

## CHWP is lighting the Way for Healthier Communities

The theme for this year's National Health Center Week (NHCW) is "Community Health Centers: Lighting the Way for Healthier Communities Today and in the Future!"

NHCW runs from August 9-15. Due to the COVID-19 pandemic, our plans are limited this summer as we follow physical distancing guidelines.

Below are our plans to help celebrate NHCW in 2020:

\* Sunday, August 9 & Monday, August 10—Personal hygiene bags will be delivered to a local homeless shelter, schools, Caring Kitchen and Domestic Violence Shelter.

\* Tuesday, August 11—Baskets are being made for CHWP Agricultural patients in appreciation of their dedication to CHWP.

\* Wednesday, August 12—COVID-19 Care Kits will be passed out to patients.

\* Thursday, August 13—CHWP will be sending cards to all stakeholders along with chocolate or T-shirts.

## CHWP continues to offer Telemed visits

While Community Health & Wellness Partners continues face-to-face appointments, we have expanded our services to offer telehealth visits for all our medical and behavioral health providers.

Please call our offices at 937-599-1411 and our staff will assist you, or visit <https://www.chwplc.org/telehealth/>

## CHWP offers contactless kiosks

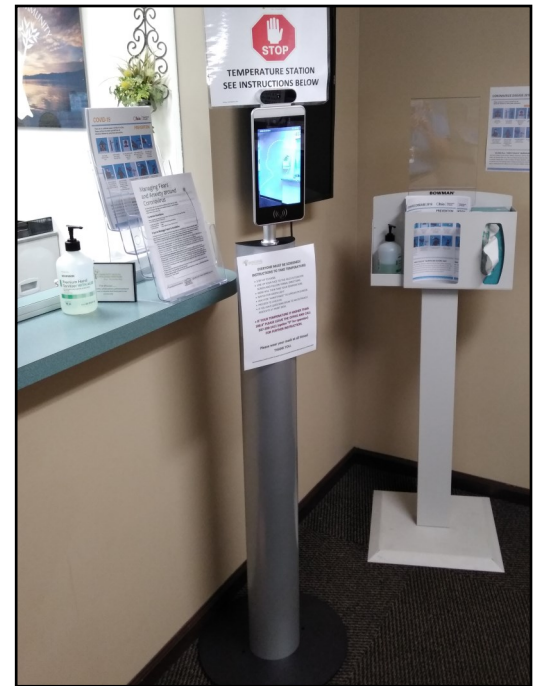
Community Health & Wellness Partners is proud to offer our patients a contactless way to check temperatures upon entering any of our 3 offices located in Bellefontaine, West Liberty, and Russells Point. CHWP patients will simply walk up to a temperature measurement kiosk during the check-in process. For your safety, employees use a kiosk twice a day for temperature verification.

CHWP purchased 5 contactless temperature measurement kiosks: 1 for each of the 3 offices placed near the check-in counter, 1 in Bellefontaine at a staff entrance, and 1 at the West Liberty office for staff.

The contactless kiosks offer facial recognition with 2 second temperature reading speed, visual and audible prompts, mask detection capability, and an alarm that sounds when a temperature is above the threshold.

The kiosks provide a temperature variance of +/- 0.9 degrees F and a temperature range between 50 degrees F to 107.6 degrees F.

Any patient with a temperature above 100 receive a secondary temperature check and are asked to wait outside as we arrange to have a parking lot visit with a nurse or we will reschedule the appointment. Employees follow company protocols if they have a high temperature.



Temperature measurement kiosks at Community Health & Wellness Partners features check-in and temperature verification capabilities.

## CHWP offers a variety of services

Community Health & Wellness Partners offers services beyond primary care to include other areas that help our patients live healthier, fuller lives.

