2015

Annual Report

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A Little History

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 Free Clinic moved from Mother of Good Counsel to a rented storefront on Main Street
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 raised money for their own new clinic building
2012	The NEW Little Flower Clinic opens on Memorial Drive
2015	Acquired new vehicles, New address sign out front
2016	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.

Letter from Executive Director

May 17, 2016

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

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

Our Medical Providers

Vera Hopper, APRN

Allyson Williams, APRN

Lori Gilliam, APRN

Our Dental Provider

Deborah Collier, DMD

Kentucky Mountain Health Alliance, Inc.

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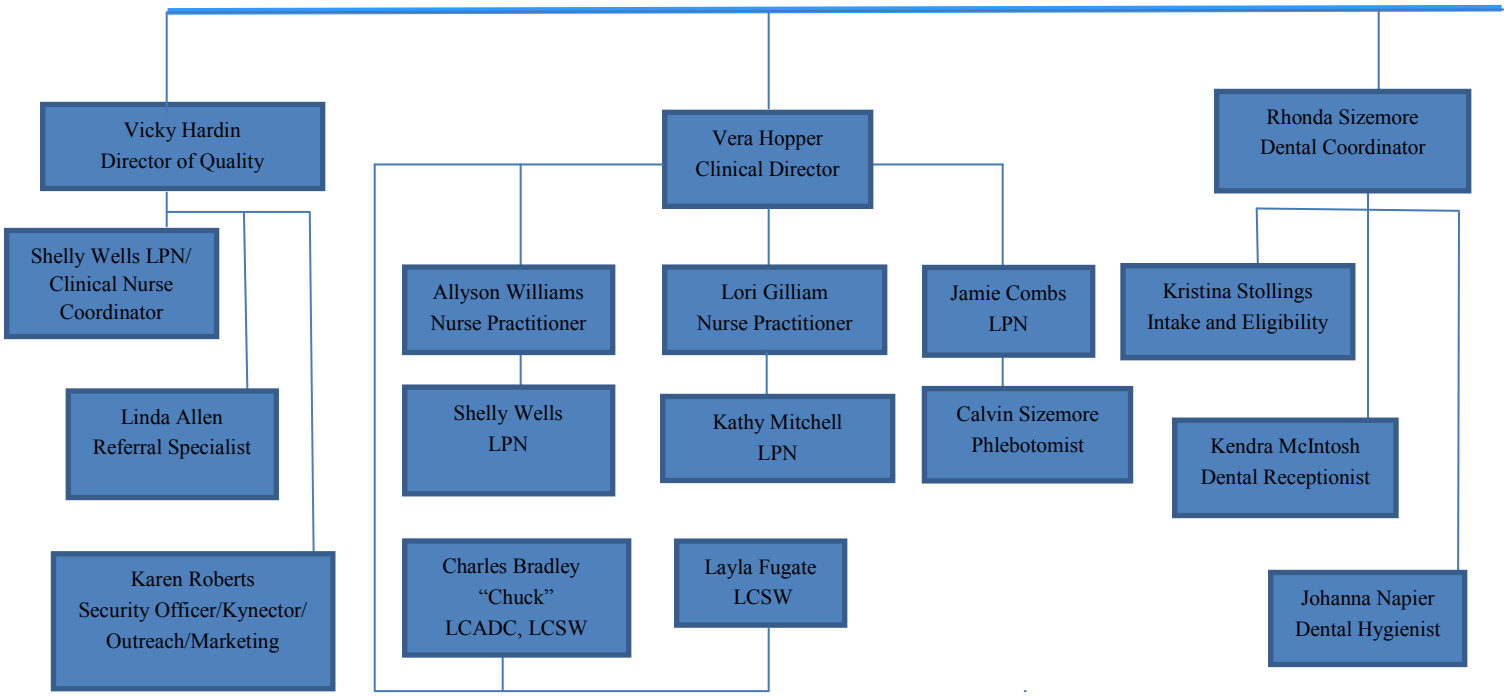
Kentucky Mountain Health Alliance, Inc.

