



 VALLEY HEALTH

# Annual Report 2019

Rooted in Community

CABELL COUNTY

MASON COUNTY

PUTNAM COUNTY

BOONE COUNTY

LINCOLN COUNTY

WAYNE COUNTY

LAWRENCE COUNTY

KANAWHA COUNTY

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# From the President/CEO & Board Chair

Rooted in the community has been the mantra of Valley Health Systems since it was founded with the first three original health center sites in 1976. Those three Community Health Centers at Wayne, Barboursville, and Milton each had a community board of directors in addition to the Valley Board of Directors, which was made up primarily by individuals from each local community board. In fact, over the years Valley Health had 10 local community boards. That was the case until the late 1980s and early 1990s when we consolidated to one board at Valley Health. To say the least, as the CEO way back then, I attended at least two evening board meetings each week. As represented by the local boards, our history reflects “community values and roots.” Those same values exist today through our one consolidated, user and community-based board member representatives.

As we continue to grow, “community” has to be maintained not only because we are mandated as a Community Health Center, also known as a Federally Qualified Health Center (FQHC), but because we focus on each and every patient and family’s needs in the communities we serve. Our communities are diverse, and thus, so are their health care needs. Each small town, suburb and city has their own culture of sorts. From Valley Health - Upper Kanawha in Cedar Grove in the east to Valley Health - Steeptown and Valley Health - Harts in the south to the Huntington and Teays Valley locations in between, all are unique.

In spite of consolidation in the health care industry for cost savings, Valley Health has made the choice to be rooted in our communities, be it small solo practitioner sites to several larger hubs closer to specialty care and hospitals. Our unique community network is special and enables us to remain focused on patient experience while always attempting to keep our small rural community sites committed to meet as many needs as possible within the Valley Health family of services; which as you know, continues to grow tremendously.

Despite keeping our focus on community and having diverse and multiple rural locations through southern West Virginia and southeastern Ohio, we are able to maintain tremendous quality

of care and financial stability. As you browse this annual report, it is easy to look at our numbers in the areas of clinical quality, financial status, improved financial position, and important growth in number of people served as well as access points of care. Our data and strategies prove we are doing more in West Virginia and beyond than all other community-based providers!

The roots of the Valley Health tree continue to allow us to increase the number of branches or health center sites and programs we have available as well as improve our facilities, staffing, and clinical services. This in turn allows the impact we have on the people and patients we serve to also grow. The most clear and outstanding example of this is in the community of Milton – one of the root sites of Valley Health from the 1970s.

Look at the ongoing changes from the original sites in 1976 to 2019 and the modern, brand new, high-tech medical center that was just completed and dedicated in November. Clearly, as an organization we are moving forward in multiple ways and lead in so many elements - both clinical, financial, and most importantly, in keeping rooted in the community. Sherry Perry, the Valley Health Board Secretary and long-standing dedicated Valley Health Board Member, is and was one of the original founding board members at Milton. That is such a special legacy, but also a tremendous dedication to our community.

It has been a long journey from 1976 to today for Valley Health. Our dedication to the community has not waived even while growing incredibly! We can attribute that commitment to a loyal staff and special board of directors. The leadership we see month-in and month-out is what continues to make us stronger.

**Steven L. Shattls**  
President/CEO

**Jill Hutchinson**  
Board Chair



# Board of Directors



**Jill Hutchinson, Chair**

Retired Consultant for Medical  
Malpractice Issues  
*Community Health Centers & Former  
CEO WV Primary Care Association*



**Bill Bryant, At-Large**

Retired Principal  
*Ferrellsburg Elementary*



**Paulette Mabry**

Retired Consultant



**Greg Agee, Vice Chair**

Operations Manager  
*Food Service Industry*



**Suzi Brodof**

Executive Director  
*River Valley Child Development Services*



**Cokey Muth**

Retired Operating Room RN  
*Cabell Huntington Hospital*



**Ben Howard, Treasurer**

Retired Personal Banker &  
Investment Representative  
*Huntington Bank*



**Jared Colker**

President  
*W. Va. Electric Supply Company*



**Whitney Trowbridge**

Former Retail Manager/  
Marketing Specialist



**Sherry Perry, Secretary**

Co-Director  
*Eastern Cabell County Humanities  
Organization, Inc.*



**Sherrone Hornbuckle**

Assistant Prosecuting Attorney  
*Cabell County, West Virginia*



**Christina Walters,  
Community Advocate**

Program Coordinator  
*Harmony House*

## New Board Member Spotlight

**Christina Walters**  
Community Advocate,  
*Special Populations*



My name is Christina Walters, and I'm the newest board member for Valley Health.

I grew up and still live in rural Wayne County. I am a graduate of Wayne High School where I still do some volunteering with after school programs. I'm very proud of my little town.

I work for Harmony House. I first started there two years ago as the Transportation Specialist and have since worked my way up to become the Program Coordinator of a new youth program

called The Center. The Center is a youth opportunity hub in Huntington, W.Va. While it is currently the only program of its kind in the state, I look forward to it becoming a role model for other communities in the future. Before Harmony House, I worked as a Customer Service Manager for more than 10 years.

In my spare time, I seek out knowledge-building opportunities to help me grow in my personal life along with my professional life. I also enjoy photography and traveling when I have the ability. Anything that can grow my mind and include an adventure, I'm ready for. That's why I was very excited for the opportunity to become a board member for Valley Health. I hope to bring a different outlook to the table along with ideas and enthusiasm.

## Senior Leadership



**Steven Shattls, MPA**  
President & CEO



**Mathew Weimer, MD**  
Vice President of Health Services  
Chief Medical Officer



**Mary-Beth Brubeck**  
Vice President of Finance  
Chief Financial Officer



**Brett Wellman, FNP**  
Chief Quality Officer  
Associate Operations Officer



**Rachel Merino, MS**  
Chief of Staff  
Chief Transformation Officer  
Associate Operations Officer



**Debbie Zuberbuehler, RN**  
Chief Nursing Officer  
Associate Operations Officer



**Rick Davis**  
Chief Human Resources &  
Corporate Affairs Officer



**Seth Peterson**  
Chief Technology Officer

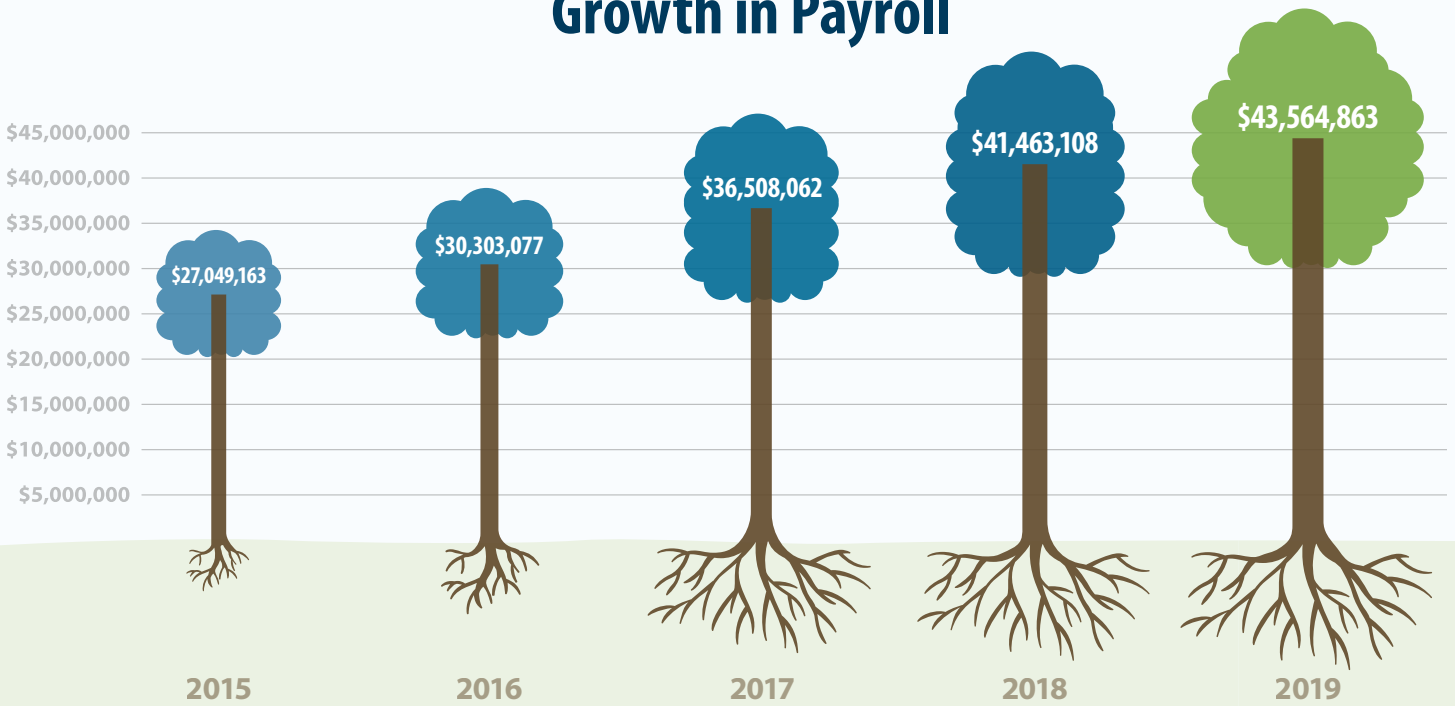


# Financial Performance

Valley Health is a solid company, well positioned to meet current and future needs. We recognize that our patients, employees and partners depend on us to be a strong organization that invests in the communities we serve. We have just experienced a historic year where we have once again been able to further our mission of making valuable, high quality healthcare services available for all people regardless of their financial resources. Despite our gains, we operate very fiscally-minded and are good stewards of the dollars we receive.

