

# 2016-17

## ANNUAL REPORT



**Valley Professionals  
Community Health Center**  
CARING PROFESSIONALS IN YOUR COMMUNITY



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# WELCOME FROM THE CHIEF EXECUTIVE OFFICER



**Terry Warren, CEO**  
Valley Professional Community Health Center

Dear Friends of VPCHC,

On behalf of Valley Professionals Community Health Center, I would like to thank our patients and community partners who have contributed to another wonderful year of success! Through continued support and a lot of hard work, Valley Professionals is able to provide care through seven delivery sites across four rural Indiana counties.

Over the past nine years, Valley Professionals Community Health Center has remained committed to our mission by providing comprehensive integrated healthcare for all, regardless of their ability to pay. Though the health care environment is ever changing, we continue to evolve and expand to ensure various services are available in underserved communities. Valley Professionals' integrated patient-centered care model has made accessing care much more feasible and efficient for patients, who are able to combine treatment in one stop, and for providers, who are able to collaborate effectively in ensuring patients are receiving the best care. Our health centers focus on whole-person care to increase the overall well-being of the individuals and families in our communities. Patients are eligible to receive a variety of services from Valley Professionals, including primary care, behavioral health, dental services, and more. Valley Professionals also offers unique services through patient support, including Patient Care Coordinators, who work in tandem with providers to create a treatment plan that works for the patient and his or her lifestyle, as well as, to provide education on chronic health conditions. In addition, our Community Health Workers are on hand to assist patients with finding affordable health insurance coverage, or locating resources such as food, transportation, or housing.

As you read our 2016 – 2017 annual report, I hope you enjoy learning more about our successes we have experienced during the past year. Thank you for your continued support of our endeavor to help create and support healthier individuals and communities in the Wabash Valley.

Sincerely,

Terry J. Warren, Jr.  
Chief Executive Officer

# VPCHC STAFF

## Directors

Terry Warren	Chief Executive Officer
Eddie McFarland	Chief Operations Officer
Paul Utterback	Chief Financial Officer
Dr. Steven Waltz	Chief Medical Officer
Tiffani Martin	Human Resources & Compliance
Stephanie Jeffery	Quality & Risk Management
Amy Reed	Director of Development
Dr. Julia Wernz	Director of Behavioral Health
Nicole Hall, FNP-C	Director of Clinical Programs

## Physicians

Dr. Aziz Abed, MD, MPH  
Dr. Danielle Cundiff, DO  
Dr. Bing Gale, MD  
Dr. Christopher Fitzsimmons, MD  
Dr. Steven Waltz, MD

## Nurse Practitioners

Beth Fields, FNP-C  
Christi Busenbark, FNP-C  
Gretchen Blevins, FNP-C  
Leslie Batty, FNP-C  
Louwanna Wallace, FNP-C  
Nicole Hall, FNP-C  
Brandi Larson, FNP-C  
Renae Norman, FNP-C  
Nicole Cook, FNP-C  
Tammy Mundy, FNP-C  
Jordan Ryley, FNP-C  
Jessica Bekkering, FNP-C  
Tammy Pearson, FNP-CS

## Behavioral Health

Dr. Paul Taraska, MD  
Dr. Julia Wernz, PhD, HSPP  
Lisa Tincher, PMHNP  
Johnathan Detwiler, MS  
Linda Lonneman, LCSW  
David McIntyre, LCAC  
Megan Neitling, LMHCA  
Sara Ritter, LCSW  
Keith Seegers, LCSW  
Lacey Skwortz, LCSW  
Dana Tinkle, LMHC  
Heather Woods, LMHCA  
Tasha Stevens, RN, LCSW  
Gary Anderson, MS  
Zac Milam, LMHC

## Dental

Dr. Nichole Barnett, DDS  
Jamie Tidwell, RDH



# VPCHC Rockville

Valley Professionals Community Health Center partnered with Waltz Family Practice in Rockville and opened the health center in April 2017, located at 727 N. Lincoln Road, Rockville, IN.

## Increased Health Care Services

Valley Professionals expanded its clinic locations on April 3, 2017 by partnering with Waltz Family Practice in Rockville located at 727 N Lincoln Road. This partnership will ensure continued high quality medical care for individuals and families. Available services include primary care and the treatment of acute and chronic illnesses, health maintenance, wellness exams, disease prevention, and more. The health center accepts commercial and Marketplace insurance, Medicaid, Medicare, and offers a sliding fee scale, based on family size and income for individuals and families without insurance.

"This is truly an exciting time for Valley Professionals as we open our sixth location in the Wabash Valley. Over the past several years, we have striven to improve access to care for the communities we serve by creating convenient locations," stated health center CEO, T.J. Warren. "The Rockville clinic further supports our mission of creating access by opening a second location in Parke County. In the future, our hope is to look at expanding this clinic to accommodate additional providers, such as, physicians, family nurse practitioners, and a psychologist."

