

Welcome Tim Patton



Tim Patton

Tim Patton joined PrimaryOne Health in the summer of 2016, bringing with him over 20 years of experience working in healthcare finance. Having previously served as Chief

Financial Officer in a multi-state, multi-location healthcare company, Tim brings his experience in navigating the federal health insurance system and managing the fiscal needs of multiple sites. In his current role, Tim will oversee all financial operations of PrimaryOne Health, including financial planning and control, accounting and auditing, patient billing, payroll, and purchasing.

Tim is a member of the American Institute of Certified Public Accountants (AICPA) and Ohio Society of Certified Public Accountants (OSCPA) and is a graduate of The Ohio State University with a degree in Business Administration and Accounting.

IN MEMORIAM

This is to honor and remember Mark Craddolph, faithful and dedicated board member who served from May 2015 to his untimely death on August 6, 2016. Mark also served as a valued and committed member of our Clinical Services Committee as a patient board representative.



Board Leadership and Strategic Alliances

By Charleta B. Tavares, CEO

The Board of Directors of PrimaryOne Health® have prioritized developing strategic alliances and becoming a leader in innovative approaches to providing comprehensive and quality health care. Carole Anderson, Ph.D, board chair, immediate past-chair, Kevin Dixon, Ph.D and the CEO have been meeting with funders, health care providers, city and county leadership and community-based agencies to introduce the organizational leadership team, new services and to discuss expanded partnerships. "We have developed many strong partnership throughout Central Ohio to serve our patients and community over the last nineteen years as PrimaryOne Health (formerly CNHC). Unfortunately, as the poverty rates, food insecurity, shortage of affordable housing units, etc. continue to climb we have to find creative ways to work with our **partners** to address these social issues that impact the health and wellbeing of our patients," said Carole Anderson.

The board and staff are working with community leaders, the faith community, Area Commissions, cultural and civic associations to identify opportunities to collaborate to address the needs of the patients. In addition, Community Health Workers (CHWs) who are also Certified Application Counselors (CACs) are attending community meetings, health fairs and walks to gather and share information on services and opportunities available for existing patients and Central Ohio residents. They are

working with their health and human services agency colleagues to **coordinate and connect** the services and care to patients and residents.

One of the other strategic priorities of the board is to continue to strengthen the journey to become a **leader in cultural competence** as a health care organization. During the 2015 All Staff/Board retreat Dr. Edwin Nichols, an internationally respected clinical/industrial psychologist, conducted a 3-hour culture and diversity training to provide an overview of racial and ethnic worldviews in order to provide a common educational reference for the PrimaryOne Health team. Dr. Nichols' training provided a context for ongoing efforts to move further on the continuum to become a leader in the U.S. Department of Health and Human Services' Office of Minority Health's, standards for cultural competence known as the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS). PrimaryOne Health is working with the Multiethnic Advocates for Cultural Competence (MACC) to develop a culture and diversity orientation for all new staff and continuing education and training for all staff.

The PrimaryOne Health's board reflects the organization's commitment to patients and the importance of **inclusion**. The board chair-elect, Candi Pringle is a patient representative with an insurance background that provides leadership on pediatric and adult health needs. The Patient Advisory Board

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Healthcare Justice Awards

On October 20, 2016 the community will come together to honor several people who are living out the mission of PrimaryOne Health—providing access to services that improve the health status of families—including people experiencing financial, social and cultural barriers to healthcare.



This year's award recipients are Dr. Quinn Capers, Associate Dean of Admissions at The Ohio State University College of Medicine and Ms. Kelly Miller, RN for PrimaryOne Health's Healthcare for the Homeless Program. Both exemplify daily what it means to tear down barriers to quality healthcare.

This event is sponsored by: Molina Healthcare, Lab Corp, Ohio Hispanic

Coalition, Impact Community Action, CareSource and Community for New Direction.



Expanded Workforce Initiatives

Nationwide there is a well-documented shortage of primary care health providers, a situation which is expected to become more challenging as access to health insurance expands. To meet the growing needs of our community and our patients we have actively expanded our health care teams. Of significance to this effort is the partnership with the Ohio Association of Community Health Centers' (OACHC) program for expanding Ohio's primary care workforce. This initiative, known as the Ohio Primary Care Workforce Initiative (OPCWI) connects medical students, dental students, advanced practice nursing students and behavioral health students with Federally Qualified Health Centers (FQHCs) across the state.

