

# FORWARD



Southern West Virginia  
**Health System**

Lincoln Primary Care Center Inc.

**ANNUAL REPORT 2018**

## SENIOR MANAGEMENT

**Lisa King Leach, MBA**  
Chief Executive Officer

**Gregory Elkins, MD**  
Chief Medical Officer

**Julia Barrett**  
Chief Financial Officer

**Vickie Bell**  
Human Resources Director

**Christopher Blair, RN**  
Nursing Director

**Brandy Ellis**  
Dental Director

**Chris Harper, PharmD**  
Pharmacy Director

**Jill Adkins, RN**  
Risk Management Officer

**Courtney Kovach-Reynolds, PA-C**  
Clinical Director

**Katrina Lester**  
Regional Manager

**Kimberly Duttine**  
Regional Manager

**Floyd McCoy**  
Facilities Manager

**Walt McGrady, MHA**  
Assistant Chief Financial Officer

**Courtney Scarberry**  
Executive Assistant

## BOARD MEMBERS

**David Roberts**  
Chair

**Larry Stutler**  
Vice-President

**Mary Napier**  
Treasurer

**Courtney Cooper**  
Secretary

**Rebecca Farmer**  
Director

**Olive Hager**  
Director

**Ollie Hunting**  
Director

**Kathryn Lambdin**  
Director

**Dana Synder**  
Director

**Jerry Lawson**  
Director

## A MESSAGE FROM OUR MEDICAL DIRECTOR



Well folks, it's that time of year again. It's time for another annual report and another *Message from the Medical Director*. Usually, I worry about repeating myself and saying something in this letter that I have said before, but this year, that is precisely what I intend to do – to provide a reminder of who we are, what we do and the partnership we share with our community.

Over the last year, we have undergone tremendous change, but the focus and the hallmark of our organization continues to be quality. It is with great excitement that I inform you we received Level 3 Patient-Centered Medical Home (PCMH) recognition at all seven of our eligible sites, improving our previous status of Level 2 recognition. Level 3 recognition is the highest level of recognition granted by the National Committee for Quality Assurance and is only given

to a select few practices based on the quality of care provided under the patient-centered medical home model. Quality improvement and PCMH are no longer looked at as "special projects" in our organization, but as part of our culture and how we provide care on a day-to-day basis.

I would also like to remind everyone of our commitment to provide educational opportunities to students across the spectrum in healthcare. Our educational outreach includes clinical training opportunities for medical assistant students, nursing students, physician assistant students, pharmacy students and family practice residents. We have been pleased to host students from all three medical schools and schools of pharmacy in West Virginia. Of particular note is the relationship we have continued to develop with the Department of Family and Community Health at the Joan C. Edwards School of Medicine at Marshall University. Through placement within our network, their residents have had the opportunity to practice adolescent medicine at our Panther Center at Lincoln County High School and work with pediatric patients at our Lincoln Primary Care Center facility on a rotating basis. We also continue to host the Rural Tract of the Family Practice Residency Program, which is a critical training component given the region we serve. This program has been very successful in placing physicians both in our sites and throughout the region. Currently, we have two residents, Dr. Louie Olive and Dr. Laura Given.

To conclude, I want to let you know that our goal is to continue to provide the high-quality health care for which we have historically been known, while always looking forward and planning for ways to improve the delivery of that care for the benefit of our patients.

– Gregory A. Elkins, MD, Medical Director

## OUR PHYSICIANS

### Family Medicine Physicians

Gregory Elkins, MD  
Medical Director  
Robert Atkins, MD  
Mary Copley, MD  
Philip Galapon, MD  
George McKay, MD  
Lucia Soltis, MD  
Ron Stollings, MD  
Charles Vance, III, DO  
Robert Walker, MD

