

Annual Report

2020 - 2022



Thundermist!



A message from the CEO

I must begin this year’s message with a huge thank you to our employees. Their work over the last three years is inspiring. Their resilience and dedication to Thundermist’s mission sustained us. Our employees allowed us to continue serving the needs of the community throughout the pandemic. I am thankful for my Thundermist family every day. I know that nothing we do would be possible without their persistent efforts.

Part of what makes our team so strong is its diversity, which is why we are increasing our efforts to create a powerfully interwoven tapestry of unique perspectives and backgrounds. Nearly 260 employees joined Thundermist since 2019. And that’s just the beginning. In 2023, we plan to add more employees to the Thundermist team that reflect the communities we serve. This means having employees who speak the languages of patients, understand the cultures of patients, and look like our patients. It also means hiring people who have lived experience that mirrors the experiences of our patients.

The last few years have been enlightening, illuminating the areas where we needed to improve. And, since 2019, Thundermist has not only improved but expanded. Over the course of the pandemic, it became clear we need to do more for mental health, more for community health, more for kids — and we are.

Thundermist is more than just the sum of our parts. We could not be where we are today without our dedicated employees, loyal supporters, and the incredible communities and patients we serve. During some of the hardest times of our lives, the generosity of our community helped others.

So much has changed in health care, and so much more will. We cannot predict what new and unique challenges the future will bring, but we do know that whatever comes, Thundermist will endure. The mission we all work toward: to deliver exceptional care, to remove barriers to that care, and to advance healthy lifestyles, will never cease.

Thank you, and here’s to the next challenge.

Jeanne LaChance

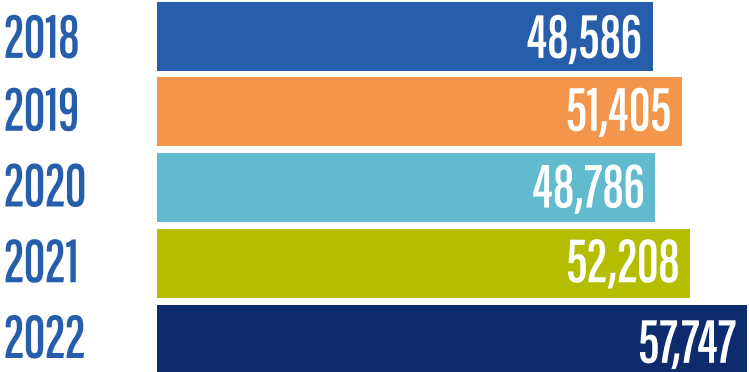
Jeanne LaChance
President/Chief Executive Officer

More Health Care

314,981

patient visits in 2022

Unique Patients



more patients served
over 5 years



Behavioral Health Services



Convenient Care



2021 / 2022 Financial Highlights

	2021	2022
Federal Community Health Center Funding	8,669,258	9,420,699
Medicaid, Medicare, Insurances, Patient Payments	75,444,717	87,827,173
Grants and Contracts	5,556,688	4,339,737
Rental Income, Fundraising, Other	896,081	751,156
Total Amount	\$90,566,744	\$102,338,765



