

### Karen's Corner



As DHHR seeks to improve the health and well-being of all West Virginians, I am thankful that we have many partners who share this same mission. As I've said before, working together is the key to success, which is why I am excited about our newly launched collaborative projects, as well as our ongoing partnerships.

At the beginning of the year, in a combined effort to combat the flu in West Virginia's schools, DHHR joined forces with the West Virginia Department of Education, the Community and Technical College System of West Virginia and the Higher Education Policy Commission to promote the "My Pledge" flu prevention campaign. DHHR worked with each of these agencies to provide customized student materials to ultimately help defeat West Virginia's flu epidemic.

Also in January, DHHR's Bureau for Medical Services and Partners in Health Network announced a joint initiative to address the special needs of Medicaid beneficiaries who are frequent visitors to hospital emergency rooms. DHHR and partner clinicians envision a three-year program to target those most in need of help; to provide care as needed; and, ultimately, to document improvements in outcomes and demonstrate the care efficiencies achieved.

I'd also like to acknowledge West Virginia's Legislature and congratulate each new member. I have had the opportunity to meet with many lawmakers this year to discuss DHHR initiatives, and look forward to continuing this partnership to improve the overall well-being of our citizens.

I look forward to a year of teamwork as DHHR's programs succeed with the engagement and commitment of employees, as well as individuals from both the public and private sector. I thank each of you who has made the effort to better our great state in some capacity and am eager to see the success that will result from new and continued collaborations in 2015.

### Health Officials Unite to Spread Cervical Cancer Awareness

Every day in the United States, 10 women die from cervical cancer and nearly all of those are preventable.

On January 26, the West Virginia Department of Health and Human Resources (DHHR) and CAMC Women and Children's Hospital teamed up to spread the word about the help available in West Virginia to prevent cervical cancer for eligible women as part of National Cervical Cancer Awareness Month.

DHHR Cabinet Secretary Karen L. Bowling, Bureau for Public Health Commissioner and State Health Officer Dr. Rahul Gupta and Stephen H. Bush, MD, FACOG, Associate Professor and Chairperson of the West Virginia University Charleston Division Department of Obstetrics and Gynecology, held a joint press conference to raise awareness about the help available. Cervical cancer survivor Shelly Dusic also shared her touching story and encouraged women everywhere to follow all suggested measures to prevent this disease.

"Cervical cancer is highly preventable because of screening tests and vaccine," said DHHR Cabinet Secretary Karen L. Bowling. "We joined our partners from both the private and public sector to highlight this serious disease and the interventions available to help protect the health and well-being of the women of West Virginia."

There were 107 women diagnosed with cervical cancer in West Virginia last year and data indicate that approximately 100 more women will be diagnosed with cervical cancer this year.

To learn more about cervical cancer and the WVBCCSP visit [www.wvdhhr.org/bccsp/](http://www.wvdhhr.org/bccsp/) or call 1-800-642-8522.



*Pictured are Secretary Bowling, cervical cancer survivor Shelly Dusic and WVU-Charleston's Dr. Steven Bush.*

## Collaboration Seeks to Improve Care for Medicaid Beneficiaries



A unique partnership was launched on January 1, 2015 to provide additional help to Medicaid beneficiaries in West Virginia. The West Virginia Department of Health and Human Resources Bureau for Medical Services and Partners in Health Network, Inc. will address the special needs of Medicaid beneficiaries who are frequent visitors to hospital emergency rooms. By sharing resources, health care providers and West Virginia Medicaid staff will seek interventions to improve outcomes for these individuals.

“This partnership was developed through the Health Innovation Collaborative which provides a forum for developing public and private relationships to improve the health and well-being of the citizens of West Virginia,” said West Virginia Department of Health and Human Resources Cabinet Secretary Karen L. Bowling. “We are delighted to find providers who are interested in working with us to improve the care and efficiency of high-need Medicaid beneficiaries.”

Similarly, Doug Bentz, CEO of Roane General Hospital and Chairman of the Board of Partners in Health Network, added, “The non-profit providers of Partners in Health Network and the West Virginia Department of Health and Human Resources share a mission to improve care and make the State’s dollars spent on Medicaid programs go further. We are pleased to work with them to make these improvements.”

Health care providers and Medicaid will begin identifying beneficiaries who might benefit from additional or alternative health care resources. Interventions will then be designed to improve outcomes and progress will be measured through West Virginia’s care database. Managed care organizations will also be included in order to provide a seamless implementation across different Medicaid populations.

State officials and partner clinicians envision a three-year program to target those most in need of help; to provide care as needed; and, ultimately, to document improvements in outcomes and demonstrate the care efficiencies achieved.

## Centralized Intake Unit Initiates Monthly Community Service Projects

During the summer of 2014, the Bureau for Children and Families established a Centralized Intake Unit (CIU) for reports of abuse and neglect. The CIU replaced the separate intake units by county and contract services for after-hours calls. Now all child and adult protective services intake functions are consolidated into one operation staffed and managed by employees of the Bureau for Children and Families.

The CIU has two locations, White Hall in Marion County and Winfield in Putnam County. These are temporary locations; during 2015 the White Hall office will relocate to downtown Fairmont and the Winfield office will move into the Kanawha County DHHR office. The CIU team is comprised of 49 staff members.

To build cohesion within the new office and address the high levels of stress associated with abuse and neglect case work, the CIU initiated office-wide service projects for community organizations. “Hearing stories of children and vulnerable adults being abused and neglected can wear on you, so I think taking the time to do projects such as these helps us to ‘step out’ of ourselves and help people in a tangible way that is outside of our jobs. Helping other people just

really can make you thankful for what you have and really creates good feelings,” said David Shafer, Child Protective Services Supervisor with the CIU.

Service projects are suggested by team members and have included partnering with Catholic Charities for a food drive, raising funds for Logan County’s We Can program to purchase children’s coats, and collecting snacks for families staying at the Ronald McDonald House-Morgantown. In November 2014, the CIU created “thankfulness trees” in both offices. Team members listed items they were thankful for on paper leaves and added them to the trees throughout the month.

The CIU plans to continue monthly service projects and staff morale events in 2015.



CIU team member Kandi Shafer facilitates the CIU’s food drive project for Catholic Charities.