### Ob/Gyn Physician

Allan Chamberlain, MD

### Dentist

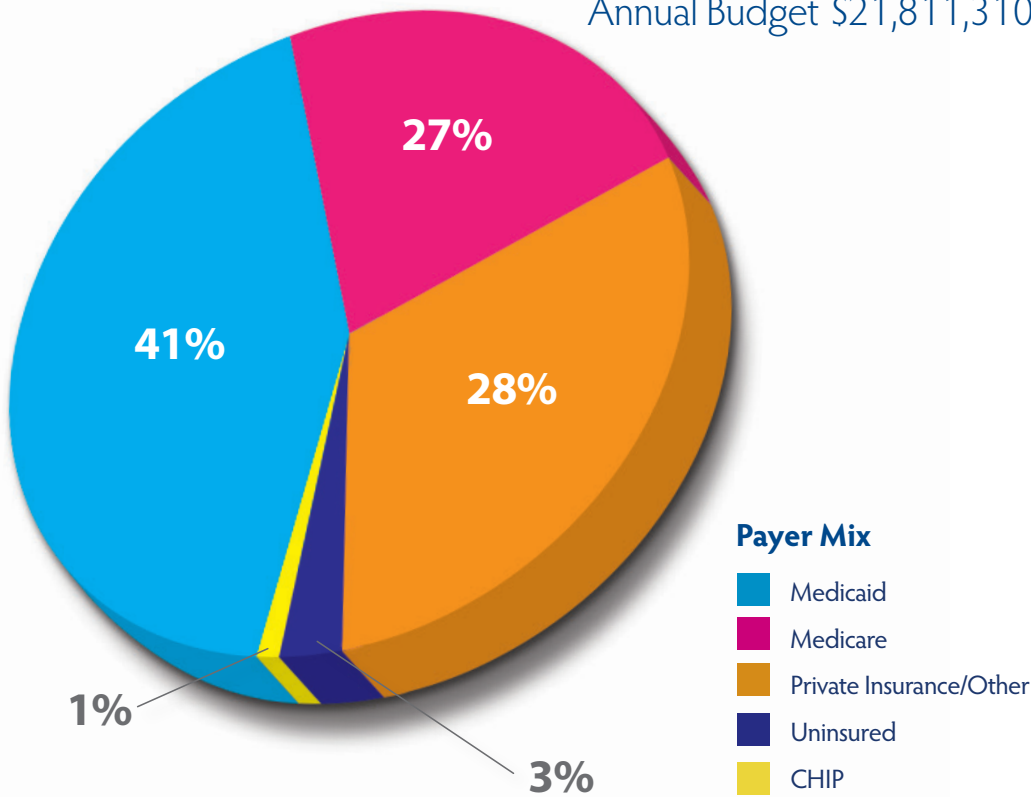
Lisa Haddox-Heston, DDS

### Pharmacists

Chris Harper, PharmD  
Pharmacy Director  
William Joey Anderson, RPh  
Misty Collins, RPh  
Eleanor Dugan, RPh  
Richard Finley, RPh  
Brian Miller, PharmD  
Alex Todd, PharmD  
Jerry Skeenes, RPh

