

## Our Services:

- Internal Medicine
- Family Practice
- Obstetrics/Gynecology
- Pediatric
- Dental
- Vision
- Behavioral Health
- Cardiology\*
- Physical Therapy\*
- Dermatology\*
- Gastrointestinal (GI)\*

## Enabling Services:

- Healthcare for the Homeless
- Nutrition
- Pharmacy Services
- Patient Education
- Social Work
- Transportation
- Translation/Interpreters

\*OSU Collaboration

## Review, Recognition and Celebration

By Charleta B. Tavares, CEO

PrimaryOne Health has had a busy summer undergoing accreditation with our Health Resources and Services Administration (HRSA) and CenteringPregnancy® site visits. As a Community Health Center we are required to comply with 19 Standards in order to maintain our designation and funding from the federal government. Our reviewers were impressed with our 340B/Prescription Drug, CenteringPregnancy and Cervical Cancer Screening programs. The Centering reviewers applauded our comprehensive services especially our Produce Giveaway which happened to take place on the date of the site visit. In addition, we also successfully underwent our Patient Centered Medical Home (PCMH) re-certification by the National Committee for Quality Assurance (NCQA).

Our staff and providers have been recognized for their innovative research and promising practices at the National Association of Community Health Centers' (NACHC) Community Health Institute Conference in San Diego in August. Our team took home first and second places for



Carole Anderson, Board Chair, PrimaryOne Health; Reed Fraley, Justice Award Honoree; Charleta B. Tavares, CEO, PrimaryOne Health

a second year in a row (see pages 2 & 4). We are continuing to work with our partners such as the Ohio State University and Mid-Ohio Foodbank to bring research and new models of practice to serve the health care needs of our patients and community.

We are standing on the shoulders of Billie Brown Jones, John Maloney, Jewel Barron and others who established community health centers throughout Columbus more than 40 years ago. As central Ohio's oldest and largest community health center system, we are celebrating our 20th Anniversary of bringing the original seven independent health centers together to serve the residents of our underserved neighborhoods. We thank you for joining us as we celebrated our history and recognized two exceptional health leaders who received our Healthcare Justice Awards on Thursday, October 5th at the Grand Event Center. This is our effort to recognize leaders in advancing health equity, cultural and linguistically appropriate services and expanding health care while raising resources to assist our patients in meeting some of their basic needs.



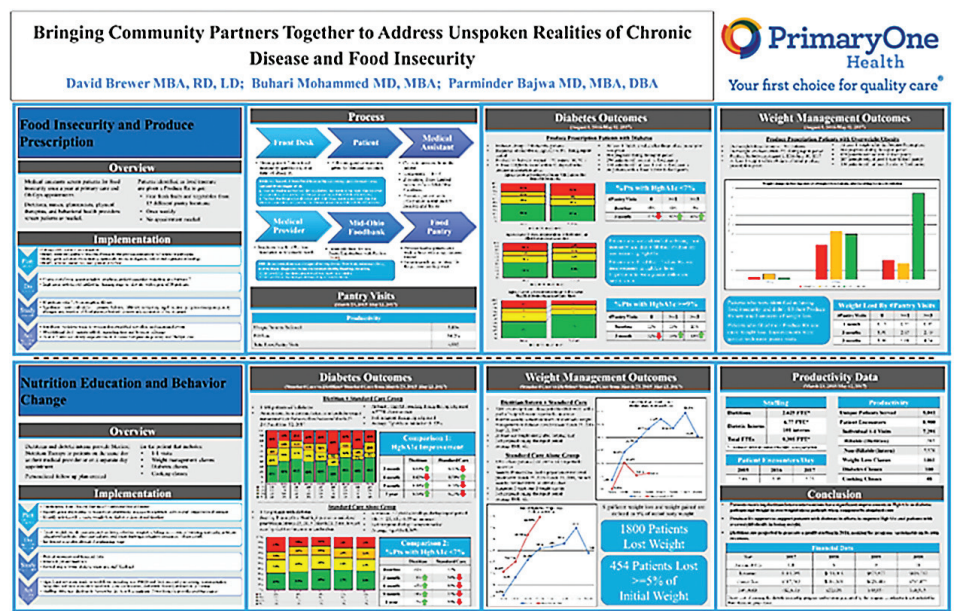
Carole Anderson, Board Chair, PrimaryOne Health; Angela Cornelius Dawson, Justice Award Honoree; Charleta B. Tavares, CEO, PrimaryOne Health

**Did you know that as a PrimaryOne Health patient, you can save up to 90% on eligible prescriptions through our Discount Prescription Drug Program?**

For more information, visit your nearest PrimaryOne Health location.

