

Wholesome Rx is back in 2020

Enrollment is underway for the second phase of the Wholesome Rx program at Community Health & Wellness Partners.

The program features education classes and prescriptions for fresh fruits and vegetables.

Class size and enrollment is limited. Letters were mailed out the week of February 17 to potential participants who qualify for the program.

CHWP honored with Ohio Success Award

Community Health & Wellness Partners will be awarded with the Ohio Success Award in Columbus on March 13. CHWP is among 13 non-profit and governmental organizations who will be recognized for making a significant impact on the communities they serve.

For a full list of 2020 award recipients, visit <http://www.ohiobusinessmag.com/ohio-success-awards/>

Phone tree getting face lift to line up with Teams

Effective March 2, the phone tree for CHWP will be changed to better direct incoming phone calls to the correct team.

* Press 2 for Team Blue in West Liberty (staff for Dr. Kratz, Josh Usserman, and Leanne Spring).

* Press 3 for Team Red in Bellefontaine (staff for Dr. Miller, Breanna Detrick, Josh Bryant, and Paula Strebig).

* Press 4 for Team Green in West Liberty (staff for Dr. Schmidt, Justin Gildow, and Kristen Davis).

Team Care kicks off March 2

Community Health & Wellness Partners' Team Care model will officially kick-off on March 2.

The Team Care model enables more efficient care coordination for our patients. Each morning team members meet for a Team Huddle, reviewing a Pre-Visit Planning worksheet to identify potential ancillary needs such as in-house resources from our Chronic Care manager, pharmacist, nutritionist, or Behavioral Health team. The meetings can also help identify patient barriers and needs.

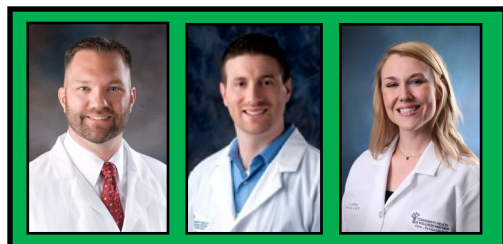
Patients calling CHWP will soon experience updated phone menu options when the Team Care model starts in March. The new Phone Tree will assist callers in directing calls to the appropriate team or department.

Our IT Department has updated the phone lists to reflect these teams as well as set up new teams on Spark (our instant messaging platform) and Office 365 applications for email, calendar, and Microsoft Team meetings.

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In support of our Team Care Kick-Off on March 2, staff members will be wearing a shirt in one of the teams' colors or a CHWP shirt. **Team Red** (in Bellefontaine) are led by Dr. Kenneth Miller, MD, Breanna Detrick, CNP; Josh Bryant, CNP; and Paula Strebig. **Team Blue** (in West Liberty) includes Dr. Charles Kratz, MD; Leanne Spring, CNP; and Joshua Usserman, CNP. **Team Green** (in West Liberty) features Dr. Brian



Schmidt, DO; Justin Gildow, CNP; and Kristen Davis, CNP.

Staff members are making a difference

The staff at Community Health & Wellness Partners are making a difference in not only our patients' lives but also other lives in our community.

CHWP recently crushed a company goal for United Way of Logan County, raising \$8,452 and finishing 24th in the Top 25 corporate and employee supporters. Logan County is the smallest community in Ohio to achieve a \$1 million United Way campaign.

Because of a successful first campaign with United Way of Logan County, all employees were given Christmas Eve off work, and those making pledges were entered in raffles for a chance to win gift cards, 4

hours of PTO, 8 hours of PTO, coupons to our CHWP online gift store, and an opportunity to wear a favorite school or team shirt.

Each month staff members take turns serving food on the first Thursday of every month at our Bellefontaine office through the Second Harvest Mobile Pantry. CHWP partners with the Second Harvest Food Bank of Clark, Champaign & Logan Counties, targeting hunger through the distribution of consumable surplus food.

Added to job descriptions this year is a goal to spend two hours of community service each year. Besides serving food for Second Harvest, additional

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TEAM

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To help celebrate the Team Care model, staff members will have a Lunch Carry in on Monday, March 2 where they can share a food featuring one of the team colors: red, orange, blue, or green.

