

## CHWP receives accreditation

Community Health & Wellness Partners became accredited by The Joint Commission (TJC), formerly known as the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Our company became accredited for Primary Care Medical Home, Ambulatory Health Care, and Behavioral Health and Human Services.

The standards of TJC focus on patient, individual, and organization functions that are essential to providing safe, high quality care.

Successful completion of a rigorous accreditation process is a signal to our patients and the community that our health care center has been accessed and meets a robust series of qualifications in patient safety and quality of care.

CHWP wishes to thank Beth Johnson, Tiffany Price, Kathy Smith, Willie Stoltzfus, Ashley Brewer, and the entire staff.

## CHWP providing Janssen vaccine

CHWP received our first shipment of the Janssen one-dose COVID-19 vaccine the week of May 10. We have been providing the Moderna vaccine at all three sites since March 13.

Individuals who would like to schedule a COVID-19 vaccine can go to <https://chwplc.org/coronavirus-vaccine/>

If a local business would like to schedule on-site COVID-19 vaccinations for their employees (ages 18 and up) they can call us at our vaccine line: 937-887-0075 or call 937-599-1411 x247 to discuss this option further.

BY DR. KENNETH MILLER, M.D.  
CHIEF MEDICAL OFFICER

We have passed the one-year anniversary of when Ohio entered a state of emergency related to a novel virus out of China called SARS-COV-2 (aka COVID). Since then, we have experienced “hunkering down,” mitigation measures, scarcity of testing, surges in COVID cases, hopeful waiting for an effective treatment, longing to get together with family without concern of infecting them, and, finally, celebrating the arrival of an effective vaccine. All of this occurred while Americans vigorously debated the significance of COVID-19, making a unified response difficult to achieve.

Although we are not done with COVID, we have learned to live with it. We have continued to care for our patients and one another. A Sick Bay at our Bellefontaine office along with testing and vaccination services provided by CHWP to Logan County have been noticed and appreciated. Joint Commission reviewers who visited our sites in March were very complimentary of our COVID response and especially our Sick Bay.

## Mobile unit will be in service soon

Keep an eye out for Community Health & Wellness Partners' mobile care unit. The unit will be placed in service at the end of this month.

The first of its kind in Logan County, the mobile care unit will provide COVID-19 vaccines and testing capabilities.

If a local business would like to schedule on-site COVID-19 vaccinations for their employees (ages 18 and up) they can call us at our vaccine line: 937-887-0075 or call 937-599-1411 x247 to discuss this option further.

Community Health & Wellness Partners is administering the Moderna and Janssen COVID-19 vaccines to Ohio residents over 18 years of age. Individuals wishing to schedule an appointment can visit our website at <https://www.chwplc.org> and click on the COVID-19 vaccines button. If you do not have internet access or have other questions, please call our vaccine line at 937-887-0075.



FQHCs, in general, have been recognized as important providers of care to their communities during the pandemic.

The United States has just come down off its third and largest surge, which started in November and peaked in January. Unfortunately, the recovery phase of this surge appears to be stalling. This likely can be attributed to a lessening of mitigation efforts, possibly because of COVID fatigue. However, mutation of the COVID virus is also a factor. These variants are what is most common in the countries currently having the greatest number of cases, namely India and Brazil.

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The expected delivery date of CHWP's mobile care unit is Wednesday, May 26.

Follow our Facebook page and website for more developments.

# At CHWP, you are not alone

BY ASHLEY BREWER, LSW  
CHWP Behavioral Health Manager

May is Mental Health Awareness Month and in 2021 the theme is "You Are Not Alone." Ultimately, the meaning behind NAMI (National Alliance of Mental Illness) choosing this theme is to take the "time to focus on the healing value of connecting in safe ways, prioritizing mental health and acknowledging that it's okay to not be okay" (NAMI).

At CHWP, we believe mental illness is something that each one of our patients has been touched by at some point. Therefore, we perform depression screenings at each new patient visit, health maintenance exams, annual wellness visits and well child visits. This helps us to check in on our patients and make sure that their mental health needs are known and addressed.

Since April of last year, 3,197 of CHWP patients screened positive for depression. When this happens, primary care team members called Chronic Care Case Managers will come in and discuss how to maintain good health – including one's mental health – and will provide the patient with supports to help them overcome their symptoms.

These staff members may check in on our patients at future primary care visits as well to offer support for a wide array of life's problems including but not limited to stress, mental health needs, substance use, need for community resources like insurance assistance, home health care, financial assistance, and any other needs that may coincide with the patient's chronic illness conditions.

Even if the patient is not suffering from these conditions, the primary care provider team members may stop in just to introduce themselves and let you know that they are here for the patient if they are ever needed in the future.