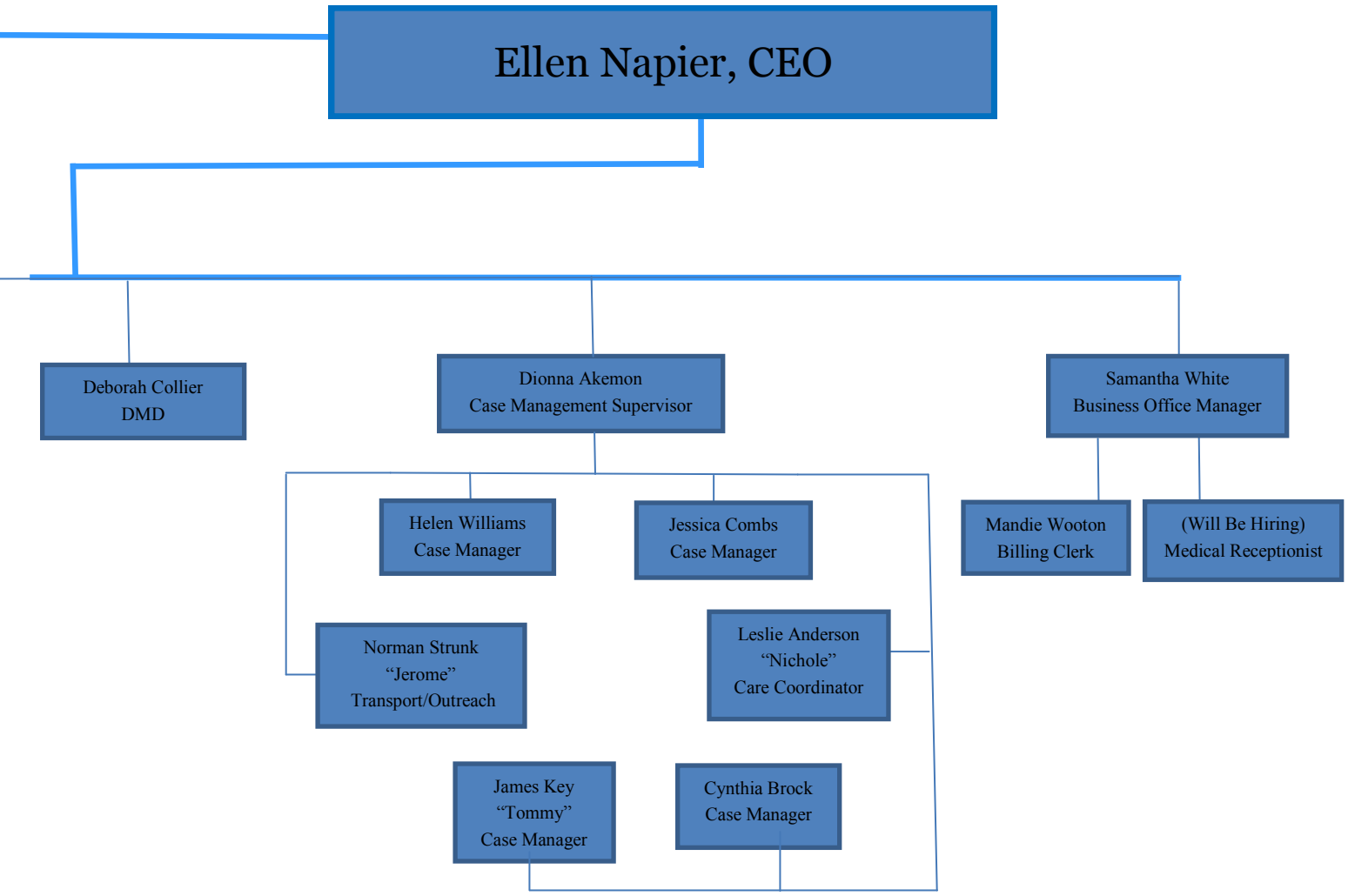
Board of Directors



Kentucky Mountain Health Alliance, Inc.

Annual Report 2015

- Organizational Chart



Kentucky Mountain Health Alliance, Inc.

