

HEALTH MATTERS



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Second Quarter 2020

PrimaryOne Health's newsworthy information

New Leadership, Achievements Highlighted at Annual Meeting

By Charleta B. Tavares, CEO

PrimaryOne Health (PIH) celebrated its 2019 achievements and ushered in new officers at the inaugural "virtual" Annual Meeting of the Board of Directors on May 11, 2020. Charleta B. Tavares, PrimaryOne Health CEO, served as mistress of ceremonies and shared, along with the Board Chair Candi Pringle, the board and staff achievements for 2019. The new officers include Jacqueline Downey, Board Chair, Samantha "Sam" Shuler, Chair-Elect, Russell Barney, Treasurer and Dr. Seleshi Asfaw, Secretary. The Board said goodbye to Board Chair Candi Pringle, whose term expired at the Annual Meeting. Candi will continue to serve on the Board Executive Committee as the Immediate Past-Chair. Board members Ghanshyam Luitel, Ada Sanchez and Benjamin Sears will join the officers along with Emily Fisher, Special Advisor and five new board members who were recruited in 2019.

Accomplishments highlighted in 2019 included:

- Five new Board members - Thomas Adams, Russell Barney, Robert Bensonhaver, Ed Morgan and Maria Ramos
- Provided services to 48,040 patients, a new high mark for PIH
- Selected by the Ohio Dept. of Job and Family Services for the Central Ohio Refugee Screening Program with OSU
- New innovative behavioral health service and funding partnership with Southeast Healthcare and the Alcohol, Drug and Mental Health (ADAMH) Board of Franklin County at 720 E. Broad Street
- New service partnership with Alvis, Inc. and CompDrug at 1289 E. Livingston Avenue
- Diversified the funding portfolio with more than \$2.3 million in grants
- 1st Place in the Innovation category

- at the National Association of Community Health Centers' Competition with the pharmacy program
- Pain Recovery Program chosen to present at the Ohio Association of Community Health Centers, National Association of Community Health Centers and the National Council for Behavioral Health
- Extended Saturday hours at East Main and South High Street health centers - 8:00 a.m.-5:00 p.m.
- Implemented new technologies designed to save the organization nearly \$1M
- Awarded the Government Financial Officers Association's Distinguished Budget Award
- 340B Patient prescriptions cash savings topped \$16M total for 2019
- Clean 2019 audit by Clark Schaeffer Hackett
- Generated \$1.2 million surplus to increase sustainability and many others.



Charleta B. Tavares, PrimaryOne Health Chief Executive Officer testified before the Ohio Senate Health, Human Services and Medicaid Committee, Tuesday, June 9, 2020 on Senate Concurrent Resolution (SCR) 14 declaring racism as a public health crisis. Her testimony included empirical information on the direct correlation between systemic racism and minority health.

PrimaryOne Health CEO Tapped by Governor for Minority Health Strike Force

PrimaryOne Health CEO Charleta B. Tavares was appointed by Governor Mike DeWine to serve on the Minority Health Strike Force (MHSF) in April 2020. Tavares, along with 37 other business, government, nonprofit and faith leaders, is charged with assisting the state of Ohio in addressing the disparities in COVID-19 cases among African/Black Ohioans and people of color and ways to ameliorate these inequities. Tavares also chairs the Healthcare Subcommittee of the MHSF. The MHSF has issued an interim report with recommendations asking state, local and community officials to take steps to:

- Stop the progression of the disease
- Evaluate and document the impact of the disease
- Remedy factors that contribute to the spread; and
- Procure resources to prevent a resurgence of COVID-19.

"I am honored to serve on the Minority Health Strike Force not only to represent PrimaryOne Health but our Community Health Centers/Federally Qualified Health Centers that disproportionately and proudly serve racial and ethnic populations in Ohio", stated Charleta B. Tavares. "Our 56 FQHCs/CHCs who

are members of the Ohio Association of Community Health Centers (OACHC) together serve a significant number of patients of color and marginalized Ohioans. We serve more than 800,000 patients at more than 400 locations including mobile units across the state of Ohio."

The MHSF will issue a final report to address health disparities and recommendations to combat health inequities at the end of June. For additional information, contact minorityhealth@odh.ohio.gov.



Legislators to Declare Racism as a Public Health Crisis in Ohio

Four members of the Ohio Legislative Black Caucus have introduced companion resolutions in the Ohio House of Representatives and Senate to declare racism as a public health crisis and promote health equity. This falls on the heels of Franklin County, the largest county in the state, being the first to declare racism as a public health crisis in Ohio.

Senators Sandra Williams (D-Cleve.) and Hearcel Craig (D-Cols.) introduced Senate Concurrent Resolution 14 on June 2 along with Representatives Stephanie

Howse (D-Cleve.) and Erica Crawley (D-Cols.) who introduced House Concurrent Resolution 31. The Senate Health, Human Services and Medicaid Committee, chaired by Senator Dave Burke (R-Marysville) and Ranking Member Nickie Antonio (D-Cleve.) held the first hearing for sponsor and proponent testimony on June 9, 2020. PrimaryOne Health CEO, Charleta B. Tavares, was asked to provide testimony as a healthcare provider and one that serves a significant number of racial and ethnic patients among the health centers 48,000+

patients. Tavares shared research and studies that show the impact of racism on the health and mental health of residents experiencing racism in their daily lives. She further provided information and examples of individual and structural, institutional and/or systemic racism and the impacts on communities of color. The video recording of the hearing and her testimony can be found at ohio-channel.org, under the Senate Health, Human Services and Medicaid Committee, archives dated June 09, 2020, part 1 and 2.

