



ANNUAL REPORT

update
2017

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WELCOME

Deborah Teasley, CEO/President
Southern Regional Area Health Education Center

Because of the dedication of our people, we had an incredible year. The major goals we set over one year ago were met - even though we were in the middle of two major construction phases with limited parking for patients. Also, we are grateful to our community partners who provided space for us to conduct continuing professional development programs off-site. Their generous support allowed us to continue our tradition of offering programs that teach relevant evidence-based learning principles to today's health care professionals.

This past year, we introduced our new logo and new website to go along with our new building. During the summer, we spent two days moving into the building. We started on a Friday and were ready for our first patient on the following Monday. We are eager for you to see it on the inside and excited to have finally consolidated all our health care services under one roof.

Finally, I would like to personally thank all of our employees for everything they have done this past year in meeting our challenges. This coming year promises to bring great things for all of us.

Sincerely,

A handwritten signature in black ink that reads "Deborah Teasley".

Southern Regional
AHEC | Area Health
Education Center

In affiliation with Duke University Medical Center
Part of the NC AHEC Program

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Learning • Teaching • Healing

Building on Success

After years of planning and 18 months of construction, a new building becomes reality



One of our primary goals this past year was to keep the building project on schedule and on budget. We were pleased that most everything that was part of the blueprints and plans were accomplished. There were three phases to the construction time line.

Phase I	Phase II	Phase III
Began December 2016	Began April 2017	Began in June 19, 2107
Demo of Building B, removal of trees, removal of pavement around the rear of the AHEC building/Building B --- installation of drain lines, sewer lines, and water lines for new building---grading rear area for a parking lot for cars to park in during Phase 2 and 3	Begin construction of new building, connecting water, sewer, and drain lines to the new building - preparing building for move in	Demolish old buildings, build a wall around the property and parking.
Finished in April 2017	Finished June 2017	Finish in November 2017

Growing to Meet Changing Needs of Individuals/Communities

Duke Endowment Grant Accelerates Mental Health Improvement Strategies



The Duke Endowment awarded a grant to Southern Regional AHEC's North Carolina Evidence Based Practices Center (NC EBP Center) to implement well-coordinated mental health crisis planning across the state, using psychiatric advance directives (PADs).

The Crisis Navigation Project is a collaborative effort between Southern Regional AHEC, Duke University Medical Center, and NAMI – NC. The primary goal of the project is to promote the use of psychiatric advance directives (PADs). This is done by raising community awareness and training volunteers to help people create their own PAD. Trainings began in Mecklenburg County in the Spring of 2017 and continues in Durham, Wake and Cumberland counties through December 2019. NC EBP Center Director Bebe Smith is the project coordinator for the initiative.

Crisis Navigation Project training is designed to:

Increase families, health care professionals and community familiarity with PADs and how they can be helpful

Recruit and train individuals to help facilitate the creation of PADs, using a method developed by a Duke research team

Assist providers and hospitals in knowing how to develop and respond to PADs, and how to incorporate them in quality care



Southern Regional AHEC Logo and Website Updated

When Southern Regional AHEC decided to change its logo, employees voted on three different design possibilities. After the vote and several edits later, the new logo adopted by the Board of Trustees provides a simple, clean design that anchors Southern Regional AHEC's identity. It uses the familiar burgundy for Southern Regional and a bold font for AHEC, then spelling out Area Health Education Center for clarity.

The roll out of the new logo began in March 2017 along with a redesign of continuing professional development publications and e-mail campaigns. Letterhead, business cards and other documents have been phasing in the logo as new supplies are ordered. Signage on the building and in the parking lot incorporates the new logo and branded design to amplify its visual impact.

Along with the new logo, a new Southern Regional AHEC website was created, using WordPress software. The site went live in August, 2017.

Number Served

Project/Service

4

Expanded pharmacy residency from 2 to 4 residents

Support for Professionals, Students and Patients

These numbers demonstrate Southern Regional AHEC's impact on the quality of healthcare in the past year:

- The pharmacy residency has a reputation as a quality program where pharmacists gain clinical skills and teaching experience. In addition, our experts work with pharmacy students who depend on them for guidance. **(4)**
- Southern Regional AHEC's Office of Regional Primary Care Education provided ample housing for medical students on rotations in our region. **(564)**
- Home nurse visits offer Medicare patients a one-time wellness assessment. **(1,565)**
- Regional Education and Information services provides a variety CME series for Cape Fear Valley Medical Center physicians including timely updates on topics that include opioid prescribing, pain management, palliative care and pediatric care. **(2,997)**
- Health careers activities motivates middle and high school students to explore health careers and take courses that enables them to enter post high school programs focusing on careers in the medical field. **(3,376)**
- Referral staff set up appointments for thousands of patients to see specialists in the region. **(10,823)**

564

ORPCE had a very busy year with this number of students housed for a total of 8,741 nights

1,565

Clinical services provided this many nurse visits

2,997

Continuing Medical Education planned and implemented 19 CME series at Cape Fear Valley ending the year with this many participants attending 155 series sessions and 4 single events for 169 accredited hours

3,376

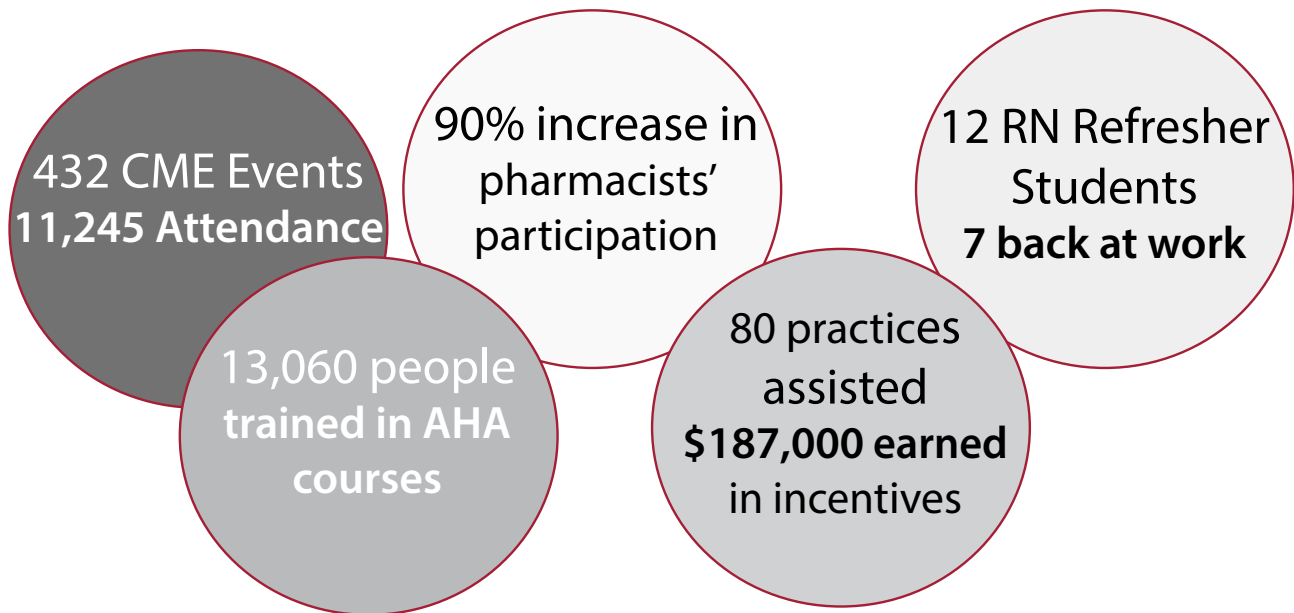
Health Careers and Workforce Diversity programs offered this many middle and high school students activities to explore health careers, including everything from dissections to site visits and math and science camps.

10,823

This many referrals processed through The Family Medicine Center

Continuing Professional Development

Increase in Attendance, Grants Awarded and Practice Incentives



More Dental and Pharmacy Participants

Continuing Medical Education held a total of 432 events during 2016-17 with an overall attendance of 11,245. Continuing Professional Development attracted a 30 percent increase in the number of dental professionals being trained and a 90 percent increase in pharmacists attending programs.

Program assistants **Kate Smith, Althea Bell, and Adam Santana** seamlessly coordinated the logistics of holding off-site CE programs while continuing to offer superior customer service to program participants. Their patience and perseverance were challenged, as they were responsible for packing up all supplies and arriving early to off-site programs.

Sharing Skills, Expertise in Training

Andrea Novak, Ph.D., RN-BC, FAEN, administrator for Allied & Public Health and Nursing CE, served as featured guest speaker at two separate healthcare events this past year. She was also co-chair of the Communications Committee for the National AHEC Organization.

Training Center Coordinator **Heather Stewart**, along with Dr. Novak, trained 184 people in American Heart Association courses at Southern Regional AHEC. A total of 12,876 people received training from the instructors affiliated with the training center for a grand total of 13,060 people trained in one or more of the American Heart Association courses.

Innovations Grants Fund Ideas

Russet Rogers, Ph.D. received an innovations grant to lead an effort to regionalize CE for the eastern half of the state.

Mental Health Administrator **La-Lisa Hewett-Robinson**, Mental Health CE Director Bertina Perkins and Bebe Smith, director of the NC EBP Center, received an *Investments in the Future* grant to update training modules for two substance abuse academies, one for youth and one for adults, through the NC EBP Center, housed as Southern Regional AHEC.

Quality Improvement through Healthcare Coaching

Southern Regional AHEC Practice Support is committed to helping providers in our region meet national standards and ready themselves for value based care. Ask the providers shown below about our work!



Dr. Ruben Rivers
Internal Medicine, Fayetteville



Dr. Tammy Lloyd
Pediatrics, Sanford



Dr. Karen Smith
Family Medicine, Raeford

Need help with the Quality Payment Program? PCMH?

Southern Regional AHEC Practice Support Can Help!

PCMH and EHR Consultation • Practice Transformation for quality payment programs (MACRA, etc) • Workshops and Webinars • Collaborative Group Meetings • Customized Services

The quality improvement coaching team provides on-site training and technical assistance on the tools and systems needed to offer high quality care to patient populations in individual healthcare practices. The team helps practices complete tasks in a timelier manner and transform it into a value-based system.

This course is a blended learning activity – a combination of live/in-person sessions, live webinars and online course work, which participants may login at complete on their own time schedule.

Practice Management Academy

Lisa Blandin, Jenny Fitter, Tracey Sellers and the CME staff also received an *Investments in the Future* grant to develop a *Practice Management Academy*. The course is a blended learning activity and designed to help novice practice managers gain essential, fundamental knowledge and skills in the area of practice management.

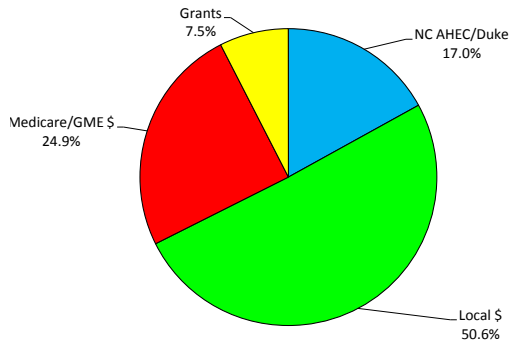
Because the health care industry is rapidly changing, this course will help participants who do not have an academic background in health care administration or many years of experience in a practice management position. This course will discuss the requirements of business administration, financial operations, compliance regulations, human resources, health information, and patient centered care.

Developing Financial Stability

Generating Revenue, Lowering Costs

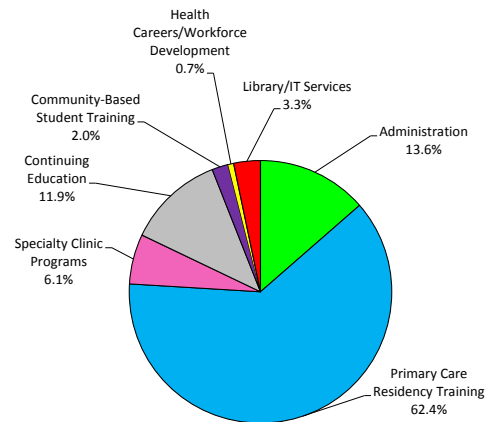
Sources of Funding FY16-17

NC AHEC/Duke	\$ 2,494,665	17%
Local \$	\$ 7,438,435	50.6%
Medicare/GME \$	\$ 3,656,035	24.9%
Grants	\$ 1,107,184	7.5%
	\$14,696,319	100%



Uses of Funding FY16-17

Administration	\$ 2,021,291	13.6%
Primary Care/ Training	\$ 9,280,351	62.4%
Specialty Clinic	\$ 913,874	6.1%
Continuing Education	\$ 1,772,710	11.9%
Community-Based Training	\$ 301,561	2.0%
Health Careers/WFD	\$ 100,761	0.7%
Library/IT Services	\$ 488,643	3.3%
	\$14,879,191	100%



Productivity

Lisa Moncrief, Lisa Foster and Cynthia Griffin had six clean financial audits, processed 4,962 checks for \$6.2M in services provided to SR-AHEC, made payments of \$8.8M for the new building, along with 3,677 payroll checks to employees.

Tina Vince oversaw the fiscal activity of 10 grant programs with a combined funding total of \$1.2 million. Two of the grant programs were new for 2017.

Linda Baez and Robin Thompson processed over 2,000 employment applications and resumes received in recruitment efforts.

The Business Office of Betty Hunt, Lisa Ragin, Lori Ramirez, Tonya Campbell, Lauren Stewart, Kristen Robinson, Domonic Neal, coded, billed and collected \$3,494,041. This is a Best Practice Benchmark for bad debt and accounts receivable.

Jennifer Powell led the effort to obtain BCBS Blue Quality Physician Program (BQPP) status to receive the highest level of payments from Blue Cross Blue Shield

Clinical Practice Transformation

Learning, Teaching, Healing Since 1974



California.

- **Jennifer Bigger** achieved TeamSTEPPS Master Training certification.
- **Cheryl Haynes** was selected as President for this year for the AFMA. She also achieved certification as a training administrator of graduate medical education.
- **Tamika James** became a certified coder
- **Karen Mantzouris** received the "Common Good" award from the

During the 2016-17 fiscal year, staff checked in and provided care for 29,625 patient visits. There were 1,565 nurse visits and 10,823 referrals processed. Lab staff performed 39,594 tests. Our faculty and staff participated in health fairs at local universities, wore red for heart disease awareness, manned a booth at the county fair for Senior Day and participated in Operation Medicine Drop. Systems were created or modified to support requirements of the Medicare Access and CHIP Reauthorization Act (MACRA), which is replacing Meaningful Use and PQRS.

Applause

- **Dr. Bill Gardner** was given a Certificate of Appreciation from the NC Care And Prevention in the US program recognizing his long time work with HIV.
- **Dr. Vicky Hardy** completed her faculty development fellowship, and presented her research at Womack this year.
- **Dr. James Lester** is now the Director of Student Medical Education for all our medical students.
- **Drs Salzberg/Martin/Kapoor** presented the SBIRT Curriculum at the annual STFM conference in San Diego

United Way

- **Jennifer Bigger** and **Dr. Phil Anderson** led the effort allowing SR-AHEC Family Medicine Center to achieve the highest possible level of Patient Centered Medical Home recognition, Level 3.
- **Dr. Phil Anderson, Evanthy Foster** and **Michael Spexarth** installed multiple Centricity upgrades moving the EMR toward our goal of prescribing opioid medications electronically.
- **Tonya Russ** served as the local AAPC (American Association of Professional Coders) chapter President
- **Linda Baez** was named Vice-President of the Board of Directors for the Child Advocacy Center and conducted *Managing Multi-Generations in the Workplace* training for our management team.
- **Pat Sherman, Janet Lockwood, and Tonya Mercer** processed 20,650 phone notes to providers.



Residency Programs

We practice what we teach



Eight family medicine physicians graduated from the Duke/Southern Regional AHEC Residency Program in 2017, marking over 200 doctors earning board certification since 1974.

In 2016-17, two pharmacists were part of the PGY 1 SR-AHEC pharmacy residency program that works in partnership with Cape Fear Valley Medical Center. The pharmacy program builds on Doctor of Pharmacy (Pharm.D.) education and outcomes to develop clinical pharmacists responsible for medication-related care of patients with a wide range of conditions.



Jacqueline Chorzempa, PharmD, completed the residency to advance to a geriatric PGY 2 residency in Glendale, Arizona.

Justina Lipscomb, PharmD, is participating in the South Texas Veterans Health System Internal Medicine/Academia PGY2 residency program in San Antonio, Texas.

The Duke/Southern Regional AHEC Family Medicine Residency Program graduates up to eight physicians while welcoming new residents to the program. We were able to increase the number of physicians in our region with four staying in the area, as outlined below:

Allen Bellew, DO: Working at *Traditional Family Practice Carolina Family Clinic* in Laurinburg, NC (Scotland County)

Calbee Cooper, MD: Working as a hospitalist at *Wilson Medical Center* in Wilson, NC

Avkash Davi, MD: Working as an urgent care physician at *Piedmont Express Care* in Fort Mill, SC

Alisha Johnson, MD: Working in outpatient medicine at *Cape Fear Valley Medical Center* in Fayetteville (Cumberland County)

Vicki Riveras-Orozco, MD: is serving in a Locum Tenens Practice in Miami, FL.

Catherine Pechon, MD: is seeing patients in the Inpatient/Outpatient Family Medicine, *St. Francis Columbus Clinic* in Columbus, GA

Ann Marie Richards, MD: is working at Outpatient Family Practice for FirstHealth of the Carolinas in Pinehurst (Moore County)

Marc Sciarra, MD: is staying on to precept at Southern Regional AHEC and at *Traditional Family Practice Carolina Family Clinic* in Laurinburg. (Scotland County)

Partnerships for 2016-17*

Alliance Behavioral Healthcare
 Bladen County Health Department
 Bladen County School System
 Bladen County Hospital
 Campbell University School of Pharmacy
 Campbell University School of Osteopathic Medicine
 Cape Fear Valley Health System
 The CARE Clinic - Fayetteville
 Center of Excellence for Integrated Care (formerly ICARE)
 Cumberland Community Collaborative Care
 Cumberland Community Foundation, Inc.
 Cumberland County Child Advocacy Center
 Cumberland County Health Department
 Cumberland County Medical Alliance
 Cumberland County School System
 The Duke AHEC Program
 The Duke Endowment
 Duke University Medical Center
 Eastpoint (Behavioral Healthcare)
 Edward Via Virginia College of Osteopathic Medicine
 Fayetteville State University
 Fayetteville Technical Community College
 FirstHealth of the Carolinas
(see Moore Regional and Hoke Campus, Richmond Memorial)
 First National Bank
 Harnett County Health Department
 Harnett County School System
 Harnett Health
 Hoke County Health Department
 Hoke County School System
 K. B. Reynolds Charitable Trust
 Methodist University
 Moore County Health Department
 Moore County School System
 Moore Regional Hospital (FirstHealth)
 NC AHEC Program - Area L AHEC, Charlotte AHEC,
 South Eastern AHEC (SEAHEC), Eastern AHEC, Greensboro
 AHEC, Mountain AHEC, NorthWest AHEC, and Wake AHEC
 NC Dept. of Health and Human Services
 NC Division of Public Health
 NC Division of State Operated Healthcare Facilities
 NC Division of Mental Health/Developmental Disabilities/
 Substance Abuse Services
 NC Hospital Association
 North Carolina Medical Society
 NC Osteopathic Medical Association
 NC School Psychology Association
 Office of Healthy Carolinians
 NC Evidence Based Practices Center
 Richmond Community College
 Richmond County Health Department
 Richmond County School System
 Richmond Memorial Hospital - (a Division of FirstHealth Moore
 Regional Hospital)
 Robeson County Health Department
 Robeson County School System
 Robeson Technical Community College
 Sampson County Health Department
 Sampson County Technical Community College
 Sampson Regional Medical Center
 Sampson County School System
 Sandhills Center
 Sandhills Community College
 Sandhills Regional Medical Center
 Sandhills Physicians, Inc.
 Scotland County Health Department
 Scotland County School System
 Scotland Regional Hospital
 Southeastern Health (formerly Southeastern
 Regional Medical Center)
 Southeastern Regional Mental Health/DD/SAS
 University of North Carolina - Chapel Hill
 University of North Carolina- Pembroke
 VA Medical Center (Fayetteville)
 Womack Army Medical Center (Ft. Bragg)

***We have made every attempt to recognize and acknowledge our partnerships of the past fiscal year. We apologize in advance for any omission or error on our part.**

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