



# 2018

## ANNUAL REPORT



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

*celebrating ten years of building healthier communities in the wabash valley*



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# WELCOME FROM THE CHIEF EXECUTIVE OFFICER



**Terry Warren, CEO**

Valley Professional Community Health Center

Dear Friends of VPCHC,

What a year! 2018 was filled with celebration as Valley Professionals Community Health Center commemorated its 10th anniversary milestone! While a lot has changed over the past decade, the commitment to our mission remains stronger than ever.

In 2008, Valley Professionals only had one location with six small exam rooms and two behavioral health offices. Today, we are blessed to have seven locations in four counties providing comprehensive and integrated primary care, behavioral health, psychiatric care, chiropractic care, and dental service through more than 70,000 patient visits each year – this growth has been significant and vital to the communities we serve.

We hope you enjoy learning about our historical accomplishments and achievements during the past year. Some highlights from 2018 include:

- Implementation of eClinicalWorks as our new Electronic Medical Record
- Hiring of eight new providers to serve our community
- Partnership with Chiropractic Specialists of Indiana to add chiropractic services at our Clinton location
- Valley Addictions Program (VAP) expanded into two more communities
- Crawfordsville clinic moved into a new 17,000 sq. ft. building for improved access

We take pride in the accomplishments highlighted in this annual report and extend the deepest gratitude to our dedicated staff, board members, and community partners for their role in the continued success of VPCHC.

As we look upon the horizon, Valley Professionals is excited for what's to come with future facility expansions and increasing services to meet the growing demands of the communities we serve, while creating a healthier Wabash Valley.

Sincerely,

Terry J. Warren, Jr  
Chief Executive Officer

# VPCHC STAFF

## Directors

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

## Physicians

Dr. Danielle Cundiff, DO  
Dr. Christopher Fitzsimmons, MD  
Dr. Pat Foley, MD  
Dr. Bing Gale, MD  
Dr. Angela Hatfield, MD  
Dr. Steven Waltz, MD  
Dr. Anastasia Yi, DO

## Nurse Practitioners

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

## Chiropractic

Dr. Dion Snider, DC

## Behavioral Health

Dr. Paul Taraska, MD  
Dr. Julia Wernz, PhD, HSPP  
Gary Anderson, MS  
Misha Bennett, LCSW  
Johnathan Detwiler, MS  
Jason Heck, PMHNP-BC  
Alexis Joyner, MSW  
Linda Lonneman, LCSW  
David McIntyre, LCAC  
Zac Milam, LMHC  
Megan Neitling, LMHCA  
Kasi Oxendine, MSW, LSW  
Sara Ritter, LCSW  
Becky Robeson, LMHC  
Keith Seegers, LCSW  
Lacey Skwartz, LCSW  
Tasha Stevens, RN, LCSW  
Lisa Tincher, PMHNP  
Dana Tinkle, LMHC, RPT  
Heather Woods, LMHCA

## Dental

Dr. Brad J. Smith, DDS  
Jamie Tidwell, RDH

# 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 create jobs and provide economic impact in our communities.

## VPCHC Board of Directors

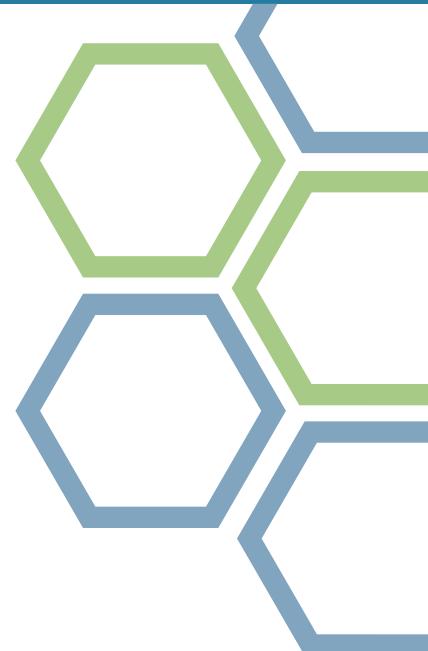
### Board Officers:

Jon Beardsley	Board President
Michael Miller	Board Vice President
Doug Fauber	Board Secretary
Thomas Frantz	Board Treasurer

### Board Members:

**Greg Harbison, Diana Carole Hart, Jackie Mathis,  
Jerry Hawkins, Jeff Williamson, Yale Yager, Cindy Hein,  
Lou Bonomo, Dave Chapman, and Mary Helderman.**

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.