As an FQHC, PrimaryOne Health's core mission is to provide access to services that improve the health status of families. Providing care to meet the needs of the whole patient is both an honor and a privilege. To meet our mission goals and provide patient centered care we

have worked to develop a strong clinical workforce. To build that workforce, the OPCWI has allowed us to connect with a diverse group of students and share with them the passion that comes from serving those in our community most in need. This provides the students with a glimpse of what it means to work in a community health clinic and serves as a potential recruitment tool for us as we look to meet the growing demand for primary care, behavioral health and dental services.

The program is structured to help offset some of the loss of productivity that occurs as a result of precepting activities. This allows the students to have a greater exposure to the full spectrum of care our clinics provide while also providing a strong educational experience for the students. To date, our program has generated great enthusiasm from our practitioners and the students alike. We are training the practitioners of tomorrow while taking care of the needs of our communities and patients today—A winning combination!

Board Leadership and Strategic Alliances

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chaired by Winnie Taylor also, a patient representative provides additional input and ideas for the board and staff to meet the needs of patients. In addition, there are board members who represent various ethnic communities including Dr. Seleshi Asfaw who serves as the chair of the Nominating and Governance Committee and provides advice in serving the immigrant and refugee populations and Ada Sanchez a patient representative who provides direction in serving the growing Latino/Hispanic populations in Central Ohio. PrimaryOne Health reflects the Central Ohio mosaic with board members, senior leadership, practitioners and staff representing the various racial, ethnic and cultural communities throughout the world. The Team knows that in order to be **"Your first choice for quality care®"** they must be diverse, inclusive and respectful of all. The organizational partnerships, patients, board, practitioners and staff support the efforts to expand services, increase patients, become more culturally appropriate, be inclusive and expand partnerships to address the whole health and wellbeing of PrimaryOne Health patients.

ST. STEPHEN'S EXPANSION

In April 2016, we were notified by HRSA that we received a second round of funding for a HIIP grant (Health Infrastructure & Investment Program). This funding enables us to improve and expand our clinical facility at St. Stephen's Community House, a clinic located in the heart of the Linden community, which was identified as an area challenged by high infant mortality rates.

This past week, we wrapped up the design phase with Moody/Nolan Architects and will begin accepting bids the first week of October. Some project goals include increased medical care capacity, improved integration of behavioral health care, improved care coordination, and increased capacity for prenatal and primary care to women of childbearing age, and children.

HRSA Quality Awards

PrimaryOne Health strives continuously to provide evidence-based, high quality care to all of our patients. Each staff member works tirelessly, taking care of patients to improve their clinical outcomes. Because of this, for a third year, HRSA has rewarded the hard work of PrimaryOne Health providers and clinic staff with a HRSA Quality Award as a Patient-Centered Medical Home (PCMH).

Health centers that meet or exceed quality improvement measures in their annual Uniform Data System Reports receive quality improvement award payments that reward their achievements and support further improvement.

PCMH recognition assesses a health center's approach to patient-centered care. PrimaryOne Health achieved PCMH recognition by meeting national standards for primary care that

emphasize care coordination and ongoing quality improvement. PrimaryOne Health is proud to be awarded the highest amount of funding in this category.

Other areas where PrimaryOne Health was awarded were High Value Health Center, Clinical Quality Improvements and Access Enhancer.

The funds from this award assist in continued advancement in various areas such as clinical outcomes, improvement infrastructures (staff trainings, enhancing health information technology, data systems, data analysis), support care coordination and medication management.

All of this is achieved through the commitment and dedication of PrimaryOne Health staff and providers. Thank you for all that you do.

NATIONAL ASSOCIATION OF COMMUNITY HEALTH CENTERS' Community Health Institute & Expo 2016



PrimaryOne Health demonstrated its leadership in research and best practices at the national level by again, winning the first (1st) and second (2nd) positions at the 2016 Community Health Institute and Expo Conference organized by the National Association of Community Health Centers (NACHC) in Chicago, IL!

PrimaryOne Health competed in the poster presentation with eighty three (83) other Community Health centers across the nation. Our research poster placed 1st and the best practice poster placed 2nd. Poster presenters including PrimaryOne Health participated at the national NACHC conference to showcase and learn about health center research activities and innovative best practices. Conference



attendees and judges are asked to look for innovativeness of the posters; relevancy of the topics; impacts of the findings; replicability of the best practice and value of information to other health centers when voting.

