

THE DASHBOARD

Robeson Health Care Corporation

Volume 6, Issue 1



Greetings RHCC Family,
 It's been awhile since we last communicated via the RHCC newsletter. It is my prayer that all of you are doing well, that you are enjoying summer time activities, and keeping yourselves hydrated during these hot and humid days

These are indeed interesting times we are working in. Generally speaking, the entire country is struggling with a budget deficient and the state of North Carolina is no different. RHCC's Professional Counseling Services has taken a substantial funding hit as a result of the recently approved state budget. To accommodate this funding decrease, impacted programs have been restructured in a manner that will maintain the level of care our clients deserve. Yet many unknowns remain that will test RHCC's ability to constantly adjust programs to fit the whirlpool of change at the state and federal level. Mental health and substance abuse services are moving to a regional managed care model. RHCC has five (5) applications in with these MCO's that will allow us to continue providing these services to our clients. The end result of this and how it will impact our clients, RHCC, funding, the MCO's and state decision makers is one of the "great" unknowns. In other words, change is the only concept that is not on the chopping block at the state and regional level.

Good news? Absolutely! The Affordable Care Act (ACA), also known as Obamacare, was upheld by the United States Supreme Court. This move insures some level of security for community health centers across the country. Money set aside in the ACA for community health centers to expand access, create new access points and renovate aging facilities has been safeguarded; kids can remain on their parents' insurance until age 26; health insurance exchanges will move forward; clients cannot be denied insurance due to preexisting conditions; Medicaid will be available to more people; and the list goes on. So this is indeed a victory to those of us in the community health center business.

More good news? You know it! RHCC is growing – slowly and deliberately we are adding new services and sites to our family. This means more patients served, more jobs for community members, and unlimited opportunities to provide health care to our communities at the right place, at the right time, with the right staff, with the desired outcomes.

Give yourselves a big Hooray, Hooray! You, my RHCC family, have made this journey possible. Blessings in abundance.....

Jinnie Lowery, MSPH
CEO and President



Our mission is to improve the health status of our communities by providing an integrated system of high quality primary and preventive health services to all we serve.

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RHCC Expands to Three Counties

Robeson Health Care Corporation started in 1985 with three health centers in Maxton, Pembroke and Fairmont. In March 1996, the Lumberton Health Center was added to RHCC's list of sites. For the next 15 years, RHCC operated four health centers, all located in Robeson County. However, in the last two years, there has been significant change.

In Nov 2010, RHCC was approached by the NC Office of Rural Health (ORH) and asked to assist with an office in Whiteville, NC that was in danger of closing. RHCC collaborated with the ORH and the Columbus County Community Health Center and managed the site for approximately six months to keep the site from closing. In May 2011, at the request of the Columbus County Community Health Center Board of Directors, RHCC acquired the site as its fifth health center.

In January 2012, RHCC received a call from a Free Clinic operating in Montgomery County (near Asheboro) that was at risk of closing. RHCC met with the Montgomery County Free Clinic Board of Directors and, after several meetings, presented the Board with a proposal to acquire the site. The Directors of Montgomery County Free Clinic voted in February 27, 2012 to turn the Free Clinic in Biscoe over to Robeson Health Care Corporation. On June 4, 2012, RHCC opened Montgomery County Community Health Center as its 6th health center.

In November 2010, RHCC had submitted an application to open a new office in Laurinburg as a new access point for Scotland County residents. As some of us were preparing to attend the NC Primary Care Association meeting in June 2012, we received an email from our federal project officer that started with the word "Congratulations". He was informing us that our application had finally been funded. With this grant, we will be expanding into Scotland County to establish our 7th health center. The grant requires that we must open the office within 120 days of our June 1, 2012 award notification. So we are currently advertising for staff for the new site that will open by September 30, 2012.

My, how we have grown! RHCC has expanded the number of health center sites to broaden our base and add more stability to our organization. From now and going forward, we will concentrate more of our efforts on the highest customer service and quality of care for our patients and clients. Please check in the next several newsletters as we focus on these two areas. Thank you for all you do to make RHCC a great place to work and the best place to receive primary health care!



Julian T. Pierce Health Center
1985



South Robeson Medical Center
1985



Maxton Medical Center
1985

Let's Get Ready for Hurricane Season



Hurricane season is from June 1 to November 30, but of course Mother Nature isn't reading any calendars, and every once in a while a tropical cyclone can hit out of season. Have you heard this old mariner's poem?

