



# 2019

## ANNUAL REPORT



**Valley Professionals  
Community Health Center**  
CARING PROFESSIONALS IN YOUR COMMUNITY.



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# a letter from the **CHIEF EXECUTIVE OFFICER**

Dear Friends of Valley Professionals Community Health Center,

Thanks to your continued support, Valley Professionals has continued to make phenomenal progress in 2019, as we sought to advance our mission to provide comprehensive and integrated health care for all individuals and families through growth and improvement of access.

One of Valley Professionals' key highlights in 2019 was improving access to care for all patients in our communities through major renovations and expansion projects. Those projects included:

- o Clinton: \$4M expansion to add over 15,000 square feet, 16 exam rooms, behavioral health and group treatment rooms, 22 offices and workstation space

- o Rockville: \$800k expansion to provide care to more patients in the community by adding seven exam rooms, behavioral health treatment space, laboratory, clinical office space, larger waiting room

- o Crawfordsville: \$350k renovation and elevator project to improve access within the clinic and expand treatment space

Additionally, we continued to grow while improving health outcomes in our communities.

- o Valley Professionals provided the highest quality of care to 19,500 patients with 85,359 patient visits in 2019.

- o Expansion of dental services and staff which allowed us to see an increase of 62.2% in dental visits

- o Quality measures demonstrate excellent patient care and improved patient health outcomes

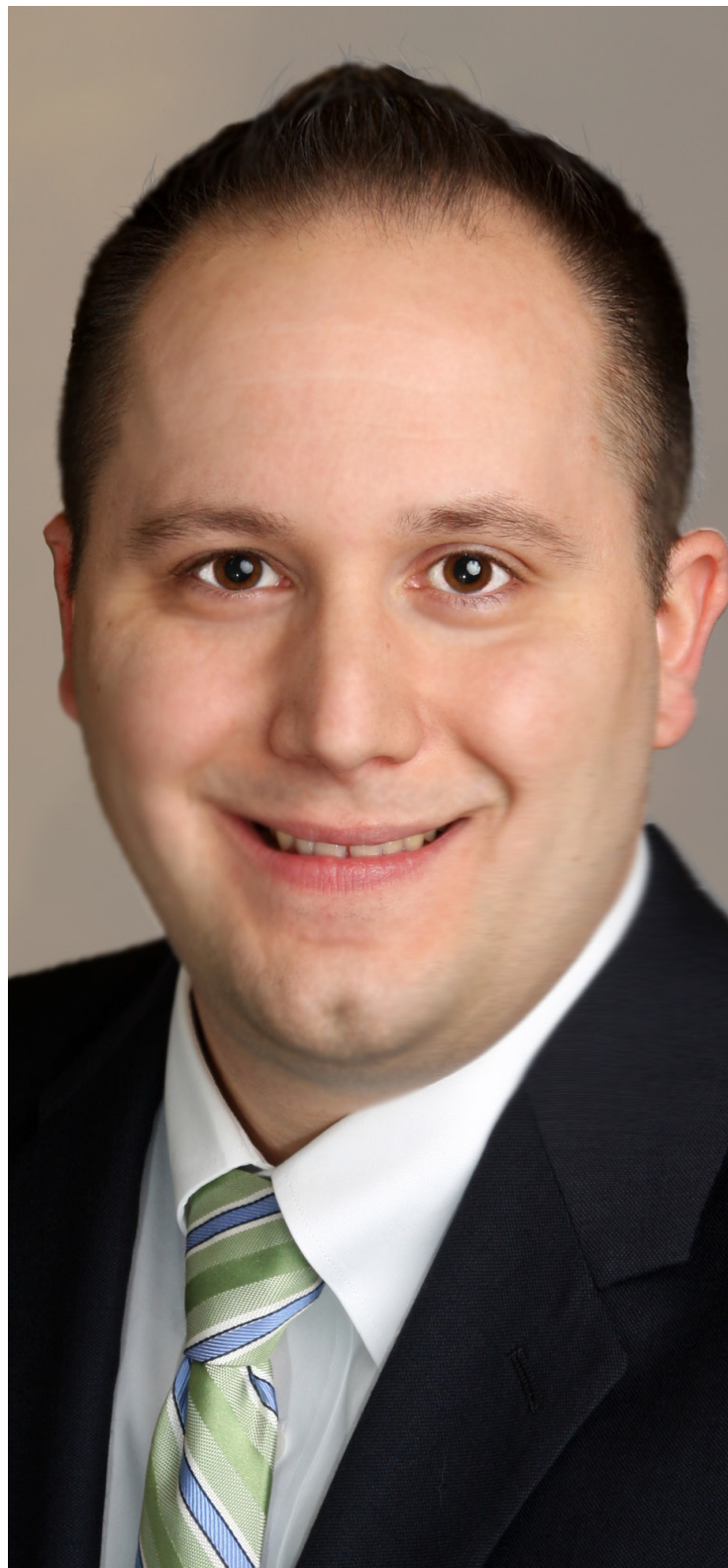
- o Hired 10 new providers across all sites to serve our communities