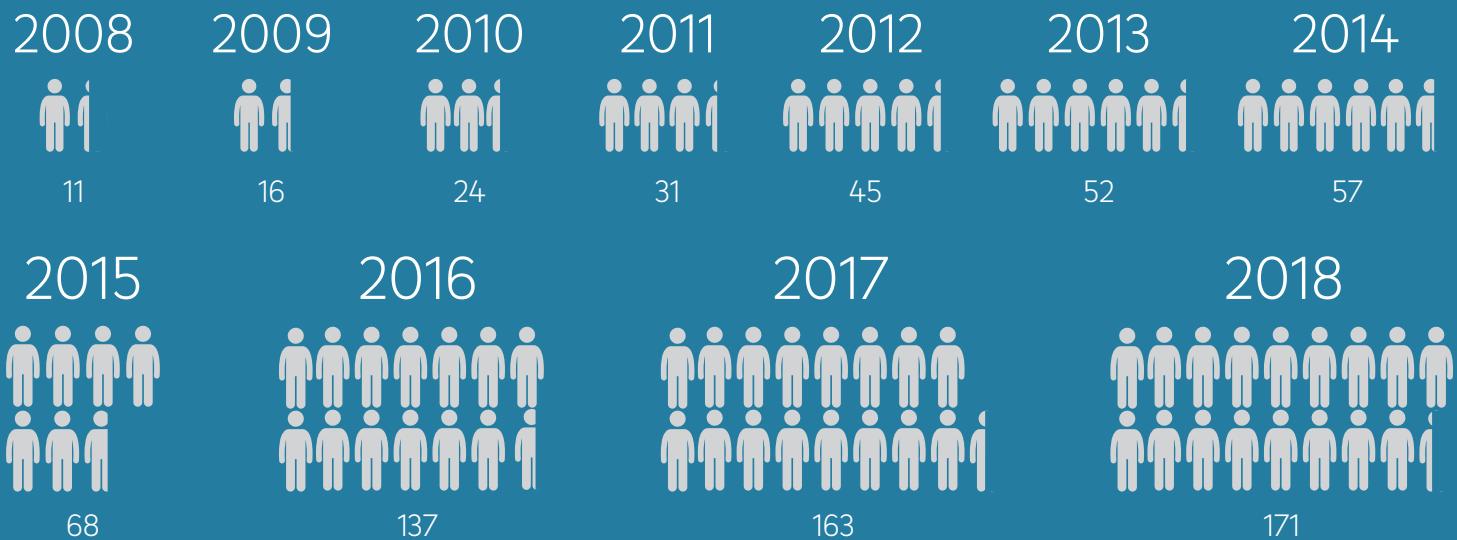
# New Providers



Valley Professionals welcomed many new providers to the team in 2018!

Our new medical providers include: Brandie Ruark, FNP-C; Dr. Angela Hatfield; and Dr. Anastasia Yi. The behavioral health team saw the addition of Jason Heck, PMHNP; Misha Bennett, LCSW; as well as two new school-based therapists, Alexis Joyner and Kasie Oxendine. VPCHC also welcomed a new dentist, Dr. Brad Smith, DDS.

## Staff Growth



Valley Professionals has added over 160 employees to its roster in ten years of operation. It is exciting to see our organization grow and change.

# 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!



Baby & Me – Tobacco Free



Parke Heritage Homecoming Parade



27th Annual Children's Classic Run



National Health Center Week



# Valley Professionals Celebrates 10 Years



Valley Professionals Community Health Center celebrated ten years of growth, expanded services, increased employment and healthier communities in 2018.

Valley Professionals opened its first health center on February 5, 2008, located in Clinton, primarily serving residents of Vermillion and Parke counties. Since that time, the health center has grown to serve communities across four counties in Indiana and the surrounding areas. The health center operates six health center facilities located in Clinton, Cayuga, Bloomingdale, Rockville, Crawfordsville and Terre Haute, as well as a mobile health center.

By visiting Valley Professionals, patients can receive integrated care services under one roof. Services provided include primary health care, behavioral health, dental, and patient support services. Over 18,000 patients were served by the health center in 2018, with 73,527 patient visits overall.

The growth of Valley Professionals has undoubtedly increased access to health care services, provided economic impact, as well as eliminating barriers for vulnerable populations by providing resources for needs such as transportation, health insurance, medication, and food.