The teams and colors consist of:

- **Team Red (Bellefontaine):** Dr. Miller, MD; Breanna Detrick, CNP; Josh Bryant, CNP; and Paula Strebis, CNP.
- **Team Blue (West Liberty):** Dr. Charles Kratz, MD; Leanne Spring, CNP; and Joshua Usseman, CNP.
- **Team Green (West Liberty):** Dr. Brian Schmidt, DO; Justin Gildow, CNP; and Kristen Davis, CNP.
- **Team Orange (Russels Point):** Dr. Brian Schmidt, DO; Breanna Detrick, CNP; Justin Gildow, CNP; Josh Bryant, CNP, and Kristen Davis, CNP.

Each team will comprise of the following staff members to assist in patient care:

- Physician
- Nurse Practitioners (CNP)
- Clinical Coordinator (RN)
- Clinical Team Lead (LPN or RN)
- Patient Care Assistants (LPN or MA)
- Triage Nurse

POSITION	TEAM RED-BCHC	TEAM GREEN-WLCHC GREEN	TEAM BLUE-WLCHC BLUE WING
Physician	Dr. Miller	Dr. Schmidt	Dr. Kratz
Nurse Practitioner	Breanna Detrick	Justin Gildow	Leanne Spring
Nurse Practitioner	Paula Strebis	Kristen Davis	Joshua Usseman
Nurse Practitioner	Josh Bryant		
Clinical Coord	Michelle Zedeker, RN	Stefanie Leffler, RN	Stacie Jones, RN
Clinical Team Lead	LeAnn Brunson, LPN	Kandas Thompson LPN	Carol Buck, RN
Pt. Care Assistant	Trisha Burton, LPN	Brooke Marshall, LPN	Robin Connolly, MA
Pt. Care Assistant	Beth Wing, LPN	Lindsey Appel, MA	Megan Helmlinger, MA
Pt. Care Assistant	Stephanie Sylvia, LPN		
Pt. Care Assistant	Nicole Fulkerson, LPN		
Triage	Tammy Wallace RN	Marsha Barga, RN	Susan Cox, RN
Referral	Anissa Roesner	Kim Lehman	Stacey Johnston, LPN
Chronic Care Therapist	Abby Superchi, LSW	Ashley Speert	Ashley Speert
Case Manager	Mandy Wilber	Emma Southwick	Emma Southwick
Psychiatry	Dr. Shellabarger	Dr. Shellabarger	Tracy Detwiler
BH OA Coordinator	Danielle Smith	Danielle Smith	Danielle Smith
Outreach Coordinator	TBD	Melinda Smith	Melinda Smith
OA Bedside	TBD	Nikki Kessler	Jade Campbell
OA Front/Phone	TBD	TBD	Heather Schaffer
Outreach/Eligibility Specialist	Lyndsay Wisner	Lyndsay Wisner	Lyndsay Wisner
Pharmacy	Jason Martinez	Jason Martinez	Jason Martinez
Chronic Care Nurse	Alicia Stafford	Alicia Stafford/Susan Bechtel	Alicia Stafford/Susan Bechtel
Dietitian	Alyssa Kauffman	Alyssa Kauffman	Alyssa Kauffman
Informatics	Danielle Evans	Tim Johnson	Annette Kauffman
Billing	Jessica Page	Kim Broshes	Kim Broshes

- Referral
- Chronic Care Therapist
- Case Manager
- Psychiatry
- Pharmacy
- Dietitian
- Chronic Care Nurse
- Outreach Coordinator
- Outreach Associates

Each team has established goals to help measure success of the Team Care model. Some of the goals – which differ by team – include same day utilization, improving No Show and Missed appointments, and increasing the number of Health Maintenance appointments.

Employees are encouraged to participate in meetings

During our January 20 staff meeting, Tara Bair, President/CEO, encouraged the staff members to provide agenda items for our upcoming quarterly staff meetings and to participate in the various company meetings and community meetings. Displayed at right is a list of CHWP and community meetings and individuals the staff may contact for more details.

