



CELEBRATING

10
years

Annual Report 2014



VALLEY VIEW

HEALTH CENTER

2014 Letter from the Board President



*Steve Enders,
Board President*

Board of Directors

Steve Enders	President
John Burton	Vice President
Lynda Nanney	Past President
Janice Smith	Secretary
Cheryl Millman	Treasurer
Michael LeClair	Board Member
Toni Gwin	Board Member
Maria Graham	Board Member
Greg Martin	Board Member
Sean Fitzgerald	Board Member

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.

“This year marks the 10th anniversary of Valley View Health Center providing health services to our family of communities.

To further our mission our Board is focused on providing quality services where they are needed. As a Board, we are volunteers who live in the communities we serve and are deeply committed to making them healthier. In our communities people mingle freely in churches, schools and shops.

By taking care of those who live in our communities we are taking care of ourselves, too. If someone is sick and not receiving health care, they put everyone around them at risk.

At Valley View, we are making health care readily available in local communities. In fact, we have successfully enrolled many people in affordable insurance plans who previously had no health insurance. This enables them to all receive care when needed.

When we care for a sick family member, we are really making the whole family better. If a working parent cannot go to work, it puts the family at risk in many ways. They may lose income and find it difficult to feed their family. They may become depressed and emotionally unstable. Likewise, if a family caregiver is ill, they have diminished capacity to tend to the needs of those depending on them. If a child is sick, it may require a parent to remain home or make costly arrangements for child care.

No one is at their best when they feel poorly. So when we at Valley View treat a patient, our efforts are multiplied because we are not treating a single patient, but an entire family.

Over the past ten years our Board has matured into

a very efficient, active and involved organization.

Our focus is on serving our communities and providing the best health care services we can in the most caring way possible.

This year we experienced a tragic event with the loss of president-elect Dr. John McCord. Dr. McCord was a vital part of our organization and his leadership is greatly missed. We thank his family for sharing him with us for the past several years and they remain in our hearts and prayers.

The Board of Directors would like to thank all our providers and staff for their continued dedication and service. We also thank our patients for choosing Valley View Health Center as their health care provider...we look forward to serving you in 2015!”

2014 Letter from the Executive Director

“WE MADE IT!!! *We have talked about the light at the end of the tunnel and health care reform as the answer to our financial struggles, and we are there.*

For the last two months, we have posted healthy net returns from operations. Our cash hasn't adjusted as of yet, but I am confident as anticipated "other" revenues are posted, we will again be at a more comfortable level.

Why are operational profits important? Every business needs net profits to survive. A for-profit business takes the "net" and returns it to either the owners or stockholders. Hopefully, they also put a little away for the rainy day. Valley View is a Not-for-Profit 501c3 and we need profits to survive into the future. In fact, we have survived this rainy year through our past years' profits. A not-for-profit also measures its' success on the number of services provided in the community. Below is a graph showing our growth in services provided since our inception. By any comparison we are successful. So where do we go from here?

We have always answered the voice of demand and we continue to hear from

the Toledo Community that they would like a pharmacy again. Personally, I see a pharmacy in Chehalis and Raymond as well. We are seeing the anticipated demand in Olympia and are currently looking for providers to expand that site. I must be dreaming because I see dental in Olympia as well.

Of course, none of this would happen without the work performed by our staff each day on the front lines and behind the lines. It wouldn't happen without the leaders of Valley View: the Providers, the Mid-level Managers, and the Board. I would also be very remiss if I didn't mention the fantastic Management Team that helps me lead us down this path of growth in the services we provide. A combination of our outstanding leadership and positive finances will enable us to put a little away for the next rainy day.

I honor those that have chosen a different path and left, and applaud those that are new. We move forward with a renewed focus on staff retention and satisfaction.

**Steven Clark,
Executive Director**

Management Team

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

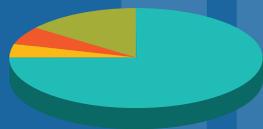


THANK YOU ALL SO MUCH for your contribution to our success and our future!"

Our Numbers:



In 2014, Valley View Health Center cared for **21,001** patients by providing **76,813** medical, dental and behavioral health visits.



