



*Celebrating 11 years*  
**Annual Report 2015**



# 2015 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

## **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.**

**“The mission of Valley View Health Center is to improve the health and well-being of our communities by providing quality and compassionate health care services.**

The Board of Directors is committed to this mission which is the central focus of all our planning efforts. I am proud to say that we are making a difference!

In 2015 we saw nearly 24,000 patients, (for medical, dental and/or behavioral health services) many of whom we were able to assist with finding affordable insurance coverage so they could continue receiving health care.

This has far reaching effects both in the family and the community. Those who are well are happier and more productive, thus improving family and community life. In this way our efforts have a significant impact on the health of the communities in which we live.

We continued to grow this year adding a pediatric clinic and 33 new staff members. In addition, we began the process of adding pharmacy to the services we offer. We anticipate opening the pharmacy in February 2016. This is a long anticipated and welcome

convenience. The Board of Directors is very pleased to make this service available to our patients!

Valley View Health Center is a non-profit organization, so funds we receive above expenses are used to expand our services or our service area. This is how we continue to grow. Members of the Board of Directors are community volunteers who receive no compensation for their oversight work. We are an efficient, active Board and welcome inquiries from those who might be interested in working with us. Likewise, we are happy to receive donations to further this important work.

The Board of Directors would like to thank our providers and staff for their continued dedication and service. They are the ones who put our vision and mission into action. We also thank our patients for choosing Valley View Health Center as their health care provider. We look forward to serving you in 2016!

# 2015 Letter from the Executive Director

**“G**reetings to all! Wow, another great year at Valley View!

Thank you, staff, for celebrating the end of 2015 and the beginning of a new year with our first ever all-day staff training and appreciation dinner. With all the notes of thanks sent to Management, there is no doubt we will make this the “first annual” event.

We reached a significant milestone at Valley View this year with the addition of Pediatric services in Centralia. We have also completed an expansive search for the “right” property for our permanent pediatric and administrative building. Financially we ended very strong with increase cash reserves and a healthy bottom line.

To be successful in the future, we need to solve our provider turnover issue. I am very excited about our new hires; their professionalism and attitude are exceptional. How can we continue on this vain? How can we retain those providers we have and make Valley View their career instead of a stepping stone? That is the question that often comes up

at our Management Team meetings, and more often than I want, keeps me awake at night.

As always, I want to honor those that have chosen to leave as their contribution made it a good year for Valley View. I can’t say enough for all that Dr. Lush has given to Valley View and to the Raymond community. I also want to thank Kathy Henry, ARNP, for her years of service at Valley View and the Onalaska Clinic and wish her well in her retirement. I need to give a shout out to Dr. Li, DDS, for his commitment of signing an eight year contract with us.

What is in the year ahead? If grant requests are approved we will have a new Dental clinic in Olympia and more Behavioral Health Expansion dollars. We are also just beginning research into a new Electronic Medical Record, as the current system seems to be a significant source of staff dissatisfaction. We need to answer the question “is there a system that is better or do we keep what we have.”

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

**Steven Clark,  
Executive Director**

## *Management Team*

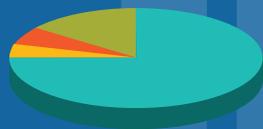
Steven Clark	Executive Director
Heidi Zipperer	Operations Director
Holly Sliva	Chief Financial Officer
Leslie Wohld	Human Resources Director
Michael Schieffer	IT Director
Dr. David Little	Medical Director
Dr. Lou Ann Mercier	Dental Director
Dr. Tre Normoyle	Behavioral Health Director



# Our Numbers:



In 2015, Valley View Health Center cared for **21,770** patients by providing **72,791** medical, dental and behavioral health visits.



