

2016

Annual Report



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A Little History



SAINT THERESE "THE LITTLE FLOWER"

This "Little Flower"
in the midst of the mountains,
is a sign of God's love,
reaching out to others.
May we have eyes to see
those who are invisible and excluded,
Healing hands
to touch their lives with love,
Open arms
to reach out and include them,
And in the process heal ourselves.



- 1999 Rotary Free Clinic was formed to provide healthcare to the uninsured
- 2001 Little Flower Free Clinic opens its doors in the basement of Mother of Good Counsel Catholic Church
- 2002 Community Ministries receives federal funding to support Little Flower Clinic and other programs that help homeless people in the community
- 2004 Little Flower Clinic moved from Mother of Good Counsel to a rented storefront on Main Street in Hazard, Kentucky
- 2005 Kentucky Mountain Health Alliance, was incorporated to be the single point of entry for the Healthcare for the Homeless Program, Little Flower Free Clinic and the Rotary Free Clinic
- 2009– 2011 Kentucky Mountain Health Alliance, Inc. raised money for the their own new clinic building
- 2012 The New Kentucky Mountain Health Alliance, Inc., Little Flower Clinic opens on Memorial Drive, Hazard, Kentucky
- 2013 KMHA - Little Flower Clinic purchased Electronic Health Record System through Coal Severance Funds
- 2014 Finished Dental Suites, Added Dental Hygienist, Added Additional Parking
- 2015 Acquired new van, New address sign in front of clinic
- 2016 Acquired new Ford Escape, New Video Surveillance, Advertisement on Hazard Billboards, USDA Loan for Elevator
- 2017 Moving forward...

Kentucky Mountain Health Alliance, Inc.

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Mission Statement



The mission of KMHA is to improve the health and well-being of Southeast Kentucky citizens who are underserved or at risk for homelessness in a respectful manner through a coordination of quality holistic services.

Kentucky Mountain Health Alliance, Inc.

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Letter from Executive Director

May 17, 2017



To Friends of KMHA:

Kentucky Mountain Health Alliance, Inc., dba Little Flower Clinic strives to provide quality medical care, oral health care, case management, transportation and an overall improved experience for patients and their families in ways that demonstrate our commitment to rural health care.

We are so fortunate to have such an engaging and active community. Over the past decade we have counted on our Board of Director Members, Advisory Board Members, mentors, volunteers, local, state and federal agencies that have invested their time, energy and funds into our programs! Together, we are effecting change! It is a privilege for us to have great partners in many programs that benefit the community. We are honored to work with them and to serve patients and families throughout the region. Your dedication and financial support have enabled us to achieve the goals for all our services! I appreciate and am forever grateful for YOU!

As a result of your unwavering loyalty and support, I am pleased to share that we have had another extraordinary year full of accomplishments, memorable events, and life changing experiences. Please see the following pages for additional information about this year's achievements and program highlights.

Warmest Regards,

Ellen Napier

Executive Director

Kentucky Mountain Health Alliance, Inc.

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Patient Care Services

MEDICAL

- Office Visits with a Provider
- Disease/Case Management
- Health Education
- Home Visits
- Medication Assistance Programs
- On-site Mental Health Services
- Referrals for Mental Health, Substance Abuse, Dental and Specialty Care Services
- Referrals for Eye Glasses

DENTAL

- Serving Patients of all ages!
- Visits with a Dentist & Hygienist
- On-site Dental Health Services
- Full Set of Dentures for \$300
- Sliding Fee Scale to help make dental care affordable and accessible in our service area.
- Accepts Most Major Insurances

Kentucky Mountain Health Alliance, Inc.

