



Patient Centered Care

Respect

Passion

Quality

Innovation

Collaboration

We embrace a collaborative spirit as we strive to fulfill our mission, and as we work with partners in our communities and across the state to transform health care.



207.404.8000
www.PCHC.com

A Federally Qualified Health Center
A Patient Centered Medical Home
A Teaching Health Center



For you. For your family. For our community.

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Penobscot Community Health Care is a non-profit organization incorporated in 1997. We are passionate about our Mission at PCHC: **We provide comprehensive, integrated primary health care services for all to improve the health and wellbeing of our patients and the Maine communities we serve.**

Our Vision for Success is a community in which everyone has access to quality, cost effective health care, where people are empowered to advocate for their personal goals and needs and are supported by community based resources, and where health encompasses physical and emotional wellness, personal dignity and a sense of belonging.

PCHC Quick Facts:

- Scope:** PCHC is by far the largest and most comprehensive of the 19 Community Health Centers in Maine and one of the largest and most comprehensive of the 100 in New England.
- Patients:** Over 60,000; up from 4,000 twelve years ago. Two-thirds are lower income, 8,000 are uninsured.
- Patient Visits:** Almost 400,000. Up from 20,000 twelve years ago.
- Service Sites:** 16 practice and service sites.
- Affordable Care Program to Ensure Access for All:** About \$2 million in fees written off yearly for lower income persons; plus \$3 million in bad debts mostly for low income persons.
- Always Open to New Patients:** Thousands of new primary care and dental patients a year.
- Staff:** Over 700 employees, including 200 providers, up from 25 in 2002. Salaries and benefits: \$44 million.
- Budget:** About \$74 million. Federal health center operating grants are only 9% of PCHC's budget.

Senior Leadership



Ken Schmidt, MPA
President and CEO



Noah Nesin, MD
VP of Medical Affairs

- Lori Dwyer, Esq.** - Senior Vice President
- Dawn Cook** - Vice President of Operations
- Theresa Knowles, FNP-C** - Vice President of Quality Improvement
- Christine Finn-McLaughlin, MBA** - Vice President of Finance
- Megan Sanders, Esq.** - Vice President of Human Resources
- Trip Gardner, MD** - Chief Psychiatric Officer
- Phillip Higgins, Jr., DMD** - Chief Dental Officer
- Felicity Homsted, PharmD, BCPS** - Chief Pharmacy Officer
- Sarah Dubay, M.Ed, MMEL** - Chief Communications & Public Affairs Officer
- Ed Marsh, Jr., AAS** - Chief Safety & Infrastructure Officer
- Larry Clifford, MA** - Chief Planning & Development Officer
- Vince Micale, BA** - Chief Information Officer



2016 Highlights

Interprofessional Training and Education



PCHC is a designated **Teaching Health Center**, one of 60 in the United States and the only one in Maine. PCHC provides graduate residency programs in addition to other educational programs that together will train over 200 professionals each year in the future of health care delivery.



- Accredited Community General Dental Residency**, the only one north of Boston. Five residents, year long.
- Accredited Residencies in Community Pharmacy and Health Systems Pharmacy Administration**, one or two year residencies for five to six graduate pharmacists a year.
- Physician Assistant Intensive Second Year Internship Program** with University of New England, year-long, five PAs, opened 2012.
- Eastern Maine Area Health Education Center**, over 200 health professionals receive interdisciplinary training a year at PCHC: physicians, nurse practitioners, physician assistants, pharmacists, social workers, counselors, dentists, hygienists, nurses, medical assistants, x-ray technicians, and others.
- Staff Training & Development Programs** are provided throughout the year in PCHC's Training Center.
- Monthly Continuing Medical Education (CME)** programs for PCHC providers, accredited by the Maine Medical Association.

“I have visited FQHCs around America. When the leadership at NACHC asked me to go to PCHC, I was told to prepare to have my world rocked. When FQHCs ask in the future, ‘What is a Teaching Health Center?’ they will be told to go to PCHC. You have rocked my world.”

**- Anita Monoian, Chair of Board of Directors,
National Association of Community Health Centers**



2016 Highlights

“PCHC has done amazing work at providing integrated primary health care... It is clearly a national model for the Community Health Center Program.”

- Mary Wakefield, PhD, RN, Administrator, Health Resources and Services Administration US DHHS June 2010



What Health Leaders have to say about PCHC:

“ PCHC is literally a beacon for the kind of transformation that is awaiting all of health care.”
- Kathryn Power, Substance Abuse and Mental Health Services Administration, Region 1 Administrator

“PCHC has demonstrated a remarkable sense of vision and leadership in creating a Health Center that is a national model. It is a significant player in the transformation of primary health care in Maine and the nation.”
- Dan Hawkins, Senior Vice President, National Association of Community Health Centers

“Congratulations to you and your team for your extremely impressive accomplishments. The state of Maine is lucky to have PCHC as an exemplar medical home, and MaineCare is thrilled to have you aboard with PCMH, Health Homes, SIM, and other initiatives moving forward.”
- Michelle Probert, Director of Strategic Initiatives, MaineCare, February 2013

“PCHC is highly regarded at the national level as an organization that has done incredible work in its rapid growth and expanding access to thousands of patients in a short period of time. We are impressed with the quality of leadership and the vision that PCHC has continuing the mission of the Community Health Center program.”
- Jim Macrae, Assoc. Administator, HRSA

“PCHC does God’s work. The Dental Center is an amazing place - they have been innovative, they have grown, and they are the largest Dental Clinic in the Northeast - it’s an extraordinary resource...”
- Mike Saxl, Managing Principal, Maine Street Solutions, March 2012

“A+.” “One of the best organizations I have ever visited.” “PCHC’s FQHC performance is rare.” “Best integration of mental health services with medical that I’ve seen in 12 years of site reviews of FQHCs.”
- HRSA Federal Site Visit Reviewers, August 2012

From the Western Mountains, through Penobscot Valley, to the Seacoast...