72% **White**  
15% **Hispanic**  
9% **Other**  
4% **Unknown**

Patient Diversity



56% **Medicaid**  
20% **Commercial**  
13% **Medicare**  
11% **Uninsured**

How our patients access care



Insured vs Uninsured Patients  
2009-2015

## 2015 Valley View Health Center Served...

- 16,036: Patients at or below 150% Federal Poverty Level
- 2,572: Uninsured patients
- 4,874: Children 18 and under
- 1,235: Patients in a language other than English
- 733: Veterans
- 906: Homeless men, women and children
- 303: Agricultural workers

## Total Patients 2005-2015

Medical		67,099
Dental		28,743
Behavioral Health		5,818

## Revenue 2005-2015

Medical	61%
Dental	24%
Federal Grant	10%
Behavioral Health	3%
Other Income, Grants & Donations	2%



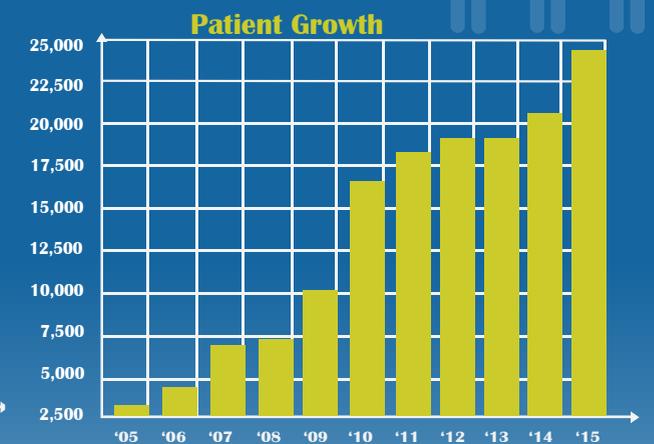
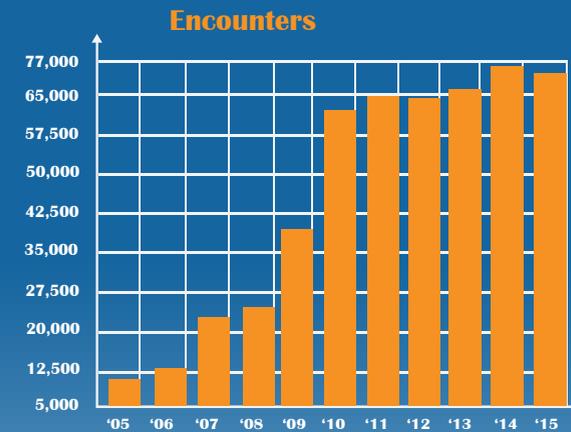
44% **100% and below**  
at federal poverty level or under  
32% **above 200% and unknown**  
16% **100-150%**  
8% **150-200%**

Patient Income  
(by Federal Poverty Level)



68% **Medical**  
28% **Dental**  
4% **Behavioral Health**

Total Visits



Wow! Over 514,000 encounters since 2005

## 2015 Dental Report

This past year the dental team has focused their efforts on treating our current medical patients to support the integrated care model that was highlighted with the addition of behavioral health services at many of our sites.

This integrated approach builds a quality health home for our patients. Quality is measured through our CMS Meaningful Use reports. Patients that are seen for all

their health care needs in house have higher Meaningful Use measures so we know the integrated approach aids the patient in their goal to optimal health.

To continue to improve quality of care, our health center applied and was chosen as 1 out of 5 dental departments in the nation to participate in a Dental Dashboard Collaborative Pilot through the National Network for Oral Health Access.

*-Dr. Lou Ann Mercier, Dental Director*

### Valley View Dentists Receive National Recognition in 2015

Two dentists at Valley View Health Center, Dr. Lou Ann Mercier and Dr. Elissa Maynard, received national recognition in Washington DC on November 7, 2015.

Dr. Mercier was inducted into The International College of Dentists (ICD). The ICD is the world's oldest and largest honor society for dentists™. Fellowship in the College is extended by invitation only. A nominated dentist must pass a rigorous, peer review process leading to the recognition of the individual's "outstanding professional achievement, meritorious service and dedication to the continued progress of dentistry for the benefit of humankind."

Dr. Maynard accepted an award through the American Dental Association on behalf of The Think Tank program for being an innovative new program.