75% **White**
16% **Hispanic**
7% **Other**
2% **Unknown**

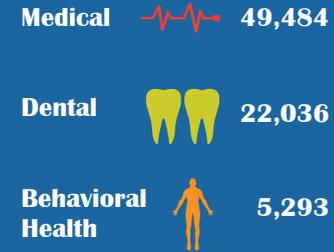
Patient Diversity



52% **Medicaid**
20% **Commercial**
17% **Uninsured**
11% **Medicare**

How our patients access care

Total Patients 2005-2014

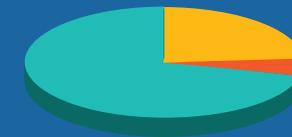


Revenue 2005-2014



59% **100% and below**
at federal poverty level or under
18% **above 200% and unknown**
16% **100-150%**
7% **150-200%**

Patient Income
(by Federal Poverty Level)



64% **Medical**
29% **Dental**
7% **Behavioral Health**

Total Visits

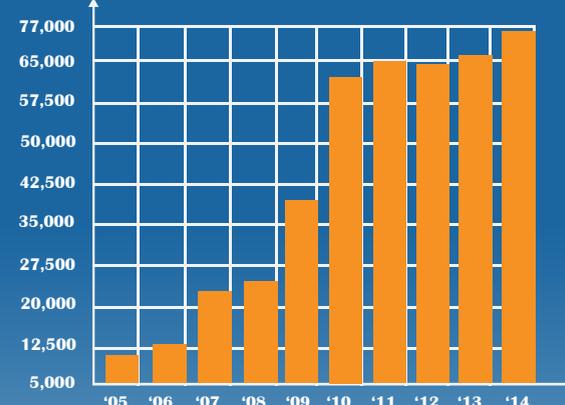


Insured vs Uninsured Patients
2009-2014

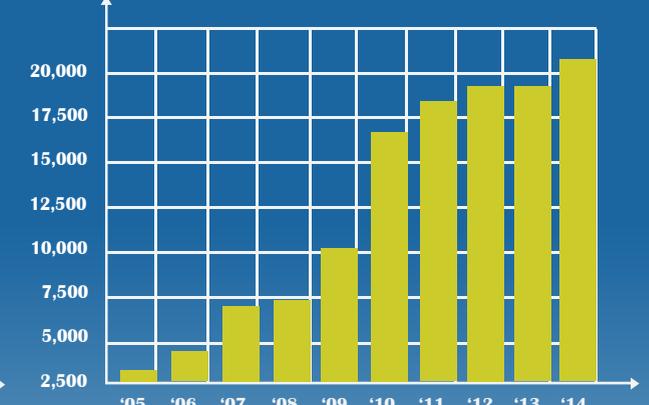
2014 Valley View Health Center Served...

- 18,628: Patients at or below 150% Federal Poverty Level
- 3,520: Uninsured patients
- 4,489: Children 18 and under
- 1,198: Patients in a language other than English
- 761: Veterans
- 910: Homeless men, women and children
- 305: Agricultural workers

Encounters



Patient Growth



Wow! Over 440,000 encounters since 2005

Our mission goes beyond treating the patients that come through our doors. Although we frequently evaluate our progress at the treatment of diseases like diabetes and hypertension, we also are on the front line in the prevention and treatment of infectious disease. We are here to improve the health of the community and educate patients.

Last year we mobilized our defences in anticipation of Ebola. There were no actual cases of Ebola in our county or the state of Washington. There were cases of flu, whooping cough, measles, chickenpox and meningitis in Lewis county and surrounding communities. The health department has distributed instructions for isolation and quarantine of suspected cases.

At this point you might ask why these diseases are forcing us to take drastic measures, keeping children out of school for up to 21 days. Isn't there a vaccine? Doesn't everyone get vaccinated as a child? Truth is, no! Some people believe that

vaccines are a government conspiracy. They believe that vaccines are full of mercury. These same people may not consider all the toxins they expose themselves and families to with cigarettes.

Valley View is creating a two way interface, this year, with child profile, so that Valley View will know if any of the children we see are at risk. It is not only our job to immunize children against childhood diseases and adults against flu and meningitis, if indicated. It is our job to educate our patients and the community in the importance of immunizations. Prevention saves money, lives and anxiety. How many people do you think would have shown up for an Ebola vaccine last year, if one were offered? When you have the public's attention, they will immunize against a disease that only exists on the other side of the world. Measles, chicken pox and whooping cough are here. And we can protect you and your family.

- Dr. David Little, D.O.

The year has been a successful one for our BH department. We have watched the growth of the Social Innovation Fund (SIF) depression treatment program and at the 1.5 year mark in December of 2014 our SIF team had enrolled over 200 patients.

In our Community Health Plan Mental Health Integration Program, we were able to maintain high quality outcomes as set by CHPW. We are especially proud of the fact that one of these outcomes is measuring an improvement in symptoms as seen in decreased depression and anxiety symptoms and we have a way of documenting the success we see with patients' symptom improvement.

