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APR 29–MAY 1  
BOSTON, MA 2025

# Enhancing Health Center Workforce with PVP

Insights from West Virginia



# Today's Panelists



**Jessica Haas**

Director of Clinical  
Transformation

West Virginia PCA



**Courtney Parsley**

Clinical Informatics  
Specialist & RN

Southern West  
Virginia Health System



**Dr. Kelli Fournier**

Chief Medical Officer  
CHANGE, Inc.



**Brenda Hilson**

Director of Quality  
CHANGE, Inc.



**Solena Roberts,  
PA-C**

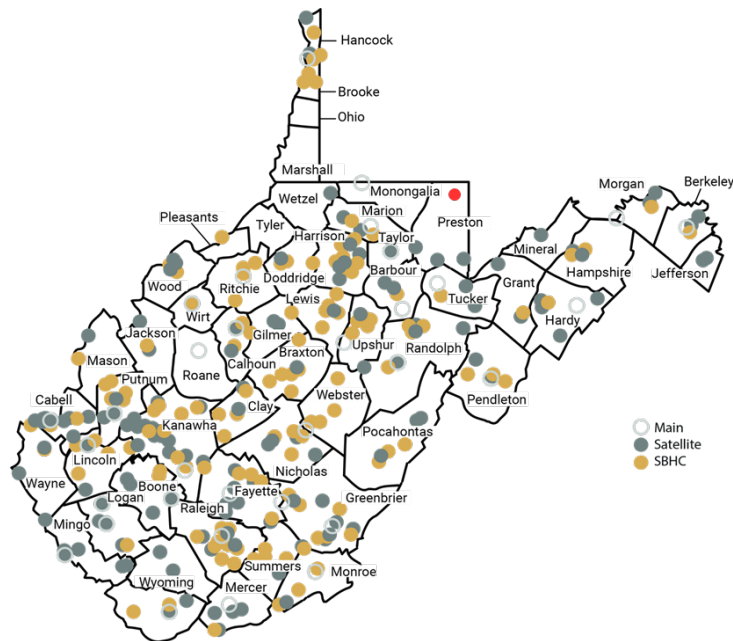
Chief Medical Officer  
St. George Medical  
Clinic



# Who we Serve

The WV CHC Network is comprised of:

- 28 WV; 2 MD-based FQHCs
- 3 Look-Alike Organizations
- 1 Rural Health Center
- Over 515 locations  
(~237 school-based health)
- WV CHCs serve over 543,000 patients across the Mountain State, representing 1 in 3 West Virginians
- The WVPCA is the largest organized independent primary care network in the state.



# Southern WV Health System

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- FQHC with 25 locations in 7 counties in southern West Virginia
  - 13 clinic sites
  - 12 school-based healthcare centers
  - 30+ providers
- 20,000+ unique patients every year
- Partner with patients of all ages and stages to empower them to live their healthiest life
- Athena EHR





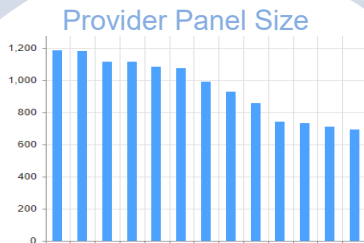
# CHANGE, Inc. Family Medical Care Community Health Center Snapshot

## Provider Breakdown:

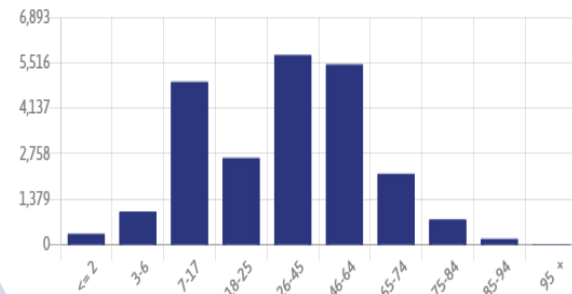
- 2 Pediatricians
- 8 Family Care Physicians / NP
- 9 SCBH NP / PA
- 4 GYN Physicians / NP
- 3 Behavioral Health NP
- 2 Dentists