More Jobs

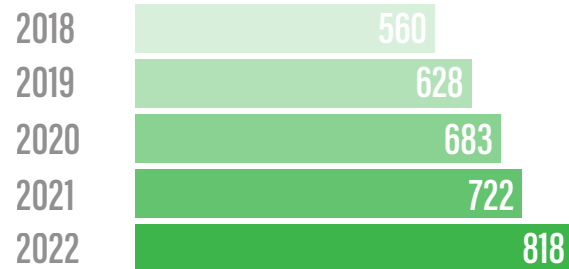
818 Employees

220 Providers

286 Hires

96 Jobs Created

More Jobs



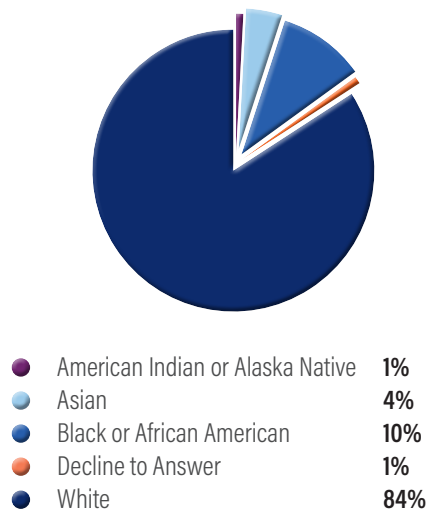
46%
OVER 5 YEARS

\$66.8M
Wages + Benefits
Paid in 2022

In 2020, Thundermist renewed our commitment to leading a diverse workforce drawn from our communities. We prioritized a comprehensive diversity, equity, and inclusion (DEI) assessment and hiring a Chief DEI Officer. During the most recent strategic planning year, diversity was added as a Thundermist value, stating: “we are committed to building and fostering a team that is representative of the communities we serve, to ensure that all our patients, staff, and community members are seen, heard, and valued.”

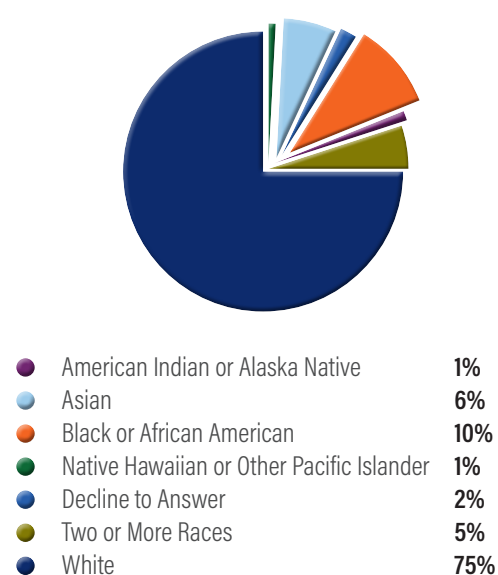
We actively seek job candidates from our communities with lived experience. Thundermist strives to ensure our employees, leadership team, and board of directors are representative of the communities we serve. We also aim for diversity in age, race, ethnicity, gender, sexual orientation, income, lived experience, health insurance provider, and other factors that impact patients’ ability to access health care or experience with health care.

Race - Leader Employees



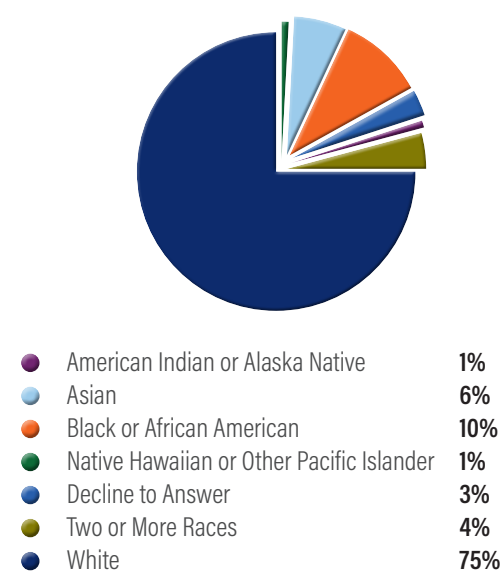
22% of leader employees identify as Hispanic or Latino.

Race - Non-Leader Employees



22% of non-leader employees identify as Hispanic or Latino.

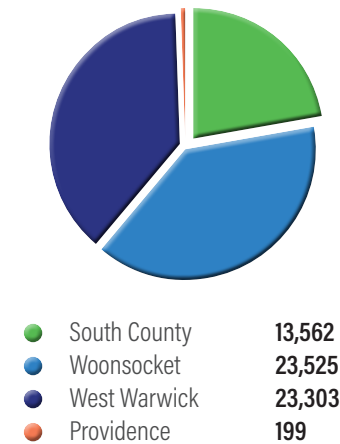
Race - All Employees



21% of all employees identify as Hispanic or Latino.

