

 **PrimaryOne**
Health
Your first choice for quality care®



ANNUAL REPORT **2021**

PrimaryOne Health has 12 locations throughout the medically underserved areas of Franklin and Pickaway counties.



LOCATIONS

- 1180 E. Main St.
- 720 E. Broad St. Suite 100
- 2300 W. Broad St.
- 3781 S. High St.
- 1500 E. 17th Ave.
- 3433 Agler Rd. Suite 2800
- 1791 Alum Creek Dr. Suite 100
- 600 N. Pickaway St., Circleville Suite 300
3rd Floor Medical Office Bldg.
- 1905 Parsons Ave.
- 240 Parsons Ave. (Dental only)
- 1289 E. Livingston Ave.
- 3661 Sawmill Rd., Ste. 101
- 2780 Airport Dr. (Corporate Office)
Suite 100

Mobile Health Centers (2)



OUR SERVICES

- *OB/GYN
- *Primary Care & Pediatrics
- *Dental
- Vision
- *MH & SUD including
Opioid MAT
- Physical Therapy
- Health Care for Homeless
- Pharmacy 340B Pharmacy
Prescription Discount
Program
- Nutrition Therapy &
Weight-loss Programs
- CenteringPregnancy®
- Smoking Cessation
- Social Work



ENABLING SERVICES

- Healthcare for the
Homeless
- Patient Education
- Transportation
- Translation/Interpretation

*OSU Collaboration

PRIMARYONEHEALTH.ORG

614.645.5500

These health centers are Health Center Program grantees under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).



Board of Directors

OFFICERS:

- Jacqueline Downey, Board Chair
- Samantha Shuler, Chair-Elect
- Russell Barney, Treasurer
- Seleshi Asfaw, Secretary
- Maria Cortez, Secretary
(Nov-Dec 2021)

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- Jennifer Beard
- Robert Bensonhaver
- Mary Bynum
- Emily Fisher
- Miski Issak
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- Erica McGriff
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- Kyla Ross
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- David Sanchez

SPECIAL ADVISOR:

- Gavin French

Moving Through the Pandemic – Driving Good Health To You!

Dear Friends:

First, we would like to thank our patients, and residents of Franklin and Pickaway counties for remaining with us during 2021. Secondly, we want to thank our PrimaryOne Health (P1H) staff and practitioners for your commitment, ability to pivot when and where needed and work as a team to address the myriad of challenges that we continued to face with the Coronavirus. While the pandemic did not end during 2021 – we do see the light at the end of the tunnel and are driving forward to a brighter future...

This year has generated new challenges and opportunities. We had to temporarily close seven sites to meet our staffing challenges, address emergent vision and dental services only and provide geographically convenient services for our patients. We continued providing COVID-19 testing and vaccines throughout the year with Columbus Public Health, Franklin County Public Health and many community and faith-based partners. We also continued to flex our staff and service delivery models to meet the needs of our patients with face-to-face and Telehealth visits. Our patients are now comfortable and coming back to see their practitioners and staff. By the end of 2021, we shifted the ratio of face-to-face visits from 20% in 2020 to 80% in 2021.

We continued to partner with schools, faith and community-based organizations to conduct more than 89 testing and vaccine events. At these events, we provided over 14,687 COVID-19 vaccines and 5,790 tests in 2021. Our PrimaryOne Health staff and clinicians rallied together to provide coverage at these events while maintaining our clinical operations at our five open sites. In the fourth quarter of 2021, P1H was fortunate to purchase, outfit and launch two new Mobile Health Centers (MHCs). These units were purchased with CARES Act funding from the federal government.

We are happy to report that PrimaryOne Health is financially strong, stable and secure due to the unprecedented work of our Finance/Accounting and Grants Teams. During 2021, they secured over \$29 million in new and existing grants. These

dollars have enabled us to continue to sustain our operations while patient service revenues trended downwards and costs for personal protective equipment (PPE), supplies, salaries and benefits increased. Our PrimaryOne Health Team was unwavering in finding ways to address staff shortages, reduce costs, and provide needed care. Their focus was and is on our mantra “All for One and One for All”.

Our teams have been working diligently to increase patients and visits during 2021. While we have not yet recovered from the pandemic, we have increased our unduplicated patients and visits. Our Mobile Health Centers have provided an avenue to address the unmet needs in Franklin and Pickaway Counties. We are working with partners to establish regular dates/times and special events to provide COVID-19 testing, vaccines and primary care with these mobile units. We are literally... “Driving Good Health to You!” as our trademarked tagline states on the MHCs.

We want to thank and congratulate our Board of Directors for their resolute support and guidance as we pursued new models of care, services and funding. They have been loyal champions of PrimaryOne Health and our mission. Together, we will continue to advocate for policies, funding and programs necessary to provide and expand healthcare services for Central Ohio’s residents and work to eliminate health inequities, promote cultural humility and improve health outcomes for **all** of our patients. We will remain intentional, steadfast and true to our vision and mission.




Jacqueline Downey
Board Chair, Officer




Charleta B. Tavares
Chief Executive Officer

NEW MOBILE HEALTH CENTERS LAUNCHED

In 2021, PrimaryOne Health launched a new Mobile Health Center service line. Two Mobile Health Centers delivered COVID-19 testing, vaccines and primary care directly to underserved and underrepresented communities in need. Specifically designed to provide healthcare in a mobile setting, each vehicle has two exam rooms, lab/specimen collection & waiting areas, a restroom and are fully accessible and ADA compliant.

