



COMMUNITY HEALTH  
& WELLNESS PARTNERS  
*Care... To Live Life Fully*

# Community Report

**We provide the care you need to stay healthy. Our team of dedicated health care providers adapt with your needs to prepare for the journey ahead.**

*We provide the care you need to stay healthy.*

## WHEN THERE IS A NEED, WE RESPOND.

Our community confronted an extraordinary year and braved the trials of the 2020 COVID-19 pandemic. Health care organizations across the nation were faced with an entirely new set of challenges, and Community Health & Wellness Partners (CHWP) was ready, prepared, and able to lead the charge in our response to COVID-19.

Upon declaration of the national pandemic in March 2020, CHWP immediately implemented our existing Emergency Preparedness Plan. This plan gave our staff the blueprint to respond to the crisis of a lifetime. The plan established the ground rules and guidelines for communication, identifying areas within our organization as “safe” or “vulnerable” and how best to work within the confines of pandemic restrictions – having no idea where it would lead, when it would end, or if it will end. Like all of you, the lives within CHWP changed daily as we responded to restrictions of staying at home, social distancing, wearing protective equipment, adhering to COVID-19 protocols if symptomatic or asymptomatic, home schooling, layoffs, and loss.

Within three days of Ohio’s former health director, Dr. Amy Acton, first imploring Ohioans to “stay home” and the national pandemic being declared, CHWP implemented telehealth services to serve our patients without interruption. As the year progressed, telehealth became just another delivery of our care system to meet our patients where they are. As telehealth continues in our organization, we are looking at new ways to serve patients with electronic resources to improve and/or manage patient illness or disease.

CHWP strives to fill gaps within our community rather than reinvent. In response to the COVID-19 National Alert, CHWP created a “surge” clinic at our Bellefontaine location. The surge clinic allowed us to stand ready to support our community partners and the residents of Logan County during those early days of “surge” risk. When the “surge” potential for our community seemed less of a threat, CHWP quickly reinvented the space into a sick bay, COVID-19 testing clinic and now a COVID-19 vaccine site.

While we adapted our care model to meet the challenges of COVID-19, our strategic initiatives moved forward. We opened a school-based health center in West Liberty-Salem Schools and have a new health center underway in Urbana, OH. We remain focused on removing barriers to care and have purchased a mobile primary care unit, which is set to arrive spring of 2021. This mobile unit will be out in our community, serving patients with primary care and behavioral health services after meeting the vaccine needs of our community.

Our integrated approach to patient care, be it primary care, behavior health, pharmacy, disease management or nutrition services, gave CHWP patients quality, well-rounded care by their entire health care team. This approach continues as CHWP engages patients through population health initiatives, including electronic communications via texting, patient portal, social media, online registering, and document completion. To learn more, visit [www.CHWPCares.org](http://www.CHWPCares.org).

We were prepared for the unprecedented and continue to move forward with initiatives to enhance patient care and engagement. We will continue our forward-thinking approach to health care as we focus on the needs of our patients and the communities we serve. We are a health care partner for patients on their journey to becoming healthier – today, tomorrow, and beyond.



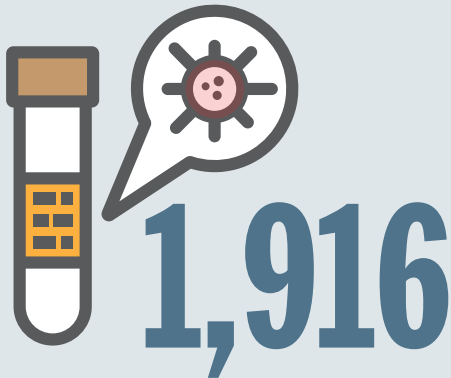
Tara Bair,  
President/CEO

**Primary Care • Behavioral Health • Pharmacy • Disease Management • Nutrition**

# CHWP PROVIDES RAPID COVID-19 RESPONSE

For more information on our COVID-19 vaccine or to schedule your appointment, please visit [CHWPCares.org](https://chwpcares.org).

## COVID-19 TESTING CLINIC



Total tests performed in 2020

Now offering  
**COVID-19 vaccines**

Visit [CHWPCares.org](https://chwpcares.org) to  
schedule your COVID-19  
vaccine today.