*June- too soon.
July-- stand by!
August-- look out you must.
September-- remember.
October, all over.*

Regardless when a hurricane hits, you should know how to prepare yourself for what's to come. Here are a few measures to keep in mind:

- Build an emergency kit and make a family communications plan.
- Know your surroundings. Learn the elevation level of your property and whether land is flood prone.
- Learn community hurricane evacuation routes.
- Make plans to secure your property; cover all windows with plywood. Install straps to securely fasten your roof to the frame structure.
- Install a generator for emergencies.

During a Hurricane

You should listen to your radio or TV for information and avoid using the phone except for serious emergencies. Ensure you have a supply of water for sanitary purposes and stocked food. Evacuation should occur under the following conditions:

- If you are directed by local authorities to do so.
- If you live in a mobile home or temporary structure
- If you live in a high-rise building – hurricane winds are stronger at higher elevations.

Be safe this hurricane season!

Saffir-Simpson Hurricane Scale			
CAT	TYPE	MPH	DAMAGE
1	Hurricane	74-95	minimal
2	Hurricane	96-110	moderate
3	Hurricane	111-130	extensive
4	Hurricane	131-155	extreme
5	Hurricane	155+	catastrophic

Enhanced Employee Assistance Program

for Small Groups

3 Face to Face Visits

We are pleased to announce the availability of an enhanced Employee Assistance Program (EAP)! This expanded program is offered through a partnership with New Directions Behavioral Health®.

Helping You Find Balance

As an employee, you want to give your employer your best. But when you have something on your mind, it can affect your life at work and at home. Employee Assistance Programs every day are helping employees and their family members identify challenges that might adversely impact their work performance, health and well-being. Through counseling, assessments, referrals, resources and an interactive website, your EAP can offer you solutions to help you find balance.

The EAP is a *free* and confidential service, to you.

The EAP services provided under this arrangement include the following:

- **Dedicated Call Center** - Toll-free number for 24 hour/365-day access
- **Assessment & Referral** - Up to three face-to-face sessions per issue for assessment and appropriate referral to health plan, or community services per incident for employees and their benefit-eligible dependents
- **Legal & Financial Services** - Referral for face-to-face or telephone consultation and extensive online resources including interactive will preparation; retaining an attorney and tax preparation available at a 25% discount
- **Family Resource Service** - Extensive online resources and national Provider Directories for child and elder care services
- **Work-Life/Wellness** - Interactive online resource for emotional and physical health, legal, financial, family life and personal growth
- **Online Health Risk Assessments** - Five online tools for employees to determine their health status
- **Interactive Website** - On-line resources for behavioral health information, comprehensive work-life and wellness services

OCR Encourages Patients to Access and Use Health Records HIPAA & Personal health records & Privacy and security



The director of the Office for Civil Rights, Leon Rodriguez, issued a memo reminder to patients that they have a fundamental right to access their health information.

As the primary enforcer of health information privacy and security laws like HIPAA, OCR wanted to encourage patients to take a more active role in their healthcare by accessing and using their health records, Rodriguez said in the memo.

Some patients still face barriers to accessing their health records, either because they don't understand their rights or are blocked by providers who misunderstand the access rights granted by HIPAA, Rodriguez said in a Government Health IT article. Patients are encouraged to print out the OCR memo and bring it to their healthcare providers when requesting records.

"We're hearing more and more about widespread issues, patients being denied or obstructed in their access to their records," Rodriguez said to Government Health IT. "So we thought it was important to arm patients with something very easy to bring to their providers to say, in fact, the law requires you to give me my records, but for certain exceptions."

Patients are also encouraged to carefully read the notice of privacy practices document they receive from their healthcare providers and health plans to get a better sense of their information rights and the laws safeguarding that information.

"Health information is critical to all patients so that they can track their progress through wellness programs, monitor chronic conditions, communicate with their treatment teams, and adhere to their important treatment plans," Rodriguez said in the memo. "Important tools like Electronic Health Records (EHRs) and Personal Health Records (PHRs) will make it easier, safer, and faster for you to get access to your health information and stay engaged."

