



Providing affordable and high quality medical, dental, behavioral and preventive health services to people of all ages and circumstances, regardless of ability to pay.

MEDICAID EXPANSION at the CHCNRV

Dear Friends of the Community Health Center of the New River Valley,

We're all paying attention to the news of Virginia's expansion of Medicaid eligibility that occurred on January 1, 2019. What you may not have learned from the media is the impact that Medicaid expansion is having on our own communities of the New River Valley. Let me paint the "before" and "after" pictures for you.

In the first six months of 2018, we had 1,093 new patients walk in our doors and receive health care. Of them, only 326 (30 percent) had Medicaid coverage. Contrast that with the first six months of 2019. Over the past six months, we have served 1,285 brand new patients and 467 (36 percent) of these individuals have Medicaid coverage. Clearly, local people are signing-up, and many are choosing us as their medical home. And they should! We do not limit the number of patients we serve based on whether they have health insurance, or what type of insurance they have. We do not have "panels" of certain types of patients that limit our availability. We are here to serve everyone—we have a "doors wide open" policy.

Of course, having wide open doors means we are very busy! In 2018 we served 4,174 unduplicated patients. In 2019, we are on target to serve 5,200 unduplicated patients—a 25 percent increase. Some of this growth is attributable to Medicaid expansion, but some is due to the opening of our new dental unit in Dublin (read more about this wonderful development inside) and the increased number of mental health staff at each facility.

This is a very exciting time at the Community Health Center. We are growing to meet the needs of this entire community and we could not be more thrilled. Please visit any one of our sites in Christiansburg, Pearisburg, or Dublin, and witness the magic of compassionate health care equity at work in your backyard.

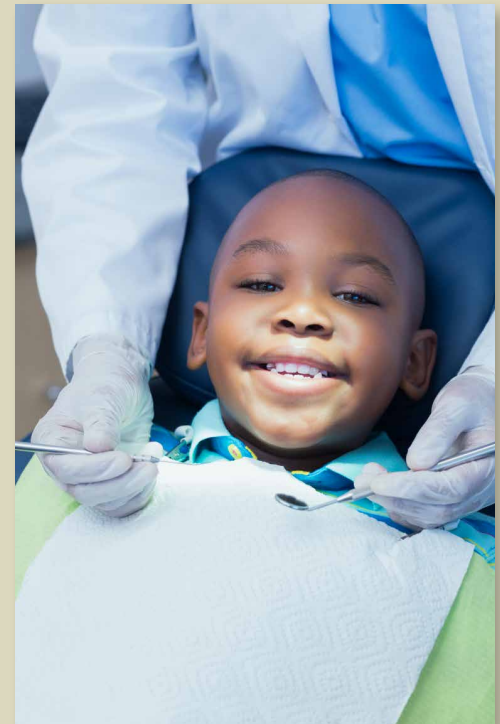
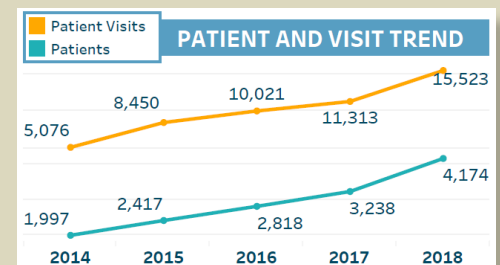
In Good Health,

A. Michelle Brauns

Michelle Brauns, MS, APR
Chief Executive Officer



See How We've Grown!



Coming in the Fall

The CHCNRV plans to send Community Health Workers into the NRV to assist Medicare patients. More to come!



Dental Unit Now Open at our Dublin Site

Our newest Health Center site in Dublin on Rt.11 is wonderful in every way—except that it did not have room for a dental unit. The space was only large enough for medical and behavioral health services—and we did not have sufficient funds to include a dental unit in the plan.

Very soon after our opening, good fortune struck. The adjacent space on the end of the building became vacant last year. We jumped on the chance to lease that space for a new dental unit.

But, we still needed funding—for renovations, equipment, supplies, and staffing. Again, we were bestowed with good fortune. The Virginia Health Care Foundation in Richmond recognized the need, and awarded us with not one, but two back-to-back grants to first renovate the space, and then to help with the start-up staffing for the first few years.

Our Community Health Center Can Help with the Cost of Prescriptions

We are pleased to announce that our Community Health Center has become the first federally qualified healthcare center in Virginia to partner with Richmond-based Rx Partnership (RxP) to provide affordable generic medications to qualified, low income, uninsured residents through RxP's Access to Medication Program (AMP).

The AMP program reduces overall costs and creates efficiencies by centralizing pharmacy services at one location in Virginia and then shipping the medications directly to the Center for patient pick-up. This process reduces patient transportation challenges and allows our staff to provide clinical education thus promoting medication adherence and completion of treatment plans.

Currently, 34 medications are available through the program for such chronic illnesses as asthma, depression, diabetes,

This new dental unit is state-of-the-art and beautifully appointed. Its four dental operatories are digital and patient-centered, with some wonderful educational and comfort features. Our new dentist, Dr. Orlando Abreu, leads a staff of remarkably dedicated professionals. Every patient feels welcomed, appreciated, and well cared-for.




