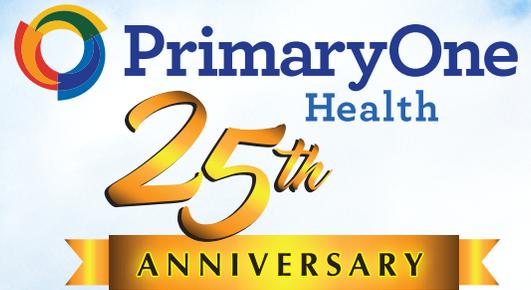


HEALTH MATTERS



First Quarter 2022

PrimaryOne Health's newsworthy information

2022: Expansions, Partnerships & New Modalities

By Charleta B. Tavares, CEO



We have hopefully turned the corner on COVID-19 with higher vaccination rates, vaccines for children and first and second boosters. Many companies have been able to lift their mask mandates. PrimaryOne Health, as a health care organization, must maintain masks for staff, patients and visitors since we see patients with co- or multiple morbidities, weakened immune systems and/or are experiencing symptoms of illness or disease. This precautionary tactic will help

to stop the spread, mirror the actions that should be taken in crowds or in situations where we do not know the vaccine status of others and to take others into consideration while protecting ourselves.

We now have four Mobile Health Centers (MHC) on the road...Driving Good Health to You!© These healthcare vehicles allow us to expand services in underserved areas of Franklin and Pickaway Counties, partner with community and faith-based organizations and establish consistent healthcare locations for children, adults and families. Our Mobile Health Center Team has been busy scheduling sites for COVID-19 testing, vaccinations and primary health care. Jamelle Pitts, Clinical Lead Nurse Mobile Health Center, can be contacted at 614. 859.1848 to schedule one of the units for an event or day for the MHC to visit your senior living, social services agency, neighborhood, church, mosque or synagogue.

PrimaryOne Health (PIH) is expanding partnerships and services with two new School-Based Health Center grants from the state of Ohio's Departments of

Education and Health. These grants are in partnership with Columbus City Schools at the International Global Academy and with Groveport Madison Local Schools at their new Community Wellness Center. Both locations will serve the children, staff, parents and community. These new School-Based Health Centers will be operational in March 2023. PIH is also partnering, as a part of a national pilot in five states with CVS Health on their Health Zone initiative, with the Columbus Metropolitan Housing Authority (CMHA). This initiative has been launched at their Rosewind Community and the 43211 zip code to address Social Determinants of Health (SDOH) and primary care to improve health outcomes.

We are happy to announce that we have brought on board two new members of our Senior Leadership Team, Andrea Wilson, Chief Community Services Officer and Nicole Gomez, Chief Patient Experience Officer. I encourage you to read more about them and other exciting activities at PIH in this newsletter.

Columbus City Council Award

In February, PrimaryOne Health Chief Executive Officer, Charleta B. Tavares, was among five African/

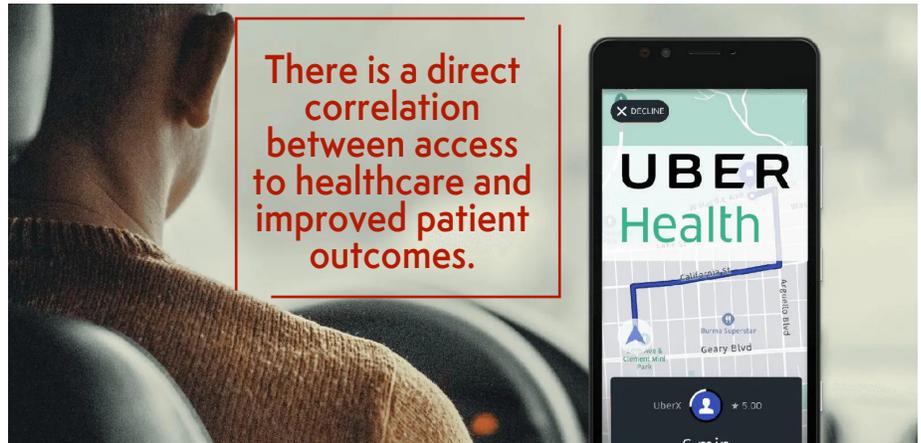
Black health leaders recognized with the Rev. James Preston Poindexter award for their efforts to improve health equity. Rev. James Preston Poindexter (October 26, 1819 – February 7, 1907) was an abolitionist, civil rights activist, elected official, and Baptist minister in Columbus, Ohio. He was the first