Meeting	Date	Time	Place	Contact person
CHWP meetings:				
Staff Meeting	Quarterly: 1/20, 4/21, 7/15, 10/15	Noon	BCHC Link Room	Send agenda items to Heidi Miracle
Lunch & Learn	Once a month (rotating schedule)	Noon	Microsoft Teams	Send topics to Alicia Stafford
Leadership	Tuesdays, every other week	7:30 AM	BCHC Conf Room A	Administration
Executive	Last Friday	8:00 AM	BCHC Conf Room B	CEO
Provider	Once a month (rotating schedule)	7:00 AM	BCHC Conf Room A	Dr. Miller
Policy & Protocol	1st Wednesday	8:00 AM	WLCHC Conf Room	Willie Stoltzfus
Quality	3rd Tuesday	Noon	BCHC Conf Room A	Beth Johnson
Clinical Implementation	Tuesdays, every other week	8:00 AM	BCHC Conf Room A	Jason Martinez
Behavioral Health	2nd Thursday	12:30 PM	BHCH BH Conf Room	Ashley Logan/Andy Stahl
Finance	Last Thursday	Noon	BHCH Conf Room B	Andrew Hershberger
Education	Every other Friday as needed	2:00 PM	BCHC Conf Room A	Beth Johnson/Heidi Miracle
Community meetings:				
Access & Resource Coalition	4th Tuesday	11:00 AM	RTC Employment Services	Emma Southwick/Mandy Wilber
Housing Coalition	2nd Thursday	8:30 AM	TBD	Willie Stoltzfus
Continuum of Care-Homelessness	2nd Thursday	8:30 AM	Union Station	Willie Stoltzfus (same as above)
Medical Harm Reduction Team	2nd Tuesday	3:00-4:00 PM	MRH- N/S Conf Room	Jason Martinez and Abby Superchi
Prevention/Education Team	3rd Wednesday	3:30 PM	MHDAS Board	Ashley Logan
Treatment/Recovery Supports Team	1st Thursday	5:30 PM	First Lutheran Church	Ashley Logan
Healthy and Safe Children	4th Thursday	1:00 PM	Discovery Center	Emma Southwick/Abby Superchi
Suicide Prevention Coalition	1st Tuesday	3:00 PM	MHDAS Board	Ashley Speert
Full CORE	2nd Wednesday	6:00 PM	Union Station	Tara Bair/Ashley Logan
Adult Recovery Court	Every Thursday	1:30 PM	Court House	Mandy Wilber
Family Treatment Court	Every Tuesday	1:00 PM	Court House	Mandy Wilber
Opiate Response Team	TBD	TBD	TBD	As needed
Crisis Incident Stress Management	Quarterly, TBD	Noon		Lara Shoemaker
Logan County Loss Team	TBD	TBD	TBD	Erin Dye/Ashley Speert
FCFC Meeting	4th Thursday-Quarterly	9:00 AM	Larger Discovery Center	Ashley Logan/Tara Bair
COLCAS	Last Thursday	11:30 AM	Union Station	Lindsay Wisner
Transition Framework Team (schools)	Quarterly, 3rd Wednesday	10:00 AM	Ohio Hi Point	Minutes Only
CAB	3rd Tuesday-Quarterly	1:30 PM	Many Rutan Health center	Tara Bair
Chamber Coffee Mtg	1st Thursday	8:00 AM	Native/Sweet Aromas	Willie Stoltzfus/Beth/Lindsay Wisner
Transportation Authority Board	4th Tuesday Quarterly	10:00 AM	RTC Employment Services	Andy Hershberger (January, April, etc.)

STAFF

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opportunities for community service activities are available by contacting Heidi Miracle, Administrative Assistant/Human Resources.

Employees are also encouraged to participate in one of the many committees the company offers such as:

- Quality Improvement,
- Education/Training,
- Policy & Protocol,
- Clinical Implementation,
- Strategic Planning, and
- AdHoc Committees as assigned such as Doors of Encouragement, National Health Center Week, Employee Thanksgiving Meal and other Special Events.

CHWP welcomes new staff

Community Health & Wellness Partners welcomes 9 new staff members to our team.