We received news in November that we received the grant from the US Dept. of Health and Human Services Health Resources and Services Administration to expand our integrated program of Behavioral

Health to Raymond. This grant was for \$244,600 per year for two years to hire two providers and one support staff. This is great news for this very rural community.

We have seen the success of the alternative treatment for chronic pain program and our department has been an integral part of this program by providing health coaching. One of our providers, Hannah Antokol, had a consult with each patient referred to the program to assist them in picking the alternative treatment most likely to be successful for them. Additionally, she screened for mental health symptoms and referred to BH treatment any patient with depression and/or anxiety.

We continue our effort to increase our integrated program in the south county clinics. We expanded our SIF providers' time in Toledo and saw success with four days of BH provider coverage in Toledo and one day in Onalaska.

*-Dr. Tre Normoyle,
Behavioral Health Director*



Rotary Benefit Funds:

In 2014, 222 individuals received medical, dental, prescription, or medical supplies from the Rotary Benefit Fund program. This fund was established to help our patients in most need receive necessary care without the financial hardship or burden of cost.

Reaching out to our Patients: Connecting patients with their community resources

"I was calling a patient to complete routine accounts receivable collections when the patient expressed extreme financial hardship. The patient had recently been released from the hospital from an unexpected surgery and voiced concerns about experiencing financial stress along with difficulty meeting basic living expenses.

The patient was temporarily unemployed due to their injury with no immediate means of a monthly income. I was able to provide the patient with local community resources and coordinated with local agencies that could assist the patient in paying for their utilities and monthly rent.

I mailed copies of the letter on how to apply and receive additional assistance as well as

an on-going local resource list referring to all the programs that fit her situation.

We were able to apply Rotary benefit funds to reduce her outstanding medical fees to alleviate the financial burden and stress. After two weeks, I called the patient to follow up to see how she was feeling and if there was anything else we could assist her with. She expressed her gratitude for the care we provided and thanked us for the role we played in getting her utilities and rent paid for. This additional assistance helped give her enough time to fully heal and she was able to return to work the following week without the added stress of medical bills and living expenses piled up."

-Leah Frank, Patient Accounts Specialist

Integrated Care: Utilizing Rotary funds to assist with the integrated model of care

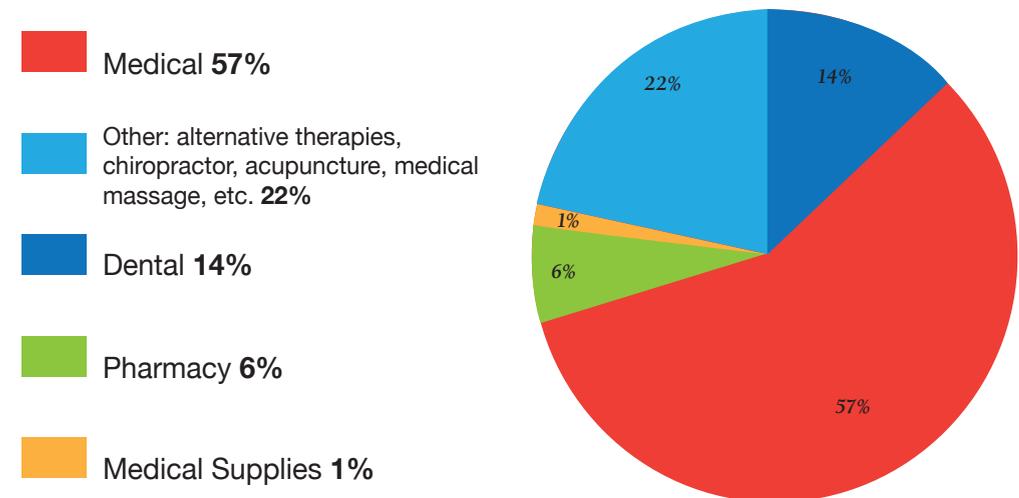
"A young, married, Hispanic female recently arrived, seeking political asylum for her and her two young sons, all of whom had no access to medical coverage. She has a history of seizures and loses motor control.

Together, our medical provider and behavioral health provider assessed her case and decided a neurological

assessment was needed to determine the appropriate care. The team was able to work with a Neurologist in Thurston County who would provide the assessment, EEG and other diagnostic testing at a 40% discount. With no means to pay for the assessment, the finance team was able to work with the Neurologist to pay for the patient's care using Rotary funds."