African American Columbus City School Board and City Council member and pastor at Second Baptist Church. Charleta received her award during the Columbus City Council's Black History Month celebration addressing health inequities in the city.

New Health Initiative for Linden Residents

In January, PrimaryOne Health and CVS Health announced a new “Health Zones” partnership with the Columbus Metropolitan Housing Authority (CMHA). Health Zones is a community investment approach that is focused on reducing health disparities and advancing health equity in high-risk communities across the country. This will be accomplished by addressing key social determinants of health, including healthcare access, education, access to food, labor, transportation, and housing.

The Health Zones initiative began in five pilot markets including Columbus, Atlanta, Fresno, Hartford and Phoenix. In Columbus, this partnership is focused in the Linden 43211 zip code, specifically living in CMHA communities to support diverse families with access to services related to key social determinants of health. Research has shown that an individual’s zip code can often times have a greater impact



on health than one’s genetic code. The 43211 area is home to a large percentage of children under 18 and single-parent families.

As part of the Health Zones initiative, Uber Health will provide critical transportation support at no cost to Linden residents in the 43211 zip code when seeking medical care, traveling

to work or attending an educational program.

There is a direct correlation between access to healthcare and improved patient outcomes. This partnership intends that routine appointments, well visits and the full spectrum of healthcare services are available on a consistent basis for our patients and Linden residents.

Nichole Gomez Chief Patient Experience Officer



Prior to joining PrimaryOne Health in February, 2022, Nichole served ten years in various leadership roles within the Mount Carmel Medical Group, a member of Trinity Health. There she developed a patient experience training program and led several innovative initiatives to improve access to care. A member of the Senior Leadership Team, Nichole also held a seat on the Mount Carmel Integrity & Compliance Council and served on various committees including Patient Experience, Policy & Procedure and the Patient Resource Center Steering Committee. She was the inaugural recipient of the Mount Carmel Medical Group Service Excellence Award in 2020.

In addition to her extensive medical group operations experience,

Nichole spent four years in leadership with Heartland Dental, a nationally recognized Dental Support Organization.

An Illinois native, Nichole was an active member of her hometown community; serving as alderwoman on the City Council, member of Council’s Finance and Police Committees, Rotary Club Treasurer, Project Success Board Member, school referendum committee member and fundraising assistant for the local Veteran’s Memorial.

At PrimaryOne Health, Nichole will oversee patient experience including the Patient Navigation Center (call center), health center site managers, and health center operations.

Food Smarts: Cooking with the American Heart Association

PrimaryOne Health (PIH) has partnered with the American Heart Association to focus on initiatives to lower blood pressure for patients. The PIH dietitians were excited to work with the American Heart Association on this project to examine the impact of cooking classes on high blood pressure management. They chose to utilize cooking classes for this project because PIH patients have been requesting this for some time. The official kick off of the cooking classes began in March focusing on how to lower sodium intake. Too much sodium in the diet can have an adverse effect on blood pressure.

The goal of the first class was to help patients identify the top sources of added sodium in their diets and provide alternatives. The recipe used was a low sodium, homemade, chicken noodle



soup. Soups can often be one of the top sources of added sodium in American diets. Patients were educated on alternative ways to flavor their foods without adding salt. They learned how fresh and dried herbs can make a big impact on flavor and lower the need for additional salt in recipes. Class participants were surprised to taste the food and find that it still had good flavor.

