



Blue Ridge Health Informational Meeting Notes

January 22, 2019

10:00 a.m.

Lake Lure Municipal Center

- I. **Welcome:** Mayor, Kevin Cooley welcomed all of the attendees to the meeting and thanked Blue Ridge Health team for coming and personally meeting with the community stakeholders, churches, schools and outreach leaders.

Mayor Cooley provided an invocation prior to the meeting and the group said the Pledge of Allegiance.

- II. **Introductions:** Mayor Cooley asked attendees to share their name and title, including a brief overview of their organization and any specific topics they wanted the Blue Ridge Health Team to cover.



a. **Community Representatives**

1. **Chimney Rock State Park:** Jane Clark, representing James Ledgerwood, Superintendent*
2. **Chimney Rock Village:** Peter O'Leary, Mayor
3. **Chimney Rock Village:** April Schick
4. **Chimney Rock Village Community Development Association:** Mary Jaeger-Gale, President
5. **Hickory Nut Gorge Chamber Board:** Bob Keith, Laura Krejci, Mary Jaeger-Gale
6. **Hickory Nut Gorge Foundation:** Bob Keith, Present and Pam Keith
7. **Hickory Nut Gorge Outreach:** Hope Wittmer, President
8. **Hickory Nut Gorge Outreach:** Linda Ratschan, Outreach Manager
9. **Lake Lure Classical Academy:** Tom Keever, Executive Director
10. **Lake Lure Classical Academy:** Crystal Redmond, School Nurse
11. **Lake Lure Lakefront Owners Association:** Esther Lusk, President, Dave Lusk Dedicated Volunteer Firefighter/Lake Operations
12. **Lion's Club:** Matthew Dolan, President

13. **Rumbling Bald Resort:** Fran Anderson, Human Resources Manager, representing James Cain, Managing Director

Local Churches were all invited:

14. **Cane Creek Baptist Church:** Dr. Ansel Pace, Pastor
15. **Chimney Rock Baptist Church:** Alex Heafner, Pastor

b. Town of Lake Lure

16. Kevin Cooley, Mayor
17. Shannon Baldwin, Town Manager
18. David Arrowood, Public Works Director
19. Dean Givens, Parks, Recreation and Lake Director
20. Sean Humphries, Police Chief
21. Michelle Jolley, Town Clerk
22. Laura Krejci, Communication/Events Specialist
23. Melodie Potter, Parks and Recreation Maintenance Supervisor
24. Dustin Waycaster, Fire Chief/Emergency Management Coordinator
25. Amy Wright, Human Resources Coordinator

Fire Chiefs:

26. **Chimney Rock Fire Department:** Chris Melton, Fire Chief

c. Blue Ridge Health Team

- Richard Hudspeth, MD – Family Doc, Chief Executive Officer and Chief Medical Officer
Email: rhusdpseth@brchs.com
- Rebecca Mathis – Director of Community Engagement and Outreach
Email: rmathis@brchs.com
- Jackie Antiveros – Outreach Coordinator
Email: jantiveros@brchs.com
- Lee Homan – Director of Marketing and Communications
Email: lhoman@brchs.com
- Kathryn McConnell – Director of Philanthropy
Email: kmccconnell@brchs.com
- Megan Carland – Director of Marketing and Fund Development
Email: mcarland@brchs.com
- Dr. Kate Sloss – Provider at Blue Ridge Health in Lake Lure



3. Blue Ridge Health (BRH) Overview: Rebecca Mathis & Richard Hudspeth

- **Packet Overview**

- Presented a map of Western North Carolina showing BRH locations across the region.
- Flyer (*digital PDF available*) and Rack Card – describing current hours, address, phone number, and current services offered.

- **Blue Ridge Health’s mission statement:** To provide quality healthcare that is accessible and affordable **for all. All means everyone!**

- BRH accepts most insurances, Medicaid, and Medicare. They have a sliding scale for patients who have a high deductible plan or who do not have any insurance. The team emphasized that no one will be turned away due to an inability to pay.
- **Kate Sloss:** Dr. Sloss explained that she had been practicing in the community for many years. She advised that she and her team are still at the practice. She stated that transitions take time and asked the attendees to “bear with us as we learn new software, processes, and figure out the phone system!”
- **Richard Hudspeth:** Dr. Hudspeth added that BRH was a “Gap Fillers”. He added the following:



(Seated on the left, Blue Ridge Health Team, standing - Richard Hudspeth, MD (CEO/CMO, Blue Ridge Health), seated to his right: Kevin Cooley (Lake Lure Mayor), Peter O’Leary (Chimney Rock Mayor, Shannon Baldbin (Lake Lure Town Manager)