With almost 200 employees, our team is proud of all we accomplished in 2019 to increase access, provide quality care, and our continued efforts of creating healthier communities

On behalf of Valley Professionals Community Health Center, I would like to thank our patients, board members, employees, and community partners who have contributed to another wonderful year of success! We look forward to continuing our growth in new and exciting ways, while embracing the changes 2020 will bring.

Sincerely,

TJ Warren  
Chief Executive Officer



**Terry Warren, CEO**  
Valley Professional Community Health Center



## Directors

Terry Warren.....President + Chief Executive Officer  
 Eddie McFarland.....Vice President + Chief Operations Officer  
 Scott Andritsch.....Vice President + Chief Financial Officer  
 Dr. Steven Waltz, MD.....Vice President + Chief Medical Officer  
 Tiffani Martin.....VP + Chief Human Resources & Legal Officer  
 Stephanie Jeffery.....Vice President + Chief Quality Officer  
 Amy Reed.....Vice President of Marketing  
 Dr. Julia Wernz, PhD.....VP + Chief Behavioral Health Officer

## Physicians

Dr. Danielle Cundiff, DO  
 Dr. Sean Ewing, MD  
 Dr. Christopher Fitzsimmons, MD  
 Dr. Pat Foley, MD  
 Dr. George Fritch, MD  
 Dr. Bing Gale, MD  
 Dr. Angela Hatfield, MD  
 Dr. Steven Waltz, MD  
 Dr. Anastasia Yi, DO

## Nurse Practitioners

Leslie Batty, FNP-C  
 Jessica Bekkering, FNP-C  
 Christi Busenbark, FNP-C  
 Andrea Davenport, FNP-C  
 Beth Fields, FNP-C  
 Nicole Hall, FNP-C  
 Brandi Larson, FNP-C  
 Heidi Millspaugh, FNP-C  
 Tammy Mundy, FNP-C  
 Renae Norman, FNP-C  
 Tammy Pearson, FNP-CS  
 Amber Pitts, FNP-C  
 Brandie Ruark, FNP-C  
 Jordan Ryley, FNP-C

## Chiropractic

Dr. Dion Snider, DC

## Behavioral Health

Gary Anderson, MS  
 Misha Bennett, LCSW  
 Zakary Bushue, MSW  
 Michelle Edwards, LCSW  
 Jason Heck, PMHNP  
 Alexis Joyner, MSW  
 Linda Lonneman, LCSW  
 David McIntyre, LCAC  
 Zac Milam, LMHC  
 Kasi Oxendine, MSW, LSW  
 Tammy Ponder, LCSW  
 Sara Ritter, LCSW  
 Becky Robeson, LMHC  
 Lacey Skwortz, LCSW  
 Tasha Stevens, RN, LCSW  
 Dr. Paul Taraska, MD  
 Lisa Tincher, PMHNP  
 Dana Tinkle, LMHC, RPT  
 Sheri Trendelman, LMHC  
 Dr. Julia Wernz, PhD, HSPP  
 Heather Woods, LMHC, RPT

## Dental

Dr. Brad J. Smith, DDS  
 Dr. Hannah Jackson, DMD

# board of directors

## Board Officers:

**Michael Miller**.....Board President

**Doug Fauber**.....Board Vice President

**Mary Helderman**.....Board Secretary

**Lou Bonomo**.....Board Treasurer

## Board Members:

**Jon Beardsley, Dave Chapman, Jerry Hawkins, Cindy Hein,  
Jackie Mathis, Jeff Williamson, Yale Yager, Jill Pastore,  
Lorretta Johnson, Kristin Craig, and Cheryl Montgomery**

As a non-profit organization, Valley Professionals Community Health Center has an established governing body - the Board of Directors. The board consists of active and diverse community volunteers who are dedicated to oversee the development of the mission, vision, and values of Valley Professionals. The board is comprised of at least 51 percent consumer users of Valley Professionals. Members of the board consist of a variety of expertise and professional backgrounds to ensure effective board performance. These individuals are passionate about providing resources to the community and bringing healthcare services to all who are in need.



