

Sun River Health

An introduction

Anne Kauffman Nolon, MPH

Chief Executive Officer

March 2023 – 32nd Annual Best Practices

Sun River Health



At a Glance

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Health Center Locations

Across 3 diverse regions of New York, the Hudson Valley, New York City, and Long Island, providing comprehensive primary, behavioral and women's health among other services.

Patient Population

60% of our patient population is on Medicaid, 49% have a primary language other than English and special populations include agricultural workers, homeless individuals, veterans, public housing individuals and others.

250,000

2,000

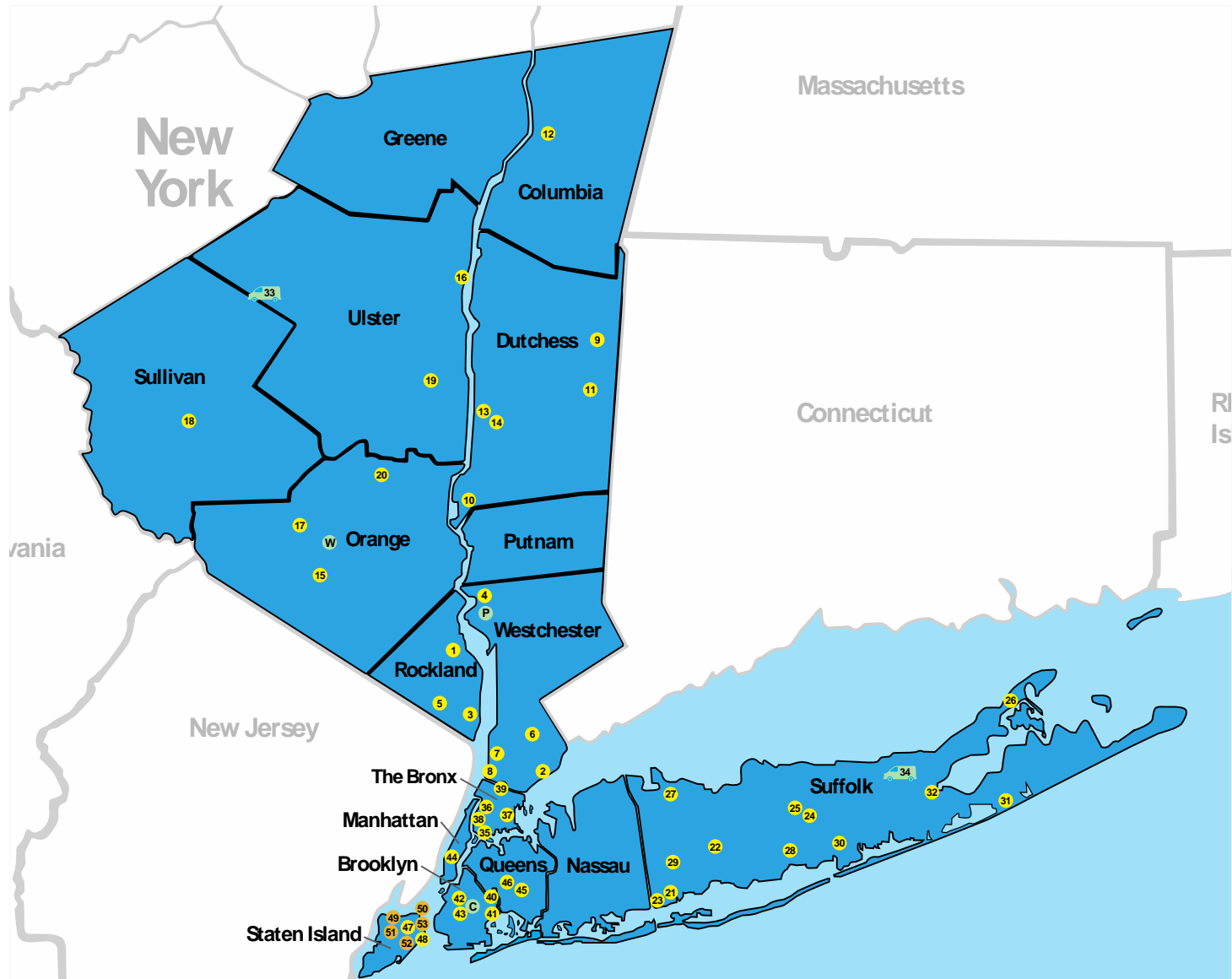
Staffing

Providers, Nurses, and Health Professionals are key in making Sun River Health a leader in providing comprehensive care to our patient population.