Medical providers at the Rockville location currently include Dr. Steven G. Waltz, MD and Family Nurse Practitioner, Jordan Ryley. Dr. Waltz joined Valley Professionals in 2016 as Chief Medical Officer and is a long-time practicing physician in the Wabash Valley, well known by his patients and community. Dr. Waltz was awarded Teacher of the Year by Union Hospital's Family Medicine Residency Program in the fall of 2016. His expertise and teaching continues to complement Valley Professionals' medical team in meeting the primary care needs of the health center's service area and surrounding communities.



Family Nurse Practitioner, Jordan Ryley, is also a long-time Wabash Valley resident. Ryley is a graduate of Indiana State University and holds a Master of Science in Nursing degree from the Family Nurse Practitioner program. In 2018 the Rockville health center will see the addition of local Nurse Practitioner Brandie Ruark. Brandie brings great experience to Valley Professionals and we look forward to her joining our team.

The Rockville health center is open Monday, Wednesday, and Friday, from 7:30 a.m. to 5:00 p.m., and Tuesday and Thursday from 8:00 a.m. to 5:00 p.m. For more information, or to schedule an appointment, please call (765) 569-1123 or visit [www.valleyprohealth.org](http://www.valleyprohealth.org).

# Caring Professionals in your Community.

## Community Outreach

Valley Professionals has enjoyed many festive community events and activities where our team was able provide outreach about our health center and its services! Enjoy a glimpse of those captured moments!



Ivy Tech Say No to Snow 5k



Montgomery County Health Summit



Parke County Fair



Terre Haute Chamber Glow Run/Walk 5k



# VPCHC Board, Staff & Growth

Valley Professionals Community Health Center was established in February 2008. Our organization has continued to grow exponentially, while currently serving patients through seven health center sites in Indiana located in Bloomingdale, Cayuga, Clinton, Crawfordsville, Rockville, Terre Haute and a Mobile School-Based Health Center.

Through the health center's growth, Valley Professionals has increased patient access to care, added a variety of patient care services in response to our population's needs, as well as created jobs and provided economic impact in our communities.

## VPCHC Board

### Board Officers:

<b>Greg Harbison</b>	.....	Board President
<b>Jon Beardsley</b>	.....	Board Vice President
<b>Ronda Foster</b>	.....	Board Secretary
<b>Thomas Frantz</b>	.....	Board Treasurer

### Board Members:

**Lisa Taylor-Franke, Diana Carole Hart, Amy Newlin, Jackie Mathis, Michael Miller, Yale Yager, Jeff Williamson, Gary Cowan, Doug Fauber Jerry Hawkins**

As a non-profit organization, Valley Professionals Community Health Center has an established governing body - the Board of Directors. The Board consists of active and diverse community volunteers who are dedicated to oversee the development of the mission, vision, and values of Valley Professionals.

The Board is comprised of at least 51 percent consumer users of Valley Professionals. Members of the board consist of a variety of expertise and professional backgrounds to ensure effective board performance. These individuals are passionate about providing resources to the community and bringing healthcare services to all who are in need.



## Celebrating Our Providers

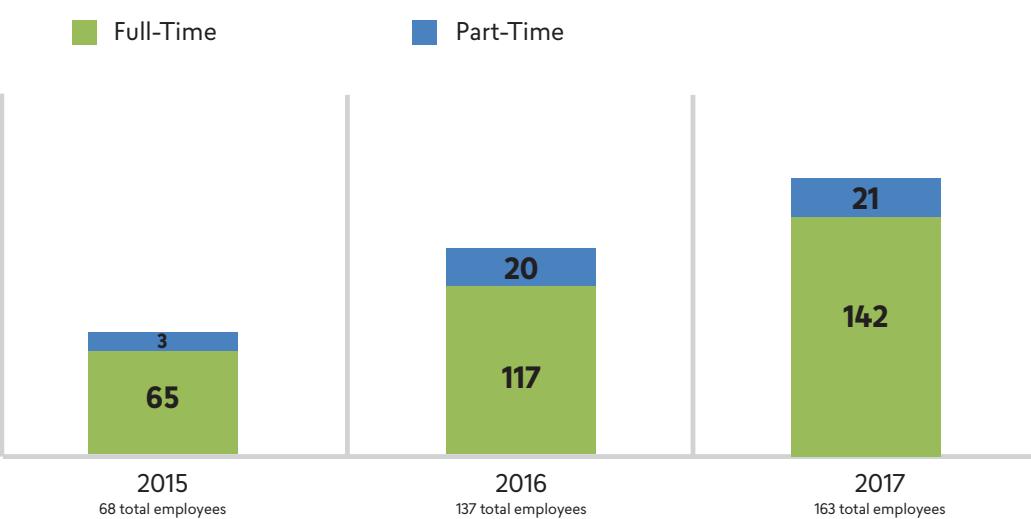
Valley Professionals celebrated the retirement of two longtime family medicine physicians during 2016 and 2017, recognizing the careers of Dr. Steven Macke and Dr. Do Hwang.