Healthcare data reveals that there are many communities throughout Columbus/Franklin and Pickaway Counties that are underserved. The Mobile Health Centers logged thousands of miles delivering COVID-19 testing, vaccines and primary care at more than 88 events in 2021 including community centers, schools, parks, shelters, senior housing, shopping centers and churches

The funding for the Mobile Health Centers came from the Coronavirus Aid, Relief, and Economic Security Act (CARES) provided by the U.S. Dept. of Health and Human Services' Health Resources and Services Administration. This new service line will enable PrimaryOne Health to take healthcare to the residents in need and is reflected in the service lines' motto "Driving Good Health to You!®"



HIV/PrEP

PrimaryOne Health introduced a new service in December 2020- HIV Prevention through Pre-Exposure Prophylaxis, or PrEP. The program was the first program at PrimaryOne Health that focused on the HIV pandemic in Central Ohio for our patient population. The program at PrimaryOne Health was awarded through the Ending the HIV Epidemic (EHE) grant through HRSA. This grant was awarded to the 48 counties with the highest infection rates of HIV that account for almost half of all new infections in the entire country.

Of Note to Our Program:

Almost half of our PrEP patients identify as cisgender heterosexual African American/Black women.

What We Offer:

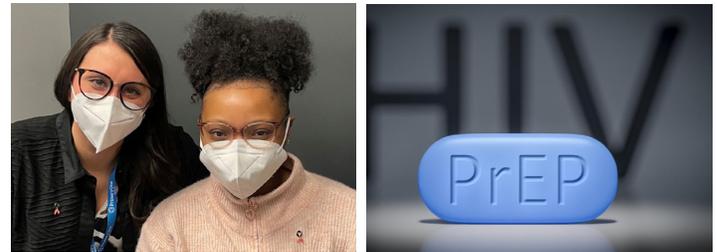
- Extended appointment times with a Clinical Pharmacist
- Medication at no cost to almost all patients
- Financial assistance with co-pays (Provider, Labs, and Pharmacy) for PrEP patients with insurance
- Financial assistance for ACA Premiums (Healthcare.gov plans) for PrEP patients
- PrEP Navigator that can assist with questions and concerns dedicated to program
- Defining success based on the needs of the patient

In August of 2021, the team grew with the addition of a new position, HIV Quality Improvement and Linkage to Care Specialist which was also awarded through the EHE grant.

Of Note to Our Program:

We currently have 14 HIV positive patients in the program.

- 12 who identify as African American/Black
- 2 who identify as Caucasian/White
- 12 who identify as heterosexual
- 2 who identify as LGBTQ



What We Offer:

- Complete a Readiness and Needs Assessment which creates an individualized care plan tailored to each patient.
- Navigation to HIV Provider Specialists in the community that match the needs of the patient (gender, race, sexual orientation and gender identity, geography)
- Connect to HIV community resources (housing case managers, case management, partner notification and education, financial assistance, support groups and peer support)
- Attend initial patient HIV Specialty appointments with community provider to support P1H patient
- Explain labs, and be a general personal HIV resource for the patient.
- Referrals for PrEP to HIV negative partners

2022 Goals:

- Increase HIV screening using new 4th generation Point of Care tests
- Participate in newly approved FDA PrEP injectable
- Increase community visibility including Feb 7, 2022 National Black/African American HIV/AIDS Awareness Day, Pride in June, National Hispanic HIV/AIDS Awareness Day on October 15, 2022, and World AIDS Day on December 1, 2022.

7TH ANNUAL HEALTHCARE JUSTICE AWARDS

ADVANCING DIVERSITY IN HEALTHCARE

The 7th Annual Healthcare Justice Awards took place on November 4, 2021 at the Marriott Columbus OSU. It was a day of celebration, recognition, and gratitude. With the help and support of the community, we raised over \$80,000 to start our newly created Healthcare Justice Scholarship Fund©. PrimaryOne Health created this fund to assist in cultivating a much-needed diverse health professional pipeline. We are intentional in identifying, educating and grooming current and future health professionals who are entering or advancing their careers from under-represented racial, ethnic and cultural populations. The fund will enable us to continue to diversify our staff and other health organizations to improve health outcomes with individuals who represent the communities in which they serve. We are purposeful in creating an endowment at the Columbus Foundation to seed and grow the funds necessary to invest in this proposal. This will allow us to provide more scholarships in order to increase the number of healthcare professionals from these communities.

In addition to exceeding our financial goal that was set for the scholarship fund, we recognized and celebrated the work of two very deserving individuals, Councilwoman Priscilla R. Tyson and Tina Vamos, PrimaryOne Health Site Manager. Councilwoman Priscilla R. Tyson was the 2021 Community Healthcare Justice Award recipient and was honored for her work in addressing

food insecurity, healthcare for the underserved and other social determinants of health. As a member of Columbus City Council since 2007, she has chaired many committees over the years including the Zoning, Housing, Recreation and Parks, etc. Most recently, she served as chair of the Health and Human Services and Workforce Development committees. Tina Vamos was the 2021 Internal Healthcare Justice Award recipient. Tina joined PrimaryOne Health in 2014 and currently serves as the site manager for both the 1905 Parson's Avenue and 3781 South High Street health centers. Tina is an advocate for the Southside residents and her PrimaryOne Health Team. She is a dedicated and trusted manager who works with and on behalf of her team and community. Her steadfast commitment to patients, staff, and the Southside community earned her this year's award.

