



2017 ANNUAL REPORT

Quality healthcare for all.

Today, PrimaryOne Health has 11 locations located throughout the medically underserved areas of Franklin and Pickaway counties.

OUR SERVICES

Internal Medicine
Family Practice
Obstetrics / Gynecology
Pediatrics
Dental
Vision
Behavioral Health
Nutrition
Cardiology*
Physical Therapy*
Dermatology*
Gastrointestinal (GI)*

ENABLING SERVICES

Healthcare for the Homeless
Pharmacy Services
Patient Education
Social Work
Transportation
Translation / Interpreters
*OSU Collaboration

Board of Directors

OFFICERS:

Carole Anderson, PhD, RN, Board Chair
Candi Pringle, Chair-Elect
Sean Grant, Treasurer
Jacqueline Downey, JD, Secretary

MEMBERS:

Selshi Asfaw, MD, MPH
Kevin Dixon, PhD, Immediate Past Chair
Jackie Green (in memoriam)
Lawrence Halm
Ghanshyam Luitel
Roshelle Pate
Ada Sanchez
Samantha Shuler, JD
Winifred Taylor

EX-OFFICIO MEMBER

Nancie Bechtel, RN, BSN, MPH

Our Board of Directors and Senior Leadership Team at PrimaryOne Health, want to thank the committed support, clinical and administrative staff for another successful year. We also want to thank our more than 45,000 patients who trust our devoted and talented staff to offer a wide range of services in order to address their health and social needs.

Our vision is clear: Quality Healthcare for All regardless of the circumstances, from which our patients come to us, we believe we can address their healthcare needs in collaboration with our community partners. Whether they live in a rural community like Circleville or an urban center like Columbus – our community-based health and social services partners are instrumental in providing holistic care and to addressing the social determinants of health.

Our team is continuing to develop innovative care models and identifying promising practices to improve patient outcomes, clinical services and the financial sustainability of our health center.

We are working with our community partners, Maryhaven, Syntero, Southeast, Community for New Direction and the Ohio State University to address the Opioid Crisis in central Ohio as well as the Central Ohio Hospital Association, YMCA Van Buren Shelter and Community Shelter Board to provide our homeless patients a recuperative care site. Through departmental collaboration we have worked to address the challenge of prescription drug costs.

The Board of Directors and Senior Leadership Team look forward to working with our for- and not-for-profit community-based

agencies, local, state and federal governments, as well as our sister Federally Qualified Health Centers to address the health needs of our community including the social determinants of health i.e., housing, employment, food insecurity, poverty etc. We will continue to be vigilant as advocates and change agents in improving the health conditions of all people in our community. We will be deliberate, focused and collaborative to realize our vision: Quality healthcare for all.



A handwritten signature in black ink that reads "Carole A. Anderson".

Carole A. Anderson, PhD, RN
Chair, Board of Directors



A handwritten signature in black ink that reads "Charleta B. Tavares".

Charleta B. Tavares
Chief Executive Officer



506

PATIENTS SERVED
THROUGH OUR
MEDICATION ASSISTED
TREATMENT PROGRAM
IN 2017

Behavioral Health / Medication Assisted Treatment

In 2017, PrimaryOne Health's Behavioral Health department began providing Medication Assisted Treatment for our patients with mild to severe opioid use disorder and patients with moderate to severe alcohol use disorder. This expansion of services has allowed us to offer both Vivitrol® and Suboxone® medications while our behavioral health clinicians provide counseling and support as these patients learn new coping skills to strengthen their recovery.

Behavioral health has become even more integrated with full-time clinicians at each of our health care center locations and while enhancing our internal collaborations with primary care, dietetics, RN care coordination, and physical therapy. Additionally, we have strengthened our partnerships with local behavioral health organizations such as Syntero, Southeast, Maryhaven, and CompDrug to be able to offer a host of care options specialized to each and every individual we serve.

PATIENT SPOTLIGHT

CANDI PRINGLE
2017 Board Chair-Elect



Four generations of Candi's family are PrimaryOne Health patients. Her mother, three of her children, and five of her grandchildren, are all patients of PrimaryOne Health. July of 2011, Candi's daughter passed away and she was left to raise her 5-year-old grandson. In order to keep the continuity of care, Candi, became a patient herself in January 2012. Concerned with the stigma associated with Community Health Centers, Candi's anxieties were quelled when she was welcomed by smiling, friendly faces in the office. Because of PrimaryOne Health's Integrated Behavioral Health Services, Candi was able to address her grief from her loss as well as her physical/medical health. Because of her experience, by December of 2012, Candi became a patient board member. As a Federally Qualified Health Center, PrimaryOne Health's Board of Directors must be comprised of 51% patient members to help ensure patient representation and accountability.



“I am honored to be both a patient and a board member. I am PrimaryOne Health.”

– Candi Pringle



IN 2017
RURAL HEALTH PATIENT
COUNT WENT UP BY

43%

VISIT TRAFFIC
WENT UP BY

33%

Urban to Rural Health Services

In the summer of 2017, PrimaryOne Health expanded its scope of services to include rural pediatrics. We proudly worked together with Berger Hospital in Circleville to bring on board Dr. Gayle Melnick and Amy Provenzano, CNP, to provide pediatric-centered care. This expands our presence in the Circleville community from our well-established Family Medicine practice and now places PrimaryOne Health as a key provider of pediatric services in the rural community of Circleville. Dr. Melnick and Amy join our Columbus based pediatric PrimaryOne Health practitioners in delivering high quality, compassionate care to patients across both urban and rural communities.

