

Advancing Healthcare Access Through Education





Congratulations On 50 Years!

North Carolina AHEC marked its 50th Anniversary in 2022. Since 1972, the NC AHEC has offered leadership and guidance to support regional AHECs in their efforts to improve the access of quality health care by focusing on increasing the workforce in our state.

Southern Regional AHEC has benefited from that support and our academic affiliation with the Duke AHEC. We will celebrate 50 years in 2024, continuing to work with our partners both regionally and statewide to meet our mission.



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Southern Regional AHEC Mission

The mission of SR-AHEC is to deliver quality healthcare education.

SR-AHEC meets its mission of addressing the region's health workforce needs by:

- Promoting state of the art healthcare education
- Continually seeking innovation in the education experience
 - Providing timely information resources
- Improving access to care through high quality clinical services
- Increasing the number and diversity of practicing healthcare professionals



Adding clinic space to meet the growing health care needs of our community

WELCOME

TAKE A CLOSER LOOK

Greetings!

In late 2019, we all experienced the unexpected. The world, specifically the world of health care, was turned inside out, up and down, and all the way around! It took all hands, hearts and tons of protective gear to carry out our work, while the fear of the unknown continued to manifest itself.

In the years following the height of the COVID-19 pandemic, our health care and health care education professionals adjusted as needed and kept moving forward - as we *navigated the new normal*. Since that time, we have been flexible but purposeful in the care of our patients and in the additional education needs of health care professionals. This past year has been no different, as we explored new ways of teaching and learning. We added the delivery of critical and preventative health care services to include podiatry and nutrition services. We now house one of only six Diabetology Fellowships in the nation, as our providers utilize evidence-based resources to help patients.

You are encouraged to take a few moments to review our accomplishments and challenges of **2022-2023**. You will find that as a force in health care and health care education, we have surpassed our goals, met the needs of our patients and customers, while achieving more than we ever dreamed possible.

We would not be able to do this without the dedication of our employees, our faculty, our residents and the support of our communities. Their unwavering commitment to the health and well-being of others is a beacon of hope in these challenging times. We thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sushma', with a long horizontal line extending from the end of the signature.

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

Core Services Define Focus at Southern Regional AHEC



Family Medicine Residency gives new physicians the experience they need to meet the requirements to qualify for board certification in family medicine. Fellowship programs are offered in diabetes and faculty development



Family Medicine Center and Specialty Clinics provide integrated patient care and residency training as a primary medical care practice for citizens of all ages in our region



Continuing Professional Development for health care professionals helps them stay up to date on treatments/technology through accredited programs and conferences offered in their field of work



Health Careers and Workforce Diversity helps students explore careers in health care to improve the geographic distribution, retention, and quality of health care providers. Student services coordinates housing for medical students and residents enrolled in an approved rotation



Practice Support Services employs a team of coaches who develop customized plans to assist primary and behavioral health care practices transform health care delivery to enhance quality and reduce costs



Library and IT Services offer health care information to providers in our region through the AHEC Digital Library and provides enhanced support to our family medicine residency program



The NC AHEC Practice Management Academy was highly successful in its first year. After being hired as Project Specialist, **Jane Moran, MLS** developed programming, recruited faculty and marketed the program.

The Practice Management Academy's first offering was the completely virtual *Practice Manager Bootcamp*. The first bootcamp cohort began in September 2022 with 80 participants and concluded in June 2023. The second cohort began in January 2023 with 76 participants and concluded in September 2023. The third cycle of the *Practice Manager Bootcamp* began in September 2023.

Additionally, two additional virtual continuing education opportunities were developed and made available to practice managers and providers:

- *Negotiating Effective Contracts* and
- *Your Practice Manager: Your Most Profitable Partner*

Funded by a *Medicare* grant, both sessions included CEUs and CME credit. *Negotiating Effective Contracts* enrolled 48 participants, and *Your Practice Manager: Your Most Profitable Partner* enrolled 16 participants. Both sessions took place during the first week of June 2023.

The recordings were placed on the Practice Management Academy's platform and are available to interested practice managers *free of charge*.

IT Services Team

Connects Digital Information Throughout Organization



The Information Technology team consists of Director **Michael Spexarth** and IT Specialist **Matthew Moon**. They were responsible for taking care of all information services for the organization, including electronic health records through *Athena*. Their contributions during the year included:

- Increased workorders in all categories
- Worked with *Athena* and NCIR to implement the bi-directional connection NC Immunization Registry for seamless entry process
- Worked with CEAS Division to implement *Vaxcare* vaccine administration and inventory system
- Migrated three servers to new HyperV server; upgraded servers from *Windows 2008 R2* to *Windows 2019/2021*
- A single sign on became available to the NC HIE – *HealthConnex* directly through *Athena*
- Michael Spexarth served on NC AHEC IT Governance.
- Matthew Moon assisted with software and hardware updates, workorders, printer issues

Work Order Tallies for FY23

Workorder Category	Number Submitted
Software- Groupwise, any/EMR-Any/Forms	335
Printer/Copiers/Scanners/Phones/AV	329
Network/Computer Equipment	255

Practice Support Coaches Enhance Quality Care and Reduce Costs



The Practice Support team of **six** coaches (**Donna Bowen – Administrator and Team Lead, Paula Locklear – Senior Coach, Soni Melvin, Amber Long, Alexis Heller, and Donnesha McKenzie**) work to assist ambulatory care, specialty practices and mental health agencies on multiple grants, to include Medicaid Transformation work, (including Tailored Care Management), the NC Department of Public Health Hypertension Diabetes Quality Improvement grant, and ACURE4Moms grant.

By participating in SR-AHEC's Practice Support Program, practices are well-positioned to meet the requirements of federal incentive and payment programs, state-based payer programs, as well as local initiatives and/or organizational targets and goals.

Donnesha McKenzie works with the Tailored Care Management program. She works across the state with multiple practices on tailored care management initiatives. Behavioral Health I/DD Tailored Plans are accountable for quality of care and outcomes for the Behavioral Health I/DD population. She will assist in determining provider readiness for Tailored Care Management through a certification process. Donnesha also worked with 13 active practices across the state of North Carolina.

Work will also continue with the Community Health Worker/AMH initiative, beyond the pilot work. There will be a focus on CoCM: Collaborative Care Model (Pediatrics and Primary Care) model and dissemination.

Finally, there will continue to be a focus on Tailored Care Management work with agencies as additional rounds are expected to be accepted.

The team continues to evaluate the needs of each practice served and the ability to meet their needs. When necessary, additional training and/or resources are obtained to assist as needed. Overall, the number of practices served increased; this past year, there was an increase in the number of KDIS reports filed. Although some in-person visits were made, most are still virtual. In the coming year, the Southern Regional AHEC Practice Support team will ramp up involvement in the ACURE4Moms (Accountability for Care through Undoing Racism and Equity for Moms) grant. NC AHEC is partnered with the UNC OB Department through a PCORI funded grant which will fund practice facilitators to assist recruited OB clinics on improving their workflows and communication with patients.

