

# CHALLIS AREA HEALTH CENTER

2020 **ANNUAL  
REPORT**

# A MESSAGE FROM OUR CEO

## TO OUR COMMUNITY,



The COVID-19 virus and the year 2020 will always be intertwined in our memory. On March 11, 2020, the World Health Organization declared a worldwide pandemic resulting from the spread of a novel coronavirus. Despite this horrific news, we were able to remain open the entire year adjusting our operating practices as needed. We cared for our patients with COVID-19 while continuing to deliver all the other medical/behavioral health services offered. We adapted to the health risk challenges and, in many ways, improved our ability to address a public health emergency. As we reflected on our experiences over the year 2020, the word resilience (the ability to respond proactively to a challenge, adversity, or threat) came to mind.

According to the US. Dept. of Health and Human Services, Community Health Resilience is the ability of the community to use its assets to strengthen public health and healthcare systems and to improve the community's physical, behavioral, and social health to withstand, adapt to, and recover from adversity. We are proud to say that as an organization we did our part to strengthen our system and improve those aspects of community health in the following ways:

**Physical Health.** Federal funding helped us offer telehealth services to our patients for the first time. Patient's safety was upheld by offering in home, online care from our CAHC providers. COVID-19 testing was also available for patients and community members, thanks to testing supplies provided by the State of Idaho and other agencies. CARES Act monies allowed for CAHC building renovations that will greatly enhance our ability to respond to COVID-19 and any other threats to the health and safety of our community.

**Behavioral Health.** Licensed Professional Counselor Marla Andrews joined our staff in May and quickly proved invaluable in helping patients deal with the mental health struggles brought on by a very difficult year. Andrews specializes in working with adolescent patients. She joined the CAHC team that works with students in the Challis schools through the Lunch and Learn Program.

**Social Health.** Our contributions and collaboration in working with other agencies/organizations helped to keep our local and regional healthcare network strong during the pandemic. We continued to grow and develop the North Custer Hospital District's EMS Program as well as expanding access of air ambulance services in our area. We joined forces with Eastern Idaho Public Health and area hospitals to coordinate patient care. In many ways, our organization's strength comes from our relationships with others.

The CAHC will continue to develop resilience in the face of any challenges that 2021 might bring. We thank all of you for your ongoing support and we remain committed to our mission of "Providing Quality Healthcare to Our Community."

Sincerely,

A handwritten signature in black ink, appearing to be 'SR' with a long horizontal stroke extending to the right.

Steve Rembelski, CEO



# CAHC & NCHD BOARD OF DIRECTORS

**JD Bennetts**



CAHC Board Chairman  
NCHD Board Trustee

“ 2020 will be a year not soon forgotten. Words like courage, resiliency, compassion, professionalism, and teamwork come to mind. Our Health Center Staff and Board Members could have wilted under such intense external and internal pressures, but they did not. I’m very proud to be a part of this team. We persevered through all of the adversity we were challenged with and came out of it stronger and more committed than ever. To all of our patients, community members, and supporters I’d like to thank you for trusting us with your healthcare. Our Staff works very hard every day, nights, and weekends to provide the best care possible. Instead of looking back at 2020, I look forward with excitement to 2021. The best is yet to come. ”

