

Healthcare Justice: Expanding Our Services & Partnerships

By Charleta B. Tavares, CEO

PrimaryOne Health® has experienced significant growth over the last year. The organization has increased the number of providers, staff and services to meet the needs of central Ohio's populations. Increasingly, we are focusing in on the health care service shortages i.e., dental, women's health, recuperative/respite care for the homeless and behavioral health (particularly in light of the opioid epidemic).

Oral Health

PrimaryOne Health has expanded the number of dentists and hygienists in addition to recently expanding center service hours to serve more residents in need of oral health care. The dental director is currently hiring staff for the Oral Health Service Expansion grant received, which will also include adding extended hours for dental at our 2300 West Broad site and adding equipment and staff to utilize two under-used operatories due to shortages of both at the 1180 East Main Dental site.

PrimaryOne Health is currently working to purchase and install one x-ray machine and one sensor. A second sensor will be purchased and put into service at the West Broad Dental site. These funds will add 48 new clinical provider hours at the East Central site: three additional eight-hour days each week for both the new dentist and the new hygienist. The additional dental staff hired will increase the capacity at 2300 West Broad, increasing clinical hours to 7:00 AM - 7:00 PM Monday



through Thursday at a minimum, adding nine (9) new hours of operation at the West Side site.

Women's Health

The women's health program continues to increase the number of mom's served in the CenteringPregnancy® program to improve birth outcomes. The organization is also expanding health services in the Linden area at our site located at 1500 E. 17th Avenue in the St. Stephens' facility which is located in one of the targeted neighborhoods to reduce infant mortality.

PrimaryOne Health received a Health Resources and Services Administration (HRSA) capital grant to expand the facility footprint from nine operatories to seventeen to meet the needs of the community. The expansion is scheduled for completion in Spring 2017. Furthermore, we have joined with CelebrateOne to train our Community Health Workers as Community Connectors to provide outreach, education and connection to prenatal services.

Behavioral Health

The **PrimaryOne Health** staff in 2016, grew to eleven behavioral health (BH) clinicians. Every site now has BH services, which are fully integrated. PrimaryOne Health also has formal and informal partnerships with several BH agencies including Syntero, Maryhaven, Southeast, CompDrug and the OSU Medical Center's Department of Psychiatry. The organization has enhanced psychiatric services in 2016 by adding a full-time psychiatric nurse practitioner (on staff) to expand the capacity to offer psychiatric care services. The organization received a HRSA Substance Abuse Services Expansion grant to provide Medication Assisted Treatment (MAT). These services are coordinated with Maryhaven and CompDrug specifically to provide opioid addiction treatment. The grant permits the organization to hire three new Substance Abuse Clinicians and one fulltime MAT Liaison (specially-trained Nurse Case Manager) to the PrimaryOne Health staff. The new substance abuse staff are being instructed on how to work with **PrimaryOne Health** partners that provide MAT treatment and psychiatric services. Unfortunately, Ohio's opioid crisis continues to escalate with a record 3,050 overdose deaths recorded in 2015. This program addition will enable **PrimaryOne Health** to expand its partnerships and grow services in Central Ohio.

Healthcare Justice Awards

Looking out the window to a drab rainy day, full of the usual Columbus rain traffic, was the perfect juxtaposition to the warm, celebratory event that was PrimaryOne Health's 2nd Annual Healthcare Justice Awards. This night, was dedicated to those in our community who go above and beyond their job duties: working to eliminate health disparities; expanding access to healthcare; and breaking down social and cultural barriers.

This year PrimaryOne Health honored two community members, one of our own, Kelly Miller, an RN in our Healthcare for the Homeless program and Dr. Quinn Capers IV, Associate Dean of Admissions for The Ohio State University College of Medicine. We were also able to honor long-time patient board member, Sonia Johnson-Carey for her work to advocate for our patients and their unique needs.

Miller, an employee of PrimaryOne Health for two years joined the Healthcare for the Homeless team last year just before PrimaryOne Health established a partnership to create a medical respite site for homeless patients who need a safe haven to heal. Her dedication to serving a population that many times feel forgotten can easily restore one's faith in humanity. In a video presentation, her colleagues and patients spoke about her acute ability to find patients in the darkest of places and walk them through the steps to get them the healthcare assistance that they need and beyond.

Dr. Capers, responsible for doubling the enrollment of underrepresented minorities and women in The Ohio State University College of Medicine, has made it his life's work to ensure that the physician workforce mirrors the communities that it will serve. Knowing that by 2050 minority populations will outnumber the current majority, he is cherry-picking the very best among us to take the Hippocratic Oath. Beyond that, he is an advocate for appropriate healthcare in championing a procedure to have heart catheters to go through the wrist as opposed to the groin—

allowing for quicker recovery and less pain for the patients.