Regular Hours: Practices open early morning and are open in the evenings until 6 or 8 pm, Monday through Friday.

Walk-In Care Clinics: Four PCHC practices provide Walk-In Care, open to patients and the public: Monday through Friday: 8am - 8pm; Saturday & Sunday: 9 am - 4 pm

- Penobscot Community Health Center, Bangor
- Penobscot Pediatrics, Bangor
- Helen Hunt Health Center, Old Town
- Brewer Medical Center, Brewer

Walk-In Dental Care Hours: Monday - Friday: 8 am - 4 pm. No appointment needed for emergency dental care.

Providers Always On Call for our patients nights and weekends.



Comprehensive, Integrated Care



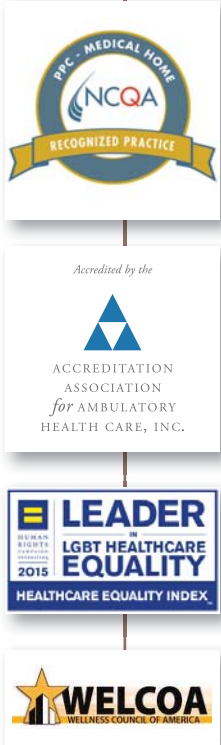
PCHC is committed to a **robust, comprehensive, integrated care model**. We employ 40 mental health providers, one for every two medical providers - all embedded in the medical practices. We also employ 15 dentists, 8 physical therapists, 12 pharmacists, 40 care managers and social workers, along with other clinicians, who all work together as a team to care for whole people.

- **Family Medicine** - 25 physicians, 43 nurse practitioners (NP) and physician assistants (PA) in twelve practices.
- **Pediatrics** - 6 Pediatricians and 4 Pediatric NPs in Bangor, one pediatrician in Old Town and pediatrician in Belfast.
- **Geriatrics, Nursing Home, & Home Medical Care** - 7 physicians and 16 NPs and PAs serving in area nursing homes, skilled nursing, assisted living and homes.
- **Psychiatry/Mental Health** - 40 providers integrated in practices.
- **Dental Care** - 15 dentists and 11 hygienists provide about 40,000 visits/year, for about 15,000 people.
- **Services for Homeless Persons** - The Hope House Health & Living Center includes an emergency shelter, a medical and mental health care clinic and 48 units of transitional housing.
- **School-Based Health Centers** - Two School Based Health Centers in Brewer offer students medical care, mental health and dental care.
- **Pharmacies** - Integrated into four practices in Bangor, Brewer, Old Town and Belfast, PCHC pharmacists fill over 120,000 prescriptions a year.
- **Physical Therapy** - Eight providers in four family practices.
- **Podiatry** - Two podiatrists provide care in Old Town, Brewer and Belfast.
- **Audiology & Speech Therapy** - 3 audiologists and 1 speech therapist.
- **Medical Specialists** - 6 specialist physicians and 5 specialist NP/PAs in Podiatry, GYN/Women's Health, Wound Care, OMT, Optometry, and Integrated Medicine.
- **Lab** - Over 500,000 lab tests a year in PCHC's High Complexity Lab.
- **X-ray** - Digital X-ray in Old Town, Brewer, and Jackman, integrated with regional hospitals.
- **Care Management** - 40 Care Management RNs, health coaches, social workers, case workers and patient resource specialists in practices and outreaching into homes, hospitals and nursing homes.
- **Unlimited Solutions Clubhouse** - Peer support program to help persons with mental illness gain employment.

National Certifications & Accreditations

Penobscot Community Health Care has received multiple national and regional awards and recognitions, as a leader among the nation's Community Health Centers. Under the leadership of Chief Medical Officer, Noah Nesin, MD, FAAFP, and Chief Quality Officer, Theresa Knowles, FNP-C, PCHC has an **organization-wide commitment to the highest quality of care**.

- **Accredited** by Accreditation Association for Ambulatory Health Care, Inc.
- **Certified** for Evidence Based Medicine by the National Committee for Quality Assurance (NCQA).
- **Electronic Medical Records** in use since 2003 for preventive care and quality assurance, and most providers have achieved **Meaningful Use Stage II**.
- **Named** an "Exemplar Practice" by the Robert Wood Johnson Foundation. One of only 30 organizations so honored.
- **Certified** as Patient Centered Medical Homes (PCMH) Level III by NCQA, in eight practices.
- Awarded the **Healthcare Equality Index** for service to Lesbian, Gay, Bi-sexual, and Transsexual Families, the first health care organization in Maine to achieve it.
- **2011 & 2014 WELCOA Gold Well Work Place** recognition.



Innovation and Collaborative Leadership

PCHC leads in Maine and nationally through demonstration of cutting edge health care initiatives - most carried out in collaboration with other health care organizations. Some examples include:

- **Clinical Integration Initiative** with St. Joseph Helathcare, Bangor
- **Advanced MA Demonstration** with JSI/AHRQ/Kaiser Permanente
- **E-Consults Demonstration** with Connecticut CHC
- **Pharmacy Residencies** and **Clinical Pharmacy**
- **Antibiotic Stewardship Program Regional Initiative**
- **Controlled Substances Initiative**
- **Prescriptive Standards Leadership** with 15 Organizations
- **Neonatal Abstinence Program, CHAMPS**
- **Behavioral Health Home** (only non-Mental Health agency in Maine)
- **Community Care Partnership of Maine: ACO Leadership** with 11 Organizations
- **Employee Wellness** and Medical Home Health Insurance