"When I took over as CEO in 2015, my vision was and still is, to focus on the opportunities that exist in our community," stated T.J. Warren, CEO of Valley Professionals. "With the help of a supportive board and dedicated staff, I feel we have made great progress towards this vision by creating many new jobs and recruiting very successful providers to our rural underserved areas."

Since opening in 2008, staffed with only 11 employees, the health center has proved to be a strong employer for the local communities. By 2013, the number of employees climbed to 52, including full-time and part-time positions. To date, the health center employs 171 people across all of its clinics.

The health center takes extreme pride in their recognition through the National Association of Quality Assurance as a Patient-Centered Medical Home, which provides all-inclusive primary care that creates partnerships between patients and their family and the primary care provider and health care team. This format of patient care allows the health center to work hand in hand with patients in generating better results of health and wellness, and further creating healthier individuals and communities.

# Locations



## Bloomingdale 201 W Academy Street

Primary Care  
Behavioral Health  
Patient Support



## Clinton 777 S Main St #100

Primary Care  
Behavioral Health  
Patient Support  
After-Hours Clinic



## Cayuga 703 W Park Street

Primary Care  
Behavioral Health  
Patient Support  
Dental



## Crawfordsville 1702 Lafayette Road

Primary Care  
Behavioral Health  
Patient Support  
Dental



## Rockville 727 N Lincoln Road

Primary Care  
Behavioral Health  
Patient Support



## Terre Haute 1530 N 7th St #201

Primary Care  
Behavioral Health  
Patient Support  
Obstetrics

## Bloomingdale Cayuga

est.2013  
est.2009

### Extended Hours

For your convenience, Valley Professionals is open until 8:00pm on Mondays in Bloomingdale, and Wednesdays in Cayuga. By appointment only.



## Clinton

est.2008

### After-Hours Clinic

Valley Professionals in Clinton operates an **After-Hours Clinic** Monday through Thursday from 5:00pm to 8:00pm, as well as **Saturday Clinic** from 9:00am to 1:00pm, for acute patient visits, such as cold or flu symptoms. These walk-in clinics are open to all individuals and families, even if you aren't an established patient of Valley Professionals.

## Crawfordsville

est.2015

### New Location

Valley Professionals in Crawfordsville moved to a new location at 1702 Lafayette Road to accommodate expanding services, including dental in 2019.



## Rockville

est.2017

### Expansion Project

Valley Professionals in Rockville started a project to expand its current facility to make room for additional patients and services. The project is expected to be completed in Spring 2019.



## Terre Haute

est.2015

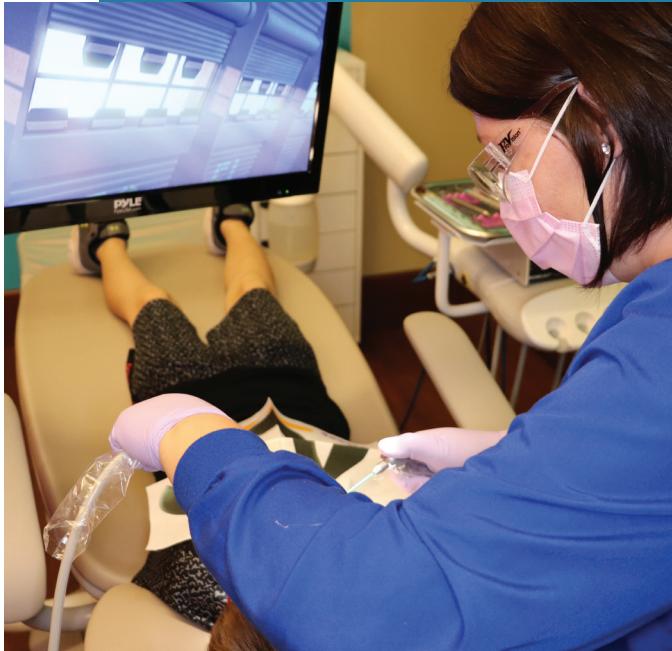
### Family Medicine Residency

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.



# Your Home for Healthcare

Valley Professionals employs an integrated care model allowing clinics to service a variety health care needs under one roof. We are proud to be your home for healthcare, and to offer these services in addition to primary and behavioral health care.



