How Virginia Community Health Centers Deliver Value

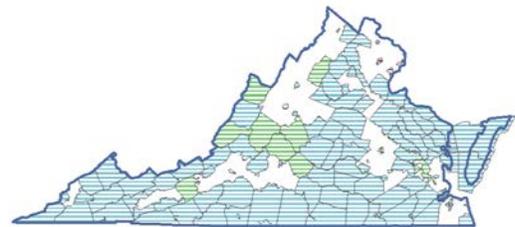|		
Who We Are	The Virginia Community Healthcare Association is the statewide association for Virginia's Community Health Centers (CHCs) and similar organizations including nonprofit rural health clinics, community-based providers of primary care, and health departments providing primary care services. Community Health Centers (CHCs) are nonprofit organizations located in medically underserved areas (MUAs), providing comprehensive primary health care to anyone seeking care. In addition to treating individual patients, a health center emphasizes health promotion and disease prevention for entire communities. A Community Health Center does not deny anyone primary health care services — all community residents have equal access regardless of ability to pay, geographic location, culture, age, sex, or religion.	**VIRGINIA COMMUNITY HEALTHCARE ASSOCIATION** ***Our Mission and Vision*** *Since 1980, The Association has worked with Virginia's communities to bring primary health care to the neediest areas. A nonprofit organization, The Association's mission is to assure that all Virginians, regardless of geographic location or income, have access to appropriate and affordable primary health care.*
Why We Serve	Many area residents face health challenges that require comprehensive preventive and primary care. Lack of medical insurance coverage is a serious issue that keeps many patients from seeking the medical help that they need. Community Health Centers offer a solution for all patients regardless of income or insurance status.	***Our Community*** *Shaded localities indicate medically underserved areas and populations across the Commonwealth.*
Who We Serve	From its western most borders to the Eastern Shore, nearly two-thirds of Virginia's counties are designated as full or partially medically underserved areas. Additionally, nearly one million Virginians have no health insurance. These fellow residents and areas of the Commonwealth are the focus of the Virginia Community Healthcare Association's efforts.	
Our Commitment to Value	Virginia CHCs are committed to delivering the best possible value in return for the resources entrusted to us. We are accountable for delivering value to our patients, our service partners, our funders, and our community. We demonstrate value by addressing local health needs, providing vital services, putting patients and families first, delivering high quality care, controlling health care costs, supporting community and economic development, and innovating for excellence.	***Our Commitment to Value*** *Virginia CHCs deliver value by:* • *Addressing Local Health Needs* • *Providing Access to Vital Services* • *Putting Patients and Families First* • *Delivering High Quality Care* • *Controlling Health Care Costs* • *Supporting Community and Economic Development* • *Innovating for Excellence*
Addressing Local Health Needs	Virginia CHCs are continuously identifying and responding to local health needs. We do this by: • Organizing as nonprofit organizations with community representatives on our Board of Directors. • Continually assessing community health needs. • Working with community partners to: o Address critical health risks and serious health conditions within the community; o Meet the special needs of children, seniors, and those experiencing job loss; and o Provide rapid response to disease outbreaks and emergencies.	***There are 22 CHCs (44 sites) Recognized as a Patient Centered Medical Home*** **NCQA** PATIENT-CENTERED MEDICAL HOME RECOGNIZED PRACTICE
Providing Access to Vital Services	Virginia CHCs serve more than 290,000 community residents including children, adults, and seniors. The three key aspects of CHCs — universal access, cost effectiveness, and community governance — continue to prove to be the most effective long term solution for meeting primary health care needs in medically underserved areas.	

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CHCs provide a wide range of services to their patients. We do this by:

- Welcoming all community members as patients regardless of insurance status.
- Emphasizing wellness and prevention for all of our patients.
- Providing comprehensive preventive and primary care services.
- Developing integrated care models to serve oral health and behavioral health needs.
- Connecting patients to health support services such as financial counseling, case management, food assistance, housing assistance, and transportation assistance.
- Providing 'Open Access' appointments for routine and urgent care, after hours clinical advice, extended hours, an informative website, and a patient portal for online access to information.
- Helping patients enroll in private or public health coverage programs for which they are eligible.
- Developing linkages in the community with other private and public providers, pharmacies, nursing homes, and local businesses.

Putting Patients and Families First

Virginia CHCs put patients and families first in everything we do. This includes:

- Engaging patients and families as partners within a team-based model of care.
- Listening to our patients and families through conversations and surveys.
- Equipping our patients and families with education, counseling and quick responses to questions about their health and health care.
- Helping our patients and families coordinate services across multiple providers and community resources.
- Helping patients and families manage health conditions in their home and community settings.

Delivering High Quality Care

Virginia CHCs are committed to providing high quality services to all of our patients. We do this by:

- Using evidence-based guidelines to inform care decisions.
- Addressing critical health risks such as tobacco use, poor diet, sedentary lifestyle, and obesity.
- Addressing serious health conditions such as arthritis, cancer, cardiovascular disease, diabetes, depression, respiratory disease, and oral health problems.
- Meeting or exceeding quality standards established by the federal government, state agencies, and accrediting agencies.
- Reporting to the public on quality performance.
- Exceeding national benchmarks on key quality indicators.

