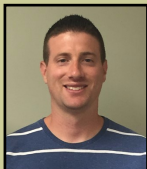


Justin Gildow selected as Employee of the Year 2020

Justin P. Gildow, CNP, was selected as CHWP's Employee of the Year for 2020.



"Justin not only makes patients feel good, but brings a smile to his coworkers through his joy and positivity," according to one of his nominating coworkers.

Justin was selected by his CHWP colleagues based on excelling in overall work performance, promoting a positive morale, providing service to others, and enhancing the imaging of CHWP.

Justin has been a key player at CHWP, working at the Bellefontaine Sick Bay Clinic along with seeing his patients.

A plaque with Justin's name is on display at the West Liberty Community Health Center.

Previous Employee of the Year Awardees include Joshua Bryant, CNP; Heather Schaffer, Heidi Miracle, Jenny Stanford, Jason Martinez, PharmD; and Carol Buck, RN.

Office closures due to weather

If there is a Level 3 Snow Emergency in Logan County, the offices of Community Health & Wellness Partners will close.

Please listen to Peak of Ohio for office closures due to winter weather or other emergencies.

- 98.3 PM—WPKO
- 1390 AM—WBLL
- Peakofohio.com

CHWP responds to the call

Community Health & Wellness Partners began offering COVID-19 Rapid Testing on Nov. 2. A week later, testing expanded from two mornings a week from 9–11 am to five mornings a week from 8 am to noon, Monday through Friday. CHWP is responding to a much needed service in the community as the number of new cases of COVID-19 have risen dramatically this winter.

Prior to November, our patients would be referred to Path Labs and other centers to be tested for the coronavirus.

Appointments for the COVID-19 rapid tests are open to the public, but those requesting the test must pre-register online at <https://www.chwplc.org/coronavirus-testing/>.

The testing occurs in our Sick Bay Clinic located at our Bellefontaine office. There are signs along Columbus Avenue that help direct patients to the exact location. Results are available in 20-30 minutes.

During the first three weeks of testing in November, over 250 tests were done at the COVID-19 testing clinic. Community members from Logan County as well as those from Springfield, Kenton, and Booneville, KY have traveled to Bellefontaine to be tested.



COVID-19 Rapid Testing is occurring weekday mornings in the Sick Bay Clinic at the Bellefontaine Community Health Center. The entrance is the last door on the west end of the building.

COVID-19 Rapid Testing is recommended for those who have COVID-19 like symptoms for at least 3 days, or who believe they have been exposed to someone with COVID-19.

Patients will need to bring a photo ID and insurance card. Most insurance companies cover the cost of the rapid antigen test. A claim is submitted for those without insurance, so there is no upfront cost. Uninsured claims are reimbursed through an uninsured COVID-19 testing program.

CHWP is expanding exponentially

This year, Community Health & Wellness Partners will be expanding its operations with school-based healthcare services at the West-Liberty Salem School District, starting a mobile unit in March, and opening its fourth location at an existing Urbana site as early as late fall.

A \$2 million restoration project is expected to start in January at the former Q3 Johnson Manufacturing Company, Inc. building at 605 Miami Street, located across the street from The Depot, a popular coffee shop in Urbana. The building has been vacant since 2008. True Inspection Services, LLC purchased the building and property in May this past year.

The bottom floor of the building will be home to CHWP's newest community healthcare center. Primary medical care appointments and Behavioral Health appointments will be available at the new site. CHWP plans to have 1 or 2 healthcare providers and auxiliary staff working at the site.

The building also will be utilized by 2 other businesses: True Inspection Services, LLC will be



CHWP is expanding into Urbana as early as late fall. The Urbana Community Healthcare Center will operate at the former Q3 JMC, Inc building, located just west of downtown at 605 Miami St.

located on the second floor; and The Door Shop will do light manufacturing and have a warehouse at the site.

2020 has been a year of change

Like other businesses across the world, Community Health & Partners has responded to patients' needs in new ways due to the pandemic. Despite tough times, the staff at CHWP has stood strong and we can report a large number of achievements for 2020.