Save the Date - November 10, 2022

PrimaryOne Health will celebrate 25 years of service and recognize staff and community partners at the 8th Annual Healthcare Justice Awards benefiting the Healthcare Justice Scholarship Fund© on November 10, 2022 at COSI. This evening gala will be filled with food, friends, entertainment, and special guests to celebrate with us! For more information on tickets and sponsorships, please contact Susan Brewer at susan.brewer@primaryonehealth.org.



The fund will enable us to continue to diversify our staff and other health organizations to improve health outcomes with individuals who represent the communities in which they serve.

7TH ANNUAL HEALTHCARE JUSTICE AWARDS RECIPIENTS

The 2021 event raised funding to establish the newly created Healthcare Justice Scholarship Fund for racial, ethnic and cultural under-represented populations who are entering or advancing in healthcare professions.

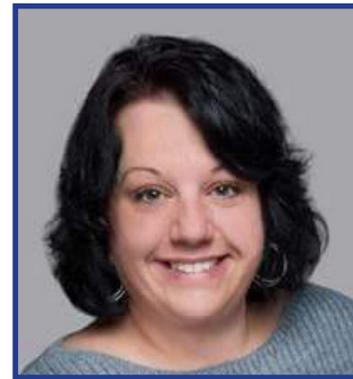


2021
7th Annual
HEALTHCARE JUSTICE AWARDS™
Advancing Diversity in Healthcare

Our 2021 Healthcare Justice Awards Recipients:



Priscilla R. Tyson
Columbus City Councilmember
2021 Community Healthcare Justice Award Recipient



Tina Vamos
Site Manager
2021 Internal Healthcare Justice Award Recipient



HEALTHCARE FOR THE HOMELESS

The COVID-19 pandemic has increased the number of people experiencing homelessness and housing insecurity. Operating within PrimaryOne Health, HealthCare for the Homeless (HCH) works to provide timely access for these residents who need critical health care services. HCH team case managers work with individuals and families by providing supportive services and referrals to agencies/organizations that will address the many barriers that may affect their health.

On any given day, HCH staff encounter people with long histories of housing insecurity and multiple chronic physical and behavioral health conditions, and 2021 was no exception. They are working every day with people who need more than just medical care; they also need support in mastering and sustaining habits and behaviors that lead to effective disease management and health-promoting lifestyles.

In 2021, more than 1,150 patients were engaged through the HCH program, resulting in over 7,000 visits to medical, dental and vision services, along with Behavioral Health, Women's Health and Dietary/Nutrition. HCH staff encourages all patients to engage in health and wellness activities to promote healthy outcomes. More than 50% (601) of the patients engaged were new patients to PrimaryOne Health in 2021.

Throughout the year, the Ohio Department of Health and the U.S. Centers for Disease Control guidance protocols provided little protection to the more than 3,000 people in Franklin County who are considered homeless. Emergency shelters around the city urgently attempted to limit

exposure to the COVID-19 outbreak and prevent it from spreading among residents, staff, and the broader community. HCH staff responded by working with the PrimaryOne Health COVID-19 Response Team to promote, educate and offer testing and vaccinations among the residents and neighborhoods we serve.

The PrimaryOne Health HCH team collaborates with the Ohio State University in the RADx research project. HCH staff engaged with 4,000 people at community events, and in homeless shelters to provide access to educational materials that reduce vaccine hesitancy, and encouraged residents to get the vaccine. This project's aim was to address the lack of COVID information and services in racial and ethnic neighborhoods.

PrimaryOne Health's HCH team worked with the Franklin County Office of Justice Policy and Programs (FCJPP) to provide direct linkages to primary healthcare services for all recently released internees from the Franklin County Correctional Facility. FCJPP established a Rapid Response Resource Center for those transitioning from incarceration. The HCH Team has been one of the partners providing essential timely access to health care services upon discharge.

The community health outreach efforts have focused on neighborhoods with a disproportionate gap in available health care services. By collaborating with social services and other organizations within these neighborhoods, the HCH team has been able to expand services to the residents and provide access to life saving health care services.

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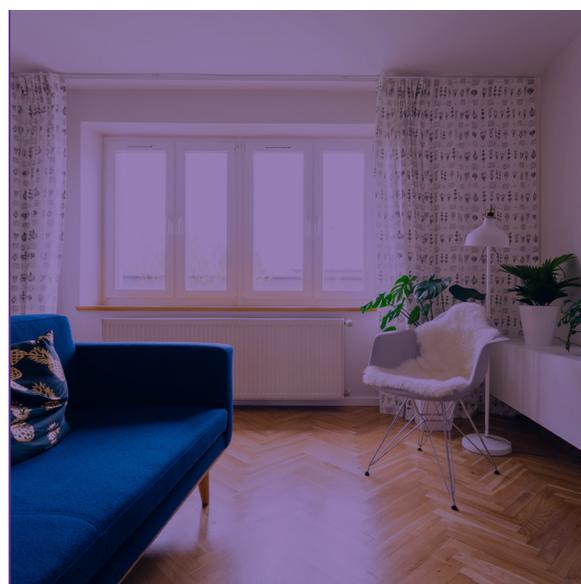
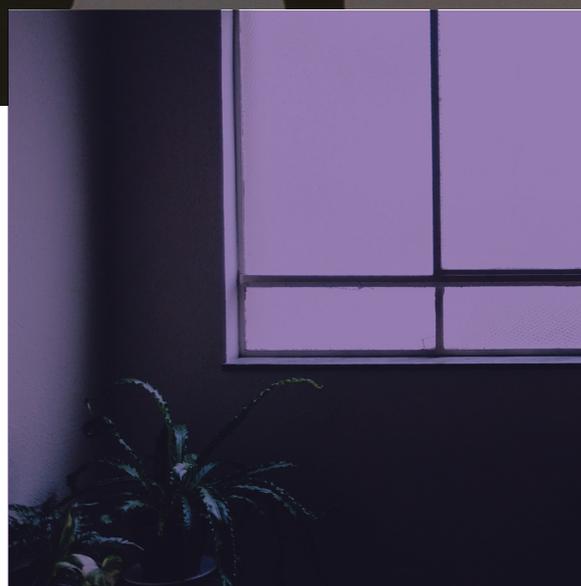
“Through the program, every referral was good and helpful to meet my needs. Every agency they sent me to, did their job.”