Below is a list of services we offer at CHWP:

- [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 Care 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 (referrals) Discounted Drug Program (340B)
- Family Planning
- Immunizations (free for uninsured children)
- Laboratory/EKGs
- Shared Visits with Provider
- Respiratory Therapy
- Sports Physicals
- Vision Screenings
- Social Services
- Outreach Eligibility for Marketplace
- Community Outreach Events

To learn more about our services, visit our website at <https://www.chwplc.org/services/>

# How are your “webside” manners?

BY ASHLEY LOGAN, LSW  
CHWP Behavioral Health Manager

The coronavirus (COVID-19) crisis has forced many health centers like CHWP to respond rapidly by implementing telehealth to meet the needs of their communities. At CHWP, we are now almost 4 months into providing telehealth services and ultimately the Behavioral Health team has found that patients are actually very open to the idea of a virtual appointment and are 12% more likely to show up for a telehealth visit, compared to an in-office visit.

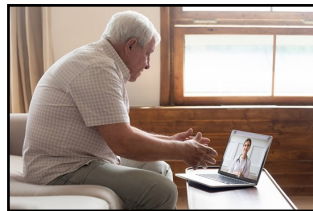
The difficulty comes with leveraging a telehealth strategy during the current crisis — and sustaining it after — is an important step toward maintaining and expanding care access and improving health outcomes.

So, what does that change for CHWP as the service provider?

While patients may have barriers of their own, a lot of the difficulty that can come with making the telehealth visit successful is controlled by the provider. Your goal as the service provider should be to ensure that the patient understands your analysis of their current situation, determine if they are hesitant to follow through with what you have recommended, and, without nonverbal cues, make sure that the pacing of conversation does not lag and you can therefore move toward the visit's resolution.

According to the American Academy of Family Physicians, here are tips for effective “webside manners” while communicating via phone or telehealth visits.

- Take a breath before talking to the patient.
- Smile when you greet the patient.
- Surprisingly, they can tell if you are smiling by the tone of your voice.
- Speak slowly and clearly, and do not use medical or behavioral health jargon.
- Listen actively. Repeat back to them what you heard them say, “So I want to make sure I understand you. What I heard you say is...”, ask them to repeat themselves, ask a few clarifying questions. This can appear cumbersome but goes a long way toward showing the patient you are listening when they cannot visually see that you are.
- Develop rapport and acknowledge the elephant in the room by asking how they are dealing with the changes brought on by COVID-19. Take a few minutes at the beginning of the call, just like you do when begin your in-person visit. Be sure to explain why the in person visit now must be telehealth/phone visit and focus on why we want to keep patients out of the clinic right now if possible.
- Note visit duration. Tell the patient how much time you have for the visit and remind them when your visit is almost done (we only have a few minutes left).
- Give each call your full attention to help the patient know you are listening. Resist the urge to check email, jellybeans, or anything else. Your divided attention is more obvious to the patient than what you think.



At CHWP, we have been using Telehealth visits for almost 4 months. We are striving to provide a successful patient visit. The American Academy of Family Physicians has provided effective tips to help our medical and Behavioral Health providers communicate well via phone and telehealth visits. Some of the suggestions include: smiling, speaking clearly, listening actively, giving full attention, using a warm tone, engaging the patient, and being clear about the future.

- Increase the frequency of empathic statements and use a warm tone of voice. Example: “Gosh, this sounds really tough”. Patients are missing out on your nonverbals, so you need to emphasize these things with your voice and words.
- Remember to engage the patient in agenda setting. Prioritize and negotiate what you will address at this visit.
- Elicit reactions to recommendations overtly. Ask “What do you think about that?” after giving a recommendation
- Be clear about the future. Remember the summary and teach back are vital. Review what you discussed during the visit and establish the next steps before hanging up.
- When possible, send an after-visit summary through the portal or Doxy.Me so the patient will have something in writing from the visit. It may be helpful to type the after-visit summary while you speak.
- Encourage the patient to sign up for the patient portal for ongoing communication facilitation.

Remember, the key to using telehealth effectively is to normalize it. You are in control of the appointment and if you appear relaxed as you would if seeing them in person the patient will also.

More tips like this will be coming as CHWP continues to take part in HRSA Center for Excellence Behavioral Health Technical Assistance Community of Practice for Telehealth where CHWP is working alongside OACHC (Ohio Association of Community Health Centers) to overcome clinic and patient barriers to ensure the success of this service to better meet the needs of our community.