**Robert Boren**



CAHC Board Director  
NCHD Board Chairman

**Shelbie Bryant**



CAHC Board Director  
NCHD Board Trustee

**Matt Cahoon**



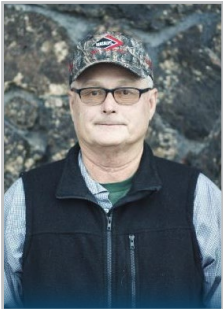
CAHC Board Director

**Betsy Doughty**



CAHC Board Director  
NCHD Board Trustee

**Mark Hobbs**



CAHC Board Director  
NCHD Board Trustee

**Corinne Jones**



CAHC Board Director

**Ron Jones**



CAHC Board Director  
NCHD Board Trustee

**Teila Leuzinger**



CAHC Board Director  
NCHD Board Trustee

**Stephanie Strand**



CAHC Board Director

**Helen Winegarner**



CAHC Board Director

# CAHC STAFF

“ Looking back on last year, I can say without reservation that it was the great teamwork demonstrated by the providers and staff of this Health Center that ensured our successful response to the challenges posed by the COVID-19 pandemic. The team jumped in and provided testing for the COVID-19 virus to patients, got our telehealth program up and running, and expanded access to mental health services to our community during a very stressful time. I couldn’t be prouder of their resilience and their commitment to providing quality healthcare to our community. ”

Dr. Richard Paris,  
Medical Director



1976

North Custer Clinic is built with funds donated by the Marmot Foundation & Steele Reese Foundation.

1997

North Custer Hospital District assumes management & renames the clinic Challis Area Health Center (CAHC).

CAHC begins operating as a Rural Health Clinic.

2013

Clinic is remodeled with funding from Health Resources and Services Administration (HRSA)

2015

Designated as a Federally Qualified Community Health Center

Formed a partnership with ISU to start a telepharmacy program.

2016

Added mid-level providers who began serving as Ambulance-Based Clinicians for the NCHD Ambulance Service and providing coverage for the CAHC after-hours call program.



# SERVICES



Daniel Fife, PA-C



Chad Banks, PA-C



Miles Haeberle, PA-C



Max Smith, PA-C



Kathryn Woods, MD



Richard Paris, MD

## Health care

- Chronic care management (diabetes, high blood pressure, COPD, depression, etc.)
- Physicals (yearly physical, sports, DOT, FAA, employment)
- Medicare visits (welcome to Medicare and annual wellness visits)
- Women's health (pap tests and pregnancy care)
- Pediatric care (newborn through adolescent, well child checks)

- Acute care (illnesses such as sore throat, infections, cellulitis, pneumonia)
- Procedures (warts, skin tags, toenail removal, and foreign body removals)
- es)
- After hours care available



Gay Miremont, LCSW

## Behavioral Health

- Counseling for teenagers and adults
- Bipolar Disorder
- Depression, anxiety, stress, grief, PTSD
- Substance Abuse Cessation (tobacco, alcohol, drug)



Rose Chef, CHW

## Financial Assistance

- Medicaid enrollment
- Application for our Sliding Discount
- 340B program for reduced costs through our Sliding Discount

## Community Health Services

- Helps to coordinate needed assistance (transportation, food, etc.)



Marla Andrews, LPC

### 2018

Awarded a grant from HRSA to fund a Behavioral Health and Substance Abuse Prevention program

Added a Community Health Paramedic and Community Health Worker to the staff.

Expanded clinic hours

### 2019

The Challis Area Health Center Community Wellness Coalition formed with a community-based board including representatives from business, education, law enforcement, the faith-based community and public health. The Coalition focuses on substance abuse prevention and other health needs of our residents.

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### 2020

CAHC Behavioral Health Program added an additional counselor. This allowed CAHC to offer counseling services five days a week and expanded coverage to adolescent patients.

# PATIENT DEMOGRAPHICS

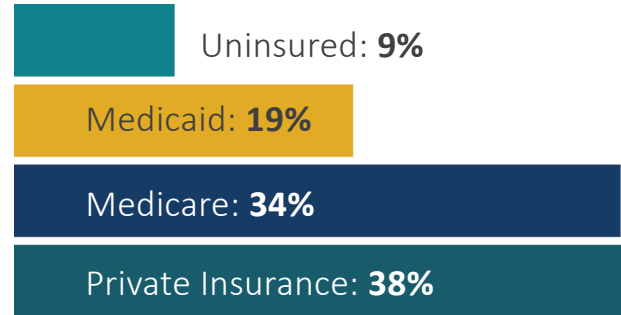
CAHC provided care to **1,778** patients, totaling **5,149** encounters