- ✓ **Gap Fillers:** “Our role as a Federally Qualified Health Center (FQHC) in this region is to serve as “gap fillers”. We fit in where there is a need. Last year a community children’s dental clinic in Polk County was closing so we kept that location open for that community. MAHEC asked us to take over operations of their location here in Lake Lure to maintain quality healthcare in this community, so we did.”
- ✓ **Transitions:** “We respond quickly to fill needs so, as Dr. Sloss said, bear with us as we work through the inevitable challenges of an administrative switchover.”
- ✓ **MAHEC and Residency:** “We have a residency program through MAHEC that allows new family doctors in the residency program to train at our practices. This program could benefit patients here, in Lake Lure. “
- ✓ **Community Collaboration:** “We want to hear from you about what you need and want to do what we can, time and money allowing, to address the healthcare and healthcare access needs of this community. As we continue to settle in here, please keep us posted on any issues you have so we can work to address them and share your positive encounters too – it keeps us

going.”

- ✓ **FQHC:** “We are a federally qualified health center which means we are held to a different standard than most healthcare organizations. This means the highest quality care, across a comprehensive range of services. It can also mean that some things can take time or need to be done a little differently within the confines of our federal restrictions. “
- ✓ **Going is a Way of Giving:** Blue Ridge Health is a 501(c) (3) nonprofit. “We are not a free clinic. Often times people think they shouldn’t come to Blue Ridge Health because they will be taking the place of an uninsured patient but we truly do have room for everyone. When insured patients come to Blue Ridge Health we are able to take that insurance payout and use it to care for your neighbors who may not be able to afford their care. “
- ✓ **Pharmacy:** “At some locations we have Pharmacies. At this time we are contracted with the Ingles pharmacy. They will help us fill discounted medications for those who need them.”

4. Community Questions with Answers by the Blue Ridge Health Team:

a. **Extended Hours?**

Answer: This may be possibility down the line. We would need to recruit providers so we don’t over tax current provider schedules.

b. **Urgent Care?**

Answer: Our version of this is walk-in appointments. We fill our schedules with pre-booked appointments but do have room for walk-ins. When it comes to needing urgent care or a provider at larger, high-traffic times of year – we can look at ways to support those seasonal needs

c. **Testing?**

Answer: BRH has the same x-ray capability that MAHEC had. We don’t have the capability of doing mammograms on-site but we can do some labs, screenings, and exams. We have an extensive referral network, including partnerships with hospitals. If we can’t take care of it, we can refer you.

d. **Established as a Patient?**

Answer: Once you come and see us, you are an established patient at Blue Ridge Health. If you never went to MAHEC then you will fill out new patient paper work (**available online and at the practice**). If you were a patient at MAHEC, then your provider can see your health record with your permission. We do have the capability of seeing your medical record and medications but only with your permission (which we have a form for).

e. **Electronic Medical Records?**

Answer: Everyone has different systems so it’s not always as easy as you might think to transfer records. It can also only be done with a patient’s permission. We will get your records and input them into our system, if you want us to. And we can share records with other providers – particularly for those who might live here only part of the year and have providers elsewhere. We try to make the transition as seamless as possible but it’s not perfect because of all the different systems in place.

f. **Workers’ Compensation?:**

Answer: This is not something that we have done but since it is a need here, we can explore how to do that in an FQHC model.

g. **Employee Drug Screening?:**

Answer: this might be trickier to accomplish. We can explore options since people are having to go to Asheville now.

h. **Full Scope Family Docs?**

Answer: Comprehensive services means providers who cover a lot of areas – at our locations this has included:

- a. Dermatology screenings and small procedures

- b. Women’s care – pregnancy care, pap smears, breast exams (but referrals out for mammograms)
- c. Cancer Screenings
- d. Dental Screenings and access to our dental services – in Rutherford, Transylvania, Hendersonville and via the mobile dental bus that we recently acquired

i. **Types of Providers?**

Answer: We do have doctors, nurse practitioners, and physician assistants as providers at our locations.

j. **Space for Visiting Specialists?**

Answer: We are always open to sharing space with visiting specialists if a) the need is there and b) there is the room. If the need is there, we will work together with the community to raise the funds necessary to expand the building to accommodate all patient care needs.

k. **School Health?**

Answer: We do have school based health centers in schools but so far we have only established these in larger school districts where some of the larger schools will have BRH locations in them and other schools will send students to those. We want to hear about your unique needs in schools and see how we can help. We recognize the need for strong childhood health services in every community we serve. This includes dental care and behavior health as well as general acute care and medical care (physicals, immunizations, etc.),

- 5. **Announcement:** Mayor Cooley announced that the Blue Ridge Health team would be attending the **February Town Council Meeting on 2/12/19 at 5:00 pm** to provide similar information to the public. Everyone is welcome to attend this meeting and it will also be live streamed on YouTube via the Town’s website.
- 6. **Adjournment:** Mayor Cooley thanked everyone for attending and for their participation and support.