



# ANNUAL REPORT 2018

*Celebrating 14 years*

## 2018 HIGHLIGHTS

- Opened Centralia Children's Dental Clinic.
- Expanded Walk-In Clinic space and hours.
- Opened a Pharmacy Central Fill location.
- Sold unused land in Toledo.
- Began the design process for the new Pediatric Center.
- Began the Chief Executive Officer (CEO) recruitment process.
- Participated in Pe Ell Town Hall Meetings for patient feedback on clinic operations.
- Received two quality improvement grants from the Washington State Department of Health through the CDC that assisted in connecting our patients to Breast and Colorectal Cancer Screening services.
- Received 2,500 pairs of socks from Bombas Socks, which were distributed to those in need in Lewis, Pacific, and Thurston Counties.

## 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.

## VISION

Valley View Health Center strives to create a healthy community by:

- Understanding that all patients are unique and have their own individual and cultural values.
- Being a collaborative model with Medical, Dental, Behavioral Health, and Pharmacy working together for the best measured clinical outcomes for our patients.
- Focusing our services on patients who have chosen us as their primary health care home.
- Valuing our employees and financial resources while cultivating and respecting those resources.
- Committing to provide quality care and a collaborative model in the communities where our patients live.

# LETTER FROM THE BOARD PRESIDENT

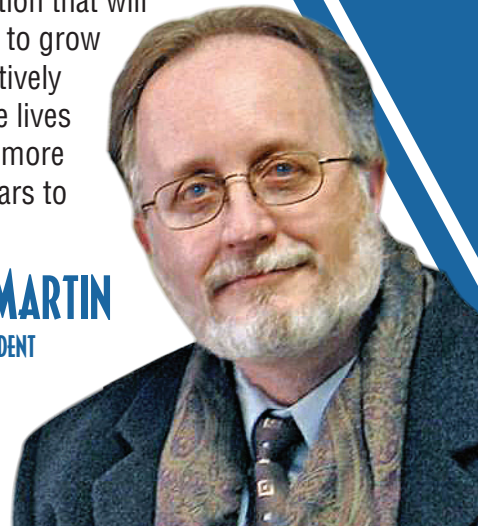
In July 2019, Valley View Health Center celebrates fifteen years of service to the individuals and communities we serve. Since our founding in 2004, VVHC has worked with over 655,000 individuals to meet their health needs and has grown from one location to thirteen locations in three counties.

The original dream of founding board members – to provide quality medical and dental services to the people of Lewis County – has been ably carried out by Steve Clark, founding Executive Director. During his tenure, the organization grew from one location in Lewis County to thirteen locations in Lewis, Pacific, and Thurston Counties. Now, fifteen years later, VVHC also provides Behavioral Health and Pharmacy services to families and individuals of all ages in the communities we serve, regardless of ability to pay.

As VVHC grows, the Board works tirelessly to represent the communities we serve and provide VVHC with a good foundation for future growth and stability. It is an honor to serve with them.

On behalf of the Board of Directors, we are grateful for the committed staff and professionals who work hard each day to meet the health care needs of those we serve. Their efforts have helped make VVHC a great organization that will continue to grow and positively touch the lives of many more in the years to come.

**GREG MARTIN**  
BOARD PRESIDENT



## BOARD OF DIRECTORS

**GREG MARTIN, BOARD PRESIDENT**

**BRUCE BINDER, VICE PRESIDENT**

**MARRIANNE SCHUMACHER, SECRETARY**

**JEREMY GERMANN, TREASURER**

**JOHN BURTON, PAST PRESIDENT**

**KIANDRE BRASHER**

**DR. STEVE ENDERS**

**TONI GWIN**

**LYNDA NANNEY**

**DAVID PAVLETICH**

**GRICELDA SANCHEZ**

**ANDY SKINNER**

**PATRICIA "TRISH" SNYDER**

## LETTER FROM THE EXECUTIVE DIRECTOR

Valley View Health Center had an amazing year serving 24,240 patients in Southwest Washington! In 2018, we experienced a 14.7% growth rate in our medical, dental and behavioral health programs providing our communities with **82,961 visits** with our dedicated provider staff. We continue our mission to provide high quality and affordable healthcare to our patients. One of the ways was by expanding our pharmacy services by 24.1%, **filling 53,971 prescriptions!**