## Federal Poverty Level

- 100% & below: **35%**
- 101-150%: **21%**
- 151-200%: **33%**
- 200+%: **11%**

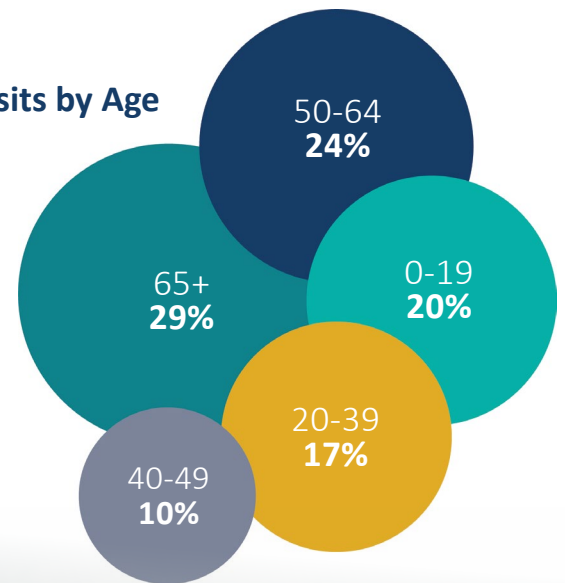
## Insurance Status



## Visits by Zip Code

- 83226: **80%**
- 83227: **4%**
- 83235: **1%**
- 83251: **1%**
- 83253: **3%**
- 83467: **1%**
- Other: **10%**

## Visits by Age

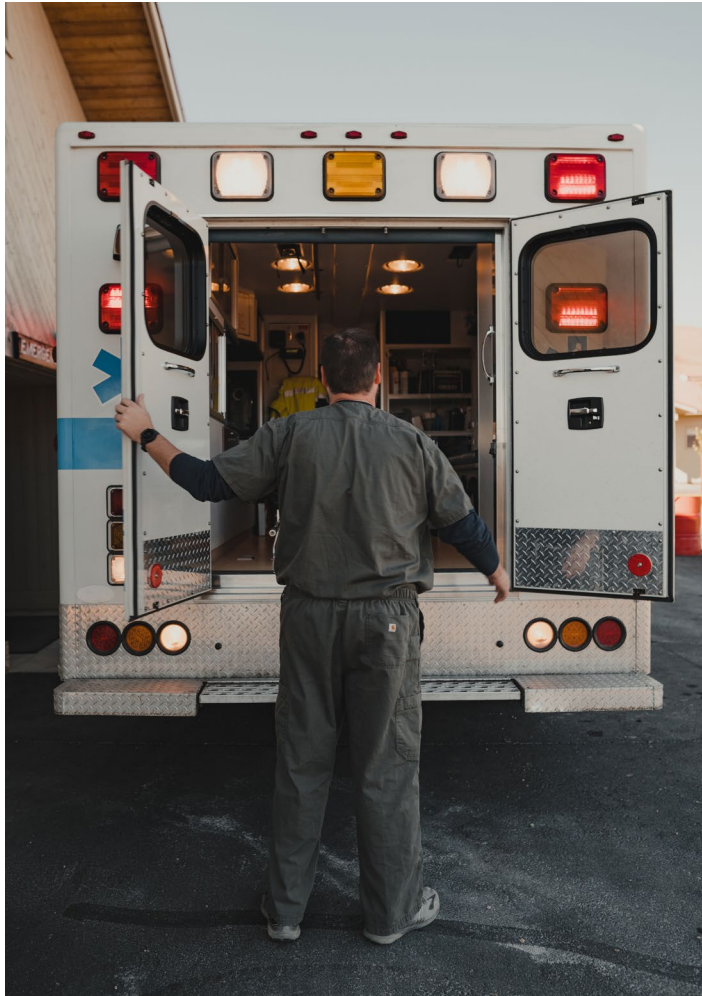


2020 Data



# NCHD Emergency Medical Services






2020 marked the start of a new management team for the NCHD's EMS program. Physician Assistants Danny Fife, Max Smith and Miles Haeberle have assumed responsibility for the operations of the EMS program and immediately faced the challenge of responding to COVID-19's demands on the emergency medical services system. They focused on coordinating with NCHD EMTs and collaborating with the CAHC staff to maximize available resources and quality of patient care. They provided training to staff and community partners as needed. They integrated new EMTs into the program. The result has been a more integrated, resilient program that will better serve our community in the coming year.



