



Laura Felsted, DO, joined Stowe Family Practice



Monique Karthause, PA, joined Stowe Family Practice



Saray Balu, MD, joined Appleseed Pediatrics



Elise Rozendaal, FNP, joined Morrisville Family Health Care



Stephanie Borts, MSW, joined the Community Health Team



Ceili Quigley, MSW, joined the Community Health Team



COMMUNITY HEALTH SERVICES
OF LAMOILLE VALLEY™
"WE'RE NEIGHBORS TAKING CARE OF NEIGHBORS"



Our Mission Statement
"To provide quality integrated health care services and promote wellness for residents of the Lamoille Valley Region."

ANNUAL REPORT 2016



The highlights of Fiscal Year 2016 are many. It was an exciting year of quality improvement, innovation, and advances in health care. With the leadership of our board of directors and our medical staff, we worked with community partners to achieve advances in improved care and prevention, access to affordable care, patient confidentiality, and streamlined access to medical records.

During the past year Community Health Services of Lamoille Valley's two medical homes, Morrisville Family Health Care and Stowe Family Practice, continued to grow, as did all the practices under CHSLV's umbrella. Each medical group within our system brings unique strengths and characteristics, making

us stronger as a whole, and we remain committed to providing quality health care to the Lamoille Valley region.

NEW MEDICAL PRACTITIONERS

To meet the demands of the area's growing population, CHSLV expanded its medical staff with two new doctors and two allied professionals. Laura Felsted, DO, and Monique Karthaus, PA, joined Stowe Family Practice, while Sarayu Balu, MD, joined Appleseed Pediatrics and Elise Rozendaal, FNP, joined Morrisville Family Health Care. The addition of these professionals brings medical diversity and knowledge to our staff and enables us to better meet the health care needs of our community.

Two new medical social workers, Stephanie Borts, MSW, and Ceili Quigley, MSW, also joined CHSLV. As vital members of our Community Health Team they provide patient counseling and help those who are in the midst of challenging medical issues. Borts and Quigley perform comprehensive assessments of a patient's social, emotional, environmental, financial, and support needs and coordinate with members of the health care team. They also work with the patient's family or support systems, as well as other service provider agencies to develop a plan for the care of the patient in his or her home or other living arrangement.



Katie Whitaker
MAT Team RN, CADT



Dawn Palladino
MAT Team MSW, AAP



Katie Marvin, MD
Stowe Family Practice



Jessica Terrien, PNP
Behavioral Health and Wellness



Joshua Bratt, DMD
received Fellowship in the
Academy of General Dentistry

THE OPIOID CRISIS

In the midst of Vermont's opioid crisis, Behavioral Health and Wellness Center has been on the leading edge of helping those in recovery. The MAT team—Medication Assisted Therapy—uses medications, in combination with counseling and behavioral therapies, to provide a whole-patient approach to the treatment of substance abuse and addiction. The MAT team staff are Katie Whitaker, MAT RN, CADT, and Dawn Palladino, MSW. Our MAT team was one of the first in the state to introduce Vivitrol, a new drug available to people seeking recovery from opiate addiction and alcoholism. Patients involved with CHSLV's MAT team have the option of taking Vivitrol, a once-a-month injection prescribed and administered by a physician or nurse practitioner. Vivitrol is currently being prescribed at Stowe Family Practice by Dr. Katie Marvin and at Behavioral Health and Wellness by Jessica Terrien, PNP.

AWARDS

Dr. Joshua Bratt, received his Fellowship in the Academy of General Dentistry

Stowe Family Practice awarded Practice of the Year by the University of Vermont Department of Family Medicine and the Vermont Academy of Family Physicians (2015).

OFFICE RELOCATIONS

As CHSLV continues to grow, offices are being relocated in order to make room for expanding departments. The

most recent move was the relocation of the billing office to 30-2 Mountain View Plaza. Earlier in the year, Appleseed Pediatrics moved their offices from Stowe Family Practice and Morrisville Family Health Care to 439 Washington Highway in Morrisville. The new facility has several exam rooms, a large reception area, and a lab for routine tests and immunizations.

