

our services
by the numbers

4,387

Dental patients served at the Family Dental Clinic (in 10,066 visits)

18,028

Number of one-month prescriptions supplied to clients through Prescription Assistance

\$2.1 million

Combined value of donated and discounted prescriptions

1,355

People receiving blood pressure checks

1,292

People receiving cholesterol tests

1,088

Quit tobacco counseling sessions held

26

Private dental-care providers participating in Dental Connections program

2,982

People receiving mental health or substance abuse help from Mental Health Connections

\$125,031

Value of donated/discounted services by local therapists and psychiatrists through Mental Health Connections

309,313

"Hits" to provider pages on HealthInfoSource.com

785

People enrolled into Medicaid and CHP+, including children, pregnant women and adults with dependent children

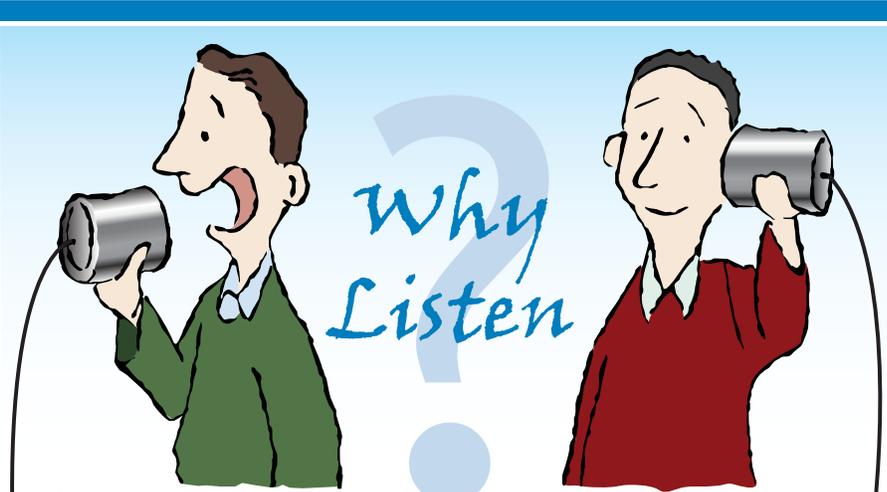
\$518,660

Raised in grants and donations for purposes such as expanding local dental care and assisting people in getting health coverage

Health District

OF NORTHERN LARIMER COUNTY

2012 Annual Report



Why Listen

Because smart change begins with listening and understanding. That includes the change necessary to create a healthier community.

Although we are lucky to live in a time filled with miraculous medical advances, we're still faced with many health needs and only limited resources.

And yet, when people work together to share their ideas, pool their wisdom and creatively rearrange resources, amazing things can happen. More people can get the care they really need. The quality of services can be improved. And the most precious gift of a healthy life can be extended.

At the Health District, we believe that **listening** is the first, most important step. To do this, we are:

- Taking **Health Care Matters** on the road, gathering information from hundreds of local people in small group conversations and electronic voting. We'll be sharing responses with decision makers; it's a critical part of helping them understand what real people are saying they need and want in health care.
- Preparing to launch our triennial **Community Health Survey** in fall 2013. We thank our community for the high level of participation each year in this random sample survey.

It gives us a wealth of information about what people in our community need.

- Working with others on **community solutions**. When community members roll up their sleeves and listen to each other, they create amazing solutions as evidenced by Dental Connections, which is bringing dental care to hundreds more people each year.
- Listening to learn how we can best **help people understand upcoming health insurance coverage changes** so that later this year we will be ready to neutrally but competently answer questions for those impacted by the changes.

Every one of us experiences health, and our own health challenges, in a different way. No two people's experiences are exactly the same, and yet we tend to think that the next person is (or should be) just like us.

The most important thing we can do to improve health and health care in our community is first to stop and learn about another person's perspective—and then to help people learn from each other. Only by understanding the breadth of the needs and opinions in this community can we craft truly creative, efficient, effective solutions—together.



Carol Ploche
Executive Director



The Family Dental Clinic serves patients in need of affordable care.

Family Dental Clinic

Treating patients professionally and respectfully

Sure, some people fear the dentist. But if you're someone who's been hit with serious dental problems and you don't have insurance, your biggest fear might be that you'll never get a chance to see a dentist.

Every year the Health District Family Dental Clinic puts that fear to rest for thousands of local residents.

The Family Dental Clinic provides adult and children's dental services to residents of northern Larimer County who meet financial guidelines or are covered by Child Health Plan Plus or Medicaid. Patients pay sliding fees for everything from extractions and tooth repair to regular cleanings and preventive check-ups.

Patients at the Family Dental Clinic can expect professional, high-quality care. They also can be confident they won't be treated differently because of their personal circumstances; clinic staff treat all patients with dignity and respect.

"I have no money and no place to live. The staff treated me like a person, (and) helped me to be comfortable like I was part of your family. Thank you so much for that feeling," one patient recently wrote on a client survey.

The Health District surveys all of its clients on an ongoing basis to better understand what it is—or isn't—doing right. Clients (and staff) also have the opportunity to praise outstanding customer service by filling out one of the "Caught You Caring" cards placed throughout the Health District offices.