Our pharmacy services continue to successfully help patients with drastically reduced co-pays and allow VVHC to give back to our communities. We have given back \$5,760 in community sponsorships, \$7,350 in health aids to patients and community members, and distributed 159 hygiene packets and 2,000 socks to those in need.

VVHC staff is now 193 strong, committed to a healthier and happier community. Staff contributed more than \$10,000 towards our patient Helping Hands Fund, aiding patients with uncovered healthcare costs.

This past year our staff focused on patient and

employee safety while in our clinics. We teamed up with local law enforcement for individual site trainings and all 14 of our sites have expanded safety measures and site Emergency Reaction Plans.

**What is coming in 2019?** We are collaborating with Providence Community Care Center to expand primary care services in downtown Olympia to the homeless community by operating two half days starting in March 2019. Many organizations have come together to respond to this overwhelming need for our poor and underserved individuals and we are proud to be among those assisting our community. We encourage everyone to take a walk through the Community Care Center to understand the positive impact the program has and understand the community need.

Construction will begin in spring 2019 on a fully integrated pediatric building, offering dental, medical, and behavioral health services at one location, the first such service in Southwest Washington.

A leadership change is coming to VVHC. In March 2018, I announced to the Board and Staff that I am retiring April 30, 2019. Our Board selection process is complete; our new leader of VVHC, Gaelon Spradley will start May 1, 2019. Our patient-majority volunteer board of directors, executive leadership and staff, will all be

working together towards a smooth transition.

VVHC has had unprecedented growth and good fortune as proved in the documented quality and financial statements. We have excelled at finding, hiring, and retaining key staff that has made our success happen. We are recognized for commitment to quality through our accreditation statuses; one of our 2018 achievements has been progressive and steady increase in the number of patients screened for colorectal cancer. During 2018, we achieved 34.5% of our 35% goal, well on our way to the 62.3% Healthy People 2020 objective.

It has been an honor to be able to serve this organization and our community. I appreciate your contribution to our success and our future.

**STEVEN CLARK**  
EXECUTIVE DIRECTOR



## MANAGEMENT TEAM

**STEVEN CLARK**, EXECUTIVE DIRECTOR

**LESLIE WOHL**, HUMAN RESOURCES 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

# MEDICAL REPORT

This year marks my thirteenth anniversary with Valley View Health Center! It truly is an honor to be part of an organization focusing on community and patient needs. In the decade that I have served as Medical Director, I continue to be amazed by VVHC's dedication and commitment to providing high quality and accessible health care that is responsive to the needs of the Southwest Washington communities we serve.

In 2018, Valley View Health Center:

- Expanded hours at the Walk-in Clinic Monday through Friday, which offered patients an alternative to address low acuity and primary care concerns.
- Partnered with Behavioral Health Resources to provide substance use replacement therapy at Harvest

Home, a residential treatment facility for pregnant and parenting women.

- Continued to offer primary care services at our Pe Ell Clinic. Through a team effort by our providers and locum coverage, VVHC was able to keep the clinic open two half days a week! Access to medical care for this rural community was identified by the town council and patient feedback. Keeping true to our vision statement to provide quality care where people live, VVHC responded to the need.
- Increased safety and security at all clinic locations for patients and staff alike.

Our Assistant Medical Directors, IT Department, and dedicated providers were invaluable in implementing enhancements to our electronic health record system in 2018. These upgrades help to ensure patient privacy, improve quality of care and increase provider efficiency.