COVID 19 Testing

On June 12th, 2020, PrimaryOne Health (PIH) collaborated with the Ohio National Guard to provide drive/walk-up testing at four of our health center sites: 3433 Agler Rd., 1905 Parsons Ave., 2300 W. Broad St. and 1500 E. 17th Ave., This was in response to the governor's request to increase COVID-19 testing and our on-going strategy to provide testing to anyone regardless of whether or not they exhibited symptoms. What was unique about this event, compared to other drive/walk-up testing sites, was that no appointments were required, no one was turned away, and children could



be tested as well. PrimaryOne Health distributed facemasks, wellness kits, and shared the services offered by PrimaryOne Health.

The Board and Senior Leadership is appreciative of all of our staff and the Ohio National Guard who participated in this event. The PIH Team exemplified the mission of PrimaryOne Health.

PrimaryOne Health will continue to offer testing at four health center sites at no charge to patients/residents on Mondays, Wednesdays and Fridays from 9:00 a.m. - 1:00 p.m. We will maintain our testing as long as there is a need to provide it for vulnerable individuals and communities at risk.

Community Health Outreach Workers: Serving and Connecting Patients to Care

During this period of COVID-19, our Community Health Outreach Workers (CHOWs) have continued their role in assisting patients and non-patients with Medicaid applications, as well as with other needed services. However, supporting patients and building a rapport over the phone is difficult — even for experienced CHOWs. Nothing can truly replace observing a patient's body language, reading the room, and experiencing someone's living environment for yourself. Many patients do not own cell phones, and CHOWs are reporting that even as the crisis upends livelihoods, phone companies are still shutting off service because of late payment.

Our CHOWs used to be able to intercept patients at the health center, checking in with them after their visit to the center, but now there are fewer opportunities for that kind of outreach — especially if patients do not pick up the phone.

Our team of CHOWs are now going above and beyond their daily duties, reaching out and following up with patients, making sure that their Medicaid has not expired, assisting them in submitting additional information to complete their application, or making sure they were successful in obtaining services they requested.

The CHOWs are also going the extra mile to track down Veteran resources for patients that are extremely limited. In addition, even though Social Security and other social service offices are technically open right now, getting help can now take several hours.

CHOWs also have encouraged many of our patients to take advantage of our telehealth services and to not miss their appointments. This has been a huge help for many PrimaryOne Health patients. Additionally, CHOWs have helped at the testing sites in assisting patients and non-patients with Medicaid applications and other services referrals.



The CHOWs understand that during this COVID-19 period, our patients need help and support now more than ever. We greatly appreciate the teamwork of our CHOWs and their willingness to step up to the occasion and serve our patients and the community. Great job!

PrimaryOne Health Joins National Study to Assess Impact of COVID-19 on Racial, Ethnic and Underserved Communities

On June 30, PrimaryOne Health began participating in a national research study that offers COVID-19 PCR and antibody testing to confirm rates of current and previous COVID-19 infections among racial, ethnic and underserved communities. The testing is in partnership with Buckeye Health Plan and its parent company Centene, along with the National Minority Quality Forum (NMQF). The goal is to ensure high-risk racial and ethnic populations receive optimal healthcare. PrimaryOne Health is one of five Federally Qualified Health Centers (FQHC) in five states (Ohio, Michigan, Illinois, Nevada and Louisiana) chosen to participate in this critical study.

As part of the study, PrimaryOne Health and Buckeye Health Plan/Centene are offering drive/walk-up COVID-19 screenings in Columbus. This research testing is available three days a week and is at no cost to the patient. Anyone 18 years or older can be tested at 2300 West

Broad Street or 3433 Agler Road.

Once testing is complete, Centene and NMQF will assemble a team of researchers to analyze and translate survey data. Based on the findings they will provide valuable data and evidence-based solutions to inform the public health response and help reduce healthcare disparities among underserved populations. Those who test positive for COVID-19 will receive a monitoring kit and a daily call from practitioners, for the first 14 days, to provide medical advice and to help monitor any progression of symptoms. Afterwards, they will receive weekly calls for one month.

Recent research shows COVID-19 is disproportionately impacting racial, ethnic and other underserved communities. Nationally, African Americans are dying from the virus at nearly three times the rate of white Americans, and in Ohio, African Americans account for 26% of all COVID-19 cases, 31% of hospitalizations, and 17% of

deaths. However, African Americans only make up about 13% of Ohio's population. Further, Latinos make up 3.9% of the Ohio population, but account for 6% of the state's positive COVID-19 cases and 5% of its hospitalizations.

"COVID-19 is hitting racial and ethnic populations hard in Ohio, which is why we want to do everything that we can to help underserved communities get the testing and care they need to fight this devastating virus," said Charleta B. Tavares, CEO, PrimaryOne Health. "This research complements and supports our mission to provide access to services that improve the health status of families, including people experiencing financial, social and cultural barriers to healthcare."

To date, hundreds of patients have taken part in the testing and it is clear that this critical partnership is saving lives.

SAVE THE DATE

Oct. 21, 2020

6th Annual Virtual Healthcare Justice Awards



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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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