# staff growth



Andrea Davenport



Dr. Sean Ewing



Dr. George Fritch



Heidi Millspaugh



Amber Pitts



Zakary Bushue



Michelle Edwards



Tammy Ponder



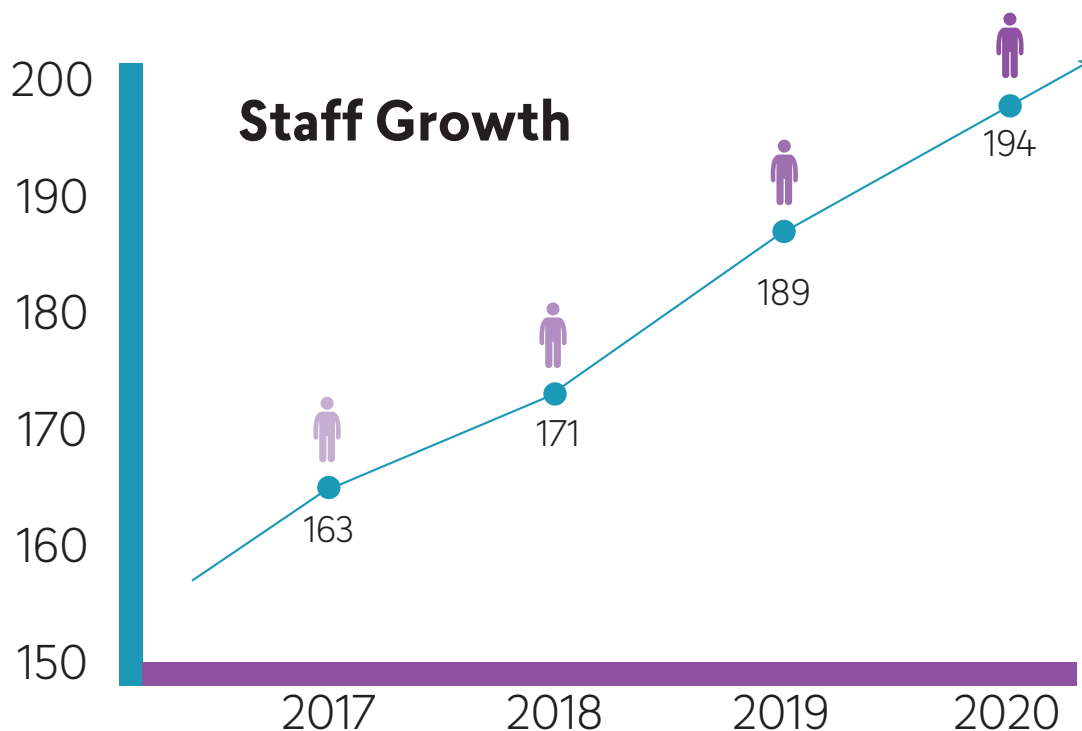
Sheri Trendelman



Dr. Hannah Jackson

## New Providers

Valley Professionals welcomed five new medical providers: Andrea Davenport, FNP-C, Dr. Sean Ewing, MD, Dr. George Fritch, MD, Heidi Millspaugh, FNP-C, and Amber Pitts, FNP-C; four behavioral health providers: Zakary Bushue, MSW, Michelle Edwards, LCSW, Tammy Ponder, LCSW, Sheri Trendelman, LMHC; and a new dentist, Dr. Hannah Jackson, DMD in 2019 allowing us to see more patients than ever.







# Community Outreach

Valley Professionals has enjoyed many festive community events and activities where our team was able provide outreach about our health center and its services! Enjoy a glimpse of those captured moments!