Pediatric patients and their families across the state all share the benefits of receiving care in the FQHC environment. Specifically at PrimaryOne Health, our providers place an emphasis on wellness and provide a full scope of care including care of newborns, well-infant and well-child exams, immunizations and evaluation and management of illness and other health needs. We are proud to provide access to services that improve the health of both urban Columbus based families, as well as those living in the more rural community of Circleville.

PATIENT SPOTLIGHT

JASON

Coming together,
piece by piece



Jason came to PrimaryOne Health's Medical Respite Program from St. Ann's Hospital in October after having a series of skin grafts. While in recuperative care, PrimaryOne Health Community Health Outreach Workers helped to connect him to community resources to help him get back on his feet.

In less than 45 days, Jason was able to independently gain employment, as well as housing for his family through the help of the outreach workers. Jason is so grateful for the help he received at the Medical Respite Site PrimaryOne Health offers through our Healthcare for the Homeless Program.



1,288 of our patients are listed as homeless.



“Thank you for everything, thank you so much.”

– Jason

340B Drug Discount Program

The 340B Drug Discount Program is a federal government program created in 1992 that requires drug manufacturers to provide outpatient medications to eligible health care organizations and covered entities, including Federally Qualified health Centers like PrimaryOne Health at significantly reduced prices.

Through partnerships with nearly 50 central Ohio pharmacy locations, including both large entity and independent, PrimaryOne Health has made significant strides to save patients money on their much needed prescription medications—removing yet another barrier to a healthier community.

\$17,186,764

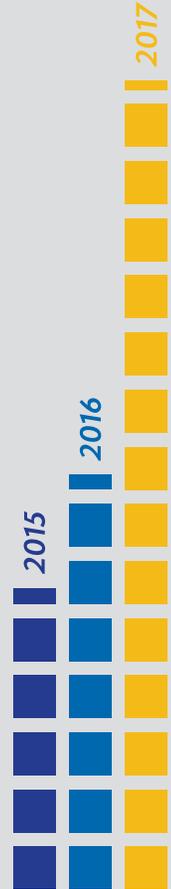
TOTAL PATIENT SAVINGS SINCE 2015

A **749%**
increase
since 2015.

5



Patient Utilization of the
340B Program increased
165% since 2015



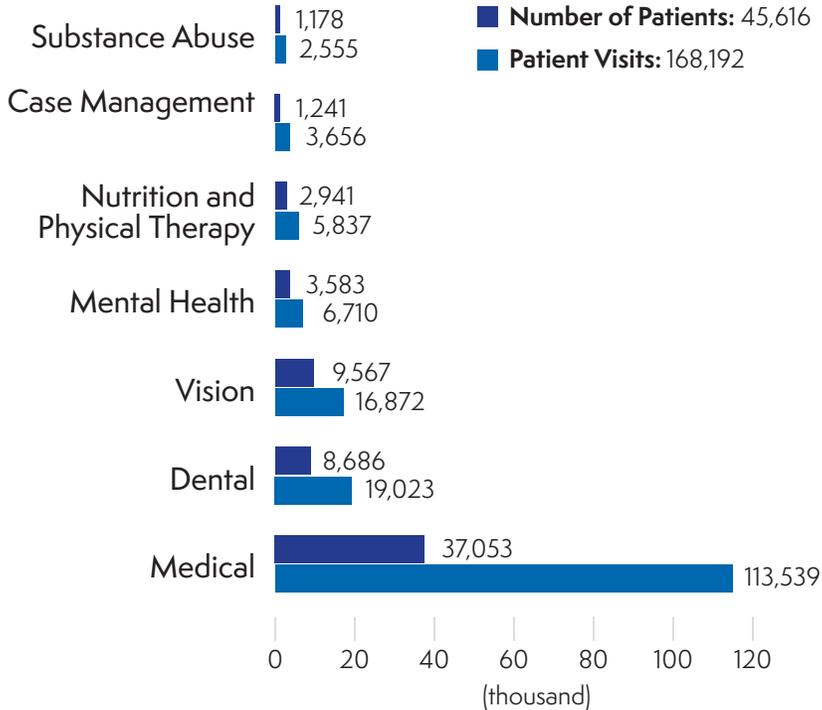
Partners and Sponsors of Healthcare Justice Awards

Since 2015, PrimaryOne Health hosts the Healthcare Justice Awards to recognize healthcare advocates in the community who live out our mission.



Financials

2017 PATIENTS AND VISITS



VISITS PROVIDED
INCREASED

14%

FROM 2016



ARE REIMBURSED BY THIRD PARTY
(Medicaid, Medicare, Private Insurance)



60%
OF REVENUE IS
GENERATED
FROM PROGRAMS

- **Program Revenue:** \$24,675,287.48
- **Federal Grant:** \$7,303,570.82
- **State Grant:** \$338,767.34
- **City of Columbus:** \$4,515,890.00
- **Franklin County:** \$475,000.00
- **In Kind Donations:** \$524,276.28
- **Other Revenue:** \$833,026.00



■ **85% of total expenses are used for patient programs**

- **Medical Services:** \$25,443,989.23
- **Dental Services:** \$3,993,624.20
- **Homeless Program:** \$685,506.88
- **Vision Services:** \$2,288,020.09
- **General and Administration:** \$5,559,824.05

Clark Schaefer Hackett, a certified public accounting and consulting firm, audited the financial statements of PrimaryOne Health as of and for the year ending 12/31/2017.



2780 Airport Drive, Suite 100
Columbus, Ohio 43219