

2nd Quarter 2017

PrimaryOne Health's newsworthy information

Welcome DeWitt Harrell



DeWitt Harrell joined PrimaryOne Health in March, 2017. Prior to joining PrimaryOne Health, DeWitt was the CFO/COO at Columbus Area Integrated Health Services. He led Finance, Accounting, Billing, Information Technology/EHR, Purchasing, Operations, Facilities, Admissions, Primary Care, MAT, Project Management and the Management Team.

Prior to that, DeWitt held the position of CFO for the Columbus Metropolitan Library where he was responsible for Finance, Accounting, Budgeting, HR, Information Technology and Facilities. While there, he earned CFO of the Year recognition from Business First Magazine and led the successful financing and design of ten new buildings.

DeWitt has significant healthcare experience from his years at Deloitte Consulting where he completed assignments at Healthcare of America, HealthPartners, TriHealth, and Cardinal Health.

DeWitt will oversee financial operations and control, accounting and auditing, patient billing and revenue management, purchasing, grants, managed care incentives, clinical data analytics, risk management and information technology.

DeWitt is a member of the Institute of Management Accountants (IMA) and is a graduate of Case Western Reserve University (EMBA) and Florida A&M University (BS) in Accounting.

He is actively involved in the community and serves on several boards: Ohio Association of Community Health Centers, Workforce Development Board formerly Central Ohio Workforce Investment Corporation /Ohio-MeansJobs - Chair, Gahanna Jefferson Education Association and City of Gahanna Tax Appeal. He is a past member of the Gahanna Jefferson School Board; past National and State member of the board for the Institute of Management Accountants.

New Board Members Seated

By Charleta B. Tavares, CEO

The Board of Directors announced the appointment of three new members to serve on the board for a three-year term (2017-2020). The new members include two patient board representatives, Jackie Green and Ghanshyam Luitel as well as, Sean Grant.

Sean Grant currently serves as the Chief Financial Officer, Chief Administrative Officer of Columbus 2020. He is responsible for all financial initiatives and accounting, human resources, employee benefits, board oversight, information systems and infrastructure. He is also responsible for playing a key role in resource development/fundraising. Mr. Grant previously served on a number of non-profit and for-profit boards including the United Way, Mid-Ohio Foodbank, and the YMCA. He is active in his community and currently serves on the Franklin County Workforce Development Board. He has been appointed to serve as Treasurer and Finance Committee chair of the board.

Jackie Green brings a unique and valued perspective to the board of directors as someone who was formerly homeless. Mr. Green has a very interesting and compelling story that includes past employment with the Ohio Department of Rehabilitation and Corrections where he brings experience in communicating with officers, staff and ex-offenders. He also has knowledge and skills in recognizing signs of violent behavior, drug abuse, mental illness and dysfunctional behaviors. He is a patient representative and has been appointed to

serve on the Patient Advisory Committee of PrimaryOne Health.

Ghanshyam Luitel is a refugee from Bhutan-Nepal that came to the United States in 2009, resettled in Texas and then came to Columbus in 2011 as a secondary migration. He is active in the Bhutanese/Columbus community. Mr. Luitel currently works as a Health Care Interpreter at Language Access Network. He is fluent in Nepali and English. He has a good understanding of the Refugee Immigrant communities' challenges and wants to bridge those services gaps in the health care field. In addition, he wants to share his experience of how Limited English Proficient patients are sometimes misunderstood and misdiagnosed because of cultural and language barriers. He is a patient representative on the board who chairs, the Patient Advisory Committee.

Grant, Green and Luitel joined the current members of the board, Carole Anderson, Board chair, Candi Pringle, Chair-elect, Sean Grant, Treasurer, Jacqueline Downey, Secretary, Seleshi Asfaw, Nancie Bechtel (ex-officio), Lawrence Halm, Roshelle Pate, Ada Sanchez, Samantha Shuler, and Winnie Taylor at their Annual Meeting held at the newly renovated Columbus Metropolitan Library in downtown Columbus on May 8, 2017. The Annual Meeting provided an opportunity for the Board to share their 2016 accomplishments, upcoming initiatives, thank Dr. Kevin Dixon, Immediate past-chair whose term expired and introduce the 2017/18 Officers to the community.