Thank you VVHC for the opportunity to serve our patients and to have a part in creating a healthier community in which to live, work, and play.

**DR. DAVID LITTLE**  
MEDICAL DIRECTOR



The Walk-In staff celebrates May 4th, Star Wars style. Back row, left to right: Maci S., Brendan B., Kara P., and Harleigh A. Front row, left to right: Sierra P., Jerrie M., and Lee M.

## PROVIDER SPOTLIGHT

---

### Education:

- Bachelor of Science from St. Martin's University in Lacey, Washington.
- Bachelor of Science in Nursing from DeSales University in Center Valley, Pennsylvania.
- Master of Science in Nursing from Maryville University in St. Louis, Missouri.
- Board Certified Family Practice Nurse Practitioner from the American Association of Nurse Practitioners.



Prior to working at VVHC, I held positions as a registered nurse in long-term care, acute care, and administration. I completed clinical rotations at VVHC as a nurse practitioner student. This experience drew me to working at VVHC because of the unique impact we have on our community and patients alike. I have now worked at VVHC for 3 years, and I enjoy including patients in the decision-making process. My goal is to ensure patients have access to the care they need. Our integrated model allows me to refer my patients to the dentist, a licensed mental health clinician, or pharmacist, sometimes in the same day. Because of this, my patients are healthier and happier, and their quality of life improves immensely.

## DERICK POTTER

ADVANCED REGISTERED NURSE PRACTITIONER

# DENTAL REPORT

**W**e are thrilled to provide children's specialty dental care at our new Centralia Children's Dental Clinic on Harrison Avenue! We continue seeing all children at our other dental sites – Morton, Raymond, Olympia, and Chehalis; however, this new site offers specialty services for children with a Pediatric Dentist onsite.

Our Pediatric Dentist brings a wealth of knowledge and skill that will greatly benefit the children in our community. We are committed to providing exceptional and

compassionate dental care to all children and are excited to serve our families at this new site.

As you may recall, we received a capital grant to build a pediatric center, and that building process is moving forward. Our Children's Dental Clinic is a temporary site until construction is complete.

**DR. LOU ANN MERCIER**  
DENTAL DIRECTOR



Centralia Children's Dental staff, pictured left to right: Taylor P., Katie R., Dr. Godfrey, Eleanor D., Alicia A., and Elizabeth M.



# BEHAVIORAL HEALTH REPORT

In 2018, the Behavioral Health Department treated 572 unduplicated patients in 3,151 visits for depression, anxiety, or another mental health issue.

Our Collaborative Care Model breaks down barriers to care and involves treating the whole person through open communication and a shared treatment plan. This model is evidence-based, and the treatment team involves the Patient, a Behavioral Health Provider, the Primary Care Provider, and our Consulting Psychiatrist from the University of Washington, Dr. Eric Turner. Currently, Chehalis, Onalaska, Olympia, Raymond, Tenino, Toledo, and Winlock have implemented this model. We plan to expand this to children and families in 2019.