# Dietetics Program Receives National Recognition

PrimaryOne Health's integrated nutrition counseling program and Produce Rx program were on the national stage at the National Association of Community Health Center's 2017 Community Health Institute and Expo in San Diego. Our Clinical Dietitian Coordinator, David Brewer presented his poster titled "Bringing Community Partners Together to Address Unspoken Realities of Chronic Disease and Food Insecurity" and spoke at the session title "Hunger as a Vital Sign: Health Centers Responding to Food Insecurity." Winning second place in the Innovative Projects group, the poster details PrimaryOne Health's efforts to improve diabetes and overweight/obesity outcomes by addressing food insecurity and nutrition counseling. PrimaryOne Health was able to screen more than 8,000 patients for food insecurity status and refer nearly 4,000 patients for a Produce Rx to get free fruits and vegetables, once weekly, and with no appointment needed from any of thirteen participating food pantries. The poster also details the impact of nutrition counseling provided by registered dietitians and dietetic interns at PrimaryOne Health



clinics, including more than 450 patients who achieved a weight loss greater than 5% of their starting weight and hundreds of patients with diabetes who showed improvement in control of HgbA1c. In 2017, the dietetics program has continued to grow by adding another registered dietitian. In total, the program is expected

to approach 6,400 total patient encounters in 2017 compared to around 4,500 in 2016. Through a partnership with the American Health Association, PrimaryOne Health is expected to bring Simple Cooking with Heart classes to nearly 400 patients by the end of the year.



## PATIENT HIGHLIGHT

### Meet Candi

Four generations of Candi's family are PrimaryOne Health patients. Her mother, three of her children, and five of her grandchildren, are all patients of PrimaryOne Health. July of 2011, Candi's daughter passed away and she was left to raise her 5 year-old grandson. In order to keep the continuity of care, Candi, became a patient herself in January 2012. Concerned with the stigma associated with Community Health Centers, Candi's anxieties were quelled when she was welcomed by smiling, friendly faces in the office. Because of PrimaryOne Health's Integrated Behavioral Health Services, Candi was able to address her grief from her loss as well as her physical/medical health. Because of her experience, by December of 2012, Candi became a patient board member. As a Federally Qualified Health Center, PrimaryOne Health's Board of Directors must be comprised of 51% patient members to help ensure patient representation and accountability. Making healthcare accessible, eliminating barriers and providing quality healthcare services is what PrimaryOne Health is all about.

**“I am honored to be both a patient and a board member. I am PrimaryOne Health”**

# PrimaryOne Health Nurses Care Meets the Needs of Patients

Closing care gaps, coordinating care and increasing timely access to care after hospital discharge are all important to maximize the quality of care we provide to our patients. At PrimaryOne Health we have a small group of highly qualified and trained RNs who engage in care coordination and transition management designed to target and reach our patients who are at high risk medically. These patients are often diagnosed and living with multiple chronic conditions which increase their utilization of health services. This usually results in high cost to the patients and the healthcare system. Being a FQHC our demographic of patients are typically met with many barriers, one being access to low cost, timely and

appropriate healthcare services. This group of RNs work alongside their interdisciplinary team to decrease this and other barriers by offering free, personalized disease management services. This year alone our RNs have helped over 300 patients manage their diabetes, hypertension, COPD and high cholesterol, generating more than 1500 encounters with the RN. They engage the patients in self management using evidence-based techniques such as motivational interviewing. This has allowed patients to make self-led changes which, evidence shows, is most sustainable. The RNs' practice is geared towards self-management with the end goal always for patients to function at their highest level,

understand their disease process and how their choices impact and influence their health. With this in mind we are always adapting our services and finding ways to provide the greatest impact. Looking to the near future, we are currently working towards several new service initiatives, such as; chronic care management, transitional care management and certified diabetes educator led programs. All of these services are aimed at decreasing the burden of the chronically ill while generating revenue to offset the cost of caring for the uninsured and underinsured. At PrimaryOne Health our RN staff is working to be your first choice for quality care.