The memo reminded patients they have the right to:

- Ask to see and get a copy of their health records from most doctors, hospitals, and other healthcare providers such as pharmacies, nursing homes, and health plans

- Get a copy of their record in either paper or electronic form, given the patient's plan or provider has electronic health record capabilities

Source: Journal of AHIMA



RHCC: The PATIENT-Centered Medical Home

RHCC is pursuing recognition as a Patient Centered Medical Home through the National Center for Quality Assurance (NCQA). Patient-Centered Medical Home (PCMH) is a concept that embraces a model of primary health care delivery that has as its focus a team-based approach to providing care that has at its core the PATIENT!

Elements of the PCMH include:

Focus on systems – sharing important information with referrals, results tracking, appointments, etc.

Focus on Team-Based Approach to Care – clinical care team involved in pre-planning for patient visits and having a structured communication process to coordinate care for patients, etc.

Patient Access to Care – e.g. providing availability for same day appointments, providing timely response to patient questions/concerns both during and after office hours.

Continuity of Care – e.g. setting up a system in which a patient can select a provider of choice and see that provider during most of their visits.

Patient population management – e.g. using the EMR and Practice Management systems to identify populations of patients that have not been seen in a specific amount of time, who have a particular diagnosis, or who may need a preventive service performed.

Patient Self-Care – e.g. providing referrals to community resources such as mental health and substance abuse.

Tracking and Coordination of Care – e.g. tracking lab tests until results are available, flagging abnormal results and following up on overdue reports.

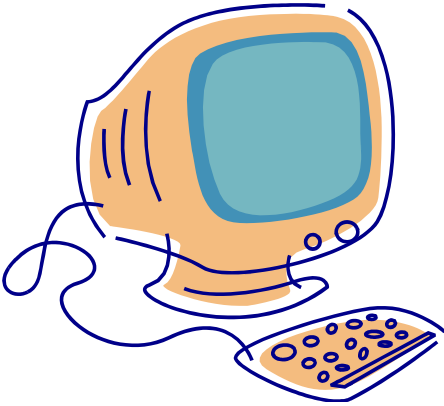
Studies have shown that potential benefits to PCMH recognition include: financial incentives to PCMH recognized practices, reduced inpatient hospital admissions and emergency care episodes. Studies also cite potential overall health care cost savings and improvements in patient and provider experiences.

Once RHCC is awarded this recognition, it will be effective for three years, much like our Joint Commission accreditation currently is. At the end of the recognition period, RHCC can then apply to renew the recognition. There are three levels of recognition with Level 3 being the highest. Of course, we are aiming for LEVEL 3 right out of the chute and we will need everyone's help to achieve this goal.

There are 6 standards with 27 total elements within these 6 standards and 149 separate factors that must be addressed within these 27 elements. WHEW! So, get ready, the PCMH train is coming down the track! We expect to submit the first survey sometime this fall. We will be in touch to arrange any training necessary to make PCMH a reality at RHCC. If you ever have any questions, please do not hesitate to contact any of the team members listed below. Thanks in advance for your **enthusiasm** and **cooperation!**

Jennifer McLamb, April Locklear and Deidra Locklear
Your PCMH Implementation Team

IT News



The IT department's current focus is ensuring that all RHCC staff is up and running at all times with minimum to no downtime. Work orders are retrieved on a daily basis and all are treated with priority. Amongst the work orders IT has been very busy working with the new clinic in Montgomery County. Our department is also in the process of working with Net Friends, a Durham based Technology company to assist with onsite backups, remote access and updating our webpage. Should you need assistance, you can reach the IT department by emailing a helpdesk ticket at Helpdesk@rhcc1.com or 910-521-2900 ext 164. As your new IT Specialist for Robeson Health Care, I am very Happy to be a part of

this family and hope to be around for many years to come. Any suggestions are greatly appreciated!

Gaylord Hunt

Facility News

New Our House

RHCC secured finances to build a new residential home replacing the old Our House. The new location will be next to Julian T. Pierce Health Center in Pembroke, NC. Our House will be going from a 7 bed licensed facility to a 10 bed licensed facility. This project will also include a separate therapeutic office area which will house behavioral health care staff. As of last report, all is on schedule and looking great. The drywall has been hung and is ready for priming and paint. Projected completion date is November 2012.



We would like to extend a "Thank You" to our maintenance workers, Mr. Lex Carter and Mr. Tony Goins for the outstanding job they are doing with keeping up with our work tickets and keeping our sites operational! We would also like to give thanks to our janitorial staff for all their hard work in keeping RHCC sites clean for staff and patients! Keep up the good work everyone!