Joining CHWP on December 9 was Ashley Speert, CM. She is working at our West Liberty office as a Chronic Care Therapist. In 2015, Ashley received an associate's degree in Western Equestrian Studies and a BS in Psychology from The University of Findlay. She is currently working to achieve a Master's Degree in Psychology with a specialty in Applied Behavior Analysis to become a Board Certified Behavior Analyst.

CHWP welcomed Kristen Davis, CNP, on January 13. and began seeing patients on February 3 at our West Liberty office. During her time as an RN, she went to graduate school to become a Family Nurse Practitioner, graduating from Ohio University in spring of 2017. Davis more recently has experience working at an Internal Medicine practice and in urgent care. Kristen will be working April 14, 21, and 28 at our Indian Lake office with Dr. Schmidt and then transition there every Tuesday beginning in May.

Also joining CHWP on January 13 were Kandas Thompson, LPN, Lindsey Appel, and Nicole Fulkerson, LPN. Kandas will be transitioning into a Clinical Team Lead position in May. Lindsey is serving as a MA-PCA (Medical Assistant, Patient Care Assistant), working with Kristen Davis at West Liberty. Nicole is the PCA for Breanna Detrick at our Bellefontaine office.

Outreach Associates who joined the staff this year include Darcy Ramsey, Maya Shelley, and Danielle Smith. Danielle is working with the Behavioral

Health pod at our Bellefontaine office.

Joining the team on February 10 was Mandy Wilber, Case Manager for Team Red at our Bellefontaine site.

Other changes within the staff include Anissa Roesner, who joined the Referral Department as a Referral Specialist effective February 1. She will be working on Team Red at the Bellefontaine site starting in March.

Melinda Smith will be the Outreach/Clerical Coordinator for both the Blue and Green teams at West Liberty. Until the position of Outreach/Clerical Coordinator for the Red Team is filled, Willie Stoltzfus, RN, BSN, and Michelle Zedecker, RN, will be available for Outreach supervisory questions and concerns.

Those serving on the Clinical Leadership Teams will be Michelle Zedecker, RN, and LeAnn Brunson, LPN, on Team Red; Stefanie Leffler, RN, and Kandas Thompson, LPN for Team Green; and Stacie Jones, RN, and Carol Buck, RN, for Team Blue.



ASHLEY SPEERT



KRISTEN DAVIS



KANDAS THOMPSON



LINDSEY APPEL



NICOLE FULKERSON



DARCY RAMSEY



DANIELLE SMITH



MAYA SHELLEY



MANDY WILBER

Employees recognized for achievements

Josh Bryant, CNP, was chosen as the 2019 Employee of the Year at Community Health & Wellness Partners. Josh works at the Bellefontaine office Mondays, Tuesdays and Thursdays and at the Russels Point location on Wednesdays. The award was announced during the company's Thanksgiving meal on November 26.

Congratulations to Alicia Stafford, RN, CAN, on receiving Certification from The Ohio State University as an Ambulatory Care Nurse. Alicia is currently managing a caseload of 91 patients, industry standard if 60-75 patients. She will be rolling out a new model for Annual Wellness Visits (AWV) here in early 2020. This will influence several positive outcomes for CHWP; give patients increased time with a healthcare professional while free-

ing up provider time to treat more patients, increased revenue for CHWP and ensure our patients receive high quality of care and entitled benefits through the AWV, ensure the organization is capturing accurate data to be able to further risk stratify our patients.

Jason Martinez, PharmD, BCACP, has been nominated for the position of Care of Underserved Populations Coordinator with the American Pharmacy Association. Jason presented details about CHWP's Wholesome Rx program at the Ohio Association of Community Health Centers 2020 Annual Conference held in Columbus. Additional presentations include the Annual Pharmacy meeting in Washington DC in March 2020 and at the Ohio Nutrition Academy Annual Meeting with Ohio Department of Health in April 2020.

Behavioral Health Team identifies goals for 2020

The month of January was a month of reflection for the CHWP Behavioral Health Team. In 2019 and so far in 2020, we have accomplished great things as a department. We were BLESSED to be able to add new staff this year.