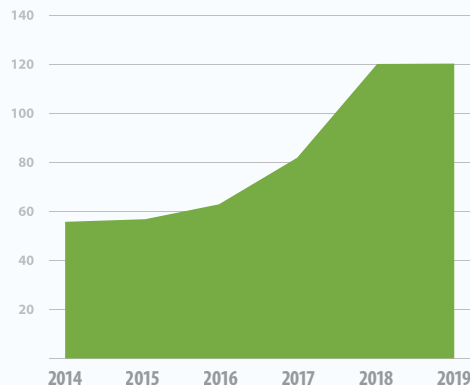
We are excited by the accomplishments of our organization this year, and we look forward to continuing our journey as a healthcare organization working mightily to meet the healthcare challenges our communities face.

## Growth in Payroll

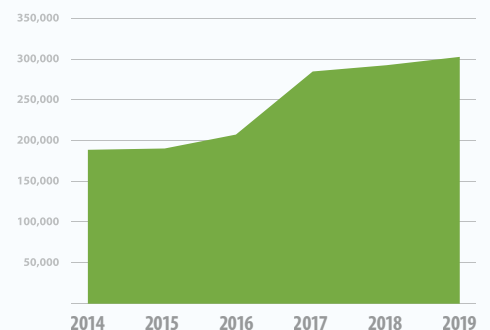


## Provider & Encounter Growth

Valley Health has seen a significant rise in the number of full-time providers in recent years, resulting in increased patient encounters. We are pleased that talented healthcare professionals across a variety of disciplines continue to choose our organization and help advance our mission. We are also pleased that more and more members of the community are turning to Valley Health as their healthcare provider of choice.



Provider FTEs (Full Time Equivalent)



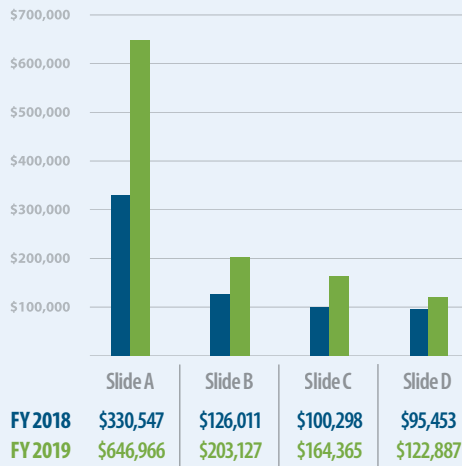
Patient Encounters

# Sliding Fee Discount Comparisons

Our sliding fee program has nearly doubled from FY 2018 to FY 2019. Sliding fee programs enable Valley Health to reduce the fees that patients pay for their care. Eligibility is based on family income and size.

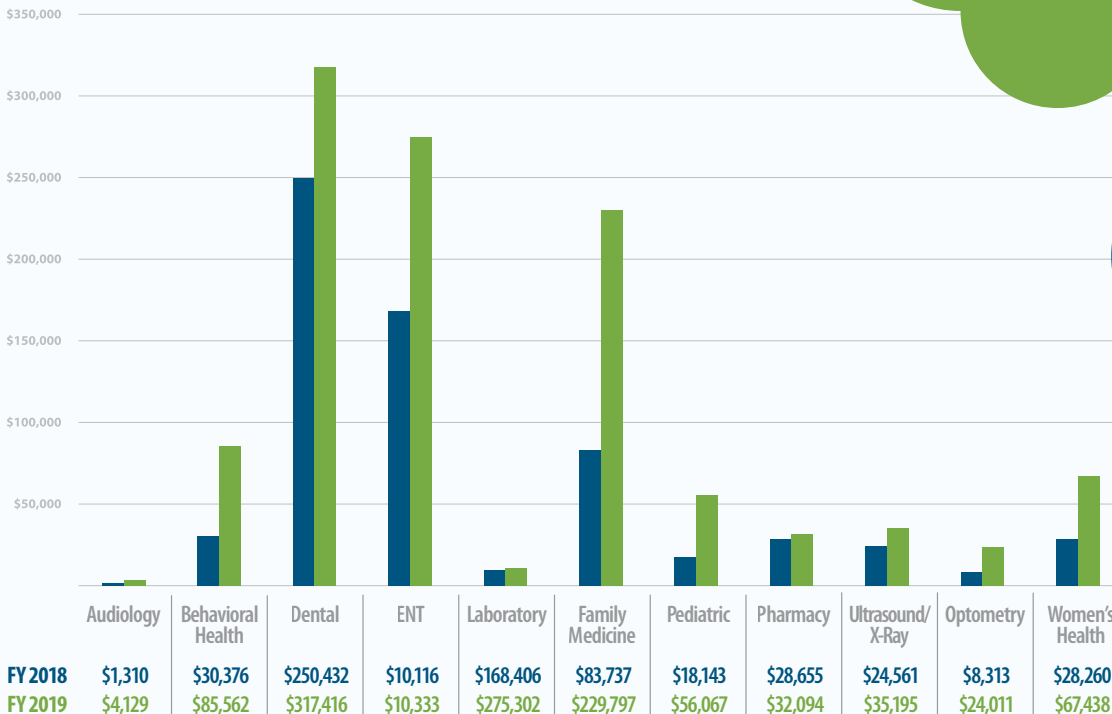
The number of patients receiving discounts has not increased during this period, but the amount of services we are providing to the uninsured and under-insured has. The sliding fee discount total for FY 2019 has topped \$1 million for the first time. By far, the largest category is Slide A, meaning the individual or family is at 100 percent of the federal poverty level guidelines and receives the most heavily discounted or free services.