-Holly Sliva, Chief Financial Officer

How Rotary Funds Were Used To Help Our Patients In 2014



Thank you to all of our Community Partners ————— who make our work possible!

American Medical Response
Behavioral Health Resources
Burkhart
Cascade Mental Health Care
Centralia College
Centralia-Chehalis Chamber
Centralia School District
Chehalis Parks
and Recreation
Chehalis School District
CHOICE Regional
Health Network
Coverys
Community Allied
Behavioral Health
Community Health Network
of Washington
Community Health Plan
of Washington
Computer Connections
Dynamic Collectors
ECEAP

Economic Development Council
Emergency Coordination
Care Council
Eugenia Center
Henry Schein
Human Response Network
Jeff Holman Insurance, Inc.
John A. Hartford Foundation
Kiwanis Club of Chehalis
Know and Grow Early
Learning Coalition
Lewis County
Autism Coalition
Lewis County Board of
County Commissioners
Lewis County Early
Learning Coalition
Lewis County Community
Health Partnership
Lewis County
Dental Association
Lewis County Head Start

Lewis County Literacy Council
Lewis County Public Health
and Social Services
Lewis, Mason, Thurston Area
Agency on Aging
Lewis County Shelter Program
Morton School District
Mossyrock School District
National Association of
Community Health Centers
Northwest Regional Primary
Care Association
Novo Nordisk
Pacific County Health Department
Pacific County Jail
Pe Ell School District
Pope's Kids Place
Providence Centralia Hospital
Raymond School District Coalition
Lewis County Autism Coalition
Lewis County Board of
County Commissioners

Lewis County Early
Learning Coalition
Lewis County Community
Health Partnership
Lewis County
Dental Association
Lewis County Head Start
Lewis County
Literacy Council
Lewis County Public Health
and Social Services
Lewis, Mason, Thurston Area
Agency on Aging
Lewis County Shelter Program
Morton School District
Mossyrock School District
National Association of
Northwest Regional
Primary Care Association
Novo Nordisk
Pacific County
Health Department

Pacific County Jail
Pe Ell School District
Pope's Kids Place
Providence Centralia Hospital
Raymond School District
Reliable Enterprises
Rotary—Centralia, Chehalis &
Twin Cities
Rural Health Improvement
Collaborative
Security State Bank
Soroptomist
Society for Human
Resource Management
South Bend School District
Thorbecke's FitLife
Timberlands Regional
Support Network
Toledo School District
Toledo Lioness Club
Twin Transit
United Way

Visiting Nurses
Vision Toledo
Washington Association of
Community & Migrant
Health Centers
Washington State
Attorney General's Office
Washington State
Hospital Association
White Pass Coalition
Willapa Behavioral Health
Willapa Harbor
Chamber of Commerce
Winlock School District



Valley View Health Center opened a new clinic April 2014 in collaboration with Cascade Mental Health Care in Centralia, WA.

A special 2014 thank you to:

- **Donna Karvia** for your service to Valley View Health Center as a Board Member.
- **Jon Vigre** for your continued help and support throughout 2014
- **Becky McGee** for her leadership and volunteerism with the Literacy Corner.
- **The Lewis County Board of County Commissioners** for the matching grant & continued support of Behavioral Health Services in Lewis County.

Timelines

May 2004:
\$20,000 grant for computer system from Lewis County Commissioners.

May 2004:
Leases were signed for space and transfer of equipment and supplies from Providence Health and Education Center (PHEC).

May 2004:
Received Dental Equipment grants from the Tri-Club Rotary Auction of \$43,000.

July 1, 2004:
Providence closed the doors of PHEC and donated all equipment and supplies to Valley View Health Center.

May 2004:
Providence Hospital elected to pass through a \$132,000 grant from the Washington State Health Care Authority.

July 2, 2004:
Valley View Health Center opened with Medical services transmitting clients without loss of service from Providence Health and Education Center (PHEC).

May 2004: Executive Director Steven Clark began as employee number one.

April 2006:
Valley View opened the South Clinics to provide access to residents in Toledo, Winlock, and Onalaska.

December 2008:
Morton Dental Clinic opened.

December 1, 2009:
Walk-In clinic opened in Centralia.

November 16, 2009:
With grant funding, the remodeled Onalaska clinic opened.

May 2008:
Chehalis clinic moved into newly remodeled building.

February 2010:
Raymond (Pacific County) medical and dental clinic opened.

December 2013:
Olympia Clinic opened.