Dr. Macke joined Valley professionals in early 2015, while his previous clinical experience included working as a family practitioner at Paris Community Hospital in Paris, IL, Carle Foundation Physicians in Mattoon IL., and Cork Medical Center in Marshall, IL.. Dr. Macke graduated from the University of Illinois College of Medicine and completed his undergraduate studies at Eastern Illinois University. He completed his medical residency training through Rockford Family Medicine Residency Program in Rockford, IL.

Dr. Hwang has served patients in the Crawfordsville area since 1977. During his almost 40 years of practice, he grew a large patient base and served a variety of people. As he inched closer to retirement, he joined VPCHC in August of 2015 to ensure that his patients and employees were well taken care of after his retirement. Dr. Hwang and VPCHC moved his practice to a new location at 1810 Lafayette Road in Crawfordsville , whereby he continued to see patients until his retirement in July 2017.

In addition to celebrating our retiring providers, Valley Professionals also welcomed two new physicians this summer! Dr. Danielle Cundiff, DO and Dr. Christopher Fitzsimmons, MD joined the Valley Professionals team after completing their residency through the Union Hospital Family Medicine Residency program. Their residency experience allowed them to spend time at VPCHC clinics prior to joining the team full-time. Dr. Cundiff and Fitzsimmons are compassionate, caring individuals who look forward to working with their patients and serving our local communities. Dr. Cundiff is currently seeing patients at VPCHC in Clinton, Cayuga, and Crawfordsville, while Dr. Fitzsimmons is seeing patients at Clinton, Bloomingdale, and Crawfordsville.

## Staff Growth



# VPCHC Clinton

Valley Professionals Community Health Center established its first health center in February 2008, located at 777 S. Main Street, Suite 100 in Clinton, IN. This health center location was the first Federally Qualified Health Center established in the Wabash Valley.

## Summer Block Party

Valley Professionals Community Health Center (VPCHC) celebrated one last opportunity of summer fun before students went back to school, as we hosted our Second Annual Summer Block Party on Friday, August 5, 2016 at Sportland Park in Clinton, from 5:00 p.m. to 8:00 p.m. The block party was held in honor of National Health Center Week and was open to the public.

The Summer Block Party featured many activities and fun for all, including, performances by local favorites the Lemon Brothers band, Tumble Mania, and magician Jason Brewer. The event was a perfect opportunity for free family fun, with local community exhibitors, health education and screenings, fun zone, food, and more!

Valley Professionals hosted the event to show our thanks and appreciation for patients, local community members, organizations, and businesses for their continued support, and show the importance of available primary, behavioral health and dental care services we are able to provide in rural areas.

National Health Center Week is celebrated annually, during the second week of August, as part of the national observance of celebrating the success of America's health centers, and raising awareness about the mission and accomplishments of health centers as local solutions for affordable and accessible health care. Health centers serve more than 22 million people nationwide, and are increasingly becoming the trusted provider of choice for many families. Evidence shows patients choose health centers because they are convenient, affordable, and offer a range of services from a team of caring professionals.

"Every day I witness the value our health centers have on our patients, by providing a patient-centered health care home for all," said T.J. Warren, Valley Professionals CEO. "When patients have a primary care provider they can trust, they are more likely to stay committed to their care, which in turn provides a healthier lifestyle. We provide a range of services on site, including primary care services, behavioral health, and dental services. Our patients not only get the care they need under one roof, but they are treated as individuals, with dignity and respect. This is what health care should be, and what we celebrate during National Health Center Week."



## Special Exemplary Project Award

In May 2017, Valley Professionals' addictions service - Valley Addictions Program (VAP) - was awarded a Special Exemplary Project Award at the Indiana Primary Health Care Association (IPHCA) Annual Conference held in Indianapolis. The award honors a notable project that has demonstrated excellence through: 1) advocacy; 2) innovative programs/services/systems that have increased access, improved health care services to the community, or decreased disparities; or 3) collaborative efforts to reach high-risk populations in the community. The project must have also been in effect for a minimum of one year.

In 2015, Valley Professionals piloted this innovative program to help individuals in the community overcome opioid addiction. Rural Indiana has seen a surge in heroin use culminating in increased frequency of emergency room visits, overdoses, arrests, and an HIV crisis emanating from the southern counties. The Valley Addictions Program, also known as "VAP," has the potential to significantly reduce the prevalence of addiction in our community, including, drug-related deaths and arrests.