Clinton Dancing with the Stars Winner **Becky Myers**



Parke Heritage Community Tailgating



Ivy Tech Health Fair



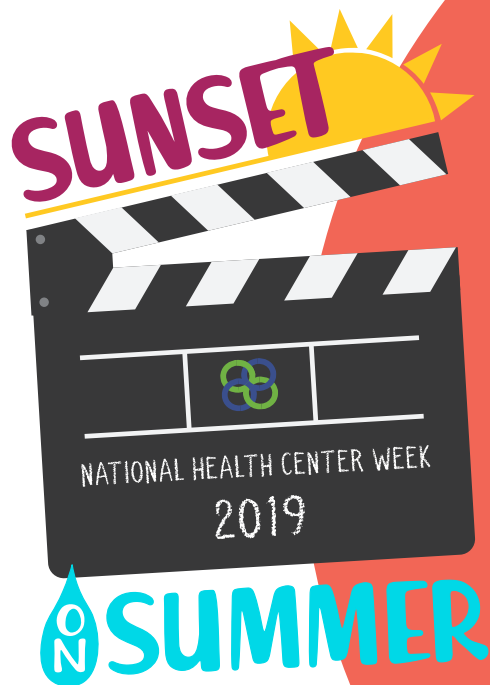
Clinton Garden Overflow Project



Crawfordsville Senior Health Fair







# National Health Center Week Movie Night

This summer, Valley Professionals chose a unique way to give back to our communities during National Health Center Week by bringing families together for a free outdoor movie night. It was an evening of fun for the community and our staff.





# expansion

# projects



## Rockville

The expansion project at Valley Professionals' Rockville clinic was completed in 2019 doubling its clinic space and providing additional exam rooms, waiting area, treatment and office space.

The clinic expanded from 3,393 to 6,415 square feet, increased from five to 12 exam rooms, added a behavioral health treatment room, patient engagement and meeting room for ancillary services, laboratory for specimen collection, two clinical office spaces, an administrative office, additional restrooms, and a larger waiting room.



## Crawfordsville

Valley Professionals also increased its ability to provide quality care for individuals and families in Montgomery County during 2019. The Crawfordsville health center relocated to a larger facility at 1702 Lafayette Road, increasing additional services and access to care for patients. Available services currently includes primary care, behavioral health, dental, and patient resource and addictions services.

The clinic's expansion project has also allowed the increase of behavioral health treatment space through addition of an elevator for connection to the facility's second floor. The renovation of this structure will allow VPCHC to access an unutilized space to expand behavioral services and treatment areas for group therapy, which is a required component of the medication-assisted treatment program and increase the volume of patients served.





# Clinton

Valley Professionals was awarded \$1 million in capital funding in May 2016 for facility renovation, expansion, or construction from the Affordable Care Act's Community Health Center Fund, which was extended in the Medicare Access and CHIP Reauthorization Act of 2015. Valley Professionals chose to utilize this funding for the much-needed expansion of its Clinton health center.

After years of preparation, construction was finally underway in 2019. The expansion will add an additional 15,870 square feet to the building, comprised of main floor and second floor additions, from the building's current roughly 9,000 square feet. The new space will include 16 additional exam rooms, a group treatment room, behavioral health treatment rooms and administrative offices, creating approximately 22 new offices and workstation space. The project is due to be completed in 2020.

"After years of planning, we are extremely excited to finally see this project underway. Moving forward with this project will allow Valley Professionals to significantly increase patient access to comprehensive primary and behavioral health care services to everyone in our community, which is desperately needed."

- TJ Warren, CEO







# Your Home for Health Care

Valley Professionals employs an integrated care model allowing clinics to service a variety of health care needs under one roof. We are proud to be your home for healthcare and to offer these services in addition to primary and behavioral health care.



## Dental

Valley Professionals provides dental services at the Cayuga and Crawfordsville health centers. Dental services include preventive, restorative and emergency services, such as dental exams and screenings, x-rays, cleanings, sealants, fluoride treatments, broken or chipped teeth, extractions, infection, and fillings. We also provide dental education to keep patients informed on how to improve their dental health.

Dental services at Valley Professionals provides a primary focus upon the underserved population currently without a dental home. As a safety net dental provider, Valley Professionals offers basic preventive and restorative procedures to those who are most in need. We work with local schools, local dentists, and oral health specialists to help strengthen the dental system, providing care to all regardless of their ability to pay. Valley Professionals also focuses on pediatric disease prevention and education, with the goal of limiting future restorative needs.

It's also important to note how our dental services also tie into primary medical care and behavioral health. When an individual is having health complications, it can affect many areas of their overall well-being. With having each of these services available in one location, it allows our medical staff to work together and treat the patient as a whole, establishing a medical home for them, as well as further developing healthier communities.