2017 Annual Meeting

The Board of Directors under the leadership of Carole Anderson, Ph.D held their Annual Meeting and Reception at the Columbus Metropolitan Library on May 8, 2017. The event provided an opportunity for the board to introduce new board members appointed, share 2016 accomplishments and strategic initiatives planned for 2017. The board chair, introduced the new members of the board, Jackie Green, Ghanshyam Luitel and Sean Grant as well as, shared the major accomplishments of 2016 which included:

Expanded Services:

- a) Dental,
- b) medical,
- c) specialty care (physical therapy, GI, Dermatology),
- d) Medication Assisted Treatment,
- e) Behavioral Health,
- f) Recuperative/Respite Care (to serve homeless patients leaving the hospital)
- g) 340B – pharmacy program to serve more patients and save them more than \$3 million in prescription costs

New Site:

- Recuperative/respite Care – partnership with the Hospital Council of Central Ohio, YMCA Van Buren Shelter and Community Shelter Board

Recognition:

- Received 1st and 2nd Place Awards at the National Association of Community Health Center's Conference
- UCHAN Ohio Award – Health Care Leader Award presented to CEO
- Physician's Care Connection – Partnership Award
- African American Male Wellness – Leadership Award for John Tolbert, etc.

The CEO, Charleta B. Tavares also shared with the community the growth in patients (38,800) and patient visits to 144,023. Which represented a 3.8% and 6.3% increase over 2015 respectively. In addition, **PrimaryOne Health** saw growth in practitioners and staff which are reflective of the expansion in dental, behavioral health and medical services. The board's four strategic priorities highlighted are: to improve the health of the community; serve more patients; be the provider/network of choice; and serve as a strong partner.

"We have worked strategically to build partnerships and alliances to serve more patients – in the right place, with the right services and appropriate practitioners. We are working with our Patient Advisory Committee and patient board members to address how, where, which and when we provide services", concluded Tavares.



PRESCRIPTION DRUG DISCOUNT PROGRAM



PrimaryOne Health partners with local pharmacies to help patients save on the medications that they need.

Current PrimaryOne Health patients are already enrolled, but you can enroll as well, saving up to 90% on eligible prescriptions. Participating pharmacies are close to home, can save you money, are on the bus line, and are "one stop shops" in which you can take care of other errands while picking up your prescriptions.

To be eligible for these discounts, there are three steps:

- one must be a PrimaryOne Health patient
- the prescription must be written by a PrimaryOne Health practitioner
- the patient must fill the eligible prescription at a participating pharmacy

For a full list of participating pharmacies. Please visit, www.primaryonehealth.org/340B.

If you are already a PrimaryOne Health patient, ask your practitioner how you can potentially benefit from the Prescription Drug Discount Program.



PRIMARYONE HEALTH 20TH ANNIVERSARY

Healthcare Justice Awards Gala — October 5, 2017



Thursday, October 5, 2017 • The Grand Event Center • 820 Goodale Blvd • 6pm-8pm

20 YEARS. PATIENT LED. HEART DRIVEN.

As Columbus' longest standing Federally Qualified Health Center, **PrimaryOne Health** recognizes that we did not get here without dedicated staff and supportive community partners who are committed to providing access to the services that

improve the health status of families, especially those experiencing financial, social and cultural barriers to healthcare.

Now in its third year, the **Healthcare Justice Awards** allow **PrimaryOne Health** the opportunity to publicly recognize those, both internal and external to the organization, who uphold such standards of care for our community.

Please join **PrimaryOne Health** in recognizing those in our community who are living out our mission. We are humbled to also be celebrating 20 years of serving the central Ohio community. This year's gala will be held on **Thursday, October 5, 2017 at The Grand Event Center, 820 Goodale Blvd from 6-8pm**.

We are currently seeking community nominations and sponsors. Nominations are open until August 15, upon which they will be reviewed by an internal committee who will choose the awardee and notify the nominator and award winner of their invitation to the Awards Dinner.