## Provider Care Teams Consist of:

- Patient Care Coordinator (LPN)
  - Roomer (CMA or LPN)
  - Referral Clerk (CMA or LPN)
- (Some Share PCC or Referral Clerk if Panel is Smaller)



3.7  
Average # of  
Encounters / Patient



61.1%  
% Encounters where  
Rendering Provider is  
Usual Provider

16,038  
Count of Pts with Primary Care  
Encounter in period



# St. George

MEDICAL CLINIC, INC.

The St. George Medical Clinic, Inc. was founded in 1979 as a look alike. It officially became an FQHC in 2001.

The St. George Medical Clinic, Inc. has grown from a small trailer in a field to 2 medical facilities, a dental clinic, 2 school based health clinics, and 2 pharmacies.

The St. George Medical Clinic, Inc. provides medical care, behavioral health services, physical therapy services, pharmaceuticals, dental services, and transportation.



The St. George Medical Clinic, Inc. originated in St. George, WV and now has locations in St. George, Hambleton, and Davis, WV with hopes for more expansion in the future.

Today the St. George Medical Clinic, Inc. employs over 100 staff, and is proud to serve the people of Tucker County and surrounding areas.



# WVPCA PVP Project Goals

**Prepare for  
UDS+ Reporting**

**Ensure there is  
trusted data  
across your  
organization**

**Learn strategies  
to perform  
ongoing  
validation**

**Promote team-  
based care**

**Streamline  
huddle process**

**Reduce manual  
work**

**Close care gaps  
and improve  
measure  
performance**

**Develop a data-  
driven model of  
care**





# Steps for Successful PVP Rollout



Build Implementation Plan &  
Establish Goals



Validate the PVP



Configure Alerts & Set Standing  
Actions



Set up DRVS for  
Tracking Success



Document Workflows



Train the Team



Create Huddle Processes &  
Procedures



Evaluate Success

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# Southern West Virginia



## Admin - PVP Dashboard

### PVP Report Usage Tod:

04/14/2025



### PVP Usage Today by Us

04/14/2025

USER NAME	REPORTS
Wendy.maynor@swvhs.org	1
shelia.justice@swvhs.org	2
shannon.eldridge@swvhs.org	1
shanda.stowers@swvhs.org	1
sara.elkins@swvhs.org	1
larry.brown@swvhs.org	1
kayla.collins@swvhs.org	1
Jacky.dickerson@swvhs.org	1
hannah.perry@swvhs.org	1
Courtney.Blankenship@swvhs.org	1
christopher.kelly@swvhs.org	1

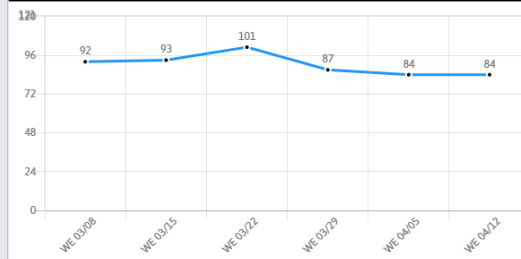
### PVP Usage - This Mon

April 2025

USER NAME	REPORTS
Wendy.maynor@swvhs.org	13
tina.bailey@swvhs.org	1
timothy.deskins@swvhs.org	1
stephanie.robinette@swvhs.org	1
shelia.justice@swvhs.org	11
shannon.eldridge@swvhs.org	10
shanda.stowers@swvhs.org	5
sarah.vance@swvhs.org	1
sara.white@swvhs.org	1
sara.elkins@swvhs.org	6
sabrina.damron@swvhs.org	4
reta.adkins@swvhs.org	2
rachel.hill@swvhs.org	6
noelle.wiley@swvhs.org	4
misty.jarrells@swvhs.org	6
laura.kelly@swvhs.org	1
larry.brown@swvhs.org	7
kortney.jewell@swvhs.org	5
kayla.collins@swvhs.org	7
kaitlyn.adams@swvhs.org	1
jessica.collins@swvhs.org	1
janet.rakes@swvhs.org	6
Jamie.barker@swvhs.org	3
Jacky.dickerson@swvhs.org	5
Hayley.Thomas@swvhs.org	6