Valley View Health Center is proud of Dr. Mercier's and Dr. Maynard's accomplishments and thankful that we have such gifted professionals at VVHC to provide care for our community.



Dr. Mercier, left and Dr. Maynard, right, talking to a patient before his teeth cleaning at the Chehalis clinic.

## 2015 Behavioral Health Report

Since winning a SIF grant in 2013, we have been able to offer the evidence-based IMPACT model of depression treatment in our Lewis County clinics of Chehalis, Toledo, and Onalaska. Through our work with the John Hartford Foundation and the University of Washington's AIMS center, we have realized the importance of sustaining all that we have created with this collaborative care program. And we have realized that commitment must come from the board down...to the executive director...to the clinical directors...to the care managers...to the medical providers...and to everyone who works at Valley View.

We set out to highlight this point by changing our vision statement, and to do so, we involved all team players in the rewrite. We did this in an effort to ensure that the organization is, and will remain, fully committed to a model of care that is collaborative and patient centered.

### **A success story:**

A story of success in our depression treatment program is that of an undocumented, Spanish-speaking woman in her mid-40s, who was not literate in any language. She presented with severe vegetative symptoms of depression and was nearly hospitalized at the start of treatment. She

reported cyclical episodes of major depression that began after the birth of her last child. As it was culturally appropriate, the family of the patient came in with her for several sessions. With this support and with education on her depression, she quickly experienced a lessening of her symptoms and began engaging in everyday life again.

With continued help from her family, a neighbor, her primary care physician and care manager, this patient developed a verbal self-care and relapse prevention plan that involved family-based behavioral activation.

*-Dr. Tre Normoyle, Behavioral Health Director*

*Valley View Health Center was established with the vision of creating a healthy community by:*

- We are a collaborative model with Medical, Dental and Behavioral Health 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.*

## What If?:

- *I could take a medicine that kept me from tiring out no matter how much exercised and my body fat firmed itself into muscle?*
- *I could take another pill to drop my excess pounds without any need for exercise or dieting?*
- *All it took to get along with my relative was a simple medication, three times a day and whenever necessary?*
- *I could sleep without interruption regardless of the chaos in my environment with a simple prescription remedy?*
- *I did not need improve my posture, lose weight or spend hours driving to and from physical therapy by taking a simple pill or applying a simple patch.*

These are some of the miracles of modern medicine, and every one of these medications are available to you right now, today! And what if you are already receiving the benefits of one or more of these modern miracles and your new provider is of the opinion that these medications only have short lived benefits, serious side effects and when taken in combination, may result in hospitalization or death?

It is never easy, and it takes extreme patience, to convince a patient that there are no shortcuts to good health. Patients have been using tranquilizers, sleeping pills, testosterone, diet pills and morphine derivatives, just to get by. Too often our providers find themselves in a position, where they are criticized for not giving the patient the medications that their previous physician gave them for years. Starting around 1990, physicians were called upon to treat pain, on demand. They used the tools available at that time, which were

indeed created to treat a broken bone or ease the pain before or after a surgical procedure. Due to the mechanism of action, narcotics rapidly lose effectiveness after just a few weeks of use. To obtain the same benefit the dose has to be increased on a regular basis. We don't regularly increase narcotics anymore. We likely keep patients on small doses and they become sore, dependent and fearful of what would happen if we stop their medication.

The Valley View healthcare team believes that there is a better way though integrated care, treatment of depression, return to life activities, moderate exercise and use of alternative, non narcotic adjuncts.

Our 2016 program for Pain Recovery begins this February in Raymond Washington and seeks to give people back the sense of control over their health and wellness and reduce the use of easy cover up treatments to serious health conditions.

*-Dr. David Little, Medical Director*

*In 2015, 180 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.*

## Rotary Funds Benefit Former Rotarian:

"A patient who had recently been diagnosed with oral cancer wanted to schedule a dental appointment, as his oncologist would not treat him until all of his teeth were extracted.

This gentleman had Medicare, but not Medicaid. The added financial burden elevated his stress levels and he was unable to save the necessary funds

for treatment. He let us know that he could pay a portion of the cost for the dental treatment, just not all of it.