# FINANCIAL REPORT

Annual Budget \$21,811,310



EMPLOYEES:  
**162**

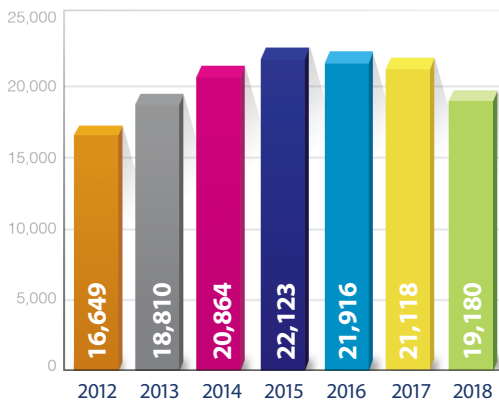


EARLY PERIODIC SCREENINGS  
DIAGNOSIS AND TREATMENT:  
**1,121**

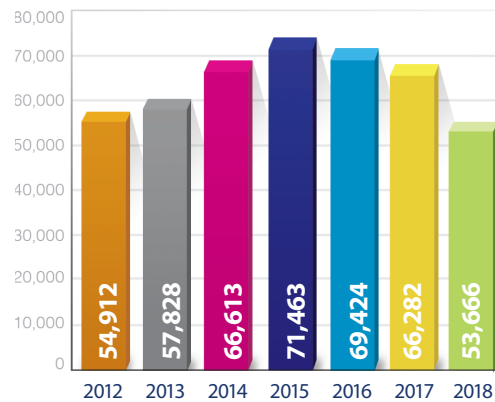


SPORTS SCREENINGS:  
**1,140**

**Patients by Year**



**Patient Visits by Year**



## Behavioral Health

Jennifer Mahlert, LICSW  
Aaron Hemlepp, LGSW

## Respiratory Therapists

Brandi Bell, RRT  
Johnny Mullins, CRT

## Mid-Level Family Medicine Providers

Lisa Adkins, FNP-BC  
Lorin Belcher, PA-C  
Renea Christian, FNP-BC  
Shawn Cline-Riggins, FNP-BC  
TJ Deskins, PA-C  
Jack Doty, PA-C  
Victoria Nicole Ellis, PA-C

Rikki Evans, NP-C  
Christopher Kelly, PA-C  
Lisa Kelly, NP-C  
Chassity Kirk, FNP-BC  
Courtney Kovach-Reynolds, PA-C  
Lisa Queen, FNP-BC  
Jerry Quisenberry, PA-C

Jacqueline Ranson, FNP-BC  
Nick Smith, PA-C  
Candice Stacy, FNP-BC  
Mara Sutphin, PA-C  
Christopher Tipton, PA-C  
Julie Walls, NP-C



# Quality

Quality. At Southern West Virginia Health System, it is more than a catch phrase. It is something that we continually measure. So, when we say we offer quality health care, we have the means to back it up.

## Level 3 PCMH Recognition



Proudly, all seven of Southern West Virginia Health System's eligible community health centers have achieved Level 3 Patient-Centered Medical Home (PCMH) recognition, the highest level of recognition provided by the

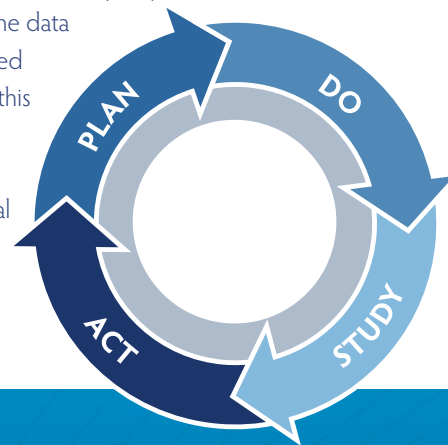
National Committee for Quality Assurance (NCQA). As a Patient-Centered Medical Home, we support the NCQA's model of putting patients first and offering them a care-centered relationship with a clinical care team that supports optimal health.

"NCQA's Patient-Centered Medical Home Recognition Program is the most widely adopted Patient-Centered Medical Home evaluation program in the country. More than 12,000 practices with more than 60,000 clinicians are recognized by NCQA." The organization awards Level 3 PCMH recognition to only a select few practices based on the quality of care provided under their care model. Their quality requirements to achieve such recognition are stringent and to pass the test, Southern West Virginia Health System demonstrated strong performance in bettering the experience of patients, bettering patient outcomes and lowering per capita cost in the delivery of services.<sup>1</sup>

<sup>1</sup> Source: <http://www.ncqa.org/programs/recognition/practices/patient-centered-medical-home-pcmh>

## Plan-Do-Study-Act Cycle

As part of Southern West Virginia Health System's ever-present journey to enact our organization's ongoing quality improvement efforts, we use the Institute for Healthcare's Plan-Do-Study-Act (PDSA) cycle. The PDSA cycle is shorthand for testing a change by planning it, trying it, observing the results, and acting on what is learned in a scientific manner. As part of this process, we define and monitor specific Quality Improvement (QI) initiatives on a monthly basis and use the data to help ensure our patients are getting the most efficient, targeted care possible. As a NCQA Patient-Centered Medical Home Program participant, Southern West Virginia Health System is continually updating our standards of care for QI initiatives and other medical concerns. We take evidence-based guidelines and implement processes into our daily care based upon collected quality data. After each PDSA cycle, we then review the data to see how it has affected our outcomes and use this information to update organizational policies and procedures. Several of our most prominent QI measurements are illustrated below.