## Discounts by Income Level & Family Size Classification



FY 2019 Sliding Fee Discount Total  
**\$1,137,344**

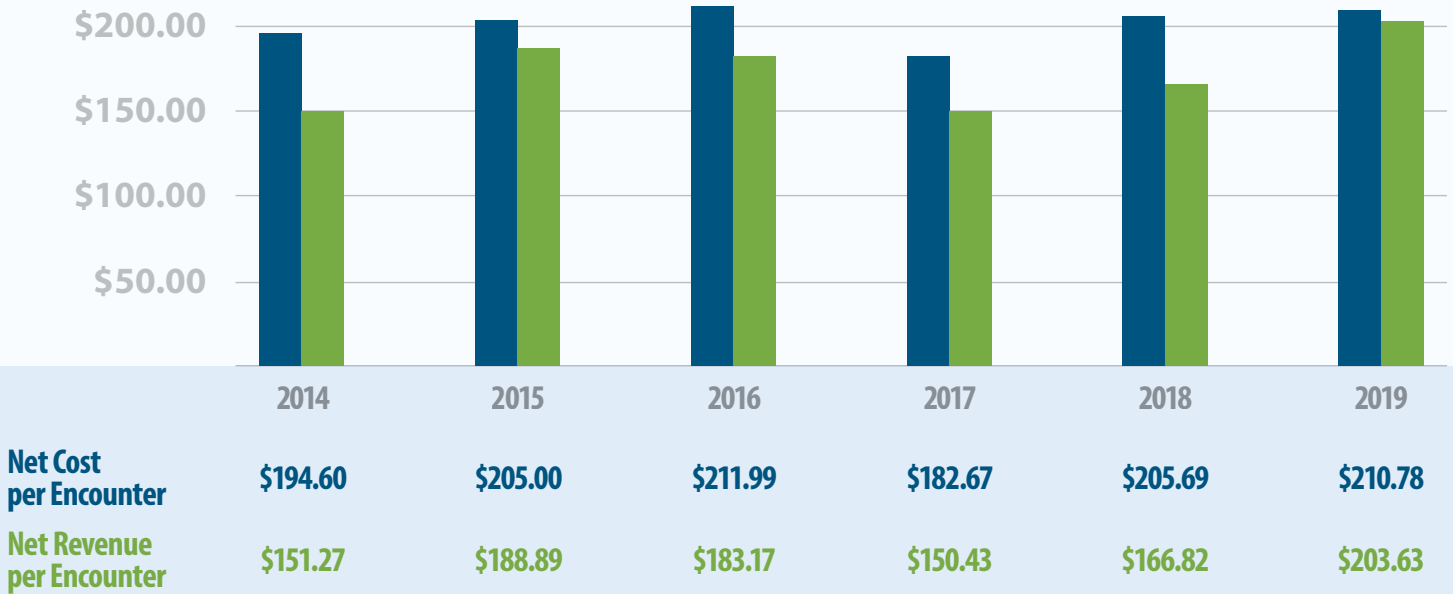
## Discounts by Service Line



FY 2018 Sliding Fee Discount Total  
**\$652,309**

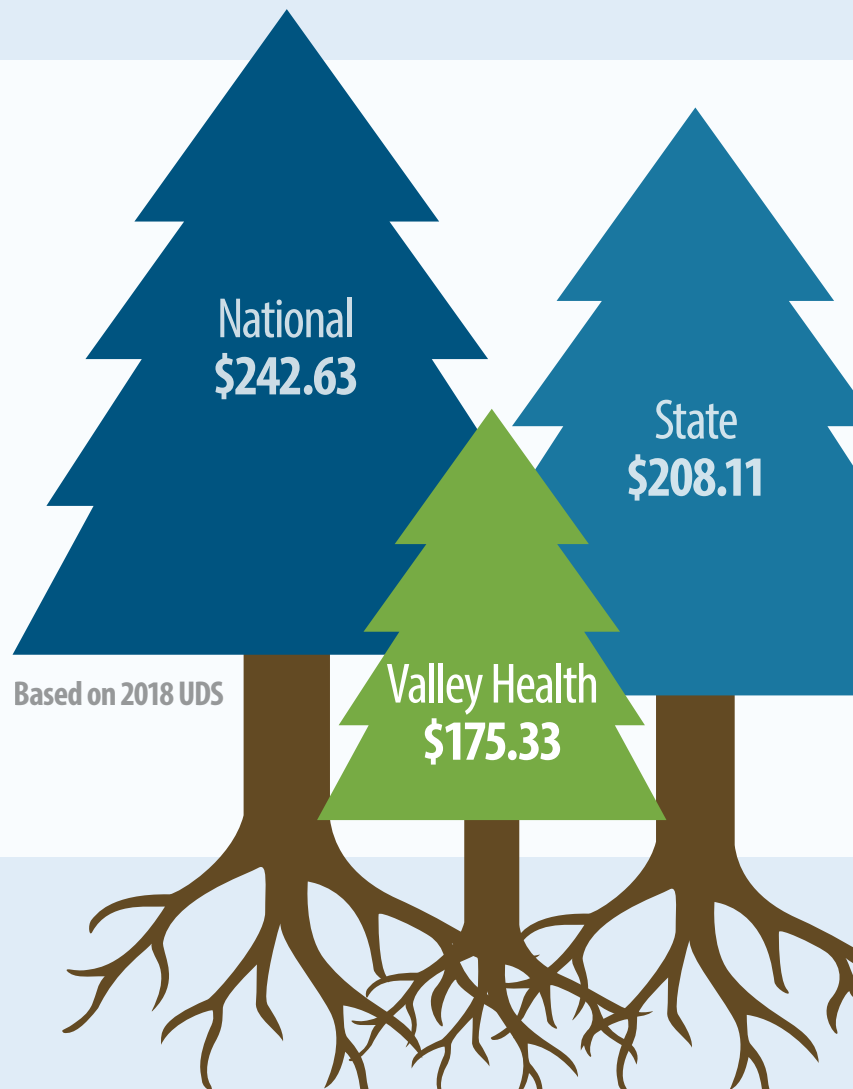
# Net Revenue and Cost Per Encounter

The trend in cost per encounter and net revenue per encounter shows the gap starting to close to just a few dollars per encounter. It should eventually cross or reverse. We carefully monitor the expenses of delivering services and take actions to control costs while maintaining high quality.



## Average Cost Per Patient Visit

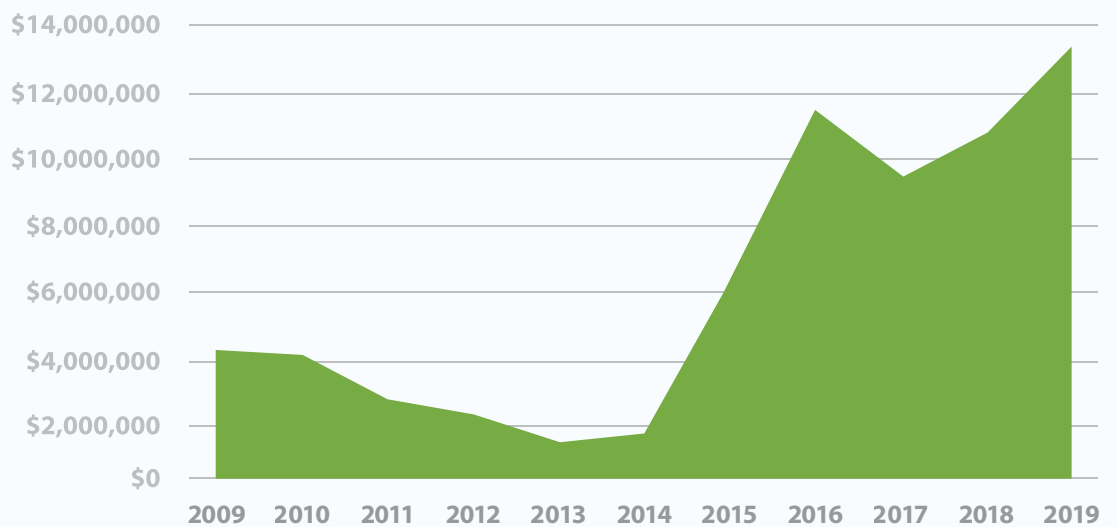
When comparing our average costs per patient visit with state and national average costs, Valley Health is much lower. And, when comparing internally, our visit cost went down from \$188 in the previous year to \$175. Keeping this balance is challenging but rewarding. Tight oversight, measurement and controls keep us on track in providing the best services for the lowest costs.





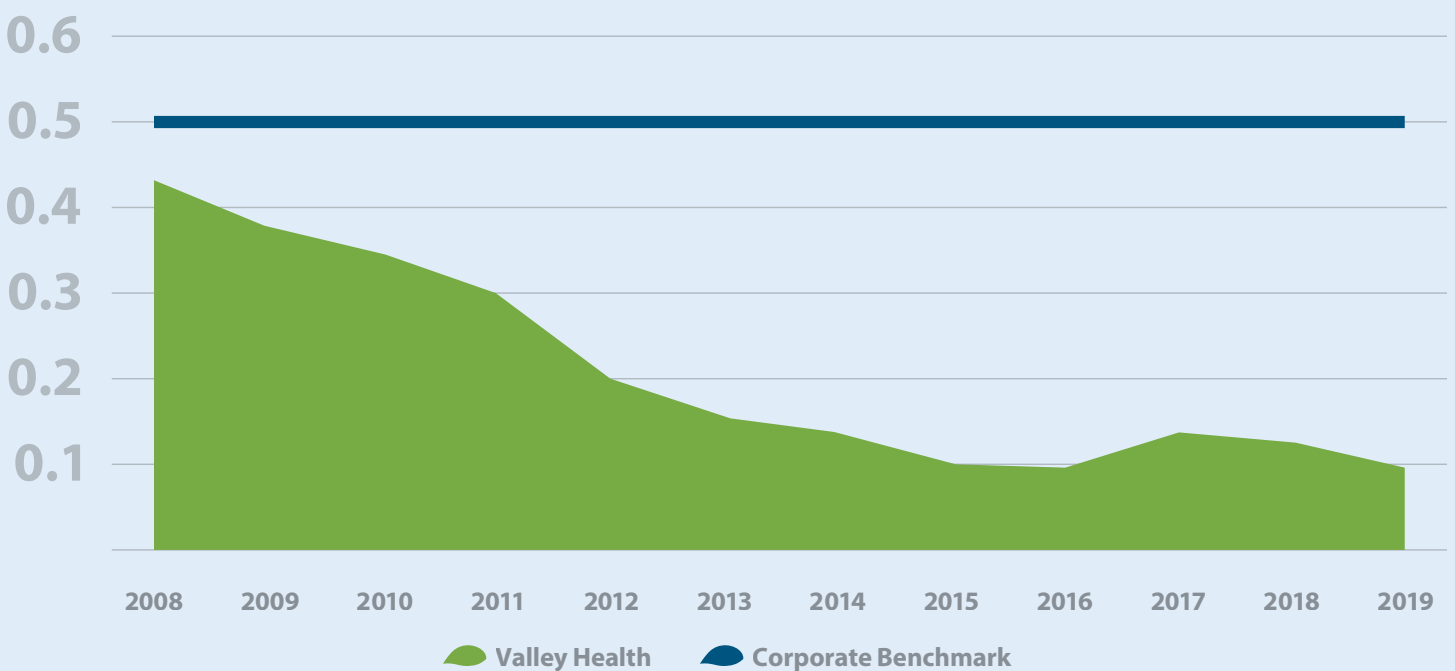
## Working Capital Margin

Our working capital margin continues to trend in a very positive way. These numbers show our ability to meet short-term liabilities and show how fiscally efficient the organization is. Having a larger working capital margin also enables us to invest and let the funds grow.



## Long-Term Debt to Equity

From the Great Recession in 2008 through multiple years of growth and prosperity, our long-term debt to equity ratio has shown a positive, declining trend. We are currently at our lowest level of risk in the history of Valley Health, and even as we build new facilities, add new services and hire new employees at a rapid pace, Valley Health's financial position is strong and sustainable for the long term.



# Growth and Expansion





From Left to Right : Michael Chirico, Mily Kinner, Mike Browning, Pam Kania, Steven L. Shattls, Jill Hutchinson, Mathew Weimer, MD and Mary-Beth Brubeck

# Valley Health Completes Third Expansion in Milton

On Nov. 8, 2019, Valley Health Systems cut the ribbon on its newly constructed, 15,000 square foot, \$6.5 million community health center, officially opening the new facility at 1347 Hillview Drive, Milton, W.Va.

Valley Health’s new Milton health center was largely made possible thanks to funding from a Health Infrastructure

Investment Program grant from the Health Resources and Services Administration. The health center, which is located just off I-64 exit 28, is home to 11 providers who together offer family medicine, internal medicine, pediatrics, OB/GYN, behavioral health,

clinical pharmacy and QUICKCARE services, with dentistry services coming soon.

Fruth Pharmacy is present in the building, making full-service, drive-thru and retail pharmacy services conveniently accessible to patients.

“As a Community Health Center network, Valley Health is an organization with deep roots in the communities we serve,” said the organization’s President and CEO, Steve Shattls. “Some of our deepest roots are here in Milton. This new health center

is evidence of that. In 1976, Valley Health first opened its doors with three health centers. The Grant health center in Milton was one of them. Since that time, we have watched the demand and need for services in Milton and surrounding communities grow. It has been meaningful to our Board of Directors and our leadership to grow Valley Health’s capacity to meet those needs from the Grant health center to the health center that we operated on Harbour Way - all

the way to this amazing facility that we are now able to make available to the community.”



