



Medical



Dental



Behavioral
Health



Pharmacy



Celebrating 12 Years



Letter from Board President

As the new President elect of Valley View Health Center's Board of Directors, I am excited and challenged by the goal set forth in our mission statement, "to improve the health and well-being of our communities by providing quality and compassionate health care services".

Valley View's Board of Directors are committed to making our communities better, healthier and consequently, happier, by providing access to care to all members of the community. We are a volunteer board and receive no compensation, other than the fulfillment of serving our communities and

the satisfaction of knowing we have made a difference in people's lives.

Valley View has continually sought to expand access to care for medical, dental and behavioral health services. This year brought the addition of a dental clinic to our medical facility in Olympia and a pharmacy, offering affordable prescription drugs, to our Chehalis Clinic. Further plans include the addition of a medical clinic in Tenino, which is slated to happen this spring. It is exciting to see our growth and profits reinvested back into the communities we serve.

I recently had a conversation about Valley View where a woman said to me, "Isn't that where people go who don't have any money?" I explained our sliding fee scale, which makes it possible for everyone to afford care. Later, I thought, how many people see Valley View only as a safety net in our community? As a patient of Valley View, I know we are much more than a safety net. I believe we can provide the most compassionate, highest quality services available.

In 2017, I look forward to the challenge of helping to achieve this goal!

John Burton,
Board President



Our Vision

We are a collaborative model with Medical, Dental, Behavioral, Health and Pharmacy working together for the best, measured, clinical outcomes for our patients.

We understand that all patients are unique and have their own individual and cultural values.

We focus our services on those patients who have chosen us as their primary health care home.

We value our employees and financial resources, and we are all responsible for cultivating and respecting those resources.

We believe that quality care needs to be delivered in the communities where our patients live.

Our Mission

To improve the health and well-being of the community by providing quality and compassionate health care services in a patient centered atmosphere respecting individual and cultural diversity.

Letter from Executive Director

Once again, it has been a great year for Valley View. Our Medical, Dental and Behavioral Health providers saw 20,392 patients in 63,732 encounters and our pharmacy wrote 9,182 prescriptions this year.

WHAT AMAZING STAFF!

Speaking of amazing staff, Valley View marked the end of 2016 and the beginning of 2017 with our second annual all-staff training and appreciation dinner. Last years' event was so well received that management and the Board decided to do a repeat in 2017. This year, training focused on a vision of better employee engagement and, to thank employees for their hard work

and dedication, Valley View staff went home with a nice company logo jacket.

This past year, Valley View added a six operatory dental clinic in Olympia and a 340B pharmacy in Chehalis. We have also started the process of remodeling our Raymond Clinic, through an Infrastructure Investment Program Grant from the Health Resources and Service Administration (HRSA). In addition, plans are underway to add Tenino Family Practice to the Valley View team this spring. Welcome aboard Dr. Jump and Tenino staff!

What else is in the year ahead? Valley View is expecting accreditation from the

Accreditation Association for Ambulatory Health Care (AAAHC), which means that Valley View meets or exceeds nationally recognized standards for quality of care and patient safety. Major kudos to our quality team for making this milestone a reality. We are also in the process of completing a three year strategic plan. This is especially important in an ever changing health care environment. As Medicaid moves to "pay for performance", for instance, Valley View will be ready to focus on this initiative.

THANK YOU ALL SO MUCH for your contribution to our success and our future.

~Steven Clark,
Executive Director



Board of Directors

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Greg Martin	Vice President
Jeremy Germann	Treasurer
David Pavletich	Secretary
Dr. Steve Enders	Past President
Janice Smith	Board Member
Cheryl Millman	Board Member
Lynda Nanney	Board Member
Maria Graham	Board Member
Dr. Michael LeClair	Board Member
Toni Gwin	Board Member

Management Team

Steven Clark	Executive Director
Leslie Wohld	Human Resource Director
Heidi Zipperer	Operations Director
Holly Sliva	Chief Financial Officer
Michael Schieffer	Information Technology Director
Dr. David Little	Medical Director
Dr. Lou Ann Mercier	Dental Director
Dr. Tre Normoyle	Behavioral Health Director
Dr. Sarah Bagby	Pharmacy Director

2016 Highlights

- Opened our first 340B Pharmacy at our Chehalis Clinic in January.
- Received an Oral Health Service Expansion Grant to add dental services to our Olympia Clinic and began the remodel of the site for expansion.
- Launched a new and improved website.
- Recognized by Community Health Plan of Washington for most improved patient access for children and adolescents.
- Hit the 500 mark for patients who have received treatment through the Social Innovation Fund Depression Treatment Program.
- Received an extension of funding through June 2017 from the John A. Hartford Foundation and Lewis County Board of County Commissioners for our Social Innovation Fund depression treatment program.
- Received a Health Infrastructure Investment Program Grant to renovate the Raymond Clinic.
- Lost the Winlock Clinic to a devastating fire in October, and reopened a temporary site just one week later.