## Dental

Valley Professionals provides dental services at the Cayuga and Crawfordsville health centers. Dental services include preventive, restorative and emergency services, such as dental exams and screenings, x-rays, cleanings, sealants, fluoride treatments, broken or chipped teeth, extractions, infection, and 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 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 also focuses 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. Brad J. Smith, DDS leads the dental team, along with a Registered Dental Hygienist and trained dental assistants.





## Chiropractic

Valley Professionals is proud to offer pain relief to our patients through chiropractic services. Patients can be referred to chiropractic services by their primary care provider. Services are provided by Dr. Dion Snider at our Clinton location, including treatment for:

- Low Back Pain
- Neck Pain
- Headaches
- Carpal Tunnel
- Sciatica
- Muscle aches and pains
- Degenerative Conditions



## Pregnancy & Family 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.



## Valley Addictions Program

Valley Addictions Program (VAP) is a specialized program designed to meet the unique needs of individuals with substance-related disorders. The program's goal is to provide a structured and time-limited treatment which:

- Reduces the symptoms and difficulties associated with substance abuse disorders.
- Develops and maintains a sober lifestyle.
- Repairs the individual's ability to function in the family, at work, and in the community.



# School-Based Services

The Valley Professionals Mobile School-Based Health Center (MSBHC) is a medical clinic on wheels that travels to schools in Parke, Vermillion, and Vigo 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 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



## Behavioral Health

The purpose of school-based services is to work directly with local schools to deliver school-based behavioral health tailored to student needs. These services are for students whose behavioral and/or emotional challenges compromise his or her ability to attend to learning activities. Valley Professionals conveniently provides behavioral health services for students while they are at school. This allows students to receive additional support in a familiar environment. Registration forms are available through the school nurse, school counselor, or online at [valleyprohealth.org/forms](http://valleyprohealth.org/forms).

## Dental

Valley Professionals is making it easier to maintain your healthy smile with school-based dental services. Our dentist and Licensed Dental Hygienist visit local schools to provide dental examinations, cleanings, and education for students while they are at school. For more information, contact (765) 492-8099.

## Meet our School-Based Behavioral Health Providers



# Transforming how we care for our patients.



Valley Professionals provides services to aid patients throughout all stages of life. One of the programs available through the health-center is Baby & Me — Tobacco Free, which aids women in quitting smoking to achieve their goal of delivering a healthy baby. Through this program, Carrie Evans, Baby & Me program director at Valley Professionals, has had the opportunity to change many lives. One of the most prominent experiences focuses around a young future mother who had struggled with a nicotine addiction for years. Upon learning she was expecting a child, she realized that it was time to make a change. Through the Baby & Me program, this patient attended four prenatal sessions where she received help in the quitting process, and after having the baby, attended post-partum visits as well. At each of these visits, since she stayed smoke-free, she also received a voucher for free diapers. This young mother and child were not the only one's impacted; her strength and determination to quit motivated her entire multigenerational home to quit alongside her. This step she took with the program shifted the culture the baby was born into. The Baby & Me program has also helped change the lives of many couples who have quit together to provide a healthier lifestyle for their children. One mom and dad team, motivated by each other and dedicated to their child's health, worked long and hard to quit their habits, realizing that quitting can reduce the child's risk of dying of SIDS, increase the likelihood of a healthy delivery, reduce the risk of miscarriage, and increase the baby's oxygen intake. The father was a truck driver, and as many smokers know, driving can be one of the most challenging parts of quitting. However, with the help of the Baby & Me program and the desire for a higher quality of life, this mom and dad duo kept each other on track, using the resources Valley Professionals provides to be as healthy as possible.

***“The family was so inspired by the patient’s efforts to quit smoking that the other smokers in the household decided to quit alongside her. This completely shifted the culture that the baby was born into!”***