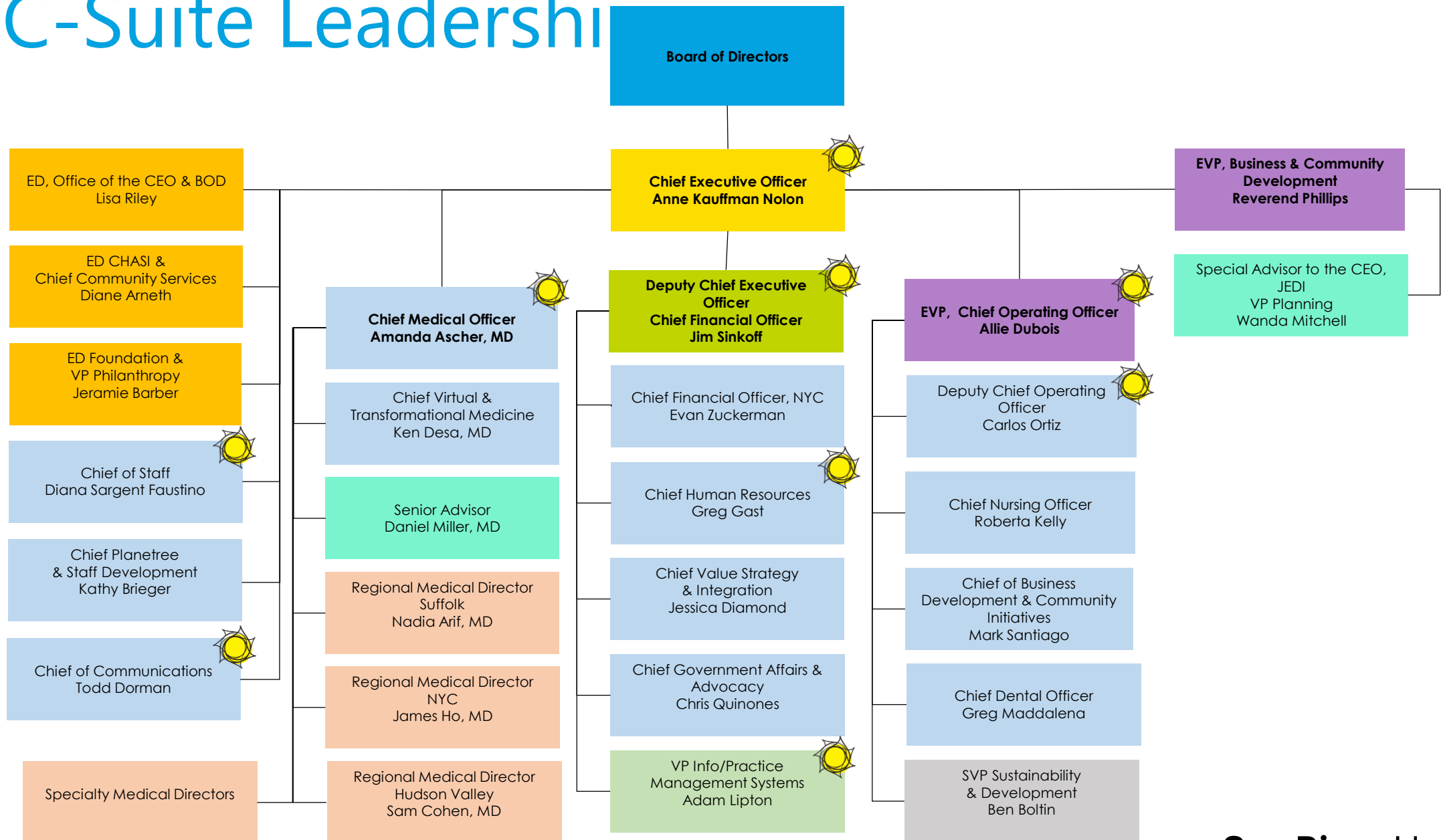
New York State



Network Site Map



C-Suite Leadership



Meet the Best Practice Attendees



Amanda Falick Ascher, CMO



Allison Dubois, EVP/COO



Greg Gast, CHRO



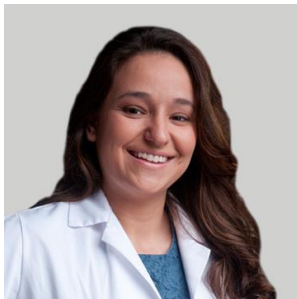