RHCC News

The North Carolina Breast and Cervical Cancer Control Program (NC BCCCP) provides free or low-cost breast and cervical cancer screenings and follow-up to eligible women in North Carolina. Each year, NC BCCCP strives to provide services to over 12,000 women.

NC BCCCP provides services to North Carolina women who:

- are uninsured or underinsured;
- are without Medicare Part B or Medicaid;
- are between ages 40 - 64 for breast screening services and 18 - 64 for cervical screening services; and
- have a household income at or below 250% of the federal poverty level.

RHCC has been involved with this program since 2007. For the 2011-2012 year, there were 200 women enrolled into this program through the community health centers. These women were provided with **free** breast exams, pelvic exams, pap smears, mammograms and visits to specialists if necessary. RHCC has received funding for the 2012-2013 year to continue enrollment and will expand these services to the newly added community health centers. For more information on this program, please contact April Locklear via email at april_locklear@rhcc1.com or 910.521.2900 ext. 107.



National Community Health Center Week

August 5-11, 2012

**Celebrating America's Health Centers:
Powering Healthier Communities**



REMINDER

Employee beneficiary designations can be updated at anytime. It is important to keep your beneficiary designations updated. If you are unsure who you have on file please contact Ryan Revels, 910.521.2900 ext 134.



Shawana Faulk
Family Nurse Practitioner
Lumberton Health Center



David Buckland
Physician Assistant
Montgomery County Community Health Center



Rosalind Beltran
Behavioral Health Technician
Crystal Lake



Eric Govan
Behavioral Health Technician
Recovery Home



Ana Soares
Site Leader
Montgomery County Community Health Center



Mara Locklear
Clinical Counselor
Julian T. Pierce Health Center



Patricia McBride
Lead Nurse
Montgomery County Community Health Center



Torri Parmley
Behavioral Health Technician
The Village

Human Resource News



Maynor Named Deputy CEO

Dr. Thomas Maynor has been named Deputy Chief Executive for RHCC. His appointment commenced on May 9, 2012. Dr. Maynor is a veteran in the healthcare sector and has extensive knowledge and experience in administering health centers. Maynor earned a Bachelor of Science in Biomedical Chemistry from the University of North Carolina at Pembroke, a Bachelor of Science in Public Health from the University of North Carolina at Chapel Hill, a Master's of Public Health from the University of North Carolina at Chapel Hill and a Doctor of Medicine from East Carolina University School of Medicine.

Mental Health Day Recipients

Latasha Murray, *Director of Prevention*– Prevention

Sandra McIntosh, *Peer Educator*– HIV Program

Perry Holden, *Purchasing Manager*– Purchasing

Brenda Locklear, *Program Director*– Our House

Brandon Carmicheal, *Behavioral Health Tech*– RHCC Recovery Home

Dora Deese, *Janitorial Specialist*– Julian T. Pierce Health Center

Rhonda Scott, *LPN*–Maxton Medical Center

Vicki Hunt, *LPN*– Lumberton Health Center

Policy Reminders:

I. No Solicitation Policy

No employee will be allowed to solicit for any reason during working time. This rule applies only to actual working time, not to break time, lunchtime, or before or after work. Anyone who violates this rule and who thereby neglects his/her own work or interferes with the work of any other employee will be subject to immediate discipline up to and including discharge.

Solicitation and distribution by non-employees is prohibited in areas not open to the public or in a manner inconsistent with the normal use of public areas.

II. No Distribution Policy

Employees are not permitted to engage in the distribution of advertising material, literature or other non-work material during their working time or when they might interfere with the work of others. Employees are not permitted to distribute any such materials at any time in work areas or in immediate patient care areas. Anyone who violates this rule and thereby neglects his/her own work or interferes with the work of any other employee will be subject to immediate discipline up to and including discharge.

Solicitation and distribution by non-employees is prohibited in areas not open to the public or in a manner inconsistent with the normal use of public areas.

The best way to find yourself is to lose yourself in the service of others.

– Mahatma Ghandi

CODE OF ETHICS

GENERAL

Robeson Health Care Corporation (RHCC) is a private, non-profit organization, headquartered in Robeson County, North Carolina. A nine-member volunteer board of directors governs the agency. RHCC is a patient centered, mission driven organization that is completely committed to principles and values that improve the health of the community we serve. The books and records are maintained in conformance with generally accepted accounting standards, government accounting standards and Office of Management and Budget Circular A-133 standards for non-profit institutions. RHCC is committed to the prudent management of its financial assets to insure the efficient use of its economic resources in a manner consistent with its long term planning initiatives.

