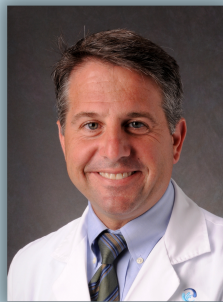




CCLCF YEAR IN REVIEW 2022

CCLCF Board of Director Updates

**Dr. Joseph Pino, MD, MHA, FAP
New CCLCF Board Chair
Executive Director for SEAHEC,
Vice President, GME of New
Hanover Regional Medical Center**



Dr. Joseph Pino is the Senior VP for Graduate Medical Education at Novant Health, the Executive Director at SEAHEC (a non-profit organization that provides training, education and resources to area health care professionals), the Campus Director of the UNC School of Medicine in Wilmington, and the Vice President/Designated Institutional Official for GME at NHRMC for the four residency programs as well as being an Associate Professor at UNC and UNCW. Prior to being elected Board Chair, he served as CCLCF's Vice Chair.

**Christy Spivey RN, BSN, MBA,
NE-BC, FACHE Novant Health
NHRMC New CCLCF Vice Chair**



Christy Spivey has over 28 years of progressive leadership in healthcare. In her current role, Christy is responsible for regional strategic and clinical alignment between Novant Health NHRMC and regional affiliate hospitals, and oversight of emergency departments across the coastal region of Novant Health. Prior to being elected as Vice Chair, she served as a member of CCLCF's Board.

A Message From Angela Ives, RN, CCM CCLCF Executive Director



It has been a busy year for CCLCF. As you read through our Year in Review you will see new programs launched, the Healthy Opportunities Pilot moving from implementation to service delivery, new partners in our Medicare program and highlights illustrating the incredible accomplishments of our team. 2023 will be our 20th year serving the Lower Cape Fear region! We look forward to improving health outcomes and reducing health care costs for 20 more.

Special Thanks to Former Board Chair Yvonne Hughes



Special thank you from CCLCF to Yvonne Hughes, as she has been on its Board of Directors, Executive Committee, and Cape Fear HOP Sub Board for over a decade. Her final positions held were Board Chair, and CF HOP Sub Chair. We are so grateful to Yvonne for all the years of expertise and guidance she has brought CCLCF and wish her the best of luck in her next chapter.



**Special Thanks to Former
Treasurer Mike Bollinger**

Special thank you from CCLCF to Mike Bollinger Senior Vice President - Head of Pharmacy at Live Oak Bank, who has been our Board of Directors Treasurer, Executive Committee Treasurer, and CF HOP Sub Committee member since November 2020. We are so grateful to Mike for his dedication and financial expertise. We wish him all the best in his future endeavors.



**Jason Beck, New CCLCF
2023 Treasurer,
President & CEO of Columbus
Regional Healthcare System**

Jason Beck served as CEO of CRHS since 2018 and became the Interim President after the retirement of John Young in December 2021. In January 2022 his position became permanent. CCLCF welcomed Jason Beck to the CCLCF Board of Directors in 2022. Mr. Beck was elected as the new CCLCF Treasurer in late October and will begin his new Treasurer term on January 1, 2023.



**Welcome John Ray Webber
Closing Associate LiveOak Bank**

John Ray Webber currently works at Live Oak Bank, the nation's leading SBA and USDA lender. As a Loan Closing Specialist, he is responsible for the oversight and management of multiple loan pipelines. This includes evaluating all loan documentation, managing borrower relations, and overseeing the transfer of funds. A native of western North Carolina, John Ray came to Wilmington to attend UNCW, where he earned two bachelor's degrees. Welcome to the CCLCF BOD, John Ray Webber.



**Dr. Michelle Jones,
Medical Director, CCLCF**



Message from Dr. Jones

As my first year as Medical Director draws to a close, I am inspired and heartened by the dedication of this team.

What began years ago as a Care Management Organization has diversified into a Lead Pilot Entity for the Healthy Opportunities Pilot, a Chronic Care Management program, multi-payer programs including Diabetes Prevention and Health Navigation, and partnerships with health systems, health plans, LME/MCOs, Health Departments and Human Service Organizations. All of this work with the goal of improving the health of those living in southeastern North Carolina while decreasing the overall cost of care.

This transition would not be possible without the creative talent of our teams. Each has been essential to the overall success of this organization. I am humbled by their work and their dedication to each other and their communities. We look forward to the new year under the inspiration of our leader, Angela. Thank you for the privilege of allowing me to share in this great work.

2022 Health Care Hero's Award Nomination



Sarah Ridout, Program Director of Cape Fear HOP and team were one of three finalists for the 2022 Health Care Hero's Award in Community Achievement. This award "honors an individual or team who successfully implemented a program addressing a problem in health care administration, delivery or community outreach". We are so honored to have such an amazing team who impacts the health of our community.