### Diabetes

2018 Goal: HbA1c < 9 – 29%  
2018 YTD: HbA1C < 9 – 39%



### Depression Screenings

2018 YTD – 89%



### DTaP Vaccine

2018 Goal: 10%  
2018 YTD: 24%



### Hypertension Control

2018 Goal: 57%  
2018 YTD: 55%



### Cervical Cancer Screenings

2018 Goal – 35%  
2018 YTD – 31%



### Colorectal Cancer Screenings

2018 Goal: 40%  
2018 YTD: 33%



## Affordable Pharmacy Services Contribute to Positive Patient Outcomes

Southern West Virginia Health System, Inc. currently operates four pharmacies in the southern West Virginia region with plans drawn to open an additional location at Madison Medical within the next year. Our pharmacists work collaboratively with system providers, nurses, and staff, and together they ensure the best possible treatment methods in an effort to provide better overall health outcomes for our patients.

Since clinics within our health system have the designation as Federally Qualified Community Health Centers, our network is afforded the opportunity to utilize the federal government's 340b program. This program allows eligible healthcare organizations and their covered entities to purchase medications at a significantly reduced price, effectively allowing us to pass along that savings and reduce the financial burden that medications often inflict on patients. It is a tremendous benefit to those we serve. Under the belief that even the best medication is useless if the patient can't afford it, employing this program enables our

pharmacies to better facilitate the treatment that patients require while improving medication therapy and compliance. In addition, funds generated by our pharmacies are used to increase the services offered throughout the network, consequently improving the overall health of the communities we serve.



PRESCRIPTIONS FILLED:  
**TOTAL: = 150,490**

LPCC = 37,346

Man = 39,254

Sand Plant = 47,754

Dennis' = 26,136

## Pulmonary Services See High Demand



Since cutting the ribbon in June of 2016, Southern West Virginia Health System's Grace Anne Dorney Pulmonary Rehabilitation Centers in Hamlin and Man have helped patients with breathing problems return to healthier, more active lives. Our program targets patients diagnosed with Chronic Obstructive Pulmonary Disease (COPD), which can include emphysema, chronic bronchitis, asthma and black lung disease. Together, the two centers have had 23 patients graduate from therapy. Of those 23 patients, Man has had 11 graduates and Lincoln Primary Care Center has had 12.

The Pulmonary Rehabilitation Program includes 24 sessions of exercise and education led by our respiratory therapy and nursing team. While we currently have a total of 12 patients receiving ongoing therapy between the two rehabilitation centers, the demand for our program is high. To accommodate that demand, both locations have introduced group sessions that allow for more patients to participate in the program at one time. At present, a total of 34 patients, from both internal and external referrals, are on the waiting list.

Our pulmonary team supports the needs of patients beyond the Pulmonary Rehabilitation Program by performing spirometry and walk tests for oxygen qualifications. The team also actively participates in the Appalachian Pulmonary Health Partnership with multiple pulmonary rehabilitation facilities throughout West Virginia and in surrounding states. As we move forward, emphasis on continued development of this important service line will remain high as we work to meet the needs of the communities we serve.

# Welcoming Madison Medical



Robert Atkins, MD



Ron Stollings, MD

## SWVHS Expands to Boone County

In February 2018, Southern West Virginia Health System moved forward with yet another expansion of its footprint by bringing Madison Medical into its fold. The move was particularly significant in that it marked the network's first entrance into the Boone County marketplace.