The innovative service and program that VAP delivers consists of patient care that is coordinated with Valley Professionals' Licensed Clinical Addictions Counselor, Psychiatrist, and the patient's primary care provider to ensure whole person wellness throughout the recovery process. The VAP program has a standard patient intake procedure that involves primary care and behavioral health coordination to decide if the patient is indeed a candidate for substance abuse services; furthermore, the team decides the best approach and individualizes treatment for each patient with a combination of individual and group therapy, support group, psychiatric services, and medication-assisted treatment, also known as "MAT." Patients participating in the VAP program are greatly supported, but also closely monitored to ensure they are compliant with all aspects of the program's requirements. Valley Professionals' psychiatrist oversees psychiatric and MAT medication management, as well as, provides consultation for primary care providers who are treating patients with behavioral health and substance abuse diagnoses. Upon completion of VAP, patients are encouraged to maintain appointments with behavioral health and other recovery support groups for solidarity or to discuss any concerns they might be having regarding their sobriety. Community Health Workers on staff at Valley Professionals are also available to help patients locate resources such as, food, employment, housing, transportation, or help patients find affordable health insurance coverage. Dr. Julia Wernz and the outstanding behavioral health and medical staff at Valley Professionals have demonstrated excellence in clinical leadership through advocacy and collaboration in this exemplary format of patient care.



VPCHC staff attended the Indiana Primary Health Care Association Annual Conference in May 2017.



# VPCHC Bloomingdale

The Bloomingdale health center was established in January 2013 and is located at 201 West Academy Street in Bloomingdale, IN. This health center is unique to its community, serving a population of approximately 335 Bloomingdale residents, and the surrounding areas.

## Immunization Program

In 2017, Valley Professionals is recognizing young patients who are up-to-date on their health through an employee-suggested program that allows children and teens, ages 18 years and under, to be rewarded for receiving their annual well-child examination and are current on vaccinations.

Patients who visit their primary care provider for an annual well-child visit and are up-to-date on their vaccinations will be entered into a drawing during the month of their visit to win a brand-new bike. One winner is selected each month for the organization, which includes health centers in Bloomingdale, Cayuga, Clinton, Crawfordsville, Rockville, Terre Haute, and Mobile School-Based Health Center.

To date, nine patients ranging from ages four to sixteen have won a new bicycle and helmet from Valley Professionals.



Valley Professionals is rewarding our young patients who care about their health! Audra (pictured above, right) and Danny (pictured above, left) both won a shiny new bicycle and helmet from the Bloomingdale and Crawfordsville clinics, respectively, for coming for their annual well-child examination and being up-to-date on their vaccinations.

# Transforming how we care for our patients.



Community Health Workers provide a variety of services to our patients and community members. These services can include assisting with insurance applications and finding affordable coverage, assisting with resources for necessities such as food, clothes, toiletries, and other support.

In June, I met with a patient who was very overwhelmed with medical bills, says Lacey Donna, a Community Health Worker at Valley Professionals. The patient had recently been in the hospital and were enrolled in HIP 2.0. They were receiving medical bills from the hospital, specialists, and radiology and had incurred about \$12,000 in medical bills. The patient was so afraid to open her mail and I was able to help ease that burden as I sat down with them, reviewed each bill and called each provider.

We met every other Friday for about two months to review the bills and contact providers. We were able to reduce those bills to just \$12 in co-payments that were due. The patient was extremely thankful and happy to know she only had to pay a small amount, and I felt amazing for being able to help take that stress off of them. It was profoundly humbling to be able to help someone relieve such financial stress due to medical bills and expenses.

***"It was profoundly humbling to be able to help someone relieve such financial stress due to medical bills and expenses."***

- Lacey Donna, Community Health Worker



## VPCHC Cayuga

Valley Professionals' second health center was established in November 2009 and is located at 703 W. Park Street in Cayuga, IN. Due to the health center's growth and addition of services, the Cayuga office moved from a smaller facility to its current building in 2016.

## Patient Assistance Fundraising

To further provide help to patients in need of assistance or resources, Valley Professionals utilizes its Patient Assistance Fund to help patients who are underserved or in need of support. The health center's Patient Assistance Fund program can provide support for needs such as medical, transportation, or food assistance, as well as other resources that contribute to a patient's well-being. The Patient Assistance Fund is supported by both staff and community-based fundraising opportunities.

This spring, one of VPCHC's Patient Care Coordinators and Community Health Workers were looking for suggestions and brainstorming ideas of how to raise additional funds for the patient assistance program. The Care Coordinator had recently come across a flyer for a town-wide yard sale that was going to be held in Cayuga. This sparked an idea for Valley Professionals to participate in the community event through donated staff items to help raise funds for the patient assistance program. The idea was then shared with the Cayuga staff, who all agreed that it had motivated them to do some decluttering at home and to feel good that their items were helping an important cause. The positive feedback from the small group of staff prompted outreach to the entire VPCHC organization and before long, an overwhelming number of items had been collected for the yard sale.