Ultimately at CHWP, we want our patients to know they are not alone. All our staff at CHWP are their teammates and here to help our patients on their path to good health!



Each year millions of Americans face mental illness. Visit this link for more: <https://www.nami.org/Get-Involved/Awareness-Events/Mental-Health-Awareness-Month>

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The pandemic will end when enough people are immune to the COVID-19 infection, known as herd immunity. The only way to become immune are being infected with COVID-19 or being vaccinated for COVID-19. It is unknown what percentage of the population needs to be immune to reach herd immunity, but it is presumed to be above 70%. Currently, in Ohio, 40% have had at least one vaccine and 32% have completed the vaccination process. In Logan County, those numbers are 29% and 25%. At CHWP, 45% of staff members have completed the vaccination process. In short, a lot more people need to be vaccinated to end the pandemic.

Internally, CHWP is continuing to work at determining how we respond and function. As Logan County's Alert Level has improved and staff members have been vaccinated and become confident in safety measures, CHWP has been able to return to seeing most patients in the office. It is planned that the Indian Lake office will reopen five days a week by late June. At this time, Walk In visits will not resume, but conversations are happening about ways for each office to safely see possible COVID-19 patients. We will continue to adapt to our "new normal."

Thank you for all the efforts that you have put forth in this pandemic. CHWP is made up of many individuals, but it has clearly functioned as a team and a community. I am pleased to be part of this community. Continue to do all those things that keep yourself and others safe.



## Moving past the pandemic

CHWP has been slowly moving staff who had been working from home back to the office. Effective April 5, CHWP opened schedules to see patients in the office for all ancillary services. Effective May 3, CHWP opened schedules to see patients in the office for Behavioral Health services.

CHWP's final Coronavirus Task Force meeting will be held May 25.

The last day for public COVID-19 testing clinics will be June 4.

The last day for sick bay operations will be June 4.

Sick patient visits will return to our offices and COVID-19 testing will be for CHWP patients only starting June 7. Symptomatic patients will be tested in "sick visit" or "isolation" rooms or outside if appropriate.

There is no current changes to our mask requirements within CHWP facilities. Visit our website for updates and changes.

## Yoga in the office

Since we're all getting back into the office, you may want to consider using your lunch or break time to commit to using that much needed time away from the screen to reenergize yourself. A brief 15 minute "desk" yoga routine can give a break to those shoulder and back muscles that are overworked sitting at a computer most of the day. Then you can utilize the end of the day session for the important practice of closing down our work brains before transitioning home.

Give these links a try!

<https://www.youtube.com/watch?v=UBvkJM9ULZA> or <https://www.youtube.com/watch?v=6UEEI2SS6wI>

# CHWP welcomes new staff

Community Health & Wellness Partners is pleased to welcome 10 additional staff members this year.

Joining CHWP in January was Mindy McClain, Kristen Lewis, Robert Pachlhofer, and Kathy Smith.

Mindy McClain is working at the Bellefontaine office as an Outreach Associate.

Kristen Lewis, LPCC-S, is a Behavioral Therapist.

Robert Pachlhofer is our IT Technician, working in both the Bellefontaine and West Liberty offices.

Kathy Smith, RN, has been hired as our first Chief Operating Officer. Kathy comes from the Cincinnati area and has various experiences in clinical, behavioral health, and administrative positions. She oversees operations within CHWP, working with all departments and focusing on the TeamCare aspects of our organization. Both the Outreach Associates and Nursing staff are under her responsibility, assisting to streamline and support efficiency of operations across all our sites.

Joining us in February were Stacy Seymour, Abbie Field, Jody Boyer, and Sophia Dunlavy.

Stacy Seymour, LPN, is the nurse for patients of Paula Streb, CNP, and is part of the Blue Team.

Abbie Field, LPN, is the nurse for patients of Joshua Usserman, CNP, and is part of the Blue Team.

Jody Boyer, LPN, is the nurse for patients of Kristen Davis, CNP, and is part of the Blue Team.

Sophia Dunlavy is an Outreach Associate for the Blue Team.

Starting with CHWP in March were Rachel Marco and Ellie Schmidt.

Rachel Marco is an Outreach Associate for our Red Team.

Eleanor (Ellie) Schmidt, LPN, is part of the Red Team and is working with patients of Breanna Detrick, CNP.

In other staff news, Tracy McPherson became accredited as an LPCC in January.

Darcey Ramsey, OEC, joined the Population Health Team as the coordinator in March.

Stefanie Leffler, RN, accepted the Population Health RN position and joined the team in May.

CHWP has engaged My Business Resources, an outside Human Resources firm to handle our Human Resources matters such as FMLA, recruiting, employee onboarding, employee relations/trainings, and employee compliance and improvement of evaluation processes. This change will permit Heidi Miracle to move back to being full-time as the Executive Assistant to the CEO.