With the Rotary funds we were able to cover roughly 75% of his dental treatment. A week after his procedure he stopped by to thank everyone involved and was very grateful for the care he received. As it turns out, this patient once belonged to Rotary."

*-Cheryl Peterson, Dental Billing/Reception*

## Supporting Patients on the Road to Recovery:

"A patient came into the office after she unexpectedly had a heart attack, which resulted in her having to have a pacemaker. She expressed concerns with the financial hardship she was experiencing with her recent hospital stay and now the follow up care appointments. Without health insurance her medical bills became overwhelming.

We were able to apply Rotary benefit funds to her outstanding medical fees to alleviate the financial burden. She was granted a 100% adjustment and six visits extended to her care at Valley View Health Center to assure she receives the health care she needs. We coordinated with the hospital to help alleviate the financial burdens to get her back on the road to recovery."

*-Leah Frank, Patient Accounts Specialist*

# 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  
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  
Reliable Enterprises Rotary—Centralia,  
Chehalis & Twin Cities  
Rural Health Improvement Collaborative  
Security State Bank  
Soroptimist  
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

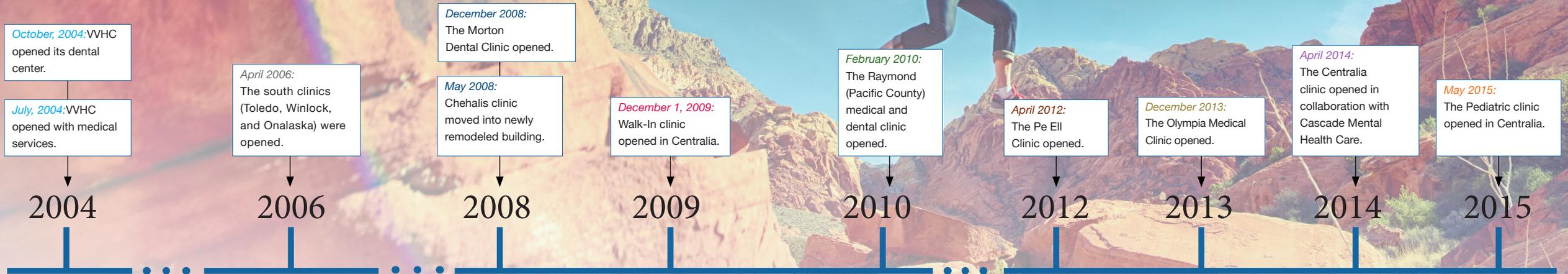


Valley View opened  
Centralia Pediatrics in 2015

## A special 2015 thank you to:

- **Sean Fitzgerald** for your service to Valley View Health Center as a Board Member.
- Clinic Managers **Monica Huezco and Kristal Chaufy** for your dedication and service as Valley View staff members.
- **Hall's Drug Center** for your support in helping us to get our pharmacy ready for the 2016 opening.

# Timelines

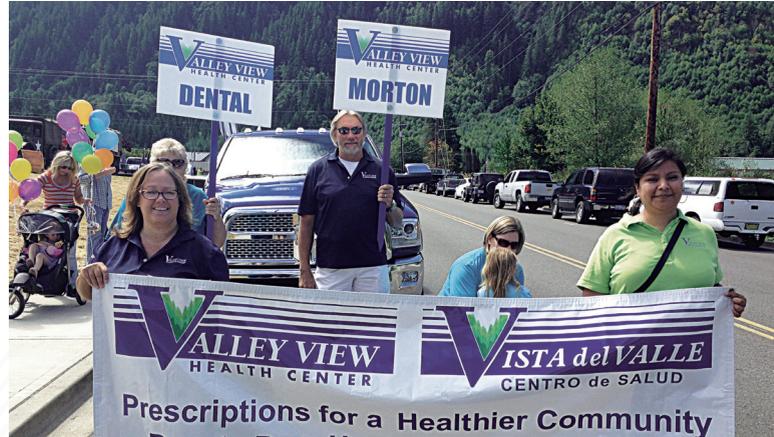


Thanks to all of our great staff...