MISSION STATEMENT

Our mission is to improve the health status of our communities by providing an integrated system of high quality primary and preventive health services to all regardless of economic status.

CHARGES

RHCC is committed to fulfilling its mission as a safety net provider thus structuring its charges based on a sliding fee scale methodology that is governed by the annually published federal poverty guidelines. RHCC's billing and collection efforts are designed to ascertain fiscal responsibility while avoiding being a barrier to access to care and are consistent with its mission to serve needy patients regardless of their ability to pay. Charges will be uniform in nature regardless of the payment or service classification of a patient. The appropriate discounts will be based solely on income and family size in conformance with the established sliding fee scale.

RELATIONSHIPS

RHCC is committed to developing "win win" relationships with other providers and organizations in the community in order to offer the community a high quality, comprehensive package of primary and preventive health care services. RHCC is also committed to building integrated service networks that will garner competitive advantages in an evolving health care environment

CUSTOMER SERVICE

RHCC is committed to continuous improvement of services to patients, employees, and all of its internal and external customers. All customers will be treated with dignity and respect

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CUSTOMER SERVICE

RHCC is committed to continuous improvement of services to patients, employees, and all of its internal and external customers. All customers will be treated with dignity and respect

PATIENT RIGHTS

RHCC is committed to honoring its patients' rights as articulated in the Patient's Bill of Rights and Responsibilities. These rights include but are not limited to the right to information, privacy, refusal of treatment, and continuity of care

Human Resource News

PERSONAL INTEGRITY

A personal commitment to integrity in all circumstances benefits each individual we serve, our employees, our governing board as well as the organization as a whole. RHCC board members and staff will:

- Respect and seek out the truth and avoid misrepresentation.
- Ensure fairness and objectivity in all activities.
- Set an example, as board members and employees of a leading non-profit organization, for high standards of professionalism.
- Honor the right to privacy of all people, including co-workers, clients, contributors and others who may be impacted.
- Promote public confidence in RHCC.

PROFESSIONAL EXCELLENCE

As an employer, RHCC promotes professional excellence and encourages open and honest communication among all employees to create an atmosphere conducive to personal growth and career development.

RHCC's management:

- Encourages employee development, and communicates with personnel to help them achieve their goals and increase their self-esteem through job enrichment.
- Evaluates employees on a fair and consistent basis, so that all employees know what is expected of them and how they are progressing toward fulfilling expectations.
- Shows respect and empathy for employees, and is considerate while being mindful of managerial responsibilities.
- Regularly solicits, and respects the opinions of subordinates.

RHCC employees, volunteers, students, and anyone acting on behalf of RHCC will:

- Strive to meet performance standards at the highest level.
- Refuse to engage in or tolerate any fraud, misuse, abuse or waste of RHCC resources.
- Encourage growth and self-improvement in themselves and their co-workers.
- Exhibit respect for co-workers, clients and all those they come into contact with.
- Have the courage to face situations squarely and offer a minority opinion when necessary.
- Examine all alternatives with the understanding that the easiest action is not always in the best interest of the organization.
- Comply with all legal requirements concerning substance abuse.
- Comply with all other laws and regulations affecting the organization and their personal obligations.
- Discuss any questions concerning interpretations or compliance with the Code of Ethics with their supervisor or other designated person.
- Encourage the reporting of breaches of the Code and protect those who report.

VENDOR RELATIONS

RHCC will insure that vendors are treated fairly to avoid favoritism or appearances of impropriety. RHCC:

- Affords all vendors the opportunity to offer or qualify their products or services on a competitive basis.
- Conducts all competitive bidding in a fair and professional manner, giving no special preferences or advantages to any vendor.
- Purchases all products and services under its purchasing policy procedures, which adhere to this Code of Ethics.

Human Resource News

EOUAL OPPORTUNITY

RHCC is an equal opportunity employer. RHCC employees will:

- Respect all co-workers and all other individuals (clients) without regard to race, color, religion, creed, age, sex, national origin or ancestry, marital status, veteran status, sexual orientation, or status as a qualified disabled or physically challenged individual.
- Refuse to engage in or tolerate in others any form of sexual harassment, as provided in the organization's policy against harassment, which is inclusive of sexual harassment. Strive to create an environment conducive to professionalism.