Highlights and Achievements

- National Rural Health Day on November 17, 2022 – Donna Bowen and Paula Locklear attended
- Community Health Worker Summit December 2, 2022 – Soni Melvin and Paula Locklear attended
- Practice support team attended the NC Statewide meeting in December 2022 in Winston Salem NC
- Regional 6 Tobacco Prevention Work Group – Assigned coach: Donna Bowen
- In January 2023 Donna Bowen attended and was guest speaker at the NCMGMA Winston Salem Chapter Meeting. The presentation was on the importance of the Community Health Worker role.
- UNC-P Career Day attendance - Donnesha McKenzie and Paula Locklear participation in panel discussion - April 5, 2023
- Office of Rural Health Presentation - Paula Locklear - March 15, 2023
- NCMGMA Spring Meeting held in Charleston S.C. May 17th -May 19th – Donna Bowen and Jane Moran attended as Exhibitors

New
Practices in
2023
13

Practices
Supported
in 2023
138

Total
Encounters
2,087

During 2022/2023 SR-AHEC Practice Support Team

- Recruited **13** additional practices
- Supported **138** practices in the region/across the state
- Total encounters for this fiscal year is **2,087**
- Worked successfully with **112** active Medicaid Managed Care Practices
- Experienced **1,983** Medicaid specific encounters
- Completed one (**1**) Medicare Attestations
- Completed five (**5**) practices in HDQI with 60 encounters – grant completed
- Assisted **131** practices with NC Health Information Exchange trainings
- Completed **718** Key Driver Implementation Ratings
- Kicked off the startup of A Cure for Mom grant with a total of **35** encounters

Other work accomplished in 2022-2023 included:

- Provided support to improve clinical quality outcomes in ambulatory care practices.
- Tracked monthly progress of practices receiving services in the KDIS
- Maintain practice/project statuses and demographics in the Salesforce CRM (Customer Relations Management System)
- Completed five (5) Office of Rural health assessments and continued to work on implementation plans with the agencies (Richmond County Health Department, Scotland Health Clinics, and Robeson Health Care Corporation)
- Continuation of the SR-AHEC Blog/Web

ntation was on Practice Management Burnout

rs for Practice Management Academy

Library Information Services Help Providers Conduct Research to Improve Patient Care



Lisa Kiburn, MLS
Director of Library Services

The Southern Regional AHEC Medical Library is an important education resource for health care professionals and health science students in the region.

During the year Library Director **Lisa Kilburn, MLS** responded to reference questions and guided both internal and external customers. In addition to her regular duties, internally she assisted with:

- Quality Improvement
- Patient Safety
- Diversity, Equity, and Inclusion
- Clinical Competency Committee
- Resident didactics

Lisa also serves on the following NC AHEC statewide committees:

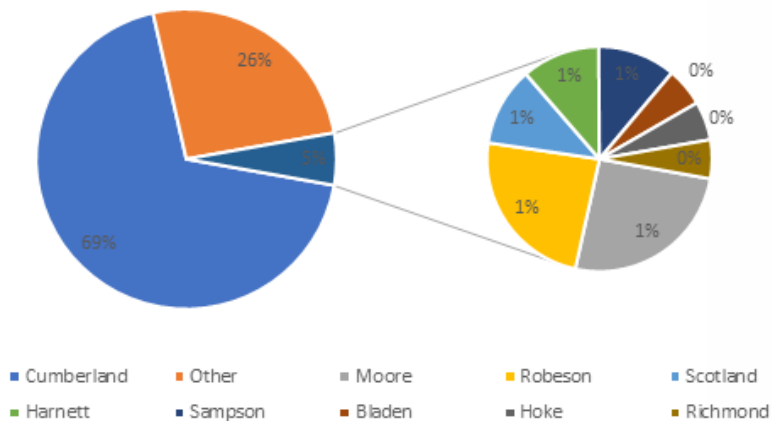
- ILS Directors (all AHEC library directors)
- ILS Council (chair-elect FY23 and chair FY24)
- LibGuides
- Marketing - Chair
- Statistics

In her capacity as library director, she partners with Cape Fear Valley Health to serve on their *Intitution Review Board* as well as their *Ethics Committee*.

Library Stats for FY23

- 16,394
Total Service Interactions
- 1,049
Reference and consultation
- 863
Document delivery
- 14,596
Proactive alerts
- 3,172
AHEC Digital Library logins
- 336.25
Educational Contact hours
- 1,109
Total service interactions with SR-AHEC Family Medicine Residency program
- 902
Hours spent supporting residents and faculty

FY23 Total Library Services Interactions



Family Medicine Residents

Grow Our Capacity to Improve Healthcare Access



Benison Mangel, DO

UNC Primary Care
Mebane, NC

Jimmy Pan, DO

UNC Health Family Medicine
Smithfield, NC

Kelly Bullard, DO

Medical Aesthetics @ Concierge
Fayetteville, NC

Dorian Bonam DO

Whatley Health Services
Tuscaloosa, AL

Daisy Kwende, MD

Outpatient FM
Atlanta GA

Leah Bryan-Gonzalez, MD

CetraCare Long Prairie Hospital
Long Prairie, MN

Jason Cooper, MD

UNC Health, Clayton, NC

Zanetta Batts, DO

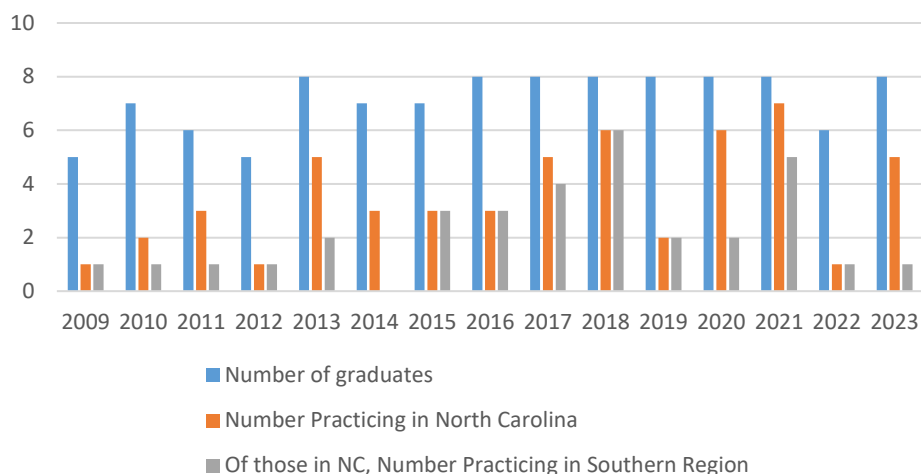
UNC Health Family Medicine
Smithfield, NC



Graduating Class of 2023

This chart shows that Southern Regional AHEC Family Medicine Residency Program continues to bring more doctors to the region. Among these 2023 graduates, six are staying in North Carolina to practice medicine

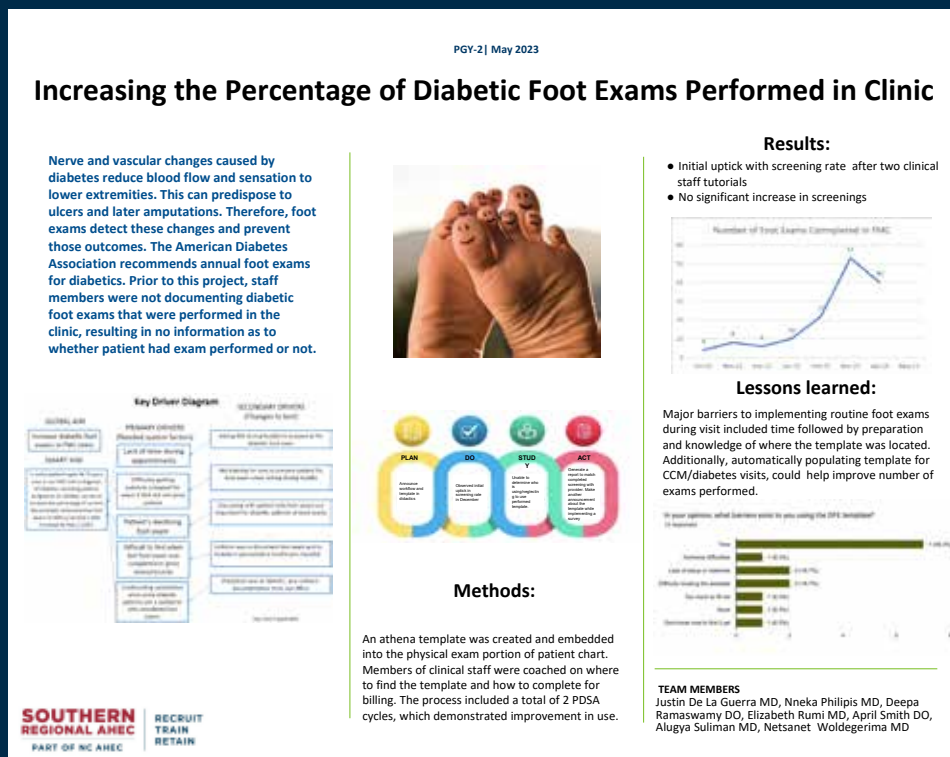
Increasing Family Medicine Physicians in NC