## OUR SERVICES

In our quest to provide the highest level of care for our patients, we aim to treat the whole person. This means innovating new methods to push the boundaries of the way traditional health care is delivered. We have expanded services beyond primary care to include behavioral health, chronic care management, pharmacy and nutrition – and that is only the beginning. We help patients find more affordable solutions for their particular medical plan. When we uncover a barrier a patient is facing, we find a solution.

### General Primary Care

- Health Maintenance Exams/Physical Exams
- Chronic Care Issues
- Acute (Sick/Urgent) Illnesses
- Women's/Men's Health (All Ages)
- Infant/Children/Adolescent
- Post-Hospital Follow-Up

### Chronic Disease Management

- Diabetes
- High Blood Pressure
- High Cholesterol

### Integrated Behavioral Health

- Depression and Anxiety
- Family and Child Issues
- Substance Use Disorders
- Other Mental Health Issues

### Pharmacy

### Medication-Assisted Treatment Program

- Substance Use and Addictions
- Vivitrol and Suboxone Prescriptions

### Nutrition

### Dental (Referral)

### Discounted Drug Program (340B)

### Family Planning

### Immunizations (Free for Uninsured Children)

- Vaccines for Children (VFC) Program

### Laboratory/EKGs

### Shared Visits with Provider

### Respiratory Therapy

### Sports Physicals

### Vision Screenings

### Social Services

### Outreach Eligibility for Marketplace

### Community Outreach Events



# CHWP EXPANDS LOCATIONS

Community Health & Wellness Partners (CHWP) is expanding its number of health care centers. Despite a global pandemic, CHWP continued to improve access to health care and to enhance the delivery system of patient-center medical care to the 14,000 patients who are living and working in our five-county radius.

## Onsite health care clinic opens at local school district

Studies have shown that students who receive school-based health care have fewer long-term health issues and experience improved academic outcomes. To keep school-aged children healthy, CHWP opened a school-based health center at West Liberty-Salem Local Schools.

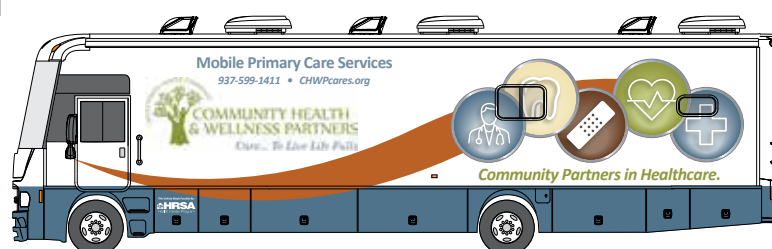
The school-based health center provides access to health care for all children whose parents have given permission, regardless of insurance coverage or ability to pay. The health center is staffed by the school's nurse, Jennifer Douthwaite, a certified nurse practitioner (CNP), and Beth Wing, a licensed practicing nurse (LPN). Both are employees of CHWP. Students may visit the center for primary care needs, such as regular check-ups, prescriptions, and appointments to address injuries or the onset of other health issues.

## New location to open in Urbana

Later this year, a new CHWP Urbana location is slated to open. The \$2 million restoration project will begin at the former Q3 Johnson Manufacturing Company building, located at 605 Miami Street. The building's first floor will be home to CHWP's newest community health care center and offers primary care, behavioral health and all ancillary services.

## Mobile COVID-19 testing and vaccine unit coming soon

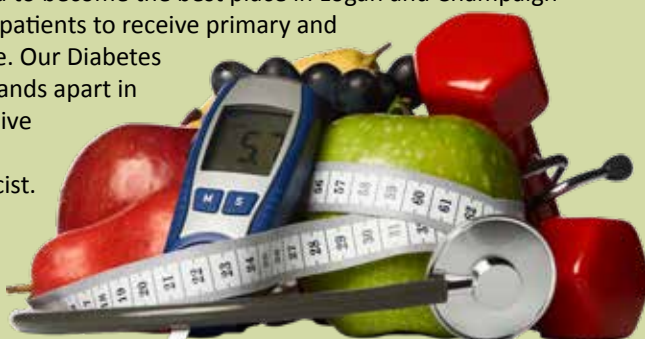
This spring, Community Health and Wellness Partners also will launch its new mobile care unit to offer the community non-traditional ways of delivery quality health care. Initially, CHWP will use the mobile care unit to administer COVID-19 vaccinations and testing. Efforts, such as these, have proven to help eliminate patients' barriers to care.