Community Health Workers worked together through a day of sorting and pricing items for the yard sale. The lead Care Coordinator and Community Health Worker shared that the quantity of items received was unbelievable but what amazed them the most was the quality of items that staff had donated. They noted that social media has made the sale of unwanted possessions so easy, that when they started receiving so many valuable items, they were taken by surprise! The yard sale was going to take advantage of those unwanted items that people either didn't know what to do with or just hadn't gotten around to, but it was evident that staff went out of their way to donate items for the sole purpose of raising money to help VPCHC patients.

The yard sale proved to be a success in many ways, as it helped aid the Patient Assistance Fund, educate the community on the services and resources VPCHC provides, and allow the community to witness Valley Professionals staff in action supporting their local event. The event raised \$280.00 and shared a positive reminder of how dedicated our staff are to serving our patients and communities! (Photos opposite page)

# Caring Professionals in your Community.



## Dental Services

Now providing full-time dental services at the Cayuga health center, Valley Professionals offers preventive, restorative and emergency services, which includes dental exams and screenings, x-rays, cleanings, sealants, fluoride treatments, broken or chipped teeth, extractions, infection, fillings. We also provide dental education to keep patients informed on how to improve their dental health.

Dental services at Valley Professionals provides a primary focus upon the underserved population currently without a dental home. As a safety net dental provider, Valley Professionals offers basic preventive and restorative procedures to those who are most in need. We hope to work with local schools, local dentists, and oral health specialists to help strengthen the dental system, providing care to all regardless of their ability to pay. Valley Professionals will also focus heavily on pediatric disease prevention and education, with the goal of limiting future restorative needs.

It's also important to note how our dental services also tie into primary medical care and behavioral health. When an individual is having health complications, it can affect many areas of their overall well-being. With having each of these services available in one location, it allows our medical staff to work together and treat the patient as a whole, establishing a medical home for them, as well as further developing healthier communities.

Dr. Nichole Barnett, DDS leads the Cayuga dental team, along with both a dental hygienist and dental assistant.

In May 2017, Valley Professionals held a Dental Day event in Cayuga to promote dental services for the community. Patients were eligible to receive a free dental exam, if they had not received an exam in the last six months.



## VPCHC Terre Haute

Valley Professionals Community Health Center in Terre Haute was established in June 2016 and is located on the second floor of the Union Hospital Professional Office Building at 1530 N. 7th Street, Suite 201 in Terre Haute.

### NCQA National Recognition

Valley Professionals recently received recognition through the National Committee for Quality Assurance (NCQA) as a Level 2 Patient-Centered Medical Home for its Terre Haute facility in May 2017. NCQA Patient-Centered Medical Home (PCMH) Recognition is the most widely-adopted model for transforming primary care practices into medical homes for patients.

The NCQA's Patient-Centered Medical Home is an innovative program for improving primary care and is structured as a health care setting that facilitates partnerships between individual patients and their personal physicians, and when appropriate, the patient's family.

In order to receive this recognition, Valley Professionals met rigorous standards set forth by NCQA concerning patient access to care, care coordination, continuity of care and accountability, as well as quality and safety. This 12-15 month-long project included the review of all clinic policies and procedures, as well as the creation and review of many reports on performance outcomes. Some changes that patients may notice include increased access through same day appointment availability, patient education on disease management, and assistance with self-management of chronic conditions.

***“I’m very proud to belong to an organization that is accredited by NCQA as a Patient-Centered Medical Home at our Valley Professionals sites. Our staff has proven to have the passion and dedication to accomplish high levels of quality care for our patients.”***

- T.J. Warren, CEO



## Family Medicine Residency Program

Valley Professionals collaborates and partners with Union Hospital Family Medicine Residency Program, through care of our patients at the Terre Haute health center. Patients see physicians in training, known as Residents. Residents are physicians learning the art and science of family medicine under the guidance and supervision of experienced, board-certified family medicine physicians. The Union Hospital Family Medicine Residency exists to educate and prepare physicians to provide full-spectrum family medicine. By working together, physicians of the Union Hospital Family Medicine Residency Program are able to engage with Valley Professionals' patients and provide valuable hands-on patient care experiences.

## Pregnancy & Family Care Services

A unique service to Valley Professionals' patients includes pregnancy and family care services at the Terre Haute health center. Patients are able to access this care through free pregnancy testing, complete prenatal care with delivery and newborn care, ultrasounds, access to childbirth and breast feeding classes, as well as birth control options and counseling.

All insurances are accepted and financial assistance is available for uninsured and underinsured patients, including immediate pregnancy Medicaid sign-up. The pregnancy and family care services can also provide support through counseling to quit smoking, as well as an incentive program with credits for Helping Hands items.



