Christina, the Thundermist staff helped her find the best plan.

# Building Our Future

## South County Building Readies for Opening

The floors are down, the walls are painted and the medical equipment is on its way, all in anticipation of the March 2015 opening of the new Thundermist of South County health center. Built in the parking lot of our existing building, the new facility will feature 20,000 square feet of carefully designed, patient-centered space.

“We are looking forward to the opening of Thundermist’s newest state-of-the-art health center and expanding our services to even more residents of South County,” says Chuck Jones, Thundermist President & CEO. “We are eager to move into the new space and give our patients and staff an environment that reflects the respect and quality of care that they deserve.”



*When patients arrive in the new building they will be greeted by Thundermist staff in the medical waiting area. The medical department will be located on the first floor. In total, there will be 18 exam rooms, including two for QuickCare.*



*The second floor will be the home to the dental department, which will feature ten state-of-the-art dental operatories, a sterilization room and a dental laboratory.*



*The infusion of natural light throughout the facility will create a positive, healing environment. The second floor will also house WIC and a community room with a test kitchen.*



*Once the new building is open to patients, the old building will be torn down and replaced with patient parking.*



# Community Collaborations

## Woonsocket:

Oh, baby! Seventy expectant moms and their family members attended the annual community baby shower at Thundermist of Woonsocket on October 21, 2014. The goal of the event is to support moms-to-be with the information and resources they will need to parent happy, healthy children. There were lots of food and give-aways for moms and babies, too. More than ten community agencies helped plan and run the event. Key partners included Neighborhood Health Plan of RI and UnitedHealthcare.



## West Warwick:

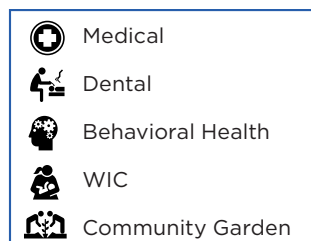
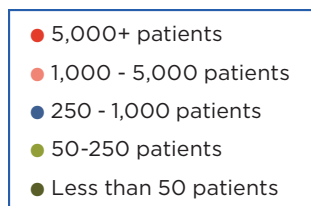
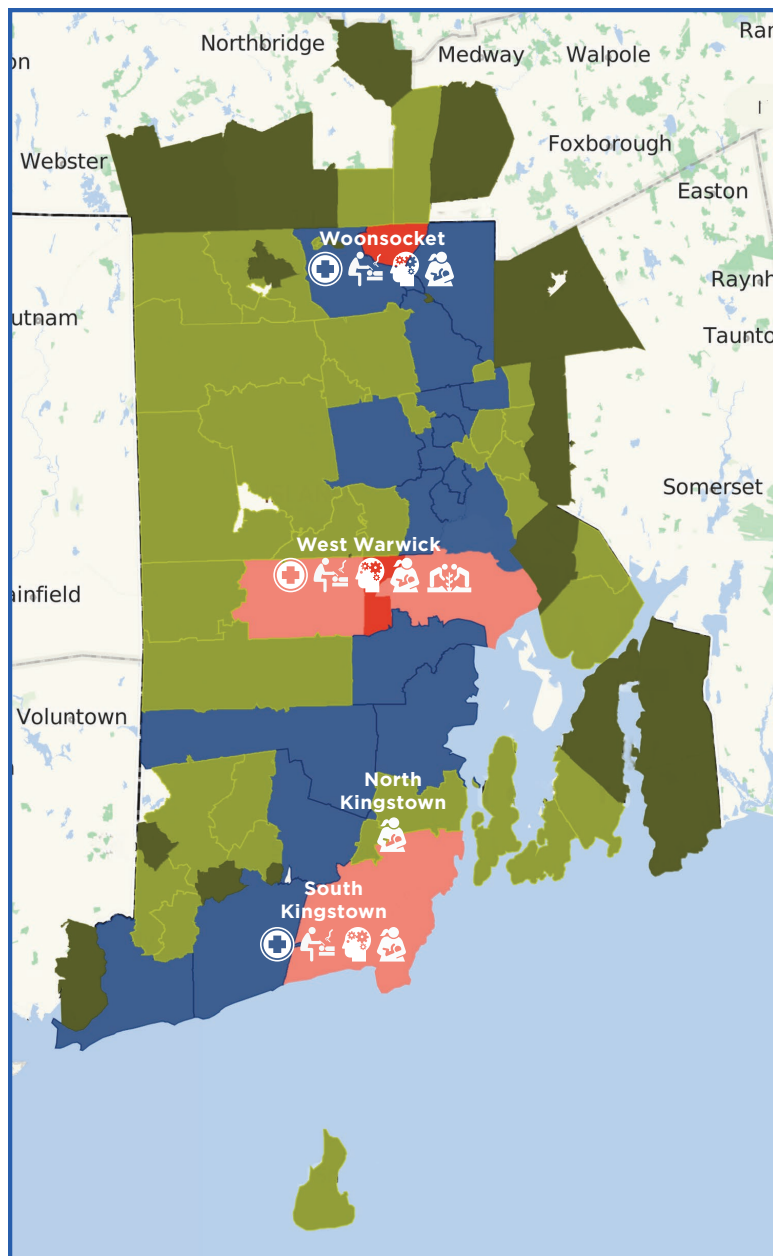
Going back to school can be a stressful time for many families. New clothes, supplies and backpacks add financial stress for already taxed families. For the past four years, Thundermist of West Warwick has partnered with Back to School Rhode Island to provide free backpacks and information to hundreds of Kent County residents. The event was held on August 16, 2014, and backpacks filled with new school supplies were distributed to more than 800 children. In addition to the backpacks, dozens of community agencies provided resources, food and fun to the children and their parents. Back to School Rhode Island is a non-profit organization, which collaborates with community partners to provide backpacks to children in need.