Ribbon cutting ceremony to celebrate the opening of the Pharmacy.



Winlock Clinic in flames.



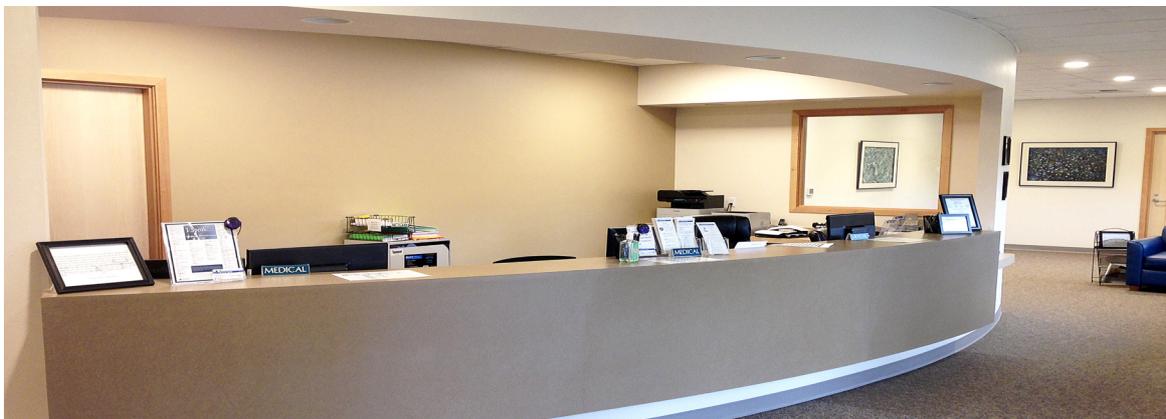
Winlock Clinic staff stand in front of the temporary site.



Centralia Pediatrics Clinic staff presented certificate of recognition from Community Health Plan of Washington.



Management Team members happily begin the demolition of the Raymond Clinic.



Olympia Clinic's new reception area.

Our Patients

Patient Income
(by Federal Poverty Level)



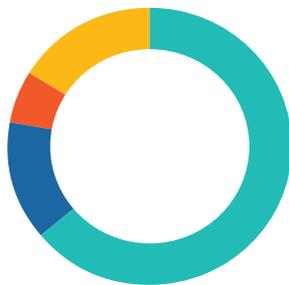
55% **100% and below**
at federal poverty level or under

14% **above 200% and unknown**

21% **100-150%**

10% **150-200%**

Patient Diversity



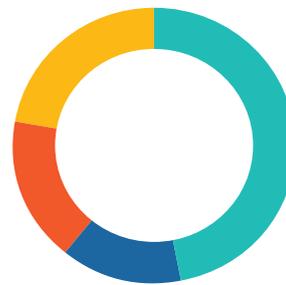
64% **White**

16% **Unknown**

14% **Hispanic**

6% **Other**

How our patients access care



47% **Medicaid**

22% **Commercial**

17% **Medicare**

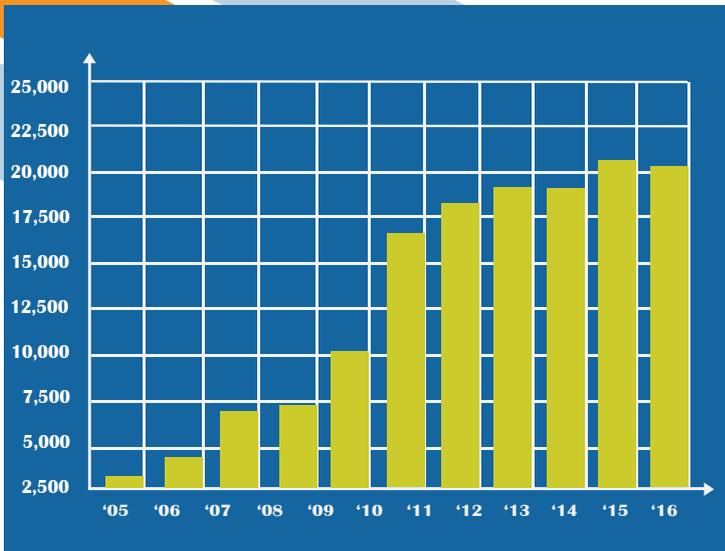
14% **Uninsured**

“A patient came to Valley View Health Center’s enrollment team for assistance in getting set up with her insurance. While discussing income and expenses, she mentioned how much her pharmacy prescriptions were each month. The Enrollment Specialist encouraged the patient to talk with her provider about switching her prescriptions to Valley View Health Center’s new pharmacy to help with the cost. After switching to Valley View Health Center’s Pharmacy, the cost of her monthly prescriptions went from over \$300 to \$47. The patient is thrilled!”

