

Walk-in times to expand in 2020

Community Health & Wellness Partners will be increasing its walk-in appointment times beginning in January.

Patients with one acute condition — such as a sore throat, poison ivy, suspected pink eye or UTI — can stop by our Bellefontaine or West Liberty office between the hours of 8:00-9:00 AM Monday through Friday. Our Indian Lake office will be offering walk-in appointments Monday-Thursday from 8:00-9:00 AM.

Please note that the walk-in appointment time is only for illness and is not for medication refills or follow-up appointments.

CHWP employees smash giving goal

Our company-wide goal for United Way was set at \$7,500 and we are at \$8,202! To show gratitude to our staff, our offices will be closed December 24th and 25th for Christmas. Thank you to everyone who has participated this year in the United Way campaign. As little as \$26 a year provides over 55 meals for the Second Harvest Food Truck. In November, we served 85 families who visited the Second Harvest Food Truck at our Bellefontaine office.

Lake office is now closed on Fridays

Please take note that our Indian Lake office will be closed on Fridays. Patients can still call 937-599-1411 for medical questions or to make a future appointment.

CHWP to be featured on MSNBC

The Wholesome Rx program at Community Health & Wellness Partners has drawn national media attention from MSNBC.

Staff from MSNBC visited our Bellefontaine site, filmed one of our Wholesome Rx group classes, stopped by a patient's home, and traveled to Thoman's IGA Super Market in West Liberty on September 18.

MSNBC is an American liberal pay TV network that provides news coverage and political commentary on current events.

The television network is producing a series about Food



Laura Cooper (above) is filmed buying fruits and vegetables she purchased through the Wholesome Rx Prescription food voucher program. Jason Martinez (at left) is interviewed for the series.

in America, and our community health center was selected to represent the Food is Medicine movement, specifically highlight-

ing some of the things we have achieved with the Wholesome

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Using a team approach to improve patient health

Community Health & Wellness Partners is implementing a Team Care model with in-room support to enable more effective, efficient care coordination.

Within the Team Care model, medical assistants and nurses are trained and supervised by a lead care team coordinator and work hand-in-hand with the physicians they support.

A patient's visit becomes a more like team visit. Primary care physicians and care team nursing staff conduct in-person visits with patients together. A visit may begin with a nurse asking the patient about symp-

toms and performing other tasks. The healthcare provider can later join the visit to expand on the patient's history, do a physical exam; and discuss diagnosis, prognosis, and a collaborative care plan.

This strengthens the patient-provider relationship, which helps to deepen the relationship and improve patient and provider satisfaction.

Each morning the team members meet for a Team Huddle and review 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. If a need is identified, the clinical staff can communicate with that resource prior to the patient's visit, providing better care for our patients.

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Rx Prescription food voucher program.

The news series is expected to run Sunday evenings this month or in December.

At the Wholesome Rx class, which was held at our Bellefontaine office on September 18, Pharmacist Jason Martinez, PharmD, BCACP, and Alyssa Kauffman, Nutritionist, shared with participants that the program has helped lower their hemoglobin A1c levels with the highest decrease from one enrollee experiencing a 6.6 percent decrease. There has also been weight loss.

"We've got multiple patients now that have double-digit weight loss," Martinez said.

The Wholesome Rx program will be finishing up November 30 at our three sites. Final surveys and statistics will be calculated in December, so stay tuned for more information regarding the success of this program. Ongoing results were communicated during the group class in September (shown below).

In other news, an article about the Wholesome Rx program appeared in the October 1 issue of American Journal of Health-System Pharmacy. To read the story, visit: <https://academic.oup.com/ajhp/article/76/19/1455/5551425>

Class Attendance and Results

- 84% of enrollees have attended at least 1 Wholesome Rx Class
- 60% of enrollees have attended all 3 Wholesome Rx Classes
- An average of a 0.5% A1c decrease with the highest result of a 6.6% decrease!



New staff members at CHWP

Community Health & Wellness Partners continues to grow with more than 70 employees now!

CHWP welcomed 14 new hires since September.

Joining our staff on September 9 were Melinda Smith, Dawn McCombs, and Kim Krajcik. The three are serving as Outreach Associate Clerical Coordinators. Melinda will be working on Dr. Kratz' team with Josh Usserman and Leanne Spring. Dawn will be working with Dr. Schmidt's team along with Justin Gildow and a new provider joining CHWP in January. Kim will work at the Bellefontaine and Indian Lake offices on Dr. Miller's team along with Paula Strebis, Josh Bryant, and Breanna Detrick.

Erin Dye, LISW, PA-C, started September 9 and began seeing patients at our Bellefontaine office on October 7.

The last week of October, Josh Usserman, CNP, began seeing patients at our West Liberty office. Josh was a student last winter when he worked with Amanda Lollini as part of his graduate training through the University of Cincinnati. He received a master's degree in nursing through UC and was licensed in 2019 through the American Academy of Nurse Practitioners. Josh and his family live in Sidney and are looking to relocate to Logan County. He started with us full-time on October 7.