Jim Sinkoff, DCEO/CFO



Anne Kauffman Nolon, CEO



Carlos Ortiz, DCOO



Diana Sargent Faustino, CoS



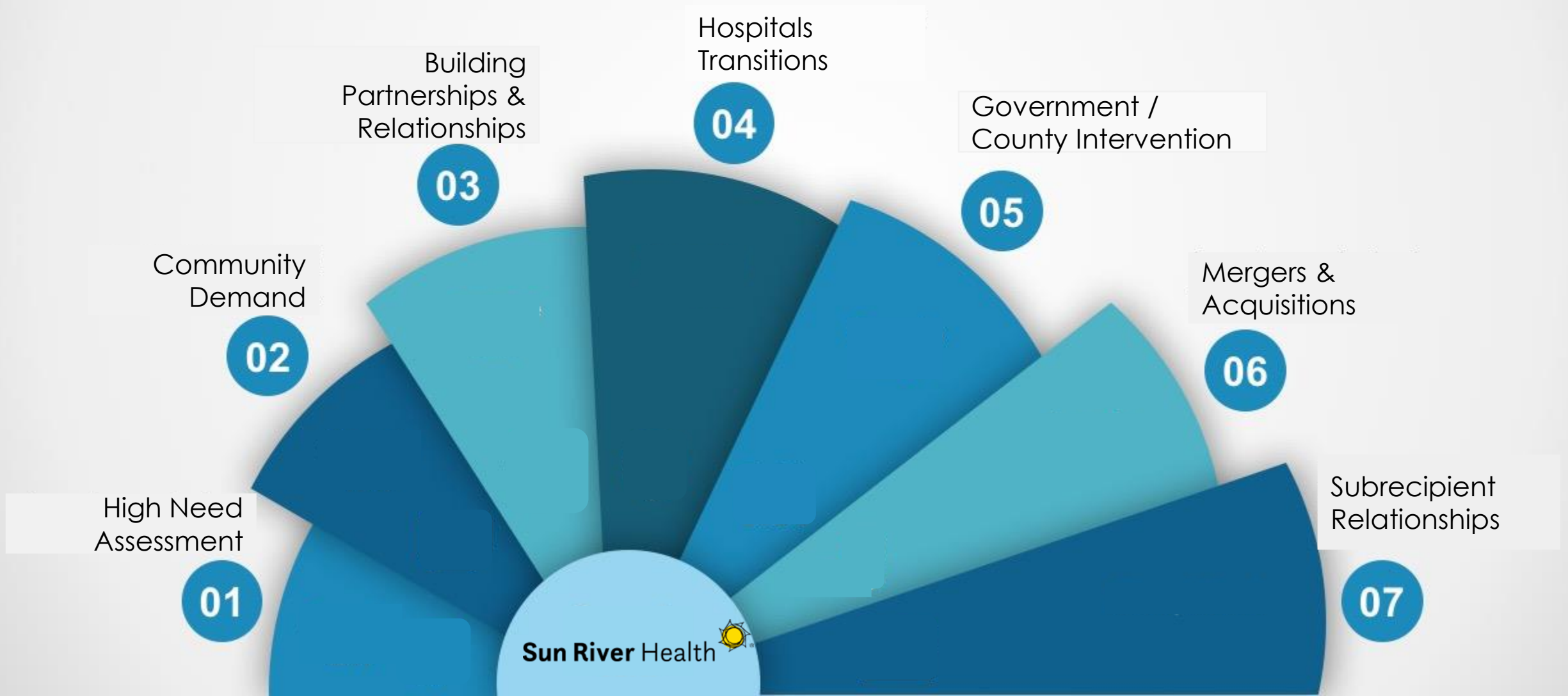
Adam Lipton, VP IS



Todd Dorman, CCO

Our Approach to Growth

Growing Primary Care