HELPING HAND

Ms. B. Dixon is a 41-year old single mother with an adolescent child, surviving on a fixed income. When she was initially enrolled into the HCH program in the fall of 2020, she was living with family. She identified a need to establish stability and a place for herself and her child, while also addressing her behavioral health and chronic physical health conditions. Through the HCH program, she was given referrals to food pantries to have enough food for each month and provided with much needed transportation assistance to address her healthcare needs. She was also able to obtain her state ID in order to begin applying for housing for herself and her child. In less than 7-months, she was able to secure a Section 8 voucher and was applying for apartments on her own.

During the winter of 2021 Ms. B. was able to find an apartment using her Section 8 voucher in a supportive neighborhood. Through a HCH referral, she was able to obtain her security deposit and first month’s rent. She was referred to the Furniture Bank through IMPACT Community Action in order to receive furniture for her new apartment. Her words about her experience with PrimaryOne Health’s HCH program say it all:

“Through the program, every referral was good and helpful to meet my needs. Every agency they sent me to, did their job.”



DENTAL RECAP

When asked about her dental experience, patient April P. stated “I love coming here. Everyone is professional, friendly and nice. I have been coming here forever. I know that you will take care of me. “

In 2021, PrimaryOne Health provided 13,922 patient dental visits while maintaining the highest safety standards for patients and staff.

The COVID-19 pandemic has had a profound impact on the delivery of dental care. The World Health Organization reports that dentistry was one of the most affected essential health services. Most dental procedures produce aerosols (water/saliva droplets suspended in air). Guidelines were put in place to reduce or control these aerosols.

PrimaryOne Health is proud to report that their clinicians and staff strive to follow all pandemic related guidelines to provide safe care.

Even with these guidelines and safety measures in place, some people were still hesitant to return to the dental office. To reassure patients about the safety of care, part of the patient experience now includes an explanation of the steps we take to keep everyone safe during dental care.



Those steps include, but are not limited to:

- Our adherence to all State of Ohio Dental Board and CDC guidance;
- The installation of high efficiency air purifiers that combine carbon filtration, HEPA filtration and UVC light with a 99.9999% kill rate in a single pass for viruses such as Sars-CoV-2 and Influenza;
- The proper fit and use of N95 respirator for dental clinical staff;
- Explanation of why we wear the high level of personal protective equipment.



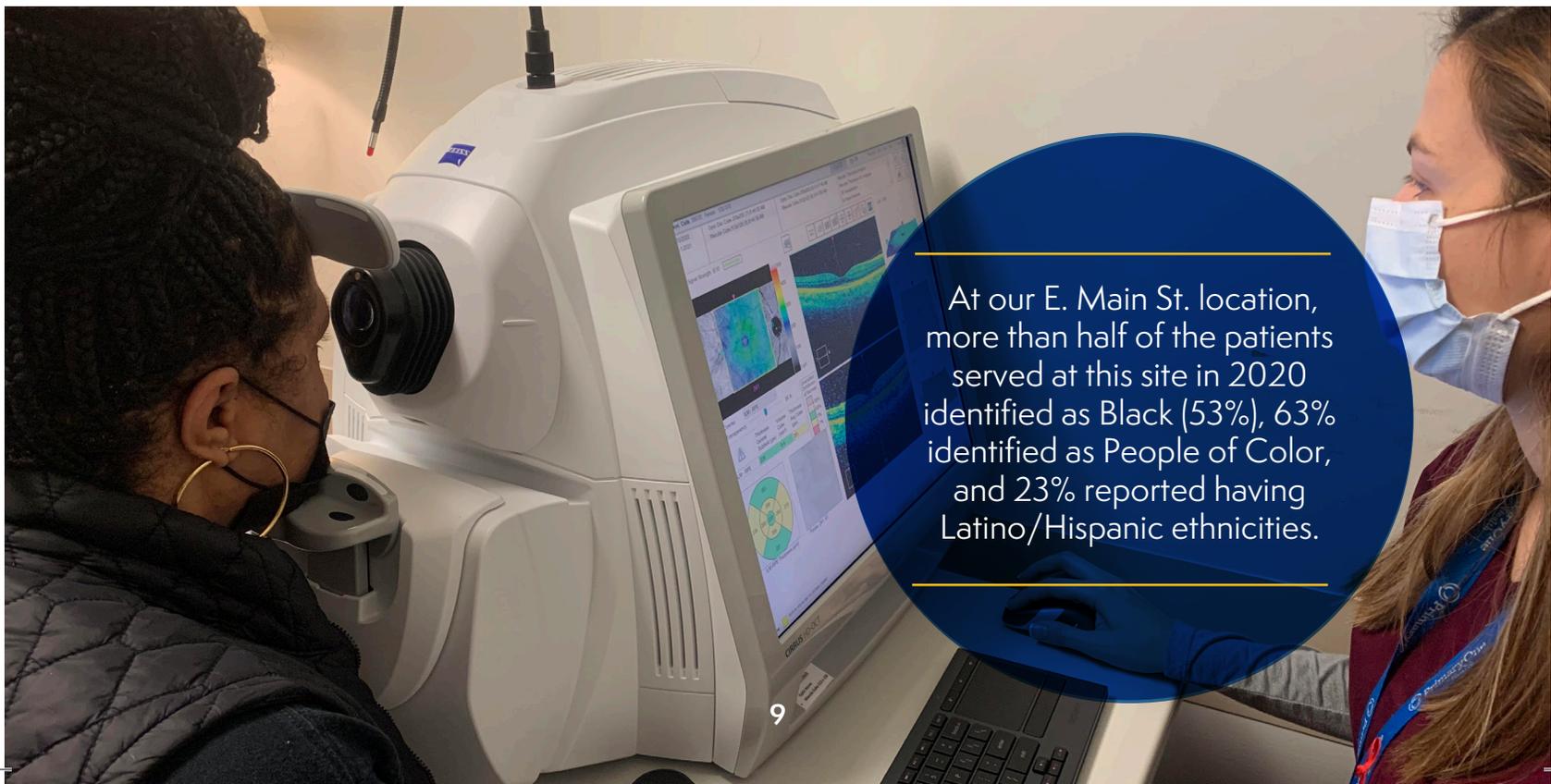
To reassure patients about the safety of care, part of the patient experience now includes an explanation of the steps we take to keep everyone safe during dental care.