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Our Medical Providers



Vera Hopper, APRN



Allyson Williams, APRN



*Lori Gilliam, APRN
(Transferred to Mountain
Afterhours)*

Our Dental Provider

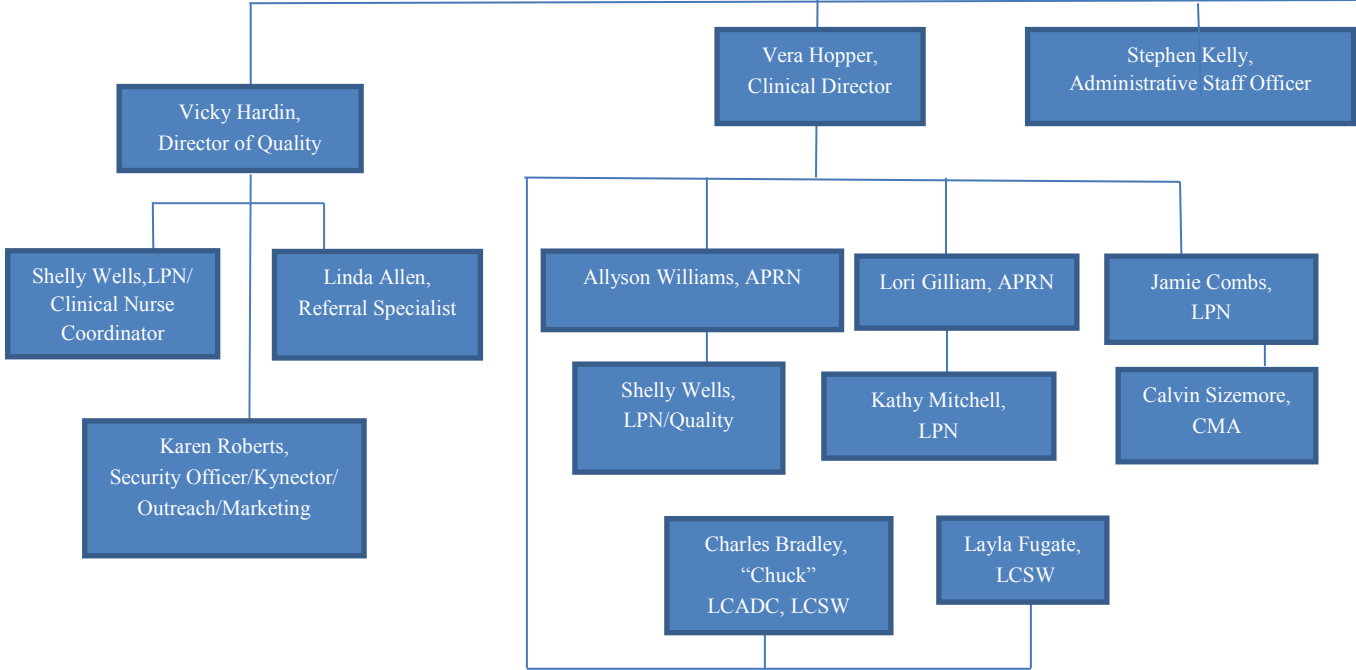
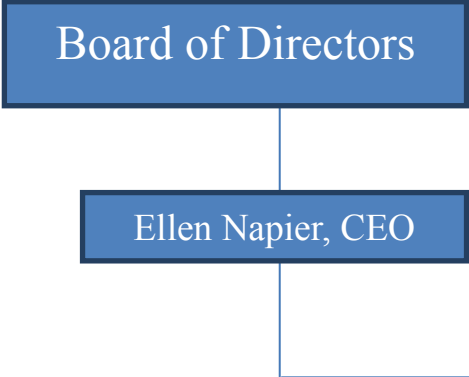