Pam Kania, Regional Administrator, Health Resources and Services Administration Philadelphia Region III Office and Steven L. Shattls President & CEO, Valley Health Systems, Inc.

“When a new health center opens, it has a positive impact on the entire community.”

Pam Kania  
HRSA Regional Administrator



Above: The new facility in Milton pays homage to the Mountaineer Opry House, which previously sat on the property now occupied by the new health center.

# Valley Health Grows Kanawha County Presence: *Oakwood Road Health Center to Open January 2020*

With the dawn of the New Year, patients in the Charleston area will have a new option for receiving convenient healthcare services to meet their scheduling needs. Valley Health – Oakwood Road will open in early 2020, giving Valley Health its first direct health center presence in Charleston.

Set to be located inside Fruth Pharmacy’s Charleston retail location at 864 Oakwood Road, the new Valley Health site will offer QUICKCARE services that include weekend and evening hours for patients seeking care for minor illnesses and injuries without appointment. The health center will also accept patients by appointment and will be a resource for primary care, physicals and more.

Oakwood Road is representative of Valley Health’s strategic

plan to explore opportunities, create meaningful relationships, collaborations, and develop expanded services for all who choose Valley Health as a care partner. The partnership with Fruth Pharmacy to bring the Oakwood Road health center to fruition was a natural one. “Valley Health already collaborates with Fruth Pharmacy in a number of ways,” said Brett Wellman, FNP-C, Chief Quality Officer and Associate Operations Officer. “Like us, they are local and share our passion for the health and wellness of communities.”

The Oakwood Road health center is Valley Health’s second collaboration with Fruth Pharmacy within the last year. Fruth recently opened a full-service pharmacy within Valley Health’s new Milton site.





## *Valley Health Strengthens Putnam County Presence* **with Teays Pediatrics**

Valley Health continues to expand its presence in Putnam County with the recent addition of Teays Pediatrics to its family of health centers. The move provides Valley Health the opportunity to increase the pediatric coverage it provides Putnam County, while opening the door for growth among other service lines at existing Valley Health centers in the area.

Pediatrician Ann Lambernedis, M.D., FAAP, and nurse practitioner Jessica Allen, FNP, remain with the practice. They will be joined in early 2020 by Valley Health pediatricians Jordan Nash, M.D., and Aaron Brownfield, M.D., bringing all of Valley Health's pediatric services for the Teays Valley region to one child-friendly location, with the added benefit of extended hours of operation. The new Valley Health pediatrics center specializes in care for infants and children through young adults. It accepts patients by appointment and can also accommodate walk-in patients.

Valley Health – Teays Pediatrics, located at 111 Great Teays Blvd. #101 in Scott Depot, is Valley Health's fourth Putnam County site. The organization also operates Valley Health – Teays Valley, a family medicine practice; Valley Health – Hurricane, a Family Medicine, OB/GYN and Behavioral Health practice; and Valley Health – Putnam WIC, a resource for breastfeeding and nutrition support.



*From Left to Right: Jessica Allen, APRN, FNP and Ann M. Lambernedis, MD, FAAP*

# Growing Our Provider Team



**Stephanie Dillon, DO**

Family Medicine | Milton

**Medical Degree:**

West Virginia School of Osteopathic Medicine,  
Lewisburg, W.Va.

**Residency:**

Sovah Health – Danville Regional Medical Center,  
Danville, Va.



**Ann M. Lambernedeis, MD, FAAP**

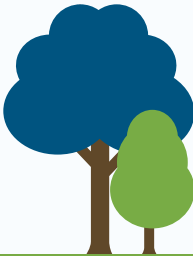
Pediatrics | Teays Pediatrics

**Medical Degree:**

Marshall University School of Medicine,  
Huntington, W.Va.

**Residency:**

Marshall University School of Medicine,  
Huntington, W.Va.



**Jessica Allen, FNP**

Pediatrics  
*Teays Pediatrics*



**Katee Conaway, LPC**

Behavioral Health  
*Hurricane*



**Lissa Gonzalez, MBA, FNP**

Family Medicine  
*Teays Valley*



**Stacy Houchin, FNP**

Family Medicine  
*10th Street*



**Amy Humphrey, MA**

Behavioral Health  
*Highlawn*



**Christina Johnson, PsyD**

Behavioral Health  
*East Huntington*



**Thomas Johnson, PA-C**

Family Medicine  
*Milton*



**Christopher Kidd, LICSW**

Behavioral Health  
*Steptown*

# Rachel Merino, MS, Honored as an Emerging Leader by National Association of Community Health Centers

Valley Health senior leadership member, Rachel Merino, MS, was among 12 recipients recognized in March 2019 with the Geiger Gibson Emerging Leader Award during the National Association of Community Health Centers Policy and Issues Forum in Washington, D.C.

"It is rare to identify an individual who has the wisdom, maturity, intelligence and capabilities to work in a complex health care environment - at a young age of 26," said Steven Shattls, Valley Health President and CEO.

Merino joined Valley Health in September 2016 as the organization's Medication Assisted Treatment (MAT) program coordinator. In January 2017 she was promoted to administrator of Behavioral Health Operations, and in fall of 2018 her duties further expanded to include dentistry services. Rachel was again promoted in 2019, adding the roles of Chief of Staff and Chief Transformation Officer to her operational duties.

During Merino's tenure, 22 new behavioral health providers have joined Valley Health, and the organization's substance use disorder treatment program patient volume has tripled. Merino has also played an instrumental role for Valley Health

in fostering community partnerships and collaborative projects, such as PROACT, with local hospitals, Marshall Health, Thomas Health and Recovery Point. She currently works with approximately 50 behavioral health and dental providers at 15 locations.



"The unique thing about my role at Valley Health, and what I really love about my job, is that it is not solely focused on healthcare administration," Merino said. "It also has a public health component. I have a passion for policy and public health, especially for vulnerable and underserved communities. That, coupled with the fact that I work with others who share my strong belief in providing holistic care to patients, makes working at Valley Health very special."

## New Charitable Giving Program

Valley Health's roots within the community are growing even deeper with the establishment of a new Charitable Giving Program. The program is being led by Jessica Staples, a 10-year Valley Health veteran who has recently been named Director of Charitable Giving and Special Projects. A committee currently comprised of eight additional Valley

Health leaders and providers has been set to further support the effort. The initial goal of the Charitable Giving Committee is to assess the needs of Valley Health's patient population as it relates to health equity. We look forward to seeing the growth of this initiative.

### Charitable Giving Committee Members

Jessica Staples, *Director of Charitable Giving & Special Projects* • Steven L. Shattls, *President & CEO* • Dr. Daniel Brody, *Dentist*  
Rhonda Damron, *Office Coordinator, Fort Gay* • Dr. Rebecca Denning, *Psychologist* • Dr. Andrea Kellar, *OB/GYN Physician*  
Dr. Amy Marsteller, *Family Medicine Physician* • Rachel Merino, *Chief of Staff, Chief Transformation Officer & Associate Operations Officer*  
Dr. Daniel Whitmore, *Internal Medicine & Pediatrics Physician*



# Quality Outcomes



# Patient Success

**Quality care in your neighborhood. At Valley Health, that is what we work to deliver. Every day, every patient - positive health outcomes are our number one goal. Here is one story among many.**

Certified Diabetes Educator, Penny Skidmore, loves her job and is excited that Valley Health's Diabetes Education Program continues to grow and improve the lives of patients. "When you see the light come on in a patient's eyes; when they start asking engaging questions and begin realizing that they can take the reins of their own health, it is tremendously rewarding."

One such patient for Penny is Homer Roush. "Homer is a fighter," said Penny. "He's overcome so many obstacles, and he is a great example of what someone can do when it comes to managing diabetes with the right attitude and determination."

Homer credits Valley Health for improving his health on a number of fronts. He originally came to Valley Health three years ago to seek treatment for hypertension from Dr. Mathew Weimer. His decision to come to Valley Health followed years of treatment from a provider at another practice who had never been able to regulate Homer's blood pressure. After surviving a stroke and later being hospitalized for severe burns, Homer decided it was time to seek another provider to manage the chronic conditions he'd battled through his adult life.

Within one month of beginning treatment with Dr. Weimer, Homer's hypertension was under control, and it has stayed under control with regularity for the last three years. In April 2019, however, another health issue surfaced for Homer – diabetes.

"Throughout my treatment for hypertension, Dr. Weimer had been very consistent with monitoring my blood sugar. He knew that diabetes ran in my family. Diabetes killed my mother, as well as my oldest and youngest brothers. I didn't want to be next. By the time I was diagnosed, I had experienced three funerals. I knew I needed to do what the health professionals told me to do."

Homer was referred by Dr. Weimer to Valley Health's Certified Diabetes Education Program, and that's where he met Penny. "Penny was wonderful and explained things really well. She taught me portion control, how to eat better, along with other things to help me understand and manage my A1c levels. When I was first diagnosed, my A1c was 7.4. Today, it's 6.2. My glucose levels are good, averaging 103, and my weight is down a total of 21 pounds. I feel so much better because of Penny's help."

When asked how he feels about Valley Health, he simply said, "Valley Health saved my life."