Learn more about Virginia CHCs and our commitment to delivering value for our local community at http://vacommunityhealth.org/

Our Key Value Indicators

Region	Commonwealth of Virginia
Patients Served	290,430 in 2014
By Payer	34% Uninsured 15% Medicare 25% Medicaid 25% Other third party
By Age	24% Under 18 13% 18-29 20% 30-44 31% 45-64 12% 65+
Services Provided	• Primary care • Lab and Imaging services • Preventive services • Dental care • Behavioral health care • Immunizations • Transportation for health services • Case management • Specialty referrals
Health Promotion and Prevention	• Healthy Diet • Active Living • Healthy Weight • Tobacco Cessation • Communicable Disease Prevention • Immunization and Vaccination • Cancer Screening • Well-Child Visits
Leading Chronic Conditions Treated	• Cardiovascular Conditions • Diabetes • Mental Health • Respiratory Conditions • Substance Abuse
Access Initiatives	• Open Access Scheduling • Extended Operating Hours • Website and Patient Portal • Health Coverage Enrollment Support
Patients & Families First Initiatives	• Patients as Partners • Patient Surveys • Education & Counseling • Care Coordination Support • Self-Management Support
Quality Initiatives	• Immunization • Cancer Screening • Weight Management • Tobacco Cessation • Asthma • Hypertension • Depression
Cost Control Initiatives	• Reduce Preventable ED Visits • Reduce Preventable Admissions & Readmissions • Reduce Unnecessary Tests & Procedures
Community Outreach Initiatives	• Certified Application Counselors for Health Coverage • Open Access for Patients

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Questions? Contact Lara D'Antonio at ldantonio@vacommunityhealth.org or 804.237.7677, ext 1229

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		Our Key Value Indicators

| **Controlling Health Care Costs** | Virginia CHCs work to control health care costs by providing access to high quality health care. We do this by helping our patients: Avoid emergency department visits for non-emergency conditions. Avoid hospitalizations that can be prevented with proper primary care. Avoid preventable readmissions for patients who are discharged into our medical home. Manage medications to avoid adverse reactions. Minimize the use of unnecessary tests and procedures. Manage their conditions in ways that reduce lifetime costs of health care. | **Our Key Value Indicators** **-continued-** |

Our Key Value Indicators

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Community Training Initiatives	*Clinical Training Site for:* *Medical Residents* *Nursing Student* *Dental Hygienists*
NCQA Recognition	*Twenty-two CHCs (44 sites) are recognized as a Patient Centered Medical Home. Of those CHC sites, 18 are Level III, 23 are Level II recognized by the National Committee for Quality Assurance. Three sites are recognized by Joint Commission.*
Revenues Generated by Source	*$273.6 million total* *$69.7 million federal* *$13.1 million state and local* *$185.9 million fees charged* *$0.5 million other*
Summary of Economic Impact	*Employed 2,006 people (FTEs)* *Spent $202 million in total on goods and services* *This spending is estimated to generate an additional $175 million in economic activity throughout the Commonwealth.*

| **Supporting Community and Economic Development** | In addition to providing essential health services, Virginia CHCs support community and economic development across the Commonwealth. We do this by: Attracting revenue to the community from federal, state, and private sources. Creating jobs for community members. Virginia CHCs employed 2,006 full-time equivalent personnel in 2014. Providing wages and salaries that are spent in community settings. Directly purchasing $202 million in goods and services from local firms. Helping our adult patients be healthy, productive, and ready for work. Partnering with community development organizations on efforts to strengthen housing, food security, neighborhood safety, education, and other community services. Supporting a wide range of activities to promote the local region as a great place to live and work. | |

Innovating for Excellence	Virginia CHCs are continuously searching for better ways to deliver value for our patients, partners, funders, and community. Examples of CHC innovations include:

- Securing recognition as a **Patient Centered Medical Home** from the National Committee for Quality Assurance.
- Offering **Open Access** appointments to help more patients access services when walking in.
- Offering secure web-based **Patient Portal** allowing real time access to communication with the Care Team and components of the patient's personal health record.
- Providing **Certified Application Counselors** to help clients navigate the open enrollment process for the Health Insurance Marketplace.
- Providing free, web-based **Self-management Support Toolkits** for adults, children and families.
- Offering **Dental Services and Behavioral Health Services** in addition to Preventive and Primary Care Services as part of an overall team approach to healthcare.
- Operating as a **Health Care for the Homeless** program (HCH) to provide health care to homeless individuals in areas of the state.
- **Participating in Collaboratives** involving other safety net providers across the state, with a purpose to transform and improve health care.

- Operating a **Medication Assistance Program** to help obtain free medications for individuals who cannot afford to buy their medications.
- Providing **Patient Education Programs** for smoking cessation, prevention of sexually transmitted infections, chronic disease self-management, family planning, and healthy lifestyle behaviors.
- **Providing Case Management** and **Translation** services to help patients understand and navigate their health services.
- **Opening additional centers to expand access** for patients, serve as training space for staff and serve as a resource for community meetings and educational events.
- **Presenting at national conferences** to share lessons learned and promising practices.
- Acting as a **community leader** for health and wellness and **hosting community events** on topics such as online bullying, HIV testing, and addiction.
- Using **telehealth solutions** to transform chronic disease management in high-risk, high-cost patients.
- Providing a **mobile unity facility** for outpatient care outside center walls.
- Offering a variety of **Aerobic Classes** throughout the community.