### PVP Usage - Trailing Mon

WE 04/06/25 - 04/12/25



### PVP Usage - The We

WE 04/06/25 - 04/12/25

USER NAME	REPORTS
Wendy.maynor@swvhs.org	6
tina.bailey@swvhs.org	1
timothy.deskins@swvhs.org	1
stephanie.robinette@swvhs.org	1
shelia.justice@swvhs.org	5
shannon.eldridge@swvhs.org	5
shanda.stowers@swvhs.org	4
sara.white@swvhs.org	1
sara.elkins@swvhs.org	3
sabrina.damron@swvhs.org	1
reta.adkins@swvhs.org	1
rachel.hill@swvhs.org	4



# St. George



0

Run on 9/6/2024 7:59:31 AM

**DRVS**

**Patient Visit Planning (PVP)**

10:30 AM Friday, September 6, 2024

Visit Reason: Medical General 30 minutes - check up, AH

Portal Access: N

PCP: Hile, Amanda

CM: Unassigned

DIAGNOSES (5)	ALERT	MESSAGE	DATE	RESULT	OWNER
Cancer	A3c	Overdue	3/21/2024	6.4	Provider
COVID-19	DM	Missing			
HTN-E	Depression	Overdue	8/21/2023	Negative	Nurses
HyLip	Screen	Due 2	5/18/2022	Due PCV20 or PPSV23   Date: 5/18/2023   Most Recent: 5/18/2022 - Dose 1	Provider
Paroxysmal a. fibr	PCV Older Adult	Missing			Provider
RISK FACTORS (4)	Eye	Missing	7-2024		Provider
ANTICOAG	Foot	Missing			Provider
h/o COVID	Medicare AWW	Overdue	8/21/2023		Provider
SDOH (2)	Preventive Care Visit	Overdue	8/21/2023		Provider
FPL<200%					
INSURANCE					

*Handwritten notes:* Patients could not tolerate Oxympic  
Gx39

11:00 AM Friday, September 6, 2024

Visit Reason: Medical General 30 minutes - DISCUSS REFERRAL BC

Portal Access: N

PCP: Hile, Amanda

CM: Unassigned

DIAGNOSES (4)	ALERT	MESSAGE	DATE	RESULT	OWNER
Anxiety	BP	Out of Range	7/31/2024	156/95	Provider
Depression	BP High No Dx	Missing	7/31/2024	156/95	Provider
HyLip	Flu - Seasonal	Refused		Refused: 2022-01-21	Provider
RISK FACTORS (3)	PCV High-Risk	Missing			
ASCVD Intermediate (19.36)					
SDOH (0)					

*Handwritten notes:* BP=144/83 - Lixia causing waxy  
Dr. Mundy for sleep apnea  
(L) great doc. urinary system waxy  
Urinary urgency incontinence + Burning - lms

11:30 AM Friday, September 6, 2024

Visit Reason: Medical General 30 minutes - 3 mo F/U RS

Portal Access: N

PCP: Hile, Amanda

CM: Unassigned

DIAGNOSES (2)	ALERT	MESSAGE	DATE	RESULT	OWNER
HTN-E	BP	Out of Range	7/22/2024	126/91	Provider
HyLip					
RISK FACTORS (2)					
BMI					
SDOH (0)					

*Handwritten notes:* Fuel cardiac work-up  
BP=125/80  
Nov 4 = Knee Replacement  
2022-01-21