Dr. Brad J. Smith, DDS leads the dental team and recently welcomed a new dentist to the Crawfordsville clinic, Dr. Hannah Jackson, DMD.







## Chiropractic

Valley Professionals is proud to offer pain relief to our patients through chiropractic services. Patients can be referred to chiropractic services by their primary care provider. Services are provided by Dr. Dion Snider at our Clinton location, including treatment for:

- Low Back Pain
- Neck Pain
- Headaches
- Carpal Tunnel
- Sciatica
- Muscle aches and pains
- Degenerative Conditions



## Pregnancy & Family Services

A unique service to Valley Professionals' patients includes pregnancy and family care services at the Clinton and Terre Haute health centers. Patients are able to access this care through free pregnancy testing, complete prenatal care with delivery and newborn care, ultrasounds, access to childbirth and breast feeding classes, as well as birth control options and counseling.

All insurances are accepted and financial assistance is available for uninsured and underinsured patients, including immediate pregnancy Medicaid sign-up. The pregnancy and family care services can also provide support through counseling to quit smoking, as well as an incentive program with credits for Helping Hands items.



## Ivy Tech

Valley Professionals is now providing behavioral health services to the students and staff of Ivy Tech Community College's Terre Haute campus. Services focus on productive activities, fulfilling relationships, and fortifying a patient's ability to adapt and cope with the stresses of life. Services are provided by a full-time therapist, Michelle Edwards, LSW, CADAC II. Michelle is a Licensed Social Worker and Certified Addictions Counselor experienced in treating substance use disorders, dual diagnosis issues, and mental health disorders with patients of all ages. Michelle treats patients by observing their whole healthcare needs using person-centered, motivational, dialectal, solution-focused, and positive psychology therapy practices with an integrative health care treatment approach.



# school-based services



***“Our goal is to assist the school, parents and students in making medical services easily accessible,” said Busenbark. “We will see all students who are not feeling well on the same day we are present in the school.”***

**- Christi Busenbark, FNP-C**

## Behavioral Health

The purpose of school-based services is to work directly with local schools to deliver school-based behavioral health tailored to student needs. These services are for students whose behavioral and/or emotional challenges compromise his or her ability to attend to learning activities. Valley Professionals conveniently provides behavioral health services for students while they are at school. This allows students to receive additional support in a familiar environment. Registration forms are available through the school nurse, school counselor, or online at [valleyprohealth.org/forms](http://valleyprohealth.org/forms).

The Valley Professionals Mobile School-Based Health Center (MSBHC) is a medical clinic on wheels that travels to schools in Parke, Vermillion, and Vigo counties. The mobile health center began serving students in August 2012. It provides a full range of primary care and behavioral health services so that students can avoid health-related absences and get additional support to help them succeed in the classroom. The mobile health center is staffed by a nurse practitioner and nurse who are ready to provide scheduled, on-site access during the academic day when school is in session. Students and others can be seen for acute problems, such as immunizations, well-child visits, cold, fever, vomiting, congestion, sore throat, flu symptoms, cough, rash, earache, or other similar symptoms. For the mobile health center schedule or information on how to enroll your child for services, visit our website [valleyprohealth.org/mobile](http://valleyprohealth.org/mobile).

## Primary Care

Primary care services are now available on site at Rockville and North Vermillion elementary schools with our Family Nurse Practitioners. Every student is eligible to receive health care services when they turn in their completed enrollment form signed by a parent or guardian.

Students can see us for:

- Immunizations
- Wellness Exams
- Sick Child Visits
- Cold
- Cough
- Fever
- Vomiting
- Sore throat
- Congestion
- Earache
- Rash

***“The school-based program provides behavioral health services to many children and adolescents who would not otherwise be able to receive consistent care. We are fortunate to be able to see our them within the school setting and grow relationships with the school staff at the same time. Our relationships with the school staff help us better treat behavioral, emotional, and academic concerns that the children and adolescents may be struggling with. I believe that this allows for us to provide the most comprehensive care for the students.”***

**- Heather Woods, LMHC, RPT**

# coming soon



## West Terre Haute

“The health outcomes of West Terre Haute and surrounding areas are underserved with very limited access to options supporting positive individual and community health, prevention and well-being,” states Chief Executive Officer Terry Warren. “Challenges of poverty, unemployment, and uninsured rates poses substantial barriers in obtaining health care services. The investment of a clinic will provide affordable, long-lasting and positive transformation within the community, supporting the overall health of its individuals and families.”