2013:
Valley View receives a Social Innovation Fund (SIF) grant for \$350,000 from the John A. Hartford Foundation, which was matched by the Lewis County Board of County Commissioners.

February 2014:
With grant funding, the new Toledo clinic's construction is complete and is open to patients.

April 2012:
Pe Ell Clinic opened.

April 2014:
Centralia-Cascade Clinic opened.

March 2004:
Recruitment began for an Executive Director.

October 14, 2004:
Valley View was awarded a community health center grant for \$650,000 per year. We were the only new start funded in the State of Washington.

October 1, 2004:
Valley View opened its Dental center providing services to low income adults and children.



Thanks to all of our great staff...



Outreach/Enrollment Specialist,
Ana Sanchez.



Valley View staff participated in the 2013 Chehalis Santa Parade, taking 2nd place in the float competition.



Staff member, Erik Ramirez.



Dr. Brad Larsen made a surprise visit as Santa Claus to read books to local children at Morton's community library.



for all of the great work that they do.



Continued growth in the Olympia clinic has allowed for the addition of an additional provider, Dawn Lantz (ARNP).



The Literacy Corner in Chehalis continues to operate with the help of community volunteers, like Miss Lewis County, Audrey Hansen.



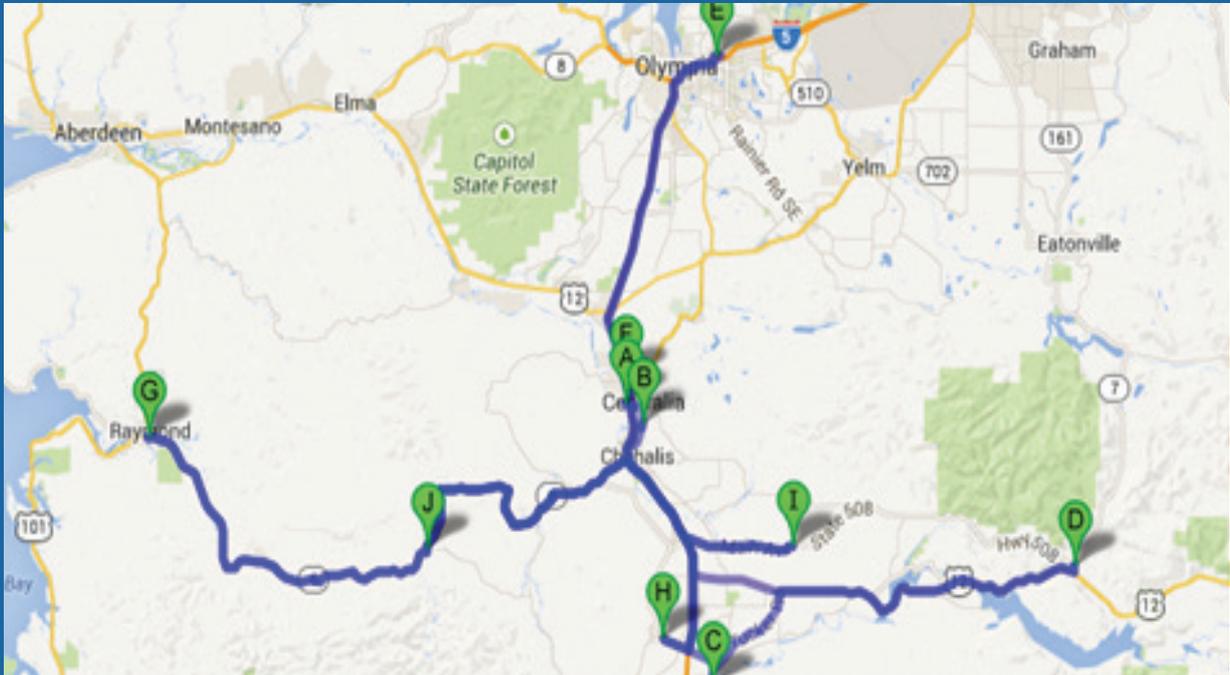
Staff Member, Harrison Detroja, (ARNP).



Valley View staff participating in the 2015 Winlock Egg Day Parade.



After breaking ground in May of 2013, the new Toledo clinic opened in February 2014, providing both Medical and Behavioral Health services to the community.



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

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

*Valley View Health Center
2690 NE Kresky Avenue
Chehalis, WA, 98532
(360)330-9595
www.vvhc.org
www.facebook.com/valleyviewhealthcenter*

Persons with disabilities who require accommodations, or alternative means for communication of program information should contact us at least 8 days in advance of any VVHC event.