12:00 PM Friday, September 6, 2024

Visit Reason: Medical General 30 minutes - med check/refill, okay see Hile, AH

Portal Access: 12/18/2015

PCP: Hopkins, Heather

CM: Unassigned

DIAGNOSES (4)	ALERT	MESSAGE	DATE	RESULT	OWNER
Anxiety	Colon CA 45+	Missing			Provider
HyLip	Marimino	Overdue	11/19/2020		Provider
RISK FACTORS (4)	Depression	Overdue	7/23/2024	PHQ-2 Depression Screen =3.00 (03/19/2024)   F/U = Anti-Depressant Rx	Provider
ASCVD Intermediate (14.56)	Follow-Up	Missing			Provider
TOB	PCV High-Risk	Missing			
SDOH (1)					
INSURANCE					

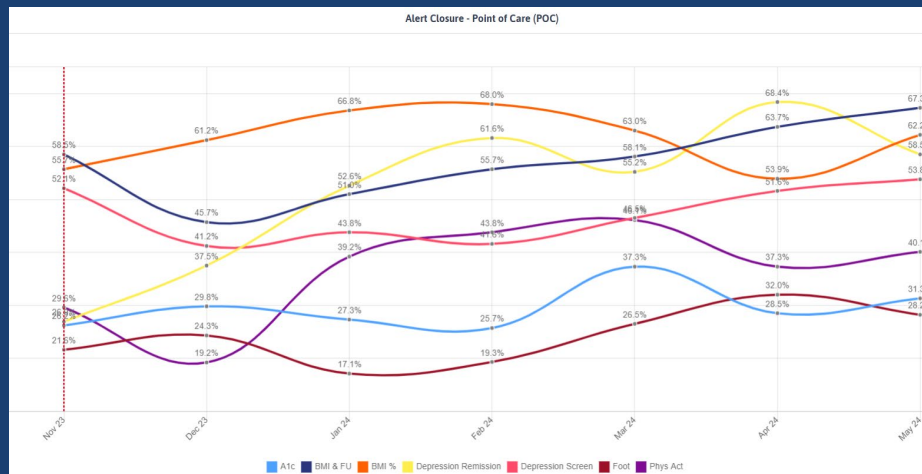
*Handwritten notes:* Continued pain needs refills

# Results: CHANGE, Inc.



MEASURE	RESULT	CHANGE	TARGET	NUMERATOR	DENOMINATOR	EXCLUSIONS
Diabetes A1c > 9 or Untested (CMS 122v12)	20.5%	+ 1.0% ▲	20.0%	330	1,612	28
Diabetes Foot Exam (NQF 0056)	72.7%	+ 4.0% ▲	80.0%	1,173	1,613	8
Kidney Profile for Patients with Diabetes	55.1%	+ 4.9% ▲	60.0%	931	1,691	64
Hypertension Controlling High Blood Pressure (CMS165v11)	88.2%	+ 0.3% ▲	80.0%	2,941	3,335	142
BMI Screening and Follow-Up 18+ Years (CMS 69v11)	85.3%	+ 3.6% ▲	70.0%	9,827	11,521	362
Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v11)	73.5%	+ 8.5% ▲	80.0%	2,861	3,893	3
Depression Remission at Twelve Months (CMS 159v11)	22.9%	+ 4.6% ▲	40.0%	243	1,062	286

