



**Lincoln Primary
Care Center Inc.**

Southern West Virginia Health System

ANNUAL REPORT 2016

Southern West Virginia Health System provides quality healthcare and wellness services at an affordable price to our communities.

A MESSAGE FROM OUR CEO

Thank you for your interest in Lincoln Primary Care Center, Inc. and its Southern West Virginia Health System community health center sites. We all continue to witness daily the dramatic changes in the way health care is provided, measured and paid for on a national platform. Rest assured that although we are working diligently to meet these challenges, our mission has not and will not waiver, and our patients will continue to receive the quality health care that we have been providing for over 41 years. Our communities are blessed to have a staff that cares about them, stays ahead of the ever-changing health care climate, always puts their patients first and makes every effort to make your experience with us as positive as possible. We want you to feel comfortable knowing that the staff at all of our health centers continue to train and educate themselves in order to provide you with the most up-to-date care and follow up to ensure you see the best results possible.

Our system of care has seen historical growth over the past several years, and by design, that planned growth was intended to create greater access to care, resources to meet patient needs and to foster career opportunities for working people in our communities. The expansion has included the addition of four discounted pharmacies, dental services in schools, expanded mental health services, quality initiatives to enhance care experiences and technology upgrades that provide you with real time health care information.

We strive to be the health care organization that you and your family turn to when you need quality medical care. The importance of having our health care facilities located within your communities to provide affordable, quality health care without long waits or drives is invaluable. I encourage you to embrace this model and let us help guide your health care decisions. Together we can make a difference in your life, your family's life and your community's life.

– Brian K. Crist, CEO

A MESSAGE FROM OUR MEDICAL DIRECTOR

It hardly seems possible that another year has gone by, but it has, and it was a busy year at that. Most health care organizations that are 40 plus years old seem content to rest on their past accomplishments, but that is not the case with Lincoln Primary Care Center and Southern West Virginia Health System. We continue to add services, such as those offered by the Grace Anne Dorney Pulmonary Rehabilitation Program available both in Hamlin and Man. In addition, we opened three new school-based health centers over the past year. We continue to strengthen our ties with local educational institutions by providing educational opportunities for residents and students as well as clinical care for patients through programs such as the pediatric clinic in

conjunction with the Department of Family and Community Health at the Joan C. Edwards School of Medicine and clinical pharmacy services through work performed with the University of Charleston School of Pharmacy.

It is important to understand that our focus is not only on growth, but on the quality of the care we provide. For example, through our Quality Improvement Program, we more than doubled our rate of patients who have been screened for colorectal cancer, a major killer in our area.

We are proud of the health care we have provided over the years and look forward to continuing to be your patient-centered medical home in the future.