# CHWP ONE OF FIRST TO LAUNCH POPULATION HEALTH DEPARTMENT

## Program advances diabetes education in our community

On June 4, 2020, Community Health & Wellness Partners became one of the first health centers to have a Population Health Department, further advancing our mission of providing innovative initiatives that improve patient outcomes. Population Health is responsible for planning, organizing and managing assigned population health efforts, which include care coordination, case management, disease management and transitional care programs. Its primary goal is to expand diabetes education so that every patient with an A1C above 9 percent receives education in 2021 and to become the best place in Logan and Champaign counties for diabetes patients to receive primary and behavioral health care. Our Diabetes Education Program stands apart in that our patients receive support by a nurse, dietitian and pharmacist.

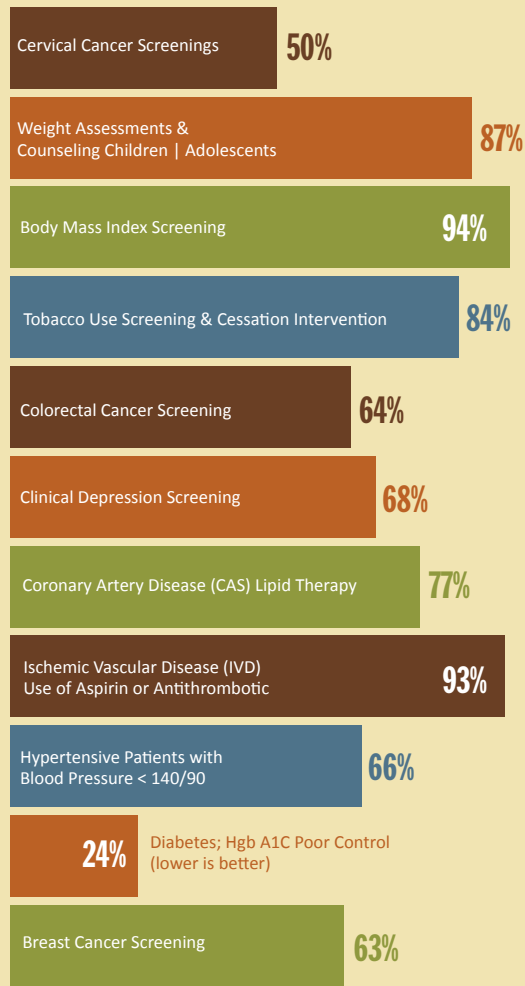


**53%** Patients enrolled in Diabetes Education Program who reduced their A1C levels

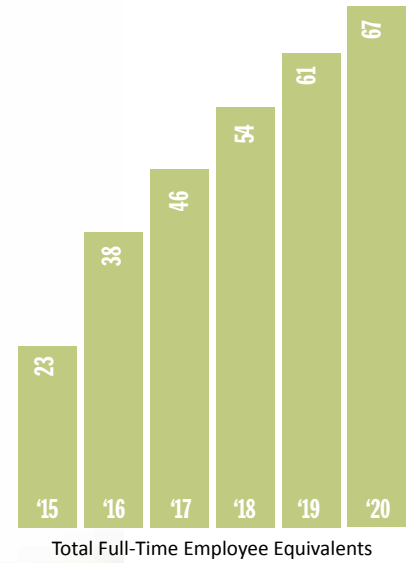
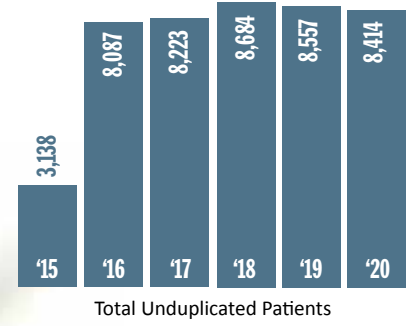
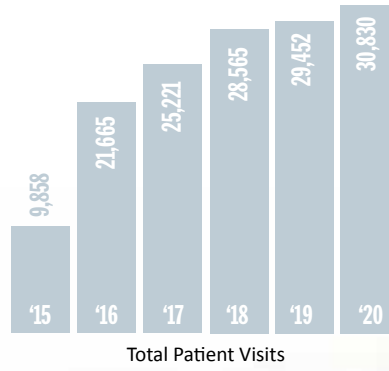
Patients enrolled in Diabetes Education Program who reduced their blood pressure **37%**