CHWP remained open during the nationwide shutdown in the spring and has continued to be open throughout the pandemic, offering our patients telehealth, phone, and parking lot visits. A remarkable 23.17 percent of our appointments were conducted through telehealth or phone visits in 2020 compared to no telehealth in 2019. In 2019, our top 3 types of appointments included a general visit, same-day appointment and health maintenance appointment (annual wellness checkup). Last year, general visits and same-day appointments remained as the top 2 visit types, but Behavioral Health Follow-up Telehealth appointments replaced health maintenance appointments as the third highest visit type. Other new visit types in the top 10 included Behavioral Health Follow-Up Phone Visit, Televisit, and our Clinic visit type used for COVID-19 testing. CHWP created 30 new visit types in 2020 in response to the pandemic and other needs, increasing from 43 to 73 different types of appointments in 2020 compared to 2019.

To help respond to the increased need of telehealth, the Behavioral Health team began trialing a telemedicine software platform called Doxy.me in early April. It was successfully rolled out to patients and staff on April 10.

To assist with the need for parking lot visits, the IT department expanded our wifi capabilities in the parking lots at our West Liberty and Bellefontaine offices. Access points were added within the buildings, including one placed on the roof at West Liberty. Also, all the switches and existing access points were replaced. The updates provide better visibility and assists in troubleshooting network issues.

CHWP created a COVID-19 Task Force Team to help respond to the needs in the community such as opening a Sick Bay and a COVID-19 Testing Clinic at the Bellefontaine office.

Questionnaires were added to the patient kiosks in April and patient visit surveys were added in the last quarter of 2020. Post-visit patient surveys are now being

sent electronically through text, email and Patient Portal.

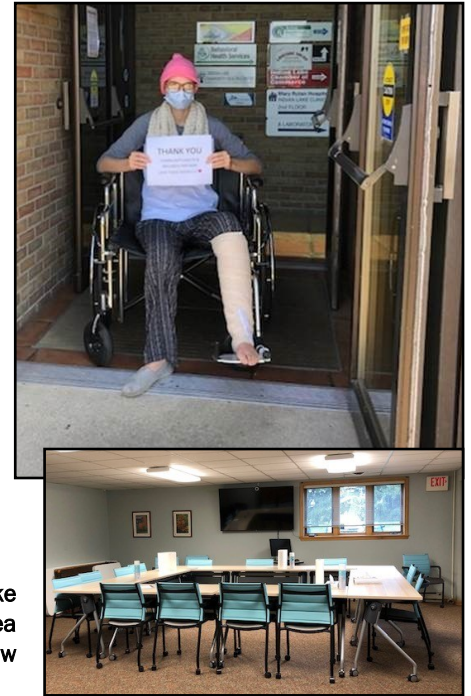
New office furniture was added to both the West Liberty and Indian Lake offices. Also, ADA-compliant automatic doors were added at the Indian Lake office.

Other achievements include adding Meridian temperature scanners, using Phamily for quick AI-powered text follow-ups, implementing a new workflow to process in-house labs automatically through Relaymed, and



New office furniture was added in the Indian Lake lobby (above) and the West Liberty lunch area (bottom right). The front door at the lake is now handicap accessible (top right).

receiving BD Veritor analyzers and supplies for the COVID-19 Testing Clinic.



Depression increased in 2020

BY ASHLEY LOGAN, LSW
CHWP Behavioral Health Manager

In the midst of COVID-19, there has been a rise in needs for mental health and substance use services. In fact, 29% of patients have had an increase in depression symptoms since the beginning of 2020. As we continue to adjust to the idea of COVID-19 being the new normal, it is important to keep an eye on the effects it may be having on you (our patients, CHWP staff and families). With so many of us worried about not just the disease itself, but its effects on our ability to keep working or going to school or complete activities of daily living we are seeing data that shows behaviors like feeling suicidal, depressed or anxious on the rise. Already in 2020, patients who have suicidal thoughts have risen by 71% compared to all of 2019. Below are some helpful resources to help you cope with the ongoing pandemic and as always, please reach out to CHWP Behavioral Health and we would be happy to help you!

