



• REPORT TO THE COMMUNITY •

2018-2019

***The AccessHealth Mission:***

To improve access to healthcare for the uninsured of Spartanburg County through sustainable health system change that will result in better health outcomes and 100% access to effective, efficient, safe, timely, patient-centered, and equitable healthcare.

***The AccessHealth Vision:***

To spark sustainable health system change that results in better health outcomes and 100 percent access to effective, efficient, safe, timely, patient-centered, and equitable healthcare throughout the region.

***Founding Partners:***

Mary Black Health System

Spartanburg County Medical Society

ReGenesis Health Care

Spartanburg Regional Healthcare System

Sherman College of Chiropractic

St. Luke’s Free Medical Clinic

South Carolina DHEC

USC Upstate

Forrester Center for Behavioral Health

Welvista

Spartanburg Area Department of Mental Health

***Donors:***







Dear Friends,

I am thrilled to share our 2018-2019 Report to the Community. The past two years have included more change and activity than can be shared in 10 pages, but I hope the report provides you a sense of the growth and success of the AccessHealth Spartanburg program and of each of our staff members.

In August 2018, Carey Rothschild transitioned to a new role as Director of Community Health Policy and Strategy for SRHS. I was honored to assume the role of AHS Director in October 2018. Having worked as a nurse care navigator with AHS since 2014, I understand the value AHS provides to our program participants and to the entire community. I share Carey's passion for this important work and the belief that all individuals deserve access to equitable healthcare.

## ***Looking Back***

Though certainly not a full account of our work, I'd like to share the following highlights:

### **2018**

- Expanded services into Cherokee County and have already connected more than 140 Cherokee County residents to medical and social services
- Became host site for Cooking Matters classes through Clemson University's SNAP-Ed program
- Began an organizational assessment for cultural competency facilitated by PASOs

### **2019**

- Awarded grant funding through The Leon Levine Foundation
- Awarded the Redefining American Healthcare Award by the Healthcare Leadership Council
- Awarded Outstanding Community Health Worker Group of the Year by the American Public Health Association
- Sheri Crocker, Community Health Worker for AHS, was awarded Outstanding CHW of the Year by the American Public Health Association

## ***Looking Forward***

While we have accomplished much, we know much more is needed. Nearly 35,00 Spartanburg County residents remain without insurance and preventable health conditions continue to plague our community. Strong partnerships and collaborative efforts are essential to build the capacity to reach those still in need. None of us can do this work alone.

We are grateful for the partnerships that have been established in our community and for the support we have received. We look forward to bolstering these alliances and advancing our services to carry out our mission.

In good health and with sincere gratitude,

Summer Tebalt, Director



Thank you for taking the time to learn more about the impact AccessHealth Spartanburg and its partners are making. As a primary care physician, the Chief Medical Officer of ReGenesis Health Care and a board member of AHS, I have seen first-hand the role this organization has filled since it opened its doors in 2010. While many organizations have worked very hard for a long time to improve community health outcomes and help our low-income residents, AccessHealth has become an essential connector to services while leading local efforts to reduce barriers to care and increase access to care.

As ReGenesis Health Care prepares to expand into Union County in 2020, our efforts will be supported and amplified by AccessHealth. As we do in Spartanburg and Gaffney, ReGenesis will refer our Union patients to AHS. The wraparound and specialty care services that low-income, uninsured Union County residents will be able to access through AHS will be a huge step forward for rural health.

Knowing all of our patients, regardless of where they reside, will be connected to all the resources they need is why ReGenesis refers our patients to AccessHealth for case management. AHS' innovative approach to complex care management and care navigation has made a transformative difference in the lives of thousands of people in our community.

If you or someone you know needs help getting connected to health care or other social services, call or visit the AHS office today. Likewise, if you are a local physician who has not yet supported AccessHealth's efforts, I encourage you to call me or AHS Director Summer Tebalt to learn more. I am convinced that supporting this organization is one of the best ways to make a difference in community health outcomes.

In good health,

Matthew Delfino, MD, MBA  
Chief Medical Officer  
ReGenesis Health Care

“

*AccessHealth has been a blessing to me. My medical problems are being taken care of and I feel so much better. - L.D.*

”

## AccessHealth Spartanburg Highlights



◀ AHS Community Health Workers were awarded the **2019 Outstanding Community Health Worker Group of the Year** by the American Public Health Association.

AHS Community Health Worker, **SHERI CROCKER**, was awarded the **2019 Outstanding Community Health Worker of the Year** by the American Public Health Association. ▶



**AccessHealth Staff Gathers to Celebrate  
the Successes of 2019**



## *AccessHealth Spartanburg Receives Award*



The Healthcare Leadership Council (HLC) honored AccessHealth Spartanburg with the ***Redefining American Healthcare Award*** at the John B. Cleveland Events Center on October 7, 2019. Congressman William Timmons presented the award and several community leaders spoke at the event, including Dwight Rice, a former AHS client.