PrimaryOne Health is pleased to have the opportunity to honor such committed individuals. All of this would not be possible without our amazing Mistress of Ceremonies, 10TV Reporter Valencia Wicker or the support of our planning committee and volunteers Arlene Vance, Brian Hall, Burhan Ahmed, Gaibrelle Reissland, Heather Robinson, Dr. Jeffery Marable, John Tolbert, Judi Lisi, Kendra Kelso, Lorraine Brock, Nikkie Green, Patrick Gamble, Staci Swenson, Sue Moore, Yolanda Aldea and Yolanda Owens. Many thanks to our community sponsors listed below and contributing sponsors, Dr. Aaron Clark, Carole Anderson, board chair, Charleta B. Tavares, CEO and Gaibrelle Reissland, RN, JD, who believe in appropriate healthcare for all community members. We appreciate all of our sponsors and look forward to seeing you as we celebrate our 20th anniversary next year.

Silver Sponsors

- LabCorp
- Molina
- Ohio Hispanic Coalition

Bronze Sponsors

- CareSource
- Columbus African American News Journal
- Community for New Direction
- IMPACT Community Action
- Language Access Network
- Multiethnic Advocates for Cultural Competence
- Paramount Advantage
- The Ohio State University College of Nursing
- The Ohio State University College of Social Work

Copper Sponsors

- Asian Festival Corporation
- Columbus Women's Care, Inc.
- Physicians CareConnection
- UnitedHealthcare



SAVE THE DATE

PrimaryOne Health
20th Anniversary
and Healthcare Justice Awards

October 5, 2017

2016 Community Events

- Produce markets (6)
 - April (West Broad)
 - May (West Broad)
 - June (Agler Rd)
 - July (Agler Rd)
 - August (Parsons)
 - September (Parsons)
- Book Bag Giveaway
- Book Collection for Columbus City Schools in partnership with Panera Bread and Columbus Metropolitan Library
- Hygiene Supplies for homeless patients
- Turkeys with Molina Health
- Hats/Gloves/Scarves and Underwear for Homeless patients



There is still time to Get Covered

PrimaryOne Health wants you to know that there is still time for you to get insurance coverage. We have Certified Application Counselors at our health center locations, which can assist you with getting health insurance before the January 31, 2017 deadline. Below is some basic information that will help you decide how you can get coverage information and help.

You can enroll in or change 2017 Marketplace health insurance right now.

- **November 1, 2016:** Open Enrollment started — first day to enroll, re-enroll, or change a 2017 insurance plan through the Health Insurance Marketplace. Coverage can start as soon as January 1, 2017.
- **December 19, 2016** (It was moved from December 15): Last day to enroll in or change plans for coverage to start January 1, 2017.
- **January 1, 2017:** 2017 coverage starts for those who enroll or change plans by December 19.
- **January 31, 2017:** Last day to enroll in or change a 2017 health plan. After this date, you can enroll or change plans only if you qualify for a Special Enrollment Period.

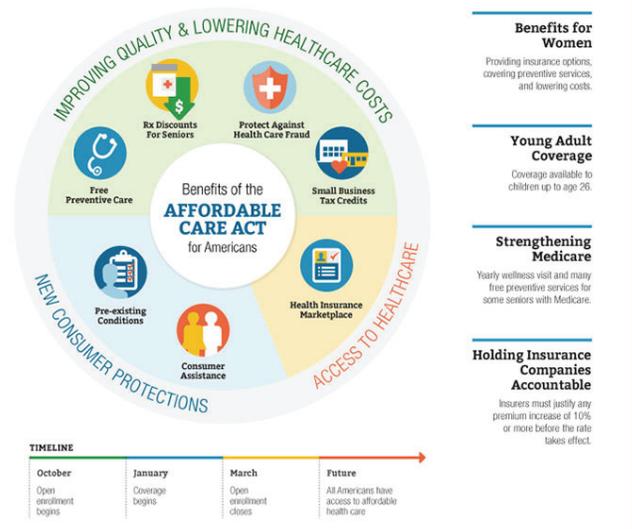
You can apply for coverage 4 ways

Apply any way that works for you:

- Online (Healthcare.gov)
- By phone 1-800-318-2596 (TTY:1-855-889-4325)
- With in-person help (Visit anyone of our 10 PrimaryOne Health Sites)
- With a paper application

The Marketplace is for people without health coverage

The Marketplace is primarily for people who don't have health insurance through a job, Medicare, Medicaid, the Children's Health Insurance Program (CHIP), or another source of qualifying coverage.