If you are interested in becoming a sponsor for this annual fundraising event, more information can be found at www.primaryonehealth.org/becomeasponsor

Funds raised through this event go toward **PrimaryOne Health's Community Charity Fund**. This fund, housed at The Columbus Foundation, subsidizes services rendered, ensuring that we can serve all patients regardless of ability to pay. Through the help of the community, we hope to set a record this year.



PATIENT HIGHLIGHT

Meet Marisol*

Marisol came to America with her son from Guatemala to stay with family. After being in Columbus for three months, she joined the **CenteringPregnancy** Program. Marisol was shy. She didn't have any friends here in Columbus, but was surrounded by a supportive family. Through **CenteringPregnancy**, Marilsol made friends and learned about creating her own birth plan. She has already received a crib and a car seat through PrimaryOne Health's partnerships with the City of Columbus. "[Estoy] muy mejor por lo que aprendí con ellas" (I am much better for what I learned from them) she says. Marisol is looking forward to sharing skin-to-skin time with her new baby after birth, something that she was not able to experience with her first born in Guatemala.

*Name changed to protect privacy of patient



Centering®

**"[Estoy] muy mejor
por lo que aprendí
con ellas" (I am much
better for what I
learned from them)"**

National Health Center Week 2017

NATIONAL HEALTH CENTER WEEK
AUGUST 13-19, 2017

CELEBRATING AMERICA'S HEALTH CENTERS: THE KEY TO HEALTHIER COMMUNITIES

This year National Health Center Week will be held August 13-19. In an effort to engage and inform the community in the work of community health centers, **PrimaryOne Health** will host a number of events. Please join us for one or all of the following events to celebrate National Health Center Week.

TUESDAY

Vaccine Clinic / Book Bag Distribution, 9am-12pm
1905 Parsons Ave/1180 E. Main St/2300 W. Broad St/
3433 Agler Rd/3781 S. High St.

In an effort to ensure our patients are ready for back to school, students who are up-to-date on their immunizations are eligible to receive a book bag full of school supplies.

Sponsored by CareSource and Friends Office Supply

Taco Tuesday Happy Hour, 5pm-9pm
The Kitchen, 231 E. Livingston Ave

Serving up unique taco themes, The Kitchen believes that the best memories are formed around a dinner table. PrimaryOne

Health invites you to join us in chowing down on tacos and supporting our mission to provide access to services that improve the health status of families—including people experiencing financial, social or cultural barriers to healthcare. 10% of profits will be donated to PrimaryOne Health.

WEDNESDAY

Hygiene Bag Distribution, 10am-12pm
Throughout Community

As a Healthcare for the Homeless provider, we work to provide healthcare services to a population who would otherwise go without. On this day, we go out in to communities where there are high populations of homeless citizens and distribute cinch bags with hygiene supplies (comb, brush, soap, socks, wash cloths, etc). For more information, please contact Outreach Coordinator, Brian Hall, brian.hall@primaryonehealth.org.

Sponsored by Buckeye Health Plan

THURSDAY

Ribbon Cutting of Renovated Linden Clinic Site, 10am
St. Stephens Community House, 1500 E. 17th Ave

For the past year we have been working to increase capacity at our clinical site located within St. Stephen's Community House. We are excited to share with the community the nearly double capacity and additional space for obstetrics and gynecology to better serve the Linden community and support the region's current campaigns to decrease infant mortality rates. We will be hosting tours through the renovated clinic area.

When Patients Come First

From physicians to health insurance companies, the National Committee for Quality Assurance (NCQA) is the leader in health care accreditation. In 2014, PrimaryOne Health (then, Columbus Neighborhood Health Centers) was awarded Level-3 Patient-Centered Medical Home (PCMH) recognition. PCMH is a model of care that

insures that patients are at the forefront of care. Research shows that PCMH facilities improve quality, the patient experience and staff satisfaction, all while reducing healthcare costs.

PrimaryOne Health is proud to announce that obtaining Level-3 PCMH recognition yet again for another three-years. With

more PrimaryOne Health site locations, all eligible sites received between 98 and 100 percent compliance. Earning this recognition through NCQA means that PrimaryOne Health is committed to providing quality improvement within services and a patient-centered approach to care that results in happier, healthier patients.



Your first choice for quality care®

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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