VISION RECAP

PrimaryOne Health's Vision Services provided services to more than 10,387 patients in 2021. The Vision Services team was awarded a grant in 2021 identified by Dr. Joel Elder through The Clinicians for the Underserved. This grant allowed for a new Carl Zeiss Cirrus 500 optical coherence tomography (OCT) instrument for our 1180 East Main Street location that has made a significant impact to patient care. Having an OCT instrument at this site has allowed us to more accurately diagnose, treat, and manage individuals with glaucoma, cornea and retinal diseases such as macular degeneration or macular swelling sometimes found in patients diagnosed with diabetes. Previously, we would have had to refer patients to our 2300 West Broad Street location or to partner organizations. This did not allow us to provide our patients with the standard of care that was easily and conveniently accessible at our East Main location. Having to refer our patients to another site meant that we were sometimes exacerbating the transportation, scheduling, and/or financial barriers faced by the patients. In the area served by our site, nearly 33% of the population is considered low income, and 59.2% of the population is at or below the federal poverty line and/or uninsured. Referring our patients elsewhere would significantly decrease

the likelihood that our patients would go on to receive the follow-up care they need. By providing low-cost vision care services to our patients, we can ensure that they have access to quality eye care, regardless of their ability to pay.

With the new OCT instrument, we are now able to offer our patients the standard of care and use the instrument to diagnose issues like glaucoma, macular degeneration, and macular conditions, for patients who otherwise could have gone blind. At our E. Main St. location, more than half of the patients served at this site in 2020 identified as African American/Black (53%), 63% identified as People of Color, and 23% reported having Latino/Hispanic ethnicities. According to a 2017 article, "glaucoma occurs about five times more often in African Americans," and "blindness from glaucoma is about six times more common" (Katz & Friedman, 2017, Link). This statistic demonstrates the need for comprehensive eye care to catch issues and provide treatment early on within our patient population. Our ability to serve these patients helps to reduce the health inequities prevalent in Franklin County, Ohio, and prevent the emotional and economic toll that vision issues and blindness may cause.



At our E. Main St. location, more than half of the patients served at this site in 2020 identified as Black (53%), 63% identified as People of Color, and 23% reported having Latino/Hispanic ethnicities.



IN THE COMMUNITY

There are many communities throughout Columbus/Franklin and Pickaway Counties that are medically underserved. In 2021, PrimaryOne Health staff and new Mobile Health Centers, brought COVID-19 testing, vaccines and primary care to community centers, schools, parks, shelters, older adult housing and shopping centers. Through a variety of community partnerships, PrimaryOne Health continued to bring quality care where it is most needed.

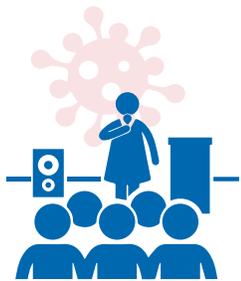


COVID-19 Tests

5,790

Children Ages 0-17: 1000

Adults Ages 18 & Older: 4,780



Number of COVID-19 Events:

89

Testing Only: 7

Vaccine Only: 33

(+3 events with the Ohio National Guard and Central Ohio Area Agency on Aging)

Vax/Testing/PCP (MHC): 49



COVID-19 Vaccines

14,687

Children Ages 0-17: 393

Adults Ages 18 & Older: 14,294

1st Dose 6,346

- Children: 210

- Adults: 6,136

2nd Dose 7,348

- Children: 182

- Adults: 7,166

3rd Dose 993

- Children: 1

- Adults: 992

(includes single dose J&J)



Community Partnerships:

46

Partnerships for Events



Number of New Mobile Health Centers:

2

NEW SCHOOL-BASED HEALTH CENTERS

In late 2021, Ohio Gov. Mike DeWine announced the award of \$25.9 million for 136 new or expanded School-Based Health Centers throughout Ohio. The Ohio Department of Health has awarded 15 contracts, totaling \$25,910,983 to create 29 new School-Based Health Centers and expand services in 107 existing School-Based Health Centers.