*From Left to Right: Penny Skidmore, RN, BSN, CDE and Homer Roush, Patient*



# Uniform Data Systems 2018 Review

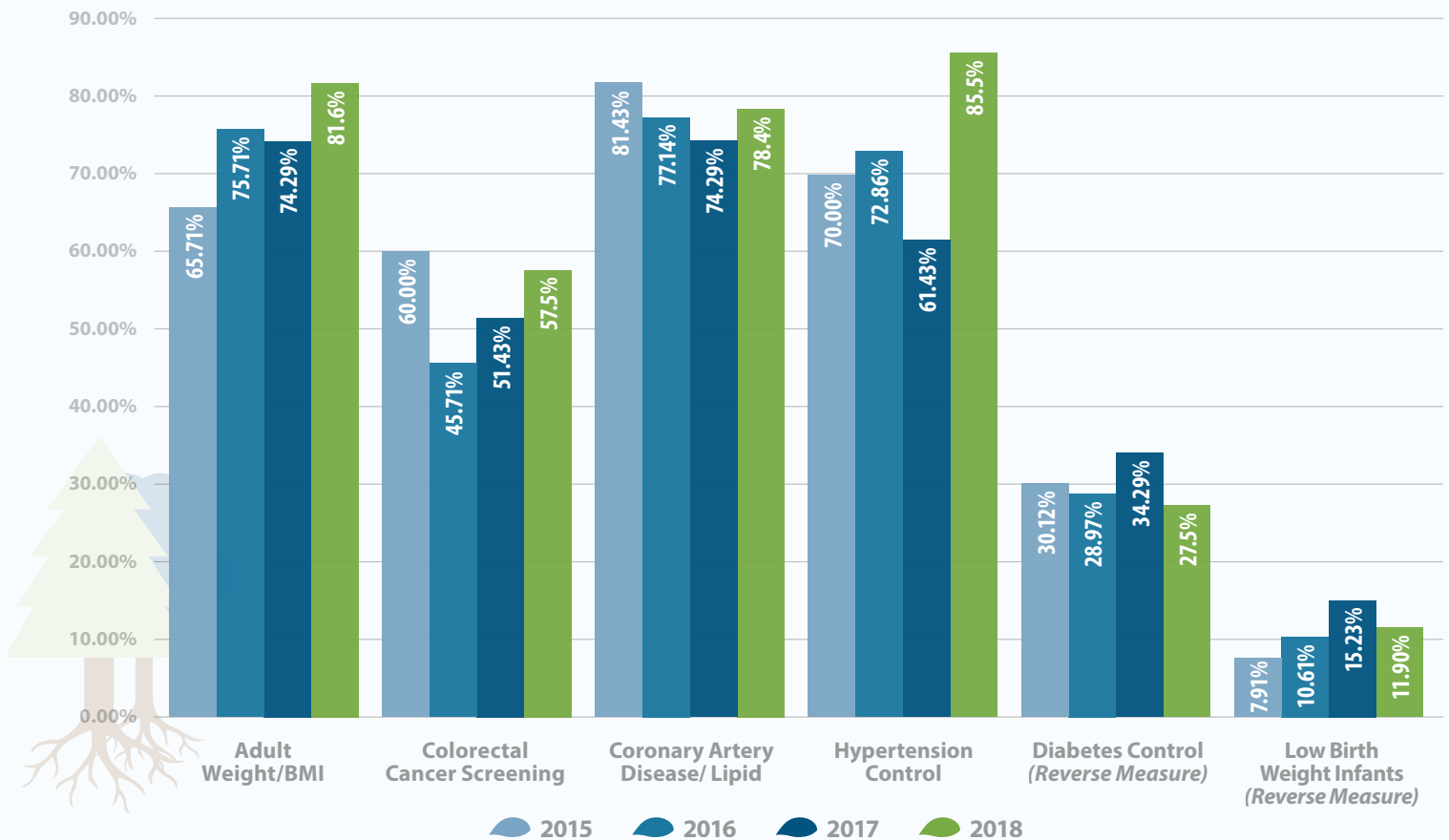
For the 2018 UDS reporting measures, which were submitted in February of 2019, Valley Health supplied data on key program areas on the full universe of eligible patients. This requires extensive data extraction and reporting on the health status and outcomes of the more than 72,000 patients that we served for the reporting period.

During the reporting period, Valley Health experienced improvements in several key areas of the reported clinical measures from the 2017 to the 2018 period:

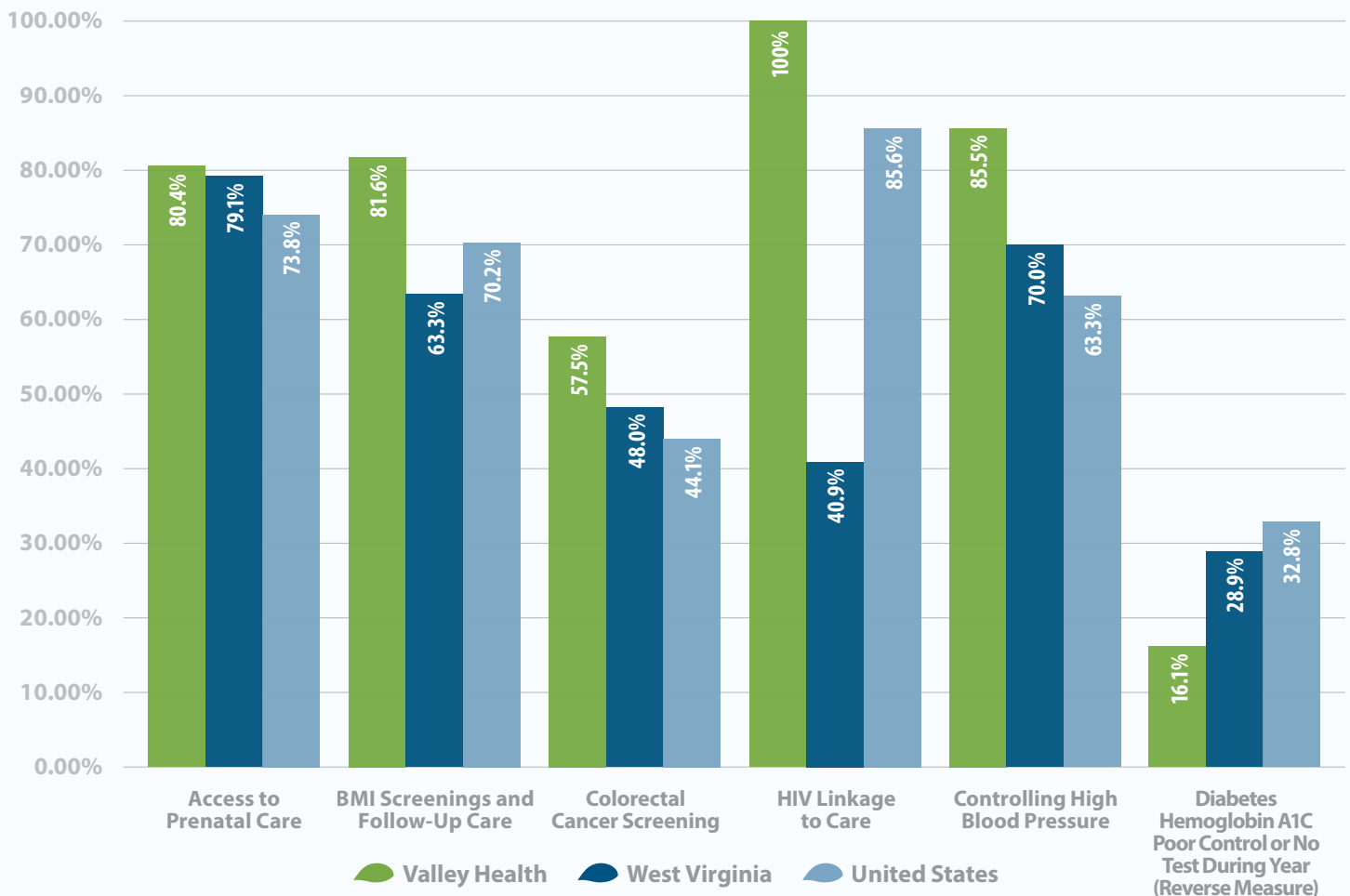
- Adult weight, BMI screenings, and follow-up care improved by approximately 7% to 81.6%, which is the highest rate our organization has achieved in the last four years.

- The volume of colorectal cancer screenings improved by 6% to 57.5%.
- Hypertension control showed 24% improvement over 2017 statistics, increasing to 85.5%. This is in part due to a clinical focus and partnerships with the American Heart Association (AHA) and the American Medical Association (AMA) with implementation of programs at key sites and throughout the system.
- Diabetes control measurements, specifically hemoglobin A1c measurements, improved approximately 7% to the best compliance and control in the last four years.

## VHS Year-by-Year Clinical Measure Comparisons



# UDS 2018 Comparisons: VHS, State and National



Of the 16 clinical reporting measures, Valley Health compares to our state and national peers in the following way:

- Compared to the 27 FQHCs in West Virginia, Valley Health Systems ranks equal to or better than our peers in 10 of the 16 measures.
- Compared to all 1,362 FQHCs across the U.S., Valley Health Systems ranks equal to or better than our peers in 7 of the 16 measures.

## Cost of Care

The total cost of care per patient for Valley Health was \$756, which is below the West Virginia average of \$838 and the national average of \$990. It is also noteworthy that the total cost of care was approximately \$3 per patient less than the previous year at Valley Health. This is a remarkable accomplishment, when on a state and national level, the cost per patient increased by \$40-\$50 per patient, respectively.

## Looking Ahead

As we look ahead to the coming fiscal year, Valley Health will continue its commitment to maintain Patient Centered Medical Home (PCMH) status through the National Committee for Quality Assurance (NCQA) for all currently recognized locations, as well as for additional qualifying locations and new practices that will be joining Valley Health. In addition, it is our goal to pursue NCQA Distinction in Behavioral Health Integration for all Valley Health NCQA-Recognized PCMHs. Finally, it will be a priority to keep up with UDS trainings on clinical measures and proposed changes for 2020 that may impact patients and programs and to have discussions surrounding additional HIV measures, depression screening and treatment, expanded cancer screenings and diabetes care management.