The posters presented by PrimaryOne Health were:

- Medication Therapy Management in Federally Qualified Health Centers – Improving Chronic Disease Outcomes Impact
- Food Insecurity and Access to Primary Care Services.
- Utilizing an Ambulatory Care Pharmacy Technician to Assist with Prescription Abandonment Prevention

Special thanks to: Alexa Sevin; Phar.D., leader of the clinical pharmacy research program at PrimaryOne Health, Clinton Scott; pharmacy technician for assisting patients with prescription abandonment and Heather Robinson, site manager, who was instrumental in coordinating the food distributions program throughout our centers.

Congratulations to all! Let's keep up the good work!

WE CAN BE HEROES

PrimaryOne Health is proud of the accomplishments of its staff and always looks to recognize and give credit where it is due. On August 12, our very own **John Tolbert** was recognized by The National African American Male Wellness Walk Initiative as a **Health Hero** for his contributions to advancing health and wellness in our community. Congrats John for your award and thank you for all that you do to improve the health status of families in central Ohio.

Behavioral Health Expansion

According to the Ohio Department of Health, “the number of unintentional drug overdose deaths in Ohio increased again in 2015, driven by a sharp rise in fentanyl-related deaths....The number of fentanyl-related deaths in Ohio has increased from 84 in 2013, to 503 in 2014 and rose to 1,155 in 2015. Overall, drug overdose deaths in Ohio increased from 2,531 in 2014 to 3,050 in 2015.” The opioid crisis has hit Ohio hard. In fact, in Ohio the deaths from opioid overdose now far exceeds deaths from car accidents. PrimaryOne Health regularly sees patients who have substance use disorders or are at risk. This has necessitated our expanding services.

In March, the Health Resources and Services Administration (HRSA) awarded PrimaryOne Health with a Substance Abuse expansion grant. This grant is allowing us to improve access for our patients to receive more alcohol and substance use screenings, assessments, interventions, and treatment for substance use disorders.

So far, the grant has provided us with four new positions. Sarah

Boyle, PrimaryOne Health’s first psychiatric CNP, sees patients to assess the need of medication to treat their mental health and substance use disorders. Amy Walton is our new Substance Abuse Liaison. She assists with our collaborative efforts with CompDrug, Maryhaven, Southeast, and Syntero to make sure our patients have continuity of care. Stephanie Tromba and Krissy Kearns provide screening tools, assessments, and counseling treatment to individuals with mental health and/or substance use disorders.

Other activities include our active involvement with the Franklin County Coroner’s Opiate Crisis Task Force and the Pickaway Addiction Action Advisory Council. On August 23rd, members of the Behavioral Health team staffed the Channel 6 phone bank which took calls from community members who had questions regarding the opiate epidemic.

For more information on how you can help combat the opiate crisis in Ohio, visit: <http://mha.ohio.gov/Portals/0/assets/Initiatives/GCOAT/Combatting-the-Opiate-Crisis.pdf>

PrimaryOne Health Hosted Produce Markets

One in six adults in central Ohio are food insecure — for children, the numbers are a staggering one in four.

According to the USDA, in order to have a healthy diet, we are to fill half of our plate with fruits and vegetables, but for many in our community already struggling to make ends meet, this is an unaffordable goal. As we know, healthy food access and poverty are social determinants of health. Even if we are able to address symptoms of an issue, without proper nourishment, our patient is not able to fully recover. Knowing this we partnered with Mid-Ohio Foodbank to host six (6) Produce Markets that were sponsored by UnitedHealthcare. These markets, hosted at various site locations throughout the spring and summer,



allowed community members easy access to free, fresh produce and baked goods. This year we were able to serve 1014 local families.

In collaboration with these efforts, we also continued to issue “Food Prescriptions” to diabetic patients who have screened as food insecure. These prescriptions encourage patients to either visit a pantry or one of the PrimaryOne Health hosted produce markets. Through both of these



programs we have seen a 71% decrease in weight and/or A1C for these patients. We hope to continue this momentum as we continue these partnerships into 2017 to provide much needed access to fresh foods for our 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)-(h).

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