## SPOTLIGHT

# PrimaryOne Health Welcomes Michelle Ingmire, COO



*Michelle Ingmire, COO*

Michelle Ingmire is an accomplished healthcare executive with over 20 years of experience in fostering organizational growth and innovative change with both small and large companies. Michelle previously served as the CEO of Konza Prairie Community Health Center (FQHC) in Junction City Kansas. During her tenure, a new facility was built that doubled the clinical capacity and was one of the first FQHCs in Kansas to add behavioral health. There she worked at the State and Congressional levels on healthcare legislation that would impact FQHCs.

Michelle managed the business portfolio for eleven departments at St. Francis Hospital in Topeka, Kansas. During her tenure at the hospital, she successfully wrote the business plan for the bariatric center of excellence and the addition of the brain lab for the surgical suite, reduced orthopedic implant cost by consolidating vendors by \$2 million, saved \$2.5 million by a reduction in dependency on locum coverage and reduced surgical room turnover time by 35%.

While serving as the Administrator for Faith Regional Surgery Center in Norfolk, Nebraska, she increased revenue by 400%, service-line expansion increased by 32%, an orientation program for new surgeons was developed and Teddy Bear Hospital was introduced to the local school system.

Michelle served as the Administrator for a new surgery center in Columbus, Ohio. During the opening, all State and Federal inspections were passed the first time with minimal findings. The surgery center realized positive cash flow eight months earlier than projected, owner distributions exceeded budget by 30% the second year,

and patient satisfaction scores routinely stayed in the 90th percentile.

Prior to joining PrimaryOne Health, Michelle worked for OhioHealth as an Administrator of a large practice and two smaller practices with multiple locations and a diagnostic testing center. During her tenure at OhioHealth she opened one new satellite location, added an additional space at two locations and five new providers were added to the practices. Operationally, a new EMR system was added, an employee newsletter was developed, bi-annual employee engagement activities were developed, employee-centered committees were developed to create buy-in and to positively grow the organizational culture.

Michelle earned her DBA from Nova Southeastern University and her MBA from Friends University. She also served in the United States Army.

Michelle believes in simplicity in life and work. Focus on what is important and success reveals itself. Take care of your people, focus on your patients and act on what is important.

## Operation Red Box



On Thursday, September 14, 2017, PrimaryOne Health, in collaboration with Columbus Public Health and the City of Columbus, unveiled the second of four proposed Operation Red Box locations.

Operation Red Box is a project to safely dispose of used needles and lancets to keep people, especially children safe. Used needles can spread diseases like hepatitis, tetanus, and even HIV. Through this initiative and partnership we are able to help provide a safe and clean environment for our patients in the parking lot and neighborhood near our Parsons Ave health

center. The other Red Box disposal is located at 1055 Mt. Vernon Ave and the city will be working to place another near our W. Broad St. location at the West Side Library location.

The next steps in this process are to create collaborative marketing pieces that help to inform the community of safe needle disposal, whether from illicit drug use or diabetes. This is a critical component in our work addressing the current opioid epidemic that has spurred a surge in Hepatitis C infections.



## Medical Screenings Help Those with COPD/Asthma

In 2016, pharmacists at PrimaryOne Health began offering spirometry testing, a lung function test that can aide in the diagnosis and assessment of COPD and asthma. Our 2016-17 pharmacy resident, Lisa Mueller, conducted a retrospective research project to look back at the time period before and after implementation of this service to determine its impact on provider's access to spirometry results. Before the pharmacists began offering the service at select PrimaryOne Health locations, all patients had to be referred

to an external clinic to obtain a spirometry test, which presents a number of barriers to our patient population. The study demonstrated that this pharmacy service led to an increased rate of completion of spirometry referrals and increased the rate of referrals to spirometry, leading to more patients being appropriately screened for COPD/asthma. Along with providing the spirometry testing, pharmacists review medications at the visit to ensure that they are safe and effective for each individual patient. In the study, almost half of the

patients seen had medication regimens that were not optimal and pharmacists were able to intervene to recommend stopping unnecessary medications or starting needed medications, and educate the patient on proper use. The study was presented at the National Association of Community Health Centers Community Health Institute in August. The poster received a lot of interest and was awarded the first place prize for research posters.



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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