VPCHC Terre Haute staff celebrate their Patient-Center Medical Home Level 2 recognition.



# VPCHC Crawfordsville

The Valley Professionals Crawfordsville location opened in August 2015 and is located at 1810 Lafayette Rd, adjacent to Franciscan Health Crawfordsville hospital.

## NCQA National Recognition

Also receiving recognition earlier this year through the National Committee for Quality Assurance (NCQA) as a Level 3 Patient-Centered Medical Home is the VPCHC Crawfordsville facility, which received the award in May 2017. NCQA Patient-Centered Medical Home (PCMH) recognition is the most widely-adopted model for transforming primary care practices into medical homes for patients. In order to receive this recognition, Valley Professionals met rigorous standards set forth by NCQA concerning patient access to care, care coordination, continuity of care and accountability, as well as quality and safety.

The NCQA's Patient-Centered Medical Home is an innovative program for improving primary care and is structured as a health care setting that facilitates partnerships between individual patients and their personal physicians, and when appropriate, the patient's family.



VPCHC Crawfordsville staff celebrate their recognition as Patient-Centered Medical Home Level 3.

# Transforming **how we care** **for our patients.**



A Valley Professionals behavioral health provider and Community Health Worker collaborated together to help a struggling patient leave a domestically violent marriage. With a number of resources and support, the patient was able to get out of the relationship safely with their small child. The behavioral health provider and Community Health Worker assisted not only with resources and support, but also with getting the patient involved with the proper authorities, law enforcement, and a strong future plan. After a safe amount of time, the patient came back to continue services at the health center. The patient could not thank the provider and Community Health Worker enough on the assistance and support they provided, bringing the patient to tears of happiness. The patient is currently working a full-time job, going to school and has full custody of their child.

Our Valley Professionals staff continuously goes above and beyond to provide resources and support to our patients, helping them establish and continue individual well-being. The community-at-large may not be aware of all the support services the health center is able to provide, but we are extremely proud of our staff for the sensitivity, compassion, and support that they provide to each patient.

**“Valley Professionals works with many patients and different types of situations. No matter how hard the case is, we work as a team to utilize our resources, provide support and education, and always strive to do our very best for patients.”**

- Becky Myers, Behavioral Health Coordinator



# Mobile School Based Heath Center

The Valley Professionals Mobile School-Based Health Center (MSBHC) is a medical clinic on wheels that currently travels to the four school corporations in Parke and Vermillion counties. The mobile health center began serving students in August 2012. It provides a full range of primary care and behavioral health services so that students can avoid health-related absences and get additional support to help them succeed in the classroom. The mobile health center is staffed by a nurse practitioner, behavioral health provider, and nurse who are ready to provide scheduled, on-site access during the academic day when school is in session. Students and others can be seen for acute problems, such as immunizations, well-child visits, cold, fever, vomiting, congestion, sore throat, flu symptoms, cough, rash, earache, or other similar symptoms. For the mobile health center schedule or information on how to enroll your child for services, visit our website [valleyprohealth.org/mobile](http://valleyprohealth.org/mobile).

***“As a parent, the mobile health center is incredibly helpful and convenient when my student needs medical care. This is a great service and the staff that care for my child are wonderful!”***

- Parent of student enrolled in the Mobile School-Based Health Center





# VPCHC Social Media

Valley Professionals has expanded on social media! You can find us online at [www.valleyprohealth.org](http://www.valleyprohealth.org).

Our website provides details on all Valley Professionals locations, services, medical providers, history and news, and even patient forms and job postings. We've made all this information available at your fingertips!

In addition, you can also find us on Facebook and Twitter. Locate us directly on Facebook at [www.facebook.com/VPCHC](https://www.facebook.com/VPCHC) and follow us on Twitter [@valleyprohealth](https://twitter.com/valleyprohealth).

During late 2016, Valley Professionals launched its first official smartphone apps for Android and iOS! The apps are available for free download through the app store. We hope that our app will be helpful for patients when they need information or to connect with us on the go!