TECHNOLOGY CHANGES

CHSLV outgrew its computer infrastructure. The network was stretched to its limits as it processed the high demands of documenting medical records, patient portal usage, radiography, scheduling, billing, communications, and all the typical computer-related procedures that transpire within medical offices. To handle the overload, the IT department overhauled the system, replacing the infrastructure and doubling the bandwidth. The new virtual machine (VM) environment is a more secure, robust site for both patients and providers. In addition to speed and space, the VM saves money. Once purchased there are few costs,

and the system's cooling requirements are not as great. Looking ahead, the new system will allow faster connectivity between CHSLV's new medical center site and other buildings. CHSLV has positioning itself to be a leader in secure, robust, network infrastructure that allows patients access and providers to perform their jobs and focus on patients.

NEW MEDICAL FACILITY

CHSLV is moving forward with the new medical facility on Washington Highway in Morrisville, across from Copley Hospital and next to Morrisville Family Health Care. The new building will be the home of Appleseed Pediatrics and the Neurology Clinic. The facility is scheduled for occupancy by the end of the year. Eventually Morrisville Family Health Care, the CHT Team, and the Community Health Team will also make the new facility their home.

The architect is Joseph Green of Joseph Architects of Waterbury. Green has extensive experience in designing buildings for the health care



Rendering of our new Medical Facility

industry, having conceived plans for numerous facilities, including Central Vermont Medical Center, University of Vermont Health Care, Copley Hospital, Gifford Medical Center, CHSLV's Dental Clinic, and many more.

Construction will be managed by H.P. Cummings Construction Company. They have built a number of health care facilities in New England, including Copley Hospital in Morrisville, Northeastern Vermont Regional Hospital in St. Johnsbury, and North Country Hospital in Newport.

Plans for the medical facility include 103 parking spaces, accommodations for 49 employees at any given time, a basement with a break room, conference room, work-out facility, and showers. The sidewalk will extend from Copley Hospital to the new building.

PARTNERS

Appleseed Pediatrics teamed up with Lamoille Family Center to bring a new program to the Lamoille Valley called Project DULCE—Developmental Understanding and Legal Collaboration for

Everyone. Its purpose is to insure that newborns and their families receive quality medical care as well as all the social services and community support they need during the first six months of their newborn's life. It's a three-year pilot program and Lamoille Valley is one of five communities participating countrywide.

Social worker Jennifer Chittick of Belvidere is the DULCE family specialist and member of the Children's Integrated Services team at Lamoille Family Center. She is embedded at Appleseed Pediatrics and is often the first point of contact when a parent brings a newborn for an exam. Chittick is responsible for providing immediate support, and serves as referral agent, care coordinator, and care manager, embracing a holistic approach to the infant and family's needs.

CHSLV's Community Health Team has placed a medical social worker in Copley Hospital's emergency department. Dominique Couture, BA, meets with individuals who have been admitted to the emergency department to address social concerns, such as insurance coverage, the use of a primary care provider, lack of transportation, and help with prescriptions. The objective is to work with people who are using the emergency department as a primary care setting, and to address barriers patients may be experiencing in the health care system. If some of these barriers can be eliminated, it may reduce unnecessary emergency department use and ultimately lower health care costs.



Stowe Family Practice wins practice of the year



Billing office new location



Mark Baker
IT Director



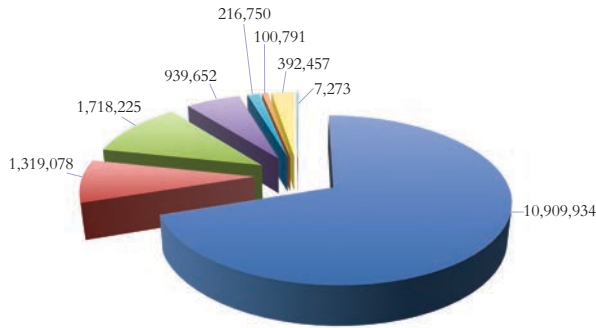
Jennifer Chittick
DULCE family specialist



