

# How Dominion Health Center Delivers Value



**DOMINION HEALTH CENTER**  
A Healthier Community For All

## Who We Are

Dominion Health Center is a community healthcare center providing high quality preventive and primary care services for Dominion County and neighboring areas.

## Why We Serve

Many residents of Dominion County and surrounding areas face health challenges that require comprehensive preventive and primary care services. Dominion Health Center was created to meet the needs of area residents, including medically vulnerable populations who have limited ability to pay for services.

## Who We Serve

At Dominion Health Center we provide health services for uninsured and underserved patients and families. We welcome patients enrolled in Medicaid, Medicare, or private insurance as well as patients with no health coverage

## Our Commitment to Value

At Dominion Health Center we are committed to delivering the best possible value in return for the resources entrusted to us. We are accountable for delivering value to our patients, our service partners, our funders, and our community. We demonstrate value by addressing local health needs, providing vital services, putting patients and families first, delivering high quality care, controlling health care costs, supporting community and economic development, and innovating for excellence.

## Addressing Community Health Needs

Dominion Health Center is continuously identifying and responding to local health needs with a mission to improve community health. We do this by:

- Organizing as a nonprofit organization with community representatives on our Board of Directors.
- Continually assessing community health needs.
- Collaborating with community partners to:
  - Address critical health risks, serious health conditions, and social determinants of health within the community;
  - Meet the particular needs of children, seniors, and those experiencing job loss; and
  - Provide rapid response to disease outbreaks and emergencies



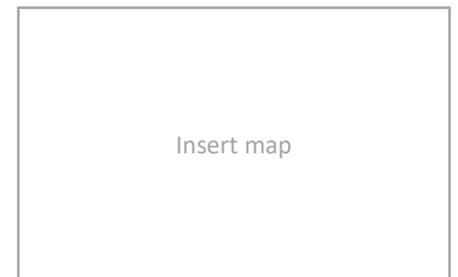
## Our Mission and Vision:

At Dominion Health Center our mission is to promote the health and well-being of all people in our communities, especially the most vulnerable, through health care that is guided by science, compassion and respect, and to contribute to the education of skilled and caring health professionals. Our vision is to create a healthier community for all.

## Our Community:

Dominion Health Center serves the Tri-County region through three community service sites:

- Site name
- Site name
- Site name



## Our Commitment to Value:

Dominion Health Center delivers value to the Tri-County Community by:

- Addressing Local Health Needs
- Providing Access to Vital Services
- Putting Patients and Families First
- Delivering High Quality Care
- Controlling Health Care Costs
- Supporting Community and Economic Development
- Innovating for Excellence

## PCMH Recognition



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**Our Key Value Indicators**

Region Served	Tri-County Area
Patients Served	13,434 in 2018
By Payer	17% Medicare 25% Medicaid 28% Other third party 30% Uninsured
By Age	20% Children 0-17 63% Adults 18-65 17% Seniors 65+
Services Provided	<ul style="list-style-type: none"> <li>▪ Adult Care</li> <li>▪ Women’s Health</li> <li>▪ Children’s Health</li> <li>▪ Prenatal Care</li> <li>▪ Behavioral Health</li> <li>▪ Dental Care</li> <li>▪ Pulmonary Rehabilitation</li> </ul>
Health Promotion and Prevention	<ul style="list-style-type: none"> <li>▪ Healthy Diet</li> <li>▪ Active Living</li> <li>▪ Healthy Weight</li> <li>▪ Tobacco Cessation</li> <li>▪ Communicable Disease Prevention</li> <li>▪ Immunization and Vaccination</li> <li>▪ Cancer Screening</li> </ul>
Leading Chronic Conditions Treated	<ul style="list-style-type: none"> <li>▪ Arthritis</li> <li>▪ Cardiovascular Conditions</li> <li>▪ Diabetes</li> <li>▪ Depression</li> <li>▪ Respiratory Conditions</li> </ul>
Access Initiatives	<ul style="list-style-type: none"> <li>▪ 24 Hour Telephone Line</li> <li>▪ Extended Operating Hours</li> <li>▪ Website and Patient Portal</li> <li>▪ Health Coverage Enrollment Support</li> </ul>
Patients & Families First Initiatives	<ul style="list-style-type: none"> <li>▪ Patients as Partners</li> <li>▪ Patient Surveys</li> <li>▪ Education &amp; Counseling</li> <li>▪ Care Coordination Support</li> <li>▪ Self Management Support</li> </ul>

**Providing Access to Vital Services**

Dominion Health Center provides access to vital health services that are open to all community members, especially our medically vulnerable neighbors. We do this by:

- Welcoming all community members as patients regardless of insurance status and income-level.
- Serving more than 13,400 community members including children, adults, and seniors.
- Emphasizing wellness and prevention for all of our patients.
- Providing comprehensive preventive and primary care services.
- Connecting patients to health support services such as financial counseling, case management, food assistance, housing assistance, and transportation assistance.
- Providing ‘Open Access’ appointments for routine and urgent care, after hours clinical advice, extended hours, an informative website, and a patient portal for online access to information.
- Helping patients enroll in private or public health coverage programs for which they are eligible