Madison Medical, located in Madison, W.Va., has proven to be a good fit for Southern West Virginia Health System. As a well-established family medicine practice of 35 years, principal physicians Robert Atkins, MD, and Senator Ron Stollings, MD, have remained at the practice's helm to provide patients with a seamless transition in their care under the Southern West Virginia Health System umbrella.

During the transition, all Madison Medical staff were retained to maximize quality of care. It was an important part of our strategy for Madison Medical to continue to operate as patients had grown to expect, with the same faces and in the same beautiful facility they had grown to know. In addition to Drs. Atkins and Stollings, the Madison Medical team includes Jerry Quisenberry, PA-C; Nick Smith, PA-C; and seven other staff members.

Partnering with Southern West Virginia Health System has given members of the Madison community access to an array of new services and programs in addition to all medical services previously provided by the practice. Additional services have included an electronic medical records system with an interactive patient portal, a sliding fee scale program based on income, family planning services, and an expanded range of primary services for children, including the Vaccines for Children Program. In addition, patients now have ready access to behavioral health, pulmonary rehabilitation, dental, discount pharmacy and other services offered within the Southern West Virginia Health System network.

"Southern West Virginia Health System's partnership with Madison Medical has been a win-win situation for all involved, particularly our new patients," stated Southern West Virginia Health System CEO, Lisa Leach. "We view our organization as the gateway to all facets of care for a patient, regardless of ability to pay. During our many years in operation, we've been fortunate to be able to provide award-winning, quality care programs in addition to developing non-traditional health care programs to meet a wide variety of needs. It has proven to be a pleasure to work alongside the Madison Medical team as we together work to serve those needs in Boone County."

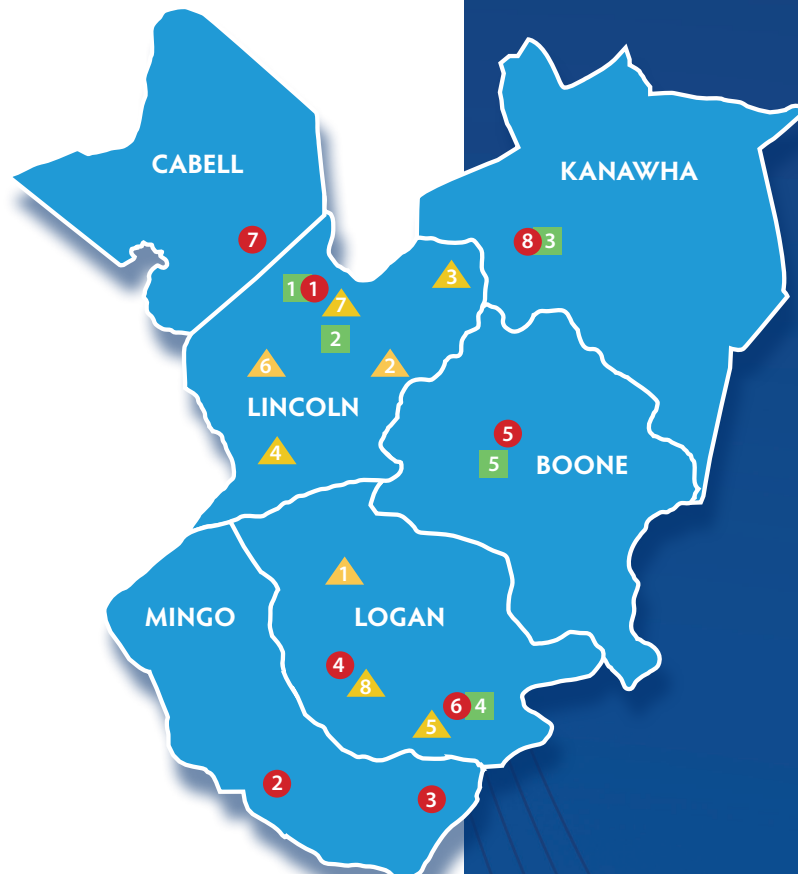


# Caring for the Community

At Lincoln Primary Care Center and Southern West Virginia Health System, when we say that we care for the community, we mean it. From our annual Relay for Life event, to the Heat'n the Hills Health Fair and Chilifest that bring preventive screenings and nationally-recognized entertainment to the community every year, our team of dedicated employees come together to make positive things happen throughout our footprint we truly care about making southern West Virginia a better place to live. Here are a few highlights of community involvement this past year.