CONFLICT OF INTEREST

To avoid the appearance of a conflict of interest, which would tarnish the image of RHCC and undermine the community's trust in the organization, RHCC board and employees will:

- Avoid any activity or outside interest which conflicts or appears to conflict with the best interest of RHCC, including involvement with a current or potential RHCC vendor, grantee, or competing organization, unless disclosed to and not deemed to be inappropriate by management or the board.

CONFIDENTIAL INFORMATION

Confidentiality is a hallmark of professionalism. RHCC employees and board members will:

- Ensure that all information which is confidential or privileged or which is not publicly available is not disclosed inappropriately.
- Ensure that all non-public information of other persons or firms acquired by RHCC personnel in dealing with outside firing on behalf of RHCC is treated as confidential and not disclosed.

DISCLOSURE

RHCC employees, clients and board members are encouraged to disclose any perceived breaches of the Code of Ethics of which they are aware. Disclosure should be made to a supervisor, the Director of Quality Improvement or the Human Resource's Department. Any reported breaches will be investigated and appropriate action, if needed, will be taken. Confidentiality will be maintained for the employee disclosing the breach, unless the matter raises serious legal implications. In such instances, the employee disclosing the breach will be notified. RHCC management will not take any adverse action against employees solely for disclosing perceived breaches of the Code. RHCC encourages all employees to be prompt, open, and forthright in reporting perceived breaches of the Code of Ethics.

REVIEW

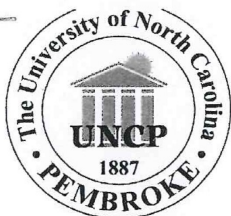
This Code of Ethics is annually examined, updated, and restated through a joint effort of the board and staff representatives. It is approved by the full board and signed by the Chairperson of the Board of Directors of Robeson Health Care Corporation.

Credits:

Lincoln Community Health Center, Inc.
1301 Fayetteville Street
Durham, North Carolina 27717

Developing an Ethics Program
A Case Study for Nonprofit Organizations
By: Charles E. M. Kolb
8/22/2000

Human Resource News



North Carolina Health
Careers Access Program
PO Box 1510
Pembroke, NC 28372-1510
(910) 521-6673 or 521-6493

June 19, 2012

Robeson Health Care Corporation
Dr. Robin Peace, Chief Medical Officer
c/o Mary Ila Oxendine, Human Resource Manager
60 Commerce Drive
Pembroke, NC 28372

Dear Dr. Peace and staff of Lumberton Health Care:

I wanted to take the time to thank you for allowing me to be a part of such a great team. I felt honor to be working with such great people that took pleasure in doing a great job to give each patient good health care. My experience at LHC was amazing and life changing for me, not only did I get to see compassionate people give good health care but each person there had an impact on my life. Each person encourages me to take better care of myself and I'm proud to say I have lost 26 pounds because of each person encouragement.

The front office ladies thank you for showing the business part of running a doctor office. I know it was not always easy having the new kids on the block at times, but you took the time to help me understand that a strong front office with good customer service, very well organize, and wiliness to help can make doctor office run smooth.

The nursing staff what can I say that you have a tough job keeping up with Dr. Peace and Ms. Ashley patients. Always busy doing something if you were not giving shots than you had to call in referrals to help a patient get better. Ladies I thank you so much for allowing me to learn from you and I still think all of you are over work, but I never heard you complain.

Ms. Ashley thanks for taking the time to teach me patient assessments, treatments plans and being encouraging to patients to take control of their own health care. You help me understand each day something new in how to be a caring provider but honest to each patient. You have a bright future ahead God bless you.

Dr. Peace I could use million words to describe you but only one does you justice *compassionate*. You have taught me so much about giving good quality health care. I was taught to be honest, compassionate, never judge a person, and don't take any junk. You are a wonderful, thoughtful and just a pleasure to be around. I understand why your patient loves you so much. THANK YOU so much for your time that you never had to give but you did it anyway.