Deborah Collier, DMD

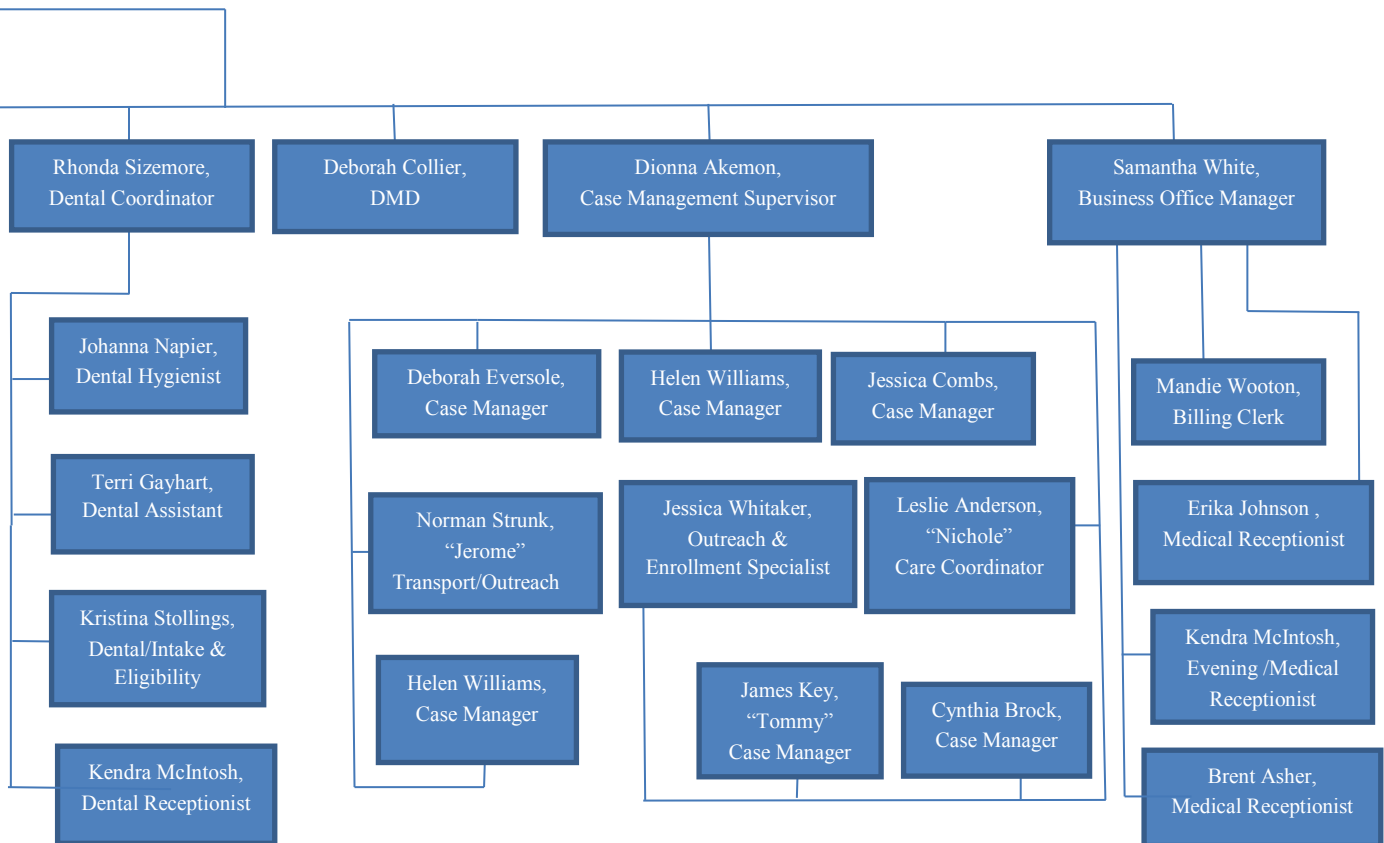
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Kentucky Mountain Health Alliance, Inc.



2016 Organizational Chart



**Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Board of Directors
2016**

William "Bill" Engle, III, Chairman

Sam Collins, Vice-Chair

Carla Seals, Treasurer

Linda Blair, Secretary

Julie Akemon

Chris Doll

Alvin "Ray" Hill

Nancy Crawford

Cecelia Stewart

Rick King

**Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Advisory Council
2016**

Randy Hall

Donald Campbell

Paul Stacy

Vanessa Blanton

Larry Bowling

Susan Adams

Tim Myers

Connie Lane

2016 Staff



Ellen Napier, CEO

Allyson Williams, APRN

Lori Gilliam, APRN

Vera Hopper, APRN

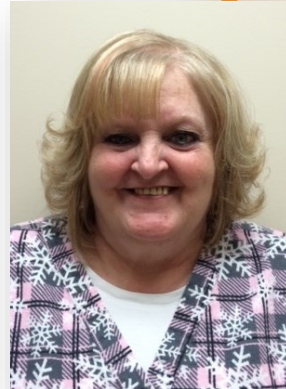
Layla Fugate, LCSW

Chuck Bradley, LCADC, LCSW

Kentucky Mountain Health Alliance, Inc.