In partnerships with the Columbus City Schools and Groveport Madison Local Schools, PrimaryOne Health was awarded two School-Based Health Centers (SBHC) grants. These grants were awarded, in part, because of the work and care that PrimaryOne Health staff give to our patients and the community. The grant, School-Based Health Centers (SBHC) - Removing Barriers to Care, is designed to develop new SBHC service sites in schools, expand services in existing sites including, but not limited to, extending hours/ days of operation, adding services, and increasing populations served.

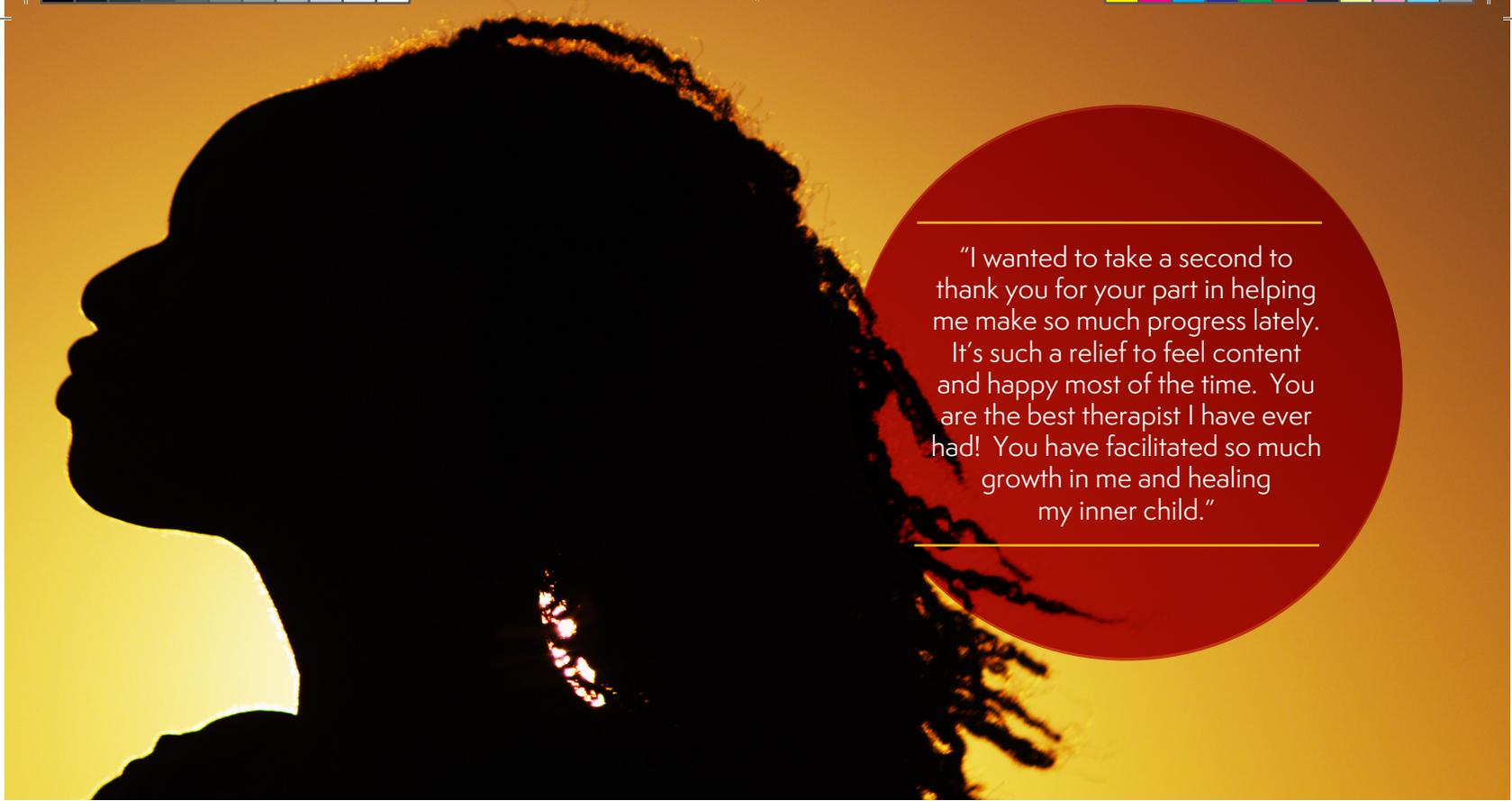
Numerous studies have shown that health and wellness are interconnected. A student who is not healthy or is chronically absent is unable to learn at their full potential. Many children in Ohio face numerous health issues, both physical and behavioral, which have a direct and negative impact on school attendance, academic achievement, and school completion. The inequitable distribution of healthcare resources and inability to access health care for these children results in health and education inequity.

The two School-Based Health Centers (SBHC) will be at the Columbus City Schools International Global Academy located at 4077 Karl Rd, Columbus, OH 43224, and the Groveport Madison Local Schools new Community Wellness Center Project located at 4475 S. Hamilton Rd, Groveport, OH 43125.

The project is estimated to begin in March 2022 and be completed by March of 2023.



A student who is not healthy or is chronically absent is unable to learn at their full potential.



"I wanted to take a second to thank you for your part in helping me make so much progress lately. It's such a relief to feel content and happy most of the time. You are the best therapist I have ever had! You have facilitated so much growth in me and healing my inner child."