Class of 2024



Nneka Phillips, MD; Netsanet Woldegerima, MD; Elizabeth Rumi, MD; Justin De La Guerra, MD (Chief Resident);
Alli Suliman, MD; Deepa Ramaswamy, DO; April Smith, MD

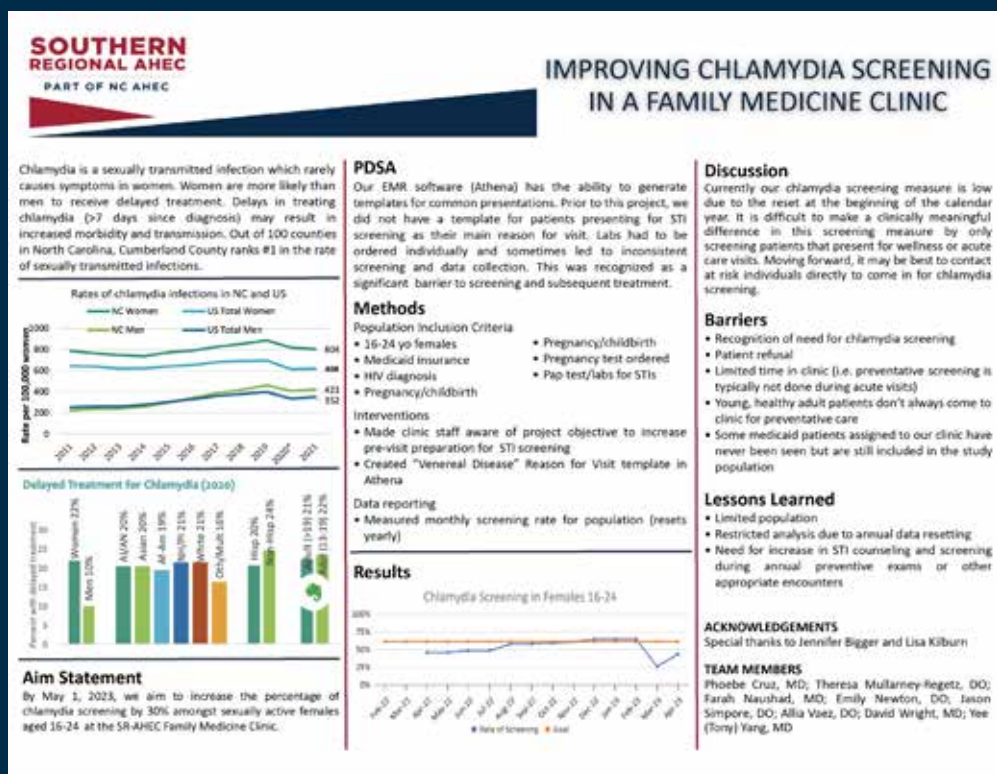


For their research project during their second year of residency (PGY-2), these family medicine residents implemented a template and training for diabetic foot exams to be included in physical exams

Class of 2025



Jason Simpure, DO; Theresa Mullarney-Regetz, DO; Emily Newton, DO; Allia Vaez, DO; David Wright, MD; Fathima Naushad, MD; Tony Yang, MD; Phoebe Cruz, MD (Jr. Chief Resident)



For their research project during their first year of residency (PGY-1), these family medicine residents examined patient data and implemented strategies to improve chlamydia screening in the Family Medicine Center

Intern Class of 2026



These interns arrived in June 2003, ready to learn and provide full spectrum care as excellent family physicians (Front to back by row): Cristina Antonovici, DO; Jasmine Dwer, MD; Roland Mulume, MD, Celestine Chebet, MD; David Taylor, MD; Mohammad Sulaimin, DO; Mohamed Shakur, DO; Ali Baloch, MD

Comprehensive Clinical and Specialty Services

Add Quality Care to Patient Experience



Southern Regional AHEC's Clinical Education and Services Division, along with Quality Informatics and Specialty Services, help to make the Family Medicine Center unique among primary care offerings in the region. The addition of personnel in 2023 helped providers offer specific services to patients that are convenient and enhance the treatment of a variety of illnesses. Here are the highlights from the past year.



Sisi Liang, DPM

- Added podiatry services, **Dr. Sisi Liang**
- Added **Dr. Charles Burns** (Duke Infectious Diseases) to our ID Clinic in January 2023
- Added **Dr. Sharon Cooper** to CMEP with **Danielle Thomas-Taylor, MD.**



Danielle Thomas-Taylor, MD

- Added **Bonney Wheelden, APRN, DNP** to Population Health to complete Medicare Annual Visits and assist in closing care gaps for our ACO
- **LaDominique McIver, RMA** continued working on goals set by the Accountable Care Organization (ACO), *Aledade*, around Annual Wellness Visits for Medicare patients. Target 80% of the 1500 eligible patients; 1159 were completed.



Bonney Wheelden, APRN, DNP

- Referrals and scheduling for our Pediatric Cardiology clinic moved back to SR-AHEC
- Hired additional medical assistant, **India Shaw, RMA**, to assist with managing referrals and clinical duties
- Hired medical assistant, **Pamela Green, RMA**, to support podiatry and Medicaid quality strategy for scheduling well child checks



India Shaw, RMA

- Added **Paula Locklear, MBA** who continued to oversee clinical workflows and standard operation procedures to help provide more efficient visits, address billing issues and concerns, and increase patient volumes. In addition, Paula continued her role in Practice Support as a coach carrying a substantial caseload of practices. She also obtained her Community Health Worker Certification.



Pamela Green, RMA

- **Bresha Williams-Frazier, RMA**, continued as Team Lead. In her role, Bresha has continued to promote equity and quality of care with the

infectious disease program and create a safe space for our patients in the CME Program. She also supported care provided across the Specialty Center Clinics.

- **Emily Nystrom, RMA** was hired for Endocrinology to support **Khalid Aziz, MD** in June 2022 and continued to support outstanding improvements with QI metrics care gaps around diabetic microalbumin and other gaps and continued to assist Dr. Aziz in growing his panel of patients.

Other improvements included the updating of our specialty presence and options for submitting referrals on our website, training of our visiting faculty on our EMR (electronic medical record), Athena, and staff cross-training with the Population Health team.

Leadership continued to support quality improvement efforts throughout the organization by:

- Holding monthly QI Committee meetings

- Working with partners like Aledade and CCPN to move for value-based work forward

- Support resident learning in quality improvement and patient safety by meeting with resident 1:1 during their ICC rotation, providing learning during didactics, supporting final presentations and storyboards on quality improvement projects

- **Ryan White Program/ID** – Manager **Yvonne Early, MSW** and Medical Case Worker, **Erica McRae, MSW**:

- Assisted 92 patients with emergency financial assistance.

