

**I. NARRATIVE:****A. Results/Outcomes:**

1. All objectives of the grant were met. The dental hand pieces, the digital ultrasound machine and the two new laptops and printers were all purchased within the budgetary guidelines set by the grant proposal. The hands free headsets were purchased and our additional IT support has helped to improve data tracking for not only our behavioral health patients, but our patients with chronic disease as well. Three staff people were sent to Bridging the Gap in the last year. Two of the attendees are bilingual in Spanish and English and the third is multilingual and speaks English, French and numerous tribal languages from Senegal. Three of our Licensed Behavioral Health Therapists received EMDR Training and approximately 20 patients have received treatment through EMDR thus far. Our Medical Director has received training on use of the digital ultrasound machine and two volunteer specialists have been using the ultrasound machine on every patient they see.

2. The impact this grant has had on our clinic population has been significant. A minimum of 40 patients have benefitted from use of the ultrasound machine, which has only been in use since January due to the time it required to train providers and purchase the machine. The very first patient seen by our Gynecological specialist was diagnosed with ovarian cancer and was referred to treatment in Denver. Many other patients have been able to rule out abnormalities or identify problems that would otherwise go undetected.

Our behavioral health specialists have been using EMDR techniques on trauma survivors to lessen the impact of the trauma in their daily lives as well as helping them to self-regulate distress in a myriad of situations. "Bridging the Gap" training has improved the cultural competency of our bilingual staff and allows them to provide the highest level of medical interpretation available in our state.

The dental hand pieces have made complicated extractions 75% faster according to our dental providers. The hand pieces reduce the possibility of air embolisms during extractions and make dentistry faster, safer and less painful. One of our dental providers uses the hand piece for 100% of the extractions that he performs.

The hands free headsets at the front desk have increased the efficiency of our customer service representatives which reduces patient wait time on the phone and in person. Finally, the additional IT support has helped us to more accurately track behavioral health outcomes in our patients which leads to superior care and improved health outcomes.

3. The primary collaborations have been those with volunteer specialists that now have the tools to properly diagnose and treat our patients. Without the ultrasound and digital hand piece for dental, many of our providers would be limited in terms of their capabilities in the clinic. One volunteer agreed to come to our clinic some time ago, but she could not perform examinations beyond what our regular providers could do without the ultrasound machine. It is the acquisition of this piece of equipment that allows us to have such experienced specialists in our clinic.

## **B. Photographs and Testimonials:**

1. Please see the attached photographs of "Greg" whose story is listed below.

2. Several stories illustrate the impact of the project:

"Greg" is a 48-year-old male that suffers from chronic neck and back pain, anxiety, depression and insomnia. Greg also had advanced dental disease which compounded his pain, anxiety and depression. Our medical team was working with Greg to address his physical and behavioral health complaints, but the dental issues were significant and needed immediate attention. Greg also felt strongly that his oral health issues were an important factor in his inability to find work. With the help of the dental hand piece, our dental team has successfully extracted all of his remaining teeth and provided him with full upper and lower dentures. The severity of Greg's dental disease was a threat to his overall health. His condition also inhibited his ability to find employment for both medical and cosmetic reasons. Greg looks like a different person with his new teeth. His new sense of self-confidence has alleviated some of his depression and his pain has diminished.

"Tammy" is a 36 year old female who presented with abdominal pain, bloating and fatigue. Our primary care physician was unable to find anything noteworthy or alarming, but since she had access to the ultrasound in the clinic, she thought it would be worth having her examined by our volunteer specialist. Her symptoms were not severe enough to compel the patient to get an ultrasound at an office with a specialist due to the exorbitant cost. Tammy was the first patient to benefit from our access to the ultrasound machine. Upon further examination, the specialist diagnosed Tammy with ovarian cancer, which was detected early enough for her to get treatment. In this situation, we absolutely believe our access to this equipment saved Tammy's life. At least 40 other patients have had problems ruled out or identified as a result of the grant from The Colorado Rural Health Center.

"Barbara" is a 26 year old female who presented for an annual exam. The results of her exam indicated that she needed a colposcopy. When Barbara received this news, she shared that she had been sexually assaulted when she was 15 and said that every time she has to have any kind of gynecological exam, she has severe anxiety and panic. Our behavioral health Director met with Barbara several times before the procedure to do EMDR (Eye Movement Desensitization and Reprocessing) to reduce her level of distress. Additionally, she stayed in the room with Barbara during the procedure to help her practice the techniques she learned through EMDR. Not only was Barbara able to access the treatment she needed, but the overall impact of her trauma has been lessened.

## **C. Future Plans:**

1. The impact of these funds will last indefinitely in our clinic. Training opportunities went only to our most longstanding and loyal employees including our Medical Director, our Behavioral Health Director, our bi-lingual therapist and patient navigators. We have purchased a maintenance contract for the ultrasound machine to ensure it is well cared for. Our usage of the machine compared to Ob/Gyn offices is minimal, so we expect the machine to last for many years. The dental hand pieces are used on a daily basis and have benefitted our patients tremendously. Our dentists say they

cannot imagine working without them. The techniques learned in the EMDR training are also used by all three of our behavioral health therapists multiple times per week.

2. The ability to utilize more sophisticated equipment is a key factor in our success in recruiting volunteer physicians in our community. We are incredibly proud and grateful to have been funded by CRHC at the level we received funding and a press release was posted in our daily paper. Additionally, we communicate our success with this project at all of our community events, as it has genuinely increased our capabilities in terms of serving our patient population. We see the receipt of these funds and the gains that they have brought us as an opportunity to share our success in treating patients.

**D. Other Comments:**

1. We have found the grant making and reporting process through CRHC to be reasonable and clear. We have no recommendations for improvement.

**II. FINANCIALS:**

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Summit County Care Clinic

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