## South County:

In November, Thundermist of South County began an exciting collaboration with the South Kingstown Winter Farmers Market. Through this effort, Thundermist is able to provide a 40 percent bonus (Bonus Bucks!) to WIC and SNAP/EBT recipients at the market. This marks the first time there has been a SNAP Access point in South County. South County Hospital generously supported the project with start up funds. "This program will help low-income families in our community improve their nutrition and enjoy access to the fresh, high quality foods available at the farmers' market," said Lou Giancola, President and CEO of South County Hospital.



# THC Patients and Locations



Thundermist Health Center is a federally qualified community health center providing medical, dental, and behavioral health care in three Rhode Island communities. Over the past 45 years, Thundermist has grown from serving hundreds of patients in the Woonsocket community to serving tens of thousands of patients from every city and town in Rhode Island.

## PATIENTS SERVED 2014

Medical and Dental	42,266
Health Care for the Homeless Program	1,419
Community Dental Program	2,733
WIC	3,042

## NUMBER OF VISITS TO ALL SITES

Medical & Enabling	127,501
Dental	50,314
Mental Health	20,069

## PATIENTS SERVED BY SITE

South County	8,359
Woonsocket	18,219
West Warwick	16,905

# Thundermist 2014 Events

## Moonlight at the Dunes

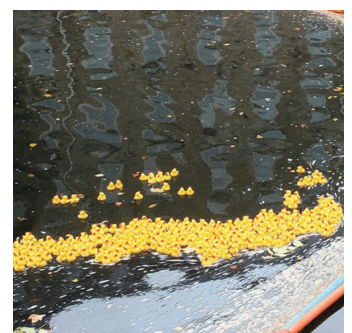
Another successful Moonlight at the Dunes took place on Friday, June 13, at the Dunes Club in Narragansett. It was a great evening filled with dining, music by Nancy Paolino and the Black Tie Band, and a silent auction. The event raised more than \$50,000.