The delivery of integrated health care services will improve positive health outcomes, allowing prevention of illnesses and chronic diseases, as well as health management and behavioral services for whole-person care. Valley Professionals believes the investment in West Terre Haute will strengthen the community’s development, longevity and health of its residents, demonstrating a proactive focus on prevention within the community. Integrated services aim to improve positive outcomes and dissolve barriers in the community such as transportation, access, affordability and additional resources.

Implementation of this project will include facility construction to house services. Property has been obtained at the corner of National Avenue and South 6th Street through a generous donation. Valley Professionals has contracted with architectural and engineering services for other aspects of the project.

**Valley Professionals Community Health Center launched its plans to establish a new health center clinic and reduce barriers of care to the town of West Terre Haute.**



## Donate today

[wvcf.org/donate](http://wvcf.org/donate)

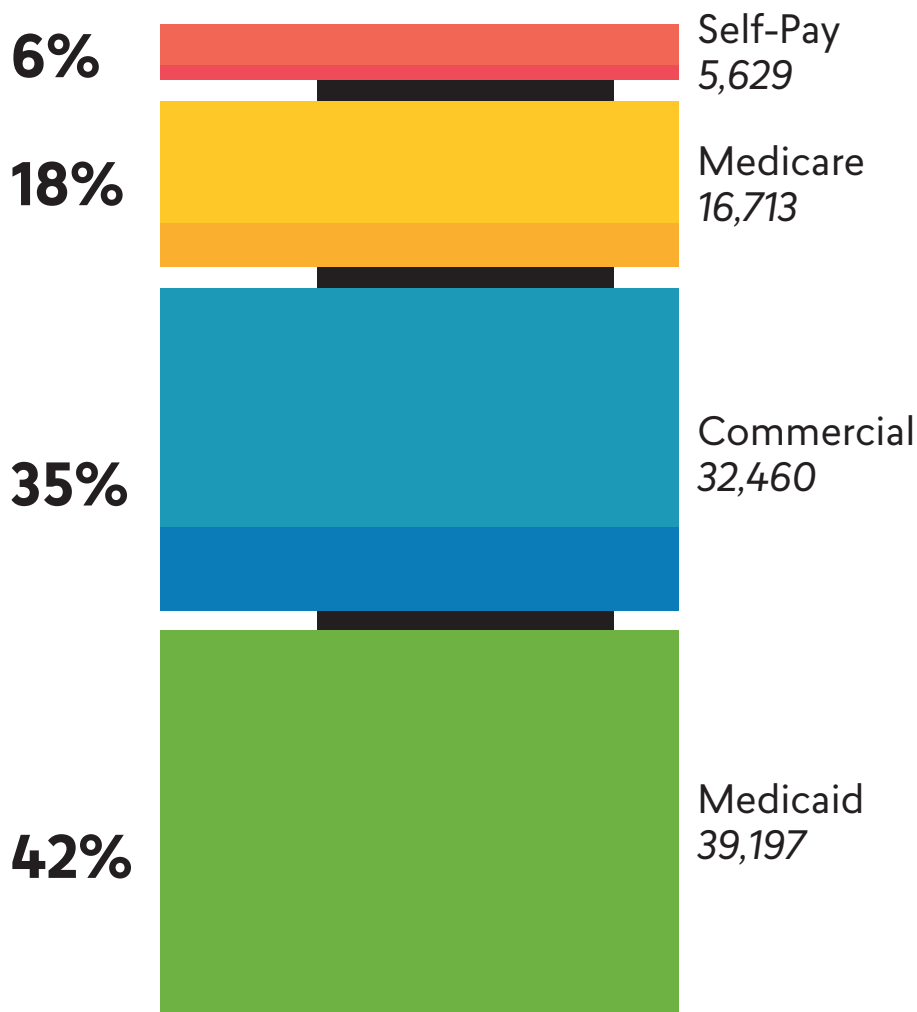
**West Terre Haute Clinic  
Community Project Fund**



# VPCHC Financial & Grants

## Patient Visits

by Payer Jan - Dec 2019



## Total Visits

**93,999**

Valley Professionals received 85,359 patient visits through primary care, behavioral health and dental services in 2019.

Our clinics received an additional 8,640 patient visits through other care services, including immunizations and care coordination.