CCLCF Awarded Innovation Award



CCLCF, along with another entity, partnered with Trillium for a Pediatric Pilot devoted to two local practices with the goal to provide whole person care to patients with Intellectual and Developmental Delays. The Pilot ended in June and CCLCF was among the recipients of the 2022 Innovation Awards through i2i Center for Integrative Health for this work.

Cape Fear Health Net Updates

Cape Fear Health Net is a local 501c3 that exists to create a coordinated system of health care for the poor and uninsured in Brunswick, New Hanover, Columbus and Pender counties, and to increase the capacity of health care safety net providers by ensuring that low-income residents have access to a medical home, receive preventive services, and avoid unnecessary health complications resulting in a better, healthier quality of life. Our collaborative work focuses on helping individuals who are uninsured navigate the health care system, particularly with Specialists, and connect them to available resources in the community.

- 81% of engaged patients attended their specialist appointments. Many patients were linked with services they would not have otherwise received. The goal for frequent ED utilizers is to decrease hospital visits and increase outpatient visits and community resources.
- Along with Cape Fear Health Net and other community partners, CCLCF was written into a grant through The Duke Endowment that was awarded for two years to develop an established, evidence-based care management program for their uninsured patients.



CCLCF PNC Highlights

- The HRSA Perinatal Nurse Champion (PNC) grant dollars supported varying educational opportunities for perinatal healthcare providers (HCPs). Mobile simulation labs allowed three regional hospitals to practice high-risk, low-frequency OB emergencies with real-time feedback. The grant also sponsored over 30 nurses and doulas to attend Spinning Babies, a best practice class promoting maternal positional changes to decrease Cesarean Sections and their possible adverse outcomes.
- This year a gap analysis was completed within Perinatal Region V and we learned that many inpatient and outpatient perinatal care centers were unaware of available resources. Doris Robinson, PNC Region V Champion addressed these barriers in several ways and created a robust Perinatal Resource booklet for HCPs. These booklets share resources, screening tools, and educational opportunities for concerns surrounding behavioral and social determinants of health, substance use, post-birth warning signs, and parenting classes. Multiple training sessions were implemented for breastfeeding safety with medication and substance exposure.
- Doris Robinson retired in September and we welcomed Kathleen Bloomfield as the new Perinatal Nurse Champion. Congrats to Doris on her retirement!



Doris Robinson



Kathleen Bloomfield



CCLCF Announced as a Human Service Organization (HSO) for the Healthy Opportunities Pilot for all 6 counties served

- After being selected as a Human Service Organization (HSO) for the Diabetes Prevention Program (DPP) for all 6 counties in our area, we had 7 staff members trained as Lifestyle Coaches (LSC) to facilitate classes.
- The DPP team started a DPP Pilot Program with employees of Wilmington Health
- CCLCF also serves as an HOP HSO for Housing Navigation, Support, and Sustaining Services in Bladen County



Pharmacy News

- CCLCF 's Kim Thrasher PharmD, BCACP, FCCP, CPP successfully launched a collaborative practice for Medication management for chronic diseases at Duplin County Health Department. This work is expanding in the next year.
- CCLCF's Deputy Director and PharmD Megan Rose was nominated to serve on the North Carolina Physicians' Advisory Group Pharmacy & Therapeutics Subcommittee. Her term started in October of 2022.