Annual Report 2015

Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Board of Directors
2015

Frank C. Medaris Jr.– Chairman

Janet Prater Smith - Vice Chair

Sam Collins

Carla Seals

Tanya Miller

Mark Bell

Larry Quillen

Chris Doll

Linda Blair

Kenneth & Deborah McIntosh

Alvin Hill

Ann Lunce

William "Bill" Engle III

Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Advisory Council
2015

Kenneth & Deborah McIntosh

Bobby & Bonita Napier

Travis Anderson

Alvin Ray Hill

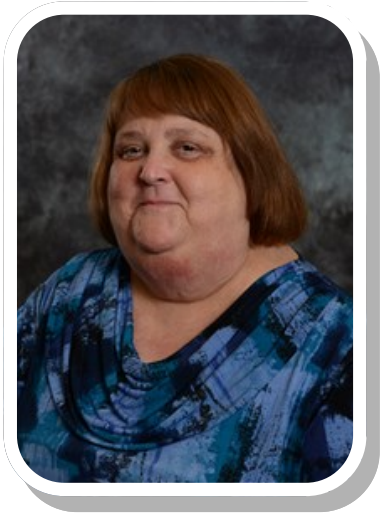
Floyde & Mary Polhemus

Nichole Anderson

Dionna Akemon

2015 Staff

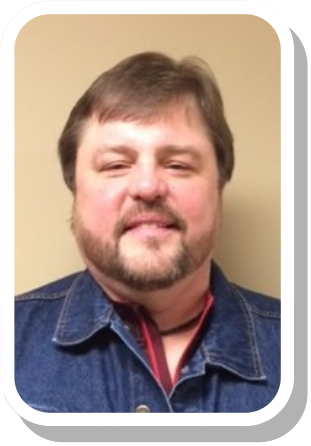
Ellen Napier, CEO



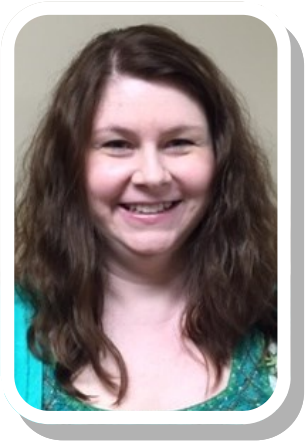
Vera Hopper, APRN

Allyson Williams, APRN

Lori Gilliam, APRN



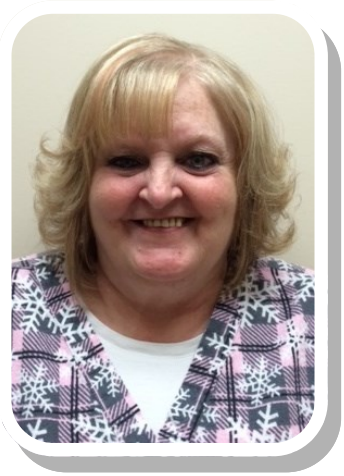
Chuck Bradley, LCADC, LCSW



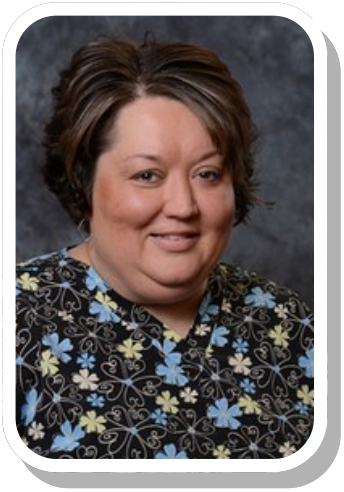
Layla Fugate, LCSW

2015 Staff

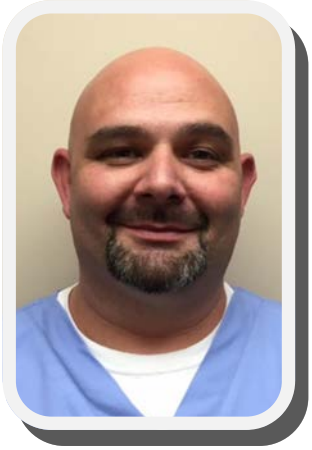
Shelly Wells, LPN



Kathy Mitchell, LPN

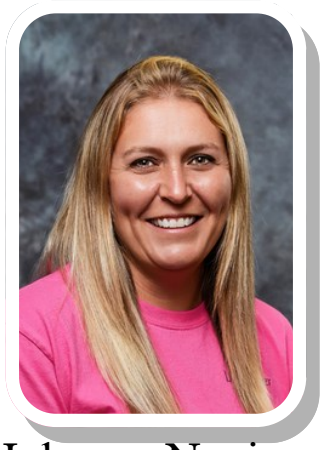


Jamie Combs, LPN

