COMMUNITY
HEALTH SERVICES
OF LAMOILLE VALLEY®

WE’RE
NEIGHBORS
TAKING
CARE
OF
NEIGHBORS

ANNUAL
REPORT
2014
The many faces of CHSLV... thanks to all who provided their selfies.
As Vermont’s health reform plan is implemented, Community Health Services of Lamoille Valley continues to be an active participant. We believe the most cost-effective way to provide high-quality health services is to support primary care medical practices, also known as Patient Centered Medical Homes. Becoming a PCMH is a process of re-engineering and modernizing medical practices. Stowe Family Practice and Morrisville Family Health Care have been PCMHs for four years. With Appleseed Pediatrics, Community Dental, the Behavioral and Wellness Center, and the Neurology Clinic, we complete our holistic approach by embracing the entire person—body, mind, and spirit.

Our computerized medical record system, now in its ninth year, allows improved communication and data analysis for quality measures. The Vermont Blueprint for Health assists in management of chronic diseases, while helping patients with behavior changes. CHSLV has been intimately involved with the Blueprint for five years. Furthermore, CHSLV has partnered with UVM Medical Center, Dartmouth-Hitchcock Medical Center, and several other Vermont community health centers in Accountable Care Organizations. This is another effort to improve both quality and value in the delivery of health care.

Vermont’s health reform is alive and active and CHSLV is in the thick of it. We believe our efforts will benefit our patients.

Kevin J. Kelley
President/Chief Executive Officer

David Coddaire, MD, ABFM
Executive Medical Director
As chair of the board of directors for Community Health Services of Lamoille Valley, I would like to thank the board for the role they have played in advising CEO Kevin Kelly and bringing this organization to where it is today. The board is made up of customers of CHSLV and we are in the position to advocate for our community and assure that CHSLV meets the highest quality standards possible, while being financial stewards and maximizing access to health care services for all the people who live in Lamoille Valley.

This past year, CHSLV has been positioning itself to meet the growing needs of the Lamoille Valley community. One example is the anticipated building project that will bring pediatric and family medical, dental, and behavioral health services under one collaborative and integrated roof. This will enhance the coordination of services and reduce barriers for families. A second example is professional development. The senior management has made it a priority to make professional training opportunities available to employees. The end result is improved care for the community and internal career advancement.

CHSLV is part of the fabric of Lamoille Valley and the board of directors values a community-level approach. We are neighbors taking care of neighbors.

Our talented and dedicated practitioners and staff are committed to patient care and wellness. Their commitment has helped us accomplish our mission of providing the highest quality, accessible, and patient-centered health care services to our community. Their diverse backgrounds exemplify the level of care we strive to provide each patient, and we thank each and every one for their dedication to our mission.

In 2014, we allocated additional resources to training and educational programs, which were pivotal to both staff development and the optimization of our electronic health records. With the formation of our new analytics and informatics department, helpdesk certification of our electronic health record specialist, and onsite systems analysis, our electronic health systems have been streamlined. The end result is increased efficiencies and increased time for direct patient care. We partnered with Community College of Vermont to provide computer skills training tailored to the individual needs of our employees, further advancing the support and services we are able to provide our patients and clients.

With the ongoing evolution in health care, 2015 will continue to present opportunities and challenges, and we look forward to creating educational and training programs to meet these needs.

Vicki Emerson, SPHR
Director of Human Resources

Valerie Valcour, RN, BSN, MPH
Board Chair
WE'RE NEIGHBORS TAKING CARE OF NEIGHBORS
Appleseed Pediatrics opened its doors on August 1 and it has been an exciting year for our new pediatric practice. I am honored to be working with the wonderful support team of Cindy Doerr, office nurse, and Karen Field, office manager. With locations in Morrisville Family Health Care and Stowe Family Practice, we are on the move!