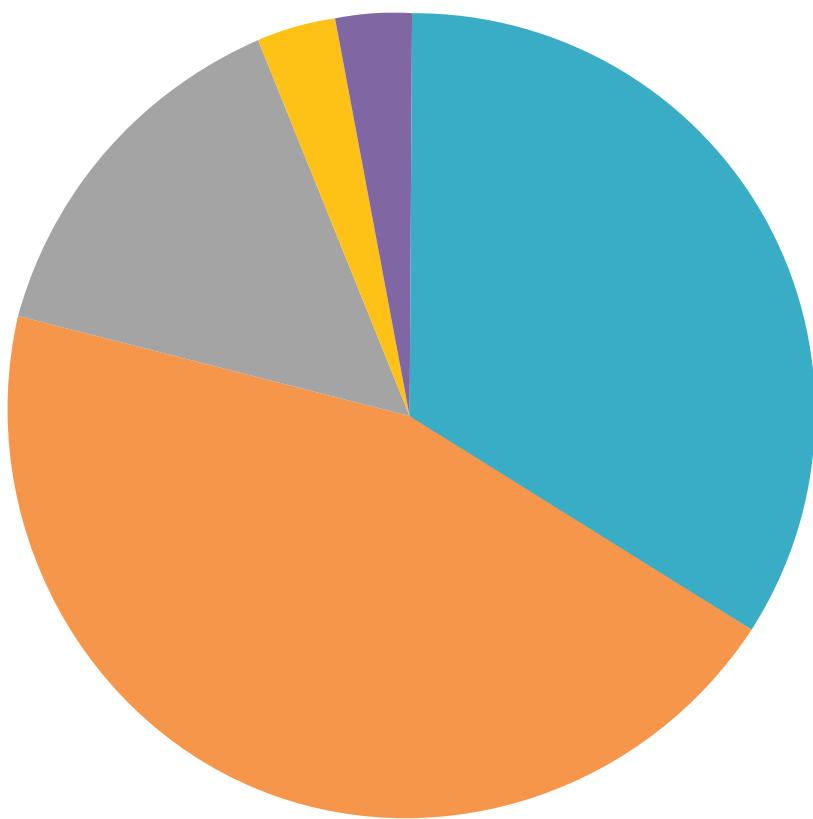




# VPCHC Financial & Grants

## Patient Encounters by Payer

July 1, 2016 - June 30, 2017



Commercial	25,881
Medicaid	32,881
Medicare	11,038
Sliding Fee Scale	2,019
Self-Pay	2,045

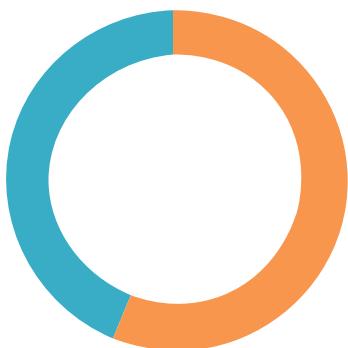
**Total Encounters: 73,164**



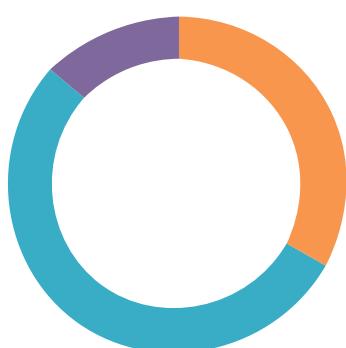
## Patient Demographics

July 1, 2016 - June 30, 2017

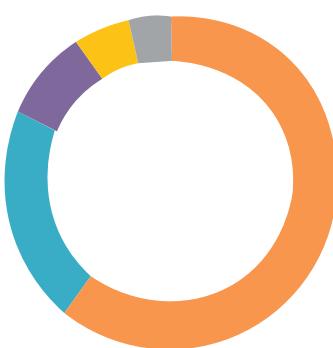
Patient Gender



Patient Age



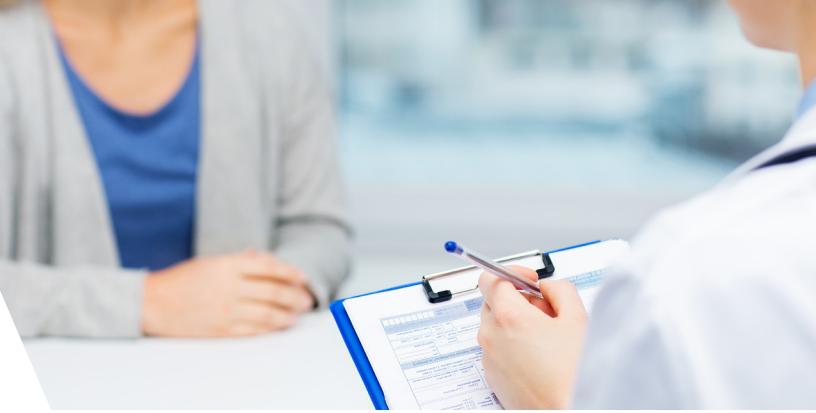
Patient Income as Percent of Poverty Level



## Grant Funding & Awards

Listed below is a brief overview of grant funding and awards that Valley Professionals received during July 2016 – June 2017:

HRSA Community Health Center 330 grant  
HRSA Delivery System Health Information Investment  
HRSA Substance Abuse Service Expansion  
HRSA Quality Improvement Funding  
HRSA Expanded Services Supplemental Funding  
Indiana Breast Cancer Awareness Trust



# Quality Improvement

Quality improvement at Valley Professionals means providing excellent care to our patients while ensuring their safety and satisfaction in a way that gives our health center meaningful results. These results include better patient outcomes, such as being able to assist patients in improving their quality of life through prevention and chronic disease management.