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2016 Staff



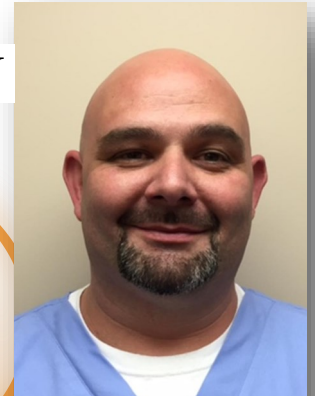
Shelly Wells, LPN Kathy Mitchell, LPN



Jamie Combs, LPN



Deborah Collier, DMD



Calvin Sizemore,
Certified Medical
Assistant



Rhonda Sizemore,
Dental Coordinator,
Assistant, & Biller



Johanna Napier,
Dental Hygienist



Kristina Stollings,
Dental / Intake &
Eligibility

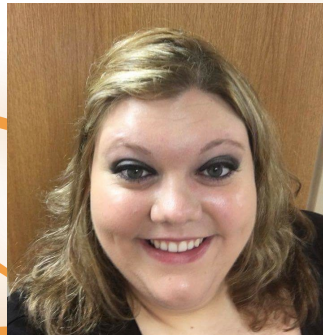
Kentucky Mountain Health Alliance, Inc.

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2016 Staff



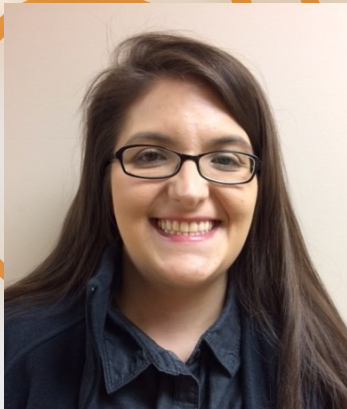
Terri Gayhart,
Dental Assistant



Kendra McIntosh,
Dental Receptionist



Brent Asher,
Medical Receptionist



Jessica Combs,
Case Manager



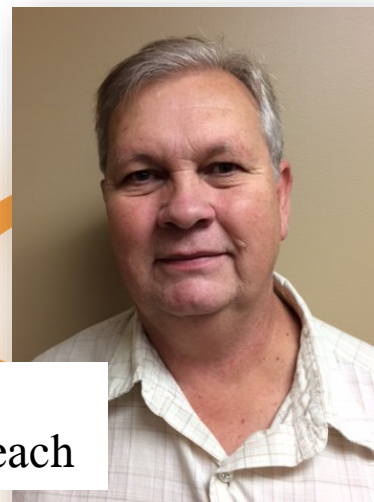
Dionna Akemon,
Case Management
Supervisor



Helen Williams,
Case Manager



Nichole Anderson,
Care Coordinator



Jerome Strunk,
Transportation/Outreach

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2016 Staff



Vicky Hardin,
Director of Quality



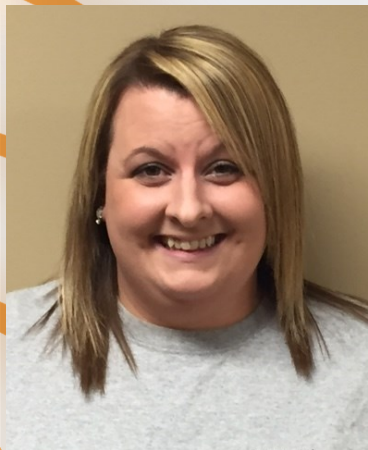
Stephen Kelly,
Administrative
Staff Officer



Karen Roberts,
Administrative Assistant
HIPAA Officer/Kynector/
Marketing/Outreach



Samantha White,
Billing Office Manager



Jessica Whitaker,
Outreach & Enrollment Specialist



Mandie Wooton,
Billing Clerk

Kentucky Mountain Health Alliance, Inc.

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Service Delivery Site

Little Flower Clinic

Ellen Napier [Executive Director]

421 Memorial Drive

Hazard, KY 41701 Phone (606) 487-9505



Kentucky Mountain Health Alliance, Inc.

