

RiverStone Health Foundation

Building a Healthy Community Capital Campaign

RiverStone Health

RiverStone Health, created in 2008 as a single identity and umbrella organization to reflect all of our services, grew out of the Yellowstone City-County Health Department (YCCHD), which began providing public health services to our community in 1974. In our role as YCCHD we have led public health efforts to protect safety and well-being for over 40 years. By actively engaging in community health initiatives, issues and concerns, we combine the strength of government with the power of vision in an entrepreneurial model that transforms how we think of public health. Our mission is to improve life, health and safety. This mission is unaffected by age, race, financial position, or insurance status. Our main focus is to provide comprehensive care to underserved populations while meeting local, regional and state gaps in healthcare.

The RiverStone Health Clinic in the Ballard Center

RiverStone Health Clinic, Montana's first and largest community health clinic, is on the leading edge of healthcare service and delivery. We utilize a comprehensive medical home model that is a team-based, accessible and patient-centered approach to care that saves lives and money. When patients opt for preventive care, instead of waiting until their only option is a costly emergency room visit or hospitalization, the savings are significant and realized by everyone.

The new RiverStone Health Clinic in the Ballard Center emphasizes comprehensive, high-quality primary and preventive care. A Patient-Centered Medical Home model focuses on managing each patient's overall health and wellness including preventing chronic disease, treating acute conditions, and supporting patients' ability to improve their health and wellness. In addition to medical care, our comprehensive services include nutrition counseling, diabetes education, behavioral health counseling, physical therapy and group education. Patients are connected to community resources to address their individual needs and to fully coordinate all aspects of their medical care.

RiverStone Health Clinic Patients benefit from:

- 48 exam room Medical Clinic
- 12-chair Dental Clinic
- Full-service Pharmacy
- Counseling and education
- Integrated Behavioral Health
- Group education area
- Wellness and equipment spaces
- Child-friendly waiting areas
- Comprehensive teaching program for medical professionals

By providing primary and preventive healthcare needs under one roof we are able to transfer the future to the present moment for our patients. The result is healthy and prosperous individuals and families – the foundation for a strong, vibrant community.

Patient reimbursement comes from private insurance, Medicare and Medicaid, as well as a federal grant that supports a sliding fee scale offered to uninsured and homeless patients. Our healthcare professionals work as a team to provide the best possible care. RiverStone Health Clinic has achieved Level 3, the highest level of PCMH recognition, from the National Committee for Quality Assurance (NCQA). We also employ case managers that assess patient's social risks and link them to other community help, making sure children and their families are healthy and safe. Our unique approach to primary care invests in people, creating a brighter future for the children and families that enter our doors.

RiverStone Health, one of the nation's original 11 Teaching Health Centers, helped pioneer the concept that doctors could best be trained to practice in rural and underserved areas in residencies based in community clinics rather than hospitals. RiverStone Health invests in Montana's future by training primary care physicians through the Montana Family Medicine Residency.

In 2017, the residency was one of three to earn national recognition by the Accreditation Council for Graduate Medical Education. The Residency's impact stretches beyond our region and our patients by training physicians to serve in Montana's rural and underserved areas. Nearly 65 percent of our more than 120 graduates now practice in Montana. Our graduates are steeped in integrated health care and become precious resources in the Montana communities where they settle and practice.

Today's Challenge

Never has there been a greater need for our services than today. Over the last 15 years RiverStone Health has seen the need for our services more than double. Yet, our overcrowded and outdated Clinic space simply cannot accommodate the demand for services and the changes in the way we deliver those services.

Advancing local healthcare depends on our ability to do more than just have exam rooms to treat illness. We must take the leap from just taking care of sick people to improving their overall health and enhancing the wellness of our community. But the layout and space limitations of the current facility do not match this modern patient-centered clinical model.

The outdated infrastructure in our overcrowded facility creates bottlenecks in providing care, shortcomings in the patient experience, and operating inefficiencies. These weaknesses limit the breath of services we can offer our patients and the community, contributing to the underutilization of primary care by our most vulnerable citizens.

We believe that all people deserve access to healthcare, regardless of their address, their income, or their past decisions. These same people deserve care in a setting that recognizes their dignity as valued and valuable individuals.

The Solution

By expanding and renovating our current Clinic to build an infrastructure of wellness, and introducing our community to a Patient-Centered Medical Home we will transform our medical practice from one that focuses on taking care of sick people to one that **prevents** chronic disease, **enhances** well-being, and **supports** our patients' ability to improve their health. The new design isn't fancy or extravagant. It is well-designed, adaptable, and functional for the work we do and the people we serve.

The new Clinic and renovation of the existing space will:

- Expand access to primary care
- Adapt to changes and advances in healthcare
- Encourage stronger relationships between patients and healthcare teams
- Improve and expand medical educational opportunities

The project will happen in two phases:

- **Phase One:** Addition of a new building adjacent to and attached to the current facility.
- **Phase Two:** Renovation of the existing facility to create the new wellness center, a key component in the patient centered clinical model, and to connect the new and existing buildings.

The Capital Campaign

An expansion and renovation of a medical clinic is a major undertaking for any community, but it is necessary to ensure the best possible primary care for future generations. RiverStone Health's leadership is not asking the community to do it alone. The \$11 million expansion and renovation project is a public-private partnership. It started with an infusion of \$4.5 million from RiverStone Health, made possible through foresight and responsible fiscal management. A \$1 million federal grant added to the public funding. To raise the remaining funds, RiverStone Health Foundation launched a \$5.5 million capital campaign, Building a Healthy Community. The community wide campaign was jumpstarted with a \$1 million gift from philanthropists Dr. Bill and Marilyn Ballard.

Conclusion

Access to healthcare is our driving force. The new RiverStone Health Clinic is more than a building, it's an investment in people and their health. If people in our community had a glimpse beyond our clinic doors, they would be proud of the care our families receive. Our quality of care is excellent, and the compassion of our healthcare teams unparalleled. Investing today will allow us to meet the increased demand for primary care services, create a modernized and more comfortable facility for clients and our health care professionals. Access is our driving force and we strongly believe the new clinic is an investment in people, not a building.

**Please join us in our commitment to changing the way healthcare is delivered.
Together we can improve the health of children and families by investing
in the *Building a Healthy Community* capital campaign.**