As a pediatric practice, we have the pleasure of meeting the children and families of our community. The progression of birth to young adulthood is an exciting journey, and it is our goal to provide education, support, and medical care for every stage. We believe in partnering with parents, families, and community support systems to provide a holistic approach to health care.

I was drawn to pediatrics as it is an area of medicine where we have an opportunity to emphasize healthy behaviors that can last a lifetime. I feel strongly in the importance of outdoor activity and healthy eating habits, and I encourage and support breastfeeding for newborns, for the health of both mother and child.

I knew when I decided on my pediatric specialty that I wanted to work in Lamoille County, to help support the children and families of our community.

Adrienne Pahl, MD
Pediatrician

It is through ethical and evidenced-based practices that the Behavioral Health & Wellness Center offers the opportunity for patients to develop self-directed skills that will help them heal, grow, and reach goals. We provide a safe and welcoming environment where we promote the emotional and psychological health of our community.

In 2014 we added two psychiatric mental health nurse practitioners to our staff, who are embedded with our primary care practices. We also began offering school-based clinicians, providing in-school services, and we began participating in the 7 Challenges grant, delivering substance abuse treatment services to adolescents. We received a Reach Up grant from Vermont’s Department of Families and Children, which allows us to provide counseling and case management for clients participating in the Reach Up program. Our Medically Assisted Therapy (MAT) teams are now working with area physicians to support treatment for patients with opiate addictions, creating a framework for integrating services through a managed approach to care.

We also added the following dynamic therapy groups in 2014: Living with Chronic Pain, Grief Support, Insomnia, Co-Ed Youth Empowerment, Co-Ed Anger Management, Parenting, and Intensive Recovery Skills Program.

Linda Zamvil, MD, ABPN
Medical Director
We received our NCQA recertification this past year and continue to take a holistic approach to health care. As a Patient Centered Medical Home, we work as a team to give patients the best health care possible.

Our Community Health Team—Jean Audet, panel manager/case worker, and Gloria Tuthill, RN—continue to collaborate with our physicians to help patients manage their chronic conditions with healthier outcomes. Psychiatric Nurse Practitioner Alexander Johnston is now embedded with our practice one day per week, allowing immediate response to patients struggling with mental health concerns.

As a primary care practice, we continue to encourage patients, who are experiencing urgent health issues, to contact us before visiting the emergency room. Our office nurses and physicians are experienced in evaluating symptoms, and we aim to provide same-day care as needed.

We are pleased to share our office space with Appleseed Pediatrics. Dr. Adrienne Pahl joins our five primary care physicians and family nurse practitioner in providing health care services to our pediatric population. In preparation for the increasing number of patients, our waiting room received a facelift, making ample room for comfortable seating for people of all ages. We look forward to growing even more in 2015.

Joshua Bratt, DMD
Managing Dentist

Philip Kiely, MD, ABFM
Managing Physician
WE'RE NEIGHBORS TAKING CARE OF NEIGHBORS
As an NCQA-certified Patient Centered Medical Home, our four primary care physicians and family nurse practitioner work with our dedicated office nurses, X-ray technologist, Community Health Team, and front desk staff to coordinate patient care. We are pleased to have Psychiatric Nurse Practitioner Jessica Terrien embedded in our practice three days a week, providing immediate response to patients’ mental health concerns.

The staff at Stowe Family Practice continues, with award-winning results, to educate and enroll patients in our new patient portal, which allows them to access their medical health records online.

With the county’s ever-pressing need for increased access to quality health care, Angela Winchell, our family nurse practitioner, is now accepting new patients. As a health care practitioner and advocate, Angela encourages her patients to take an active role in their own health.

Registered Dietitian and Certified Diabetic Educator Kate Myerson joined Shannon Chauvin, our panel manager and case worker, in supporting patients with, among other services, education about their chronic conditions, coordination of social health services within the county, financial assistance, and healthcare enrollment. Funded through Vermont’s Blueprint for Health grant, these services are provided free to our patients and are another step toward a healthier population.