# CHWP updates and staff changes

## Technical Assistance program

Community Health & Wellness Partners has been selected by the Ohio Association of Community Health Centers (OACHC) to participate in a pilot program with the HRSA's Behavioral Health Technical Assistance.

This program will utilize CHWP's policies and protocols, including the advocacy for telehealth billing to continue, to develop a technical assistance program for health centers like ourselves to integrate substance use and mental health services into a primary care setting.

CHWP is the only health center in Ohio participating.

## Population Health created

On June 4, our Board of Directors approved the addition of a Population Health Department. Along with approving CHWP's Organizational Chart, a new leadership position – Chief Population Health Officer – was assumed by Jason Martinez, PharmD BCACP, effective June 15.

The Population Health Department will work closely with the Quality Improvement Department. Population Health is responsible for planning, organizing and managing assigned population health efforts which includes care coordination, case management, disease management and transitional care programs.

There is potential for the department to grow. The Chronic Care Management (CCM) and dietary ancillary services will roll into Population Health and no change will be noted.

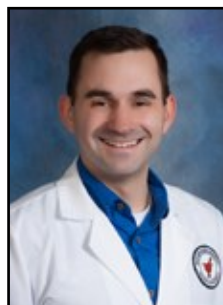
The Board of Directors has agreed that moving in this direction will support the future

*CHWP is one of the first health centers to have a Population Health Department*

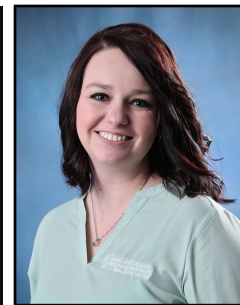
growth and expansion of the health center community as a whole within the state of Ohio. CHWP takes pride in this new innovation, putting us out there as being one of the first health centers to have a formal Population Health Department.

At our quarterly staff meeting on July 15, Jason introduced the staff to Population Health and the goals of the department. One primary goal is to expand diabetes education so that every patient with an A1C above 9 percent receives education in 2021 and become the best place in Logan and Champaign counties for someone with diabetes to receive primary and behavioral health care.

**Ashley Speert**, Chronic Care Therapist, recently graduated



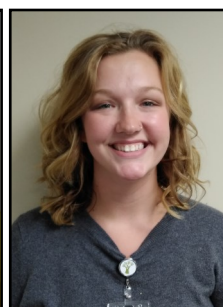
JASON MARTINEZ



ASHLEY SPEERT



KASSIE ROBB



KIERSTEN KING



SHANNON YEISER

with her Master's in Psychology with a concentration in Applied Behavioral Analysis.

**Jason Martinez**, PharmD BCACP, recently received the Under 40 Award from the Ohio Pharmacy Association. Jason was honored as a distinguished UNDER 40 award recipient for professional achievements and vision in the practice of pharmacy.

CHWP is pleased to bring 3 new Outreach Associates to our team. Shannon Yeiser, Kiersten King, and Kassie Robb started June 15.

CHWP is looking for people to join nursing, outreach associates, pharmacy, quality, therapists, providers. For a full list of our open positions, visit: <https://careers.chwplc.org/open-positions/>

## Team Care transitions to 2 teams

Beginning on June 1, CHWP consolidated our Team Care teams into 2 (red and blue) instead of 3. Late night hours returned June 1 (with appointments available 8 a.m. to 7 p.m. Monday through Thursdays.)

The Red Team includes Dr. Kenneth Miller and Certified Nurse Practitioners Breanna Detrick, Joshua Bryant, and Justin Gildow.

The Blue Team features Dr. Charles Kratz and Certified Nurse Practitioners Leanne Spring, Joshua Usserman, Kristen Davis, and Paula Strebis.

Michelle Zedeker, RN, continues as Clinical Coordinator Supervisor (nursing manager) to

provide support to both teams.

Stephanie Leffler, RN, transitioned to Clinical Coordinator of Red Team while Stacie Jones, RN, continues as the Blue Team Clinical Coordinator. Kandas Thompson, LPN, will transition to the Clinical Lead of the Blue team. LeAnn Brunson, LPN, will stay as Clinical Lead of the Red Team. Carol Buck, RN, is now be the Triage Clinical Team Lead, providing support to both teams.