BEHAVIORAL HEALTH PROGRAM EXPANDS

Services: Substance Use Disorders and Behavioral Health

Following the first year of the pandemic, the World Health Organization (WHO) announced a global 25% increase in the prevalence of depression and anxiety. The PrimaryOne Health Behavioral Health team has responded to this crisis and worked tirelessly to accommodate the increase of referrals, while maintaining patient choice and offering a hybrid of both telehealth and in-person visits.

The Substance Abuse and Mental Health Services Administration (SAMHSA) grant concluded in 2021. This grant opportunity offered many programmatic and patient successes including:

- New lines of service: Addiction Medicine Specialty Clinic and Sleep Medicine
- Integration of Substance Use Disorder (SUD) services into primary care, psychiatry, pharmacy and nursing
- Development of an LGBTQ+ Sub-Committee
- 230% expansion of integrated behavioral health services from a team of 12 BH staff in August 2018 to a team of 28 staff in September 2021

- 94% of clinical Behavioral Health Practitioners receiving and practicing trauma-focused therapies, such as Eye Movement Desensitization and Reprocessing (EMDR) for those who are most vulnerable
- In 2021, the PrimaryOne Health Behavioral Health Outreach and Care Coordination teams served more than 525 patients resulting in improved patient employment status, improved housing stability and decreased patient arrests. Additionally, the Behavioral Health team expanded partnerships in 2021. Partners included Columbus Public Health, the Franklin County Rapid Resource Center (RRC), Star House and Franklin County Community Based Correctional Facility. Each of the community partnerships has led to improved outcomes and greater overall patient success.

A patient recently reached out to one of our clinician's and said the following "I wanted to take a second to thank you for your part in helping me make so much progress lately. It's such a relief to feel content and happy most of the time. You are the best therapist I have ever had! You have facilitated so much growth in me and healing my inner child."

WOMEN'S HEALTH EXPANDS PROGRAMS

The PrimaryOne Health Women's Health program experienced significant growth in 2021. A key to success, for our mothers and families, is receiving relationship-centered care using wrap around services that provide individualized care. The Women's Health Program's focus has been on addressing the social determinants of health (SDOH) as part of prenatal care, which is an evidence-based practice for improving birth outcomes and decreasing racial disparities in maternal health.

Some of the wrap-around services that have shown to be effective in addressing SDOH and decreasing infant and maternal mortality rates, specifically for the non-Hispanic African/Black populations, include home visiting services, integration of oral health into prenatal care, and group prenatal care. PrimaryOne Health's Women's Health program responded to this with three targeted programs in 2021:

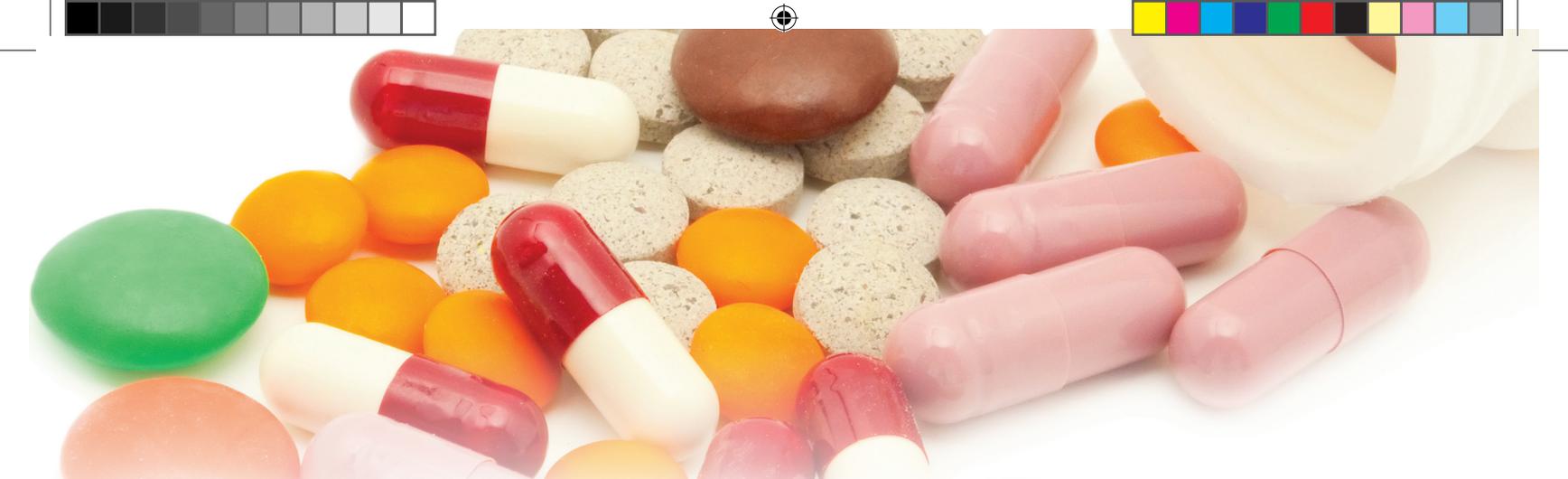
- PrimaryOne Health was excited to relaunch our CenteringPregnancy® (CP) groups being

suspended in March 2020 due to COVID 19. We enrolled 14 participants in 2021.

- PrimaryOne Health Healthy Families Home Visit Program pairs participants with a Family Support Specialist or Community Health Outreach Worker (CHOWs) who go into the home to provide individualized education, resources, referrals, and strengthens parenting skills.
- The Women's Health program also offered a Prenatal Oral Health Integration Program. This program emphasizes oral health during pregnancy. In September, October, and November 2021, an average of 75% of prenatal patients were referred to receive dental care for this program.