**58%** Patients enrolled in Diabetes Education Program who had weight reduction

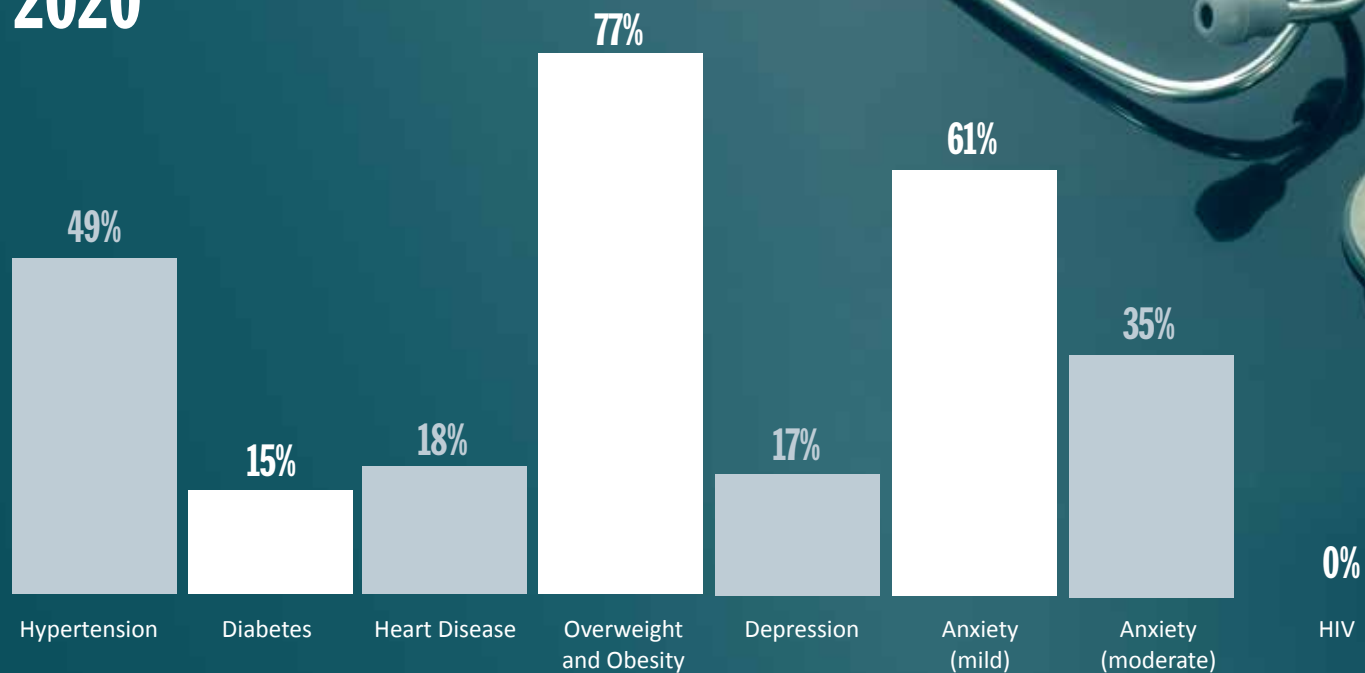
## PREVENTATIVE HEALTH SCREENINGS & SERVICES



## CHWP ECONOMIC IMPACT



## TREATED MEDICAL CONDITIONS 2020



# WHOLESOME RX PROGRAM DELIVERS WHOLE FOOD GOODNESS

At Community Health & Wellness Partners, promoting healthy behaviors and disease prevention are essential to our care model. Quality primary care is just part of the equation. Providing patients access to resources, such as healthy fruits and vegetables, can make a difference for some in their battle to lose weight or maintain healthy blood sugar levels.

In 2020, our Wholesome Rx program delivered significant results, because we adapted to a new patient care model. CHWP distributed more than \$40,000 in vouchers for fresh fruits and vegetables, and patients reported significant improvements. The program, which features education classes and prescriptions for fresh fruit and vegetables, shifted online. Participants could watch videos, download recipes and take surveys to receive their vouchers.

At the end of the program, 90 percent of participants reported knowing more about how fruits and vegetables impact their diabetes, and 97 percent reported they felt that their health improved.