2016 Valley View Health Center Served...

- 11,706:** Patients at or below 150% Federal Poverty Level
- 2,216:** Uninsured patients
- 5,025:** Children 18 and under
- 1,311:** Patients in a language other than English
- 692:** Veterans
- 899:** Homeless men, women and children
- 301:** Agricultural workers

In 2016, \$7,680 from the Helping Hands Fund was used to provide medical, dental, prescriptions, or medical supplies for Valley View Health Center Patients.



**Patient Growth
2005-2016**



**Insured vs Uninsured Patients
2009-2016**

2016

Here's what our patients have to say:

I feel supported by the staff here. They are kind, helpful and have given me ideas in how to improve my health.
~VVHC Patient

The doctor is so wonderful and thorough. I feel very comfortable bringing my concerns to him.
~VVHC Patient

I work very hard but I still have a low income and I really appreciate coming to Valley View and not having anyone look down on me. All staff members are so friendly and nice. They make me feel very comfortable.
~VVHC Patient

Medical Report

The need to reduce hospital emergency room visits for the uninsured was the major impetus behind the establishment of Valley View Health Center. The need for a safety net to provide health care to uninsured, low-income and medically underserved members of our community remains as true today as in Valley View's original inception in 2004.

A health care safety net in the community means that medical care is accessible to all, regardless of the ability to pay. This ultimately leads to healthier individuals and lower health care costs within a community. People are more likely to seek preventive care as opposed to frequenting hospital emergency rooms, and individuals with chronic conditions are able to receive consistent and regular treatment for their illness, thereby reducing the risk of complications and possible death.

Valley View Health Center provides an integrated, collaborative care model to health care service delivery. This means we treat the whole person and offer dental, behavioral health and pharmaceutical services to our patients, in addition to medical care.

As a physician, integrated and collaborative care is especially important for successful patient treatment plans. For instance, many of my patients are elderly, on a fixed income, and often have multiple, serious medical conditions. Through integrated care and a health safety net, I can offer behavioral health services to a depressed elderly patient and pharmaceutical services to an elderly Diabetic patient unable to afford insulin therapy.

Services provided by Valley View are especially pertinent today, with rising health care costs facing an uncertain and unpredictable future.

*~Dr. David Little, D.O.,
Medical Director*



13,000 Adult BMI
Follow Up Plans



1,830 Flu Vaccines



Dental Report

2016 marked an exciting and eventful year for Valley View's Dental Department.

The year began with the implementation of the Dashboard Quality Improvement Learning Collaborative. As one of five community health centers selected nationwide to participate in this pilot project, Valley View's dental team began the process of measuring 15 oral health metrics designed to improve quality in oral health care. Measurable quality metrics within the oral health arena is not well defined, especially when compared to primary care and the medical community. Valley View was invited to take part in a larger collaborative to extend these metrics to additional dental clinics across the county. Through generous support from the Washington Dental Service Foundation, in the amount of \$3,500, Valley View's dental team was able to participate in the larger collaborative.

Valley View Health Center was also the recipient of an Oral Health Service Expansion grant in 2016. This grant provides an additional \$350,000 in annual operating support for a dental clinic in Olympia. Valley View added six dental operatories and remodeled the medical clinic, allowing for an integrated collaborative care model of health care delivery for medical and dental, with future plans for behavioral health. Valley View saw our first dental patients at the Olympia Clinic in December 2016. The addition of oral health services at the Olympia Clinic marks the fourth Valley View dental clinic in twelve years. Could a pediatric dental clinic be next?

Thank you to all the staff who helped make these and other projects possible.

*-Dr. Lou Ann Mercier,
Dental Director*



2,976 Fluoride Applications



8,431 Dental Exams



Behavioral Health Report

The Behavioral Health Department had some great moments in 2016. To begin with, we celebrated our one year anniversary offering behavioral health services at the Raymond Clinic. During the first year, behavioral health providers saw over 100 patients through a collaborative care model of service delivery and also began Screening for Brief Interventions and Referral to Treatment for substance abuse (SBIRT).

Another significant milestone was our success in the Social Innovation Fund Depression Treatment Program. We have treated over 450 patients since May of 2016. Due to the program's success, Valley View was featured in the John A. Hartford Foundation's 2015 Annual Report. The excerpt below, taken from the Foundation's Annual Report, illustrates the long lasting impact this grant has had on Valley View, our patients and the development of a collaborative care depression treatment program.