– Gregory A. Elkins, MD

SENIOR MANAGEMENT

Brian Crist, MSW
Chief Executive Officer

Stephanie Belford, LGSW
Chief Operations Officer

Greg Elkins, MD
Chief Medical Officer

Julia Barrett
Chief Financial Officer

William Harman
Chief Information Officer

Vickie Bell
Human Resources Director

Christopher Blair, RN
Nursing Director

Brandi Ellis
Dental Director

Chris Harper, PharmD
Pharmacy Director

Ronald Hatfield, JD, MBA
Risk Management Officer

Courtney Kovach, PA-C
Clinical Director

Katrina Lester
Regional Manager

Kimberly McComas
Regional Manager

Floyd McCoy
Facilities Director

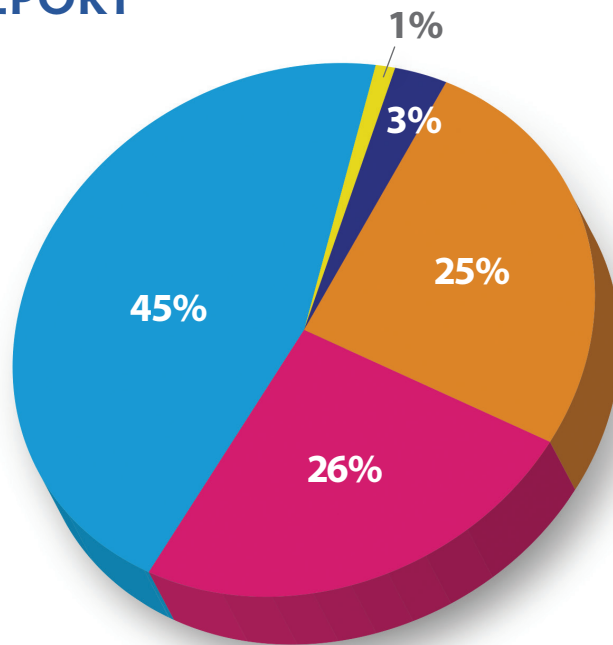
Courtney Scarberry
Executive Assistant

FINANCIAL REPORT

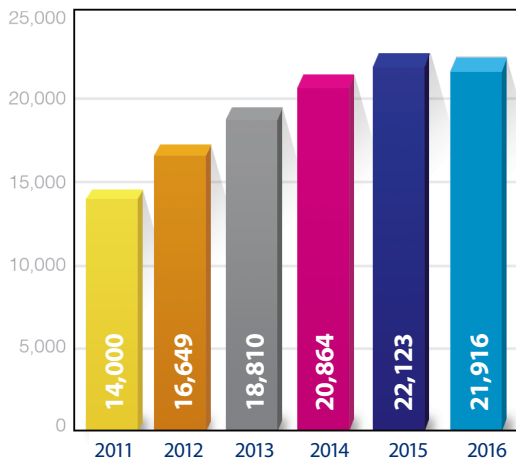
Annual Budget
\$16,608,530

Payer Mix

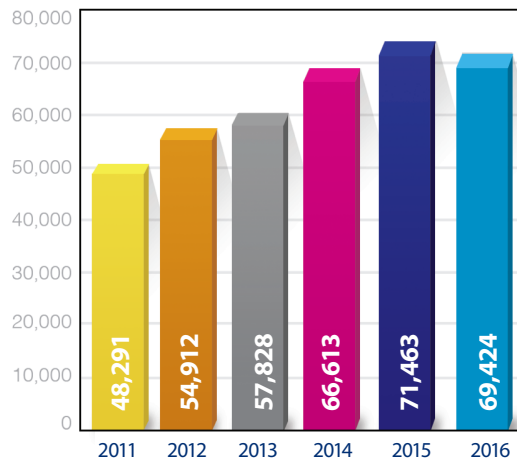
- Medicaid
- Medicare
- Private Insurance/Other
- Uninsured
- CHIP



Patients by Year



Patients Visits by Year



EMPLOYEES:
155



PRESCRIPTIONS FILLED:
TOTAL: 174,488

LPC: 42,719
MAN: 39,482
SAND PLANT: 62,345
DENNIS: 29,942



MAMMOGRAM SCREENINGS:
155



EARLY PERIODIC SCREENINGS
DIAGNOSIS AND TREATMENT:
1,791



SPORTS SCREENINGS:
1,033

BOARD OF DIRECTORS

Keith Randolph
Chair

David Roberts
Vice-Chair

Robert Martin
Treasurer

Lee Hager
Secretary

Nancye Bazzle
Director

Ollie Hunting
Director

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Director

Mary Napier
Director

Dana Snyder
Director

Jonathan Tackett
Director

David Webb
Director

Population-Based Program Launching to Manage Chronic Care Needs Among Seniors

Population-based health care has been a concept that has been emerging in the United States in recent years. The AAMC defines a population health perspective as one that “encompasses the ability to assess the health needs of a specific population; implement and evaluate interventions to improve the health of that population; and provide care for individual patients in the context of the culture, health status, and health needs of the populations of which that patient is a member.”



As an organization that embraces a patient-centered medical home approach to care, Lincoln Primary Care is introducing a population-based program for seniors that will further enhance healthcare opportunities for individuals in the community with chronic health conditions who are age 70 and above. The program will be targeted to those with health issues that include diabetes, heart disease, liver disease, kidney disease and more, that need to be closely monitored on an ongoing basis. Patients involved in the program will be seen at least four times per year, and depending upon their individual needs, will also receive additional screenings and educational services.

Mike Gibbs, MD, Bob Walker, MD, and Mike Grome, PA-C, all of whom are long-standing and well-respected providers within the community, will be the program's primary medical providers. Other medical and administrative staffing for the program is currently being finalized for a launch that is targeted for late summer 2016 in a newly renovated space above the exercise room in Lincoln Primary Care Center's W.E.L.L. Center. Funds for the construction and renovations were made available through a grant by Health Resources and Services Administration.

School-Based Health Center Expansion

West Virginia. With its unparalleled beauty, it can be a wonderful place for children to grow and develop a sense of strong community. Unfortunately, approximately 25 percent of West Virginia's children live in poverty with many more poised just above it. While an increased number of children in West Virginia are today covered by health insurance, many still experience limited access to health care while also being exposed to unhealthy lifestyles at home.

Lincoln Primary Care and Southern West Virginia are proactively combating the statistics and have improved children's access to medical care and health education through expansion of our school-based program to include three new school-based health centers in Ranger (Lincoln County), Man (Logan County) and Alum Creek (Kanawha County). The addition of the new health centers brings the total number of school-based health centers that our organization manages to eight. Thanks to cooperation from local education boards to let us become an integral part of their



school systems' services, our school-based health centers reached students with nearly 6,400 family medicine encounters in 2016.