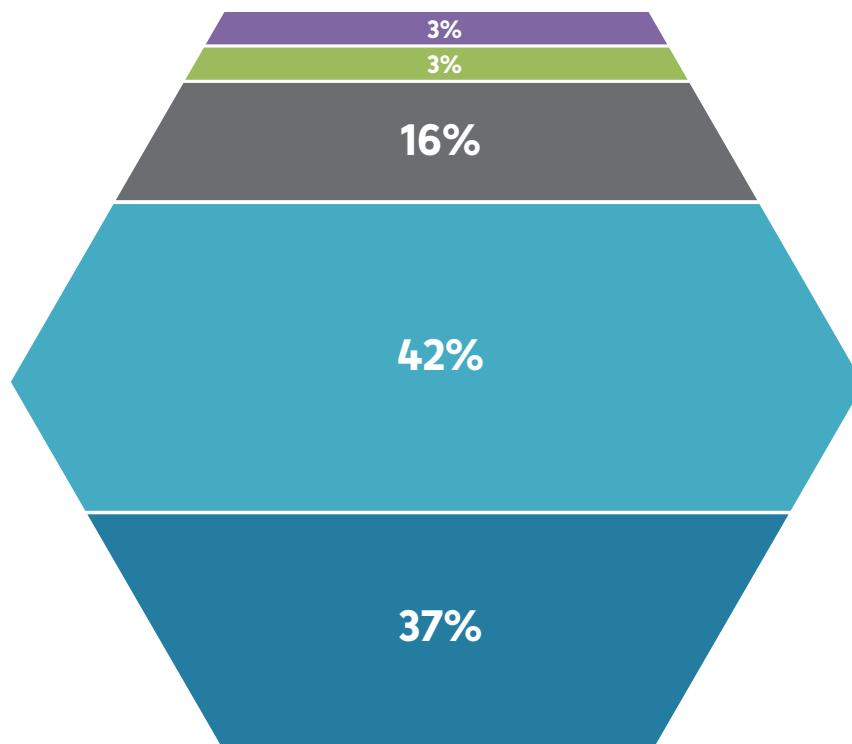
- Carrie Evans, Program Director  
Baby & Me — Tobacco Free  
at Valley Professionals



# VPCHC Financial & Grants

## Patient Encounters by Payer

January - December 2018



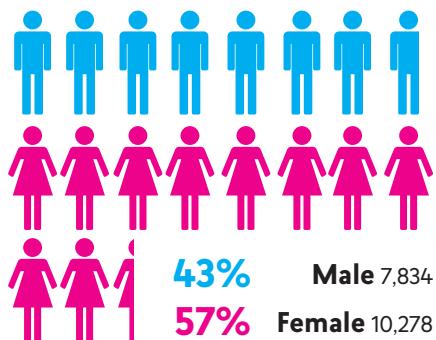
**Total Encounters**  
**73,527**

Self-Pay	2,032
Sliding Fee Scale	2,020
Medicare	11,586
Medicaid	30,978
Commercial	26,911