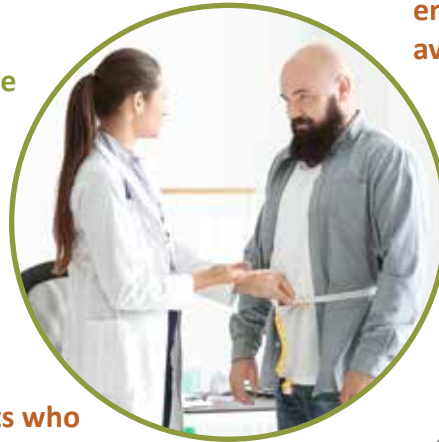
## WHOLESOME RX PROGRAM RESULTS



**74** Number of patients who enrolled in the program

**60%**

Percentage of patients who had no change or saw a decrease in their hemoglobin A1C, since enrollment with an average decrease of 0.8%



**47%**

Percentage of patients who had weight loss – of those 23% lost at least 10 pounds

**37 pounds**

Total weight loss reported by one patient enrolled in Wholesome Rx



## PHARMACY

**\$7.7 million**

Total medication cost savings to patients since inception using 340B program

**18%**

Patients tested who were using a medication that their body could not process for the intended effect



# CHWP OFFERS TEAM CARE BEHAVIORAL HEALTH SERVICES

Community Health & Wellness Partners’ behavioral health team continues to make exceptional strides with our focus on a team approach to health care.

CHWP integrates behavioral health services into the primary care visit, so that our behavioral health staff can address our patients’ needs by meeting with them and their primary care physician – all in one visit, one location and at one time. We address patient concerns related to:

- Stress/life problems
- Coping with medical issues and chronic diseases
- Pain management
- Risky behavioral changes
- Marriage and family concerns
- Healthy lifestyle changes
- Sleep problems
- Mental health concerns
- Substance use

At CHWP, we actively engage our patients as full participants in their care. And depending upon the specific patient need, a team-based approach may include a combination of physicians, nurses, pharmacists, case managers and other health care professionals.

This year, CHWP served 25 percent more behavioral health patients through a combination of in-person and telehealth visits. In addition, no-show rates dropped dramatically from previous years.

During a year of uncertainty, CHWP kept moving forward, expanding programs such as Medication Assisted Treatment and finding unique, innovative ways to deliver patient care.

64%

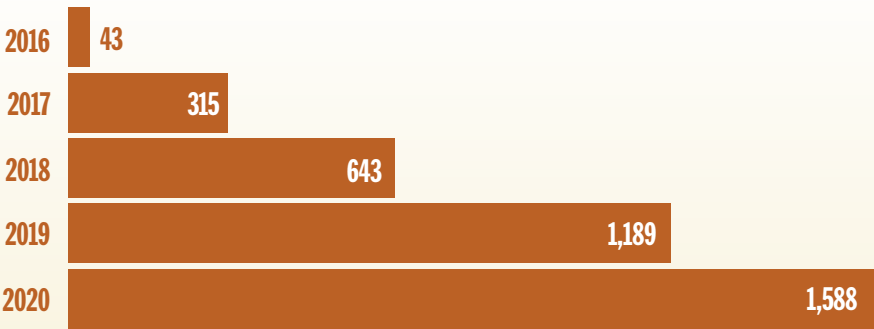
Percentage of behavior health patients who participated in telehealth appointments in 2020

1,053

Number of behavioral health patients seen via telehealth (video and phone visits) in 2020



## BEHAVIORAL HEALTH PATIENTS SERVED



## MEDICATION ASSISTED TREATMENT

17%

Increase in patients treated from 2016 to 2020

62%

Percentage of patients in therapy who reported a decrease in their depression symptoms through integrated primary care and behavioral health interventions



