

ANNUAL REPORT FOR FISCAL YEAR

July 1, 2018 - June 30, 2019

Good Neighbor Health Clinic and Red Logan Dental Clinic

The Good Neighbor Health Clinics

(802) 295-1868 • goodneighborhealthclinic.org

70 North Main Street • White River Junction, Vt 05001-7061



RED LOGAN DENTAL PARTNERS WITH MOMS IN RECOVERY

As substance abuse disorders and related issues become more common, Red Logan Dental Clinic is working alongside Dartmouth-Hitchcock Health to support mothers seeking to recover from substance use through D-HH's Moms in Recovery program. The need for such a program in the Upper Valley is high – from 2015–17, 10% of Vermont residents and 9% of New Hampshire residents over 12 reported having a substance use disorder in the past year. The number of people enrolled in substance abuse treatment also increased in both states from 2013 to 2017 – as more people seek out treatment, programs like Moms in Recovery are there to connect patients with the resources and support they need to lead a healthy and substance free lifestyle.

Substance use disorders affect women and mothers in different ways than men, including a greater vulnerability to physical consequences, greater prevalence of serious medical problems, mental health problems, and deficits in social support. Women with substance abuse issues also report difficulties in accessing traditional systems of medical care, for reasons including losing custody of children, guilt, stigma, and lack of transportation. The Moms in Recovery program provides support to pregnant and parenting women who struggle with substance abuse by connecting mothers with other women working to stop using substances, providing a support network to aid with recovery. Participants are able to form relationships with counselors, psychiatrists, midwives, pediatricians, case managers, and recovery coaches who help them to

1,369 Patients received Free Care at the Medical and Dental Clinics. In all, they received **5,718** medical and dental visits

13 Future dentists from Tufts and the University of New England contributed **1,992** supervised hours to The Red Logan Dental Clinic. This added up to **\$780,000** worth of dental services such as exams, cleanings, fillings, root canals, crowns, extractions and dentures provided to members of our community.

15 Area dentists gave **984** hours of their time to mentor the next generation of students.

37 Future physicians from Geisel School of Medicine students from Dartmouth gave **639** hours of their time and worked with **25** volunteer practitioners to care for those who would otherwise go without. A total of **321** “clinics” were provided to the community.

Over **\$53,000** worth of medications were provided at no charge to Clinic patients

Specialty care provided by the Clinics include: oral surgery, periodontal, neurology, psychiatry, women’s health, pulmonology, gastroenterology, endocrinology, rheumatology and dermatology services.

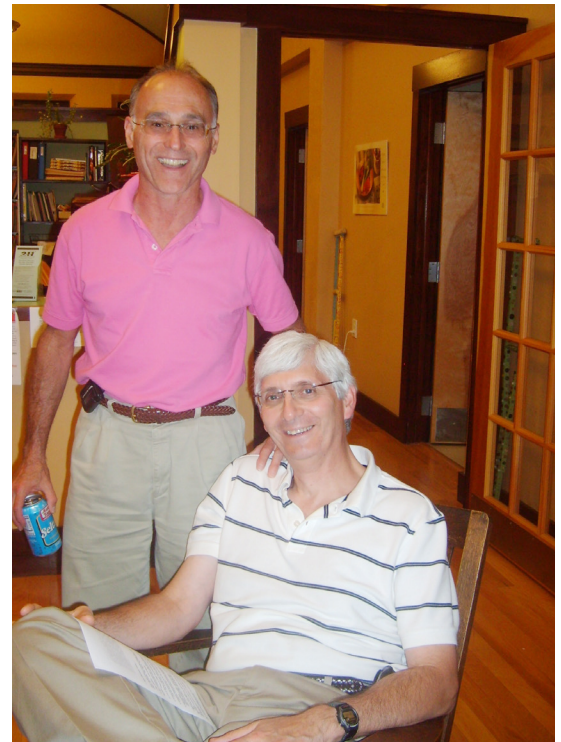
Dartmouth-Hitchcock Hospital provides free lab work and plain x-rays to Clinic patients each year. This is a contribution to community health of over **\$100,000**.

The HIV/HCV Resource Center and WISE have co-located staff at the Clinic weekly.

Satellite Clinics are held at The Haven, The Claremont Soup Kitchen and Alice Peck Day Memorial Hospital.