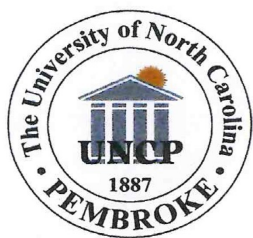
If I left anybody out please forgive me. I think I was give a standard of care to live up to and my goals to come back to Robeson County and give health care to every person I come in contact with. I do have a long road ahead of me but I want you all to know these pass 6 weeks have help me stay focus on my goals to be good doctor. Who knows I may come back work for LHC.

Sincerely,

A handwritten signature in black ink, appearing to read "Oscar Henderson III".

Oscar Henderson III, 2012 CHSP Intern Student
UNC Pembroke/NC-HCAP

Human Resource News



North Carolina Health
Careers Access Program
PO Box 1510
Pembroke, NC 28372-1510
(910) 521-6673 or 521-6493

June 25, 2012

Robeson Health Care Corporation
Human Resource
Mary Thomas-Locklear, Vice President
60 Commerce Drive
Pembroke, NC 28372

To my Preceptor:

I would like to thank you for this opportunity. Due to the Clinical Health Summer Program I was allowed intern in this wonderful clinic. It has opened doors of opportunity for ME, and has reaffirmed to me that the medical field is the career for me.

When I first started I was nervous and even kind of scared, but you accepted me for the “student” that I am, and with open arms showed me the ropes. From teaching me how to send a fax, and even how to keep a positive attitude. I am sincerely grateful to have met all the staff at Julian T. Pierce, and hope to return and visit. My experiences at JTP have propelled me past my fellow classmates, allowing me an insight on the 8 to 5 job realms and a reality check on life; this is a job that you will have to work the rest of your life, so you had best enjoy it and be good at it. I sincerely hope that life treats you well. I am so blessed to have met all of you at Julian Pierce Clinic and I will never forget you all. This has been an adventure, my experiences as a student will keep me humble and hopeful. I have big aspirations and hopes of becoming a doctor one day my goals are even more affirmed because of this internship. I refuse to be nothing less than successful, I hope to be determined and remember all the advice you all gave me. Keep my head held high and don’t ever give up.

I hope that these past 6 weeks have been just as amazing to you as they have to me. I will take the life lessons and clinical tips on with me as this door closes. I am very thankful to have met you all. May your fear never grow bigger than your faith. Education is a door of opportunity for all who are looking for knowledge, I am sincerely grateful for all you have done. Thank-you.

Sincerely,

A handwritten signature in cursive script that reads 'Jessica Oxendine'.

Jessica Elizabeth Oxendine, CHSP Intern 2012
UNC Pembroke/NC-HCAP

AN EQUAL OPPORTUNITY EMPLOYER

Human Resource News



North Carolina Health
Careers Access Program
PO Box 1510
Pembroke, NC 28372-1510
(910) 521-6673 or 521-6493

July 3, 2012

Robeson Health Care Corporation
Mary Thomas-Locklear, Vice President
Attn: Maxton Medical Center Staff
60 Commerce Drive
Pembroke, NC 28372

Dear Staff at Maxton Medical Center:

I want to thank you for giving me the opportunity to serve as a summer intern at your facility. I have gained valuable insight to all aspects of treating a patient from the moment they step into the door to when that patient goes to pick up their prescriptions.

Because you have given me the opportunity to work on a variety of projects, I had the chance to see all that is involved in working at a medical center, from making appointments and referrals to learning about certain diagnosis. The staff was extremely welcoming and helpful, and offered me terrific career advice and guidance.

I could not have been any luckier than to be blessed with meeting you all. I have learned a great deal about myself through this internship and from that I thank you so much. Your southern hospitality was so welcoming and helpful whether it may have been when someone was taking the time to explain how to do a certain task or why something was necessary or to helping me with a severe sunburn. Also I have gotten introduced to some great food I had never eaten before and also was given a fantastic feast.

This internship has definitely increased my interest in pursuing a career in the healthcare field. I would love to stay in touch, and perhaps speak to you regarding steps I should take in the future to pursue a career in the healthcare field or to just catch up and see how everyone is doing. Once again, thank you for a terrific summer.