**Keeping Patients and Families First**

Dominion Health Center puts patients and families first in everything we do. This includes:

- Engaging patients and families as partners within a team-based model of care.
- Listening to our patients and families through conversations, focus groups, committees, and surveys.
- Equipping our patients and families with education, counseling, and quick responses to questions about their health and health care.
- Helping our patients and families coordinate services across multiple providers and community resources.
- Helping patients and families manage health conditions in their home and community settings

**Delivering Comprehensive, High Quality Health Care**

Dominion Health Center is committed to providing comprehensive, high quality services to all of our patients. We do this by:

- Using evidence-based guidelines to inform care decisions.
- Addressing critical health risks such as tobacco use, poor diet, sedentary lifestyle, and overweight.
- Addressing serious health conditions such as arthritis, cancer, cardiovascular disease, diabetes, depression, respiratory disease, and oral health problems.
- Meeting or exceeding quality standards established by the federal government, state agencies, and accrediting agencies.
- Reporting to the public on quality performance.
- Exceeding national benchmarks on key quality indicators.
- Providing integrated primary care and specialty care including behavioral health, oral health, and other specialties.
- Assessing and addressing social determinants of health affecting our patients, and helping patients address barriers to health and well-being.

**Managing the Total Cost of Care**

Dominion Health Center works to manage health care costs by providing access to high quality health care. We do this by helping our patients:

- Manage their care plans across different providers.
- Avoid emergency department visits for non-emergency conditions.
- Avoid hospitalizations that can be prevented with proper primary care.
- Avoid preventable readmissions for patients who are discharged into our medical home.
- Select cost-effective medications and other treatment options.
- Minimize the use of unnecessary tests and procedures.
- Manage their conditions in ways that reduce lifetime costs of health care

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**Our Key Value Indicators**

- Quality Initiatives**
- Immunization
  - Cancer Screening
  - Weight Management
  - Tobacco Cessation
  - Asthma
  - Hypertension
  - Depression

- Cost Control Initiatives**
- Reduce Preventable ED Visits
  - Reduce Preventable Admissions & Readmissions
  - Reduce Unnecessary Tests & Procedures

- Community Outreach Initiatives**
- Immunization
  - School Readiness
  - Workplace Health
  - Senior Connections



Achieved recognition as a Patient Centered Medical Home by the National Committee for Quality Assurance.

Revenues Generated by Source	\$ 7,271,767 Fees
	\$ 2,725,865 Federal Gov.
	\$ 124,949 State Gov.
	\$ 92,723 Local Gov.
	\$ 293,993 Grants
	\$ 199.642 Other
	\$ 10,708,879 Total

- Summary of Direct Economic Impact**
- Employed 140 people
  - Paid \$5.3 million in wages
  - Spent \$10.7 million in total expenditures

**Learn More**

Learn more about Dominion Health Center and our commitment to our local community at [www.DominionHealthCenter.org](http://www.DominionHealthCenter.org).



*After many years of illness, Dominion Health Center helped me manage my health conditions so I can be productive at work and support my family. They changed my life.*

*-A Patient*

**Supporting Community and Economic Development**

In addition to providing essential health services, Dominion Health Center supports community and economic development for our local region. We do this by:

- Attracting revenue to the community from federal, state, and private sources.
- Employing a dedicated, committed, and high-level staff and care team at the health center.
- Creating jobs for community members.
- Providing wages and salaries that are spent in community settings.
- Directly purchasing goods and services from local firms.
- Helping our adult patients be healthy, productive, and ready for work; and helping their children to be healthy and ready for school.
- Partnering with community development organizations on efforts to strengthen housing, food security, neighborhood safety, education, and other community services.
- Partnering with higher-education institutions to provide opportunities for student learners through programs such as work study and clinical rotation.
- Supporting a wide range of activities to promote the local region as a great place to live and work.

**Innovating and Collaborating for Excellence**

Dominion Health Center is continuously searching for better ways to deliver value for our patients, partners, funders, and community. One of the ways we do this is by collaborating with other providers and partners. Examples include:

- Opening a new clinic location to serve Bladen County.
- Obtaining recognition as a Patient Centered Medical Home from the National Committee for Quality Assurance (NCQA).
- Offering Open Access appointments to help more patients obtain services on a walk-in basis.
- Offering a secure web-based Patient Portal allowing real time access to communication with Care Team and components of personal health record.
- Offering a Medication Assistance Program to help patients obtain free medications offered by major pharmaceutical companies.
- Providing Certified Application Counselors to help clients navigate the open enrollment process for the Health Insurance Marketplace.
- Providing free Patient Education events for patients with chronic conditions.
- Delivering special Employee Wellness Events for local employers.
- Delivering oral health care at our clinic.
- Partnering with the local department of health to provide community health screenings.
- Partnering with the local school to provide in-school screenings and education.
- Partnering with the local community mental health organization to provide integrated behavioral health care.
- Providing streamlined referrals for lab, imaging, and diagnostic testing with community partners for discounted rates

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