



Dear Community Families & Stakeholders,  
2018 was an AMAZING year for Outpatient Medical Center Inc. and we trust it was for you as well. On behalf of our Board of Directors and dedicated staff, allow me to share some of our health system 2018 performance highlights:

**OPERATIONAL KEY HIGHLIGHTS**

- Hired Dr. Tywana Chisley, Board Certified Pediatrician, to serve as our system Chief Medical Officer and Pediatrician in our Tallulah Health Center
- Hired Sheila Hampton to work as a Registered Dental Hygienist every Wednesday in our Tallulah Health Center.
- Hired Porsche Doss to work as a full-time Family Nurse Practitioner-Certified out of our Tallulah Health Center
- Hired Dr. Lori Rodriguez, Board-Certified Internal Medicine Physician to bring up Internal Medicine Services in our Natchitoches Health Center
- Hired Nicholas Onyekazi to serve as a full-time Family Nurse Practitioner-Certified out of our Leesville Health Center
- Hired Stella Onyekazi to serve as a Family Nurse Practitioner-Certified out of our Natchitoches Health Center
- Hired Nicole Roberson, MBA to serve as the Natchitoches Health Center Site Director and Corporate Compliance Officer
- Hired Mr. Kelvin Doss for a part-time Housekeeping/Facilities Maintenance position in our Natchitoches Health Center
- Hired Tejuahna Canada to serve as our health system Chief Human Resources Officer
- Hired Heather Bynog to serve as our health system Director of Nursing/QIQA Services. Ms. Bynog holds the following credentials: Master's Degree in Nursing; Critical Care Registered Nurse and a Bachelor's Degree in Nursing
- Brought up centralized Case Management Services (precedent-setting patient quality of care enhancement effort)
- Hired De Marquis Hamilton, MBA to serve as the Leesville Health Center Site Director
- Hired Kendra Cunningham, (MBA candidate) to serve as the Tallulah Health Center Site Directors
- Hired Ebony Hall to serve as a Case Manager for our Tallulah Health Center
- Hired Brenda Faulk for a FT Dental Assisting position in our Natchitoches Health Center
- Hired Rekita Brown to serve as an Outreach and Enrollment Coordinator for our Natchitoches Health Center
- Hired Shannon Evans for a part-time floating Dental Assistant position
- Hired Rakeya Walker to serve as our health system Accounts Payable Clerk
- Hired Lakesha Wilson to serve as a full-time Registered Dental Hygienist in our Natchitoches Health Center
- Re-established The Cancer Screening Van routinely visiting our Natchitoches and Leesville Health Centers and improved the number of patients being referred for cancer screening services and mammograms
- Hired LaTonya Johnson, MSW, LCSW to serve as our Tallulah Health Center Behavioral Health Services clinician
- Hired Ashlee Morgan to work as a full-time Family Nurse Practitioner-Certified position in our Leesville Health Center
- Hired Mr. Charles Holmes to serve as our system Director, Outreach/ Enrollment/Marketing
- Hired Larry Maxwell to serve as our system Chief Financial Officer
- Hired Julie Lockhart to serve as our system Controller
- Hired Dr. Mark Singleton to serve as a full-time Family Medicine physician in our Natchitoches Health Center
- Hired Alesha Simmons for a full-time Family Nurse Practitioner-Certified clinician position in our Natchitoches Health Center
- Successfully expanded the offering of primary care/urgent care services in our Tallulah, Leesville and Natchitoches Health Centers to include all day on Fridays and a half day on Saturdays
- Hired Darnecius Thomas, LPN to serve as a full-time LPN for our Tallulah Health Center
- Hired Dr. Cliff Davis to serve as our health system Chief Dental Officer

