Highlights:

• Expanded healthcare for the region’s most medically vulnerable –

  **Polk Health Center** opened in December, 2015 to provide primary and preventive care, prenatal care and behavioral health when the County’s only safety-net medical provider closed.

  **7th Avenue Health Center** (Good Samaritan Clinic) opened in collaboration with the Hendersonville Rescue Mission to serve the medical needs of the surrounding neighborhoods, with emphasis on caring for the complex needs of homeless individuals.

  **Haywood Health Center**, in collaboration with Good Samaritan Clinic of Haywood County, was approved to open in June 2016 to provide much-needed primary care and behavioral health services in this rural community.

• Increased access to affordable medications by opening a second Pharmacy, as well as establishing partnerships with area community pharmacies to provide both “one-stop” and local access to convenient medications in rural communities.

• Improved and expanded substance abuse services in western North Carolina, with a specific focus on treatment of opioid use disorders among the region’s most underserved populations.

• Achieved NCQA Level III Patient-centered medical home recognition, in addition to continuing accreditation by Joint Commission as a primary care medical home, as well as for patient quality and safety by using evidence-based, patient-centered processes that focus on highly coordinated care.

• Expanded teaching health center activities by serving as a clinical learning site for the next generation of healthcare providers, in collaboration with Wingate University physician assistant and pharmacy programs, Western Carolina University nursing program, and UNC Pharmacy Studies, in addition to medical students and family medicine residents.

Cover photo: Nakisha Marvels, CNA, and patient

**Board of Directors**

- Cindy Pierce, Chairperson
- Cindy Buck
- Sharad Creasman
- Ken Franzen
- Matthew Gruebmeyer
- Renee Kumor
- Lee Luebbe

Jerry Maier
Brother Roberto Perez
Juan Ramirez
Dot Rechel
Carmine Rocco
Goldy Rose
Linda Weldon
For over 53 years, Blue Ridge Health has been your community health center.

While we have expanded and grown in ways our founders never imagined, our core commitments to serve our patients and our community endure as the guiding force behind each and every decision we make.

Like many of history’s boldest healthcare innovations, Blue Ridge Health was born in response to the need to address glaring health disparities in our communities. Today, we continue to progress as a successful, compassionate healthcare model based on practical responses to real problems our patients are facing.

While comprehensive, universal services make Blue Ridge Health unique, there are other aspects of the organization that stand out. As a non-profit governed by a 51% patient-majority board of directors, the entire staff all the way up to the CEO, reports directly to the patients being served. Having a connection to our patients that extends all the way to the top creates an environment that is conducive to prompt, effective responses to community needs. For example, when Saluda Medical Center in Polk County closed in 2014, community leaders were concerned about the lack of primary care available for their residents. When they reached out to express their concern, Blue Ridge Health got right to work and just over a year after having first been approached, the ribbon was cut on our new location in Columbus. Likewise, when Transylvania County became concerned about prenatal care following the closure of their only birthing center, Blue Ridge Health began offering prenatal care at Brevard Health Center for expectant mothers within a matter of weeks.

In many ways, the responsiveness to community needs that Blue Ridge Health exhibits flows in the veins of the health center movement. It was born out of a response to health disparities and, like Blue Ridge Health, it continues to progress as a model based on practical responses to real problems patients are facing.

Every day the team of healthcare providers at Blue Ridge Health work together to make our community a better place to live and work. At 14 sites, including four school-based health centers, Blue Ridge Health serves nearly 30,000 patients each year across Henderson, Buncombe, Rutherford, Polk, Transylvania and Haywood counties.

Our vision for Blue Ridge Health is to continue to grow as a comprehensive, integrated and universal patient-centered medical home. We always have been and will forever continue to be a safe place, where regardless of race, income, religion, sexual orientation, insurance status or the like, no one will be turned away for an inability to pay. These are our founding principles and the benchmarks on which we have become the regional leader in the provision of care for the underserved.

The sky is the limit for our model of care. We are built to last, with blue-chip resiliency and an unwavering belief that everyone deserves the opportunity to be healthy. We exist to serve you and your loved ones – to provide hope, healing and recovery – and to improve lives. With the continued support of our staff, providers and YOU, we look forward to continuing our legacy of opening doors to health in western North Carolina.

Richard Hudspeth, MD
Chief Executive Officer/Chief Medical Officer
Cindy Pierce
Chairperson, Board of Directors
Family Medicine – Adults & Children
At Blue Ridge Health we don’t just treat patients, we care for families. We provide integrated family medicine for patients of all ages. Whether you’re under the weather and don’t know why, coming in for your annual physical, in need of acute care, or treating a chronic disease, we’re here to help. By choosing Blue Ridge Health as a permanent medical home, patients have their own dedicated, board-certified provider along with a medical team designed to support the patient’s health goals and keep them on the path to wellness. Patients can also access other Blue Ridge Health services such as dental, behavioral health, nutrition, and pharmacy, making our health centers a one-stop shop for integrated care.