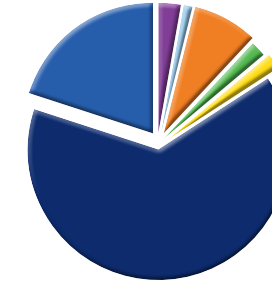
Patient Demographics

Patients Served by Site

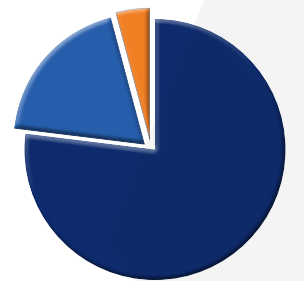


Some patients are seen in more than one site. Providence location serves a limited scope and special populations.

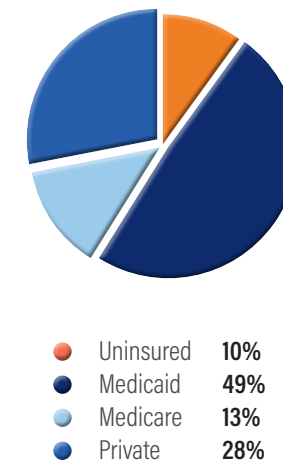
Race



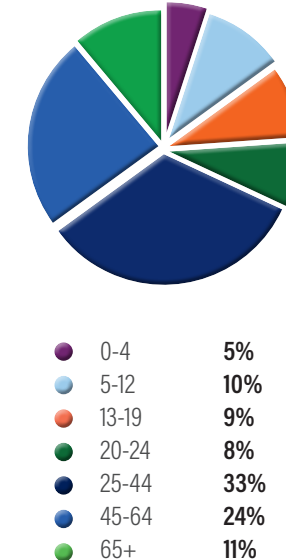
Ethnicity



Insurance Category



Age



Thundermist Board Directors

- 50% of board members identify as women and 7% as gender queer.
- One board member identifies as multi-ethnic. All other board members identify as white.
- 64% of board members are patients representing the communities Thundermist serves.

- Current board members report experience with homelessness, living in public housing, having or being in recovery from a substance use disorder, having a disability, being a member of the LGBTQ+ community, and living with HIV.



Caring for the community in non-traditional settings is deeply rooted in Thundermist’s history. More than five decades ago, Thundermist began as a family planning clinic inside an apartment in a public housing complex in Woonsocket. It was only later that services began in a ‘traditional’ medical setting.

Today, we recognize that care in traditional settings is not always possible. There are patients who face barriers such as transportation, homelessness, or anxiety about entering the health center. These barriers often prevent them from seeking care for complex medical and behavioral health care needs.



Thundermist provides care beyond the walls of our health center to ensure access to medical, behavioral health, and dental care, by meeting people where they are.

As a patient-centered medical home (PCMH), each patient’s needs are at the center of their care plan. The ability to provide wraparound services helps treat the whole patient.

Our community health team (CHT) supports patients in a variety of ways. They help connect them with resources in the community including housing support, food support, and transportation to

Taking Care Beyond the Walls

medical visits both at Thundermist and to specialists outside of Thundermist. The CHT will also connect patients to care in their homes as needed.

We partner with House of Hope to bring Shower to Empower to our Woonsocket and West Warwick health center. This program provides people experiencing homelessness the opportunity to have a hot shower and connect with medical care and social services.

“Transportation is a barrier for people experiencing homelessness. The mobile unit comes directly to Thundermist – a trusted place for the community,” said Jennifer Pace, manager of integrated care management. “Those experiencing homelessness also have barriers to health care and behavioral health care. Our case management team is available on site to assist patients with specific needs and help them access the appropriate resources.”

Shower to Empower is about more than a warm shower. It’s an opportunity for the Thundermist care team to connect with members of the community who might not otherwise come to the health center. Gabriel Pleasants, MD, and Tashawna Williams, APRN, attend each week to provide medical care.

Being able to serve the community where they are most comfortable is crucial in creating trusting relationships that will help ensure patients continue to receive care.