# Valley Health Takes Gold

## For the Management of Hypertension

On Nov. 1, 2019, Valley Health, for the second consecutive year, was among a select group of West Virginia healthcare organizations to be recognized at the West Virginia Target: BP™ Awards for meeting a high standard of blood pressure control among its adult patient population.

At the West Virginia Target: BP™ Awards celebration, Valley Health was recognized as a Gold Level Awardee along with 11 of its health centers receiving Gold Awards – six more than the prior year. Sixteen additional Valley Health sites received Participant Level Awards.

Chief Quality Officer and Associate Operations Officer, Brett Wellman, FNP-C, commented on the award by saying, “At Valley Health, it is so important for us to be able to offer a value-added program, such as the Target: BP Program, at no cost to any enrolled patient. I represent the entire provider team in saying that we are committed to positive health outcomes for all patients.”

The Target: BP™ Program, developed through a partnership between the American Heart Association and the American Medical Association, was launched in response to the rising incidence of uncontrolled blood pressure in the United States, a health issue that is particularly important in West Virginia given that it leads the nation in rates of hypertension at 43.5 percent according to the Centers for Disease Control



From Left to Right: Mathew Weimer, MD and Brett Wellman, FNP



From Left to Right: Brett Wellman, FNP, Mathew Weimer, MD and other health system recipients of Target: BP Award.

# TARGET:BP™

## Gold Award Recipients

A Woman's Place  
Coal Grove  
Pretera  
Harts Intermediate School  
Huntington  
Huntington Middle/Southside Elementary  
Hurricane  
Southside  
Spring Valley  
Stepstown  
Teays Valley

and Prevention. The program focuses on supporting, encouraging and rewarding healthcare agencies in the state who practice and support blood pressure management strategies that both measure and maintain success. Participating agencies are recognized with Gold Awards when the targeted patient population averages 70 percent or greater blood pressure control.

Valley Health's focus around improving patient hypertension rates includes ongoing training and monitoring for blood pressure measurement techniques among the nursing staff, development of a patient education program led by the clinical pharmacy and chronic care management teams, and a blood pressure cuff loaner program for patients made possible through a partnership with the American Heart Association and the Benedum Foundation.

## Target BP with Clinical Pharmacy Pilot

Patient with uncontrolled HTN (BP > 140/90) or newly diagnosed HTN identified by the Provider as candidate for the pilot.

Provider sends task to "Target BP" specifying office and/or telephone follow-up for Clinical Pharmacy scheduling and notifies nurse to obtain homegoing BP cuff. Patient is scheduled for office follow-up in 4 weeks with Provider.

Nurse gives Target BP packet with log and BP cuff (or order for cuff) to the patient. The patient is instructed on how to keep a written log and how to use the machine. The patient is notified that he/she will be contacted by the Clinical Pharmacist each week until their 4 week follow-up with the Provider.

Clinical Pharmacist follows up with the patient for scheduled visits/calls at a minimum of once per week until the PCP follow-up visit at 4 weeks. Pharmacist assesses BP control, technique, medication adherence, medication response, and any side effects to medication at each visit/call.

All Clinical Pharmacy visits/calls will be documented as an encounter note in EHR and tasked to the Provider for review. If medication adjustment is recommended, the Clinical Pharmacist will communicate with the Provider then relay any changes back to the patient.

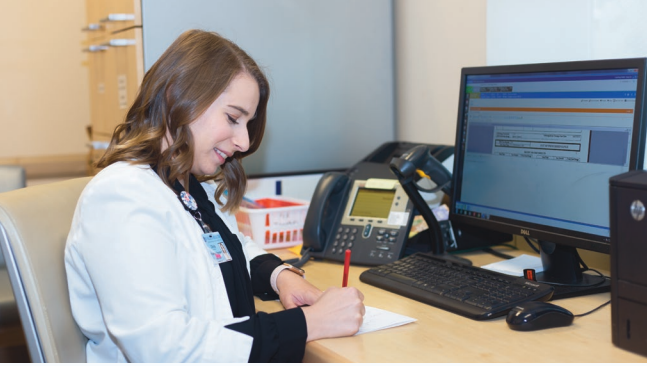
## Target: BP *Patient Success Story*

David Morrone knew that he had high blood pressure, but after five years of sweeping it under the rug, he decided to make an appointment at Valley Health – Milton late in July 2019 with a focused mission of getting his blood pressure under control. That's where he met the team of family nurse practitioner, David Morris, and clinical pharmacist, Megan Peterson.

After being evaluated at his first visit with blood pressure tracking at the exceptionally high rate of 180/110, David Morris prescribed Mr. Morrone a beta blocking medication as the first step in addressing the issue while also loaning him a blood pressure cuff and teaching him how to use it at home. Mr. Morrone proceeded to take his blood pressure regularly four times a day, and at first didn't see a positive response. As part of the program, clinical pharmacist, Megan Peterson, was regularly checking in with Mr. Morrone on the phone to track progress.

When there was not initially a positive response, she helped coordinate a medication adjustment with David Morris to add an ACE Inhibitor to his regimen. Together, David Morris and Megan Peterson continued to monitor Mr. Morrone's blood pressure, adjusting the medication an additional time by adding a diuretic to the mix.

Today, Mr. Morrone's blood pressure is healthy and normal. "Physically, I am able to wake up and get through the day easier. More than that, mentally knowing that my blood pressure is under control makes a difference. I know that having high blood pressure can kill you, and I am relieved to now have it under control. The experience with Valley Health was a good one. Having my provider and the lab together in the same building, close to my home was great, and the care they provided was over the top."



*Olivia Rockwell, PharmD, MBA*

# Implementing a Pharmacist-Led INR Protocol *to Monitor Patients on Warfarin Therapy*

As part of Valley Health Systems ongoing commitment to quality, our organization administers a pharmacy residency program in conjunction with the Marshall University School of Pharmacy. In July 2019, we were pleased to welcome Olivia Rockwell, a graduate from the West Virginia University School of Pharmacy, to the 12-month program.

In addition to being exposed to Valley Health's many innovative, customer-focused programs during her residency term, Olivia's residency requirements include a yearlong research project that she will present to the Eastern States Conference upon its conclusion. Olivia's research, which focuses on International Normalized Ratio (INR) Monitoring and the evaluation of hospital bleeding/clotting readmission rates between two Valley Health sites, is well underway.

## **INR Monitoring Defined**

An INR test measures how long it takes for a patient's blood to clot and is primarily used to diagnose unusual bleeding, blood clots and to monitor people being treated with the blood thinning medication, warfarin.

## **The Importance of INR Monitoring**

Warfarin must be monitored to ensure it is working effectively

and being used safely. Achieving the correct warfarin dosage can be difficult but is extremely important. If the dose of warfarin is too low, the patient is at risk of developing harmful blood clots. If the dose of warfarin is too high, the patient may be at risk of serious bleeding.

Oral anticoagulation with warfarin is a common and cheaper treatment for West Virginia patients in the ambulatory setting. However, warfarin is also associated with a higher risk of readmission and readmission-related costs for major bleeding and stroke compared to other oral anticoagulants. Research has shown that monitoring INR in the outpatient setting has reduced hospital readmissions for the ambulatory patient.

## **The Goal**

Improving the health of patients and reducing their risk of hospitalization is the goal. With the continued support and guidance from Valley Health preceptors and co-authors of the research, Courtney Barker and Megan Peterson, Olivia's research can result in service that could potentially benefit Valley Health patients across all sites.

# Valley Health Responds to Emerging Public Health Needs

*In Huntington, W.Va., and surrounding communities, cases of HIV have been on the rise - largely as an outcome of the opioid epidemic that afflicts the region. Valley Health implemented a rooted and proactive response to the public health concern. Provider training was initiated, patient education materials were developed, and treatment methods were implemented to protect those with exposure to HIV as well as to those at risk for exposure. Described here are a number of our response efforts.*

## Testing/Screening

Beginning in June 2019, Valley Health Systems engaged in efforts to provide universal Hepatitis B, Hepatitis C, and HIV screenings across our adult population, which includes over 50,000 patients. Prior to launch, we already tested patients as part of routine screenings and based on risk. Our Medication-Assisted Treatment (MAT) programs test for Hepatitis A, Hepatitis B, Hepatitis C, HIV, and syphilis routinely and have been doing so for years.

## PrEP

Valley Health providers underwent Pre-Exposure Prophylaxis (PrEP) training with Dr. Nathan Furukawa from the CDC with live sessions in May 2019. Approximately 60 providers in primary care, psychiatry, MAT and pharmacy attended the live trainings. Our internal pharmacies stock and dispense PrEP medications.

Valley Health has committed to being a partner in providing PrEP and has agreed to serve as a referral site for PrEP in a large-scale effort by the CDC to provide outreach with a large social network testing strategy to women engaged in commercial sex work. For those who test negative for HIV, but remain at risk for HIV, the CDC will refer them to clinics that offer PrEP, including several Valley Health locations. We are also focusing on people who inject drugs given the high numbers affected by the current HIV cluster in our area and as providers of Medication-Assisted Treatment for opioid-use disorders. Valley Health sites are also displaying and providing patient-facing educational materials for PrEP.

## Occupational PEP

For many years, Valley Health has had an occupational Post-Exposure Prophylaxis (PEP) program for staff who are at risk through a work-related exposure. This includes the availability

of PEP medications at several Valley Health locations to allow relatively easy and timely access to PEP for any staff member who may need it.

## nPEP

In May 2019, the Valley Health clinical and operational leaders met with Jeanette Southerly from the Mid-Atlantic ATEC to discuss non-Occupational Post-Exposure Prophylaxis (nPEP). As a result of this meeting, an educational session will be created for providers interested in learning more about nPEP.