PrimaryOne Health will conduct three more cooking classes over the course of this project. The dietitians are focused on finding recipes that will be easy for patients to prepare and fit their budgets. The hope is to be able to continue these cooking classes beyond this project and have the ability to open them up to all patients in the future. We know that cooking education can greatly impact the health and well-being of the communities served and assist residents in making healthier choices for themselves and their families. Greater access to cooking education could help patients in managing many chronic health conditions such as diabetes, hypertension, and high cholesterol. We anticipate continued success in helping PIH patients to lower their blood pressure through these classes in the coming months.

New School-Based Health Centers Announced

Earlier this year, Ohio Governor Mike DeWine announced that \$25.9 million would be awarded to 136 new or expanded School-Based Health Centers throughout Ohio. The Ohio Department of Health 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 Center (SBHC) grants**. These grants were awarded, in part, because of care and support that PrimaryOne Health staff provide 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 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 planning for this project is scheduled to begin in March 2022 and be completed by May of 2023.



School-Based Health Center

Andrea Wilson, LISW-S Chief Community Services Officer



Andrea joined PrimaryOne Health in January, 2022. Prior to joining the PrimaryOne Health team, Andrea spent 8 years working at Equitas Health. In her time there as the Senior Director of Client Advocacy, she led the organization's work in Case Management and Housing services in Ohio, West Virginia and Kentucky.

Andrea managed several key initiatives in the organization to expand access to care, improving staff retention, and increasing viral suppression rates in people living with HIV across all areas of service. As a member of the Senior Director team at Equitas Health, Andrea served on their Compliance and Quality Committees, Cultural Humility Committee, as well as the Strategic Planning Committee.

Prior to her work at Equitas Health, she spent more than 14 years working in a Community Mental Health setting, first providing, and later overseeing Housing, Case Management, Therapy and Crisis services to people experiencing homelessness, mental health and substance use struggles. In this role she also participated in the agency's Quality and Compliance Committees along with leading the CARF Accreditation process.

Andrea has presented at the local, state and national levels on topics including: the Housing First Model, Self-Care for Helping Professionals, Assessment and Treatment Planning in Ryan White and HIV Care.

Andrea is a licensed independent social worker with supervisor designation in the state of Ohio, and earned both her Bachelor's and Master's degrees from The Ohio State University.

At PrimaryOne Health Andrea will oversee the Healthcare for the Homeless, Behavioral Health and Social Work Programs, Community Health Outreach Workers (CHOWs) and the Development and Marketing services of the organization.

The Voice of Our Customer: Patient Advisory Committee

In addition to the patient-led Board of Directors (51% + of the Board), PrimaryOne Health has a Patient Advisory Committee (PAC) dedicated to making patients true partners in their own healthcare. The purpose of the PAC is to enable patients to have an expanded voice in developing services and improving the patient experience at PrimaryOne Health. Patients provide valuable insight into what they need from their caregivers such as easier access to facilities, to more proactive health care. For example, the PAC might suggest implementing Education Classes for diabetics or those at risk for

diabetes to improve patients' overall health.

The PAC's main purpose is to improve patient centered care across all aspects of PrimaryOne Health. The PAC meets once a month to share ideas. The PAC consists of patients, and PrimaryOne Health board members ensuring all voices are heard. A recent example of PAC input addressed wait times for callbacks from care coordinators. A study measured the average wait time from each facility, revealing which facilities needed more or less staffing, allowing staff changes to be made effectively.

As PrimaryOne Health strives to be the best patient centered healthcare provider, the importance of a PAC cannot be understated. PAC's can help lead to meaningful changes in an organization, such as improved patient information literature, shorter wait times for incoming calls, the need for more translators of a certain language, etc. While PAC's do not make or approve policies, their input can be of value when the Board is developing new programs, services or policies.



Mission: To provide access to services that improve the health status of families, including people experiencing financial, social, or cultural barriers to health care.



This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

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