**223** Total Patient Contacts 

 **38%** Transported to CAHC

## Transports By Age

-  Ages 1-19: **11%**
-  Ages 20-39: **29%**
-  Ages 40-49: **14%**
-  Ages 50-69: **80%**
-  Ages 70+: **89%**





# Challis Area Health Center Community Wellness Coalition

The CAHC Community Wellness Coalition has focused its efforts this year on supporting our kids and our schools. Here are some highlights:

## **Lunch and Learn**

Community Health Worker Rose Cheff and her teammates Miles Haeberle, PA-C and Marla Andrews, LPC, have been going to the Challis Junior/Senior High School on a weekly basis to meet with students and talk about healthy lifestyles and substance abuse prevention. They also visit with the 6th graders at Challis Elementary School twice a month.

The team has focused on the mental health needs of the students. In a year when the kids in our community have been dealing with the impact of the pandemic along with the normal childhood stressors, the Lunch and Learn Program has been a critical source of support for them. The CAHC received a Substance Abuse Block Grant from the Idaho Office of Drug Policy which helped underwrite the costs of the program. The Community Wellness Coalition remains deeply committed to providing substance abuse prevention and mental health services for the kids in our schools.

## **School Drug Testing Program**

At the start of the school year, Challis School District administration and CAHC Lab Tech Glen Gardner were able to conduct the first large scale drug testing of all students required to test for participation in athletics programs. The program was made possible with funds from a Substance Use Disorder grant from HRSA and assistance from the staff of Drug Free Idaho. Any students who tested positive were directed into the new follow-up program that required them to view an educational video (provided free of charge by a grant from Eastern Idaho Public Health) and then a one-on-one meeting with PA Miles Haeberle and Counselor Marla Andrews. Principal Kari Alexander, a member of the Community Wellness Coalition Committee, reported that she was very satisfied with how the new testing program has worked. One parent expressed gratitude to Alexander that their child had received such good counseling on the risks of substance abuse from the CAHC team.



Miles Haeberle, PA-C



Marla Andrews, LPC



Rose Cheff, CHW



# CAHC Financials

<b>REVENUE</b>	<b>FY 2018-2019</b>	<b>FY 2019-2020</b>
Fee for Service	\$ 802,871	\$ 1,500,290
Contributions & Grants	\$ 1,168,869	\$ 1,260,984
Investment Income	\$ 30,265	\$ 33,201
<b>TOTAL REVENUE</b>	<b>\$ 2,002,005</b>	<b>\$ 2,794,475</b>

<b>EXPENSES</b>		
Program Salaries & Benefits	\$ 1,393,234	\$ 1,599,008
Program Expenses	\$ 544,958	\$ 534,642
Management/General	-	-
<b>TOTAL EXPENSES</b>	<b>\$ 1,938,192</b>	<b>\$ 2,133,650</b>

## **CONSOLIDATED STATEMENT OF FINANCIAL POSITION ASSETS**

Current Assets	\$ 180,344	\$ 940,590
Other Assets	\$ 284,980	\$ 296,327
<b>TOTAL ASSETS</b>	<b>\$ 465,324</b>	<b>\$ 1,236,917</b>

## **LIABILITIES & NET ASSETS**

Current Liabilities	\$ 108,635	\$ 219,403
Other Liabilities	-	-
<b>TOTAL LIABILITIES</b>	<b>\$ 108,635</b>	<b>\$ 219,403</b>