Board Members

Jason Aldous, <i>Past President</i>	Randolph Center, VT
Craig Westling, <i>President</i>	Norwich, VT
Ellen Gitomer, <i>Vice-President</i>	Lebanon, NH
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Elizabeth Toppin, <i>Past Treasurer</i>	Sutton, NH
Tonya Gammel, <i>Treasurer</i>	Norwich, VT
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Jeremy Eggleton	Hanover, NH
Barbara Farnsworth	Hartford, VT
Laura Fineberg	Lebanon, NH
Alex Hartov	Enfield, NH
Charles Kimbell	Woodstock, VT
Donald Kollisch, MD	Hanover, NH
Ron Spaulding, DDS	St. Johnsbury, VT
Silas Wong, <i>Ex-Officio</i>	Tuck Revers Board Fellow



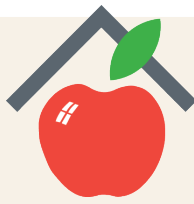
*Good Neighbor Founders,
Doctors Paul Manganiello, MD, MPH and
Peter Mason, MD*



Red Logan Founder: Dr. Bob Keene

Committee Members

Robert Alvaranga, MDD	<i>Dental Advisory Committee</i>
Phil Bush	<i>Finance Committee</i>
Bryant Denk, DMD	<i>Dental Advisory Committee</i>
Ellyn Ercolano-Russo, MPH	<i>Quality Assurance/ Quality Improvement</i>
Kristen Gerjevic, MD	<i>Outreach & Development</i>
Carola Lea	<i>Outreach & Development</i>
Paul Manganiello, MD	<i>Medical Advisory Committee</i>
Kim Mason	<i>Personnel Committee</i>
Peter Mason, MD	<i>Medical Advisory Committee</i>
David Nierenberg, MD	<i>Medical Advisory Committee</i>
John Sanders, MD	<i>Quality Assurance/ Quality Improvement</i>
Jody Schubert	<i>Personnel Committee</i>
Eric Wadsworth	<i>Investment Committee</i>
Beverly Widger	<i>Personnel Committee</i>
Susan Yacavone	<i>Dental Advisory Committee</i>
Shawn Cooper, Geisel & Tuck	<i>Quality Assurance/ Quality Improvement</i>



Dear Friends,

This has been a year of strong programmatic growth for the Good Neighbor Health Clinics, and we are grateful to all our volunteers and supporters.

The Red Logan Dental Clinic continues to be fully committed to serving people with dental emergencies and encouraging patients to complete their dental treatment plans. This includes the provision of dentures, the use of Silver Diamine Fluoride to arrest cavities without drilling, and SMART ionomer glass restorations, which have proven especially helpful to patients with a reluctance to visit the dentist. This year we also implemented a dental outreach and screening clinic for the Moms in Recovery program, which supports pregnant and parenting women who struggle with substance abuse (see article on page 1).

The Good Neighbor Medical Clinic continues to provide chronic and acute health care services, along with specialty services such as rheumatology, dermatology, pulmonology, neurology, women's health, psychiatry, endocrinology and gastroenterology. This year we also increased efforts to provide cancer screenings during medical visits. We continue to see increasing numbers of patients who have high deductible insurance plans and must rely on us for initial care, which has been a trend over the last few years. An important part of our mission is to welcome people who defer seeking care due to an inability to pay.

The dental and medical clinics offer different services but are both deeply committed to imparting the values of care and compassion to the students who work with us. We are grateful to our dentist volunteers who mentor fourth year externs from Boston University, Tufts, and University of New England dental schools. At the medical clinic, provider volunteers precept Geisel medical students at the White River Junction clinic, at Alice Peck Day Hospital satellite clinics, at The Haven, and at the Claremont Soup Kitchen. Schweitzer fellows from the medical school bring new and innovative ideas to Good Neighbor and are

mentored by our volunteer physicians. Via a course on philanthropy and grant-making and their partnership with the Rockefeller Center, students from Professor Ron Shaiko's class chose to fund a new program for partial lower dentures. We also continue to host Hartford Career and Technology Center students who learn the stories of clinic patients who often struggle with the unenviable choice of paying for food, child-care and transportation over medical or dental visits.

The focus on mentoring and exposing the next generation of health care professionals to the lived realities of clinic patients is critical to our goal of eliminating the inequalities of access.

On the advocacy front we are excited that efforts to increase dental benefits for Vermont and New Hampshire Medicaid patients are gaining traction. This is a positive step towards improving the dental health of young and middle-aged adults in our community.