Medical Director, Dr. David Little and IT Director, Michael Schieffer walking in the Chehalis Santa Parade.

Valley View staff participating in the 2015 Chehalis Santa Parade.



Valley View staff participating in the 2015 Morton Parade.

Valley View staff participating in the 2015 Chehalis Santa Parade.



Enrollment Specialist, Sandy Freeman at The Yardbirds Kids' Day.



Operations Director, Heidi Zipperer with Clinic Managers Vanessa Sanchez, Penny Cooke, Gwen Walker, and Ben Hughes.



Dental Hygienist, Katie Newkirk and Denal Director, Dr. Lou Ann Mercier, reading in the Literacy Corner in Chehalis.



Toledo Cheese Day Parade Toledo, WA. 2015.

for all of the great work that they do.



"The Raymond Seahawks"



"The Centralia Seahawks"



Chehalis Front Office Staff, 2015

Go Seahawks!

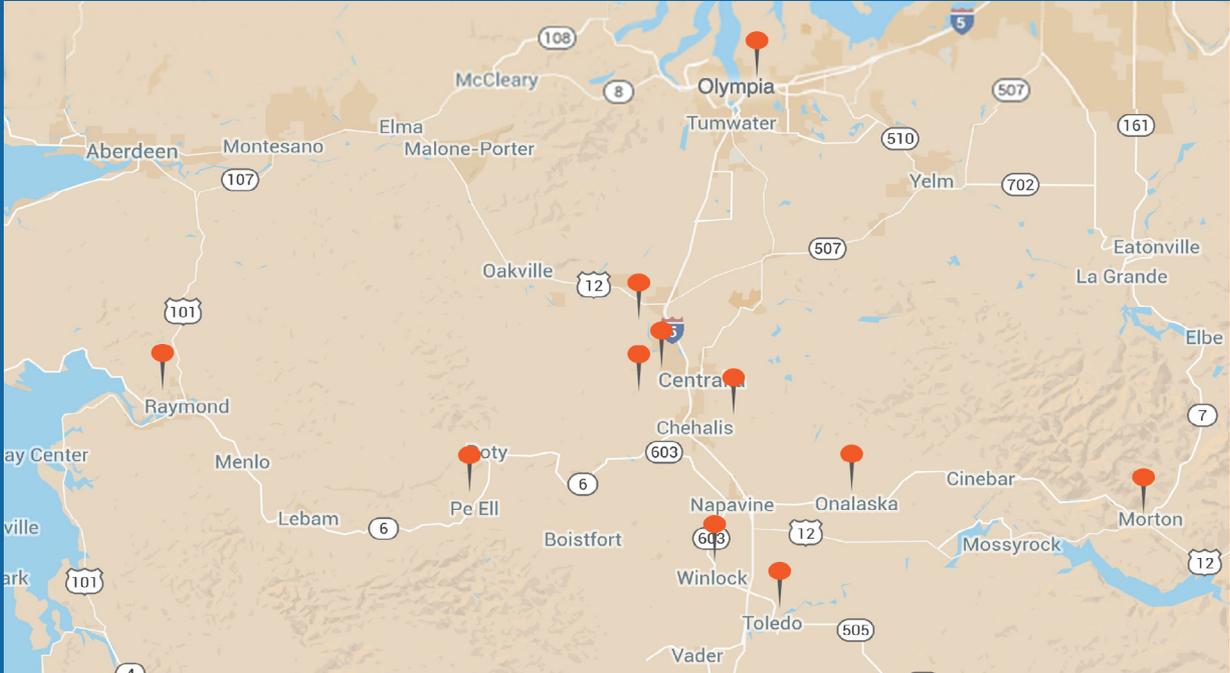


"The Chehalis Seahawks"

Valley View Health Center created  
33 new staff positions in 2015!



Administration Building, Secret Santa Potluck, 2015



## *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*

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*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.*

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