## ALERT CLOSURE - POC



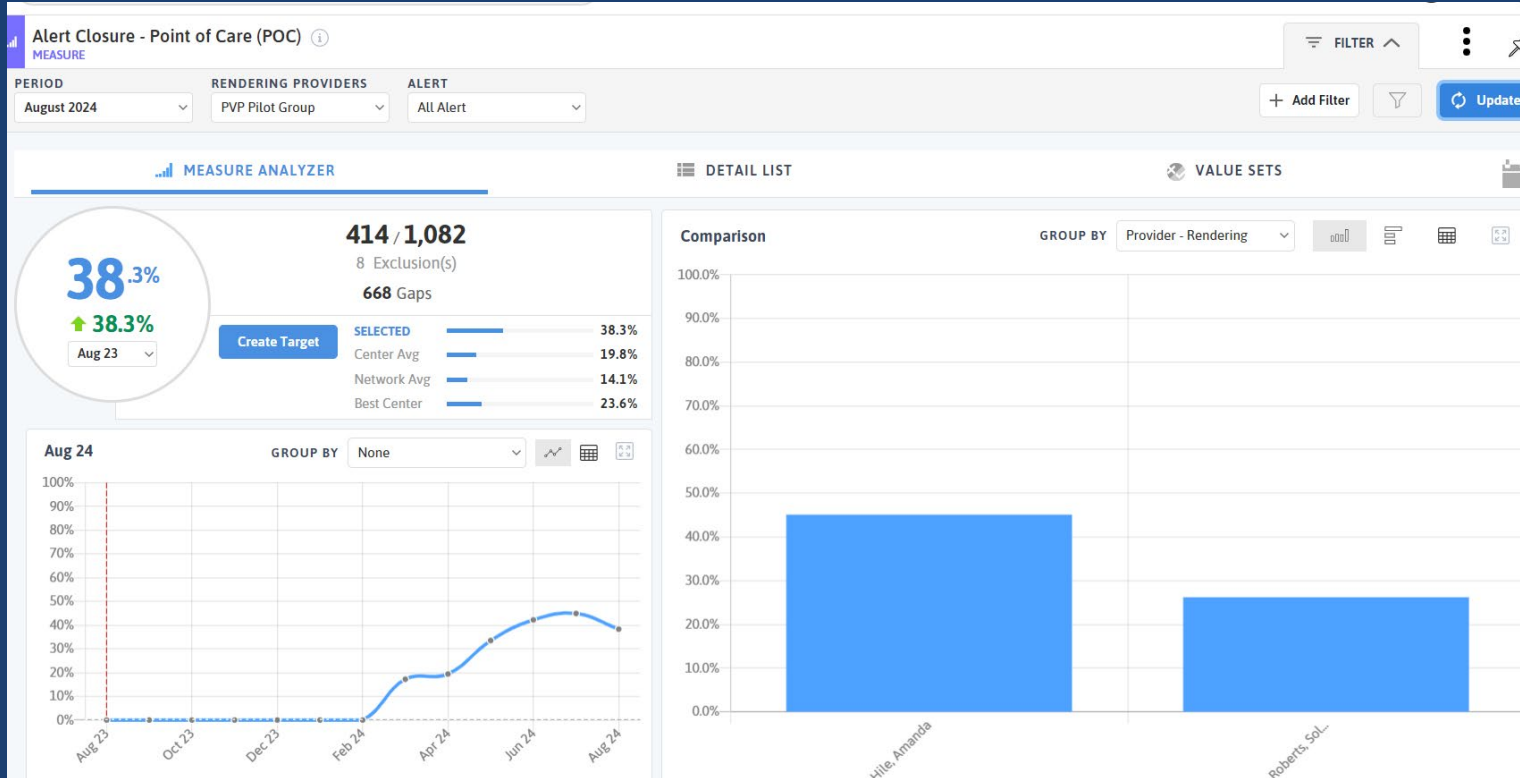
MEASURE	BASELINE (NOV23)	MAY 24	CHANGE
A1c	26%	31%	+5%
BMI/FU	58%	67%	+9%
BMI %	55%	62%	+7%
Dep Rem	26%	58%	+32%
Dep Screen	52%	53%	+1%
Foot	21%	28%	+7%
Phys. Act	29%	40%	+11%