- Assisted 45 patients with dental, eye and specialty exams and treatment



Paula Locklear, MBA



Bresha Williams-Frazier, RMA



Emily Nystrom, RMA



Khalid Aziz, MD



Yvonne Early, MSW



Erica McRae, MSW

- Assisted 113 patients with transportation assistance
- Enrolled 254 patients in state medication assistance program
- Received grant funds from *Gilead COMPASS Faith and HIV grant* and *Thera Technologic* for patient education.
- Mental Health First Aid Training (Yvonne)

• Medical Case Management Advisory Committee: assisted with developing assessment and Acuity tool that will be used by every Medical Case Manager/agency in the state starting April 1, 2024.

• **Jovan McLean** become a recognizable face in commercials for DOVATO which helped patients realize the importance of adhering to and completing treatment goals.

- Two successful state *Ryan White* site-visits with no findings.
- Held educational workshop for 30 church leaders on HIV and health disparities. Churches received resources and guidance on how to develop a health ministry. One church received \$1,000 from the program Thera funds to promote a healthy education event.
- Jovan McLean was a Faith ambassador for the HIV/Faith initiative through COMPASS-Wake Forest University. He provided HIV education to churches in N.C.

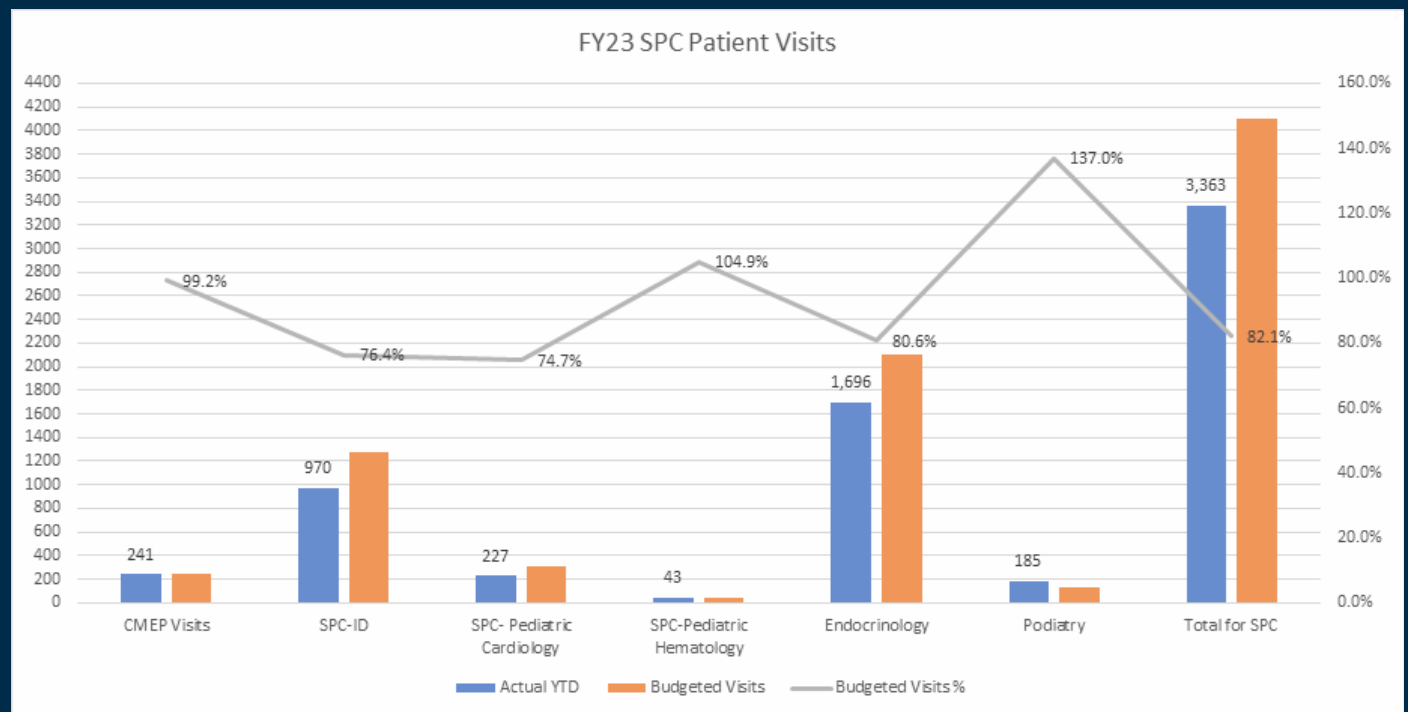


Jovan McLean welcomes faith leaders to Faith Summit 2023

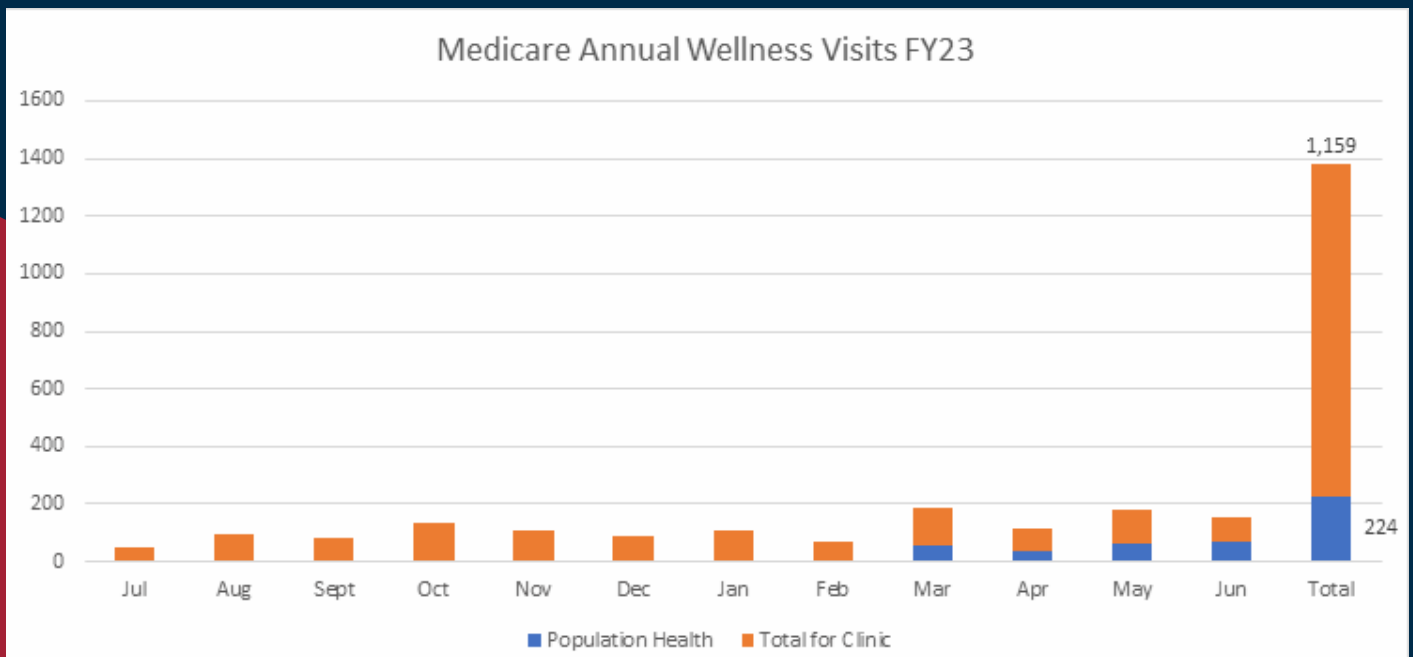


Family Medicine Productivity Report 2022/2023

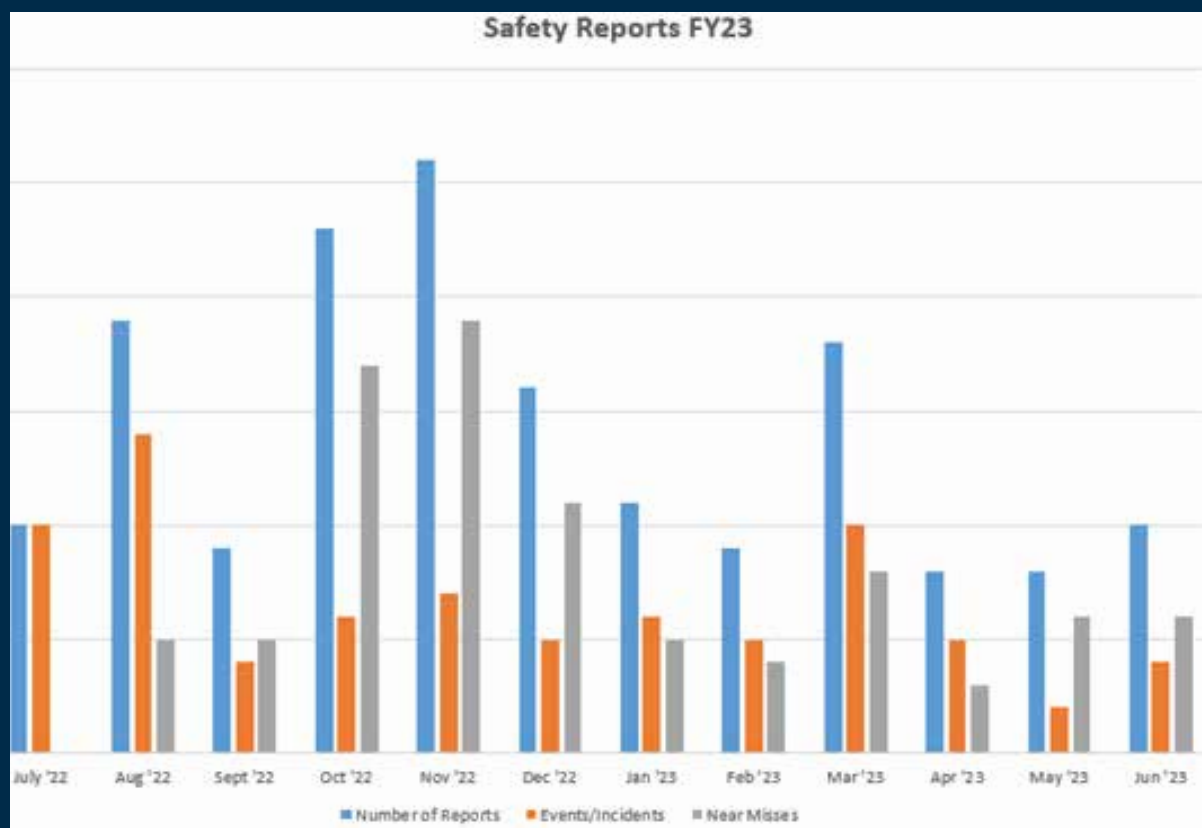
	2023	2022	% of Prior Year To Date
FMC Patient Visits Providers, Nutrition, RN, PharmD	26,799	27,714	96.7%
Behavioral Health	3,068	2,911	105.4%
Nurse Visits	2,266	3,990	56.8%
Labs	27,314	27,160	100.6%
X-rays	2,261	2,026	111.6%
Referrals	15,216	14,083	108.0%
Internal Referrals: BH/Nutrition/Endo/Podiatry/SPC	1,322	432	306.0%
External BH/Nutrition/Endo/SPC	566	98	577.6%
New Patient Registration	3,494	3,131	111.6%
New Patients Seen (FMC)	1,942	2,424	80.1%



The Specialty Medicine Center clinics increased patient visits through specific strategies including adding personnel and new options for submitting referrals



A target of 80 percent of 1,500 eligible patients was established for Annual Wellness Visits for Medicare patients; 1,159 were completed



Safety reports are tracked each month to determine gaps and solutions concerning the safety of our patients and personnel

Southern Regional AHEC Home to One of Six Diabetology Fellowship Programs in the United States

Southern Regional AHEC received funding for a *Diabetology Fellowship* from the The American College of Diabetology in 2022. A \$2.99 million grant from the *Leona M and Harry B Helmsley Charitable Trust*, provided the funds to increase the number of Diabetology Fellowship programs for primary care physicians in the U.S., develop a recognition pathway for Diabetologists, and provide ongoing professional education for physicians working with patients with diabetes.