Jeanmarie Prunty, MD, ABPN

Melissa Volansky, MD, ABFM
Managing Physician

Lamoille County has many robust athletic teams, and the Neurology Clinic continues to participate in ImPACT, a computerized concussion assessment program. This program involves baseline testing under normal conditions, which can be compared to post-concussion brain function, enabling safe return-to-play decisions. We are excited to work with our local schools and recreational teams to raise awareness for proper concussion management.

The Neurology Clinic is now providing Botox treatments to alleviate chronic and debilitating migraine symptoms. These treatment injections are FDA-approved to treat people who have migraines lasting over 4 hours, at least 15 days each month, and who have not responded to traditional treatment. We are pleased that these treatments have helped many of our patients better manage their chronic migraines, and we welcome questions regarding Botox treatments.

Alzheimer’s disease affects individuals, families, and communities, and we continue to collaborate with our CHSLV colleagues and community partners to provide wrap-around care and support for our health center patients who are dealing with this debilitating disease. Supporting caregivers, as well as patients, is vital to everyone’s health, and the Neurology Clinic appreciates being part of this wonderful community.
Community Health Pharmacy is a mail-order pharmacy located in Colchester, where walk-ins are welcome. CHSLV patients can save significantly on most brand name and generic medications by using Community Health Pharmacy, and they also benefit from the convenience of free home delivery. The prescribing doctor orders a prescription electronically and most medications arrive in the patient’s mailbox the next day. Patients can renew their own prescriptions the same way.

Community Health Pharmacy is wholly Vermont-owned and operated. Its owners are several FQHCs in Northwest Vermont, including CHSLV. Only patients whose prescriptions are written by medical providers within this group can receive their prescriptions from Community Health Pharmacy.

Community Health Pharmacy is federally funded so that patients have access to affordable medication. They accept most major insurance plans, including Medicaid, Medicare Part D, and commercial insurances. Discounted medications are available for patients with no insurance, and they offer competitive pricing when you pay with cash. The pharmacy stocks all of the common medications and can order specialty medications for delivery the next business day. A modest selection of over-the-counter meds, including cough and cold, first aid, vitamins, and digestive aids are also available.

Corey Perpall, RN
Quality Improvement Director
Community Health Team Manager

Jennifer Browe, PharmD
Community Health Pharmacy

In Vermont, Community Health Teams are supported by the Blueprint for Health Initiative. CHSLV’s Community Health Team (CHT) consists of care coordinators and case workers who work closely with the entire care team. All services provided by the CHT are free to CHSLV patients.

CHT care coordinators and case workers are registered nurses, registered dietitians, and certified diabetes educators. They provide basic education about chronic conditions and support patients in making healthy lifestyle changes. Case workers can also help with other pressing needs, such as completing financial assistance applications for various services, applying for health insurance through Vermont Health Connect, finding affordable medications, and much more.

CHT care coordinators and case workers can help patients sign up for various free programs such as the Diabetes Prevention Program; Healthier Living Workshops for Chronic Conditions, Diabetes, and Chronic Pain; and Smoking Cessation. In addition, the CHT is connected to numerous social health services in Lamoille County. They share resources and knowledge, and deal with any health care barriers that may be preventing patients from getting the care they need. The CHT and Lamoille County’s social health services work together to improve the health of the community and provide a source of referrals for patients.
We're neighbors taking care of neighbors.
At CHSLV, we employ over 100 people who are dedicated to serving the community in which they live. From a toothache to a headache, a broken bone to a chest cold, a behavioral issue to a pediatric visit, our doctors, nurse practitioners, nurses, clinicians, and administrative staff are caring for the needs of others.

I have traveled through many parts of the U.S. and abroad, and am convinced that Federally Qualified Health Centers (FQHCs), like CHSLV, provide an essential service to our communities.

Because CHSLV is a nonprofit, additional funding we secure from grants and contracts allows us to continue serving patients, regardless of their ability to pay. Over five percent of our patients have no health insurance, but still benefit from our sliding-fee scale, because it is based on a patient’s income. Another large percentage of our patients have insurance with high deductibles, and often benefit from our sliding fees as well.