## Collaborative Care Team

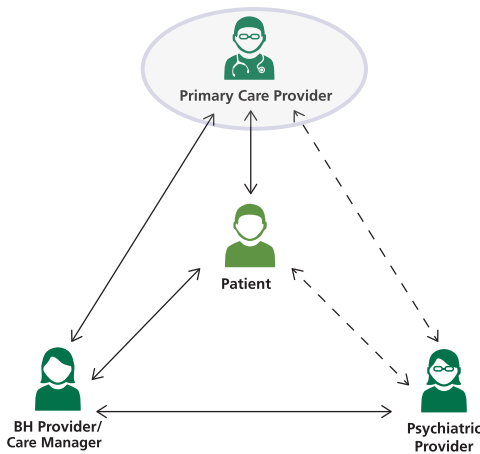


Image adapted from UW AIMS Center

**DR. TRE NORMOYLE**  
BEHAVIORAL HEALTH DIRECTOR

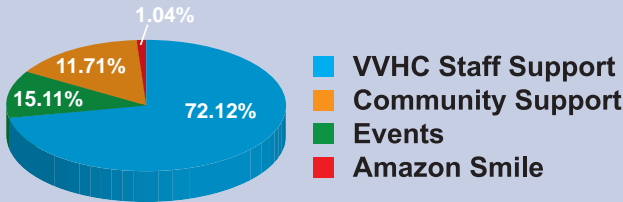


## EMPLOYEE SPOTLIGHT

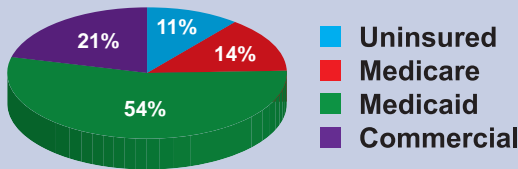
Yasin Moussaoui (pictured above) joined Valley View Health Center as Clinic Manager for the Behavioral Health Department and Tenino Clinic. He grew up in Olympia and recently moved back to the area after completing his Bachelor's Degree in Healthcare Leadership at the University of Washington. His passion is to promote healthcare equity and quality improvement by cultivating strong relationships with communities. He is thrilled to be part of this mission at VVHC!

# OUR PATIENTS

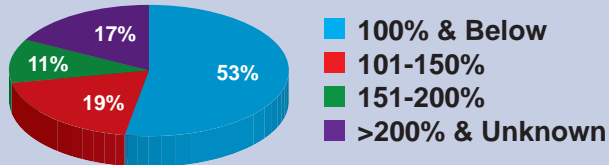
In 2018, Valley View Health Center cared for 24,240 patients by providing 82,961 medical, dental and behavioral health visits.



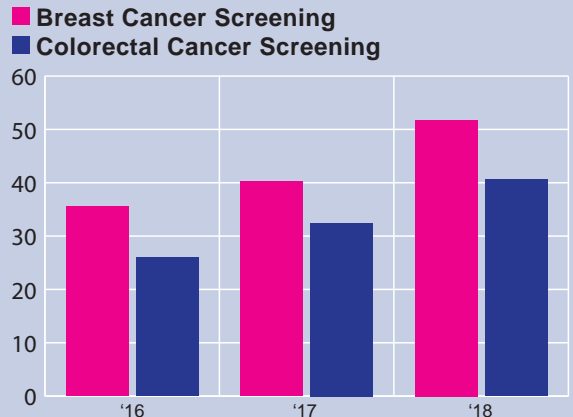
## Helping Hands Donations



## How Our Patients Access Care



## Patient Income (by Federal Poverty Level)



**7%** of patients are best served in a language other than English

## A PATIENT'S STORY

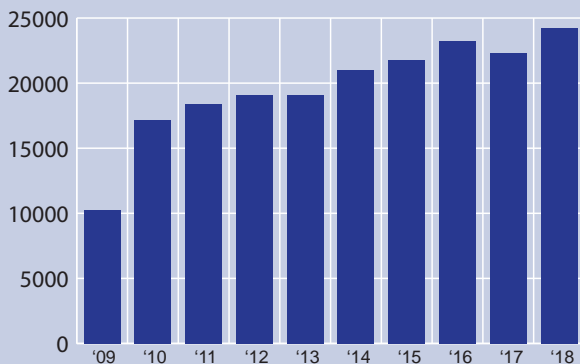
"I had a patient arrive, worried about her dental coverage. She was unsure of her benefits and if her insurance was up-to-date. She has cirrhosis of the liver and chronic mouth pain. We verified her insurance was active and we could help improve her oral health.

We spoke to the external medical clinic on several occasions. Multiple times, I was given misinformation by the practice, and the patient became very disheartened by the news. We phoned them together and corrected everything. She was so grateful we took the time and had the knowledge to ask the correct questions in order to treat her appropriately. Her oral issues have been addressed.