"Diabetes is a non-communicable condition that has reached pandemic proportions, and the health care system has been unable to adequately address it," says Jay Shubrook, Chair of the American College of Diabetology (ACDiabetology.org). "With this partnership, we will widely expand the ability for physicians to gain expertise in diabetes — especially in the primary care setting."

There are currently only six *Diabetology Fellowship* Programs in the country, located at East Carolina University Brody School of Medicine, Ohio University Heritage College of Osteopathic Medicine, **Southern Regional Area Health Education Center**, Touro University California College of Osteopathic Medicine, the University of Colorado Anschutz Medical Campus, and the University of Pennsylvania Rodebaugh Diabetes Center. The Helmsley Charitable Trust will provide start-up funds to help establish nine new Diabetology Fellowship programs over the next three years. These fellowship programs will be required to meet national standards laid out by the ACD for excellence in diabetes education for primary care-trained Diabetologists.

"Most people with type 1 and, more commonly, type 2 diabetes are treated in a primary care setting, but many primary care providers are under-resourced for diabetes care. This partnership will help address this critical need by allowing primary care physicians to receive high-level training and certification in Diabetology."

This new grant will:

- Increase the number of Diabetology Fellowship programs across the United States, which will provide primary care-trained physicians with specialized education in comprehensive diabetes care, diabetes



American College of Diabetology
Excellence in Diabetes Care

complications, therapeutics, and technologies;

- Create a recognition pathway for Diabetologists through board certification, which will expand access to quality diabetes care;
- Provide continuing professional education through ACD annual conferences so that Diabetologists can stay up-to-date with advances in diabetes care; and
- Provide seed funding to the ACD to advance its missions and goals, expand its memberships, and help meet the needs of a growing Diabetology community.

About the American College of Diabetology

This physician-led nonprofit organization is passionate about the management of diabetes with the goal of maintaining high standards in diabetes clinical care to improve the lives of those affected by diabetes.

Diabetologists are primary care physicians who do additional training in diabetes and include Endocrinologists who sub-specialize in diabetes. Diabetologists work as part of an interprofessional team with primary care providers, certified diabetes care and education specialists, registered dietitians, nurses, and other health care providers.