# Results: St. George



## After Project Conclusion - Pilot Group



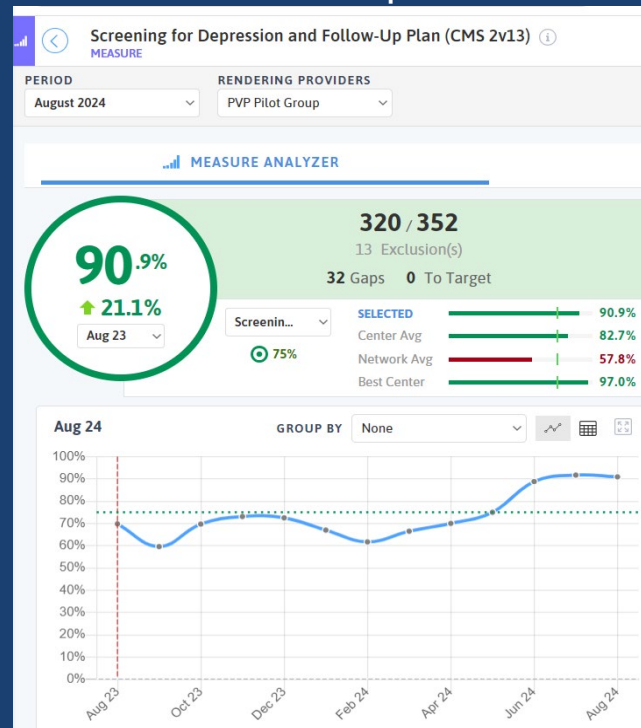
# Results: St. George



## Before Project Implementation - Pilot Group

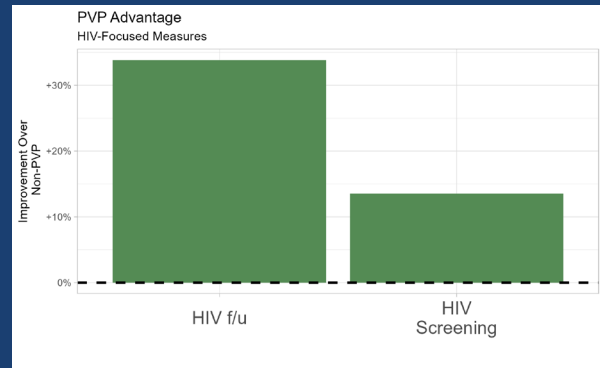
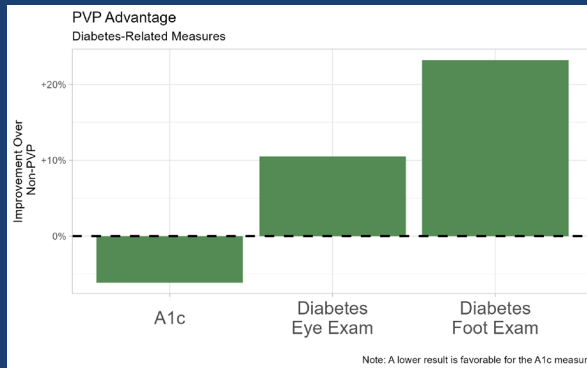
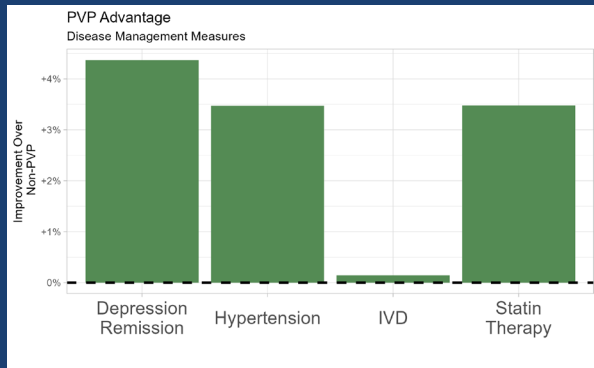
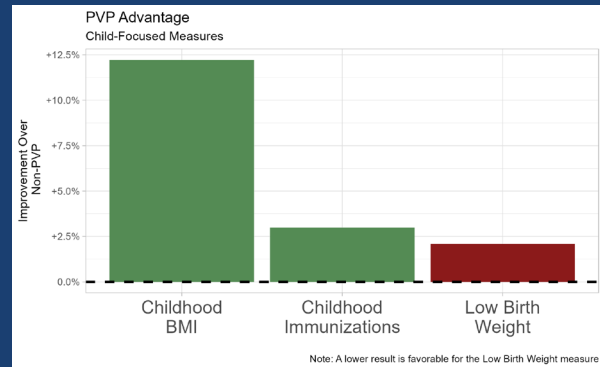
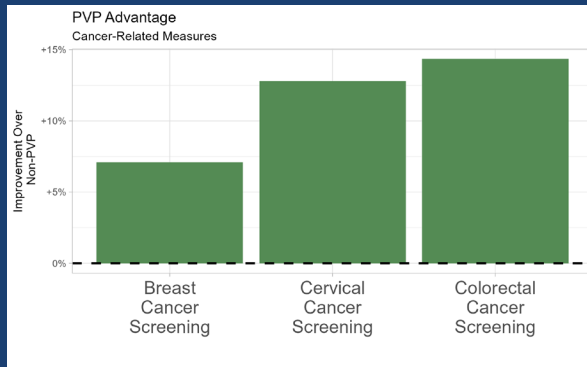
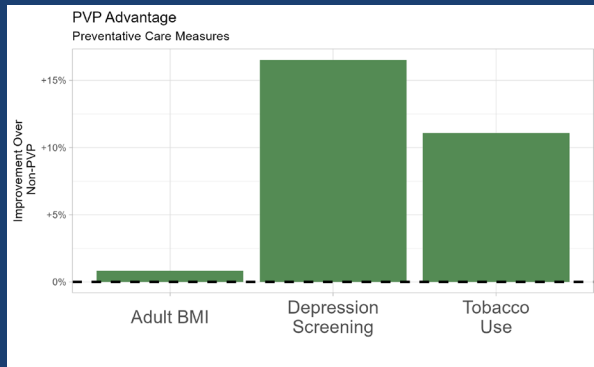