CHWP has engaged Allison Wygal to work with in-house marketing and public relations. She will be doing the social media posts and company newsletter currently done by Tim Johnson. Allison also will be creating press releases and assisting with training videos.

Angela Mahaffey, CNP, will be joining CHWP on June 7. She will be working at our Indian Lake office in Russells Point on Team Burgundy.



MINDY McCLAIN



KRISTEN LEWIS



ROBERT PACHLHOFFER



KATHY SMITH



STACY SEYMOUR



ABBIE FIELD



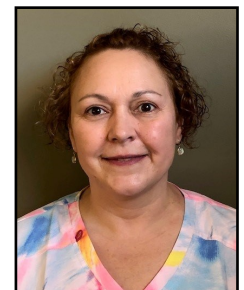
JODY BOYER



SOPHIA DUNLAVY



RACHEL MARCO



ELLIE SCHMIDT

# Medicare CCM program is gaining momentum

BY Jason Martinez, PharmD, BCACP

Community Health & Wellness offers Chronic Care Management (CCM) services to all patients. Each program differs slightly but offers extra nursing involvement to help patients manage their chronic health conditions effectively.

This edition will highlight our Medicare Chronic Care Management program. This program is gaining popularity among our Medicare population. Patients receive routine check-ins from a designated nurse between their regular scheduled visits with their Primary Care Provider (PCP) - this can be done via text-message!

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Care Management (CCM) services to all patients. Each program differs slightly but offers extra nursing involvement to help patients manage their chronic health conditions effectively.

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The goal of these check-ins is to closely monitor patients, promptly address concerns or needs that arise, and effectively work to-

gether as a team to keep patients healthy between their visits. Patients have the reassurance of having an easily accessible healthcare advocate at the tips of their fingers.

As a result, patients can feel more confident managing their chronic diseases, see a decrease in the need for ER visits/hospital stays, and overall improve their quality of life! This is a service that is covered by Medicare and enrollment is simple.

Patients can call our office or let their provider know they are interested in our CCM program and our staff would be more than happy to review the details and answer any questions!

## CHWP provides dietary guidelines during National Nutrition Month

March was National Nutrition Month. This year's theme was Personalize Your Plate – this is key to living healthy. Each person's plate may look different based on a variety of things:

- \* Different tastes
- \* Culturally diverse foods

- \* Portion sizes for different age groups
- \* Height and Weight
- \* Activity levels
- \* Work schedules
- \* Food access and availability in the environment you live in
- \* Being mindful of which nutrients you need more or less of compared to others

## Population Health expanding

Our Population Health Department is pleased to announce the addition of a Population Health Coordinator as part of our commitment to our Team Care model. Darcy Ramsey will ensure we develop favorable, patient engaged relationships with our patients and within our community by working in collaboration with the rest of the department. This role will also assist in eliminating cost barriers to care through outreach events such as the Dental Clinic, Medicare/Marketplace Open Enrollment assistance, Presumptive Medicaid applications, and utilizing clinic and community data to best encourage positive outcomes for our patients.

Personalize your plate for what works for you and what is appealing to you. Strive to include nutritious choices from all food groups. Dairy, fruit, vegetables, whole grains, meat, eggs, plant-based fats, nuts/seeds, beans/legumes can all be included. No need to cut out any food group unless there is a specific medical reason to do so.

CHWP honored National Nutrition Month by providing staff with information on meeting the new 2020-2025 dietary guidelines. Education was provided by our staff dietitian, Alyssa Kauffman, to all staff during a lunch and learn to discuss how they can talk with patients about healthy food choices that are nutrient dense and are a part of dietary pattern that is healthful for the individual. Patients who may benefit from working with a dietitian are encouraged to speak with their Primary Care Provider (PCP).

## Diabetes education visits are highest in history

The Population Health department is excited to report that patients completed more diabetes education visits in 2020 than ever before and patients saw an average 1.5% hemoglobin A1C reduction – that's as much as some medications!

Education visits go beyond just educating patients and offer support for patients with diabetes who are newly diagnosed, not reaching their treatment goals, or have recently been hospitalized with changes to their regimen. In fact, the American Diabetes Association recommends that all pa-

tients with diabetes receive updated education from a diabetes educator at least once a year.

Our program surrounds patients with a dietitian, nurses, behavioral health support staff, and clinical pharmacists working in conjunction with the patient and their Primary Care Provider (PCP) to ensure that they feel confident and are managing their diabetes to the best of their ability. Patients can speak with their PCP to learn more about enrolling in diabetes education and visits can happen at the same time as regular PCP visits or more frequently with an educator if needed.



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