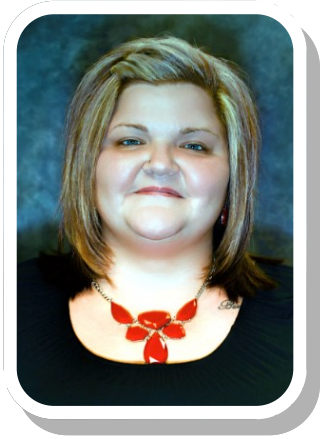


Calvin Sizemore, Phlebotomist

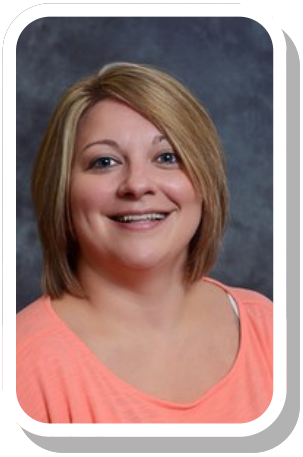
Deborah Collier, DMD



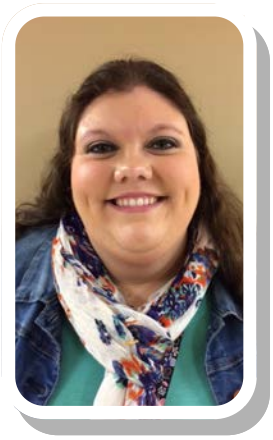
Johanna Napier, Dental Hygienist



Kristina Stollings, Dental Intake & Eligibility Specialist & Kynector



Rhonda Sizemore, Dental Coordinator, Assistant, & Biller



Kendra McIntosh, Dental Receptionist

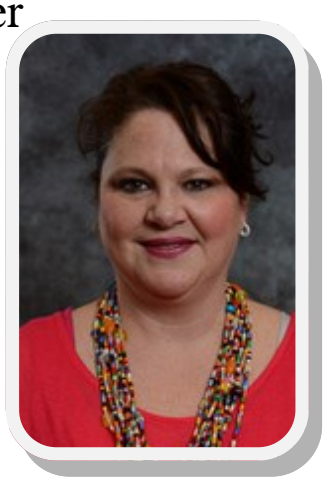
2015 Staff

Dionna Akemon,
Case Management
Supervisor

Jessica Combs,
Case Manager

Helen Williams,
Case Manager

Nichole Anderson,
Care Coordinator



Cynthia Brock,
Care Coordinator

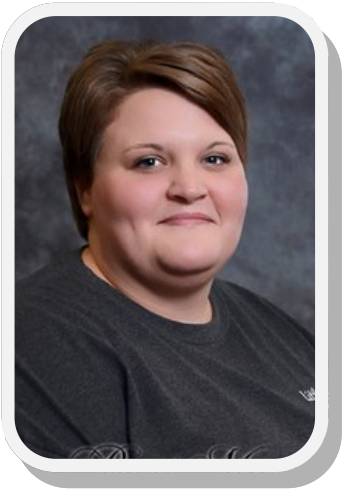
James Key,
"Tommy"
Case Manager

Jerome Strunk,
Transportation/
Outreach

2015 Staff

Vicky Hardin,
Director of Quality

Karen Roberts,
HIPAA Officer/Kynector/
Marketing/Outreach



Linda Allen,
Referral Specialist

Samantha White,
Billing

Mandie Wooton,
Billing

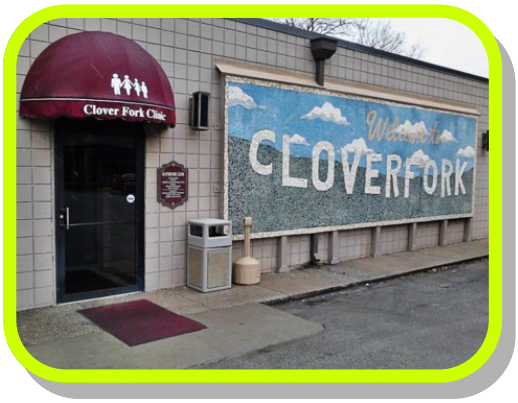
Service Delivery Sites

Little Flower Clinic

Ellen Napier [Executive Director]
421 Memorial Drive
Hazard, KY 41701
Phone (606) 487-9505

