

HEALTH MATTERS



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Summer Quarter 2019

PrimaryOne Health's newsworthy information

2019 Annual Meeting Recap

By Charleta B. Tavares, CEO



On Monday, May 13, 2019, PrimaryOne Health hosted the 2019 Annual Meeting and Reception for the Central Ohio community. The Annual Meeting is an opportunity for the organization to share accomplishments, outline upcoming strategic initiatives and partnerships and introduce new and returning members of the Board.

The 2019 Annual Meeting was held at the Columbus Metropolitan Library located at 96 South Grant Avenue. The meeting featured remarks from Board Chair, Candi Pringle and the CEO, Charleta B. Tavares. The Leadership Team highlighted new funding from the Substance Abuse and Mental Health Services Administration (SAMSHA) to provide Medication Assisted

Treatment and other services to community members over the next 3 years afflicted with an opiate addiction.

PrimaryOne Health provided 1,320 patients with substance use disorder services in 2018. Other accomplishments that were highlighted included the organization providing Healthcare for the Homeless services to 1,190 individuals plus enrollment in Medicaid, Veterans Healthcare, Medicare or other insurance plans for which they may be eligible. Our Produce Connect (formerly FoodRx) program has 14,500 patients enrolled and receiving nutritional foods to address their diabetes, hypertension and overweight health issues. In addition, the nutrition services, outreach and other staff pro-

vided fresh fruits and vegetables for our community members while connecting them to PrimaryOne Health.

Board chair, Candi Pringle introduced a new patient board member, Ed Morgan who brings not only a patient perspective but also, communication and business experience. She also reviewed PrimaryOne Health's performance and strategies, introduced returning board members and expanded on the roles and responsibilities of the fifty-one percent patient-led board.

Community partners, stakeholders, elected officials and patients attended and listened as PrimaryOne Health CEO, Charleta B. Tavares provided a clear and concise strategic vision for the organization. "We are expanding our partnerships with community-based organizations to address the social determinants of health – housing, employment, poverty, legal assistance and transportation to improve their health and reduce stress, said Tavares. We are working to eliminate barriers and connect our patients directly to one of our partners." The organization will expand its partnerships in 2019 with Alvis, CompDrug, Maryhaven, OhioHealth and others to increase patient access, create multi-disciplinary and shared site services and develop new student placements.

Week of Walk-Ins for Recovery

In 2018, thousands of Ohioans died from an opioid overdose. Ohio is triple the national average and is second in the country for overdose deaths. The opioid crisis has reached epidemic proportions and has permeated communities throughout Ohio.

This April more than twenty organizations and community agencies in Franklin County collaborated in a most impressive way to take on the Opioid Crisis. Lead by the Risk Reduction Subcommittee of the Columbus and Franklin County Addiction Action Plan, of which PrimaryOne Health is a member, seven locations were set-up around Franklin County and offered a meal and a buffet of other services to anyone who was willing to walk in and ask for help. **This collaborative**

event is a first of its kind in Ohio.

PrimaryOne Health hosted two of the seven locations—3781 South High Street and 1905 Parsons Avenue. Staffing the Week of Walk In for Recovery was a multi-disciplinary effort and required innovation and flexibility—all in the name of meeting individuals and the community where they are. The result? The project saw over 300 local residents and assisted over 120 individuals get into treatment for their substance use disorder. Many others were vaccinated for Hepatitis A, received Narcan and training, and were linked with other services.

Another exciting outcome of the Week of Walk In for Recovery was that staff from the organizations involved were

working shoulder-to-shoulder in the same location to identify the best fit for treatment for each individual person who came in asking for help. Professional relationships were built and collaborations strengthened as communities experienced a different way for us to provide access to care.

On Day One, a small group of residents who knew each other and worried about friends and family overdosing, came in to the 1905 Parsons Avenue site and received Narcan to have on hand. Later that night, two of the Narcan kits were used to revive friends who had overdosed. This event was a powerful example in real-time of the need for this type of access. Indeed, this project was a success!