- Hired Dr. Kevin Hamilton to serve as a General Dentist in our Leesville Health Center
- Promoted Ms. Kristy Varice from full-time Patient Registration Services Clerk to full-time Certified Dental Assistant in our Natchitoches Health Center
- Promoted Ms. Genevieve Hicks to serve as our system HIM Services Supervisor
- Promoted Crystal Armstrong, RN to serve as the Director, Centralized Case Management Services
- Hired 7 CDC-grant-funded Black Women's Health Life Coaches
- Upgraded the health system telephone system in all sites
- Signed contract to utilize Lunabyte to manage our health system social media marketing platform
- Operationalized business plan to add a third dental operator in our Leesville and Tallulah Health Centers
- Updated our health system organizational chart
- Approved business plan to add an additional two exam rooms in our Leesville Health Center
- Operationalized a secondary retirement plan offering for our valued staff
- Implemented business plan to systematically replace/upgrade old computer systems
- Installed basic cable in all of our health centers to enhance our valued patients waiting room experience/comfort
- Awarded The Eric B. Taylor Leadership Award, the highest leadership award bestowed upon 34 Louisiana-based Federally Qualified Health Center CEOs eligible to receive the award
- Implemented the issuance of Outpatient Medical Center Inc. patient identification cards to help drive elevated care coordination for our valued health system patients
- Implemented a staggered lunch staffing schedule to ensure we can effectively see patients all hours of the day across the health system
- Aligned health system to participate in the National Network of Oral Health Access Collaborative
- Operationalized an OMC Inc. Administration Building to house key administrative personnel
- Operationalize four more exam rooms in our Natchitoches Health Center
- Aligned health system to become a certified Medicare Program benefits patient education site. We now offer comprehensive Medicare program patient educational services in all of our main health system service-delivery sites
- Implemented Board-approved updated Patient Sliding Fee Schedule
- We are current with all of our health system federal reporting obligations
- We are current with all of our company grant reporting obligations
- Re-established The Cancer Screening Van routinely visiting our Natchitoches and Leesville Health Centers and improved the number of patients being referred for cancer screening services and mammograms
- Worked with the Natchitoches parish School Superintendent/ Administration to increase the number of school children receiving services in our school-based health center to 18-22 per day. We have also provided preventative dental screenings for 138 of Natchitoches parish school children
- Generated multiple Keeping You Informed and Healthy health system community informational ads
- Operationalized our new health system website
- Successfully renewed our health system federal medical malpractice insurance
- Aligned health system to become part of the Verity HealthNet contracted provider network
- Hosted a Leesville Health Center relocation open house to inform Vernon parish families that Outpatient Medical Center Inc. was expanding in Vernon parish to better meet Vernon parish (and surrounding parish) community families medical, dental and behavioral health services needs
- Executed new service contract between OMC Inc. and Delta Head

**NEW BUSINESS DEVELOPMENT HIGHLIGHTS**

- Aligned health system to become part of the GEHA Connection Dental Plan provider network
- Aligned health system to provide physicals for military Reservists by signing a LHI Health Plan Provider Agreement
- Signed inter-agency MOU with Northeast Delta Human Services Authority (NEDHSA) for them to provide integrated enhanced Addiction and Serious Mental Illnesses behavioral health service for OMC Inc. patients referred for said services. Said MOU also will encompass NEDHSA referring patients into OMC Inc. for integrated primary care services
- OMC Inc. provides as appropriate - Executed contract with Early Childhood Education & Development, City of Natchitoches to align OMC Inc. to provide integrated medical services to Natchitoches Head Start center children and families
- Executed contract for OMC Inc. to provide dental services for Natchitoches parish Head Start children
- Executed Vernon parish Head Start Medical Services contract
- Executed Vernon parish Head Start Dental Services contract
- OMC Inc. was selected to participate in the national School-Based Health Center Asthma Learning Collaborative. OMC Inc. was selected over 31 national applicants and will be awarded \$8,000 in grant funding to help reduce asthma attacks in the school environment.
- Our Leesville Health Center was approved to participate in the Vaccines For Children program
- Implemented business plan resulting in the health system being recognized as a Bronze Advocacy Center of Excellence
- Established a MOU with NSU for OMC Inc. to serve as student rotational site for their Behavioral Health Services program students
- Aligned health system to participate in the Blue Cross/Blue Shield ACO
- Completed Natchitoches Health Center Air Conditioning Unit repairs
- Completed Natchitoches Health Center roof repairs
- Implemented business plan to offer the following expanded services in our health system:
  - Commercial Driver's License physicals (CDLs) – all health system health centers
  - ECG Services – all health system health centers
  - Spirometry Services – all health system health centers
  - Podiatry Services – initially offered at our Natchitoches Health Center
  - Physical Therapy Services – initially offered at our Natchitoches Health Center
  - Substance Abuse Services – all health system health centers
  - Case Management Services – all health system health centers
  - Peripheral Vascular Services – initially will be offered in our Natchitoches Health Center

**COMMUNITY OUTREACH PERFORMANCE HIGHLIGHTS**

- Rendered OMC Inc. presentation at the Natchitoches Lyons Club
- Participated in The RAPIDES Foundation community needs assessment
- Aligned health system to support the Vernon parish single soldier community initiative
- Served as guest speaker at the April Tallulah Health Advisory Committee meeting
- Aligned OMC Inc. to support the Tallulah Health Advisory Committee discussions
- Strengthened relationship with Natchitoches Workforce Development to outline a stronger inter-agency OMC Inc. prospective job applicant referral partnership
- Guest speaker at the Delta Community Action Head Start/