We have met many goals and benchmarks in the past 12 months. We have also embraced and fulfilled an updated mission statement:

"The Good Neighbor Health Clinics promote the health of the people in the Greater Upper Valley who are in need and do not have the means to pay by providing free medical and dental care, mentoring aspiring health care professionals and advocating for improved access to dental and health care."

Please join us in supporting the Good Neighbor Health and Red Logan Dental Clinics in the year ahead.

With Gratitude,

Craig Westling
Good Neighbor Board Chair

Dana Michalovic
Executive Director

FIRSTS FOR THE CLINIC:

- ▲ We hosted a four week residency rotation in internal medicine
- ▲ The Moms in Recovery dental outreach program was initiated
- ▲ Red Logan began making partial lower dentures (in addition to upper dentures)
- ▲ A revitalized tobacco cessation program was implemented

STAFF RECEIVED TRAINING IN:

- ▲ Making Better Choices a Poverty Simulation
- ▲ Trauma Informed Care
- ▲ The Use of Silver Diamine Fluoride and SMART restorations
- ▲ Emergency Preparedness
- ▲ Empathic Listening
- ▲ OSHA Standards
- ▲ CPR



develop a healthy lifestyle free from substance use.

Red Logan Dental Clinic has partnered with Dartmouth-Hitchcock Health to provide dental care for new mothers participating in the Moms in Recovery program. Substance use disorders, including opioid use disorder, can have an adverse effect on dental health including decayed teeth and infections. Many mothers participating in the program are afraid to go to the dentist, and their poor dental health causes difficulty in eating some nutritious foods. Red Logan staff visit the Moms in Recovery clinic twice a month to provide the following services:

Dental screenings

Oral health care instruction

Referrals to dentists for treatment, if necessary

Resources about non-opioid pain management in the event that a tooth must be extracted

Silver diamine fluoride treatment to arrest decay

Instruction on how to care for their children's teeth

Currently, approximately 40–50 women are enrolled in the Moms in Recovery program, and each one has been seen by a Red Logan provider at least once. Red Logan providers work alongside D-HH personnel to connect patients to necessary care, provide transportation, and arrange referrals for ongoing dental care. In one recent example of the program in action, one of our providers visiting at the Moms in Recovery clinic was introduced to a woman with severe dental pain. We were able to bring her into Red Logan the very next day for an x-ray and comprehensive dental care, eventually including tooth removal. She was seen for follow-up and preventive care, and her mouth is now back to full health thanks to the program.

Business Donations and Support

A.B. Gile
Alice Peck Day Memorial Hospital
Bob's Service Center
Center For Cartoon Studies
Center of Town Company
Chelsea Green Publishing Company
Christian Roy's Salon
Clearwater Performance Group
Dan & Whit's General Store
Dartmouth Hitchcock Hospital
Domus Llc, Custom Builders
Geokon
Hanover Family Chiropractic
Hanover Veterinary Clinic
Haynes and Garthwaite Architects
Hypertherm, Inc
Jakes Market & Deli
Kinney Pike Insurance
Lebanon Sewing and Vacuum
Lock and Lube, LLC
Northern Stage
Northmac, Inc
Norwich Book Store
Oxbow Veterinary Clinic
Pat's Peak Ski Area
Post Store
Provisions International
Shackelton-Thomas
Schellnoble Dentistry
Simon Pearce
Stave Puzzles
Three Tomatoes
Tip Top Tire, LLC
Trail Break Tacos
Upper Valley Yoga
White Mountains Insurance Group, Ltd

Grant Funding Provided by the Business Community

Hypertherm Hope Foundation
Mascoma Bank Foundation
Polly And John Timken, Jr. Foundation
Northeast Delta Dental Foundation

Very Special Businesses Who "Adopt" The Clinics

Aurum Dental Studio
Central New England Dental Labs
J & B Plumbing And Heating
The Complete Errand
Upper Valley Endodontics
Junction Eye Center

RED LOGAN PATIENT STORY

June 5, 2019

I recently moved to Lebanon, NH with a dental emergency. Honestly, I began to panic as I thought about how to address this emergency and the cost it would entail. I prayed and started googling. Within 5 minutes (of searching) I found the Red Logan Dental Clinic.

From my first call with Sheila, to the initial meet and greet with the dental student, Arianna, and her assistant Patti, to the work that was done with thought, care, humor and comfort, my overall experience was one of home. I was met as a human with true commitment (from others) to help me. If that's not enough, I have a past history of experiencing extreme dental anxiety, to the point of refusing treatment. Patti and Arianna truly went above and beyond with a natural comforting approach. As a result, I did not need any medication to get through the dental emergency.