Health Care Outside the Box

We partner with the State of Rhode Island and other community agencies to provide respite care. The Medical Respite Care pilot serves community members statewide experiencing homelessness or housing insecurity who are preparing for or recovering from medical procedures, hospitalization, or generally are in need of a safe place to heal from an acute illness or injury. Thundermist patients are already participating in the program.

Thundermist Health Center’s case management team is onsite to offer case management, community resources, behavioral health services, and more. Annually, Thundermist cares for more than 1,000 patients who are unhoused.

Thundermist realized the need for housing support in the community and responded. Since 2021, the number of patients in our housing stabilization program has grown dramatically, highlighting the housing crisis we face in Rhode Island. The housing stabilization specialists work with our unhoused patients to help find them stable housing. With the support from the housing stabilization specialists, six unhoused patients found stable living situations in a matter of weeks. As one patient shared, “If it weren’t for you [her housing stabilization specialist] and Thundermist, I don’t think I would have made it.”

Thundermist has a group of providers who go into the community on a weekly basis to provide basic care to patients who are not comfortable seeking care in the health center. Each week clinicians visit shelters, communal meal sites, and other community resource locations to provide basic care to community members at these locations. Being able to serve the community where they are most comfortable is crucial in creating trusting relationships that will help ensure patients continue to receive care.



A Heroic Response to a Global Crisis

Thundermist COVID Response > By the Numbers

78,309 Vaccines

35,829 Respiratory Clinic Visits

25,039 Tests



I love our values and our mission. We united to figure out how we could help our patients and communities during COVID. It was scary at first, but I felt empowered, and I felt like a hero. Every department came together to learn from each other and care for our communities.

- CESELEY BARBOSA, CMA
Medical Assistant Supervisor



The community was grateful we were open during COVID, even for teledentistry. Even during a challenging time, I am grateful I was able to bring a smile to people's faces. Thundermist stepped up to fill our community's needs.

- JOEY G. NAPOLITANO, DMD
Dental Director of South County



Thundermist champions innovation and creativity to fulfill the needs of the community. This was especially true during COVID. We worked to serve the needs of our communities on several fronts: providing food boxes, transitioning to telehealth, and providing testing, treatment, and vaccines for COVID. I am glad I can stay so closely connected to my work and the community.

- JEN PACE, MSW, LCSW
Director of Integrated Care Management-Community Programs



Our walk-in medical service, Convenient Care, was one of the only places people could go if they were sick. We helped our patients and communities get care throughout the pandemic. We have continued to evolve to meet the needs of our communities.

- PHOEBE HALL, FNP, DNP
Medical Director of Convenient Care Services



Thundermist was like a lighthouse on the shore of a raging storm during COVID. Patients were able to access behavioral health care through telehealth, key during this challenging time. It's not about who you are, it's about what you do for those around you.

- MARY ROSE MS, PMHNP, CCM
Medical Director, Psych NP's & Clinical Director of Psych NP Fellowship



Thundermist was the safety net for our patients. We pivoted to telehealth to make sure our communities were able to receive proper care. I connected with my staff and dove into leading the vaccination efforts in Woonsocket. I am proud to serve our communities.

- DEB BORGES CRUZ, BSN RN
Nurse Manager

MARCH 2020 First case of COVID-19 in RI / All Rhode Islanders Have Access to Urgent Dental Care at Thundermist

APRIL 2020 Patients with COVID-19 Get Life-Saving Care in Thundermist's Respiratory Tents

MAY 2020 People Can Get Tested for COVID at Drive-Thru Testing Site in Woonsocket

JUNE / SUMMER 2020 Thousands of People Get COVID-19 Protection Kits

SEPTEMBER 2020 Tens of Thousands of Dollars Raised to Support COVID-19 Outreach, Testing and Treatment at Thundermist

OCTOBER 2020 Thundermist Launches Flu Vaccination Campaign

NOVEMBER 2020 Thundermist Helps Community Learn How to Protect Themselves During Holidays

DECEMBER 2020 The COVID-19 Vaccine Arrives!