- Early Head Start Community Health Advisory Committee meeting (Tallulah)
- Guest motivational speaker for the City of Natchitoches Summer Day Camp kids
- Guest speaker at Vernon Parish VFW District meeting
- Aligned health system to have a presence at the Natchitoches Childcare and Preschool Programs Information and Recruitment Day community engagement
- Aligned health system to have a presence at the Leesville Military Appreciation parade
- Supported LPCA request to be one of three FQHC leaders to speak with our Legislators during Legislative Day. Rendered comment to the Governor's Special Assistant during same
- Supported Natchitoches parish Mayor's Health and Fitness Volunteerism sub-committee meetings/community engagements
- Aligned health system to support upcoming Natchitoches parish Ross Williams Park community block party
- Aligned health system to support the Vernon parish Council on Aging Health Fair
- Aligned health system to support Vernon parish Chamber of Commerce General Membership luncheons
- Aligned health system to support the Leesville Rehabilitation Hospital Annual Health Fair and Open House
- Aligned health system to support The Natchitoches Boys and Girls Club Health Fair
- Aligned health system to support the State Representative Johnson's Leesville Town Hall meeting
- Conducted an OMC Inc. Company Overview presentation before the state Louisiana Workforce Commission
- Aligned health system to support the Vernon parish General Membership luncheon
- Offered motivational comments at the Natchitoches parish Mayors Summer Camp
- Offered motivational comments to Natchitoches parish Upward Bound class
- Aligned health system to support the Louisiana Department of Health and Wellness Partnership Meeting
- Aligned health system to participate in the National Rural Health Resource Center/ Natchitoches Regional Medical Center Delta Regional Community Health Systems Development Program – a community program with a charter to develop a community care coordination plan
- Featured as the featured community leader in the July Around The Town newspaper
- Aligned health system to support the Greater Bethel AME Church Health and Wellness Resource Fair (Leesville engagement)
- Aligned health system to attend the Vernon Parish Chamber of Commerce General Membership Breakfast meeting
- Aligned health system to attend the VFW POST 3106 FAMILY FREEDOM FESTIVAL
- Aligned health system to attend THE VILLAGE OF ANACOCO National POW/MIA Recognition Day
- Aligned health system to support the Leesville Chamber of Commerce-sponsored Small Business Community Forum
- Aligned health system to support Natchitoches National Night Out community engagement
- Aligned health system to support the Department of Veterans Affairs Therapeutic & Supported - Employment Services community engagement
- Supported the Natchitoches parish Brunch With The Brothers community discussion forum
- Aligned health system to participate in the Natchitoches Community Resource Fair
- Aligned health system to support Natchitoches Regional Medical Center community partnership meeting
- Aligned health system to have a presence at the Natchitoches Chamber of Commerce Christmas party
- Aligned health system to support the Natchitoches parish community Halloween engagement
- Rendered Veterans Day speech at the Natchitoches Community

- Care Center. Awarded plaque for supporting same
- Supported Natchitoches Head Start Health Services Advisory Committee meeting
- Aligned health system to have leadership representation at the Central Louisiana Sexual Assault regional strategic planning meeting
- Aligned health system to appear on the Magnolia Minute to educate Natchitoches parish families about our diverse health system services
- Aligned health system to be a part of the NNOHA dental learning collaborative
- Aligned health system to support The Louisiana Primary Care Association (LPCA) and the LA Department of Health-Office of Public Health (LDH-OPH) partnership meeting designed to connect hypertensive patients and those in need of specialty services seen in public health units with their local Community Health Center
- Submitted nomination for OMC Inc. to be recognized by the Natchitoches Chamber of Commerce for the annual Non-Profit and Medium Business company community award
- Aligned health center to contribute to the Natchitoches parish Cane River Children's Services Christmas fundraiser
- Aligned health system to support the Natchitoches parish Make A Smile Happen Christmas Toy drive
- Attended Natchitoches parish National Night Out community engagement. Accepted community award
- Submitted nomination for OMC Inc. to be recognized by Vernon parish Chamber of Commerce for the annual Medium Business and Non-Profit business award
- Strengthened inter-agency relationships/partnerships with over 40 community stakeholders
- Aligned health system to have a presence on the Natchitoches parish Children and Youth Planning Board
- Selected as the Natchitoches Parish Area Chamber of Commerce Non-Profit Business of the Year