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Partners

AHC, LLC, AOS, Availity, Brad Stidham, Charlie Chalk, Chris Gooch, CPA,
Cintas, Colon Cancer Prevention Project, Darian Ratliff, MD,
Department for Community Based Services, Department for Employment Services,
Gospel Light Baptist Church,
Hazard Appalachian Regional Healthcare, Hazard ARH Laboratory and Radiology,
Hazard City Independent School District, Hazard City Police Department, Hazard Clinic,
Hazard Community and Technical College, Hazard Fire & Safety, Hazard Fire Department,
Hazard Housing Authority, Hazard Lion's Club,
Hazard Perry County Community Ministries, Inc.,
Hazard Perry County Housing Development Alliance, Inc., ISS Solutions,
Kentucky Regional Extension Center, Kentucky River Community Care (KRCC),
Kentucky River District Health Department, Mountain Community Hospice,
Kentucky River Foothills Development Council, King Pharmacy, Lease Finance Group,
LKLP Community Action Agency, Martin Signs, Master' Lambs Ministries,
Medical Waste, Meditab, Quantum Healthcare,
Mountain Comprehensive Care Centers (MCCC), Optum, Orkin,
Perry County Ambulance Service, Perry County Schools, Perry County Sheriff's Department,
Pete's Auto & Towing, Pitney Bowes, Primary Care Centers of Eastern Kentucky,
Primary Care Centers of Eastern Kentucky, Pro Softnet(idrive),
Retina Vue PC, RX Assist,
Southeast Area Health Education Center, Taylor Made Signs,
Terri Boggs/RN, UK North Fork Valley Community Health Center,
Van Meter Insurance /Houchens Insurance Group

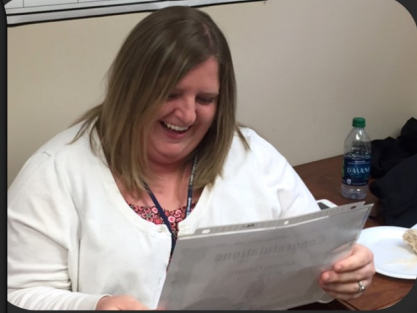
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Interns & Part-time



Samantha Jo Fugate
Part-time Assistant



Allison Dezarn
APRN-Intern



Julian Butler
Courier-
Frontier Nursing
Service Program



Jeffery Dye
Part-time Dental Hygienist



Katheryn Morgan
APRN-Intern



Special Visitors

Monday, March 7, 2016

Emory University students participated in our Community Outreach to offer free Blood Glucose and Hypertension testing.



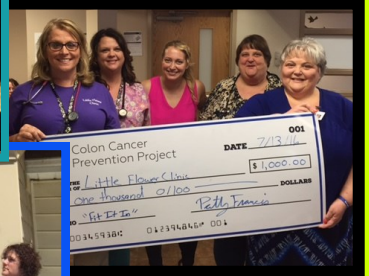
Kentucky Mountain Health Alliance, Inc.

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2016 Events



National Health Week Contest



Black Gold

Helping one of our own.



2016 Community Service Award



Employee Appreciation Day

Supporting Krystal Combs Recovery



TRIVIA NIGHT



THE COVETED "AIR HEAD" TROPHY

2016 Events

Paint Perry Pink

Paint Perry Pink Little Flower Clinic 2nd Place 2016

TAKE CARE OF YOUR PUMPKINS

Law Enforcement Awareness Day Thank you! City State County

FREE! School Sports Physicals 1pm-7pm No Appointment Necessary

Thanksgiving

KMHA

2016 Chili Cook Off

Door Decorating Contest

WELCOME to the "LFC SHOWDOWN!" KMHA-Little Flower Clinic FIRST ANNUAL Run for the Hills "LFC SHOWDOWN" CHILI COOK OFF!!

Stephen Kelly 1st Place Winner!

CELEBRATE THE HOLIDAYS WITH A GREAT EFFULGENT HEART

QUALITY YAK DELI

RECEPTION DENIRA & SHAWN

LAB JAMIE KATHY

OUTREACH / ADMINISTRATIVE ASSISTANT

BILLING SAM, MANDIE

CELEBRATE THE HOLIDAYS WITH A GREAT EFFULGENT HEART

2016 Office Christmas Party

Layla Fugate

1st Place Door Prize

KMHA

Refreshments from A Store. Maybe Christmas Perhaps. Means A Little Bit More.

Layla Fugate

FUNDRAISING



Kentucky Mountain Health Alliance, Inc.—Little Flower Clinic was proud to attend the 2016 Run For The Hills Meeting at City Hall on where they presented Little Flower Clinic with a check for:

\$2697.55

Kentucky Mountain Health Alliance, Inc.

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OUTREACH

FOOD FOR THE HOMELESS



Hazard Employment Office

Helping Kick-Off Child Abuse Prevention Week



April 17-23, 2016



Hazard Rural Health Summit

Coat Give-a-Way Thank You!