We now have 2 full time psychiatric providers, a psychiatric RN, 9 Behavioral Health Providers (therapists), 2 Chronic Care Therapists and 1 (soon to be 2) Case Managers. We had almost 9,000 Behavioral Health patient visits and 1,064 of those were new patients! Our patients benefited from our depression screening and interventions. Depression symptoms improved by 60% when the patient received primary care at CHWP in 2019 and it is important to note that this was not just behavioral health patients. This counts patients who saw their Primary Care Provider and received medication or brief intervention.

Regarding Medication Assisted Treatment (MAT), we had another great year! Since start-

ing MAT in 2016, we have increased the number of patients we treated for a substance use disorder using MAT by 78%. We have also increased the number of patients we see for substance use disorders in therapy by 75% in the last year. Another big part of what we do in Behavioral Health is community engagement. We educate local agencies and community members on what a health center is and what CHWP does for our patients. We are also educating the community on prevention strategies they can take to ensure that them and their loved ones are able to stop chronic diseases. In 2019, we met with community members, community agencies and other health centers 68 times.

In 2020, we have identified 4 goals that will continue to carry out CHWP's mission, vision and values. The goals are as follows:

- To increase patient access to our services which will help us eliminate barriers and develop relationships in the community.
- To bridge patient barriers to care which will allow us to welcome patients and

listen to their needs with heart.

- To fill community gaps in care by providing services that are not offered at other agencies. This will allow us to serve with excellence and share best practices by making CHWP cutting edge in behavioral health care.
- Lastly, we are going to carry out the Team Care Model in all clinics and ensure access to all ancillary services using warm handoff appointments. This model hits all 7 areas of our Values.

Through the goals above, we hope to allow our patients — who have not been reached — get the opportunity to receive our services. We will effectively monitor and use our waiting list so that cancellations and rescheduled appointments can be filled.

Also we will lower our no show rate by offering attendance incentives, ensuring patient information for appointment reminders are accurate, using the PRAPARE tool to establish what areas patients need assistance with and tak-

ing action to assist them, and using other appointment options that are being worked out by the Behavioral Health Leadership and Management.

Next, we are planning to start two new programs that meet community needs that other agencies are not able to achieve. These programs are not offered anywhere near Logan County and are going to be a great way to integrate our care, not only within our CHWP clinics but also with other community agencies. Lastly, we want to use the Team Care Model to improve our warm handoffs within all clinics. Last year our warm handoffs went down by 11%. Through our data tracking, we know warm handoffs work so it is imperative to the success of our patients that we use them appropriately.

Overall, we are so very happy with how well 2019 was for Behavioral Health and the MAT programs and we are excited to see what 2020 may bring. We look forward to working more closely with the primary care teams to carry out our mutual goal: *To change lives within our community by eliminating barriers and providing a standard of healthcare that improves the well-being of the whole person.*



Bellefontaine:

212 E. Columbus Ave., Ste. 1
Bellefontaine, OH 43311

Indian Lake:

8200 St. Rt. 366, Ste. 1
Russells Point, OH 43348

West Liberty:

4879 US Rt. 68 South
West Liberty, OH 43357

Phone: 937-599-1411

Fax: 937-599-4128

Website: www.chwplc.org

Parking project at BH Pod

A parking and sidewalk project started February 10 at the Behavioral Health entrance on Columbus Street, Bellefontaine. Link Construction is creating 12 new diagonal parking spaces in front of the Behavioral Health (BH) entrance. During construction, patients with a BH appointment should use the main medical entrance to check in and an associate will bring patients to the Behavioral Health waiting room/lobby area.





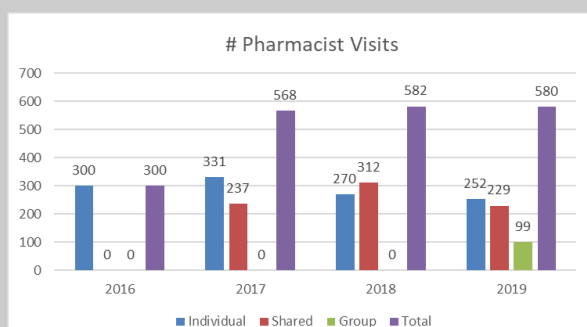
Pharmacy Services Update

Jason Martinez, PharmD, BCACP



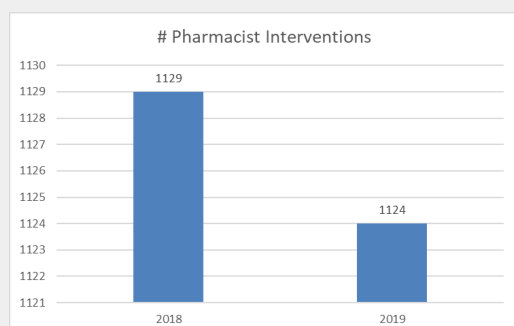
Pharmacist Visits (Year End Report 2019)