School Based Health Centers
The same high-quality, universal care you’ve come to expect from Blue Ridge Health – but in the schools! Our five clinics, located at Bruce Drysdale, Hillandale and Sugarloaf Elementary Schools, Apple Valley Middle School and North Henderson High School, are open for your child’s wellness. No matter what age, income level or insurance status, there are many students in Henderson County schools experiencing barriers to receiving basic health care - including poverty, lack of insurance, lack of transportation, language barriers and even homelessness! Regardless of income, insurance status, age, race, religion or otherwise, our school based health centers exist to serve the children in our community.

- 27,994 Patients Served
- 16,675 Uninsured Patients Served
- 179 Babies Delivered
- 57,731 Medical Visits
- 7,584 Vaccines Given for Preventable Diseases
- 2,134 School Based Health Center Patients
- 15,695 Medical Visits for Diabetic Patients

All his life,
Tom has been a prideful man. Calling himself more of a “self-helper” than the type that might have regular check-ups with his family physician, he was often hesitant to seek medical help when facing an issue. After two serious health incidents, Tom credits Blue Ridge Health with saving his life. “My doctor pushed me hard enough to find out what was wrong. Just the way you are handled when you’re in there – they are all courteous and think more about how you’re feeling than what the textbook, routine answer might be. They listen to me. Blue Ridge Health is a godsend.” Tom adds, “They don’t beat you up about the fees. If you can’t do it, you can’t do it. They’ll work with you.”
Poor oral health and untreated oral diseases and conditions can have a significant impact on quality of life. In many cases, the condition of the mouth mirrors the condition of the body as a whole. That means dental providers may be the first health care provider to identify a problem. By providing comprehensive dental services, Blue Ridge Health was able to increase awareness surrounding the importance of oral health, help patients adopt preventive dental plans and offer access to those most in need in the community.

Oral Health Services Providers

Ben Cozart, DDS
Hendersonville

Kristi Platt, DDS
Hendersonville

Jayson X. Rivera, DMD
Hendersonville

Danielle Rowland, DDS
Brevard

Susan Taunton, DMD
Spindale

Stephanie Bryan, RDH
Hendersonville

Alaina Martinez, RDH
Hendersonville

Lindsey Rice, RDH
Brevard

Amanda Mitchell, RDH
Spindale

Nelda Rodriguez, RDH
Hendersonville

Oral Health Services

- 24,366 Dental Visits
- 9,585 Oral Health Screenings
- 4,306 Cleanings
- 2,799 Extractions
- 7,295 Fillings

A great smile can be key to overall health

“Dr. Ben told me to brush twice every day.”
Kindergarten Readiness Rally Participant
Behavioral Health remains a challenge throughout the state of North Carolina and the counties we serve. Many private behavioral health providers do not accept the uninsured. As a result, Blue Ridge Health is one of a few safety net providers for patients with behavioral health issues. Blue Ridge Health offers a complete range of support groups as well as integrated, individual counseling and psychiatry services. Our board-certified psychiatrists and skilled counselors work together with medical providers to diagnose and treat a variety of conditions from anxiety and depression to addiction.

- **12,569 Behavioral Health Visits**
- **3,697 Behavioral Health Patients**
- **1,064 Patients Treated for ADD/ADHD**
- **6,329 Patients Treated for Depression/Anxiety**
- **11,235 Total Patients with a Behavioral Health Diagnosis**
Outreach
As a Community Health Center, we are committed to making affordable health care accessible for all of our neighbors. Our outreach services are designed to meet our patients where they need us - at home, at work and in the community - by offering health education, health screenings, interpretations/translation, case management, referrals, and assistance with accessing community resources.

Nutrition
With so many chronic diseases and other medical maladies tied to poor nutrition, our team of registered dietitians work hand-in-hand with our medical, dental, behavioral health and pharmacy providers to help ensure our patients lead healthy lifestyles. With nearly 3,000 diabetic patients, our team of nutritionists are an integral member of the patient-centered care coordination team to which each of our patients has access. They provide critical education and to help patients take the necessary steps to prevent diabetes from slowing them down.

Pharmacy
Access to affordable medications is one of the most significant challenges our uninsured patients face today. Blue Ridge Health is proud to report that every one of our patients has access to pharmacy services and many qualifying patients receive significant discounts through our 340B Pharmacy program. This program allows Blue Ridge Health to purchase outpatient drugs at discounted prices, and then offer them to uninsured patients on a sliding fee basis.

Blue Ridge Health believes education is a critical part of achieving a healthy outcome. Reaching out isn’t a stretch when we make sure our patients have the knowledge they need to make healthy choices! “I’m so proud to be able to work with patients at Outreach events. Attending events like Kindergarten Readiness Rally and Clinica del Campo are a great way for us to meet patients where they are!”