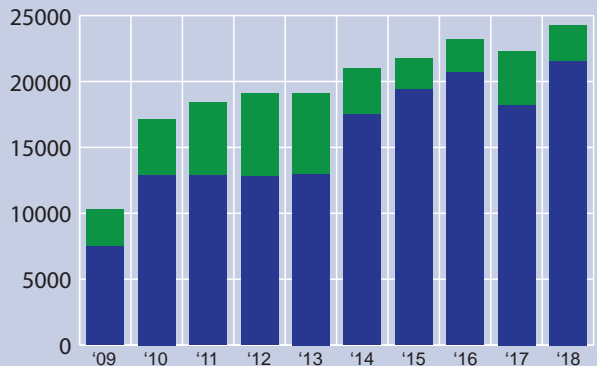
She is beyond grateful. I was in private practice for almost 20 years, where often patients were looked at simply as 'dollar signs'. Here, we see the person – the whole person. I am proud to say I work at Valley View Health Center."

**-CHERYL P.**

**Patient Growth**



**Insured vs. Uninsured Patients**



# PHARMACY REPORT

**W**hat a year 2018 was – a year marked by increased growth and patient savings.

This year the pharmacy:

- Served 4,290 unique patients (24% increase from 2017).
- Filled 53,971 prescriptions (43% increase from 2017).
- Opened a Central Fill Pharmacy.

With our exponential growth comes additional staffing needs, including our first bilingual Pharmacist.

As always, the mission of VVHC is at our core. We work tirelessly to ensure our patients receive the medications they need

to live a healthier life. Our job is incredibly rewarding, because we hear daily patient stories about improved quality of life due to medication affordability. We strive to reach more patients so others can receive that same sense of pride in their health – when the barriers have been removed and patients can take charge of their lives.

We have several goals for 2019:

1. Pharmacists and nurses will work together to improve medication review processes when patients return to primary care.
2. Synchronize patient's refills to occur on the same day each month when a patient has multiple medications. This will reduce multiple trips to the pharmacy, saving patients time and money.
3. Promote awareness of our pharmacy services to more VVHC patients.



The Pharmacy staff smiles for another great year of helping patients. Back row, left to right: “Mac,” Rosie Q., Dr. Bagby, Warren H., Jon W.; Front row, left to right: Alma M., Alma S., Kim J.

**DR. SARAH BAGBY**  
PHARMACY DIRECTOR

# THANKS TO ALL OF OUR WONDERFUL STAFF...



The Administration Office dressed up as dominoes for Halloween. Back row, left to right: Wilma S., Jeri C., Mike S., Heidi Z., Sheelagh V., Lesa L., Barbara S., Nicki M., and Marleny S.; Front row, left to right: Sandy F., Leslie W., Danielle N., Kim T., Lisa P., Jayne H., Erin M., Cynthia F., and Denise W.



Elisabeth H., Advanced Registered Nurse Practitioner, presents Jennifer I., Medical Assistant, with her 10 years of service pin.



Chehalis Clinic staff had patients asking, "Where's Waldo?" for Halloween. Pictured left to right: Marvin P., Cheryl P., Elizabeth M., and Sophia M.

## FOR ALL OF THE GREAT WORK THAT THEY DO.



**John B. (right), Board President, presents Holly S. (left), Chief Financial Officer, with her 5 years of service pin.**



**Heidi Z. (right), Operations Director, presents Dr. Clark-Neitzel (left) with her 5 years of service pin. Dr. Clark-Neitzel is a medical provider for our Olympia Clinic.**



**Steve C. showcases his snowy office. When he was away for vacation, staff surprised him with a festive office for his return!**