**FISCAL KEY ACCOMPLISHMENT HIGHLIGHTS**

- Received HRSA Notice of Award (NOA) that OMC Inc. has been awarded \$285,000 in Expanding Access to Quality Substance Use Disorder and Mental Health Services (SUDMH) Federal Funding
- Received over \$42,000 in federal Meaningful Use payments
- Awarded over \$77,000 in Federal Quality program incentive dollars in recognition of our health system's sustained commitment to continually elevate our Quality Program for our valued health system patients
- Awarded \$101,000 in CDC-funded Black Women's Health grant funding
- Commenced receiving Managed Care Organization (MCO) quality measure performance incentive payments (precedent-setting for our health system) as a result of the outstanding work our health system clinical team is doing to improve the quality of care provided for our valued health system patients
- Awarded over \$5,700 in Well Ahead Louisiana Oral Health grant dollars to for OMC Inc. to pilot the application of dental sealants in a school-based practice environment
- Awarded another \$30,000 for year four of the LPCA/LSU Colorectal Health Grant Clinical Initiative
- Implemented multiple cost-containment initiatives that will cumulatively save the health system over \$150,000 annually in operating expenses
- Signed Blue Cross Blue Shield Medicare Advantage Plan contract which will position the health center to receive additional per member per month (PMPM) an clinical outcome incentive reimbursement
- Signed Blue Cross Blue Shield commercial insurance contract which will pay the health system a per member per month fee for hitting select clinical measures for their health plan patients assigned to OMC Inc.
- Awarded another three year \$2.9 million dollar federal contract
- Ended 2018 profitably

- We have grown the health system by over a million dollars per year; year over year for the past two years.

**OTHER PERTINENT PERFORMANCE MILESTONES**

- Flu shots given in 2017: 336
- Flu shots given in 2018: 855
- Conducted 25 community health fairs in 2017
- Conducted 20 community health fairs in 2018
- Total number of unique patients served in 2017: 7,274
- Total number of unique patients served in 2018: 9,339
- Total health system patient encounters in 2017: 19,232
- Total health system patient encounters in 2018: 29,501
- Total Nurse Visits in 2017: 1,019
- Total Nurse Visits in 2018: 2,258
- Total uncompensated care provided in 2017: \$153,920.00
- Total uncompensated care provided in 2018: \$321,304.00
- Average number of new patients seen per month across the health system: 349
- Cumulative number of new patients seen across the health system in 2017: 3,255
- Cumulative number of new patients seen across the health system in 2018: 4,188



**Carl I. Walters II., Chief Executive Officer, Outpatient Medical Center Inc.**

**CLINICAL PERFORMANCE MEASURES**

OMC exceeded target goal on the following Clinical Quality Measures:

- Cervical Cancer Screening
- Adult Tobacco Use Screening & Cessation Intervention
- Colorectal Cancer Screening
- Breast Cancer Screening
- Dental Sealants
- Asthma Treatment
- Diabetes Management with Lowering of HgbA1c below 9%
- Diabetic Eye Screening
- Diabetic Nephropathy Screening
- ADHD with new medication follow up
- Adolescent Well Visits