## Thundermist Golf Tournament

One hundred golfers teed off at the Annual Thundermist Golf Tournament at Sakonnet Golf Club in Little Compton. The event, held on Tuesday, September 16, raised \$28,000 for Thundermist programs and services.

## Annual Duck Race

Thundermist's Annual Duck Race took place on Saturday, October 3, at Royal Mills Riverpoint in West Warwick. Participants "adopted" more than 4,000 numbered yellow toy ducks, enjoyed family activities, and raised nearly \$10,000.



## 2015 Save the Dates

**Friday, June 19, 2015** – Moonlight at the Dunes, Dunes Club, Narragansett

**Tuesday, September 22, 2015** – Thundermist Golf Tournament, Sakonnet Golf Club, Little Compton

**Saturday, October 3, 2015** – 8th Annual Duck Race, Royal Mills Riverpoint, West Warwick





# Impact Through Opportunity

## Staff Highlight

As one of Rhode Island's largest ambulatory health care employers, Thundermist places great importance on nurturing and developing its staff. We know that the Thundermist leaders of tomorrow are more likely to come from our pool of more than 400 dedicated and skilled employees than from outside the agency.

A case in point is registered nurse Patricia Lamothe. When Patty joined the Thundermist staff a little more than two years ago, she was looking for an experience that would give her more contact with peers than she had as a home care nurse. "I loved being a home care case manager," she says. "Being autonomous allowed me the opportunity to evolve my skills as a nurse, but to further my experience, I wanted to work in a patient-centered medical home where peers could provide support and manage patients as a team."

Patty was hired in Woonsocket's busy adult medicine department, a thriving practice that serves nearly 8,000 patients a year. She found the camaraderie and support she sought among the department's nine providers and 25 medical professionals. "Working in a patient centered medical home is ideal," Patty says. "Patients can get the services they need, be it social services, behavioral health, medical or dental, and the entire staff works together to optimize the patients' overall health."

Patty began her employment at Thundermist as a direct care nurse in the adult medicine department. When the department hired a new nursing director, Al Wood, he relied heavily on Patty for help with the day-to-day operations of the department. "Patty was invaluable to me when I first arrived. She had a good handle on department work flows, was well-respected by providers and staff, and had a really positive attitude," Al says.

As the department continued to grow, it became apparent that Al needed additional assistance in leading the

department. Thundermist created the position of nurse manager in September 2014, and Patty was the logical choice. She manages staff and scheduling and handles patient issues that arise, leaving the nursing director free to focus on maintaining and improving the department's quality outcomes, which is of paramount importance at Thundermist.

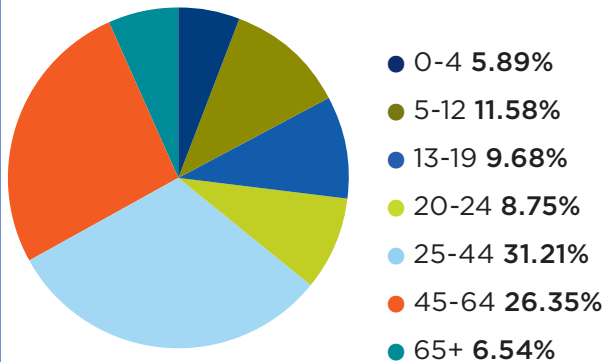
Dr. Sapna Chowdhry, who recently became the Woonsocket site's medical director, echoes the sentiments of many of the staff. "I have worked closely with Patty as team nurse, and now in her well-deserved position as nurse manager. She has just the right mix of professionalism and charm and brings out the best in everyone around her. She is a pleasure to work with and an asset to the adult medicine team."