Clover Fork Clinics (Harlan & Evarts)

Britt Lewis (Executive Director)
101 Chad Street
Evarts, KY 40828
Phone (606) 837-2108



Partners

- Quantum Healthcare of Hazard
- Primary Care Centers of Eastern Kentucky
- Kentucky River Community Care, Inc.
- King Pharmacy
- Cumberland River Community Care, Inc.
- Hazard Clinic
- Appalachian Regional Healthcare
- Rotary Civic Club
- Harlan and Perry County Public Health Departments
- Hazard Lions Club
- Harlan Dental Clinic, James Jolly, DMD, Primary Care Dental Center, Vicco Dental Center, Jim Caudill, DMD, Samantha Napier, DMD, Frederick Ratliff, DMD, Vicco Denture Service, Clover Fork Dental

2015 EVENTS

Kentucky Mountain Health Alliance, Inc.

Annual Report 2015

2015 EVENTS

Kentucky Mountain Health Alliance, Inc.

Annual Report 2015

FUNDRAISING

Display table with Basket that was sold in Silent Auction

We sold raffle tickets to win a $50 Food City Gift Card and made $99

SOLD PIZZA HUT CARDS WE EARNED $375

Proceeds went to Run for the Hills

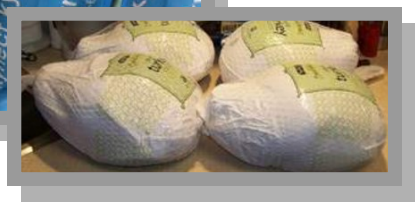
Community Rebate Fundraiser

Ponderosa donated 10% of the meals purchased on Wednesday, October 7th, 2015 to Run For The Hills. Charity Challenge. We earned **$191.91** which was matched to make a total of almost **$383.82!!**

Kentucky Mountain Health Alliance, Inc.—Little Flower Clinic was proud to attend the 2015 Run For The Hills Meeting at City Hall on November 24, 2015 where they presented Little Flower Clinic with a check for:

$4,856.13

OUTREACH



Little Flower Clinic is so thankful for a community of individuals who gave in order for us to supply a complete Turkey Dinner for Thanksgiving to 66 families in Perry County.

We provided 12 Gift Bags full of gifts and treats to give to our patients that would not receive anything for Christmas.

Business Plan

Revised Business Plan January 2013-2016

Strategy	Objectives	Person Responsible	Current Status
Obtain Meaningful use; 2013	1. Purchase Electronic Health Record 2. Implement go/live of HER 3. Apply for Meaningful use 4. Each year determine use of meaningful use funds	Executive Director, Clinical Director	• Purchased and implemented in June 2013 • Attested to achieve meaningful use and received funds for Vera Hopper in 2013 • Attested for MU Stage 2 for Allyson Williams and Vera Hopper, 2014-2015
Patient Center Medical Home; National Committee for Quality Assurance; 2014	1. Organize staff and appoint a PCMH Champion 2. Attend webinar series provided by KYPCA 3. Order PCMH standards and guidelines 4. Assess information technology requirements to complete PCMH recognition process 5. Try to obtain a sponsor 6. Apply for PCMH 7. Complete Interactive Survey Tool	Clinical Nurse Manager	• Appointed a PCMH Champion in 2013 • Attended series provided by KYPCA in 2013 • Worked with PCMH consultant in March 2015 will apply 2016 when more progress has been made in E.H.R. • Hire RN in 2015 to assist with PCMH recognition-update hired Director of Quality 2015
Improve/develop marketing materials; 2013	1. Update website 2. Update brochure 3. Add a Facebook account 4. Continue quarterly newsletter 5. Investigate the cost of radio advertising 6. Develop a public service ads (free 7. Develop radio as for both Hazard and Harlan	Project Coordinator, Vista volunteer	• Website and fliers updated in 2013 and early 2014 • Facebook account created 2013 • Newsletters continued 2013 and 2014 • Radio ads and paper ads were placed in Harlan and Perry County newspapers spring 2014 • Professional pictures taken of staff 2014