**YEAR TO YEAR COMPARISON**

	2017 Patients	2018 Patients	Increase by Numbers	Increase by Percent
None Insured	5221	6544	1323	125%
Med/Chip/other	420	488	68	116%
Private	890	1543	653	173%
<b>Total Patients</b>	<b>7274</b>	<b>9339</b>	<b>2065</b>	<b>128%</b>
<b>Male Versus Female Patients</b>				
Male Patients	2754	3663	909	133%
Female Patients	4520	5676	1156	126%
<b>Demographic Characteristics</b>				
Black/African	4568	5736	1168	126%
Indian/Alaska	70	86	16	123%
White	2414	3223	809	134%
Patients by gender	7274	9339	2065	128%
<b>Selected Patient Characteristic Income as Percent of Poverty Guideline</b>				
100% and below	2135	2374	239	111%
101-150%	337	351	14	104%
151-200%	72	84	12	117%
Over 200%	35	46	11	131%
<b>Principal 3rd Party Medical Insurance</b>				
None/Uninsured	743	764	21	103%
Total Medicaid	5221	6544	1323	125%
Medicare	420	488	68	116%
<b>Total Sum</b>	<b>7274</b>	<b>9339</b>	<b>2065</b>	<b>128%</b>
<b>Manage Care Utilization</b>				
Fee for Service	23447	39992	16545	171%
<b>Special Populations</b>				
Agriculture/Workers/Depend	25	33	8	132%
Total Homeless	25	50	25	200%
Total School Base	42	770	728	1833%
Total Veterans	92	154	62	167%
<b>Staffing and Utilization Patients</b>				
Medical Care Service	4661	6723	2062	144%
Dental Services	3308	3620	312	91%
Mental Health Service	419	710	291	59%
<b>Selected Diagnoses/Services Rendered</b>				
<b>Selected Infectious/Parasitic Diseases Number of Patients with Diagnosis</b>				
Symptomatic/Asympt	28	37	9	76%
Sexual Transmitted Inf	90	128	38	70%
Hepatitis B	12	32	20	38%
Hepatitis C	98	169	71	58%
<b>Selected Disease of Respiratory System Number of Patients with Diagnosis</b>				
Asthma	240	366	126	66%
Chronic obstructive pulmonary disease	176	236	60	75%
<b>Selected Other Medical Conditions Number of Patients with Diagnosis</b>				
Abnormal breast feed	49	76	27	64%
Abnormal Cervical Find	28	40	12	70%
Diabetes mellitus	685	794	109	86%
heart disease	195	230	35	85%
Hypertension	1848	2382	534	78%
Contact Derm/eczema	130	258	128	50%
Dehydration	2	5	3	40%
Overweight/obesity	582	851	269	68%
<b>Selected Childhood Conditions Number of Patients with Diagnosis</b>				
Otitis media/Eustachian	64	166	102	39%
<b>Selected Mental Health/Substance Abuse Conditions Number of Patients with Diagnosis</b>				
Other Sub. Rel. Disorder	88	169	81	52%
Tobacco use disorder	385	522	137	74%
Depression/mood	677	1209	532	56%
Anxiety incl PTSD	498	847	349	59%
Attention deficit/disruptive	78	160	82	49%
mental disorder,excl. Drug	334	517	183	65%
<b>Selected Diagnostic Test/Screening/Prev. Number of Patients Tested</b>				
HIV test	219	1696	1477	13%
Hepatitis B test	104	407	303	26%
Hepatitis C test	407	1074	667	38%
Mammogram	196	290	94	68%
Pap test	310	236	-74	131%
Select Immunization	90	316	226	28%
Seasonal Flu Vaccine	333	855	522	39%
Contraceptive management	122	177	55	69%
Health Supervision infant	193	591	398	33%
Childhood lead Screening	43	172	129	25%
Smoke/Tobacco cessation	307	1283	976	24%
<b>Selected Dental Services Number of Patients</b>				
Oral Exams	2844	3112	268	91%
Prophylaxis-adult/child	1258	1488	230	181%
Sealants	96	53	-43	85%
Fluoride Treatment	745	872	127	85%
Restorative Services	328	373	45	88%
Oral Surgery	1064	1128	64	94%
<b>Quality of Care Measures Number of Patients Tested</b>				
Cervical Cancer Screening	392	596	204	66%
Weight Assess/Counseling	272	887	615	31%
Prev. Care: Screen Body				
Mass	1749	2951	1202	59%
Prev. care: Tobacco Use	2492	3171	679	79%
Use Appr. Med for Asthma	72	94	22	77%
Ischemic Vascular Disease	105	132	27	80%
Colorectal Cancer Screen	559	1006	447	56%
Prev. Care: Depression	3012	4079	1067	74%

## 2019 Natchitoches Parish Area Chamber of Commerce Non-Profit Business of the Year Closing Report Comments

We have worked hard over the year to better position our health system to better care for you. We are extremely excited about the new services we plan to roll out across the health system this year to make it more convenient for you to get the professional, personalized integrated primary and specialty care services your family and you deserve in one convenient location. We are accepting new patients in all of our health center sites and we would welcome the opportunity to become your family's medical

home. At Outpatient Medical Center Inc., it is not about the money. It is about – you. Because caring for your family and you to help keep you healthy and whole is what we have been doing for over 41 years. Whether you have the ability to pay for services or not has no bearing on the compassionate, personal, professional services you will receive when you visit one of our health centers. In addition, if you have not been in to see a primary care clinician or Dentist recently, we personally invite you to pick up

the phone and make an appointment with us today. On behalf of our Board of Directors and dedicated staff, we wish your family and you continued good health and prosperity in the New Year. It has been and continues to be our privilege and pleasure to serve your family and you because – Caring for you is what we do."



**Our Vision**  
Improve existing patient utilization  
Improve patient clinical outcomes  
Improve patient system access  
Improve patient throughput  
Expand/diversify system utilization/revenue diversification  
Increase OMC Inc's community outreach/education efforts  
Align OMC to be an employer of choice  
Align OMC to be one of the best run and performing FQHC's in the country

*OMC is now accepting new patients and welcomes active duty, reserve, retired military Veterans and their families. OMC is now offering flu shots. Visit our website at www.outpatientmedical.org.*

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