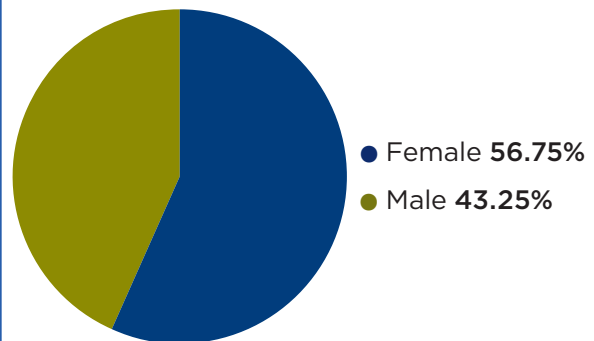
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# Patient Demographics

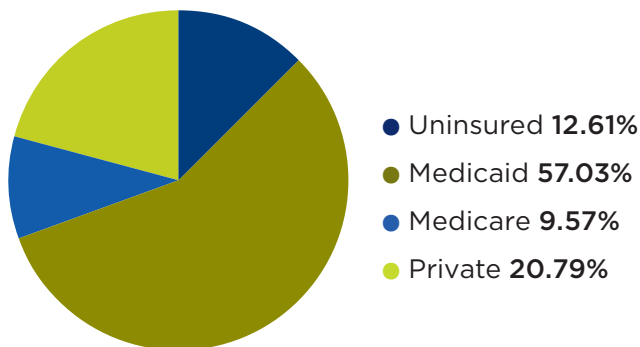
PATIENTS BY AGE



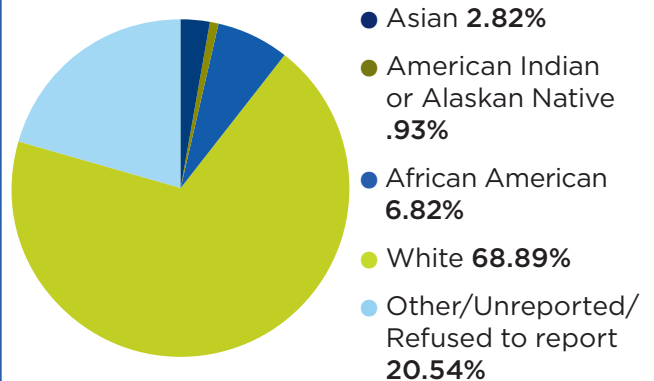
PATIENTS BY GENDER



PATIENT INSURANCE STATUS



PATIENT DIVERSITY



14.99% of Thundermist patients are Hispanic

## 2014 Financial Highlights

### Sources of Revenue

- Bureau of Primary Health Care Grants: **\$4,244,798**
- Medicaid, Medicare, Insurances, Patient Payments: **\$28,899,261**
- Contracts: **\$3,637,032**
- Grants, Fundraising, Other: **\$948,095**
- TOTAL AMOUNT: **\$37,729,186**



# Donors January 1, 2014 - December 31, 2014

## Thundermist is grateful for the generosity of our donors.

*We have made every effort to correctly list and recognize our donors. We apologize if there are any inadvertent errors or omissions.*

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Chief Medical Officer

Jeanne LaChance  
Chief Administrative/Financial Officer

Matthew Roman, LICSW  
Chief Operating Officer

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Human Resources

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## THUNDERMIST HEALTH CENTER OF WOONSOCKET

Medical:  
450 Clinton Street  
Woonsocket, RI 02895  
(401) 767-4100

Dental and WIC:  
191 Social Street  
Woonsocket, RI 02895  
Dental (401) 767-4161  
WIC (401) 767-4109

## THUNDERMIST HEALTH CENTER OF SOUTH COUNTY

Medical, Dental and WIC:  
1 River Street  
Wakefield, RI 02879  
Medical (401) 783-0523  
Dental (401) 783-5646  
WIC (401) 360-1528

## THUNDERMIST HEALTH CENTER OF WEST WARWICK

Medical:  
186 Providence Street  
West Warwick, RI 02893  
(401) 615-2800

Dental:  
1219 Main Street  
West Warwick, RI 02893  
(401) 615-2804