Also joining our staff on October 7 was Natalie Murphy as an Outreach Associate. Natalie will work primarily at our Indian Lake office.

Two additional Outreach Associates started on October 21: Britani Harless and Jade Campbell. Britani will primarily work out of our Bellefontaine office while Jade will work at our West Liberty office.

Also joining CHWP on October 21 were Megan Helmlinger and Stacie Jones, RN. Megan will be a Patient Care Assistant. Stacie will be one of our Clinical Coordinators. She will be working as a coordinator on Dr. Kratz' team.

Starting on November 11 was Marcia Barga, RN, who will be working in our triage department.

Two licensed practical nurses began on November 11: Brooke Marshall and Stephanie Sylvia. They will be serving as patient care assistants.

Also joining CHWP on November 11 was Tracy McPherson, LPC. Tracy will begin seeing patients on Tuesday, Dec. 3 at our West Liberty and Bellefontaine offices.

- Other changes within the staff include Stefanie Leffler, RN, and Michelle Zedeker, RN, who were both promoted as Clinical Coordinators. Stefanie currently works on the nursing staff with Dr. Brian Schmidt. Michelle currently works as Breanna Detrick's nurse and is serving as the Interim Nursing Supervisor until January when the company moves to a TeamCare model.
- LeAnn Brunson, LPN, has assumed the role of VFC Coordinator.
- Beth Wing, LPN, has taken on the lead for the Reach Out and Read program for CHWP.
- Lindsay Wisner has assumed the position of Outreach Eligibility Specialist. She will assist with outreach events and help patients and non-patients with Medicare eligibility and enrollment.



KIM KRAJCIK



DAWN McCOMBS



MELINDA SMITH



ERIN DYE



JOSH USSERMAN



NATALIE MURPHY



BRITANI HARLESS



JADE CAMPBELL



MEGAN HELMLINGER



STACIE JONES



MARCIA BARGA



BROOKE MARSHALL



STEPHANIE SYLVIA



TRACY McPHERSON



Robson Family Dental staff and CHWP offered a Dental Clinic on October 23.

Dental Clinic offers education

Community Health & Wellness Partners worked in conjunction with Robson Family Dentistry to offer a Dental Clinic on October 23. Robson Family Dentistry saw 17 patients at their location during the clinic.

One of the benefits of the Dental Clinic was an opportunity to educate patients about dental care, nutrition and oral health. Alyssa Kauffman, Dietitian at CHWP, had a display called "Rethink the Drink" and discussed the sugar levels in some popular beverages.

Dental kits were given to each dental patient. The kits consisted of a toothbrush, toothpaste, floss and education on how to brush & floss.

The clinic was available for Logan County residents ages 19 and older who had not seen a dentist in the last year.

Other CHWP staff present at the Dental Clinic were Lyndsay Wisner, Outreach Eligibility Specialist, and Willie Stoltzfus, RN BSN, Special Project Officer.

Pharmacy Services Update

Jason Martinez, PharmD, BCACP



Responding to medication recalls

In late September, two separate manufacturers recalled all quantities and lots of Ranitidine Hydrochloride (Zantac). Ranitidine Hydrochloride is an oral prescription product that can also be found over the counter (OTC) for the prevention and relief of heartburn and/or acid reflux. Several batches of the medication were found to be contaminated with NDMA, which is a substance that could cause cancer.

If you believe you may have received medication impacted by the recall, please contact your local pharmacy.

The FDA recommends that patients taking prescription Ranitidine should continue taking their medication until they talk to their physician or pharmacist about other treatment options. Consumers taking OTC Ranitidine could consider using other OTC products for their condition. Other OTC treatment options include Cimetidine (Tagamet) or Famotidine (Pepcid); but patients are encouraged to speak with their pharmacist regarding what option might be best for them.

You can find general information regarding these Ranitidine recalls, including impacted NDC/Lot numbers, on the FDA website: <https://www.fda.gov/drugs/drug-safety-and-availability/fda-updates-and-press-announcements-ndma-zantac-ranitidine>. The FDA updated the website Nov. 22 to alert patients about recall updates and asking patients to talk to their health care professional about other treatment options if they are taking prescription ranitidine and wish to stop.

If you have any further questions, please do not hesitate to call one of our nurses at 937-599-1411 option 3.



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

Reach Out and Read provides books for children

A national reading program called Reach Out and Read is expanding to our Bellefontaine site this winter. The program is currently being offered for our patients at our West Liberty and Indian Lake offices.

Reach Out and Read delivers vital information about the importance of reading at pediatric and well child checkups. At a well child appointment, we can offer developmentally-appropriate books to take home. Various books are available for children from birth to age three, which is a period of critical brain development.

Beth Wing, LPN, will be leading the Reach Out and Read program for CHWP. CHWP distributed 106 books in 2018.



80 percent of a child's brain is formed in the first three years of their life. Independent, peer-reviewed studies indicate that the Reach Out and Read program improves language ability in young children.