Overall, the trend for Pharmacy Services at CHWP over the past two years has been to shift away from individual visits (shown below in blue) and conduct consultations outside of a visit or have shared medical appointments with a medical provider due to staffing multiple locations.



Pharmacist Interventions

Prior to 2018, CHWP only tracked diabetes and hypertension patients. Started tracking all patients in 2018.



Diabetes Education Program Aggregate Data

CHWP has an accredited - through the American Association of Diabetes Educators (AADE) - diabetes education program that providers can refer patients with diabetes to for intensified counseling and medication management. Program accreditation year runs March-March.

340b Update

Through August 2019, since inception, program has saved patients \$4,400,000 compared to retail price. Total 340b scripts in 2019: 3,866 (QTR1), 3,892 (QTR2), 3,845 (QTR3), 3,925 (QTR4).

Brief history and direction of Anticoagulation Services

In 2017, the clinical pharmacist here at CHWP started trending INRs looking at percent of patients in range of INR 2-3, which tended to hover 50-60% per month. During this time, there was also a standardized patient education document that was created and began being distributed to patients. In 2018, our pharmacist looked at various ways of calculating patient level control, rather than population wide, but tracking was proving to be difficult. During the last quarter of 2018, our clinical pharmacist began developing a spreadsheet that would allow for patient level tracking. In 2019, this patient level tracking was completed and is calculated using an advanced excel spreadsheet. Our clinical pharmacist was able to build a spreadsheet to import various data points from EclinicalWorks to help calculate what is commonly known as Time in Therapeutic Range (TTR%) which is a marker of patient level control and likelihood of treatment success. Overall, it is assumed that a higher TTR% is required for mitigating adverse drug events as well as ensuring efficacy, however there is lack of consensus for a benchmark threshold. The most common method in clinical studies is the Rosendaal linear interpolation method. This method adds each patient's time within the therapeutic range and divides by the total time of observation. This assumes that between-test INR varies linearly.

Results from 2018 show our TTR% across our population was 55%. This list was able to ranked by highest to lowest TTR% along with PCP name and number of INRs performed within the year.

During 2020, our clinical pharmacist will continue to trend TTR% and specifically target those patients with a TTR% < 50% for further education at upcoming visits in person/through telehealth. List of all patients, with those patients TTR<50% highlighted will be distributed to providers and Quality Improvement Committee. Our Disease Management team (AStafford, AKauffman, SBechtel, JMartinez) will focus education as deemed appropriate at regular PCP follow up appointments. Clinical pharmacist will continue to trend TTR% quarterly, and note any improvements. During Q1 2020, clinical pharmacist will also analyze all patients prescribed warfarin in 2019 by CHWP to ensure that they are being monitored appropriately. Any outliers will be forwarded to PCP.



Thanksgiving celebration features meal and fun

The staff of Community Health & Wellness Partners were provided with a catered meal on November 26 in celebration of Thanksgiving. A committee helped provide fun games and prizes for staff members. The Employee of the Year was announced by Tara Bair, President/CEO and the event ended with a Pie in the Face Fund-raiser, with proceeds going to families in the community for Christmas. Pictured above is the Behavioral Health staff at a fun picture booth. Clockwise from upper right corner, is Kim Lehman, Referral Specialist, and Carol Buck, RN, competing in a game. Tammy Wallace, RN, smashes pie in the face of Justin Gildow, CNP. Andy Stahl, LPCC, gets Ashley Logan, BH Coordinator, with a pie in the face. Kenneth Miller, MD, and Andrew Hersherberger, CFO, are all smiles during the event. Below are the Outreach Associates who greet patients at our three locations.