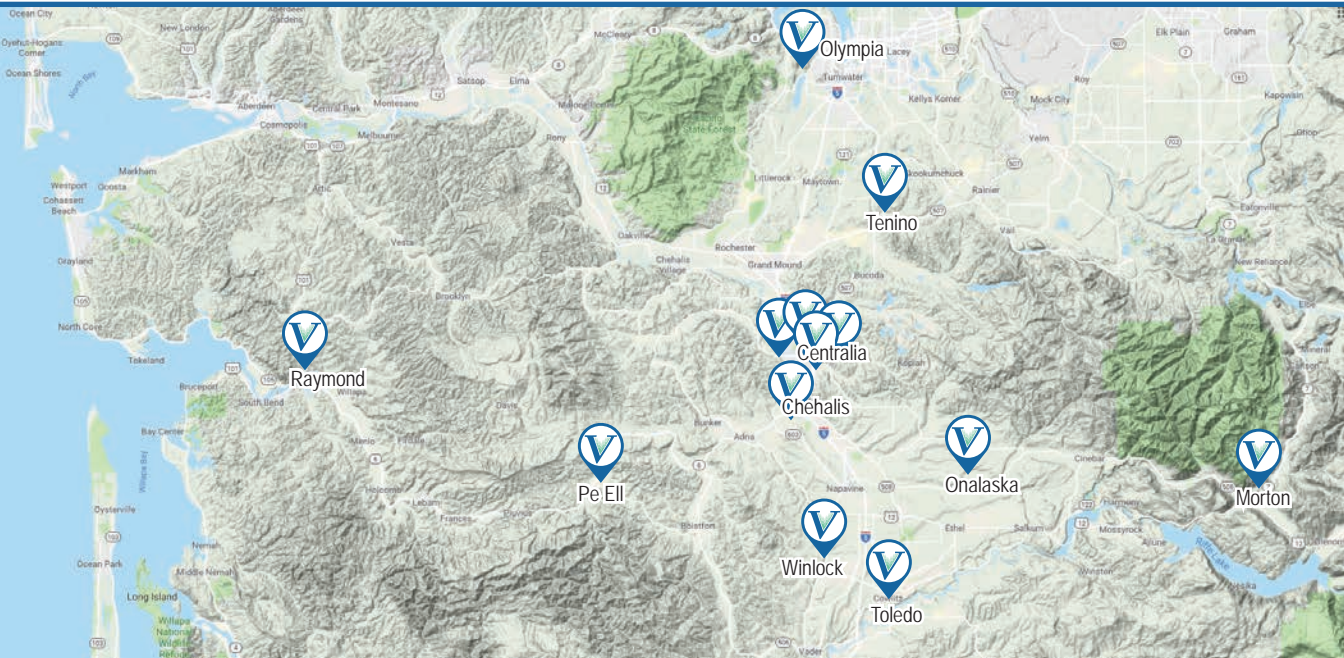
Raymond staff celebrates Halloween with Disney-themed costumes. Pictured back row, left to right: Sharon S., Cindy E., Cookie K., Adriana F., Itzia N., and Miriam H. Front row, left to right: Florence F., Teri F., and Dina M.

Management Team judges the pumpkin carving contest at Chehalis. Chehalis Dental won with their "Tooth Fairy" submission. Pictured left to right: Holly S., Mike S. Leslie W., and Heidi Z.



Judy C. (left), Dental Assistant, and Angie B. (right), Quality Specialist, show off the Qualis Award that the Dental Department received in 2018 for the development of a Dental Dashboard through the National Network for Oral Health Access.

# IN YOUR COMMUNITY TO SERVE YOU



**PROUDLY SERVING 13 LOCATIONS IN LEWIS, PACIFIC, AND THURSTON COUNTIES**

## **A SPECIAL THANK YOU TO:**

Our community partners, who make our work possible.  
Our mission-driven staff, for all the great work they do.  
Our Board of Directors, for their time and continued support.



[WWW.VVHC.ORG](http://www.vvhc.org)

Accredited by  
 **AAAHC**  
ACCREDITATION ASSOCIATION  
for AMBULATORY HEALTH CARE, INC.