From one card: "Every single person I've come into contact with, including the initial phone call to inquire about your services, has been exceptionally friendly, caring and professional." Still another patient commented: "This was a wonderful experience. My concerns were heard, (and) my fears were believed. The care was excellent and pain-free."

Regardless of how they felt when they arrived at the Family Dental Clinic, many patients leave smiling. Positive feedback from patients inspires clinic staff to make sure it stays that way.



Tobacco Treatment

Developing a personalized plan to stay tobacco-free

Quitting a habit takes practice, and smoking is no exception. Because most people who quit tobacco will find themselves smoking again at some point, the Step Free from Tobacco program at the Health District is designed to help people succeed no matter how many times they have attempted to quit before.

Step Free from Tobacco is a six-session program that helps adults quit smoking (or chewing) tobacco. Participants take part in an organized class or private individual/couples sessions. Quitting with the right support is important, and the Health District provides coaching to help people develop an effective plan for success. The program also offers free nicotine patches, gum or lozenges, as well as other resources.

Norma Pomerleau is one of the trained tobacco treatment specialists at the Health District. "I talk to people about proven tools and techniques to manage stress, deal with negative emotions and beat cravings," says Pomerleau. "I also ask them to visit their default future. What does their life look like in five or ten years? How does smoking fit into this life? What about not smoking?"

Since every smoker is different, Health District staff listen carefully to identify personalized tips and techniques that might help people be more successful with their quit attempt.

"I had one client who cleaned a 24 by 24 square on her wall every time she wanted a cigarette," says Rosi Davidson, also a Health District tobacco treatment specialist. She did this to remind herself of why she quit. Another had trouble eliminating her 'car cigarette.' So she had her car detailed and put licorice in her ash tray. That did the trick."

With its emphasis on personalized support, the Step Free program helps people develop their own plan for success—a plan that means not just going tobacco-free, but *staying* tobacco-free.



Tobacco Treatment Specialist Norma Pomerleau leads a Step Free class.

Health Care Matters

Listening to local opinions on health care

What do you wish your health insurance plan looked like? Do you understand what your benefits cover? What happens if you get really sick? Health care does not come with an instruction manual, and it seems like just when you have something figured out, everything changes.

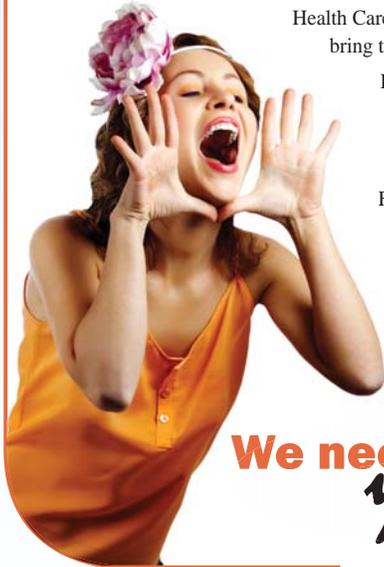
Most people have something to say about health care, and for the past 15 months, the Health Care Matters team has been listening.

Health Care Matters is a grant program of The Colorado Trust. The Health District, as a grantee, has been working to bring together voices of Larimer County residents by holding community conversations about health care.

Health Care Matters uses 90-minute, interactive presentations to convey information, ask questions and record thoughts about health-care issues. "We ask community members to be honest. We want to know what real health care looks like," says Thea Sapienza, Health Care Matters project coordinator. "We can all agree that everyone has thoughts about health care. So we give folks a forum that can really matter."

Feedback is collected through group discussion and electronic "clickers" that allow participants to anonymously record their responses to questions in the presentation. When the project wraps up later this year, the Health District will share findings with legislators, health-care providers, and state and local agencies. All of the data also will be available to the public at www.healthcarematters.net.

"Health-care decisions are too important to be left to someone else," Sapienza says. "While it is true that many parts of the new health-care law have been enacted, it is also true that many more decisions lie ahead. We want to make sure that decision makers hear what our community believes the future of our health-care system should look like."



**We need
your
voice!**

District
ARIMER COUNTY

Prescription Assistance

Filling a need for affordable prescriptions

Sometimes people need a little help to get through a rough patch in life. Sometimes that means help purchasing medicine to remain healthy and stay out of the hospital.

That's the situation Tina Davis found herself in several years ago after her marriage ended and she could not afford the numerous prescription medicines she needed, including antibiotics and medications for asthma and high cholesterol. After asking around, she learned about the Prescription Assistance program.

"I went in, had an interview, told them what medications I needed and they did most of the legwork," says Davis. "It was completely life-changing."

Prescription Assistance is a Health District program for people who lack insurance for prescriptions or who struggle to pay for their medications. To qualify for help, a person must meet income guidelines and live in northern Larimer County.

Prescription Assistance staff help program participants apply for drug company programs that provide free or discounted medications to qualifying individuals. The application process can be complicated and must be repeated every two or three months.

The Prescription Assistance program also supplies a limited number of vouchers that clients can use, with a small co-payment, to purchase medication at participating local pharmacies.