Improving access to dental care has also been a priority. Our mobile dental program expanded in 2016 to include visits to every elementary school in both Lincoln and Logan counties. Dental encounters in 2016 totaled 816 with 422 of those encounters performed via the mobile school-based dentistry program.

Our mission to impact children's lives will be ongoing. One patient at a time, we will work to shape healthier lives across our beloved state.

Pulmonary Rehabilitation Centers Are Changing Lives

The ribbon for two new Grace Anne Dorney Pulmonary Rehabilitation Centers was cut Thursday, June 9, 2016, and amidst the many dignitaries in attendance was the woman who inspired and helped make provision for the Lincoln and Logan county programs in our network that are today addressing Chronic Obstructive Pulmonary Disease (COPD) in southern West Virginia.

COPD is a debilitating disease that ranks as the third leading cause of death among Americans. It affects 30 million Americans, only 15 million of whom have been diagnosed. Unfortunately, West Virginia has a particularly high incidence of the disease, representing eight percent of the total U.S. population diagnosed with COPD.

Our new pulmonary rehabilitation centers, made possible by financial support from the Dorney Koppel Family Charitable Foundation and the Claude Worthington Benedum Foundation, are based in Hamlin and Man, and together have already initiated 343 encounters that have helped 88 patients return to more active and healthier lives through the 12-week program they offer. West Virginians who have Black Lung Disease can receive services as well.

The programs are led by Brandi Bell, RRT, in Hamlin and Johnny Mullins, CRT, in Man. The providers work with patients by offering exercise and relaxation techniques alongside an education program that encompasses proper diet, proper use of medications, understanding medical results and more. Smoking cessation techniques are also an important part of the program. The goal is to positively impact patients' activities of daily living, minimize episodes of breathlessness and reduce the need for hospital care.

On behalf of Logan and Lincoln county residents, Lincoln Primary Care Center and Southern West Virginia Health System are eternally grateful to both the Dorney Koppel Family Charitable Foundation and the Claude Worthington Benedum Foundation for their investment that is already paying dividends in lives of Lincoln and Logan county residents.



"I want everyone to have the benefit of pulmonary rehabilitation services because it changes your life."

– Grace Dorney Koppel

Grace Dorney Koppel knows that statement to be true. Her advocacy for pulmonary rehabilitative treatment is personal as she herself has COPD, and in 2001, it started taking over her life. Her daily activities were becoming more and more restricted and she was told she had only a few years to live. It was then that she learned about pulmonary rehabilitation for people who suffered with COPD. She immersed herself in the program of exercise, education about the disease and learned how to live a good and full life. As a result, her life was restored, and Ms. Dorney Koppel and her husband have dedicated their family foundation toward the establishment of pulmonary rehabilitation programs in communities of high need.

Grace Anne Dorney Koppel is a practicing attorney, President of the COPD Foundation and the Dorney-Koppel Foundation and business manager for her husband, the legendary broadcast journalist, Ted Koppel, who is perhaps best known for his 25-year anchor role on ABC's Nightline. Ms. Dorney Koppel is also a national patient advocate for The National Institutes of Health (NIH). She is dedicated to raising awareness, finding better treatments and a cure for COPD.



Caring for the Community

Education Partners

Lincoln Primary Care Center and Southern West Virginia are proud of several ongoing partnerships that afford medical and pharmacy students the opportunity to receive clinical experience and training at our network locations. Our educational partners include the Joan C. Edwards School of Medicine at Marshall University, the West Virginia School of Osteopathic Medicine and the University of Charleston School of Pharmacy.



Families in Touch (F.I.T.) Camp

F.I.T. Camps were hosted in Duval, Hamlin and West Hamlin in June 2016 to promote healthy lifestyle choices and to emphasize proper nutrition, physical activity and overall well-being for the whole family. This important outreach effort served 55 children in 2016.

Heat'n the Hill Health Fair and Chilifest

Heat'n the Hills has grown to be Lincoln Primary Care Center's signature event. Hosted each August, Heat'n the Hills kicks off with a free community health fair that is followed the next day with a charitable chili festival that financially benefits the Lincoln Primary Care Center Senior Lunch Program. Last year's Chilifest headlining band, the Kentucky Headhunters, attracted attendance from

thousands across the region, helping Heat'n the Hills raise funds for its charitable effort. The 2016 event is slated for August 26 and 27 and will feature country music star, Aaron Tippin, as the headline performer.

Health Insurance Open Enrollment Outreach

Navigating health insurance options in today's ever-changing health care environment can be confusing. Lincoln Primary Care Center and Southern West Virginia were pleased to offer 424 individual assists to patients and community members in their quest to secure or renew health insurance.