I am thankful for the opportunity to continue to address the rest of my dental needs with kind, compassionate, hard workers. The service (provided by Red Logan) is a gift that is not found everywhere.

From the bottom of my heart,
Thank you, Red Logan

Clinic Staff Current 2020

Rebecca Courtmanche, *Dental Assistant*

Sheila Geoffrey, *Red Logan Administration*

Heather Grohbrugge, *Finance & Personnel Administration*

Nathalie Hebert, *APRN, Nurse Case Manager*

Ann Jane Kemon, *RDH, Red Logan Clinic Manager*

Stacey Luciw, *LNA, Good Neighbor Clinic Manager*

Alex Mainor, *MPH, JD, Grant Writer*

Dana Michalovic, *MBA, Executive Director*

Patti Mitchell, *Dental Assistant*

Administrative and Special Project Volunteers

Barbara Henzel

Nick Krembs

Barbara Krinitz

Ellen Lynch

Patrick Maher

Jeannie Mallary

Joan Nierenberg

Cindy Tebbetts

Lois Roland



Patient Story

July 9, 2019

A young IV drug user arrived at the H2RC needle exchange program, which is hosted by the Good Neighbor Health Clinic, simply seeking clean needles. However, a confirmed case of Hepatitis A was recently reported in Vermont, and a public health nurse was present and offering vaccinations. The client agreed to be vaccinated and while meeting with the nurse, she discussed being ready to seek residential treatment for herself and her boyfriend. She also requested evaluation of a cyst on her arm, which the volunteer physician on duty provided. As a result of multiple interventions, treatment for her drug use was pursued by the family with resources made available by the Clinic and we were one step closer to stopping a Hepatitis outbreak.

Medical Clinic Practitioners and Mentors

Physicians

David Beaufait

Steve Bensen

Debra Birenbaum

Lin Brown

Richard Clattenburg

Tim Gardner

Kay Hillinger

Judy Hills

Kelly Kieffer

Don Kollisch

Don Lacey

L. Campbell Levy

Paul Manganiello

Peter Mason

David Nierenberg

Robert Racusin

Laurie Reed

John Sanders

Kristi Saunders

Adam Sorscher

Vijay Thadani

Susan Tucker

Jack Turco

Geisel School of Medicine Students

Edel Auh

Sarah Campbell

Laura Cheng

Tianrae Chu

Falen Demsas

Maya Degrotte

James Doss

Janae Dunchak

Yusuf Ebrahim

William Fletes

Katherine Gohres

Kelsey Harper
 Bailey Hilty
 Michael Hoggard
 Sarah Kovan
 Jen Lapier
 Diana Lee
 Xingyi Li
 Eric Ju
 Emily Masterson
 Alex Mittman
 Alexandra Morgan
 Meera Nagarajan
 Britney Petrina
 Sadhini Puri
 John Rode
 Kyla Rodgers
 Meredith Ryan
 Sybil Sha
 Alexander Steele
 Sam Tsai
 Isabelle Yang
 Ramzi Ben Yessle
 John Yin
 Qais Zai
 Frank Zhang
 Xiangyu Zhao

MD/PhD Students

Laurie Delataur
 Joelle Jung
 Adelaide Tousley

Undergraduates

Tiffany D'cruze
 Josh Fontaine

Nurses

Susan Boles
 Lorraine Durst
 Vanessa Garcia
 Beth Gould
 Lonnie Larrow
 Gretchen Stokes
 Chuck Surat
 Astrid Vallens

Mid-Level Providers

Mary Helen Bentley, MSW
 Jeff Katchen, PA
 Jill Lloyd, APRN

Dartmouth Hitchcock Residents

Charlie Bettag
 John Howe
 Chris Kellogg
 Phil Palmer
 Sherry Wu

**Red Logan Dental Clinic
 Volunteer Mentors**

Robert Alvarenga, DMD
 Thomas Bacon, DMD
 Craig Cohen, DMS
 John Echternach, DMD
 Joyce Hottenstein, DMD
 Margaret Janissee, DMD
 Donald Kalfus, DMD
 Toby Kravitz, DMD
 Patrick Noble, DMD
 Keith Rogerson, DMS
 Richard Rothstein, DMD
 Michael Shafer, DMD
 Meggan Wehmayer, DMD
 Kenneth Yelland, DMD
 Richard Yoshikawa, DMD
 Debra Simonds, RDH