Dr. Mysheika Roberts, Columbus Health Commissioner, briefs City of Columbus, Mayor Andrew J. Ginther on the details of “Walk-in-Week.”

The week was designed to provide opportunities for people with Substance Use Disorders to come into a PrimaryOne Health facility or other partner agencies and receive a free meal, transportation, Fentanyl test strips, Narcan training, Hepatitis A vaccination, substance use assessment, Medication Assisted Treatment assessment and education.

Partner Spotlight:



Molina is one of five Managed Care Organizations with which PrimaryOne Health partners. Over the past two years, Molina has been the premier sponsor of our Healthcare Justice Awards. We have also been able to partner on a number of other past community events such as The Ohio State Fair-Molina Day, Turkey giveaways for Thanksgiving, and Self-Care Saturday. Molina shows their devotion to the community by showing up where they see a need. Molina Healthcare, thank you for your commitment for this year’s Healthcare Justice Awards!

Mental Health Conditions in the LGBTQ Community

Lesbian, Gay, Bisexual, Transgender and, Questioning (LGBTQ) residents face several disparities when it comes to the treatment of mental health conditions. According to the National Alliance for Mental Illness (NAMI), LGBTQ individuals are nearly three times as likely to have a mental health condition, such as major depression and generalized anxiety disorder (NAMI, 2019). Other mental health concerns include Post Traumatic Stress Disorder (PTSD), substance use, and suicidal thoughts.

Some barriers to care that are unique to the LGBTQ residents include fear of stigma and prejudice from providers, lack of cultural competency among providers, and social exclusion from family and/or friends. PrimaryOne Health served roughly 3,820 lesbian, gay, bisexual, or unsure/questioning

patients in 2018 –this is not including the 3936 patients who chose not to disclose their sexual orientation in 2018.

One of the ways individuals in the LGBTQ community may choose to cope with mental health conditions is to turn to substances. NAMI (2019) estimates that 20-30% of LGBTQ individuals have risky use of substances, compared to just 9% of the general population. More specifically, an estimated 25% of LGBTQ people have risky use with alcohol, compared to 5-10% of the general population.

Another significant mental health concern for the LGBTQ population is the risk of suicide. Unfortunately, the leading cause of death for LGBTQ individuals aged 10-24 is suicide. LGBTQ youth are 3-4 times more likely to have sui-



cidal thoughts, engage in self-harm, or attempt suicide (NAMI, 2019). A lack of support or inclusion with friends are to blame for these high rates of self-harm thoughts and behaviors. Given these concerns, PrimaryOne Health hopes to increase awareness and inclusion for LGBTQ individuals, and to create a safe space where our patients can talk openly with their providers about any of their mental health concerns and to get connected with appropriate services.

PrimaryOne Health Dental Hygienist Gives Back to the Community



The Physicians Care Connection (PCC) is a volunteer-based charitable organization that provides care coordination for vulnerable individuals in Central Ohio. The PCC was established 25 years ago by the Columbus Medical Association to enable health care

professionals and volunteers to provide quality healthcare for those most vulnerable in the community. In 2012, dental services were added.

Marilyn Nelson, RDH has been a dental hygienist for more than 40 years and has been a PrimaryOne Health team member for more than nine years. Marilyn volunteers monthly and uses her hygienist skills to provide dental care after a full day of seeing patients at our 1905 Parsons Ave. dental site. In April Marilyn was honored with an Outstanding Community Volunteer award for her work with the Physicians Care Connection Dental clinic. When asked why she chooses to volunteer her time and talents, she simply replies, "Because the smiles and hugs I get from the patients make it all worthwhile."