Relay for Life

This annual event, hosted at the Lincoln Primary Care Center walking track, brought 29 teams, 870 individuals and 39 survivors together to raise \$38,362.92 for the American Cancer Society.



Senior Lunch Program

The Lincoln Primary Care W.E.L.L. Center is home to a Senior Lunch Program that delivers nutritious meals, health education and socialization to an average of 74 area seniors, aged 55 years and older, on a daily basis. The Senior Lunch Program, which operated 260 days this past year and served 17,348 lunches, is funded in whole by Lincoln Primary Care Center and donations from community members.



Sunday in Pink Walk for Women

The eleventh annual Sunday in Pink Walk for Women in Hamlin attracted many community members and raised over \$1,810 to benefit the West Virginia Breast and Cervical Cancer Diagnostic Treatment Program.



W.E.L.L. Center Activities

Lincoln Primary Care Center's Wellness, Education, Lifestyle and Learning (W.E.L.L. Center) offers a vast array of activities and outreach programs that include the Senior Lunch Program, exercise classes, a comprehensive weight room and fitness center, "living-well" education sessions and after-school prevention programming. The weight room and fitness center encountered 7,845 visits last year.



WVHIT

For the sixth straight year, Southern West Virginia Health System was the presenting sponsor of the West Virginia Hometown Invitational Tournament (WVHIT), an event that provided 22 single-A basketball teams from rural West

Virginia high schools the opportunity to experience a statewide competition.

**We do these things because
it is our mission; it is our
responsibility, and because
WE CARE.**

– Brian Crist, CEO

HEALTH CENTERS

Hamlin
304.824.5806
7400 Lynn Ave.
Hamlin, WV 25523

Man
304.583.8585
650 East McDonald Ave.
Man, WV 25635

Delbarton
304.475.1761
5027 Helena Ave.
Delbarton, WV 25670

Salt Rock
304.824.2073
5490 State Rt. 10
Salt Rock, WV 25559

Gilbert
304.664.6270
202 Larry Joe Harless Dr.
Gilbert, WV 25621

Sand Plant
304.756.1500
1563 Sand Plant Rd.
So. Charleston, WV 25309

Logan
304.752.8081
122 Nick Savas Ave.
Logan, WV 25601

PHARMACY LOCATIONS

Hamlin
304.824.6337
7400 Lynn Ave.
Hamlin, WV 25523

Man
304.583.0535
650 East McDonald Ave.
Man, WV 25635

Dennis' Pharmacy
304.824.2667
61st Street
Hamlin, WV 25523

Sand Plant
304.756.2181
1563 Sand Plant Rd.
So. Charleston, WV 25309

SCHOOL-BASED HEALTH CENTERS

CRHS Tiger Center
304.855.0245
200 Vance St.
Chapmanville, WV 25508

Pioneer Health Center
304.583.7295
1 Pioneer Path, Man, WV
25635-1235

Duval Yellow Jacket Center
304.524.9242
5304 Straight Fork Rd.
Griffithville, WV 25521

Guyan Valley Wildcat Center
304.824.5707
5322 McClellan Ave.,
Branchland, WV 25506

Mustang Health Center
304.756.1007
267 Midway Rd
Alum Creek, WV 25003

LCHS Panther Center
304.824.6090
81 Lincoln Panther Way
Hamlin, WV 25523

Ranger Health Center
304.778.3084
59 Vanatters Crk, Ranger
WV 25557

Logan Wildcat Center
304.688.9949
One Wildcat Way
Logan, WV 25601

OUR PROVIDERS

Family Medicine Physicians

Chad Adkins, DO
Adam Breinig, DO
Gregory Elkins, MD
Philip Galapon, MD
Michael Gibbs, MD
George McKay, MD
Lucia Soltis, MD
Charles Vance II, DO
Robert Walker, MD

Ob/Gyn Physician

Allan Chamberlain, MD

Pediatrician

Amelia Santiago, MD

Dentist

Lisa Haddox, DDS

Pharmacists

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

Behavioral Health

Andi Byrd, MSW
Latasha Saunders, BA

Respiratory Therapists

Brandi Bell, RRT
Johnny Mullins, CRT

Mid-Level Family Medicine Providers

Alexis Caldwell, NP
Rebel Christian, NP
Shawn Cline-Riggins, NP
Martin Codispoti, NP
Sharon Davis, NP
Jack Doty, PA
Victoria Nichole Ellis, PA
Pamela Frye, NP
Michael Grome, PA
Christopher Kelly, PA
Lisa Kelly, NP
Chassity Kirk, NP
Courtney Kovach, PA
Karen Mantz, PA
Lisa Queen, NP
Jacqueline Ranson, NP
Rafael Rodighiero, PA
Christopher Tipton, PA
Julie Walls, NP



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