## After Project Conclusion - Pilot Group





# PVP Advantage in West Virginia



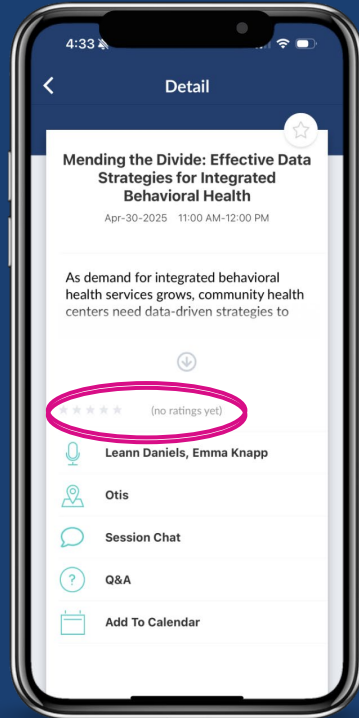
# Questions?



# We want to hear from you!

Click on the session from your agenda in the conference app.

Click the stars in the center of your screen to rate and provide feedback.



Quick and Easy



Rate the session  
and the  
speaker(s)



Provide brief  
feedback or ideas



Help us continue  
to improve

# Achieve, Celebrate, Engage!



## ACE'd it? Share your DRVS success story and become an Azara ACE!

Show your organization has used DRVS to **A**chieve measurable results, **C**elebrate improvement in patient health outcomes, and effectively **E**ngage care teams and/or patients. Stories should showcase how DRVS helped your organization overcome a challenge, the tools and solutions used to drive improvement and details of the successes that resulted from your initiatives. ACEs should be able to provide examples that quantify quality improvement, cost savings, operational efficiency or patient health improvement.

### Benefits:

- Azara will help tell your story and provide a client-branded version for your use
- Potential to create a 2-4 minute video or hour-long Azara-hosted webinar
- Potential to be featured at next year's Azara User Conference
- Win Azara swag!

Submit your success story by completing the form [at this link](#).

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healthcare  
**ACE Program**



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# Thanks for attending!