Business Plan

Revised Business Plan January 2013-2016

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	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. Increase board participation in fund raising activities; Summer 13 6. Establish annual event; Summer 14 7. Contact private payors in the area to determine if a contract could be offered to KMHA 8. Meet with MCOs to increase the number of patients assigned to KMHA 9. Increase provider capacity; determine if a second full or part time FTE will be suffice 10. Reassess patient care contracts due to up-coming changes in the healthcare system; January 14, review and monitor productivity 11. Discuss possible merger with another homeless program to assure on-going financial viability; last resort	Executive Director, Administrative Staff officer, Finance Committee and Board of Directors	• Received $ 50, 000 Coal Severance Tax dollar funds 2013 • Increased Endowment fund 2013 • Received Meaningful Use funds 2013 • Update Master Fee Schedule spring 2014 • Continuing to monitor budget and ratios monthly • Contracted with all MCOs for payment and increased revenue 2013 and 2014 • Hired a full-time billing clerk 2013 • Added a full-time FTE medical provider 2013 • Added onsite mental health services 2014 • Continue to monitor contract productivity for potential change in scope 2014 • Discussed potential merger with other homeless project the Board decided not to 2013.

UDS DATA Health Measures

UDS DATA **2013-2015**

Health Measures

	KMHA 2013	KMHA 2014	KMHA 2015	HEALTHY PEOPLE 20/20
% of women with pap test	19%	28%	16%	93%
% of children and adolescents with BMI percentile and counseling on nutrition and physical activity documented	83%	73%	70%	Not Listed
% of adults who received weight screening and follow up if appropriate	70%	73%	90%	32%
% of tobacco users who received cessation advice and or medication	64%	47%	99%	60%
% of asthmatics treated with appropriate pharmacological intervention	88%	76%	100%	Not Listed
% of two year olds immunized	na	na	na	na
% hypertensive patients with blood pressure <140/90	56%	59%	46%	61%
% of diabetic patients with HGBA1C <=9	55%	74%	56%	15%
% of patients with colorectal cancer screening ages 51-70	47%	25%	31%	71%
% of patients with diagnosis of CAD prescribed a lipid lowering therapy	70%	65%	71%	Not Listed
% of IVD patients with aspirin or another antithrombotic therapy	90%	88%	86%	Not Listed

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

	KMHA 2013	KMHA 2014	KMHA 2015
Hypertension	1,730	1,675	1,852
Diabetes	1,135	867	927
Depression and other mood disorders	836	841	1177
Tobacco Abuse disorder	541	1,667	1,679

Financial Meaures

	KMHA 2013	KMHA 2014	KMHA 2015	KMHA GOALS BY 2016
Working Capital to Monthly Expense Ratio	0.23	1.63	3.50	1 TO 2
Long term Debt to Equity Ratio	0.37	0.33	0.23	0.5
Change in Net Assets as a percent of Expense	0.39	0.03	0.05	4.8
Current Ratio	1.11	1.08	5.60	1 TO 2
Days in Accounts	0.08	0.01	0.01	45
Days in Operating Cash	66	53	109	60 TO 90
# insured	108	798	1121	1575

Productivity

	KMHA 2013	KMHA 2014	KMHA 2015	KMHA GOALS BY 2016
Total Users	2,170	1,740	2,056	2,600
Total Encounters	10,756	7,211	10,022	15,000
Total Medical Users	1,715	1,361	1,983	
Total Medical Encounters	5,198	4,064	3,745	5,560
Total Dental Users	98	69	649	
Total Dental Encounters	222	168	1812	1,200
Total Enabling Encounters	5,258	2,729	3,933	7,040
Total Mental Health Users	38	100	143	
Total Mental Health Encounters	78	250	532	1,200

Annual Review

2015

In 2015, External Audits continued for Disease Specific measures. Diseases included in the review were COPD/Asthma/Smoking Cessation, CAD, Diabetes, Hypertension, Prevention, Tobacco, Obesity and Mental Health. A small sample of each disease was audited each month. During the first quarter, improvement was noted in most areas. Results continued to vary in Hypertension, mostly related to patient compliance. In Diabetes, A1c results improved, as more patients were falling into the area of having an A1c less than 8.0. Tobacco reviews showed that a greater number of patients were non-smokers, relative to the education and tools provided to those patients.