**Statistics:**

**Spartanburg...**



**2,420** *NEW CLIENTS*



**Welvista**  
**3,967 CLIENTS**  
served through this program

**49,119**  
**SERVICES**

provided through  
AccessHealth  
Spartanburg

**26,766**  
PCP Visits



**638**  
**GRADUATED**



**453**  
**CLIENTS**  
enrolled in  
smoking cessation  
programs.



**2,607**  
Specialty  
Visits

**Statistics:**

**Cherokee...**



**149** *NEW CLIENTS*



**Welvista**  
**28 CLIENTS**  
served through this program

**712**  
**SERVICES**

provided through  
AccessHealth  
Spartanburg

**588**  
PCP Visits



**9** **GRADUATED**



**45**  
**CLIENTS**  
enrolled in  
smoking cessation  
programs.



**116**  
Specialty  
Visits



### ***Patient Profile HOPS: Mike Friday***

"I heard about AccessHealth Spartanburg when I was in the hospital. I almost died one night and had to call an ambulance. That was when I found out that I had congestive heart failure. My heart doesn't pump hard enough to do what my body needs it to, so there is a big strain. Before I got sick I was healthy, happy-go-lucky. I didn't know I had a health problem like that. I used to be a warehouse manager and loved it, but my sickness got me and I lost everything. I couldn't work anymore. I had no vehicle, no job, and no stable place to live. I enrolled at AccessHealth in May 2017. My case manager really gave her time and effort to try to help me. The treatment I received was 100%. They were caring, concerned, and showed a lot of interest. My case manager helped a lot with my appointments and I received education on healthy eating through her. She gave me a food chart on what to eat and what to avoid, and my diet has changed since being in the program. AccessHealth helped with transportation to my doctor's appointments. They helped me with trying to find housing and helped me apply for Medicaid as well. It's a process. I'm very stubborn. I don't want to ask for help. It's nice to have their assistance. I now know how to eat healthy to manage my condition. My medications balance my heartbeat and keep my heart from racing, and keep my fluids and blood pressure under control. The medications are expensive and the program has helped me find a way to get them. When everyone else turned their back on me, AccessHealth stood by me and never game up on me. I had no family here so I was on my own. They're very supportive. I saw death and that was a very scary feeling. After what I've been through, it's such a blessing to be alive. I wake up every morning and thank God. I have a reminder in my phone with my alarm that says 'thank you, Lord, for waking me up.'

AccessHealth truly is a family. They are just awesome and really gave me drive. They offer encouragement and give you the truth, whether you like it or not, and they do it in a nice way. I would most definitely recommend AccessHealth because they take interest and take the time to help you and they have beneficial options for you. They'll provide the tools for you. You've just got to use them. AccessHealth Spartanburg wants to see you back on your feet and they want to help you get there."

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“

*I have been a client with AccessHealth for a while and they have helped me to meet my health goals and improve my well-being. - S.W.*

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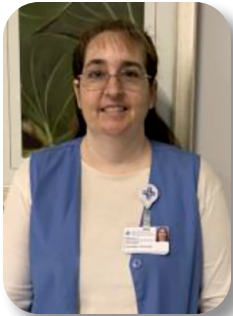
Financials

REVENUES

The Duke Endowment	\$250,000
The Leon Levine Foundation	\$60,000
Other Grants & Contributions	\$148,533
SRHS Employee Campaign	\$44,800
Client Contributions	\$31,160
SRHS HOPS Investment	\$1,000,000
<b>TOTAL</b>	<b>\$1,534,493</b>

EXPENSES

Programs & Services	\$1,431,973
Management & General	\$73,707
Client Transportation	\$21,439
Prescriptions and Diabetic Supplies	\$5,372
<b>TOTAL</b>	<b>\$1,532,491</b>



Volunteer Profile: Patricia

In August of 2018, Patricia did a Google search looking for volunteer opportunities because she wanted to give back to her community. Since then, she has spent over 450 hours volunteering for us. Patricia has become an expert in making calls to potential clients to determine their eligibility for our program.

Why did you decide to begin volunteering with AHS?

“When I heard about what AHS does, I was really impressed with their mission, and I just wanted to help out if I could.”

What is the most rewarding part of volunteering?

“Being able to help people who are down on their luck and need a helping hand. I feel like I make a difference.”

What would you say to someone interested in volunteering at AHS?

“Everyone here has been very friendly, welcoming, and helpful. Whenever I have a question, people are willing to stop what they are doing to help me.”

“  
The entire AccessHealth staff has been a blessing to me. - C.B.  
”

## Christmas at AHS

AHS staff enjoyed celebrating Christmas with Santa and some local families!



## Community Health & Resource Fairs



## Construction is underway on the new AHS office on the Northside



“

*I love everyone who works here. They're so helpful and kind.  
They love helping people who need help. - T.S.*

”

## Staff

Summer Tebalt  
*Director*

Stephanie McKee  
*Operations Manager*

Martha Alvarado  
*Community Health Worker*

Carmen Blanco  
*Community Health Worker*

Corlis Childs  
*RN Care Navigator*

Tanisha Cook  
*RN Care Navigator*

Sheri Crocker  
*Community Health Worker*

Kelly Duffy  
*Data Coordinator and  
Administrative Assistant*

Sheila Eison  
*Community Health Worker*

Cinthya Esquivel  
*AccessHealth Specialist*

Triveda Harris  
*AccessHealth Specialist*

Brook Henderson  
*MSW Care Navigator*

Alba Marin  
*Community Health Worker*

Tracie Mason  
*Community Health Worker*

Stephanie Miller  
*Welvista Representative*

Belen Orduna  
*Referral Specialist*

Susan Overlees  
*Community Health Worker*

Katie Parris  
*Americorp VISTA Member*

Pam Shinta  
*Referral Specialist*

Kerri Story  
*RN Care Navigator*

Jenifer Woodward  
*RN Care Navigator*



*AHS is making healthy happen, together with SRHS.*

“

*AccessHealth has helped me to quit smoking and their gift-in-kind closet helps me to get items that I need and cannot afford. I appreciate their help in every way. - C. M.*

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