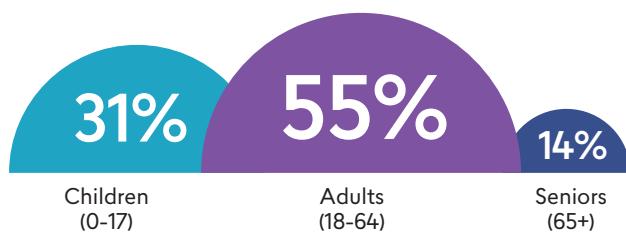
# Patient Demographics

January - December 2018

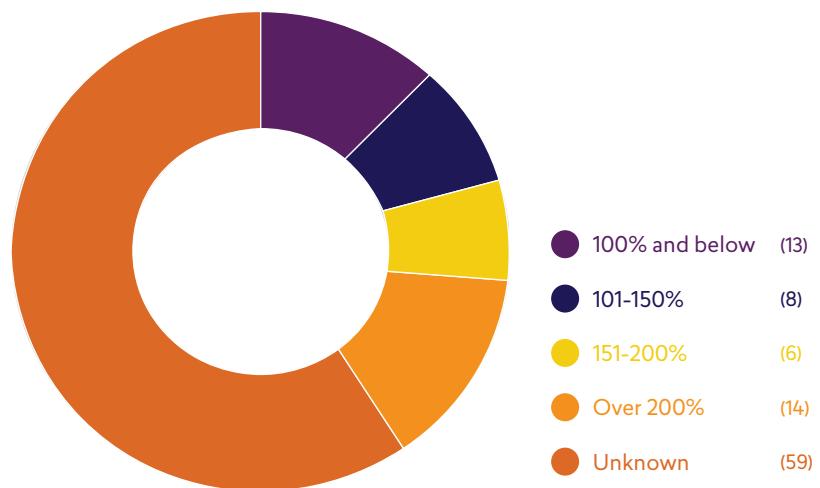
Patient Gender



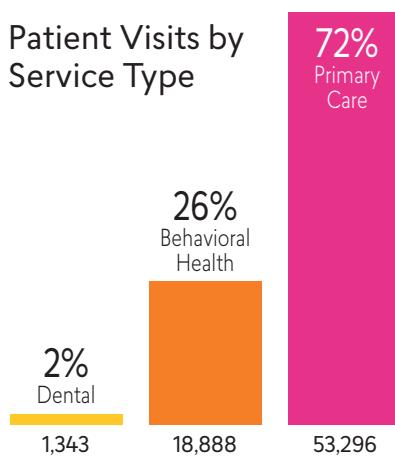
Patient Age



Patient Income as Percent of Poverty Level



Patient Visits by Service Type



Total Encounters: 73,164

## Grant Funding & Awards

HRSA Community Health Center 330  
HRSA Quality Improvement Funding  
HRSA Substance Abuse Service Expansion Funding  
HRSA Delivery System Health Information Investment Funding  
HRSA Access Increases in Mental Health and Substance Abuse Services  
HRSA Expanding Access to Quality Substance Use Disorder and Mental Health Services  
SAMHSA/ISDH Promoting Integration of Primary and Behavioral Health Care  
Indiana State Department of Health Baby and Me Tobacco Free  
Indiana Breast Cancer Awareness Trust  
Western Indiana Community Foundation





# 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

### 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

85% Goal

86% 2018 Performance

### 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.

75% Goal

77% 2018 Performance

### Diabetes: HbA1c <9

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

75% Goal

70% 2018 Performance

### Depression Screening and Follow-up

\*Percent of patients age 12 and older screened for depression on the date of the visit using an age-appropriate standardized depression screening tool **and** if positive, a follow-up plan is documented on the date of the positive screen.

50% Goal

49% 2018

### Well-Child Examinations (3-6 years)

\*Percent of patients aged 3 to 6 years, seen for at least one office visit, who had a documented well-child visit during the measurement year.

65% Goal

65% 2018 Performance

### Adolescent Wellness Examinations (12-17 years)

\*Percent of patients aged 12-17 years, seen for at least one office visit, who had a documented well-child visit during the measurement year.

65% Goal

56% 2018

## Patient-Centered Medical Home

The National Committee for Quality Assurance'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 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. Upcoming in 2019 will include the Rockville site achieving PCMH recognition and the recognized sites going through their annual renewal process to maintain recognition.

# Transforming how we care for our patients.



**Learn more about  
Patient Care Coordinators  
and other Patient Support services  
at [valleyprohealth.org](http://valleyprohealth.org)**

Patient Care Coordinators are your partners in wellness. They work with your Primary Care and Behavioral Health providers to help you improve your overall health and decrease risks of complications.

Over the last year, I have had the great pleasure of working with a patient on a variety of life issues. As a Care Coordinator, I first met the patient for diabetic education, referred by her physician. Her Hemoglobin A1c that day was 8.4 and she weighed over 200 lbs. She had a long history of weight gain and loss, always by "starving herself". We discussed her dietary habits and how to simply manage her Type 2 diabetes. She was eager to learn, but had little understanding on simple changes she could make that would both drop her blood sugar numbers and also help her with weight loss. She followed the changes that we agreed upon and repeatedly over the next months I heard her exclaim "I feel like I'm cheating! I'm eating all the time, I'm never hungry and I keep losing weight!" Over the course of 3 months, she dropped her A1c to 6.8 and at 6 months had lost 37 pounds.

I urged her to get physical therapy to help with the balance issues she had due to a back injury, and we worked to find a place that fit her needs. She strengthened her legs and began walking longer distances again. Her self-confidence grew and allowed her to then begin to address some emotional issues she was struggling with. She grew to enjoy her therapy with our behavioral health clinician and is a support to her family and friends in the community. Our next goal is smoking cessation! This patient is one that brings me joy in my job. As trained nurses, we understand that change is difficult, but have tools to offer anyone who asks.

**"As trained nurses, we understand that change is difficult, but have tools to offer anyone who asks."**

- Beth Turner, RN, Patient Care Coordinator



# VPCHC Social Media & Web

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!