## **NET ASSETS**

Restricted	-	-
Unrestricted	\$ 356,689	\$ 1,017,514
<b>TOTAL NET ASSETS</b>	<b>\$ 356,689</b>	<b>\$ 1,017,514</b>

<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 465,324</b>	<b>\$ 1,236,917</b>
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# NCHD Financials

REVENUE	FY 2018-2019	FY 2019-2020
Fee for Service (net)	\$ 76,625	\$ 93,686
Contributions & Grants	\$ 9,459	\$ 9,880
Investment Income	\$ 12,188	\$ 9,150
Tax Revenue	\$ 145,094	\$ 148,308
<b>TOTAL REVENUE</b>	<b>\$ 243,366</b>	<b>\$ 261,024</b>
<b>EXPENSES</b>		
Program Salaries & Benefits	\$ 57,992	\$ 74,283
Program Expenses	\$ 164,146	\$ 165,950
Management/General	-	-
<b>TOTAL EXPENSES</b>	<b>\$ 222,138</b>	<b>\$ 240,233</b>
<b>CONSOLIDATED STATEMENT OF FINANCIAL POSITION ASSETS</b>		
Current Assets	\$ 579,606	\$ 739,055
Other Assets	\$ 1,040,050	\$ 933,261
<b>TOTAL ASSETS</b>	<b>\$ 1,619,656</b>	<b>\$ 1,672,316</b>
<b>LIABILITIES &amp; NET ASSETS</b>		
Current Liabilities	\$ 7,560	\$ 11,623
Other Liabilities	-	-
<b>TOTAL LIABILITIES</b>	<b>\$ 7,560</b>	<b>\$ 11,623</b>
<b>DEFERRED INFLOWS OF RESOURCES</b>	<b>\$ 108,905</b>	<b>\$ 111,844</b>
<b>NET ASSETS</b>		
Restricted	-	\$ 24,805
Unrestricted	\$ 1,503,191	\$ 1,524,044
<b>TOTAL NET ASSETS</b>	<b>\$ 1,503,191</b>	<b>\$ 1,548,849</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 1,619,656</b>	<b>\$ 1,672,316</b>



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# PARTNERS

Challis Area Health Center, as a non-profit organization, and the North Custer Hospital District, as a State of Idaho taxing entity, rely on revenue from Medicaid, Medicare, private insurance companies and private payers to support operations. Community philanthropy, in the form of in-kind donations and financial contributions from individuals, corporations and foundations, is also a valuable source of support for our programs. We look forward to continuing meaningful relationships with these partners.

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## COMMUNITY PARTNERS

Air Methods	Eastern Idaho Public Health
Challis Joint School District #181	Idaho EMS Bureau
Custer County Coalition	Idaho Primary Care Association
Custer County Sheriff's Office	Steele Memorial Medical Center
EIRMC Behavioral Health Center	Idaho Bureau of Rural Health & Primary Care

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## GRANTING ORGANIZATIONS

Health Resources & Services Administration (HRSA)	Idaho EMS Dedicated Grant Fund
Idaho Bureau of Rural Health & Primary Care	Idaho Primary Care Association
Idaho Department of Health & Welfare	Idaho Office of Drug Policy

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## DONORS

BraunCO, LLC.	Salmon River Electric Cooperative
City of Challis	The HUB
EIRMC	

611 Clinic Road,  
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(208) 879-4351  
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Richard F. Paris, MD  
Kathryn Woods, MD  
Gay Miremont, LCSW  
Marla Andrews, LPC  
Chad Banks, PA-C  
Danny Fife, PA-C  
Max Smith, PA-C  
Miles Haberle, PA-C  
Rose Cheff, CHW



## Challis Area Health Center

Monday, Tuesday, Thursday & Friday 8:30 am - 5:30 pm

Wednesday 7:00 am - 5:30 pm

If you require medical assistance outside our regularly scheduled business hours or on weekends, please call our

**After Hours Care Line**  
**(208) 879-1111**

**If you are having a medical emergency dial 911**