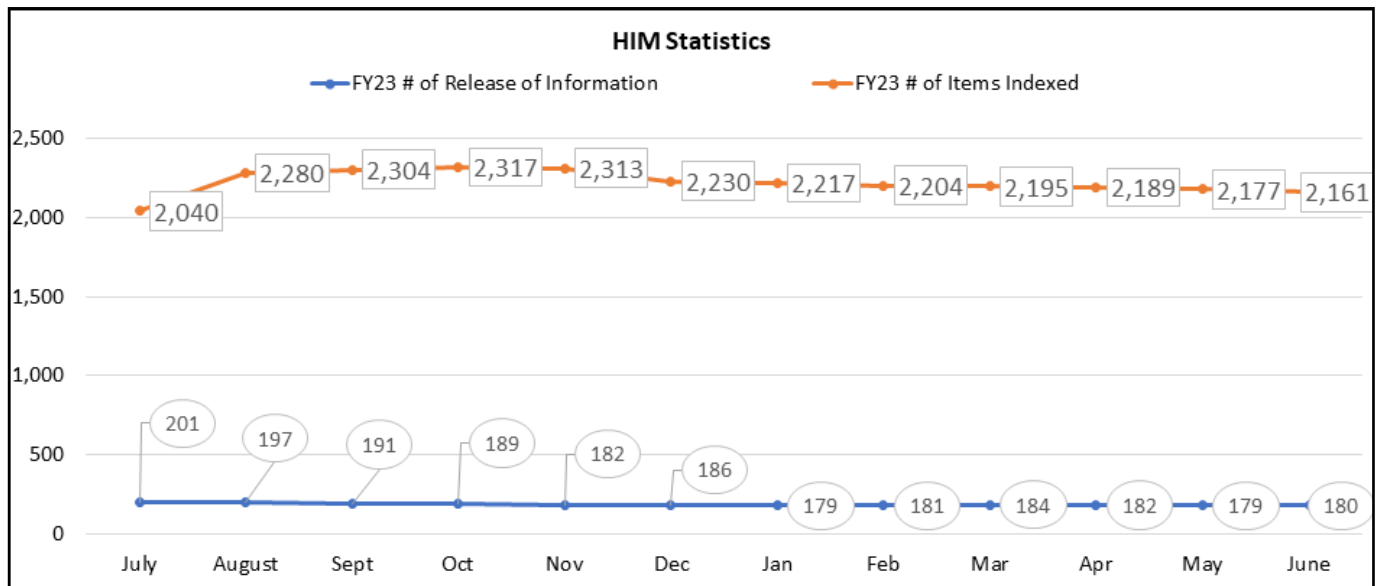
Faculty physician and director of Southern Regional AHEC Endocrinology Specialty Services, Dr. Khalid Aziz is board certified in diabetes and endocrinology. Every other month, he presents information to patients and interested members of the community on diabetes and tips on dealing with the disease.



Health Information Management

Provides Support For Family Medicine and Specialty Clinics

Brittany McFayden, Lisa Morris and Terry Delgado continued to support the work of Population Health and both family medicine and specialty clinics. They assisted with student rotations, closing care gaps, closing the loop on referrals made, sending court related documents for our child medical evaluation program, supported transportation for our UNC pediatric cardiologists, ordered supplies and lunches for the QI meetings and many other duties. Here are the department's statistics for the year:



Health Information Management

Items Indexed	FY22 26,627	FY23 32,804
Releases of Information	2,231	2,172

Business Office Established New Records in 2022/23

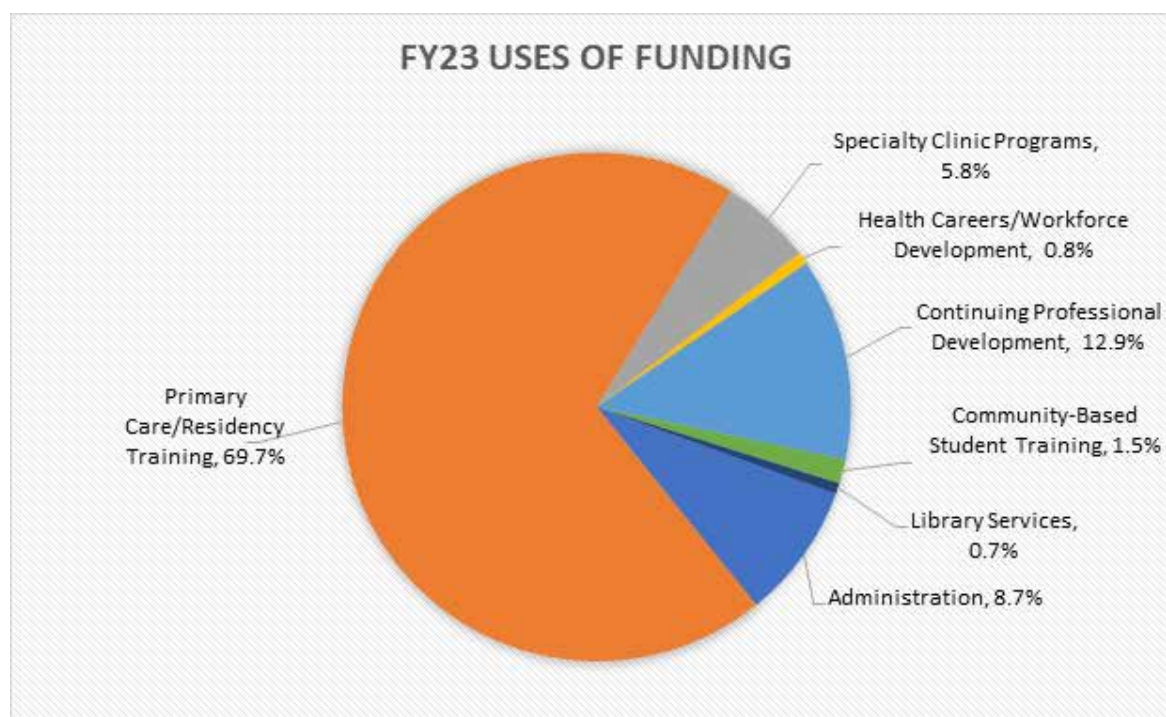
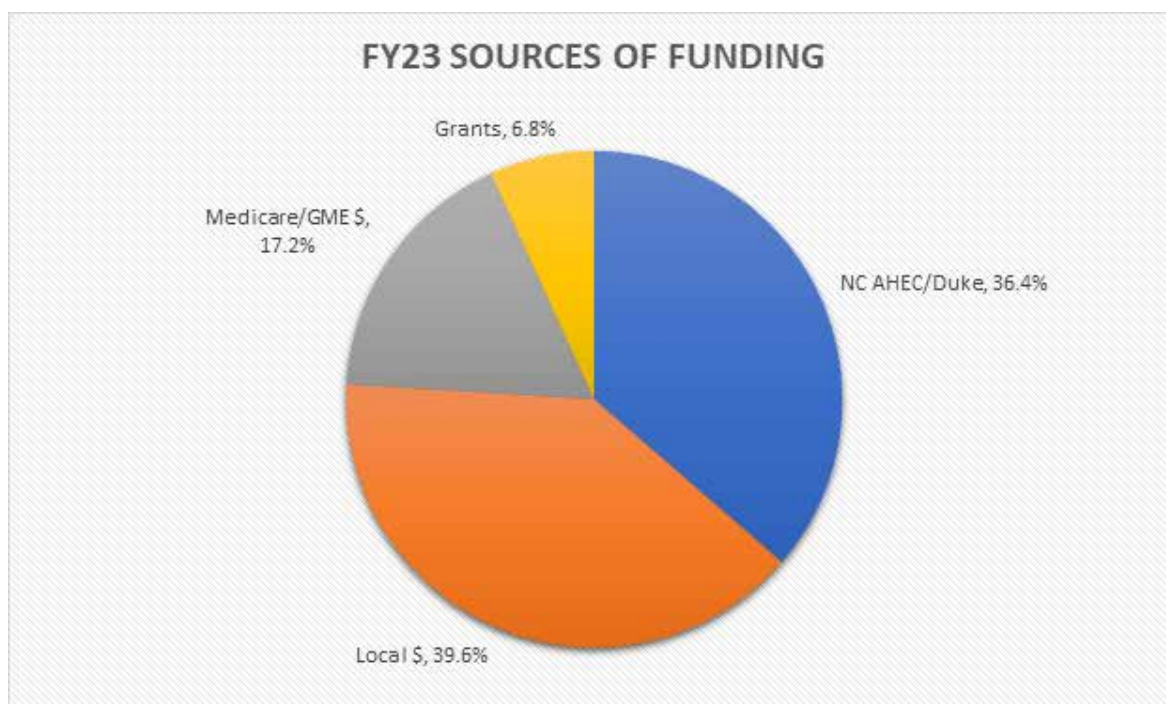
Business Office for Family Medicine and Specialty Centers **Tonya Russ, Felicia Perry, Kathleen Ford, Monique Herzog, Helen Boahn, Antoinette Duchatelier-Spolarich, Stephanie Craig, Betty Hunt, Chassity McMillan, Pamala Martin, Lisa Ragin, Jessica Robinson, Kedra Halsey, Nicole Holloway, Janet Lockwood, Tiffany Locklear, Kaitlyn George, and Sharon Patterson** make up the coding/billing department. They provided customer services to patients and made record collections during the past year, to include:

For All Clinical Services:

- Gross Charges were \$9,959,675 (NEW RECORD for SR- AHEC, with an increase of 12.1 percent)
- Total Collections of \$5,132,744, (NEW RECORD for SR-AHEC with an increase of 7.5% percent)
- Net Collections rate of 100%
- Days in AR at 37
- Bad Debt at < 0.46% of Gross Charges, below the national average of 3 - 5 percent
- AR > 120 Days Old at 12.32 percent
- Billing and coding staff processed over 46,524 claims

Federal, State AHECs, Grants, Local Funding

Provide Resources for Clinical and Educational Training



Administration and Finance Department

Processes Operations, Attends To Facility Needs, Manages Accounting and Grants



Mail Operations, Receiving, Purchasing

Processed approximately 30,828 pieces of incoming mail/packages

Processed approximately 34,747 pieces of outgoing mail/packages

Processed 362 requests for vehicles

Issued and reconciled corporate credit cards 730 times

Processed 1,340 Purchase Orders

Processed office supply orders totaling \$36,603

Grants Management

Oversaw 16 individual grants and contracts from Federal, State, and private funding sources totaling over \$5 million in funding

Received "clean" review on two (2) external audits from NCDHHS/Aids Care Unit also for the HIV program

Facilities

Completed 951 work orders for facility, custodial issues and vehicle issues

Investigated 167 safety/incident reports

Miles driven in SR-AHEC vehicles: 26,535

Processed custodial supplies of \$12,265

Accounting

Clean annual financial audit for FY22 (Currently working on FY23)

Clean annual retirement plans 2021 audit (Completing 2022 now)

Processed over 132,858 transactions in the general ledger

Issued 429 invoices totaling for continuing professional development programming, clinical services, and grants for \$13 million

Processed and made over 514 deposits

Processed 3,590 payroll checks

Processed 179 W-2s

Processed 63 check runs consisting of 3,190 checks, totaling almost \$16.4 Million dollars for non-wage expenditures

Processed 121 IRS 1099 Forms for vendors

Maintained Master Contract filing system which consists of over 200 active business contracts, MOU/MOA, service/maintenance agreements, etc.



Administration and Finance Vice-President Lynn Greene retired after 27 years of service to Southern Regional AHEC.

Members of the Finance Department include:

Back Row Left to Right) Jennifer Powell, Comptroller/Compliance; Niki Huey, Accounts Payable; Faith McGee Senior Accountant/Grants Manager, Lynn Greene; (Front Row) Lisa Moncrief, Accounts Payable (Payroll); Brad Dorroh, Facilities Manager

Administration

Prepared FY24 Operating and Capital Budgets, adopted by Board of Trustees as presented.

Managed all business insurance policies to ensure proper coverage.

Worked with Merrill Lynch to actively review and make necessary changes to corporate investment portfolio to ensure optimal performance per the investment policy statement.

Worked with Merrill Lynch to review 401k and 403b investments quarterly, and processing fund changes as indicated.

Customer Service

Front Desk staff processed over 33,230 check-in and check-out transactions for patient visits and other services

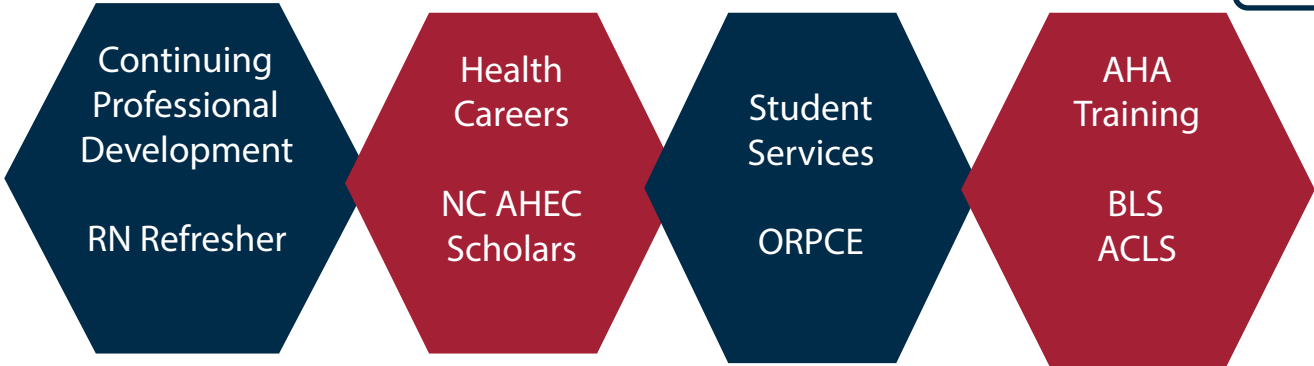
Of the patients checked in, Cynthia Smith, Bradley Dorroh, and Linda Mauney assisted the patients with the sign in process prior to check in.

Message Center processed over 60,393 calls

New Patient Registrations totaled 3,494

Regional Health Education Services

Builds Professional Knowledge and Student Support



The Continuing Professional Development (CPD) team demonstrated positive outcomes and achievements during the past year. The designed programs enhanced the knowledge and skills of regional and statewide healthcare professionals. These efforts resulted in the team training 6,310 unique healthcare professionals during FY23, compared to 6,178 participants in FY22. During FY23, we offered 348 programs to 8,844 individuals compared to 380 programs to 9,706 participants in FY22. Our average participation per program was 26 individuals.

The CPD department revenue closeout was positive for the year. Many healthcare organizations continue to be in a transitional place. As a result, the CPD department continues providing cost-effective ways to deliver training, including leveraging technology and combining resources and partnerships. The virtual program's fee structure is provided at an affordable rate to maintain a competitive edge with other education vendors. Continuing Professional Development in the healthcare landscape continues to evolve. We maintain to offer most of our programs in a virtual capacity and trend with a higher volume of in-person participation at more significant regional/statewide events.

LaShawwna Andrews partnered with the UNC-Pembroke Social Work Department on their Health Equity project that outlined awareness of the multiple racial disparities and health risks for expecting and parenting individuals across the lifespan in this region.

Courtney Masters was nominated to serve as the NC AHEC CME Chair.

Karen Goble continued to build partnerships and offer programs that serve as a foundation for a long-term plan to advance care and provide culturally responsive for the Latino community.

Caroline Price is managing the ADA CERP accreditation for the NC AHEC program.