Stacey Johnston, LPN, will help with both teams in referral focusing more of diagnostic imaging and tracking. Anissa Roesner will do referrals for Red Team and Kim Lehman for the Blue Team.



# Shop and Learn

BY ALYSSA A. KAUFFMAN  
MS, RDN, LD

Join our dietitian, Alyssa Kauffman, MS, RDN, LD at our local grocery stores during the month of August. If you are part of the Wholesome Rx program you will be able to redeem your vouchers during this time, fill out the program end survey, get new recipes, and learn about all of our CHWP services. The dates for being at each of the grocer locations are listed here:

**Thomans IGA** (West Liberty)  
Tuesday August 18 \* 2:30-5pm

**Community Market** (309 North Main Street, Bellefontaine)  
Thursday August 6 \* 11:30am to 2:30 pm  
Thursday August 20 \* 2:30-5pm

**Community Market** (878 E Sandusky Ave St, Bellefontaine, OH 43311)  
Wednesday August 12 \* 9-12 am  
Tuesday August 25 \* 1-4 pm

**Community Market** (8793 Township Rd 239, Lakeview, OH 43331)  
Tuesday August 11 \* 2-5pm  
Wednesday August 26 \* 1-4 pm

If you are not participating in our Wholesome Rx program, you are still welcome to stop by during these times to learn about our CHWP services, which include Behavioral Health, Primary Care, nutrition and other wellness services. The dietitian will be available to provide new recipes for fruit and vegetables, help with grocery shopping in the produce section and for your nutrition and health questions.



**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](http://www.chwplc.org)

# A Caregiver's Retreat

BY WILLIE STOLTZFUS  
RN, BSN, Special Projects Officer

Did you know that you can participate in the mini-retreat, free of charge?

The Homegrown Yoga Community Foundation, in partnership with the Mental Health Drug and Alcohol Service Board of Logan and Champaign Counties is offering free trauma-sensitive yoga mini-retreats to caregivers in our community. The aim is to provide sustainable self-care solutions to those dealing with the stress, trauma, and grief in providing care and vital services to others.

Caregivers are invited to participate will include (but are not limited to) healthcare workers, public health workers, teachers, human services workers, workers deemed "essential" during COVID shelter-in-place, parents of young children, law enforcement, and first responders.

## Upcoming sessions:

August 23, 2020 2pm- 5pm  
September 24, 2020 4pm- 7pm

On a personal note: Although I have never done yoga before, this past Saturday I joined several others

from our community to take a step away from the face-paced stride of life, to learn and practice mindfulness, awareness and other relaxation techniques. It was a beautiful morning, the birds were singing, the sun shining, a light breeze in the air a good time to de-stress, let go and allow my brain and body to S-L-O-W down. I also enjoyed taking a few pictures. I was reminded that many of us, myself included, do a great job taking care of others, but often neglect self-care.

Perhaps you should consider a little self-care and sign up for one of the upcoming sessions at <https://www.homegrownyoga.fit/>



# Goodbye, Germs!



On July 6 and July 13, Trisha Burton, LPN, and Willie Stoltzfus, RN, BSN, represented CHWP at four Safety Town sessions.

Safety Town is a free program for children who will be entering kindergarten in the fall. The program includes pedestrian safety, traffic signals and signs, fire safety, good and bad touch, not getting in cars with strangers, hazards of drugs, and more. Sessions were held at Mac-A-Cheek Learning Center (formerly Western Intermediate School).

Trisha & Willie spent time teaching the children about germs and the importance of proper handwashing. Each session had 10-15 children. By the end of each session, Trisha and Willie sang through the "ABC's" song twice while they practiced handwashing with the children. Both enjoyed interacting with the children, listening to their stories, singing, and watching them intently wash their hands.

The children were excited about receiving a few CHWP treats: a flashlight, pictures to color about handwashing and germs, and their very own hand sanitizer to take home. One moment at a time, CHWP continues to make a difference in our community!