During the 2nd Quarter, review of Laboratory and Referral logs were started. Many of the issues found were related to completing the comments and filling in the blanks. Review of the Referral Log was completed and a few suggestions were made to fill in the specific test/x-ray requested when referring a patient to the ARH. The referrals to Eye and Dental were color-coded. The review of the May Laboratory log appeared to be complete and a few issues were addressed. Improvement was noted in June log review. The disease specific audits showed steady improvement, especially in the Diabetes Foot Exam. BMI's were documented in all charts reviewed, which was a huge improvement. The improvements were largely attributed to the EMR alerts.

All audits were repeated in the 3rd Quarter. Review of the Laboratory and Referral Logs showed great improvement. The reports from other physicians where patients had been referred were not received in a timely manner even though they were requested multiple times. Many times, the patient did not actually show for their appointment. This was noted on the log, as well as when the patients cancelled their appointment. The sample of Disease Specific audits showed great results. Pap Smears were now being performed on site, which was a great service for the female population in the clinic. It appeared that LDL and A1c results were improving. In the review of Obesity, BMI's showed a steady decrease in a few patients.

During the 4th Quarter of 2015, the Disease specific audits were completed on site. Review of the Laboratory Logs and Referral Logs were completed and showed continued improvement in follow-up and documentation. It was suggested the documentation go a step further on the Laboratory Log, to explain why a lab was marked through or what happened when a patient was marked "unable to draw". In some cases patients were sent to ARH for blood draw, but not all were documented. In review of the Referral Logs, it was noted that some patients did not qualify for long-term treatment or were denied an appointment due to insurance. Suggestions included noting what step was taken next with those patients.

Over the past year, the clinic has continued to show improvement in most areas. Those results will be included in the Internal Audit Review. The use of the EMR and continued collaboration between staff and practitioners were instrumental in improvement in documentation of excellent patient care. In 2016, most audits will be performed via the EMR reports. External audits will be developed to include other areas where opportunities for improvement would benefit the patient population they serve. The HEDIS 2016 Measures will be used to develop audits. One area for review and possible improvement is Osteoporosis Management in women, including Dexa Scans and possibly need for medication. Discussion will continue with the clinic practitioners to develop audit criteria for this measure. Other areas might include administration of medication during a clinic visit. These will be reviewed and a plan implemented in April.

Annual Review
2015
Improvements

1. The lab logs have been updated and now include explanations as to why a lab was not drawn or why a patient needed to have their blood drawn at ARH.

2. We continue to struggle trying to get reports from other offices. We will continue to monitor this and try to get records in a timely manner.

3. If patients do not qualify for long term treatment or are denied an appointment due to insurance, we have the option to appeal that decision. Additional information is sent in hopes the insurance company will approve the treatment. This has to do mostly with CT scans and MRI's. Long term treatment refers to pain management. This is the Physician's decision after they have been evaluated. We do make an effort to try to get the patient into another facility.

4. A PDSA study has been written to address Osteoporosis Management in women which includes DEXA scans and medication management.

5. Our next PDSA will be to address administration of medication in the clinic. We have a policy in place, but our procedure will be updated.

Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Donation List
2015

Coal River Grille (Jabo's), La Pena'

Barnards, El Azul , Sazon, Ponderosa

Big Blue Smokehouse, Quantum Healthcare,

Fitz Steele, Complete Care Pharmacy,

AAA Mining Service, Danielle McPeak,

East Main Pharmacy, First Federal Bank,

Brandon Smith, Peoples Bank, Aileen's Flowers & Gifts,

Carla Seals , Drucies, King Pharmacy, Janet Smith,

Province of St John, Gospel Light Baptist Church

Barry Martin, Pantry Shelf, Butter Farler,

Theda Slone, Chris Gooch, CPA, Jackie's Cakes,

Hazard Auto-NAPA, Kenneth & Deb McIntosh,

William "Bill" Engle, III, Patricia Stollings,

Jennifer Weeber, Chris Doll, Frank C. Medaris, Jr.

Linda Blair, Big Creek Baptist Church,

Brenda Ann Lunce, Linda Allen, Ellen Napier

Kentucky Mountain Health Alliance, Inc.
Little Flower Clinic
Success & Challenges
2015

~ SUCCESS ~

Awarded 2 Expanded Services Grants from HRSA

Hired 2 Mental Health Therapists

Expanded Dental Services and office hours

Acquired New Vehicle to Transport our patients

~ CHALLENGES ~

ELEVATOR

LIMITED PATIENT PARKING