Sincerely,

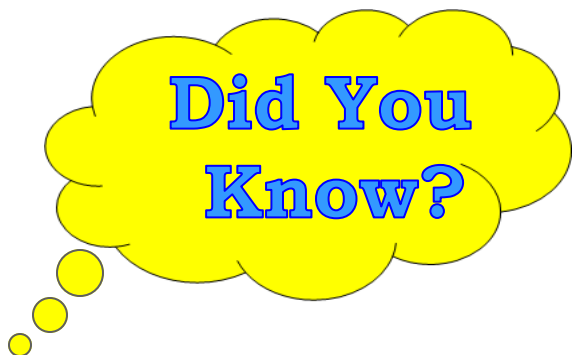
A handwritten signature in cursive that reads "Ashlea Rey". There are some initials or a mark above the name.

Ashlea Rey, CHSP 2012 Intern
UNC Pembroke/NC-HCAP

Professional Counseling Services (PCS)

An Annual Evaluation of the Women's Residential Treatment Programs conducted by Dr. Carl Shantzis was completed in spring of 2012. Focus groups and in-depth interviews were used to obtain qualitative data including but not limited to: gaps in services; barriers to accessing services, client perceptions; and recommendations. The reported indicated the following:

- 54% of participants reported they began smoking before age 16
- 50% of participants reported they began drinking before age 16
- 18% of participants reported the first "experiment with other drugs" younger than 13
- 43% of participants reported crack/cocaine was the most frequently named drug of choice; 21% marijuana; 22% prescription drugs/pills.
- 66% of participants reported currently taking a prescription medication.
- 40% of participants reported family members were chief enabler; 20% reported 'self'.
- 89% of participants reported the disease of addiction was present in family.
- 22% of participants reported the use of meth.
- 70% of participants reported they continued to drink or use drugs during pregnancy.
- The threat or loss of a child was 'hitting bottom' for 44% of participants.
- Participants reported their addictions cost \$1000 per day.
- For many participants the program site was the safest place they had lived since being in active addition.
- The language of 12-Steps found its way into some of the client's responses.



- RHCC's PCS has 74 residential beds for women in 5 different locations (Lumberton, NC; Pembroke, NC; Smithfield, NC; Winterville, NC and Lakeview, NC)
- RHCC's PCS has 9 residential bed for men in Lumberton, NC.
- RHCC's PCS is one of the few centers for prevention resources in North Carolina.
- RHCC's PCS now provides substance abuse and mental health services at all medical centers.
- RHCC's PCS enrolls women anywhere in NC for services that meet our admission criteria.
- RHCC's PCS employs 94 employees.

CORPORATE HEADQUARTERS

60 Commerce Plaza
Pembroke, NC 28372
910.521.2900



RHCC COMMUNITY HEALTH CENTERS

Columbus Community Health Center

15 Hill Plaza Suite A
Whiteville, NC 28472
910.207.6440

Julian T. Pierce Health Center

307 East Wardell Drive
Pembroke, NC 28372
910.521.2816

Lumberton Health Center

402 N. Pine Street, Suite C
Lumberton, NC 28358
910.739.1666

Maxton Medical Center

610 East Martin Luther King Jr. Drive
Maxton, NC 28364
910.844.5253

Montgomery Community Health Center

107 Professional Drive
Biscoe, NC 27209
910.428.9020

South Robeson Medical Center

1212 South Walnut Street
Fairmont, NC 28340
910.628.6711

RHCC PROFESSIONAL COUNSELING SERVICES & PROGRAMS

Cambridge Place

Smithfield, NC
919.938.2272

Our House

Pembroke, NC
910.521.1464

Migrant Health Outreach

Pembroke, NC
910.521.2816

Crystal Lake

Lakeview, NC
910.245.4339

The Village

Greenville, NC
252.752.5555

Robeson Recovery Home

Lumberton, NC
910.738.5455

Grace Court

Lumberton, NC
910.618.9912

Prevention

Lumberton, NC
910.738.2110

Ryan White HIV Services

Lumberton, NC
910.738.2110

RHCC Senior Management Team

Jinnie Lowery, MSPH, *CEO and President*
Dr. Thomas Maynor, MPH, *Deputy CEO/Chief Operating Officer*
Dr. Robin Peace, VP/*Chief Medical Officer*
William Seagroves, VP/*Chief Financial Officer*
Mary Thomas-Locklear, MSPM, VP/*Chief Human Resource Officer*
Tim Hall, VP/*Chief Behavioral Health Officer*

RHCC Board of Directors

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About This Newsletter

This newsletter is published four times a year, Spring, Summer, Fall and Winter. Your comments and suggestions are welcomed, via email deidra_locklear@rhcc1.com or via phone at 910.521.2900 ext 122.