Strategic Considerations on Growth



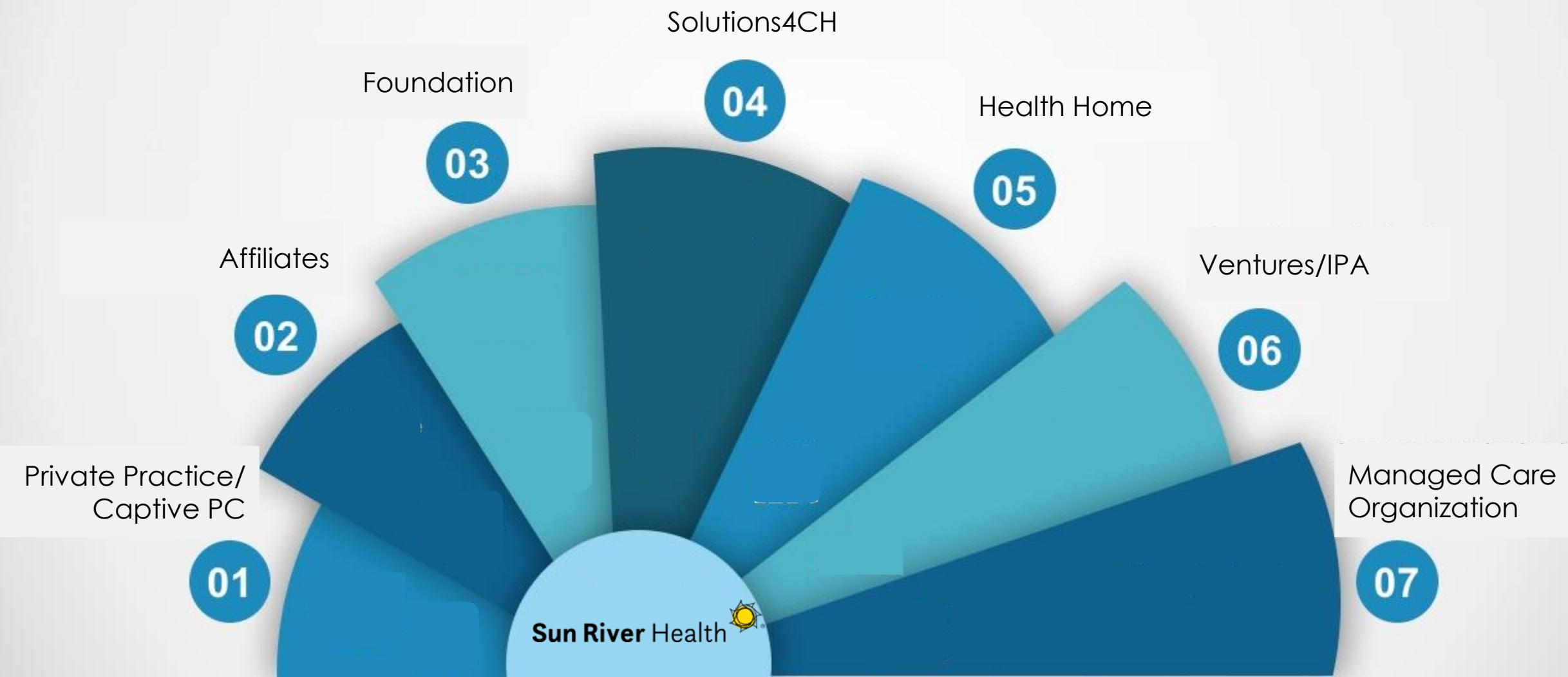
Practical Considerations for Growth



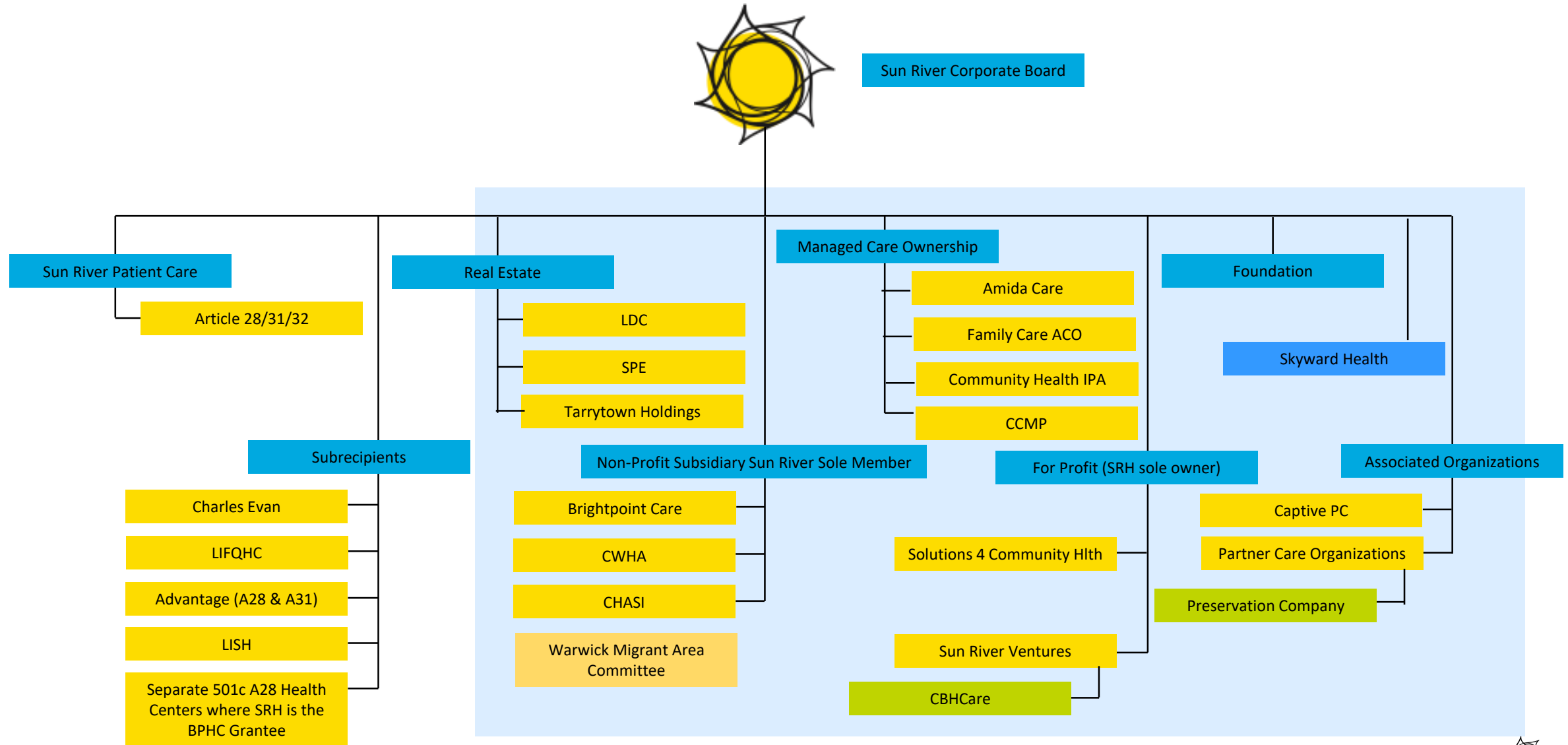
Beyond the 330 Scope

Sun River Growth Strategies

Corporate Approaches



Sun River Health Corporate Structure



Our Strategic Vision

The North Star Vision



The North Star is driven by the quintuple aim and is the vision for what Sun River Health as a high-performing community health center must be