Dominique Couture, BA
Medical Social Worker

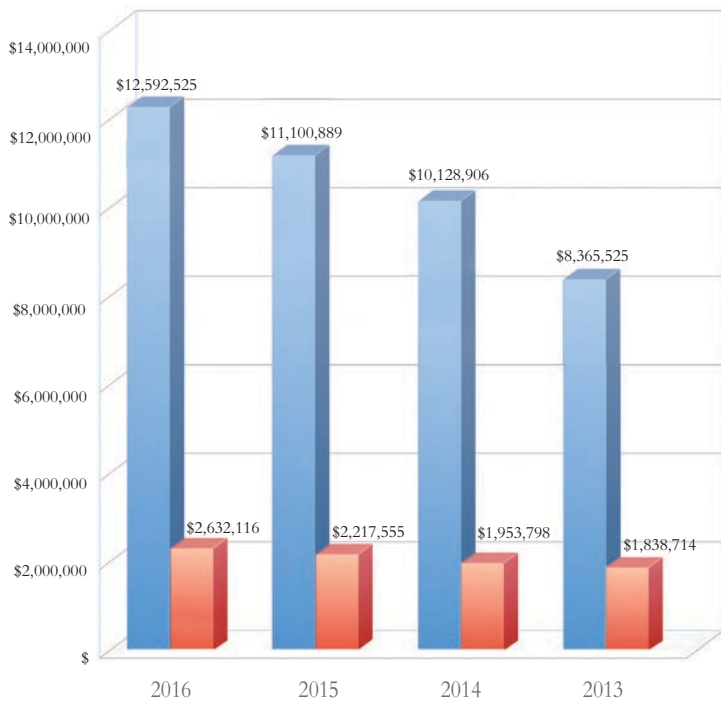


REVENUES 2015-2016 (\$)



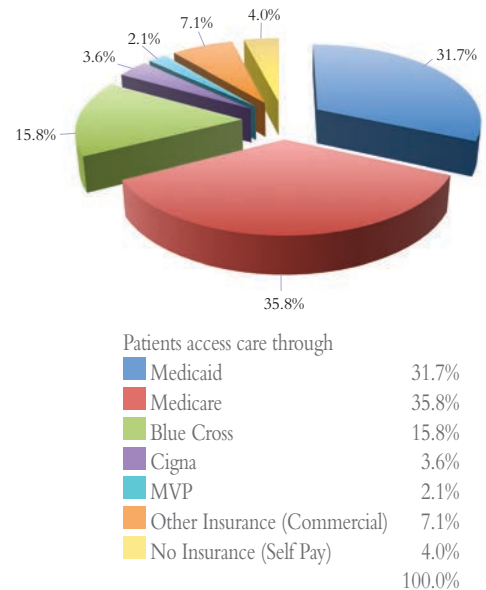
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|--|-------------------|
| Patient Service Revenue, net | 10,909,934 |
| Federally Qualified Health Center Grants | 1,319,078 |
| 340b Program Revenue | 1,718,225 |
| Other Grants | 939,652 |
| Meaningful Use | 216,750 |
| Other Operating Revenue | 100,791 |
| Investment in LLC Revenue | 392,457 |
| Interest income | 7,273 |
| NET REVENUES | 15,604,160 |

EXPENSES 2013-2016 (\$)



| | 2016 | 2015 | 2014 | 2013 |
|---------------------------------------|---------------------|---------------------|---------------------|---------------------|
| Program Services (Patient Healthcare) | \$12,592,525 | \$11,100,889 | \$10,128,906 | \$8,365,525 |
| Management and General (Overhead) | \$2,632,116 | \$2,217,555 | \$1,953,798 | \$1,838,714 |
| TOTAL EXPENSES \$ | \$15,224,641 | \$13,318,444 | \$12,082,704 | \$10,204,240 |

ACCESS TO CARE



**COMMUNITY HEALTH SERVICES
OF LAMOILLE VALLEY®**

Administration: P.O. Box 749, 66 Morrisville Plaza, Morrisville, VT 05661
Phone: (802) 851-8608 CHSLV.org