Perhaps most significantly, the success of the program has led Valley View to commit to sustaining the collaborative care approach once the Social Innovation Fund grant ends. The center's medical, behavioral health, and dental clinics are all linked so that someone treated for one problem can be immediately referred to help for another.

"It's so interwoven in everything we do," Dr. Normoyle says. "I work very closely with the other two clinical directors. It's about treating the whole patient and having that open communication. All of the support we've had from The John A. Hartford Foundation, all of the support and training we've had from the AIMS Center, has really helped us to demonstrate how a collaborative care program can work well, and how it can work well in such a rural state."
~ John A. Hartford Foundation

~Dr. Tre Normoyle,
Behavioral Health Director



Behavioral Health Staff celebrate their first year anniversary in Raymond.

Pharmacy Report

Wow, what a year it's been!

As we celebrated our one year anniversary this January, I am struck by the amazing contribution that the pharmacy makes to integrated care and the benefit this service provides to our patients. This past year, we served 1,451 new patients! Many of these patients found it difficult to pay for their medications prior to the opening of the pharmacy. I remember one patient in particular. She was not able to follow-through with diabetic therapy which, in turn, led to an unstable condition because she could not afford insulin. Due to the lower drug pricing available through our 340B pharmacy, this patient is now on insulin and she and her provider are able to map out a consistent and beneficial treatment plan.

An exciting development for the pharmacy this year has been the implementation of a Refill Authorization Collaborative Practice. Pharmacists are able to review a patient's medication history and authorize a refill, following strict guidelines from the provider. This saves provider and nurse time spent on refill requests; it also increases patient safety by providing additional oversight on a patient's medication history. We are excited to expand this program throughout Valley View's clinics in the upcoming year.

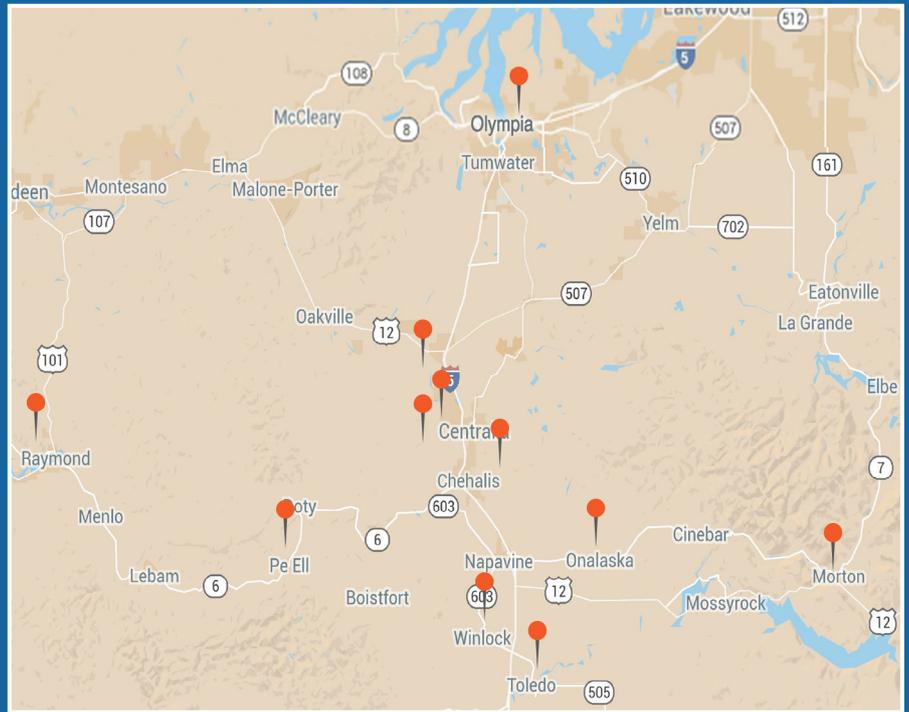
~ Dr. Sarah Bagby, 
Pharmacy Director



Pharmacy staff celebrate filling their first 100 scripts in one day.

There's a Valley View Health Center Clinic In Your Neighborhood

- *Chehalis*
- *Centralia*
- *Centralia Pediatrics*
- *Centralia Walk-In*
- *Morton*
- *Olympia*
- *Onalaska*
- *Pe Ell*
- *Raymond*
- *Toledo*
- *Winlock*



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A SPECIAL 2016 THANK YOU TO:

Our community partners, who make our work possible.

Our staff, for all the great work they do.

Our Board of Directors, for their time and continued support.