Gregory Singleton provided quality customer service for student housing. He is responsible for responding to requests for student housing and maintenance.

Students Housed in 2022/23	185
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Mitchell Moon contributed to the NC AHEC system by implementing a standard online course framework now adopted statewide.

Tonja Teter and **Christi Boahn** partnered with the NC Department of Justice to support statewide SANE training initiatives.

Denise Melton supported recruitment efforts for the NC AHEC Scholars program.

Melanie Wheeler and **Althea Bell** tracked and managed the CHW projects.

Continuing Professional Development for 2023	
Number of Program Hours	1,033.50
Number of Events	348
Number of Participants	6,310

It's Work And Play!

Regional Health and Education Services Team+
Celebrates 50 years of NC AHEC



Health Careers, Student Services, Training Center

Bring Health Care Education to the Community



Health Careers and Workforce Diversity

- Provided a strategic approach to Health Careers in strengthening partnerships with regional high school HOSA programs to collaborate on various pathway programs.
- Retained partnerships with Campbell University School of Osteopathic Medicine Student Association, Fayetteville State University with GEAR, UNCP Health Sciences, Harnett Health Academy, and community colleges within our region. Developed new partnerships with St. Andrews College and Sampson County schools.
- Offered information sessions to students interested in health careers
- Actively implemented the AHEC Scholars Program by partnering with local colleges and universities to promote the health science initiative. The online AHEC Scholars Institute interprofessional curriculum continued to be used for the participants to complete 80 hours of didactic content covering the six core competencies established by HRSA for the AHEC Scholars Program. The curriculum content and structure were modified to offer in-person education and flexible opportunities to the students for the upcoming cohort.
- Increased recruitment efforts were implemented to build on our capacity of the scholar's program by engaging with local healthcare programs and organizations in

education and community settings to build relationships to show the value of the AHEC scholars' program.

Training Center

Justin Schwartz is the American Heart Association Training Center Specialist. Justin and registrar **Ashley Diem** marketed our training center, promoting lifesaving skills to over 1,000 people during the annual Dogwood Festival event that takes place downtown Fayetteville.



Instructors demonstrate life saving techniques learned through the training programs at the Southern Regional AHEC training center

Human Resources Educates Managers, Fills Vacancies, Negotiates Benefits, Ensures Compliance



Human Resources received and processed over 1600 resumes during the period of July 2022 through June 2023. These resumes were in response to job openings that were posted internally and externally, representing 39 new hires and 44 vacant positions.

Through the SR-AHEC *Pat-on-the-Back* employee recognition program, Human Resources processed and distributed 95 gift cards. HR also processed 21 employee longevity pay increases, representing 144 years of service. They were:

- 7 employees for their 2-year anniversaries
- 5 employees for their 5-year anniversaries
- 7 employees for their 10-year anniversaries
- 1 employee for their 15-year anniversary
- 1 employee for their 20-year anniversary

Human Resources implemented the switch from our malpractice insurer, Mag Mutual Insurance Company to Medical Protective Company. Vice President **Linda Baez** conducted *Employment Law 101* Training for SR-AHEC managers to provide them with understanding of key employment laws and their responsibility to comply with these workplace laws, with the intent of ensuring that an ethical workplace is created and maintained that is safe, inclusive, and respectful. In addition to existing state and federal workplace laws, managers were also trained

on two recently implemented federal laws: the *Pregnant Workers Fairness Act* (PWFA) and the *Providing Urgent Maternal Protections for Nursing Mothers Act* (PUMP)

During the year, HR also collaborated with insurance brokers to offer new Pet Insurance Benefit to employees. HR also managed the switch from the Guardian Insurance Company to the Principal Insurance Company for our group employee dental insurance coverage and our group supplemental health coverage with both becoming effective July 1, 2023.

To ensure compliance with state and federal requirements for employee background checks who work in healthcare, identified, and implemented use of a new vendor, Stream Verify, to conduct monthly sanction screenings of all SR-AHEC employees to identify anyone who may be excluded from participating in federal healthcare programs, such as Medicare and Medicaid. Checks against the Office of Inspector General (OIG), List of Excluded Individuals and Entities (LEIE) and the General Services Administration (GSA) system for Award Management (SAM) are conducted monthly.



October 2022 - Employee Appreciation - Recess: Fun, Food, and Games

The AHEC Committee coordinated and implement serveral fun employee social events, including



December 2022 - Annual Holiday Party

August 2022 -
Lemonade
and Cookies





February 2023 - Valentine Cookies & Lemonade

March 2023 - March
Madness Pizza Party





July 2022 - Ice Cream Social



April 2023 - Diversity Poluck Luncheon

HIV Program Manager Yvonne Early Selected For Deborah J. Teasley Award in 2022



The honoree selected as the recipient of this award exemplifies the dedication of Dr. Deborah Teasley in the areas of:

- Compassion and service for the underserved
- Promotes an inclusive and diverse culture
- Holistic approach to Health Care
- Leading the development of innovative collaborations within the community
- Service to the organization
- Leadership



Residents, Faculty and Staff gather for Graduation 2023



for serious good times!

Valuable Partnerships Help Expand Outreach*

Alliance Behavioral Health care	NC Division of Mental Health/Developmental Disabilities/ Substance Abuse Services
Better Health of Cumberland County	NC Evidence Based Practices Center
Bladen County Health Department	NC Hospital Association
Bladen County School System	North Carolina Medical Society
Bladen County Hospital (Cape Fear Valley)	NC Osteopathic Medical Association
Campbell University School of Pharmacy	NC School Psychology Association
Campbell University School of Osteopathic Medicine	Office of Healthy Carolinians
Cape Fear Valley Health System	NC Evidence Based Practices Center
The CARE Clinic - Fayetteville	Richmond Community College
Cumberland Community Collaborative Care	Richmond County Health Department
Cumberland Community Foundation, Inc.	Richmond County School System
Cumberland County Child Advocacy Center	Richmond Memorial Hospital - (a Division of FirstHealth Moore
Cumberland County Health Department	Regional Hospital)
Cumberland County Medical Alliance	Robeson County Health Department
Cumberland County School System	Robeson County School System
Duke AHEC Program	Robeson Technical Community College
The Duke Endowment	Sampson County Health Department
Duke School of Medicine	Sampson County Technical Community College
Eastpoint (Behavioral Health care)	Sampson Regional Medical Center
Fayetteville State University	Sampson County School System
Fayetteville Technical Community College	Sandhills Center
FirstHealth of the Carolinas	Sandhills Community College
(see Moore Regional and Hoke Campus, Richmond Memorial)	Sandhills Regional Medical Center
Harnett County Health Department	Sandhills Physicians, Inc.
Harnett County School System	Scotland County Health Department
Harnett Health	Scotland County School System
Hoke County Health Department	Scotland Regional Hospital
Hoke County School System	Southeastern Health
Hoke Hospital (FirstHealth)	Southeastern Regional Mental Health/DD/SAS
Hoke Hospital (Cape Fear Valley)	United Way of
Methodist University	Cumberland County
Moore County Health Department	University of North Carolina -Chapel Hill
Moore County School System	University of North Carolina- Pembroke
Moore Regional Hospital (FirstHealth)	VA Medical Center (Fayetteville)
NC AHEC Program - Area L AHEC, Charlotte AHEC, South Eastern AHEC (SEAHEC), Eastern AHEC, Greensboro AHEC, Mountain AHEC, NorthWest AHEC, and Wake AHEC	Womack Army Medical Center (Ft. Liberty)
NC Board of Nursing	
NC Department of Health and Human Services	
NC Department of Justice	

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



SOUTHERN REGIONAL AHEC

PART OF NC AHEC

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