The numbers tell me something else, too. They tell me that our expenses grew. In the past fiscal year, expenses increased from $10.2 million to $11.5 million. However, management and overhead costs dropped by a full percentage point. That means we grew by providing better and greater services to our community, not by increasing our administrative costs. Lamoille Valley is growing, new businesses are emerging, and more people are moving to the area. This growth is reflected in our revenues and expenses.

CHSLV has made a commitment to the Lamoille Valley and we have plans for continued growth in 2015-2016. We purchased a piece of land adjacent to Morrisville Family Health Center (across from Copley Hospital), where we will build a Pediatric Center of Excellence. In the new plot of land, and in the near future, we plan to offer many more of our services under one roof.

We will need the support of our community, and we are committed to benefiting you, your children, and your families.
Revenues 2013-2014 ($)

- Patient service revenue, net: $8,302,860
- Federally Qualified Health Center grants: $951,570
- Other grants: $899,501
- Meaningful use revenue: $85,000
- Other operating revenue: $209,133
- Investment in LLC revenue: $71,233
- Contract revenue, net: $1,226,647
- Interest income: $4,182

Net Revenues: $11,750,126

Expenses 2014-2012 ($)

- Program Services (Patient Healthcare): $9,511,460
- Management and General (Overhead): $1,953,798

Total Expenses: $11,465,258

Patients Insurances

- Medicaid: 35.1%
- Medicare: 22.7%
- Blue Cross: 19.5%
- Cigna: 3.6%
- MVP: 3.8%
- Other Insurance: 9.9%
- No Insurance (Self Pay): 5.4%

Total: 100.0%
A Patient Centered Medical Home (PCMH) takes a holistic approach to health care. As a PCMH, our health care providers work as a team, with you, to give you the best care possible.

Stowe Family Practice and Morrisville Family Health Care are PCMHs. Their goals are to improve the quality of the care they provide, educate and empower patients, and foster a team approach to patient care. The program is an outgrowth of the Vermont Blueprint for Health, a statewide partnership with the objective of changing health care to a system focused on preventing illness and complications, rather than reacting to health emergencies.

Stowe Family Practice and Morrisville Family Health Care earned their PCMH status from the National Committee for Quality Assurance (NCQA). Both practices are committed to the overall health and wellbeing of their patients and to providing services that address acute problems, preventative care, routine exams, and chronic care. The staff at both practices understands that health and illness are interpreted differently by different individuals, and they will attempt to address everyone’s individual needs. They use evidence-based guidelines to ensure whole-person care, and will work with you to develop comprehensive care plans and promote self-management and community-based support of your health care needs.
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We’re Neighbors Taking Care of Neighbors

Diana Smith, Electronic Health Records Specialist receives her 2014 Spirit of CHSLV award from Kevin J. Kelley, President/Chief Executive Officer
The following CHSLV employees were recognized in 2014 for consistently going above and beyond their responsibilities:

- Michelle Draper  
  Billing Specialist

- Kim Jones  
  Administration Accounting Assistant

- Barb Lehouiller  
  Office Nurse, Morrisville Family Health Center

- Kate-Lynn Pal  
  Float Receptionist, Administration

- Andrea Phelps  
  Front Office Coordinator, Behavior Health & Wellness Center

- Carol Reinders  
  Lead Dental Assistant, Community Dental Clinic

- Diana Smith  
  Electronic Health Records Specialist

- Jean Audet  
  Panel Manager and Case Worker

- Shannon Chauvin  
  Panel Manager and Case Worker

- Jenn Holton-Clapp  
  Analytics and Informatics Director

- Corey Perpall  
  Quality Improvement Director /Community Health Team manager

Unsung Hero Award:

- Carol Kapusta  
  Front Office Coordinator, Morrisville Family Health Center
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