*From Left to Right: CDC Director Robert Redfield, MD, Deputy Secretary for HHS Eric Hargan, JD, Rachel Merino, MS and Mathew Weimer, MD*

## Linkage to Care

Valley Health has a robust referral-tracking program to ensure that all referrals are handled in a timely manner. We have created and filled a new position, a Public Health Program Coordinator, who will ensure appropriate and timely linkage to care for all patients newly diagnosed with HIV, Hepatitis B, and/or Hepatitis C. All of our clinical programs, including MAT, will engage in patient navigation with timely linkage to care.

A dental professional with dark, curly hair, wearing a maroon top, is smiling warmly at a patient. The patient has blonde hair tied back and is wearing glasses. The background is a dental office with a blue wall and a large graphic of a tree with checkmarks. The text 'Service Spotlight: Dentistry' is overlaid on the left side of the image.

# Service Spotlight: Dentistry

*Andrea Kelly, DDS | Dental Director*



# A Bright Future for Bright Smiles

Valley Health leads the way in addressing a critical health care need in Appalachia – access to affordable, quality dental care.



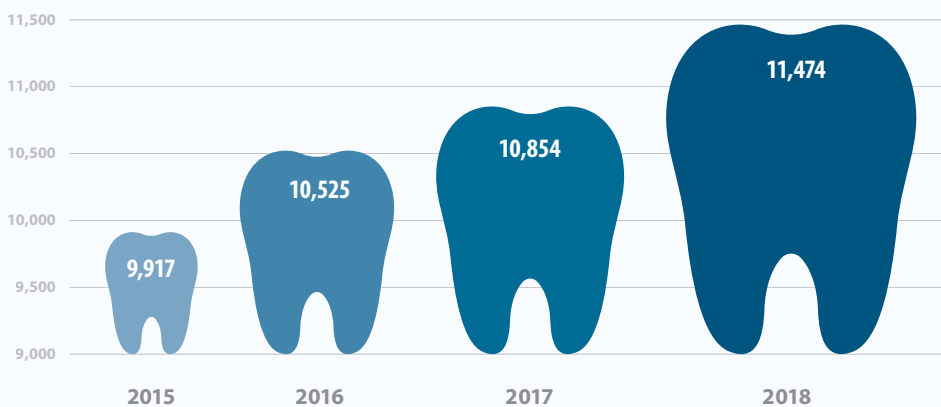
Stephen Minor, DDS, Nabila Raja, DDS, Kevin Stephens, DMD, Andrea Kelly, DDS, Stephen Beckett, DDS, Kara Smith, DDS and Daniel Brody, DMD

## Oral Health Infrastructure Grant Helps Valley Health Improve Care

The pressing need to improve access to dental care within the marketplace has spurred Valley Health to take measures to expand and improve its dentistry program, which in the last fiscal year served 11,474 unique patients. Valley Health received a \$300,000 Oral Health Infrastructure (OHI) grant award from the Health Resources & Services Administration in September 2019 – a gift that will go a long way to make those plans happen. Funds from the grant will be used to support the expansion of dental

services at the new Valley Health – Milton facility, specifically with the purchase of dental operatory equipment. Additionally, the funds will support the purchase of new dental chairs for Valley Health – Fort Gay, where the current chairs are over 25 years old. With upgraded equipment, the Fort Gay location will be better prepared to increase access to much needed dental services, especially for those with substance use issues who are in local recovery programs.

### Unique Dental Patients



*A bright future is on the horizon for affordable, quality dental care in the Tri-state region, thanks in part to the growing footprint of the Valley Health dental program. Since Valley Health's introduction of dental care in 1979, the service line has grown to include six locations across the network supported by a team of seven dentists, with additional services to be added soon in Milton.*



## Award-Winning Dental Care

On Nov. 12, representatives from Aetna Better Health of West Virginia traveled to Huntington to present the Valley Health dental team with the 2019 Aetna Better Health of WV Quality All-Star Award.

The award, which is presented annually to a single, stand-out partner at the state level, recognized the exceptional, high-quality care that Valley Health provides its dental patients.

The criteria for this honor includes quality achievement through improved HEDIS (Healthcare Effectiveness Data and Information Set) scores, providing timely access to medical records, and active participation in wellness events and other opportunities for members of the organization. Specifically, Valley Health conducted three community

outreach events focused on access to pediatric dental care. The Aetna team works with the National Commission for Quality Assurance to select the winning recipient.

Aetna maintains provider partnerships in all 55 counties in the state of West Virginia and serves an estimated 44.7 million people nationwide. With such a large footprint at both the state and national level, and in a cultural climate where health insurance is increasingly shaping the healthcare model we know, Valley Health is honored to receive this quality achievement award. It is evidence that our dental team goes above and beyond to carry out Valley Health's mission to provide the highest quality of care to all patients.

## Valley Health Launches New Dental Residency Program

In an exciting development last spring, Valley Health began a new affiliation with the prestigious New York University Langone Health. Under the partnership, up to five post-doctoral residents from NYU Langone Dental Medicine have the opportunity to be placed into a one-year Advanced Education in General Dentistry (AEGD) program at Valley Health dentistry training sites.

The program is a good fit for Valley Health given the need for dentists and dental care in West Virginia. In a report by WalletHub, an online financial service, West Virginia has the worst dental health in the nation. According to the 2016 national Behavior Risk Factor Surveillance System, an annual survey conducted by the Centers for Disease Control and Prevention, more than 30 percent of West Virginia adults 65 and older had lost all of their natural teeth, which is more than double the national average of 14.4 percent. In addition, as of 2016, 57.5 percent of West Virginia adults 65 and older had lost six or more teeth due to decay, compared with 36 percent

nationally. And despite the high rates of dental problems, West Virginia ranked number 47 in the U.S. for the number of dentists per capita.

Valley Health President and CEO, Steve Shattls, concurred with the finding by saying, "Oral health professionals are desperately needed in West Virginia. Partnering with NYU Langone allows us to offer residents training from exceptional providers and enables additional access to care for our populations. Furthermore, it affords the potential for residents, upon completion of their training, to stay in West Virginia and be the next generation of dentists in Valley Health communities across the region."

Dr. Andrea Kelly is the Program Director for Valley Health's AEGD dental residency program. The program is just one of a number of residency programs for which Valley Health provides training support.



## Valley Health Dentist, Daniel Brody, DMD, Shares Expertise on Managing Patients with Substance Use Disorder

Dr. Daniel Brody, DMD, has been a Valley Health dentist for 35 years. He has always had concerns about the rates of poor dental health in the region, but in the last few years his focus has sharpened to the effects of substance use disorder (SUD) on oral health.

As a dentist caring for an increasing number of patients who've been affected by SUD, Dr. Brody has gained expertise in this area. He has started speaking with colleagues throughout the country with a presentation titled, "Dental Management of Patients with a History of Substance Use Disorder." Dr. Brody has given the presentation at the Ohio Association of Community Health Centers Annual Conference, the Indiana Primary Health Care Association Annual Conference, the Great Lakes Inter-Tribal Council, the Health Center Association of Nebraska and the National Network for Oral Health Access Annual Session, as well as to local groups.

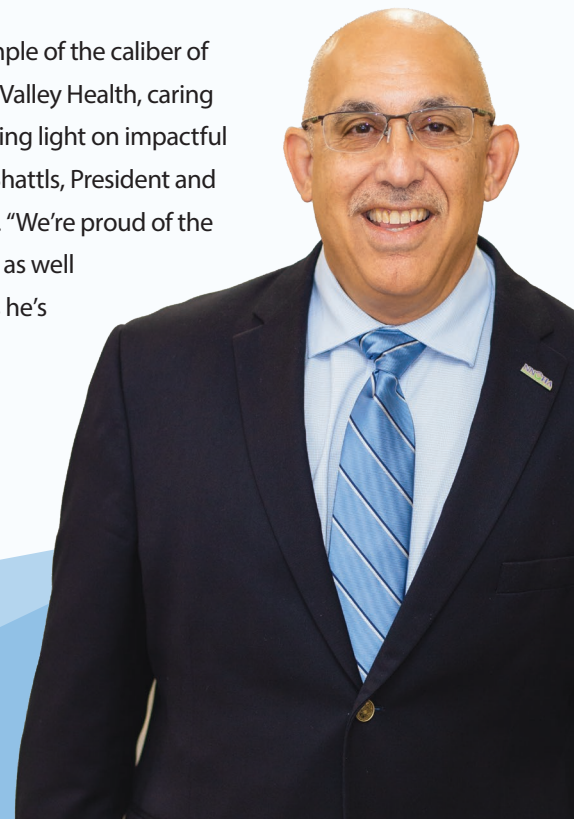
Dr. Brody said he is compelled to raise awareness about oral health issues related to SUD, the importance of oral health in the rehabilitation process and about improving collaboration between dental, medical and behavioral health care providers who are serving SUD patients. "Management of substance use disorders and its health effects requires a multidisciplinary approach," he said.

Dr. Brody said dentists often are the first health care professionals to encounter patients suffering from drug issues. Toothaches are a common side effect of ongoing drug use, most often requiring

extraction. Dentists can play a pivotal role in recognizing what is going on and pointing patients toward recovery resources.

Another important issue is the need for more programs to provide recovering SUD patients with dentures or partials. Dr. Brody is quoted in a Nov. 3rd article in the (Huntington) Herald-Dispatch as saying, "It destigmatizes the patient. It helps them find employment. They're going to eat a less refined diet that they can chew properly, and that'd be a real issue if they're diabetic on top of all that."