• 2,879 Nutrition Visits
• 63,683 Prescriptions Filled
• 43,461 Prescriptions Discounted, with an Average Savings of $215/Rx
• 735 Patients Qualified for Free Medication Through the Medication Assistance Program
• $2,172,027 in Free Medication Provided to Patients

Outreach
Nutrition
Pharmacy
Financial Statements
Fiscal Year April, 2015-March, 2016

Operating Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Gross Charges for Patient Care</td>
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<tr>
<td>Charity care</td>
<td>$(14,761,131)</td>
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<td>Shortfall (Write Off) from Third Party Payers</td>
<td>$(6,981,764)</td>
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<tr>
<td>Net Patient Revenue-Insurance and Patient Payments</td>
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<tr>
<td>Grants and Contracts</td>
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<td>Donations and Private Grants</td>
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<td><strong>Total Operating Revenue</strong></td>
<td><strong>$16,664,792</strong></td>
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Operating Expenses

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<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Personnel</td>
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<tr>
<td>Supplies and Equipment</td>
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<tr>
<td>Other Program Expenses</td>
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<tr>
<td>Facilities, Rent and Repairs</td>
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<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$16,380,335</strong></td>
</tr>
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</table>

Total Surplus $284,457

Note: The figures that appear in this financial summary are derived from consolidated financial statements as part of our annual audit. BRCHS received a favorable and unqualified opinion from independent auditor Terry Horne, CPA. A complete copy of this audit is available upon request.
Ways to Give

Every day, the treatment that our providers, clinical support staff and other caregivers deliver is nothing short of extraordinary, and their efforts are enhanced through contributions from caring people like you. Ultimately, your gifts help us remain on the forefront of medicine and deliver the highest level of care regardless of a patient’s ability to pay.

Below are ways that you can make a difference. Your gift has the power to open the door to a healthy life for thousands of your neighbors.

**Annual Giving** – No matter the size, Annual Giving allows you to deliver much needed healthcare throughout our service areas.

**Tribute and Memorial Gifts** – Designated your gift as a tribute or memorial and the legacy of your loved one will live on.

**Stock Gifts** – Gifts of stock, especially long-term appreciated stocks, support our mission while providing significant tax benefits for you.

**Charitable Gift Annuity** – Transfer cash or marketable securities to the Community Foundation in exchange for a current income tax deduction and fixed annual payments for life. At your death the remaining assets transfer to the Blue Ridge Health endowment fund to support our mission and services in perpetuity.

**Planned Giving** – Planned gifts are not the result of great wealth, but rather of a great desire to make a lasting impact. By working with us and your professional advisors you may find that you’re able to make a greater impact with a planned gift than you ever thought possible.

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**United States Government**
Health Resources & Services Administration
Section 330 Public Health Service Act Grant
New Access Point (NAP) Grant
Substance Abuse Expansion Grant
Health Infrastructure Investment Program

**State of North Carolina**
NC Breast and Cervical Cancer Control Program
NC DHHS, School Health Center Grant
NC Office of Rural Health and Community Care

**Foundations/Local Governments**
American Cancer Society
Blue Cross/Blue Shield of North Carolina Foundation
Blue Ridge Health Center Foundation
City of Hendersonville
Community Foundation of WNC - People in Need
Golden LEAF Foundation
Henderson County Hunger Coalition
James H. Cummings Foundation
Lutheran Church of the Good Shepherd - Mission Endowment Fund
Perry N. Rudnick Endowment Fund of the Community Foundation of Henderson County
Transylvania County
United Way of Henderson County
United Way of Rutherford County
United Way of Transylvania County

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**Individual Donors/Groups**
Dave and Maureen Adams
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Yvonne Arbuckle
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Edward Jones - Don Cooper
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First Citizens Bank
First Congregational Church
Ann Fisher
Dr. Teresa Fralix

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Fore more information, Call: Kathryn McConnell (828) 233-2209
“It was easy to name Blue Ridge Health as beneficiary of my Charitable Gift Annuity. I receive income for the rest of my life and at my death I want my gift to be transferred to their endowment fund. The earnings from this endowment will help provide healthcare for those in need for a very long time. That’s the kind of legacy we want to leave.”

-Dot Rechel
Visit us at any of our convenient locations:

**Hendersonville:**  
2579 Chimney Rock Road  
(64 East & Howard Gap Road)  
Hendersonville, NC 28792  
828.692.4289

93 North Justice Street  
(Pardue Medical Office Building)  
Hendersonville, NC 28791  
828.696.1234

639 7th Avenue East  
(Rescue Mission Life Center)  
Hendersonville, NC 28792  
828.696.8263

**Arden:**  
2695 Hendersonville Road  
(Mission/Pardue Health Campus)  
Arden, NC 28704  
828.692.4289

**Waynesville:**  
34 Sims Circle  
Waynesville, NC 28686  
828.246.6372

**Columbus:**  
155 West Mills Street  
(Columbus Commons)  
Columbus, NC 28722  
828.894.2222

**Spindale:**  
187 West Main Street  
Spindale, NC 28160  
828.288.2881

**Brevard:**  
89 Hospital Drive, Suite B  
(near Transylvania Regional Hospital)  
Brevard, NC 28712  
828.883.5550

Plus!  
**School Based Health Centers**  
at Bruce Drysdale, Hillandale and Sugarloaf  
Elementary Schools, Apple Valley Middle School and  
North Henderson High School!

For more information call: 828.692.4289