In addition, all the care delivered at this facility is integrated, meaning people can come here and get head-to-toe care, all coordinated and working together. If a dental patient has high blood pressure, we can treat that. If a medical patient has a toothache, we can treat that. We prioritize easy access, a team approach, care management and patient support, wellness, interaction among all practitioners, and continuous quality improvement.

high cholesterol and hypertension. Patients of the Centers can determine if they qualify for AMP by scheduling a meeting with the AMP Coordinator. We know that many low-income patients are faced with choosing between filling prescriptions or paying household expenses. We never want our patients to have to choose. The AMP program is another tool we can now use to make sure that no one receives inadequate health care due to financial barriers.



Every Virginian should have access to the medications they need.

Meet the Members of our Medical, Dental, and Behavioral Health Staff

	Christiansburg	Dublin	Pearisburg
Medical 	David Roberts, MD, GYN, Chief Medical Officer* Abraham Hardee, DO/PhD Linda Morrow, MD, GYN** Anthony Ramsey, FNP/PhD Pete Guerra, MD	Rebecca King-Mallory, MD David Roberts, MD, GYN*	Morgan Akers, FNP-BC Linda Morrow, MD, GYN**
Dental 	Marianne Davis, DDS Shadae Person, DDS Monica Semtner, DDS, volunteer	Orlando Abreu, DDS***	Orlando Abreu, DDS***
Behavioral Health 	Ashley Slagel-Perry, LCSW Lauren Carter, MSW Christina Gardner, MSW Whitney Chase, MSW	Erin Shaffer, LCSW Allyson Yeatts, LCSW****	Allyson Yeatts, LCSW****

With patient demand at an all-time high, our clinical staff of medical, dental, and mental health practitioners is growing. Our health center now employs seven medical practitioners, three dentists (and one part-time volunteer), and six behavioral health specialists. The medical, dental, and behavioral health care practitioners staffing of all three of our sites is shown in the table. We continue to recruit for a full-time dentist for our Dublin facility so that we can expand there from 3 to 5 days per week.



*Dr. Dave Roberts,
Chief Medical*

New Telehealth Services!

In March, CHCNRV began partnering with the University of Virginia School of Medicine to provide psychiatric telehealth services as an option for our behavioral health patients. Especially critical in rural and other remote areas that lack health care services, the ability to use telehealth allows for faster access to a psychiatrist which is a specialty service lacking in the New River Valley. Available at all three Centers, use of this technology will soon be expanded to other types of specialty services difficult to find locally, such as endocrinology.



The 2019 Virginia Health Care Foundation's Heroes in Health Care Health Safety Net Innovation Award was awarded to the Community Health Center of the New River Valley for its success in integrating medical, dental and mental health services for better patient outcomes.

Back row left to right: Robert M. Blue, Chairman of the Virginia Health Care Foundation Board of Trustees, Dr. David Roberts, CHCNRV CMO, Laura Jirsa, award presenter The Honorable Emmett W. Hanger, Jr.

Front row left to right: Ashley Slagel-Perry, Michelle Brauns, CHCNRV CEO and Lynda Underwood

Community Health Center Honored for Innovative Health Care Delivery by the Virginia Health Care Foundation

In June, the Virginia Health Care Foundation (VHCF) awarded the Community Health Center its 2019 Health Safety Net Innovation Award for the Center's success integrating medical, dental, and mental health services to achieve better patient outcomes. The award was presented at VHCF's Heroes in Health Care celebration in Richmond. This annual event recognizes outstanding efforts by volunteers and employees of Health Safety Net (HSN) organizations, from all areas of the state.

CHCNRV has successfully integrated our medical, dental, and mental health services at all three Centers. This integrated approach to health care has been especially beneficial to our patients who have chronic conditions such as diabetes. With staff working together to ensure each patient has the medical, dental, and mental health treatment he or she needs with care coordination, CHCNRV has dramatically increased the percentage of diabetic patients who now have control of their diabetes.

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Radford/Pulaski County
5826 Ruebush Road
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www.chcnr.org



Planning for the Future

This is no time to relax. As we look forward, there are some clear priorities for program development. Our Leadership staff and Board of Directors are currently considering the feasibility of the following initiatives for the second half of 2019 and beyond.

- **Oral Health in Schools:** Dental outreach to regional public schools, to include portable dental units taken into schools in order to decrease barriers to children receiving much needed preventive and treatment services.
- **Response to the Opioid Epidemic:** Increased staffing in our behavioral health units, specifically in the area of substance use disorder treatment in response to the national opioid epidemic. This may include enhanced provider certification in Medication Assisted Treatment (MAT) to treat those who are stable, but still in need of treatment for an opioid addiction.
- **Outreach to Seniors:** Outreach to intermediate and long-term care facilities, in order to take dental and behavioral health care to those seniors who cannot travel to receive care.
- **Focus on Diabetes:** Enhanced focus on community wellness, to include diabetes health education and nutrition workshops and cooking on-site.