"Dr. Brody is an example of the caliber of people who work at Valley Health, caring for patients and shining light on impactful issues," said Steven Shattls, President and CEO of Valley Health. "We're proud of the outreach he is doing as well as the collaborations he's developing in the region to help patients."



Daniel Brody, DMD



# PROVIDER DIRECTORY

## Audiology

Pamela Adkins, MS, CCC-A  
Kimberly Legg, MS, CCC-A  
Robin Porter, MA, CCC-A

## Behavioral Health

**Michael Hackman, MD**  
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Kelly Logan, DO

Jordan Adkins, PMHNP-BC  
Erica Morgos, PMHNP-BC  
Stacy Sheppard, PMHNP-BC

Kellee Boster, PsyD  
Dorothy Boston, PsyD  
Rebecca Denning, PsyD  
Martha Fernandez, PsyD  
Christina Johnson, PsyD  
Lindsey Kitchen, PsyD  
Shelby McGuire, PsyD  
David Oxley, PsyD  
Kelcey Perkins, PsyD  
Britni Ross, PsyD  
Kimilee Wilson, PsyD  
David Wolfe, PsyD  
Amy Humphrey, MA

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Kelli Chapman, LPC

Katee Conaway, LPC  
Dawna Eplion, LPC  
Michael Goldman, LPC  
Tammi Lewis, LPC  
Stephanie Moran, LPC  
Carolyn Scarberry, LPC  
Sherri Steele, LPC  
Christopher Surber, LPC  
Terry Vance, LPC  
Laura Wiley, LPC

Mikaela Huddleston, LCSW  
Vickie Kelly-Moore, LCSW  
Christopher Kidd, LICSW  
Gina Lendvay, LICSW

## Dentistry

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Daniel Brody, DMD  
Stephen Minor, DDS  
Nabila Raja, DDS  
Kara Smith, DDS  
Kevin Stephens, DMD

Thomas Brady, RDH  
Heather Birkhimer, RDH  
Meagan Easterling, RDH  
Brandi Epperly, RDH  
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Misty Wido, RDH

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Jenifer Hadley, DO  
Zachary Hansen, MD  
Artina Lane, MD  
Leigh Ann Levine, DO  
Amy Marsteller, MD  
Korey Mitchell, MD  
Mansoor Raja, MD  
Enrique StaAna, Jr., MD  
Fred Tzystuck, MD  
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David Whitmore, DO, FAAFP

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Chelsey Crutchfield, FNP  
Bridgett Freeman, FNP  
Lissa Gonzalez, FNP



Stacy Houchin, FNP  
Thomas Johnson, PA-C  
Rhonda Leffingwell, FNP  
Tonya Lewis, FNP  
Lindsey Litchfield, FNP  
Stephanie Maynard, FNP  
Jeremy McDaniel, FNP  
Gail Moore, FNP  
David Morris, FNP  
Ellen Newhouse, FNP  
Jessica Perdue, FNP  
Traci Phillips, FNP  
Lisa Rakes, FNP  
Terry Roberts, FNP  
Janet Roe, FNP  
Susan Runyan, FNP  
Linda Salem, FNP  
Sarah Schindler, FNP  
Lisa Summers, FNP  
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Jennifer Wellman, FNP  
Molly Bennett-Beckley, PA-C

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Ryan Cicenas, MD  
Edward Moran, Jr., MD

Manimekalai Raman, MD, FAAP  
Christine Westfall, MD  
Leonard White, MD  
Daniel Whitmore, DO, FAAP

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*Andrea Kellar, MD*

Richard Booth, MD  
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Joseph Derosa, DO  
Rafael Molina, MD  
Herbert Myers, DO  
Aaron Scaife, MD  
Andrea Vallejos, MD

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Elizabeth DiStefano, OD

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Aaron Brownfield, MD  
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Tierra Crockett, MD  
Shea Goodrich, MD  
Ann Lambernedis, MD, FAAP

Shannon Smith Maxey, MD  
Edward Moran, Jr., MD  
Jordan Nash, MD  
Manimekalai Raman, MD, FAAP  
Misty Strow, MD  
Christine Westfall, MD  
John Wiltz, MD

### Pharmacy

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Noah Allen, PharmD  
Courtney Barker, PharmD  
David Davis, PharmD  
Nicole Thacker, PharmD  
Joel Turley, PharmD  
Khristina Via, PharmD  
Megan Peterson, RPh, CDE

### Ultrasound

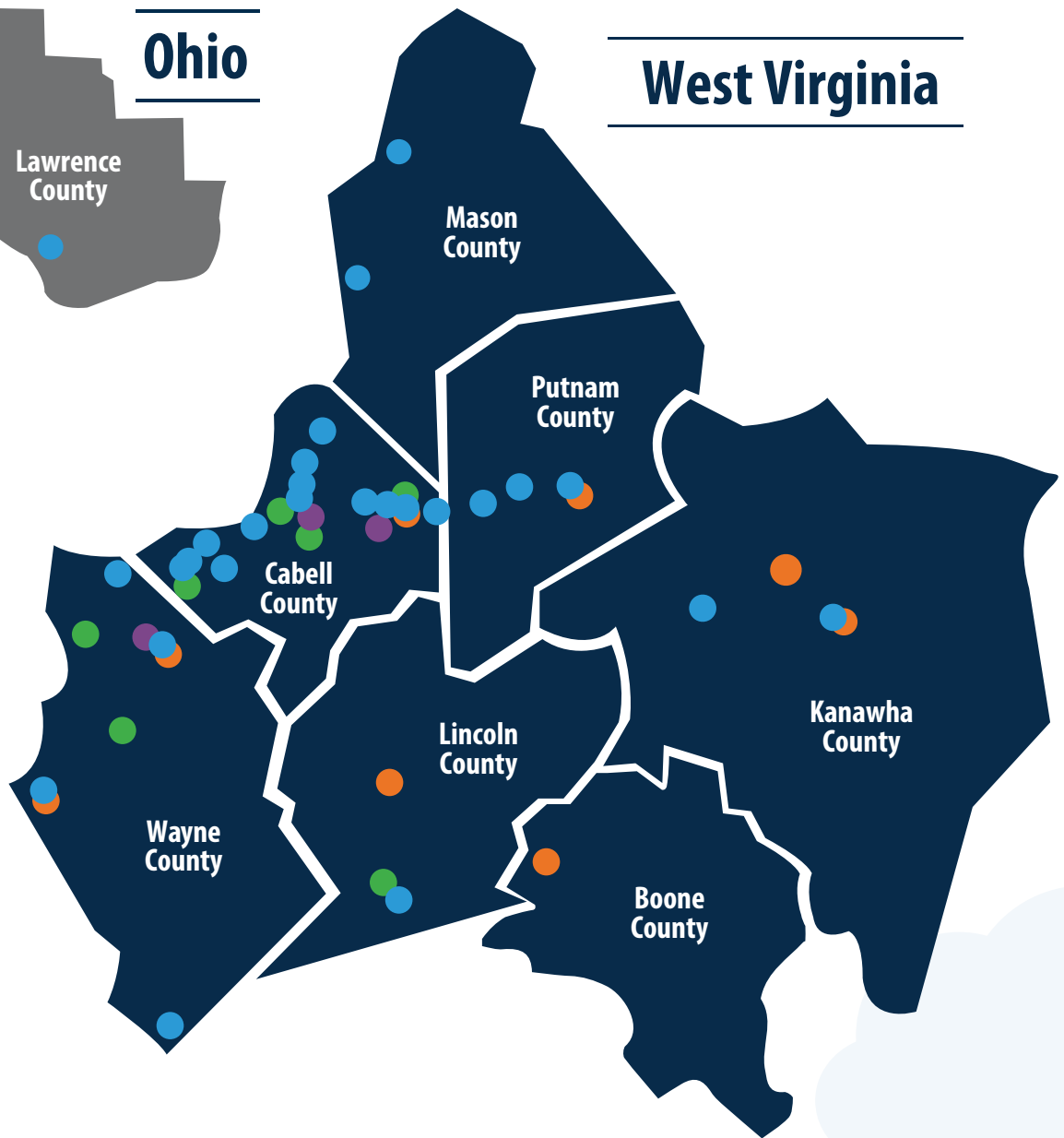
Courtney Beter, RDMS  
Amanda Buell, RDMS  
Breanna Shannon, RDMS  
Felicia Ward, RDMS

*Section Chiefs & Department Leaders are in bold and italics.*



## Ohio

## West Virginia



### Health Centers

- 10th Street
- A Woman's Place
- Coal Grove
- Ear, Nose and Throat
- East Huntington
- FoodFair
- Fort Gay
- Gallipolis Ferry
- Harmony House
- Harts
- Highlawn
- Huntington
- Hurricane
- Milton
- Oakwood Road (*Coming Soon*)
- Point Pleasant Pediatrics
- Pretera

- PROACT
- Southside
- Stepptown
- Teays Pediatrics
- Teays Valley
- Upper Kanawha
- Wayne
- Westmoreland

### School-Based Centers

- Cabell Midland
- Harts Intermediate
- Huntington High
- Huntington Middle/Southside Elementary
- Mountwest
- Spring Valley
- Wayne High

### Pharmacies

- East Huntington
- Huntington
- Wayne

### WIC Locations

- Boone County
- Cabell County
- Fort Gay
- Kanawha County
- Lincoln County
- Putnam County
- Upper Kanawha
- Wayne



***“It is the mission of Valley Health  
to provide quality healthcare to all  
individuals, emphasizing outreach  
to those who are underserved.”***

CABELL COUNTY

MASON COUNTY

PUTNAM COUNTY

BOONE COUNTY

LINCOLN COUNTY

WAYNE COUNTY

KANAWHA COUNTY

LAWRENCE COUNTY



[valleyhealth.org](http://valleyhealth.org)