## Sliding Fee Scale

Self-Pay 1,449

10.3%

Medicare 4,301

30.5%

Commercial 8,353

59.2%

Total Community Benefit

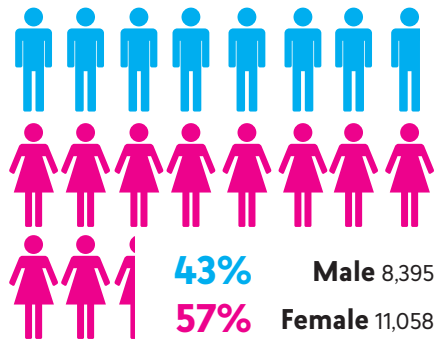
**\$249,198**



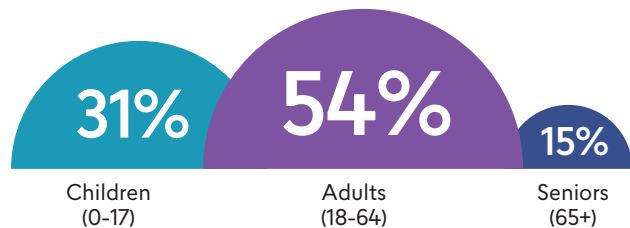
# Patient Demographics

January - December 2019

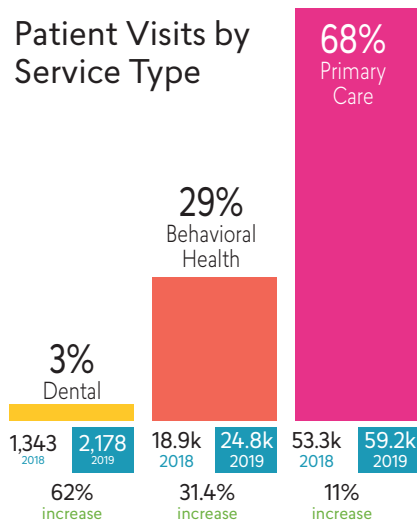
## Patient Gender



## Patient Age



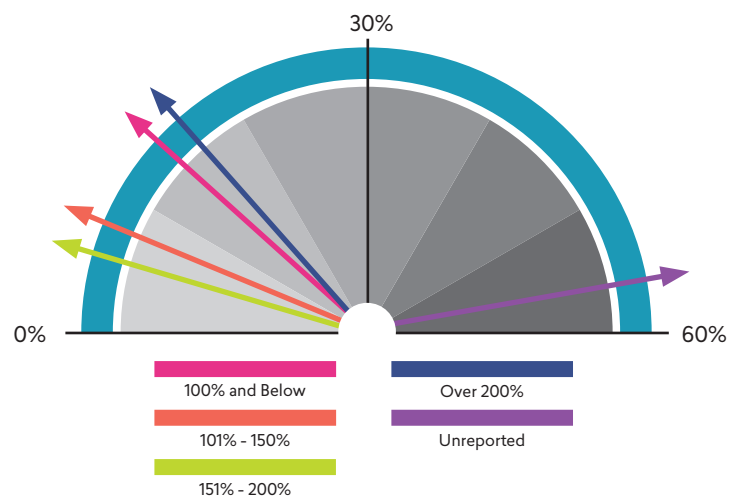
## Patient Visits by Service Type



Total Encounters: 85,359

\* Primary Care, Behavioral Health, and Dental Services only.

## Patient Income as Percent of Poverty Level



## Grant Funding & Awards

HRSA Community Health Center 330  
HRSA Expanding Access to Quality Substance Use Disorder and Mental Health Services  
HRSA Quality Improvement Funding  
HRSA Integrated Behavioral Health Services Supplemental Funding  
SAMHSA/ISDH Promoting Integration of Primary and Behavioral Health Care  
Indiana State Department of Health Baby and Me Tobacco Free  
Richard G. Lugar Center for Rural Health – Healthy Start Initiative



# quality improvement

Quality improvement at Valley Professionals means providing excellent care to our patients while ensuring their safety and satisfaction in a way that gives our health center meaningful results. These results include better patient outcomes, such as being able to assist patients in improving their quality of life through prevention and chronic disease management.

## Clinical Quality Measures

### Cervical Cancer Screening

Percent of woman 21-64 years old who were screened for cervical cancer.