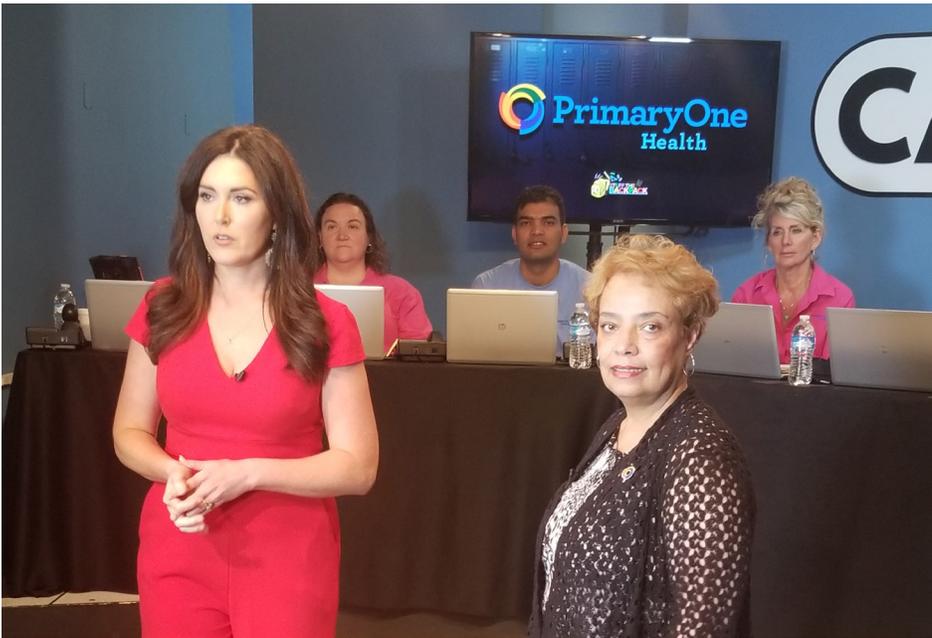
The Spirit of Giving

This year, the PrimaryOne Health Event Planning committee raised more than \$5,000 through various competitive activities, such as March Madness and Mother & Father's Day candy bar sales. All funds raised go to provide services and supplies through our Healthcare for the Homeless program.

Each year, during National Health Center Week, staff head out to neighborhoods, shelters, churches and campsites to hand out gender specific Care Bags. This year, we anticipate handing out more than 375 Care Bags, including bags for children with bubbles and activity books.

These bags consists of socks, hand sanitizer, first aid kit, a water bottle and personal hygiene items such as toothbrush, bathing needs, deodorant, feminine hygiene items and a washcloth.

At PrimaryOne Health, we are grateful to work with an incredible staff who have such a giving heart.



WCMH (NBC 4) anchor Monica Day, interviews PrimaryOne Health CEO, Charleta B. Tavares, during the 2019 Stuff the Backpack Phone-A-Thon event. PrimaryOne Health employees staffed the phones and received donations from the public. PrimaryOne Health in partnership with WCMH and CME Federal Credit Union are working to ensure thousands of children in need in all of the school districts in Franklin and Licking Counties have the necessary school supplies to start off on the right foot for school success. Want to donate? Visit www.primaryonehealth.org

August 4TH-10TH is National Health Center Week

Sunday: Social Determinants of Health Day

Monday: Healthcare for the Homeless Day

Tuesday: Taco Tuesday @ The Kitchen
Benefitting PrimaryOne Health

Wednesday: Patient Appreciation Day

Thursday: Stakeholder Appreciation Day

Friday: Health Center Staff Appreciation Day

Saturday: Children's Health Day

Head to www.primaryonehealth.org/events for more info on how you can support and participate



Thursday, September 26, 2019
11:30 AM - 1:00 PM

Hilton Easton
3900 Chagrin Dr.
Columbus, OH 43219

Join us in recognizing Central Ohio's healthcare advocates as well celebrate 20+ years of continuously service the community's health needs! For more info, or to become a sponsor, go to www.primaryonehealth.org/healthcarejusticeawards, or contact Yolanda Owens at yolanda.owens@primaryonehealth.org.



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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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