Need for the program has long been apparent based on the Health District's Community Health Survey. Approximately 13 percent of Larimer County residents who responded to the last survey in 2010 said they had delayed filling a prescription due to cost.

Tina Davis now has health coverage and no longer uses Prescription Assistance. Although she's had some rough times, she sees better days ahead. Recently she returned to school at age 60 to become a pharmacy technician, even making the Dean's List. But she hasn't forgotten Prescription Assistance and how it kept her healthy while she got her life back on track.

"I'm grateful for what Prescription Assistance and the Health District have done for me," she says. "They were always right there for me."



Health District

OF NORTHERN LARIMER COUNTY

120 Bristlecone Drive • Fort Collins, CO 80524
(970) 224-5209 • fax (970) 221-7165 • www.healthdistrict.org

Our services are open to those who live within the Health District, including Fort Collins, LaPorte, Wellington, Livermore, Red Feather Lakes and Timnath. The Health District serves residents of all incomes, though some services are specifically for families who have low incomes and no health insurance. Most services have a fee, but sliding fees are available to make good health affordable for all.

with thanks

A heartfelt "thank you" to the individuals, businesses and organizations that gave generously to the Health District in 2012. Our special programs included enrolling more families and children in insurance programs and improving access to dental care, especially for those with certain disabilities. We continue to seek community support for the Tooth Fairy Fund (helping adults afford dental care), for the efforts of the Dental Health Partnership of Larimer County and for the Mental Health and Substance Abuse Partnership. For information or to make a donation, contact Jim Becker at jbecker@healthdistrict.org or (970) 224-5209.

Corporations and Foundations

Big Grins
Caring for Colorado Foundation
The Colorado Trust
Fort Collins Cycling Club

Henry Schein Cares
OtterBox
Owen Orthodontics
Wells Fargo Foundation

Sponsors and Partners — HealthInfoSource.com

Associates in Family Medicine
Centers for Gastroenterology
Columbine Health Systems
Eye Center of Northern Colorado
Larimer County Department of Health and Environment

Pathways Hospice
The Women's Clinic of Northern Colorado
Total Vein Care
Touchstone Health Partners

Ongoing Project Partners

Centers for Disease Control and Prevention
City of Fort Collins
Colo. Department of Health Care Policy and Financing
Colo. Department of Public Health and Environment
Colorado Statewide Internet Portal Authority
Colorado State University
Foothills Gateway
Fort Collins Housing Authority
Fort Collins Police Department
Homeward 2020
Larimer County Criminal Justice Planning

Larimer County Dept. of Health and Environment
Larimer County Dept. of Human Services
Larimer County District Attorney's Office
Larimer County Office on Aging
Poudre School District
Poudre Valley Hospital Foundation
Project Smile
Thompson School District
Touchstone Health Partners
United Way of Larimer County
Women's Resource Center

Individuals

Jim Becker
Michael Bennett
Bernard Birnbaum, MD
Marjorie Bohner
Shelley Borrmann
Sue Brooks
Joeann Gutowski
Billie Higgins
Ray Jenkins

Cheryl Jimenez
Joel Kaines, DDS
Phyllis Kane
Celeste Kling
John Lucchino
Sharon Ross
Cary Sanders, DDS
Richard Thompson

board of directors

The Health District is governed by a publicly elected board of directors. Directors for 2012 are:

Celeste Kling
President

Bernard Birnbaum, M.D.
Vice President

Timothy O'Neill
Secretary

Steven Thorson, M.D.
Treasurer

Joe Hendrickson
Liaison to PVHS Board

programs

Mental Health Connections
mental health and substance abuse services
525 W. Oak Street
(970) 221-5551

Family Dental Clinic
202 Bristlecone Drive
(970) 416-5331

Dental Connections
202 Bristlecone Drive
(970) 493-3366

Health Promotion
Step Free from Tobacco; cholesterol and blood pressure testing
(970) 224-5209

Community Impact Team
Mental Health and Substance Abuse Partnership; Dental Health Partnership of Larimer County; policy tracking and advocacy; resource development
(970) 224-5209

Integrated Primary Care/Mental Health Program
(970) 224-5209

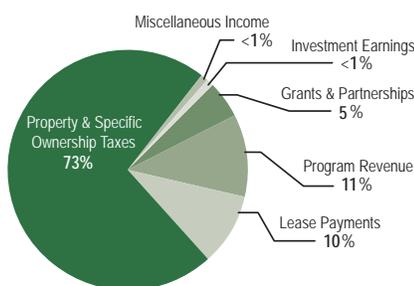
Prescription Assistance
(970) 416-6519

Health Care Matters
(970) 224-5209

CHP+/Medicaid Outreach Project
(970) 472-0444

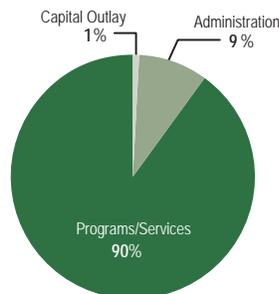
2012 revenues, total

\$7,285,846



2012 expenditures, total

\$6,815,389



2012 expenditures, by program

\$6,165,053