JANUARY 2021 COVID-19 Vaccine Efforts Start with Health Care Workers

FEBRUARY 2021 COVID-19 Drive-Thru Rapid Testing Available to Patients in Woonsocket

MAY 2021 Thundermist Celebrates Administering 10,000 Doses of COVID-19 Vaccine

JUNE 2021 Patients Begin Receiving Lifesaving MAB Treatment at Thundermist

More Care for Rhode Island Kids

Two new sites bring care to thousands of children in Rhode Island

Thundermist is deeply committed to caring for the youngest members of our communities. We know how important it is for children to have a “medical home.” Kids need a place they can turn to when they don’t feel well, a place that understands they need food, housing and transportation to be healthy, a place that takes care of their physical, mental, and oral health.

Thundermist is committed to being this place for Rhode Island kids. Last year, we expanded our commitment with the addition of two new sites that focus on the health of Rhode Island children.

Taking care of kids means bringing health care where they are – at school!

In the fall of 2022, Thundermist expanded its investment in the health of children with the acquisition of South County Pediatrics in Narragansett. Thundermist South County Pediatrics brings integrated medical, dental, and behavioral

health care to 1,400 children in South County. There are medical providers present on site to meet the unique needs of each child and family. Behavioral health services are also provided at the site and kids are connected to dental services at our other site just a mile down the road.

Taking care of kids means bringing health care where they are – at school! School-based health centers are a key in breaking access barriers for many Thundermist families. We currently operate three ‘Health Huts’ serving five schools in Woonsocket and West Warwick. This year, we opened a new school-based health center at Villa Nova Middle School in Woonsocket. The new Health Hut will serve 1,200 additional students in Woonsocket.

“We have seen the positive outcomes of caring for students’ health and well-being at school,” said Patrick McGee, PhD, superintendent of Woonsocket Schools. “Students spend more time in school and are able to get the care they need to feel better and excel.”

Thundermist stepped up to address the behavioral health crisis among children in Washington County. The health center launched innovative programs to expand services in an area that struggles to meet the behavioral health needs of children and families. We partnered with local pediatricians to offer behavioral health services to more than 400 children previously disconnected from care. A new project with Narragansett schools, and funded by the



van Beuren Charitable Foundation, brings behavioral health care to kids at school. Students are able to connect with counselors at Thundermist via telehealth and get the care they need supported by an onsite community health worker.

Thundermist looks forward to continuing to meet the needs of each patient and family as we increase access to pediatric care across the state.

High-Quality Dental Care Expands in West Warwick

A new dental center in West Warwick will increase access to dental care across the state

“I was in a very difficult financial situation, and I didn’t know what I would do to take care of my teeth,” said Edward Dalton, a Thundermist dental patient. “I was in a lot of pain and Thundermist told me I needed an emergency extraction. They saw me right away. The experience changed my life and the way I look at dental care.”

Now, more Rhode Islanders will have access to the dental care they need, no matter what, just like Edward.

Thundermist is excited to announce the opening of the new Thundermist of West Warwick dental site on May 1! This new, state-of-the-art building will increase access to dental care for more than 5,500 Rhode Islanders.

“Our patients deserve a beautiful building to receive care that meets their individual dental needs,” said Jeanne LaChance, president and CEO of Thundermist Health Center.

The need for this care has never been greater. Each year, Thundermist receives 45,000 calls for dental care and more than 15 calls daily for urgent dental needs. While we have been able to see patients who are in pain, we lacked the ability to complete follow-up care.

This new dental site will help alleviate long waiting lists. “We look forward to bringing high-quality dental care to more people in the community and being better able to meet the needs of the community,” shares Eric Prosseda, DMD, chief dental officer.

The new space is bright and spacious. It was purposefully built in a trauma-informed way, understanding that patients have unique needs to consider in design. For example, each dental room is built with two door egresses making them feel open and to help alleviate anxiety many patients feel when visiting the dentist. Large windows bring natural light into rooms. The design and features consider each patient’s unique needs.

This project was supported in part by a \$1.6 million capital campaign. “We are immensely grateful for our generous donors and community partners who



supported this project” said LaChance. “You saw the need in the community and helped ensure dental care for thousands of Rhode Islanders, thank you.”