WILLOW FERN BAPTIST CHURCH



Perry County Fair



We had a Wonderful Thanksgiving Dinner and fed over 60 homeless individuals with a hot meal and dessert.

Thanksgiving

Supporting our Troops!



December 15, 2016, Standing on Main Street in freezing weather, some of staff braved the cold and showed support of our troops leaving for training and deployment.



Preventative Health Day

Business Plan

Revised Business Plan January 2017-2019

Strategy	Objectives	Person Responsible	Current Status
Meaningful use; 2017	<ol style="list-style-type: none"> 1. Apply for Meaningful use 2. Each year determine use of meaningful use funds 	Executive Director, Clinical Director	<ul style="list-style-type: none"> • AIU meaningful use and received funds for Lori Gilliam and Deborah Collier in 2016. • Attest for Lori Gilliam and Deborah Collier in fall 2017.
Patient Center Medical Home; National Committee for Quality Assurance; 2017	<ol style="list-style-type: none"> 1. Join Cohort and Attend webinar series provided by KYPCA 2. Order PCMH standards and guidelines 3. Assess information technology requirements to complete PCMH recognition process 4. Apply for PCMH 	Director of Quality	<ul style="list-style-type: none"> • Appointed a PCMH Champion in 2016 • Joined Cohort and Attended series provided by KYPCA in 2016 • Plan to apply by March 2017
Improve/develop marketing materials; 2017 (on-going)	<ol style="list-style-type: none"> 1. Update website 2. Update brochure 3. Update Facebook account 4. Continue quarterly newsletter 5. Increase Advertising Efforts 6. Increase board participation in fund raising activities; 7. Establish annual event; Summer 2017-2019 	Marketing/Website Designer	<ul style="list-style-type: none"> • Website and fliers updated in 2016-2019 • Facebook account updated 2016-2019 • Newsletters continued 2016-2019 • Billboards updated 2016-2019
Improve Financial Measures; ongoing -Days of Cash on Hand: Goal of 60 days -Working Capital to Monthly Expense: Goal is 1.5 -Debt to Equity ratio: Goal is .50 -Change in Net Assets as a Percent of Expense: any change over 5% is considered material or significant.	<ol style="list-style-type: none"> 1. Increase the amounts of grants to support the project in addition to HRSA funds 2. Increase the number of Contributions to support project 3. Maintain Fee schedule on-going with annual review; February and annually 4. Adhere to budget; look for variances, be conservative when estimating MCO revenue 5. Contact private payors in the area to determine if a contract could be offered to KMHA 	Executive Director, Administrative Staff officer, Finance Committee and Board of Directors	<ul style="list-style-type: none"> • Increased Endowment fund 2016 • Received Meaningful Use funds 2016 • Update Master Fee Schedule spring 2016-2019 • Continuing to monitor budget and ratios monthly • Contracted with all MCOs for payment and increased revenue 2016-2019 • Hired a second full-time billing clerk 2016

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Business Plan

Revised Business Plan January 2017-2019

	<ol style="list-style-type: none"> 6. Meet with MCOs to increase the number of patients assigned to KMHA 7. Increase provider capacity; determine if a second full or part time FTE will be suffice 8. Reassess patient care contracts due to up-coming changes in the healthcare system; January 17, review and monitor productivity 9. Maximize collections and reimbursement for its costs in providing health services, including written policies and procedures reflecting billing, credit, and collections; 10. Accurately collect and organize data for program reporting and to support management decision making; 11. Provide the governing board the authority to measure and evaluate the organization's progress in meeting its annual and long-term programmatic and financial goals, develop plans for the long-range viability of the organization, monitor organizational assets and performance, and establish general policies for the center 		<ul style="list-style-type: none"> • Added a full-time FTE medical provider 2016 • Increased onsite mental health services – night clinic added part-time therapist, LCSW 2016 • Continue to monitor contract productivity for potential change in scope 2017-2019
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UDS DATA Health Measures

UDS DATA

Health Measures

2013-2016

% of women with pap test
 % of children and adolescents with BMI percentile and counseling on nutrition and physical activity documented
 % of adults who received weight screening and follow-up if appropriate
 % of tobacco users who received cessation advice and /or medication
 % of asthmatics treated with appropriate pharmacological intervention
 % of hypertensive patients with blood pressure <140/90
 % of diabetic patients with HGBA1C <=9
 % of patients with colorectal cancer screening ages 51-70
 % of patients with diagnosis of CAD prescribed a lipid lowering therapy
 % of IVD patients with aspirin or another antithrombotic therapy