# CHRONIC CARE MANAGEMENT PROGRAM KEEPS PATIENTS HEALTHY AND SUPPORTED



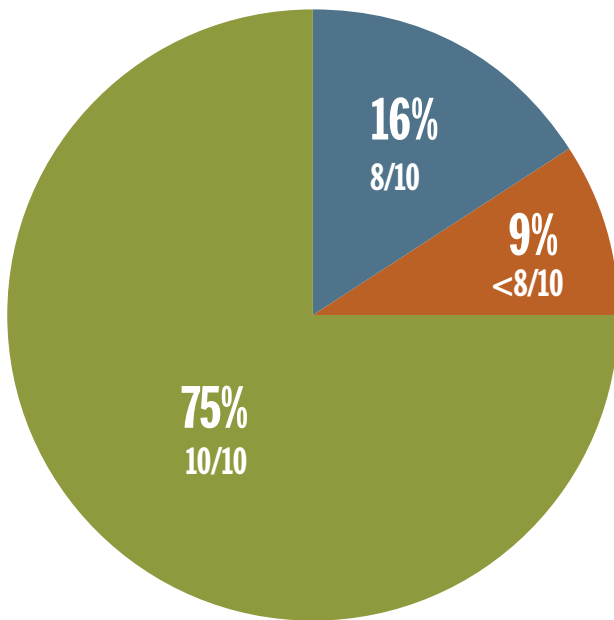
Community Health & Wellness Partners offers a Chronic Care Management (CCM) program that provides extra nurse involvement and medical care to patients who have difficulty managing their chronic diseases alone. The nurse-driven program partners with patients to create individualized chronic care services that promote each patient's ability to live successfully with chronic illnesses.

CCM patients receive access to a dedicated nurse for closer follow up. Patients can utilize devices, such as continuous glucose monitors, scales, blood pressure cuffs, and International Normalized Ratio (INR) machines, to help monitor their care between visits to the office. These services have been extremely helpful in delivering quality care to our patients during the pandemic while keeping them safe at home.

The chronic care management program is available to all CHWP patients. At CHWP, chronic care services are offered to any qualifying patient, regardless of their insurance type.

## CHRONIC CARE MANAGEMENT HELPS PATIENTS LIVE SUCCESSFULLY

Survey of patient satisfaction with the service, on a scale of 1-10. The following were the results, along with patient comments.



*"I think it makes me mindful. I check my BP and pulse daily and I am more conscious about eating and exercising."*

*"I like it better than I thought I would. I like the feeling that someone cares."*



# \$183,046

Total amount from 2019 to 2020 that our Ohio State Insurance Assistance Program volunteer saved community members as they were choosing their health plans during the insurance open enrollment period.



## PATIENT SURVEY RESULTS

98%

**Patients who would send family and friends to Community Health & Wellness Partners**

94%

**Patients who feel Community Health & Wellness Partners helps them make healthy lifestyle changes**



### The Mission of Community Health & Wellness Partners

*To provide quality, whole-person, patient-centered medical care to anyone and everyone in our community.*

#### **Bellefontaine**

212 E. Columbus Ave., Suite 1  
Bellefontaine, Ohio 43311

#### **Indian Lake**

8200 St. Rt. 366, Suite 1  
Russells Point, Ohio 43348

#### **West Liberty**

4879 US Rt. 68 South  
West Liberty, Ohio 43357

#### **West Liberty-Salem Local Schools**

7208 US Hwy 68 N, Suite 2  
West Liberty, OH 43357

Phone: 937.599.1411

Fax: 937.599.4128

Information reported is through 2020.

## TEAM CERTIFICATIONS

### **Batterers Intervention**

Tracy McPherson, LPCC  
Andy Stahl, LPCC-S LICDC

### **EMDR**

Tracy McPherson, LPCC  
Jordan Thurman, LISW-S  
Kristen Lewis, LPCC-S

### **Licensed Independent Chemical**

**Dependency Counselor**  
Andy Stahl, LPCC-S LICDC

### **Certified Application Counselors/ Certified Market Place**

Darcey Ramsey, OEC  
Ashley Speert  
Emily Amidon  
Kecia Kramer, LSW

### **Certified in Integrated Behavioral Health and Primary Care**

Ashley Brewer, LSW  
Ashley Speert

### **Certified OSU College of Nursing Ambulatory Care Nurse**

Alicia Stafford, RN

### **APEXUS 340B Expert Certified**

Sanchita Dhond, PharmD  
Jason Martinez, PharmD BCACP

### **Certified in Ambulatory Care & Tobacco Treatment Specialist Certification**

Jason Martinez, PharmD BCACP

## WE ARE HERE TO SERVE YOU

At Community Health & Wellness Partners, we are passionate about changing the lives of the residents in our community by providing exceptional health care that improves the well-being of the whole person and eliminates economic and other barriers to obtaining medical care.

We serve all residents – those in need of primary care and disease management and those fighting addiction, depression or other behavioral health issues affecting everyday family life. With our staff pharmacist and nutritionist, multiple locations throughout Logan County, and providers on call 24-7, no patient is ever without access to care.

**To learn more, stop by, call, or visit [CHWPcares.org](http://CHWPcares.org). We welcome everyone.**



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This health center is a grantee of funding awards supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS).