



Southern Regional
AHEC | Area Health
Education Center

1974 - 2019



Southern Regional AHEC Timeline

1974



Original Building
Groundbreaking w/ Dr. Lentz, CEO/
Director Bill Hall, Dr. Canady, Tom
Frothingham - Duke (1974)

1976



Family Medicine Residency
Approved (1976)
First Residents Enter Program
(1977)

1977



Continuing Medical Education
Programs, including Dental CE
begins (May 1977)

1995



Computer lab added to library to
enhance technology services (1995)

1996



Health Careers program helps to
establish Health Academy at
Westover High School to attract
young people to the profession
(1996)

1997



President/CEO Dr. Gerald Strand
presents new logo and name change
from FAHEC to Southern Regional AHEC
reflecting the nine-county south central
NC region served (1997)



h
ME
Addition of Godwin Education
Building doubles campus size
(1989)



FAHEC President/CEO Dr. Harold Godwin retires; Dr. Gerald Strand
becomes President/CEO (1992)



EC,
ral
Family Medicine Residency
Program becomes dually
accredited for MD and DO, first in
state of NC (2006)



New building houses all clinical
and education services under
one roof (2017)



Deborah Teasley, Ph.D., President/
CEO, retires after 17 years; Sushma
Kapoor, MD named new President/
CEO (2018)



I am awed by the commitment of our faculty and staff in pursuing quality health care and health care outcomes, not only in our facility, but the outreach work done by educators throughout our nine county region. We start with students who are interested in a career in health care, nurture those interests and provide the resources they need to be successful in their pursuit of undergraduate health science degrees and medical school. Once there, we offer affordable housing that enables these students to experience a variety of encounters with professionals in the region. Additionally, the NC AHEC Scholars Program started this year to assist in meeting gaps in the state's health care workforce. These students undergo a rigorous two-year experience to develop their skills and introduce them to an interprofessional framework crucial to improving health and health care.

During this first year of leading our organization, I have learned so much about the multiple aspects of our impact on the health of the communities we serve. While our mission is to deliver quality healthcare education, the specifics of how we do that reaches beyond teaching and learning, creating the full scope of health care services to health care professionals and individuals who are the recipients of our work. We have identified needs, strengthened our partnerships, and developed new programs to meet those needs.

Thank you to all Southern Regional AHEC personnel for an exceptionally good year. Thank you to all of our community and educational partners who join us in extending quality health care in our local communities and the region we serve.

Sincerely,

A handwritten signature in black ink, reading "Sushma Kapoor". The signature is written in a cursive style with a long, sweeping underline.

Sushma Kapoor, M.D.
President/CEO
Southern Regional Area Health Education Center



NC AHEC, Duke AHEC and SR-AHEC recognize the integral contribution of Campbell University School of Medicine towards the shared mission of growing and strengthening the primary care and other health care workforces in North Carolina

Health Careers and Workforce Diversity

This past year introduced the NC AHEC Scholars Program. Its aim is to recruit, train, and support a diverse group of students from each AHEC region, creating a multidisciplinary team of health professionals committed to community service and the transformation of health care in North Carolina. This new program is an extension of the K-12 health careers pipeline to higher education that has been offered through NC AHEC since the 1990s. The NC AHEC Scholars Program was developed for health professions students interested in supplementing their education with additional knowledge and experience in rural and/or underserved urban settings. The two-year program runs from September through May, and is co-created and co-taught by faculty across the state. Participants receive both statewide and regional educational components. It includes 40 hours of community-based, experiential, or clinical training and 40 hours of didactic education in six core topic areas: interprofessional education, behavioral health integration, social determinants of health, cultural competency, practice transformation, and current and emerging health issues. During 2018-19, Southern Regional AHEC's Health Careers Program has nurtured five individual scholars. They participated in the AHEC Scholars Symposium on April 3-4, 2019 at High Point University. Scholar Karen Callicutt represented SR-AHEC for this event. Recruitment is currently underway for the second cohort of students.



TEACH
Teaching Excellence for a Career in Health

Teaching Excellence for A Career in Health (TEACH) is a nine-month pre-professional health enrichment program for high school students in grades 8 -12. Its goal is to serve as an integral component in the state's education pipeline and to make a significant impact on the number of underrepresented students entering the health professions in the region. During the year,

students met on the third Thursday of each month. Activities included:

- Health science education workshops consisting of lectures emphasizing human anatomy and physiology, information on diseases that affect minority populations, disease treatment and behavior modifications for disease prevention, and hands-on instructions for monitoring body vital signs;
- Health awareness and professional development seminars featuring health career speakers emphasizing awareness of multiculturalism, health disparities, professional health careers, and education programs, and the financial aid and admissions application process to facilitate entry into college;
- Career field trips to educational institutions offering health education programs in North Carolina; and
- Linkages to summer pipeline education enrichment programs such as the one-week summer residential Health Academy Summer Experience program for 30 high school students in grades 8 -12, sponsored by SR-AHEC.

Health Careers and Workforce Diversity Director Tonya Burney held 10 TEACH sessions during the year, including new demonstrations and student interaction programming, such as the UNC HAPPI Roadshow and demonstrating to students how health care in government works, by attending Health Careers on the Hill Day. The TEACH program enrolled 50 students this year.

Accomplishments of Health Careers and Workforce Diversity

- Made multiple presentations during CTE (College/Technical Education) Month with school students, as a part of the Student Health Careers Day
- Distributed health careers program information to over 1,500 students from Hoke, Robeson and Cumberland County Middle Schools
- Coordinated the 6th Annual Student Health Careers enrichment program, H.U.M.P Day (Helping students Understand the Medical Profession)
- Participated and was certified in the nationwide "Stop the Bleed" campaign
- Attended training, along with 100 health science students throughout the nine-county-region, in "Stop the Bleed" Program
- Recruited 137 students who actively participated in the Youth Health Service Corp Model, becoming certified in the curriculum
- **Tonya Burney** completed Master of Science in Health Administration



These college and community college students attended the orientation session of the first *NC AHEC Scholars* co-hort with Southern Regional AHEC; participants spend two years learning and experiencing what it takes and how to make a difference in health care in our state

Development 2018-19

nts@work program

le Schools , offered several hands-on activities

(Medical Profession) with over 150 students from area high schools participating

, held at the Fort Bragg Simulation Lab on February 2, 2019

ulum

Student and Preceptor Services & ORPCE

The Office of Regional Primary Care Education (ORPCE) at Southern Regional AHEC supports health science students from NC colleges and universities, and help schools secure community health practitioners (preceptors) to teach the next generation of health professionals. These in-the-field experiences, called rotations, help keep medical professionals in our region, especially in rural areas. We also provide affordable, short-term housing so these students can complete their rotations, which often require living off-campus, away from academic centers, for weeks at a time.



When rotating at Southeastern Health, SR-AHEC ORPCE students have the option to stay in housing, conveniently located in Lumberton, NC

The mission of the Office of Regional Primary Care Education (ORPCE) is to facilitate quality, community-based, primary care education for health science students. This is achieved through partnerships between the health science schools, the AHECs, and practicing clinicians. During the past year, ORPCE placed medical students throughout our nine county region (Bladen, Cumberland, Harnett, Hoke, Moore, Richmond, Robeson, Sampson and Scotland).



During 2018-19, ORPCE Coordinator Ashley Williams, processed 235 preceptor payments and implemented multiple communications improvements for students residing in our housing. She also worked with the facilities manager and staff to complete numerous housing work orders and improvements.

Ashley is currently enrolled in the *Certificate for Public Health* program at Capella University.

Ashley Williams
ORPCE Coordinator

Accomplishments of ORPCE 2018 -19

- Housed and processed 585 students in student housing
- Provided 9,296 nights of student housing
- Provided 698 weeks of community-based rotations



VCOM CLASS OF 2021 Fayetteville



Jasmine Arzadon



Blake Autry



Meredyth Daniel



Tyler Davidson



Shreya Garg



Taylor Lindquist



Dylan Little



Danielle Price



Nathan Shaffer



Jack Sutcliffe

Fayetteville has gained a reputation among VCOM students as a place with the best rotations and great preceptors



Information Access Center (IAC) & Management Services



The Information Access Center (IAC) houses Southern Regional AHEC's information technology (IT) services. This department maintains all computer software and hardware components throughout the organization. In 2018-19, Information Technology staff completed 1,260 work orders.

After the webmaster retired in 2019, the Marketing Department's design specialist began updating the information on the Southern Regional AHEC website (sr-ahec.org), the residency website (familymedresidency.org) and other sites that were developed through grant initiatives, such as the Crisis Navigation Project site (ncebp.org).

Information Access Center personnel continued

to maintain the technology for these websites. The IT department also manages video equipment for the organization and assisted The Marketing Department in developing videos for Continuing Professional Development and profiles of faculty for The Family Medicine Residency website.

Information Management

The Southern Regional AHEC library is the information management section of the IAC, offering staff and preceptor support to health care professionals and students in our nine county region. The core of our medical librarian's work is to provide research guidance to Southern Regional AHEC residents and students on rotation.

In 2018-19, the library staff continued to support medical professionals with information in response to search requests. Among other outcomes, customers reported that they had used the information to provide better patient care (79 percent), acquire new knowledge (71 percent), avoid adverse events (25 percent), and help with quality improvement (14 percent).

Library Director Lisa Kilburn led the residents' health literacy curriculum and began teaching residents evidence based medicine curriculum in September. In November, Lisa finished her term as President of the ANCHASL (Association of North Carolina Health and Science Libraries) and began her term as Past-President.

Accomplishments of Information Access Center and IAC

- Upgraded Centricity, MIP, GroupWise, Patient Portal, Docutrac, Eprescribing servers to the latest versions
- Maintained a 99.92% or greater uptime on all systems
- Worked with the lab to get the new LabDaq system installed and interfaced with Centricity
- Responded to 4,143 references/consultations and provided 1,257 articles and books in response to document delivery requests
- Completed 12,106 customer transactions
- Circulated/photocopied 1,163 items
- Sent 2303 proactive alerts and trained 228 students in information literacy
- Offered 848.5 contact hours of resident Grand Rounds support

Health Information Management

The Health Information Management Department is responsible for medical records for patients in The Family Medicine Center and The Specialty Medicine Center. During the 2018-19 year, staff scanned and indexed 57,998 items, processed 2,781 releases of information and completed 364 transcriptions.



Library Director Lisa Kiburn works with PGY2 family medicine resident on a research project in the Information Access Center medical library

Information Management 2018 -19

uests



Residents and Graduation 2019

In 2019, seven physicians joined the over 200 doctors who have chosen the Duke/Southern Regional AHEC Family Medicine Residency Program since 1977 to board-certify their skills in family medicine. These doctors of allopathic and osteopathic medicine continue their education or begin their careers in hospitals, private practices, in the military, and other avenues as they pursue their life-long ambition of providing comprehensive health care to people of all ages. The following doctors completed their residency requirements and graduated from the program in June, 2019:

- **Urvika Chosksey, MD** continues her education as a fellow in Harvard Medical School faculty program. She says that she came to Fayetteville's SR-AHEC because of strong academic teaching and focus on preventive medicine.
- **Kelsey Daum, DO** chose SR-AHEC for the opportunity to train at a large community hospital, as well as training at a patient-centered medical home clinic. Dr. Daum is currently serving a one-year faculty fellowship in diabetes management at SR-AHEC.
- **Pete Guerra, MD** found that SR-AHEC offered him a program that fostered healthy growth and relationship formation. He is now providing traditional Outpatient Medicine through the National Health Services Corps at the Community Health Center of New River Valley in Blacksburg, VA.
- **Bethlehem Kassaye, DO** is working at CCI Health & Wellness Services in her hometown of Silver Springs, Maryland.
- **Ayesha Safo, MD** has joined the U.S. Airforce as a captain and serves as a physician for her duty-assignment in Charleston, SC. She scheduled her commissioning ceremony at SR-AHEC.
- **Ashley Self, DO** first came to Southern Regional AHEC as a medical student from Edward Via Virginia College of Osteopathic Medicine. She chose the SR-AHEC program for its variety of opportunities and patient diversity. She is currently working with Cape Fear Valley Medical Center's Urgent Care network.
- **Andrew Stanton, DO** was attracted to the Southern Regional AHEC program because of its dual accreditation from both ACGME and AOA and passion for creating better health care by creating better health care professionals. He is currently serving as a family physician at Outpatient Family Medicine Southwest Medical Associates in Las Vegas.

Accomplishments of PGY 1, PGY 2 and PGY 3 2018 -19

- **Brad Bennin, DO**, PGY-2 presented original research "The Rodrigues Revascularization Score to Predict Wound Healing" at the Research Symposium. May 2019, winning second place in the resident category
- **Aixa Navia, MD**, PGY-2 presented a case report poster, "Differential Diagnosis and Work up for Urine Analysis Showing Proteinuria" at the Army Medical Center Research Symposium, May 2019
- **Joseph May, DO**, PGY-2, medical school study published, "Procedural Challenges During Intubation in Patients With Oropharyngeal Cancer" in the Journal of the American Society of Anesthesiologists, June, 2019



Back row from left to right: Bethlehem Kassaye, DO; Andrew Stanton, DO; Kelsey Daum, DO; Pete Guerra, MD; Front row (from left to right): Ashley Self, DO; Ayesha Safo, MD; Urvika Choskesey, MD

9

...a selected podium presentation at the Womack Army Medical Center

...teinuria with Microscopic Hematuria in the Primary Care Setting" at the Womack

...haryngeal Masses: A Prospective Observational Study," International Anesthesia



A Day at Southern Regional AHEC

I walk into the clinic and pull my laptop out of my bag
Oh my, it's only 8 in the morning, why am I getting a flag?

I look around the clinic that has now been my home for months
It must be a busy day, as all the attendings are here early (for once)

Dr. Salzberg in the corner, reciting all the facts known to man
Dr. Mergy in his pink shirt, ultrasound machine in hand

Dr. Hardy with her trendy clothes and special foot heater
Dr. Lester in the back, talking about the latest med calculator

Dr. Gardner already teaching - I don't think I've met anyone that smart
Dr. Kapoor in the corridor, with her big smile and even bigger heart

Dr. Khurana, rushing to the hospital, aiming for that perfect HCAPS score
Even the newest recruits, Drs. Sciarra and Riddley are here, just by door

Dr. Shapiro comes down talking about a cool new bug he stumbled upon
And Dr. Izurietta...the kindest soul...we don't realize how much we'll miss him when he's gone

Knowing the best doctors are around, I start seeing my patients for the day
I love how the preceptors guide me, yet make me believe in myself along the way

Later I head to the pediatric ward, the sounds of crying babies near
And I think to myself, I like old people/Geriatrics, why am I here?

Then I realize that kids and elderly have more similarities than one
What with diapers, always sleeping and never listening to anyone

At the end of the wing, I see Dr. Smith with the physician assistant
He's one of the good ones, you can tell in an instant
You see, teachers like him, who make learning valuable and fun
Are the real gems in society, they are comparable to none

As I head home later that day, I realize how lucky we residents are
To have attendings who have encouraged, inspired and brought us this far

For we are not only the doctors, but the people we are today
Thanks to these unsung heroes before us, who have supported us every step of the way.

From graduating resident, Urvika Choksey, MD
on behalf of our graduating class, a message of gratitude to our faculty



PGY 1, PGY 2 and PGY 3 residents of the Duke/Southern Regional AHEC Family Medicine Residency Program, June 25, 2019



Board members, Warren McDonald (pictured) and David Dickerhoff (not pictured) attended the graduation event in June; special thanks to speakers Board chairman David Boliek, Jr.; Anthony Viera, MD, Chairman of the Dept. of Family Medicine & Community Health at Duke University School of Medicine; and David Smith, MD, (not pictured) of Cape Fear Valley Pediatrics, chosen by our graduates, to be their guest speaker



Continuing Professional Development

Southern Regional AHEC's Continuing Professional Development provides health care professionals with the training and continuing education they need to meet state licensure and specialty certification, and to stay abreast of new research, emerging technologies, and the latest innovations and advancements in their fields. In 2018-19, 435 programs with 1,819 programs hours were offered to health care professionals through SR-AHEC. Sixty-six percent of these programs were held in Cumberland County, with 17 percent hosted in SR-AHEC's other 8 counties in the region and another 17 percent held outside of the region. There were 10,853 individuals who attended CE/CME programs, with an average of 25 per program.

CE Programs by Event Type

- 38 percent of programs were public non-contracted (traditional regional events);
- 24 percent of programs were public contracted (CME Series and grand rounds, etc);
- 1percent of programs were private non-contracted programs (grant funded programs)
- 37percent of programs were private contracted (state contracts, other contracts with LMEs, hospitals, etc.)

The American Heart Association Training Center was successful in delivering training to individuals in the courses offered through the center, such as CPR training, Basic Life Support, Advanced Cardiac Life Support and Heartsaver. This year, the staff distributed 18,981 cards and trained 14,613 individuals.

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Accomplishments of Continuing Professional Development

- **Russet Rogers** and **La-Lisa Hewett-Robinson**, with support for the CPD team, successfully implemented a DHHS Opioid co AHEC and Southern Regional AHEC regions
- **Russet Rogers** is working with **Dr. Marvin Swartz** (Duke AHEC) and **Nevin Fouts** (NC AHEC Program Office) to provide online Division of Mental Health, Developmental Disability and Substance Abuse Services
- **Tamika Perkins** secured and/or renewed contracts for Pharmacy CPD with Cape Fear Valley Health System, Fayetteville Veterans Affairs Medical Center
- **Tonya Burney** successfully managed the implementation of the first co-hort of NC AHEC Scholars working with faculty on campus, certified as a National Diversity Professional
- **Karen Goble**, in collaboration with **Dr. Lenny Salzberg** and **Dr. Elizabeth Nelson** are piloting the *William C. Friday Dialogues* which examines health and health care from a systemic perspective and builds skills in dialogue across differences
- **Karen Goble** is also participating in a research study in examining the well-being and burnout among health care providers
- **Courtney Masters** joined the CPD CME team in June and has started updating/branding our CME forms with new accreditation
- **Russet Rogers** completed the Executive Leadership and High-Performance Leadership Certification programs from Cornell University
- **Russet Rogers** published an article in the *Journal of Continuing Education in the Health Professions* describing the NC AHEC CME program



Dr. Marvin Swartz presents information on Psychiatric Advance Directives (PADS) to program participants

oment 2018-19

contract to implement certified peer support training and medication assisted treatment training in both Eastern

the First Level Commitment Evaluator training the NC Department of Health and Human Services,

rans Administration Medical Center and Southeastern Regional Medical Center in Lumberton

curriculum development and delivery and securing five clinical sites for the Scholars and became

s for Civic Leadership. This is an innovative and collaborative blended learning program that

across disciplines in Eastern NC

tion requirements

University

IPE Initiative

Cumberland Community Foundation, Inc. Funds Grant to Address Local Substance Abuse Disorders and Opioid Addiction

The North Carolina Evidence Based Practices Center (NC EBP Center), housed at Southern Regional AHEC, was awarded a grant from the *Community Grants Funds of Cumberland Community Foundation, Inc.*, in 2018 for its Facing Addiction Through Community Empowerment and Intervention Teams, (FACE-IT!) Academy. Its purpose is to improve community efforts in addressing the problems of substance use disorders and opioid addiction. Those who work with, or encounter persons with substance use disorders, are members of the (FACE IT!) Academy which began in June, 2019. These community stakeholders were recruited because their work puts them in contact with these citizens and the Academy will help them to gain knowledge and understanding of science-based perspectives and best practices related to substance use disorders treatments.



Members of the (FACE-IT!) Academy attend orientation session, outlining the work and training that they will encounter over the next two years to combat substance use disorders in the community

The (FACE-IT!) Academy takes place over a two-year period, offering a structured substance use disorder training and development program to participants. Specific training in evidence based perspectives of substance use disorders is integrated with an introduction to motivational interviewing and other concepts. Following the training components, these (FACE-IT!) Academy members design group and/or individual projects to be implemented in the community, with the goal of improving the community's response to the substance use and opioid crisis.

Accomplishments of NC Evidence Based Practice Center

- **Bertina Parkins** holds training certifications as a national Cultural Diversity and Inclusion trainer and Mental Health First Aid in two content areas
- After several years of inactivity, **Bertina Parkins** planned the *Annual Teen Summit*. She was able to re-activate this event with
- **Bebe Smith** has also developed a collaborative partnership with Atrium Health on implementing PADS in one of their hospitals
- **Bebe Smith** presented a national webinar for SAMHSA. The webinar highlighted the work of the Crisis Navigation Project in the Education Center, Duke University Medical Center, and NAMI North Carolina to promote the use of PADS through a variety of

Partnership Results in Grant to Build Coping Strategies for Fayetteville Youth



A grant awarded to Southern Regional AHEC funds training for Cumberland County Schools staff and local community organizations to build a trauma-informed workforce to support resiliency strategies for youth and families

strategies for youth and their families, according to La-Lisa Hewett-Robinson, Administrator for SR-AHEC Mental Health Continuing Education & NCEBP Center.

Cumberland County Schools Superintendent, Dr. Marvin Connelly, Jr., says the school system is delighted to work in partnership with SR-AHEC and Alliance Behavioral Health to implement training supported through school safety grant funds allocated by the North Carolina Department of Public Instruction. “Our collective efforts will empower staff to support our children and youth through strength-based, resilience-building, and trauma-informed strategies of care.”

The North Carolina Department of Public Instruction awarded \$89,020 in a safety grant to Southern Regional Area Health Education Center (SR-AHEC) to fund a year-long strength-based resiliency training series, “Communities Fostering Resiliency in Youth,” for teachers/staff in the Cumberland County Schools and local community organizations.

The model is a result of the work of Dr. Kenneth Ginsburg, a pediatrician specializing in adolescent medicine at The Children’s Hospital of Philadelphia and a professor of pediatrics at the University of Pennsylvania School of Medicine, along with a team of multi-disciplinary professionals with decades of experience and on-going research regarding youth. Stakeholder recruitment includes representatives from SR-AHEC, Cumberland County Schools, and Alliance Behavioral Health, hospitals, departments of social services, law enforcement, juvenile justice, youth care settings and other community agencies. Leaders from the community and targeted organizations are actively engaged to promote the value of developing a trauma-informed workforce to support resiliency

ter 2018 -19

d trainer. During the past year, she has provided educational trainings in the region in these

h strong participation numbers and positive program outcomes

itals

North Carolina, a collaborative effort between Southern Regional Area Health
of educational and community engagement

Quality Improvement & Patient Safety



In March 2019, The Family Medicine Center at Southern Regional AHEC was recognized as a Patient-Centered Medical Home by the National Commission on Quality Assurance (NCQA). SR-AHEC's PCMH sub-committee of the QI Committee led the efforts for recognition.

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's website (ncqa.org) contains information to help consumers, employers and others make more informed health care choices.

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President Margaret E. O'Kane. "Recognition shows that The Family Medicine Center at Southern Regional AHEC has the tools, systems and resources to provide its patients with the right care, at the right time."

In addition to Patient-Centered Medical Home recognition, Quality Improvement and Patient Safety personnel worked on two projects, using root-cause analysis, to improve immunization rates and behavioral health wait times. As a member of the BCBS Quality Program, this department implemented PDSA (plan, do, study, act) models in four areas: blood pressures, A1Cs, microalbumin tests, and cervical screenings.

Patient Portal Use Increases

In an effort to increase the number of patients using SR-AHEC's clinical portal, the Marketing Department and Quality Improvement and Patient Safety worked together to create a step-by-step guide for individuals to log into the portal. The guide was placed at the front desk in The Family Medicine Center. Staff, including front desk, nurses and physicians encouraged patients to use the portal for appointment scheduling, to check on test results and other communications.

The project resulted in a 60 percent increase in the number of patients using the portal this year.

Accomplishments of QI/Patient Safety 2018 -19

- Assisted in the implementation of CCM for the clinic as a new billable service
- Assisted in enrolling providers and staff in the NC Health Information Exchange (NCHIEA and HealthConnex)
- Led the QI Committee in several areas of quality improvement, including:
 - Completing micro-albumin test
 - Conducting lead screening for Medicaid children, foot exams and retinal exams for diabetic patients
- Assisted with patient portal updates to enroll more patients
- Increased adolescent immunizations
- Conducted resident training and education in the following areas: QI Projects: Journal Club, ICC rotation, Intro to QI, Root Cause Analysis
- Hired new data analyst

Preparing Practices for Value-Based Care

Southern Regional AHEC's Practice Support team transforms healthcare delivery in our nine-county region by helping providers meet national standards and ready themselves for value-based care. This team works with individual practices to provide on-site assistance on the tools and systems needed to offer consistent, high-quality care to all patients, and prepare the practice to receive value-based payment initiatives. These services include:

- EHR consultation
- Patient Centered Medical Home consultation
- Expertise in practice transformation for quality payment program from the Federal Government
- Manage Medicaid Transformation
- Workshops, trainings, webinars and group collaborative meetings
- Practice Management consultation
- Quality Improvement work

Regional practices interested in receiving these services must apply through the MYAHEC website at: <https://my.ncahec.net/roles/ipip/qic/addPractice.php> and create an account. After the application is received, a member of the Practice Support team will schedule a consultation with the requesting practice. In 2019, the Practice Support team coached 79 practices in the region on multiple projects, expanding the scope of services to include behavioral health practices.

In 2019, the NC AHEC Program contracted with the NC Dept. of Health and Human Services to assist providers with the transition to NC Medicaid Managed Care. Southern Regional AHEC's Practice Support team was responsible for coordinating and notifying local providers of these meetings in their districts

**PHP/PROVIDER
MEET & GREETs**
**HEALTH PLAN REPS
& NC MEDICAID EXPERTS ON HAND TO
ANSWER YOUR QUESTIONS
ON MANAGED CARE**



Accomplishments of Practice Support 2018 -19

- Continued to assist practices with over 53 attestations equating to increases in reimbursement across the region
- Completed collaborative project with the Peterson Center for Healthcare
- Received two grants through the North Carolina Medical Society to assist two practices with transformation work
- Assisted five practices in achieving PMCH recognition (one of them being SR-AHEC)
- **Jennifer Bigger** achieved PMCH Certified Content Expert (PCMH-CEC) status through NCQA

Clinical Education and Services

Throughout 2018-19, staff and faculty of The Family Medicine Center implemented programs to improve patient outcomes.

NC HealthConnex

In January 2019, The Family Medicine Center announced its participation in the state-operated health information exchange, now called NC

HealthConnex. This health information exchange

network is being used statewide and will help The Family Medicine Center securely share a patient's important health information like drug allergies, prescriptions, medical conditions, and lab and test results with other health care providers with whom the patient has a relationship.



This technology is available through Southern Regional AHEC's partnership with the North Carolina Health Information Exchange Authority (NC HIEA), housed within the North Carolina Department of Information Technology. "We're very enthusiastic about this partnership," said Carl Keiper, Practice Manager for The Family Medicine Center at Southern Regional AHEC. "Having access to the NC HealthConnex network will help our clinicians get the information they need to make more informed decisions about our patients' care when they need it."

North Carolina is taking a comprehensive approach to reforming Medicaid and making it more efficient and effective for the 1.8 million individuals receiving Medicaid services. NC HealthConnex will be a critical foundational element of reaching that goal. NC HIEA's secure network - NC HealthConnex - is available to all providers and required of Medicaid providers. It links information from separate health care sites to create a more complete health record for individual patients. This record combines health information from The Family Medicine Center/The Specialty Medicine Center and all of a patient's other health care providers that participate.

Health information exchanges like NC HealthConnex are being built in states and regions across the country and are widely viewed as central to supporting lasting improvements in our nation's health care system. These systems can reduce medical mistakes, improve care coordination, provide better patient outcomes and lower overall health care costs.

Community Medicine

During the year, staff and faculty attended health fairs for Fayetteville City employees and Cumberland County employees, introducing services offered by The Family Medicine Center, including osteopathic manipulation demonstrations to over 300 attendees.

Clinical Productivity for 2018 -19

	Patient Visits	Ancillary Services
Family Medicine	27,077	
Behavioral Health	1,856	
Hospital	4,459	
Nurse Visit		1,615
Labs		38,662
X-Rays		1,892
Messages		24,233
Referrals		9,978

Specialty Medicine

Child Medical Evaluations (CMEP)	350
Pediatric Cardiology (UNC)	281
HIV	772
Pediatric Hematology (Duke)	23



Accomplishments of Clinical Staff/Faculty 2018-19

- **Lenny Salzberg, MD** published Physician Well-Being in FP Essentials 2018 #471, August 2018. *Awarded FAAFP in 2018; presented a lecture and a workshop at annual STFM meeting in Toronto, presented with Cheryl and Ari at PDW*
- **Lenny Salzberg, MD** was peer-selected to present "Physician Well-Being: Teaching Resiliency and Office Efficiency" at The Society of Teachers of Family Medicine Annual Meeting, April 2019; Toronto, Ontario Canada
- **Lenny Salzberg, MD, Vicky Hardy DO, and Michael Shapiro, PhD** were peer-selected to present "Teaching Crucial Conversations Skills to Residents" at The Society of Teachers of Family Medicine Annual Meeting, April 2019; Toronto, Ontario Canada
- **Cheryl Haynes, C-TAGME**, published "Burnout and Job Satisfaction Among Family Medicine Residency Coordinators: Results from a National Survey" in the journal, Family Medicine STFM, October 2018 Volume 50, Issue 9
- **Cheryl Haynes, C-TAGME** presented "2019 Revisions to the Common Program Requirements" and "The Successful Residency Coordinator" at the ACOFP Faculty Development conference in Chicago, IL March 2019 and the Virginia Graduate Medicine Education Coordinators conference in Newport News, VA. May, 2019
- **Cheryl Haynes, C-TAGME** was selected to serve on the NC AHEC GME Collaborative Conference Planning Committee for 2019
- **James S. Lester, DO** was peer-selected to present "Developing Ethics Curriculum for Family Medicine Residency" at the ACOFP Faculty Development conference in Chicago, IL March 2019.
- **Lenny Salzberg, MC, Cheryl Haynes, C-TAGME and Arielle Villanueva, MD** were peer-selected to present "Involving Your Residents in the CCC-Milestone Assessment: A Residency Team Approach" at the AAFP Residency Education Symposium, Kansas City, MO, April 2019
- **Vicky Hardy, DO** was named a *2019 New Faculty Scholar* by the Society of Teachers of Family Medicine
- **Michael Shapiro Ph.D.**, published, "Elders as Counselors. In Church Building Elderships: A Training Manual", (pp. 111-119). Spring, Texas: Illumination Publishers
- **Michael Shapiro, Ph.D. and Mary Shapiro, Ph.D.** "Burnout, Compassion Fatigue, and Wellness." Workshop presented for Southeast Ministry Leaders, Churches of Christ, Ridgecrest, NC, August, 2019
- **Sterling Riddley, MD, Lenny Salzberg, MD, Emily Ghassemi, PharmD, Michael Shapiro, PhD, and Carl Keiper, MLIS** presented a poster, "Improving Diabetes Distress and Self-Management through Acceptance and Commitment Therapy in Patients with Type 2 Diabetes" at the Womack Army Medical Center Research Symposium, May 2019

Clinical Education and Services, Part II

Chronic Care Management is Personalized Care Planning, Designed to Keep Patients Healthier

Southern Regional AHEC's Chronic Care Management Program was created to help keep our sickest patients well, and out of the hospital. It is a new personalized program designed to meet individual patient's health care needs. Patients with one or more chronic conditions can become a member of the program by signing up through their health care provider in The Family Medicine Center. Services include: a person-centered plan, 24 hour access to the patient's health care team, telephone support and personalized attention. The Chronic Care Management Program coordinates all of the patient's health care with their specialists, pharmacists, home or community service organization and the hospital. The program also includes proactive scheduling of preventative care, such as vaccines, annual visits and wellness exams.



Behavioral Health Care Offers Integrated Approach

Southern Regional AHEC's integrated care approach is reflected in The Family Medicine Center's behavioral health services. In addition offering ADHD clinical services for children and adolescents, adults have the opportunity to combine their health care and behavioral health services in one place.

This department saw a marked increase in the number of encounters over last year, with 1,856. These services are available on-site for confidentiality and convenience:

- Diagnostic evaluation for individual/couples
- Family psychotherapy
- Brief consultation during a regular medical visit
- Integrated care with primary care physician at The Family Medicine Center

Chronic Care Management Program

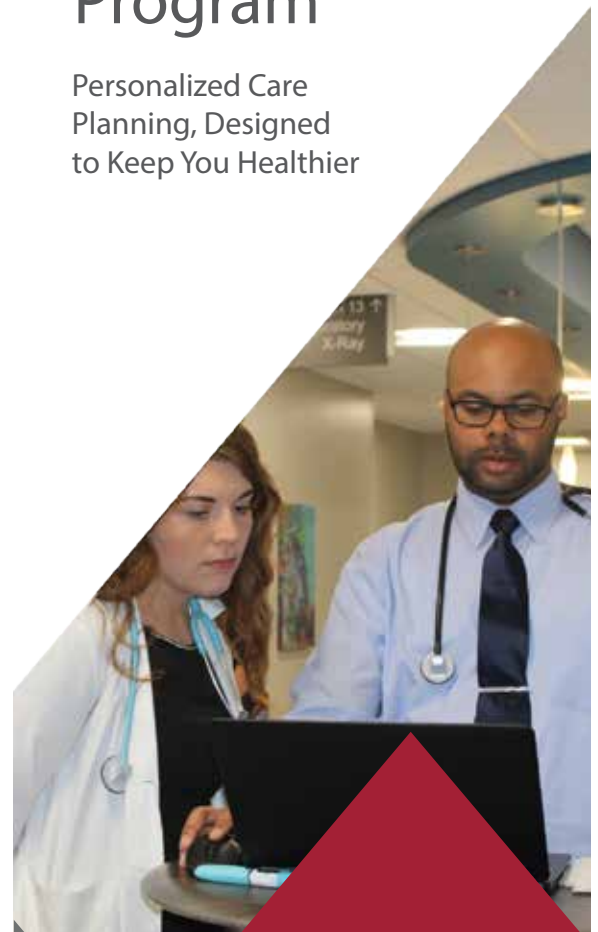
Personalized Care
Planning, Designed
to Keep You Healthier

Health Care Blogs Entertain and Inform

In March 2019, two health care blogs were introduced on the Southern Regional AHEC website and updated each month. The purpose of the blogs is to offer patients and others who visit the site, something fun and informational to read that is not easily found on the internet or in journals. Each blog is promoted internally by e-mailing the blog link to SR-AHEC employees. Up to date information on the topic, along with a link to the blogs are also promoted to the community through social media sites, FACEBOOK (@SouthernRegionalAHEC) and TWITTER (@SRAHEC_NC).

The *Guidance to Good Health* blog is written by clinical faculty members and/or residents on timely topics of interest.

The *Piece of Mind* mental health blog was first published in April. It is written by faculty member Michael Shapiro, Ph.D., who also serves as the editor to both blogs. The Piece of Mind blog, often written with a humorous slant.



Faculty member Sterling Riddley, MD works with medical student in The Family Medicine Center

Administration & Finance Services

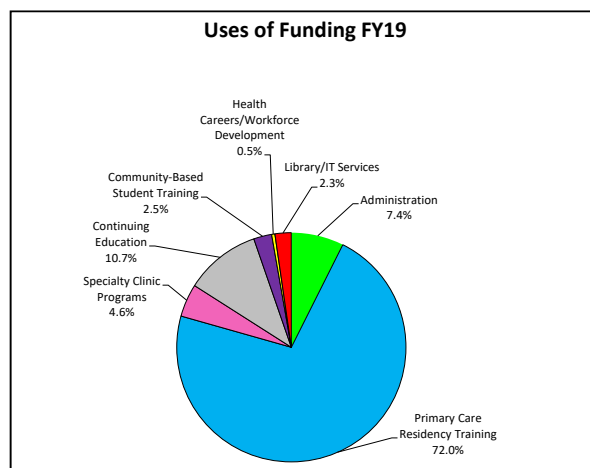
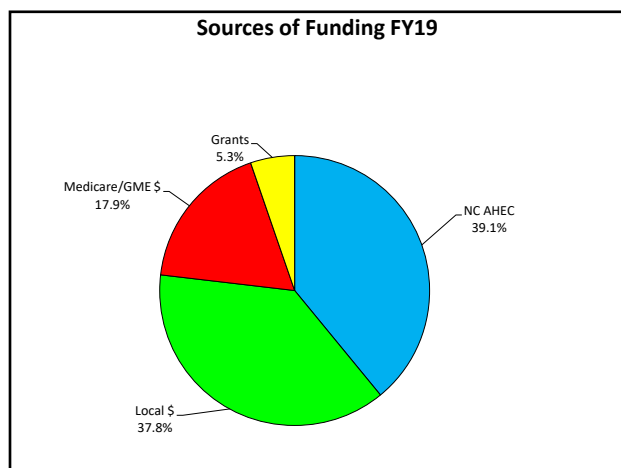
The Administration and Finance Department of Southern Regional AHEC provides the full spectrum of corporate operations for accounting, finance, payroll, purchasing, human resources, facilities management, and marketing. The department also manages the clinic business operations for The Family Medicine Center and The Specialty Medicine Center. The Family Medicine Center also operates a fully integrated behavioral health service for patients, with a team of four providers.

FY19 Achievements

During FY19, the department received clean audit opinions for financial operations, retirement plans, and various state and federal grants. The department managed a \$20 million dollar budget for FY19. In addition to routine financial operations, the department managed \$1.4 million dollars for 15 different grants from federal, state, and private sources. The department processed 126,000 transactions in conducting the business of Southern Regional AHEC.

The human resources section provided a number of training events for managers and staff to include, Sexual Harassment Prevention Training, Customer Service and Interviewing and Selection. These were developed in-house by Human Resources Director, Linda Baez. (See page 25 for more details) The section also produced a bi-monthly HR Buzz Newsletter. They also managed AHEC (A Happy Event Committee) who organizes various employee pot luck events and employee appreciation days.

The Administration and Finance Department managed the business end of all clinical operations. This included total clinical charges of over \$8.3 million dollars and a record-setting collection total of \$4.1 million dollars. The clinical business operations team meets or exceeds national benchmark performance for: Net Collections, 100%; Bad Debt < 0.6% of gross charges; Accounts Receivable > 120 Days of 3%; and Days in Accounts Receivable of 33. The team achieved these benchmarks while processing over 70,000 check-in/check-out encounters, 41,000 claims, and 27,000 messages.



Sources

FY19		
NC AHEC	\$ 7,643,062 *	39.1%
Local \$	\$ 7,393,613	37.8%
Medicare/GME \$	\$ 3,493,230	17.9%
Grants	\$1,034,411	5.3%
	\$19,564,317	100.0%

*Included \$4.8 million dollars in one-time funds from legislature for regional residency support (majority pass-through)

Uses

FY19		
Administration	\$ 1,371,854	7.4%
Residency Training	\$13,327,340 *	72.0%
Specialty Clinic	\$ 858,339	4.6%
CPD	\$ 1,974,888	10.7%
Community-Based Student Training	\$ 471,654	2.5%
Health Careers/ WF Development	\$ 85,012	0.5%
Library/IT Services	\$ 425,853	2.3%
	\$18,514,940	100.0%



Accomplishments of Administration/Finance 2018-19

- Established process to distribute \$4.8M dollars in regional residency support from NC General Assembly
- Developed and presented the FY20 operating and capital budgets adopted by the Board of Trustees
- Developed practice management curriculum for The Family Medicine Residency
- Developed a quarterly Dashboard report for faculty covering corporate financial performance and wRVU data
- Managed all business insurance policies to ensure proper coverages
- Worked with Merrill Lynch to actively review and revise, as needed, the corporate investment portfolio and two retirement plans
- Reviewed 401k and 403b investments quarterly, and processing fund changes as indicated
- **Linda Baez** presented at the NC Emergency Nurses Association Annual Conference, *Managing the Different Generations in the Workplace*. She also was a Smart Stage presenter at the National Society for Human Resources Management (SHRM), presenting on the topics of: *Foundations of a Civil Workplace* and *Common Threads of the Different Workplace Generations*

Partnerships for 2018*

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 (Duke University Medical Center)
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 Moore Regional Hospital - Hoke (FirstHealth of the Carolinas)
FirstHealth Moore Regional (FirstHealth of the Carolinas)
FirstHealth Richmond Memorial Hospital (FirstHealth of the Carolinas)
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
NC AHEC Program (UNC Chapel Hill)
South Eastern AHEC (SEAHEC)
Area L AHEC
Charlotte AHEC

Eastern AHEC
Greensboro AHEC
Mountain AHEC
NorthWest AHEC
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
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.**



Southern Regional
AHEC | Area Health
Education Center

1974 - 2019