Performance Aligned to the Quintuple Aim

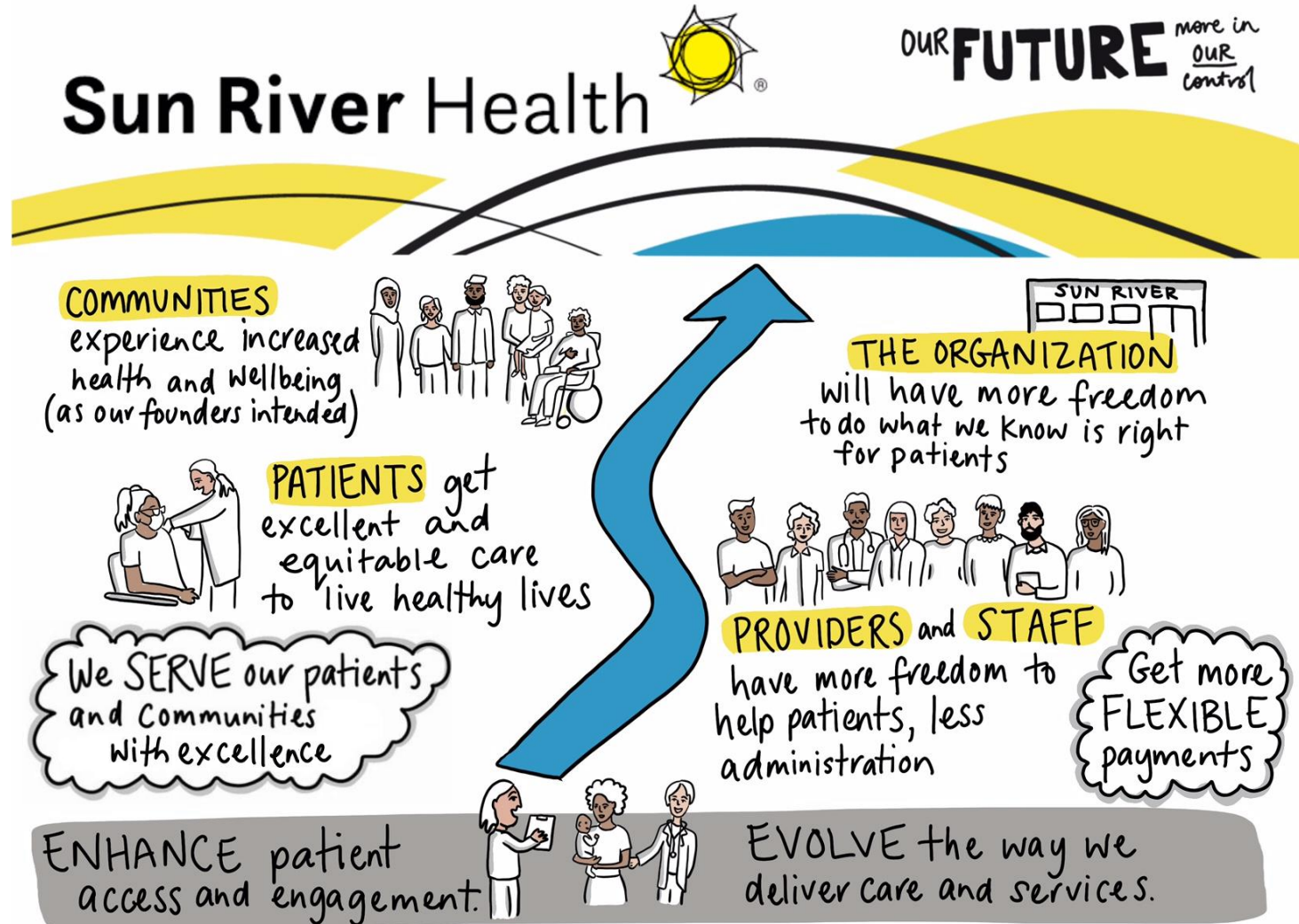
North Star Elements	Metric(s)
Excellence in Healthcare	Composite Quality for Prevention and Chronic Care
Reducing Costs	Shared Savings from VBC contracts Number of patients covered by a VB contract
Community Driven Access	Total Patients Served Total Visits Provided
Care Team Well Being	Staff Turnover Staff Engagement
Enhancing the Care Experience	Referral Intentions (by plan)

North Star Elements	Metric(s)
Improving Population Health	Composite Quality for Prevention and Chronic Care by plan & population
Advancing Health Equity	JEDI Sub metric by category
Financial Viability & Flexibility	Net Profit
State of the Art Systems	Call Answer Rates & Return call time Referral Stat/Urgent ECW Downtime; staff survey tools needed to do your job
Environmental Sustainability & Resilience	Staff Commitment & Carbon Footprint

Improving Population Health: Road to Transformation

Organization-wide transformation that:

- Evolves the way we deliver care and services by recentering care and services on the patient, not the visit
- Enhances how patients can access care and services and how we engage them in our centers and in the communities we serve
- Gives providers and staff more freedom to focus on patients and less on administrative tasks
- Enables us to get more flexible payment to meet the needs of the patients
- Allows us to do more to address social drivers of health (e.g., employment, food security)



The Care You Need, the Respect You Deserve.

Priorities & Trends for 2023

North Star Transformation	<ul style="list-style-type: none">• Recenters care on the patient, not the visit, including services beyond our walls• Recrafts how we access health care dollars to meet the needs of the patients, including social drivers of health (employment, food security)
Access Campaign	<ul style="list-style-type: none">• Recognizes that all transformation begins with the patient provider relationship in the Health Center• Increases access to visits and care for all patients and communities
Primary Care Campaign	<ul style="list-style-type: none">• Advocacy Campaign (including grassroots piece) focused on highlighting the role of FQHCs as THE primary care safety net• Ensures that Health Centers receive reasonable payment that reflects cost and scope and rising costs of doing this work
JEDI (Justice, Equity, Diversity & Inclusion)	<ul style="list-style-type: none">• Builds on foundational view of Health Centers as vehicles for health equity• Enhances our internal and external work to maximize engagement and impact of BIPOC individuals in care delivery and improving outcomes