The Women's Health program looks forward to expanding these services for our pregnant women to increase healthy moms and babies and eliminate disparities.





PHARMACY SERVICES & 340B DRUG PRICING PROGRAM

Enacted by the U.S. Congress in 1992, the federal 340B Drug Pricing Program requires drug manufacturers who participate in the Medicaid Drug Rebate Program to also participate in the 340B program and provide covered outpatient drugs to safety net providers (like PrimaryOne Health) at a discounted price. The 340B program is a patient service program created to protect safety net providers and allows safety-net clinics and health centers, known as covered entities, to stretch their resources, treat more patients and provide more comprehensive services at no cost to taxpayers.

By law and by mission, PrimaryOne Health uses all savings resulting from its participation in the 340B program to expand our patients' ability to access medication and other services. Section 330(e)(5) (D) of the Public Health Service Act, as well as the regulations governing our federal grant, require that every penny of savings resulting from our participation in 340B be used for purposes that expand access to care for our patient population. This is consistent with our organizational mission to provide access to services that improve the health status of families—including people experiencing financial, social, or cultural barriers to healthcare.

In 2020, certain drug manufacturers began attacking the 340B program by refusing to honor and provide 340B discounts on medications that covered entities purchase if the drugs are shipped to/dispensed from our contracted pharmacy partners. Unfortunately, more drug manufacturers hopped onto this trend in 2021 with nationwide attacks on the 340B program and the 11,200 patients whom PrimaryOne Health assisted through the program in 2021. This national trend had two immediate effects:

- First, drug manufacturers partially restricted access to high-need medications, thereby forcing PrimaryOne Health staff to work to identify appropriate alternatives and ensure patients do not go without medications.
- Secondly, this reduced 340B savings that PrimaryOne Health receives, thereby limiting the number of patients who could be assisted.

PrimaryOne Health administers 100% of our 340B program solely through Contract Pharmacy partners throughout Central Ohio. This method was chosen because it is the best way to ensure access to life-saving and affordable medications for patients who are spread across more than 200 zip codes. We would be unable to serve all of our patients without the over one hundred 340B Contract Pharmacies who partner with us. PrimaryOne Health intentionally contracts with local, independent pharmacies to promote and support small businesses, especially in underserved rural and urban neighborhoods in our service area. The Contract Pharmacy program is not only vital to ensuring affordable access to prescription medications for our patients, but also essential to supporting and sustaining services within our health centers.

Additionally, in 2021, PrimaryOne Health's Clinical Pharmacy team launched a Hepatitis C Treatment service that is supported by the 340B program savings. This service includes increased Hepatitis C screenings and corresponding full-course treatment for patients who test positive for Hepatitis C – all available in-house under PrimaryOne Health's roof.

PrimaryOne Health continues to advocate for our patients, our health centers, and the integrity of the 340B program.

PARTNERS & SPONSORS OF HEALTHCARE JUSTICE AWARDS

Thank You Community Partners:



COLUMBUS METROPOLITAN
HOUSING AUTHORITY

COMMUNITY. COMMITMENT. COLLABORATION.



MORALLY EXCELLENT
JANITORIAL, LLC



Alvis, Inc. • Kabango Media • CareSource • BaseCamp Recovery Center
Ohio Association of Community • Health Centers • Pharmaforce
Carla Hicks/Jacqueline Downey Columbus City Council
Dewitt Harrell • Hylant • MACC

SAVE
THE DATE!



2022
HEALTHCARE
JUSTICE
AWARDS™

8th Annual
Healthcare Justice Awards
& 25th Anniversary

Nov 10
2022

FINANCIALS

MEDICAL



2021

Patient Visits

99,124

Number of Patients

34,891

VISION



Patient Visits

7,473

Number of Patients

6,113

DENTAL



Patient Visits

13,927

Number of Patients

7,488

MENTAL HEALTH



Patient Visits

12,027

Number of Patients

2,223

NUTRITION & PHY. THRPY.



Patient Visits

5,124

Number of Patients

1,834

CASE MNGMNT.



Patient Visits

5,083

Number of Patients

1,155

SUBSTANCE ABUSE



Patient Visits

1,768

Number of Patients

430

TOTAL

Patient Visits

144,526

Number of Patients

***42,024**



***UNDUPLICATED PATIENTS**

42,027



COVID-19 Tests

5,790

2021 REVENUE & EXPENSES

REVENUE

Patient Service Revenue
\$23,604,282

In Kind Donations
\$482,776

Other Non-Program Revenue
\$184,986

Federal Grants
\$13,534,481

Franklin County Grants
\$500,000

Private Grants
\$509,460

City of Columbus Grants
\$4,438,591

ADAMH Block Grant
\$465,045

State of Ohio Grants
\$137,552

Charitable Giving
\$60,503

Total Revenue
\$44,075,520

2021 EXPENSES

Medical
\$27,337,503

Dental
\$3,683,541

Administration
\$8,502,908

Vision
\$2,349,777

Total Expense
\$41,873,729



SURPLUS
\$2,201,791

60%

of visits are reimbursed by third party payers (Medicare, Medicaid, Insurance.)

80%

of total expenses are used for patient programs

* Unaudited financial information

NONPROFIT ORG
U.S. POSTAGE PAID
COLUMBUS, OH
PERMIT NO. 1423

2021 List of PrimaryOne Health funders



PrimaryOne Health
2780 Airport Drive, Suite 100
Columbus, Ohio 43219