KMHA 2013	KMHA 2014	KMHA 2015	KMHA 2016	HEALTHY PEOPLE 20/20
19%	28%	16%	16%	93%
83%	73%	70%	63%	NOT LISTED
70%	73%	90%	100%	32%
64%	47%	99%	97%	60%
88%	76%	100%	95%	NOT LISTED
56%	59%	46%	52%	61%
55%	74%	56%	54%	15%
47%	25%	31%	6%	71%
70%	65%	71%	98%	NOT LISTED
90%	88%	86%	95%	NOT LISTED

Utilization by Top 4 Chronic Illnesses (visits regardless of primacy)

Hypertension
 Diabetes
 Depression and other mood disorders
 Tobacco use disorder

KMHA 2013	KMHA 2014	KMHA 2015	KMHA 2016
1,730	1,675	1,852	2,994
1,135	867	927	1,257
836	841	1,177	2,341
541	1,667	1,679	1,464

Financial Measures

Working Capital to Monthly Expense Ratio
 Long term debt to equity ratio
 Change in net assets as a percent of expense
 Current ratio
 Days in accounts
 Days in operating cash
 # insured

KMHA 2013	KMHA 2014	KMHA 2015	KMHA 2016	KMHA GOALS BY 2018
0.23	1.63	3.50	4.64	1 TO 2
0.37	0.33	0.23	0.18	0.50
0.39	0.03	0.05	0.01	4.8
1.11	1.08	5.60	8.94	1 TO 2
0.08	0.01	0.01	0.0003	45
66	53	109	165	60 TO 90
108	798	1121	2,070	1,575

Productivity

Total Users
 Total Encounters
 Total Medical Users
 Total Medical Encounters
 Total Dental Users
 Total Dental Encounters
 Total Mental Health Users
 Total Mental Health Encounters
 Total Enabling Encounters

KMHA 2013	KMHA 2014	KMHA 2015	KMHA 2016	KMHA GOALS BY 2018
2,170	1,740	2,056	2,583	2,667
10,756	7,211	10,022	12,721	15,800
1,715	1,361	1,983	1,993	
5,198	4,064	3,745	4,931	5,560
98	69	649	779	
222	168	1,812	1,848	2,000
38	100	143	295	
78	250	532	1,184	1,200
5,258	2,729	3,933	4,248	7,040

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Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Donation List
2016

Coal River Grille (Jabo's), La Pena's, Barnards, El Azul ,
Sazon, Ponderosa, Big Blue Smokehouse, Pantry Shelf,
Quantum Healthcare, Community Trust Bank, Drucies, King Pharmacy,
Complete Care Pharmacy, Flowers by Olivia,
East Main Pharmacy, First Federal & Loan, Mother of Good Counsel,
Peoples Bank, Aileen's Flowers & Gifts,
Province of St John, Gospel Light Baptist Church,
Hazard Auto-NAPA, Walmart, Sam Collins, Cecelia Stewart ,
Perry Distributors, Food City, Mudlick Auto Care,
Dion's of Hazard, Convenient Lube,
Big Creek Baptist Church, Alice Lloyd College,
City of Hazard, Greg & Noreen Wells,
William "Bill" Engle, III, Frank C. Medaris, Jr.
Carla Seals, Janet Smith, Brenda Ann Lunce,
Dr. Jabber, Chris Gooch, CPA, Julie R. Akemon,
Joshua Baker, Chad Brashear,
Chris Doll, Ellen Napier, Linda Blair,
John Stacy, Stephen Kelly, Holly Sizemore,
Rhonda Sizemore, Karen Roberts.

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Kentucky Mountain Health Alliance, Inc.

Little Flower Clinic

2016

~ SUCCESS ~



USDA LOAN FOR ELEVATOR

2016 FORD ESCAPE

2016 KHCN COMMUNITY SERVICE AWARD
FOR SMALL ORGANIZATIONS

~ CHALLENGES ~

ELEVATOR by 2017

LIMITED PATIENT PARKING

X-RAY DEPARTMENT by 2018

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