- **Heat'n the Hills Health Fair** – More than 400 participated
- **Heat'n the Hills Chilifest** – Thousands attended to help raise funds for our senior lunch program
- **Relay for Life** – As gold sponsor and event host, the LPCC/SWVHS team raised \$1,277 for the American Cancer Society
- **Senior Lunch Program** – Served 17,392 lunches, many free, to area seniors
- **Bonnie's Bus** – Provided women access to low-cost mammograms
- **Walk for Women** – Raised money to support the West Virginia Breast and Cervical Cancer Program
- **Families in Touch (F.I.T.) Camps** – Hosted camps in Hamlin, West Hamlin, Duval and Gilbert
- **BB&T Bank Bus** – Hosted at LPCC, community members gained access to free tax return preparation, free credit reports and more
- **Farmer's Market** – Hosted on Wednesdays in the summer at LPCC, community members can access low-cost, fresh, local produce
- **Free Health Insurance Enrollment Assistance**
- **Free Sports Physicals for Area Youth**

## Upcoming Events:



## HEALTH CENTERS

- |  |  |  |
|--|--|--|
| <b>1. Hamlin</b><br>304.824.5806<br>Hamlin, WV       | <b>4. Logan</b><br>304.752.8081<br>Logan, WV     | <b>7. Salt Rock</b><br>304.824.2073<br>Salt Rock, WV       |
| <b>2. Delbarton</b><br>304.475.1761<br>Delbarton, WV | <b>5. Madison</b><br>304.369.5170<br>Madison, WV | <b>8. Sand Plant</b><br>304.756.1500<br>So. Charleston, WV |
| <b>3. Gilbert</b><br>304.664.6270<br>Gilbert, WV     | <b>6. Man</b><br>304.583.8585<br>Man, WV         |  |

## PHARMACIES

- |   |   |
|---|---|
| <b>1. Lincoln Primary Care Center</b><br>304.824.6337<br>Hamlin, WV | <b>4. Man</b><br>304.583.0535<br>Man, WV      |
| <b>2. Dennis' Pharmacy</b><br>304.824.2667<br>Hamlin, WV            | <b>5. Coming Soon: Madison</b><br>Madison, WV |
| <b>3. Sand Plant</b><br>304.756.2181<br>So. Charleston, WV          |   |

## SCHOOL-BASED HEALTH CENTERS

- |   |   |
|---|---|
| <b>1. CRHS Tiger Center</b><br>304.855.0245<br>Chapmanville, WV           | <b>3. Mustang Health Center</b><br>304.756.1007<br>Alum Creek, WV       |
| <b>2. Duval Yellow Jacket Center</b><br>304.524.9242<br>Griffithville, WV | <b>4. Ranger Health Center</b><br>304.778.3084<br>Ranger, WV            |
|   | <b>5. Pioneer Health Center</b><br>304.583.7295<br>Man, WV              |
|   | <b>6. Guyan Valley Wildcat Center</b><br>304.824.5707<br>Branchland, WV |
|   | <b>7. LCHS Panther Center</b><br>304.824.6090<br>Hamlin, WV             |
|   | <b>8. Logan Wildcat Center</b><br>304.688.9949<br>Logan, WV             |

- Legend**
- Health Center
  - Pharmacy
  - ▲ School-Based Health Center





Southern West Virginia  
**Health System**

Lincoln Primary Care Center Inc.

[swvhs.org](http://swvhs.org) | 304-824-5806