Tips For Social Distancing, Quarantine, And Isolation During an Infectious Disease Outbreak:

<https://www.samhsa.gov/sites/default/files/tips-social-distancing-quarantine-isolation-031620.pdf>

Care for your Coronavirus Anxiety:

https://www.virusanxiety.com/?fbclid=IwAR2wA8YBkMxxjUo803aAjeDr8FpkLy%20EeVnUzvuZna0FFidE7eDVC_dRX4M

4 Step Mindfulness Practice:

<https://www.mindful.org/rain-a-mindfulness-practice-for-welcoming-your-emotions/>

Free Guided Meditations:

https://www.marlynnweimd.com/meditations?fbclid=IwAR0QmZlzYY7mTmWIBS_M%20b5SA6hIAubrTIsGIlXtbtmQeJS2uBlgr3We7PxKQ

Helpful Apps:

- * Headspace
- * Smiling Mind (good for all ages)
- * Calm
- * UCLA Mindful

For immediate assistance reach out:

- * Local Crisis Hotline—Call 1-800-224-0422 or text 4HOPE to 741741
- * Disaster Distress Helpline - Call 1-800-985-5990 or text TalkWithUs to 66746

CHWP will be expanding to WL-S Schools

In November, Tara Bair, CEO and President of CHWP, announced that Health Resources and Services Administration (HRSA) approved the West Liberty-Salem School-Based Health Center.

Here at Community Health & Wellness Partners, we believe that healthy students equal healthy learning. CHWP is launching a school-based health center program in partnership with West Liberty-Salem Local School District to provide healthcare to children in a school setting, minimizing the time children are out of class and maximizing the amount of time they spend learning.

Beth Wing LPN has accepted the position at WL-S School-Based Health Care Team Lead. Beth will be joining Jennifer Douthwaite CNP at WL-S Schools. Beth has been with CHWP for two years, having come from a local private physician practice. Jennifer was hired in July 2019 as a PRN to assist CHWP as needed to cover provider absence. She currently works at the West Liberty Salem Schools and the Ohio Army National Guard.

The start date for the WL-S School-Based Health Center will be January 19.

Mobile unit will be added next spring

CHWP's Board of Directors and Health Resources and Services Administration (HRSA) approved the use of a mobile unit. The mobile unit initially will be used for COVID-19 Testing. It will arrive around March of 2021. More details will come as plans unwind.

CHWP welcomes new staff

Community Health & Wellness Partners has been able to add new staff members during the coronavirus pandemic.

Joining CHWP in August was Emily Amidon who is working at the Bellefontaine office as a Chronic Care Case Manager.

Joining us in September were Kecia Kramer, LSW CCCM; Taylor Schaefer, LPN; Deb Cramer, RN; and Tiffany Price, LPN. Kecia works as a Chronic Care Case Manager. Taylor is the patient care assistant for Justin Gildow, CNP, at Bellefontaine. Deb is working in our triage department at the West Liberty office. Tiffany was hired as the Compliance Safety Coordinator.

Staff members joining CHWP in October were Chris Green, CNP and Abby Lyons. Chris is a certified nurse practitioner. He is part of the Blue Team and is seeing patients at our West Liberty office. Abby works as an outreach associate at our West Liberty office.

Five new faces arrived in November: Sanchita Dhond, PharmD; Deborah McFarland, LPN; Bethany Henry; Abby Cooksey; and Leslie Theodor. Sanchita replaces Dr. Jason Martinez, PharmD, BCACP; who was recently promoted as the Chief Population Health Manager. Deborah has been working at the COVID-19 Clinic. Bethany will see patients soon as a Behavioral Health Provider while Abby is a case manager. Leslie is an outreach associate.

Joining CHWP in December was Tiffany Hemmert, CNP. Tiffany is part of the Red Team, and began seeing patients at our Bellefontaine office on Dec. 31.

Jennifer Douthwaite CNP is joining CHWP full-time in this month to serve as a nurse practitioner at the WL-S School Based Health Center. Beth Wing LPN, who has been a nurse at our West Liberty office, will be joining Jennifer as a nurse.