Dr. Kim Thrasher



Dr. Megan Rose



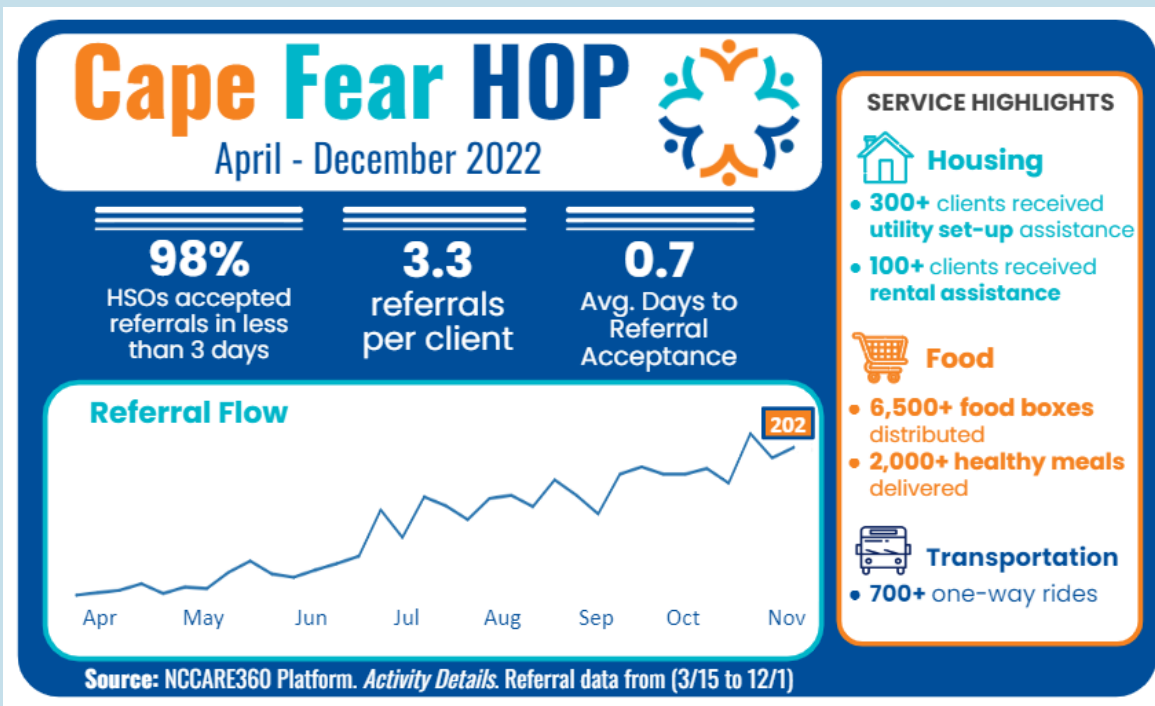
AT THE HARRELSON CENTER

- CCLCF was awarded a two-year grant for Help Hub Care Navigation through Live Oak Bank to continue our work and provide opportunities for improvement in data collection to show the positive ROI for members and the community when working with a Health Navigator.
- The team has provided health navigation and care coordination services to over 230 individuals assisting with a variety of needs including, but not limited to, resources for dental care, eye exams and glasses, medication assistance, connecting to primary care and specialist providers, assisting with enrollment in health care coverage programs .



So far in the CCLCF Cape Fear Healthy Opportunities Pilot

- As a statewide pilot, the number of Medicaid members receiving Pilot services increased over 90% between September and December 2022
- As the Network Lead for the Cape Fear HOP network, we have moved from implementation to service delivery in 6 counties
- 6,808 invoices have been processed
- 49 HSOs have been working incredibly hard to make this pilot a success



CF HOP Business Solutions Center

Through generous grants from Kate B. Reynolds Charitable Trust and the Blue Cross and Blue Shield of North Carolina Foundation, CCLCF created a Business Solutions Center (BSC) for Network HSOs. The BSC offers several training opportunities including the UNC-W QENO Governance-Leadership-Management program, grant writing, Excel training, non-profit board development and the opportunity to attend the Building on Inclusion, Achieving Equity Conference in Durham NC. Seventy-nine HSO staff members took advantage of our trainings from August to early December!

"I referred a member to HOP for a healthy food box. His food box came today and he wanted me to know how thankful he was. He stated that he had not been able to eat healthy and it has changed his life. He said his box contained more than he ever expected and is now able to eat the way he knows he should. I can't tell you how grateful he was!"

Kate B. Reynolds
Charitable Trust



BlueCross BlueShield
of North Carolina

Foundation

CCLCF Medicare Program

Local support for providers and their patients

Annual Wellness Visits Chronic Care Management Transitional Care Management

CCLCF partners with practices and providers to provide local care management support for Medicare patients. If chronic disease is recognized early enough through preventative measures, these diseases can often be managed well, improving quality of life, often extending life, and reducing overall expense to the patient individually and the healthcare system. One of our programs active patient's A1C dropped from 9 to 7.4. This same patients blood pressure was uncontrolled for 3 years. Now it is in the 120's/70's!



Proud partner of Wilmington Health, LLC



Proud partner of Dawson Med

Care Management for Carolina Complete Health

CCLCF Care Teams provide care coordination, complex care management and Long-Term Support and Services (LTSS) care management to Carolina Complete Health members in Region 5 - Pender, New Hanover, Brunswick, Columbus and Bladen counties.

- Services are offered to members with Social Determinants Of Health (SDOH) needs.
- Care Managers provide face-to-face visits with Long Term Support Services (LTSS) members
- Since Healthy Opportunities Pilot services began, we have helped members with multiple SDOH needs. This includes helping members with housing needs, obtaining needed food, helping a newly diagnosed CVA (stroke) member with a wheelchair ramp so they can go to primary care and physical therapy offices, coordinating home remediation (safety benefits) such as: replacement of a floor that was falling in and pest eradication, and transportation services.

Care Management partnership with Access East

CCLCF provides care coordination, complex care management, and provider support services to local contracted primary care providers and their members in our six-county region.



**COMMUNITY CARE
LOWER CAPE FEAR**



TWO DECADES OF IMPROVING LIVES TOGETHER

Community Care of the Lower Cape Fear

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