## Clinical Quality Measures

### Childhood Immunizations

\*Children who were fully compliant with vaccines, before turning age 3, had evidence of the disease, or have contraindications for the vaccine documented

\*\*(performance value decreased due to changes in reporting measure)

### Adult Weight Management

\*Patients 18 years and older with a recorded BMI and a follow-up plan is documented

### Asthma Pharmacological Therapy

\*Patients age 5-40 years with a diagnosis of persistent asthma who received or were prescribed an inhaled corticosteroid or another accepted medication

### IVD: Aspirin Use

\*Patients age 18 and older who had an AMI, CABG or PCI in the past 24 months or have an active diagnosis of IVD and have documented use of aspirin

### Hypertension: Blood Pressure Control

\*Patients age 18-85 years with a diagnosis of HTN whose blood pressure was adequately controlled at less than 140/90

### Diabetes: HbA1c <9

\*Patients age 18-75 years with a diagnosis of DM, whose last hemoglobin A1c test was less than 9%

2016 Performance	VPCHC Goal
14%	75%
67%	75%
87%	85%
80%	75%
72%	75%
65%	75%

## Patient-Centered Medical Home

With the addition of VPCHC Rockville in 2017, Valley Professionals' Patient-Centered Medical Home (PCMH) team is moving forward to integrate the guiding principles behind the National Committee of Quality Assurance (NCQA) Patient-Centered Medical Home program within staff workflows. Valley Professionals' Terre Haute and Crawfordsville locations received PCMH recognition in May 2017. The remaining Valley Professionals sites went through the PCMH recognition renewal process throughout 2016 and maintained their previously earned PCMH status. PCMH Levels for VPCHC include: Bloomingdale - Level 3, Clinton - Level 3, Cayuga - Level 3, Crawfordsville - Level 3, and Terre Haute - Level 2.



The NCQA's Patient-Centered Medical Home is an innovative program for improving primary care and is structured as a health care setting that facilitates partnerships between individual patients and their personal physicians, and when appropriate, the patient's family. In order to receive this recognition, Valley Professionals met rigorous standards set forth by NCQA concerning patient access to care, care coordination, continuity of care and accountability, as well as quality and safety. This project included the review of all clinic policies and procedures, as well as the creation and review of many reports on performance outcomes.

## HHS Awards Funding to Improve Health Center Quality

In August 2017, the U.S. Department of Health and Human Services (HHS) announced award funding that will be utilized by health centers for quality improvement. According to a news release from HHS, nearly \$105 million was awarded to 1,333 health centers as an investment in quality improvement, building upon achievements in 2016. Health Centers will use funds to further improve the quality, efficiency, and effectiveness of health care delivered to the communities they serve.

Health centers are receiving these funds to continue improving their services based upon high levels of performance in one or more of the following categories: Improving Quality of Care, Increasing Access to Care, Enhancing Delivery of High Value Health Care, Addressing Health Disparities, and Achieving Patient-Centered Medical Home (PCMH) Recognition. Valley Professionals was the second highest awardee for quality improvement funding in Indiana out of 25 recipients, totaling \$120,000.



# Transforming **how we care** for our patients.



**“That’s what we do here; we work to make our patients healthier in all ways so that they can have a better life .”**

- Jill Slaven, Patient Care Coordinator

When a medical provider referred a patient to me, I was informed of her anxiety and other social challenges, but the patient was ready to lose weight and knew they needed help doing so, explains Jill Slaven, a Patient Care Coordinator at Valley Professionals.

At our first meeting, the patient told me about her situation. I was able to share education on a balanced diet and how we could work to achieve her goals. At the end of our first meeting, the patient asked if we could meet weekly. We met one day a week for three months. At one meeting, the patient asked if I could help her with getting an Emotional Support Animal (ESA). I let the patient know this was a request I had never had before, but as a Patient Care Coordinator, this was something I could try to help her with. After much research, I found an organization that both trains and gives ESAs away for free. I was able to help the patient complete necessary paperwork and put her in contact with the business. Since then, the patient and I still meet almost weekly.

If you were to ask the patient about her life changes since getting an ESA, she exercises and goes to the store by herself, which she would have never done before. She goes for walks in her neighborhood and says that her whole life has changed. Having her ESA helps her stand up for herself when she needs to, makes her feel more secure around strangers, and helps her be independent. The patient always says how thankful she is for all the help that VPCHC and Care Coordinator has given her.



## **CONTACT US**

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## **VPCHC LOCATIONS**

Bloomingdale • Cayuga • Clinton • Crawfordsville  
Rockville • Terre Haute • Mobile Health Center

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