30% 2018

46% 2019

### Child & Adolescent Weight Assessment and Counseling

Percent of patients 3-17 years of age with a documented BMI who received nutritional and physical counseling during their visit.

22% 2018

68% 2019

### Adult Weight Screening and Follow-up

Percent of patients 18 years of age or older whose BMI is out of range and received nutritional and physical counseling during their visit.

60% 2018

87% 2019

### Depression Screening and Follow-up

Percent of patients aged 12 years and older who were screened for depression. If screening was positive a follow up plan is documented.

49% 2018

71% 2019

### Colorectal Cancer Screening

Percent of adults 50-75 years of age who had appropriate screening for colorectal cancer.

34% 2018

46% 2019

### Breast Cancer Screening

Percent of woman 50-74 years of age who had a mammogram to screen for breast cancer.

44% 2018

52% 2019

## Patient-Centered Medical Home

The National Committee for Quality Assurance's Patient-Centered Medical Home is an innovative program for improving primary care and is structured as a health care setting that facilitates partnerships between individual patients and their personal physicians and the patient's family. In order to receive this recognition, Valley Professionals met rigorous standards set forth by NCQA concerning patient access to care, care coordination, continuity of care and accountability, as well as quality and safety. This project included the review of all clinic policies and procedures, as well as the creation and review of many reports on performance outcomes. Valley Professionals' Bloomingdale, Clinton, Cayuga, Crawfordsville, and Terre Haute clinics have all achieved PCMH recognition.



# Recovery is Possible.

I entered the Valley Addictions Program (VAP), after my third inpatient rehab stay, doubtful and scared. I had tried two other inpatient hospitals before, but once I got out it was only a matter of weeks before I would relapse. I was sure this would be the same. Before starting the Valley Addictions Program, I had just overdosed on meth and pain pills and it scared the hell out of me. I knew the next relapse would most likely kill me. I needed to get help if I was going to maintain any length of sobriety. Like most addicts, I had come to the program broken, hopeless, and on the verge of losing everything dear to me: my wife, my freedom, my sanity, and potentially my life. I came to the Valley Addictions Program with little hope, as I said before, I have never been able to maintain sobriety for more than a couple weeks — I think a little over a month had been my longest period. I didn't trust that I would or could do it. I was skeptical that anything could help with my addiction. Since I started VAP in December 2019, I have managed to maintain 156 days (that's 5 months and 4 days) I can scarcely believe it! The folks running this program really do care and understand the struggle of addiction. It has been my safe place. The staff has worked with me to help me live a life without drugs and alcohol. I'm 51 and have used drugs since I was 8 years old. I have never been clean and sober for this long, ever. VAP has given me hope, they are encouraging and even in face of "a slip" relapse, helped me to understand what led to the relapse and reinforce my safeguards, without shame or guilt, only encouragement. I am living proof that even the worst addict, as I was, has a chance to enjoy, actually enjoy living clean and sober. I urge all addicts who have tried 12-Step programs, and not been successful at maintaining sobriety, to give the Valley Addictions Program a chance. I was skeptical that "another program" could actually do me any good, I always end up relapsing. Now I actually have hope. I have tried to stay clean many times and failed. I figured I would always be a junkie, but through the Valley Addictions Program, I am no longer a hopeless addict, but a clean, sober man with the ability to stay clean and live life.

*VAP Patient - Terre Haute*

**If you or a loved one is dealing with addiction, you are not alone. Addictions services are available at Valley Professionals in Clinton, Crawfordsville, and Terre Haute clinics. Don't wait, get help now. Resources are available to you. Call (765) 828-1003 to learn more.**

## Valley Addictions Program

Valley Addictions Program (VAP) is a specialized program designed to meet the unique needs of individuals with substance-related disorders. The program's goal is to provide a structured and time-limited treatment which:

- Reduces the symptoms and difficulties associated with substance abuse disorders.
- Develops and maintains a sober lifestyle.
- Repairs the individual's ability to function in the family, at work, and in the community.



# CONTACT US

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Crawfordsville, IN 47933  
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727 N Lincoln Road  
Rockville, IN 47872  
(765) 569-1123

777 S Main Street #100  
Clinton, IN 47842  
(765) 828-1003

1530 N 7th Street #201  
Terre Haute, IN 47807  
(812) 238-7631

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[valleyprohealth.org](https://valleyprohealth.org)



**Valley Professionals  
Community Health Center**  
CARING PROFESSIONALS IN YOUR COMMUNITY.