- If you have job-based insurance: You can buy a Marketplace plan, but you'll pay full price unless your job-based insurance doesn't meet certain standards. Most job-based plans do.
- If your dependents aren't offered coverage under your plan, they may qualify for savings. If they are offered your coverage but aren't enrolled in it, or you don't enroll in it, they won't qualify for savings.
- If you have Medicare: You can't switch to Marketplace insurance, use a Marketplace plan as a supplement, or buy a Marketplace dental plan.
- **If you don't have health insurance, you may have to pay a fee.** Most people must have qualifying health coverage or pay a penalty.
- For 2017, the penalty is either: 2.5% of your household income or \$695 per adult (\$347.50 per child), whichever is higher. Some people qualify for an exemption from the health insurance requirement.

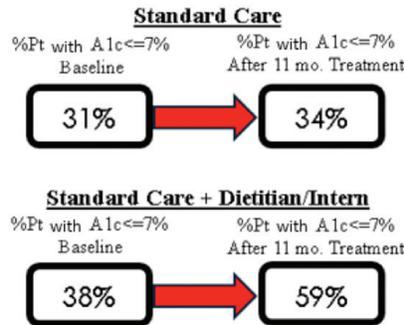
If you have questions or need help with getting coverage, call PrimaryOne Health at 614-645-5500.

Growth of PrimaryOne Health Nutrition Programs

In the past two years, PrimaryOne Health's nutrition programs have undergone rapid expansion, increasing both the number of patients impacted and the scope of services offered. Nutrition plays an important role in the management of many conditions including diabetes, hypertension, hyperlipidemia, obesity, and underweight. Led by Clinical Dietitian Coordinator David Brewer, PrimaryOne Health's efforts towards nutritional disease management now encompasses nutrition education, behavior change counseling, cooking classes, and access to healthy foods.

In 2014, dietetic interns provided nutrition education at primary care doctor visits with an estimated 1,100 patients encounters. By the end of 2016, David Brewer and dietetic interns will have had nearly 4,500 patient visits, quadrupling the number of annual encounters. Over 1,100 of these additional visits in 2016 occurred at weight management and diabetes classes where patients enjoy weekly lessons and get the social support that they need to reach their health goals. Through a partnership with Urban Farms of Central Ohio and The Ohio State University, PrimaryOne Health patients were able to participate in interactive cooking demonstrations that helped to put the nutrition knowledge gained through education into practice. Data analyzed from March 2015-March 2016 demonstrates that patients receiving treatment from a dietitian or dietetic intern saw significant improvement in key outcome measures for diabetes, obesity, and hypertension. Patients with diabetes who received treatment from a dietitian or intern saw an average hemoglobin A1c improvement of 0.65% greater than

when treated by a primary care provider alone after three months. Patients seeing a dietitian also had greater success in reaching a significant weight loss at three, six, and nine months.



In addition to nutrition education, PrimaryOne Health has made strides toward supporting patients with food insecurity through a partnership with the Mid-Ohio Foodbank and ten associate food pantries. From August to November of 2016, PrimaryOne Health piloted screening patients for food insecurity and providing patients with a "Produce Prescription" at our East Main Street, West Broad Street, and Alum Creek Drive Sites. During the trial period, patients made 322 trips to participating food pantries to get free fresh fruits and vegetables. By decreasing the stress associated with choosing between putting food on the table or paying for appropriate medical care and also providing easy access to foods that can improve health, the Produce Prescription program helps to address one of the major social determinants of health.

Due to the success of these programs, PrimaryOne Health decided to hire three additional dietitians by the end of 2017 to improve access to nutrition

services. The three new dietitians are expected to increase the number of patient encounters to over 8,000 per year. Additionally, food insecurity screening and produce prescription recently expanded to the South High Street and Parsons Avenue Sites. Mid-Ohio Foodbank is currently working to find more food pantries in northern Columbus to participate in filling Produce Prescriptions so that the program can expand to PrimaryOne Health locations at Cramer Creek Court, East 17th Avenue, and Agler Road.

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 settlement house located in the heart of the Linden community, which was identified as an area challenged by high infant mortality rates.



We recently wrapped up the design phase with Moody/Nolan Architects and have selected a contractor. 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.



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).

Corporate Office

1800 Watermark Drive, Suite 420
Columbus, Ohio 43215

p: 614.645.5500

f: 614.645.5517

www.primaryonehealth.org