## Follow us on social media



[facebook.com/VPCHC](https://www.facebook.com/VPCHC)

- Daily Mobile Health Center location updates
- News & Events
- Healthy Living Tips



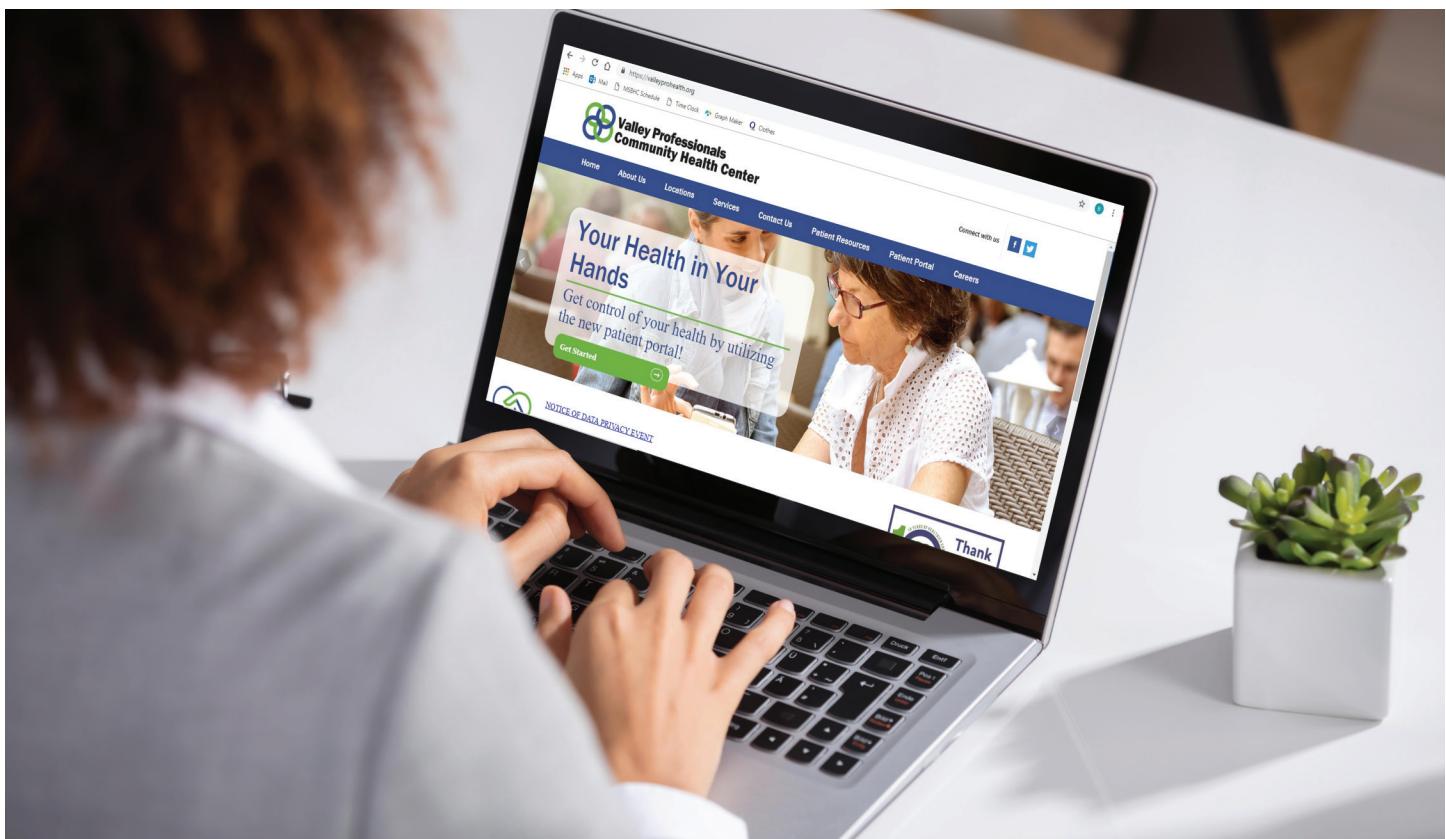
@valleyprohealth

- News & Events
- Updates



Valley Professionals  
Community Health Center

- Commercials
- Healthy Living Tips





# CONTACT US

777 S Main Street #100, Clinton, IN 47842

📞 (765) 828-1003

📠 (765) 828-1030

👉 [valleyprohealth.org](http://valleyprohealth.org)

# VPCHC LOCATIONS

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

## Follow us

f [facebook.com/vpchc](https://facebook.com/vpchc)

🐦 [@valleyprohealth](https://twitter.com/@valleyprohealth)



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