EMILY AMIDON



KECIA KRAMER



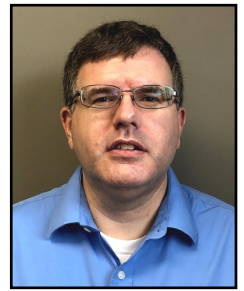
TAYLOR SCHAEFER



DEB CRAMER



TIFFANY PRICE



CHRIS GREEN



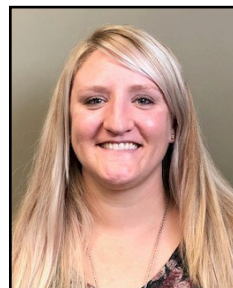
ABBY LYONS



SANCHITA DHOND



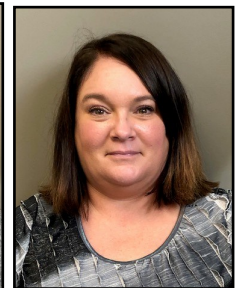
DEBORAH MCFARLAND



BETHANY HENRY



ABBY COOKSEY



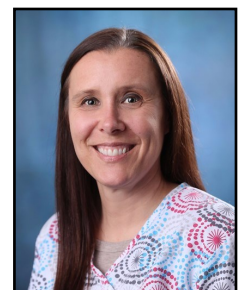
LESLIE THEODOR



TIFFANY HEMMERT



JENNIFER DOUTHWAITE



BETH WING

Striving to improve the health of our community

Community Health & Wellness Partners' (CHWP) mission is to "Provide quality, whole-person, patient-centered medical care to anyone and everyone in our community." CHWP focuses on specific needs of our patients and community by continually evaluating the impact our service delivery.

CHWP uses a team-based approach to better understand how to improve the health of each patient. By using a team of healthcare professionals including nurses, social workers, physician assistants, nurse practitioners, physicians, therapists, dietitians, and pharmacists we aim to support patients on their own individual path to better health. At CHWP, not only does a patient have the convenience of these different services being in one place but also the safety of multiple knowledgeable healthcare professionals looking after their care.

While our approach is not new, the focus of the newly developed *Population*

Health Department is. Through this department we are working to identify groups of patients with a given similarity who need extra support. We use education and frequent communication to promote preventative care, ultimately improving the health of our entire patient population.



For example, patients may be grouped in a general sense based on where they live to as specifically as based on a medication they are taking. As we learn more

about our patients individually and as a population, CHWP will continue to work as a team to ensure our patients are receiving the most up to date treatments best suited for their situation. This could include medication changes, identifying the need for necessary testing and helping connect them to the resources they need (both within CHWP and in the community). This will ultimately help our patients live healthier lives.

As we learn more about what improves the health of our patient population, our goal is that we will help our patients make time for wellness before they are forced to make time for illness. We strive to be a partner for patients in their journey to becoming healthier.

Dr. Jason Martinez, PharmD, BCACP leads this department as the recently appointed Chief Population Health Officer and is excited for the opportunity to collaborate with others to meet the specific needs of patients in our community.



Wholesome Wave finishes with significant results

Wholesome Rx Program for 2020 finished up at the end of August. This past year, we had to adjust the program due to large gathering restrictions to be primarily delivered online. Alyssa A. Kauffman, MS, RDN, LD, spent time each month uploading new recipes, articles, and blog posts to a special online website for participants. Despite not being able to interact with patients face-to-face we were still able to distribute over \$40,000 in vouchers and had patients report significant improvements.

Half of people in the program lost weight, with one patient losing 37 pounds. Of those who lost weight, 23% reported losing at least 10 pounds. With those who we were able to retest their hemoglobin A1C, we saw an average decrease of 0.5%. If we review only the patients who had an A1C decrease, then 22% of them had >1% decrease. At the end of the program, 90% of participants reported knowing more about how fruits and vegetables impact their diabetes and 97% reported they felt that their health improved.



COMMUNITY HEALTH
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Care... To Live Life Fully

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West Liberty, OH 43357



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Susan Bechtel retires from CHWP

Community Health & Wellness Partners held a in-person and virtual Retirement Party on December 2 for Susan Bechtel, RN, who retired after working as a nurse for 48 years! Susan also has worked as a nurse at Mary Rutan Hospital, Green Hills, and Oakhill Medical Center.

She was served as a nurse for Dr. Charles Kratz and most recently covered nurse visits for patients needing immunizations, blood pressure checks, or TB testing.



Dr. Charles Kratz presents a handmade quilt to Susan Bechtel, RN, who retired in December.