This \$8.6 million investment in the community faced the challenges that construction during the pandemic brought including a rising budget, labor shortages, and a challenging supply chain. However, with the support of Bowerman Construction and Vision 3 Architects, we are happy to remain a part of Arctic Village and bring a long-vacant building back to life.

A ribbon cutting will be held later this year. We look forward to celebrating with you.



Above, Thundermist Dental patient Edward Dalton speaks to the crowd at the groundbreaking in 2021. Below, the new dental building opening May 1, 2023.



Save the Dates!



Thundermist Annual Golf Tournament

Sakonnet Golf Club
Monday, June 5, 2023
11:30 a.m.
Shotgun Start

Thundermist Health Center’s Annual Golf Tournament was back for the first time since 2019. It was hosted at the beautiful Sakonnet Golf Club in Little Compton, RI. Last year, 100 golfers enjoyed a day of golf overlooking the water, all to support high-quality health care for our communities. For more information on sponsorship opportunities for this year’s tournament, contact Jessica Null at JessicaNu@ThundermistHealth.org.

Moonlight at the Garden Roger Williams Botanical Center

Thursday, October 5, 2023
6 p.m.
Silent auction and Fund-a-Need Giving Opportunity

Moonlight at the Garden is Thundermist’s largest fundraising event of the year, raising nearly \$60,000 to support patient care in 2022. It was great to be back in person this year after two successful virtual galas in 2020 and 2021. For more information on sponsorship opportunities for Moonlight at the Garden 2023, contact Jessica Null at JessicaNu@ThundermistHealth.org.



Thundermist is grateful for our donors

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Thundermist Leadership

Our Mission

To improve the health of our patients and communities by delivering exceptional health care, removing barriers to that care, and advancing healthy lifestyles.

Our Vision

Every member of the Thundermist community can lead a healthy life.

Our Values

CARING: We bring passion and commitment to serve our diverse communities, patients and each other in a safe environment.

COMMUNITY: We respect the knowledge and skills of our local partners, patients, and employees. We support, create, and lead opportunities for growth and development.

INNOVATION: We develop, adopt, and contribute to advancements for improved health. We share knowledge openly with our staff, partners, patients, and communities.

EXCELLENCE: We maintain high standards and deliver exceptional results.

INTEGRITY: We are champions and advocates for our patients, communities, and each other. We stay true to our mission, vision, and values.

DIVERSITY: We are committed to building and fostering a team that is representative of the communities we serve, to ensure that all our patients, staff, and community members are seen, heard, and valued.



THUNDERMIST HEALTH CENTER SENIOR LEADERSHIP

Jeanne LaChance, MBA, CPA
President/Chief Executive Officer

Amanda Barney
Chief of Staff

David Bourassa, MD
Chief Medical Officer

Chetna Chandrakala, CPA
Chief Financial Officer

Crystal Fairchild
*Chief of Diversity, Equity,
and Inclusion and Human Resources*

Elizabeth Lynch, LICSW
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and Social Services*

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Eric Prosseda, DMD
Chief Dental Officer

Matthew Roman, MBA, LICSW
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Thundermist!

ThundermistHealth.org

THUNDERMIST HEALTH CENTER OF WOONSOCKET

Medical, Behavioral Health, Convenient Care

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

Dental, WIC

25 John A. Cummings Way
Woonsocket, RI 02895
Dental (401) 767-4161
WIC (401) 767-4109

THUNDERMIST HEALTH CENTER OF WEST WARWICK

Medical, Behavioral Health, Convenient Care

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

Dental

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

THUNDERMIST HEALTH CENTER OF SOUTH COUNTY

Medical, Dental, Behavioral Health, Convenient Care

1 River Street
Wakefield, RI 02879
Medical (401) 783-0523
Dental (401) 783-5646

Pediatrics

360 Kingstown Road, Suite 101
Narragansett, RI 02882
(401) 789-6492

PROVIDENCE

Limited scope, special populations

557 Broad Street
Providence, RI 02907
(401) 235-6838



@ThundermistHC