Dental Student Externs

Hussein Berry,
University of New England
 Cameron Crowe, Tufts
 Daniel Duarte,
University of New England
 Paul Dubuque,
University of New England
 Arianna Elmquist,
University of New England
 Tom Herndon, Tufts
 Victoria Koutras
 Chris Lucido, Tufts
 Mohammed Mahadi,
University of New England
 Hemali Patel, Tufts
 Roxanne Ramos, Tufts
 Mary Struziak, Tufts
 Delaney Turner, Tufts



Our Mission
 The Good Neighbor Health Clinics promote the health of people in the Greater Upper Valley who are in need and do not have the means to pay, by providing free medical and dental care, mentoring aspiring health care professionals, and advocating for improved access to dental and health care.

Our Vision
 A community where people have access to the health resources they need to reach their potential for mental, physical and social well-being.

Over 80% of the Clinic Budget is Raised Through Contributions from Individuals, Businesses and Organizations

GOOD NEIGHBOR HEALTH CLINICS ANNUAL FINANCIAL REPORT

July 2018 - June 2019

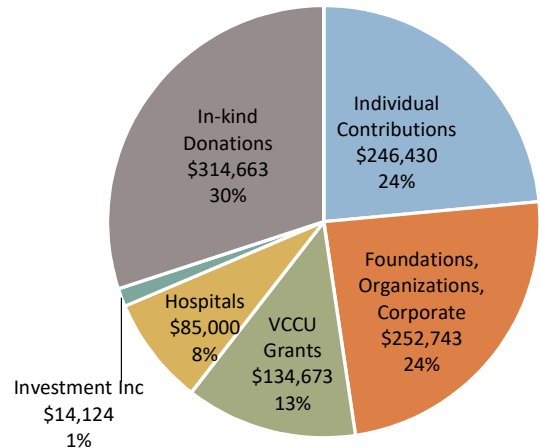
Financial Support from The Faith Community

- Beaver Meadow Chapel, Sharon
- Meriden Congregational Church
- Norwich Congregational Church
- Hanover Congregational Church
- Hartland Congregational Church,
- Ladies Benevolent Society
- Community Lutheran Church, Enfield
- Community Lutheran Church, Women's Fellowship
- Our Savior Lutheran Church, Hanover
- First Baptist Church of Hanover
- Olivet Baptist Church, West Lebanon
- First Universalist Society of Hartford
- Greater Hartford United Church of Christ
- NH Bishop's Charitable Foundation
- West Lebanon United Church of Christ
- West Lebanon United Church of Christ, Women's Fellowship
- Saint Barnabas Episcopal Church, Norwich
- Saint James Episcopal Church, Woodstock
- Saint Paul's Episcopal Church, White River Junction
- Saint Thomas Episcopal Church, Hanover
- Taftsville Chapel Mennonite Fellowship
- United Methodist Women, Lebanon
- United Methodist Church of Enfield
- United Church of Strafford
- United Methodist Church of White River Junction

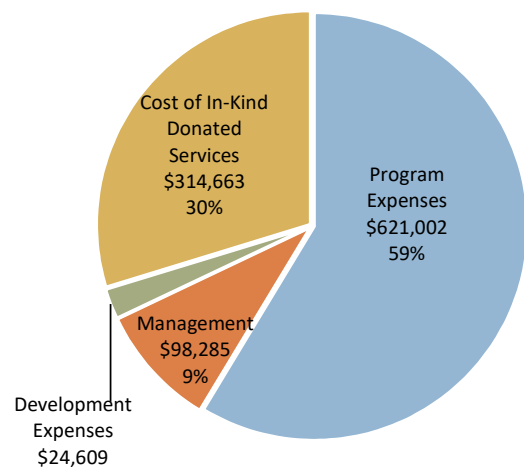
Meals Provided Faithfully To Nourish Clinic Volunteers

- Saint Paul's Episcopal Church, Wilder
- Saint Thomas Episcopal Church, Hanover
- United Methodist Church of White River Junction
- Our Savior Lutheran Church, Hanover

REVENUE \$1,047,633



EXPENSES \$1,058,559



Over 80% of the Clinics' budget is raised through contributions from individuals, businesses and organizations.

Please consider donating by using the enclosed envelope or going online to [www. goodneighborhealthclinic.org](http://www.goodneighborhealthclinic.org). Your generosity makes a difference.