



Your first choice for quality care®



**2019**  
ANNUAL REPORT

Today, PrimaryOne Health has 12 locations located throughout the medically underserved areas of Franklin and Pickaway counties.

### LOCATIONS

- 1180 E. Main St.
- 720 E. Broad St. Suite 100
- 2300 W. Broad St.
- 3781 S. High St.
- 1500 E. 17th Ave.
- 3433 Agler Rd. Suite 2800
- 1791 Alum Creek Dr. Suite 100
- 600 N. Pickaway St., Circleville Suite 300  
3rd Floor MO Bldg.
- 1905 Parsons Ave.
- 240 Parsons Ave. (Dental only)
- 1289 E. Livingston Ave.
- 2780 Airport Dr. (Corporate Office)  
Suite 100
- 299 Cramer Creek (Moving to larger  
location in 2020)

### OUR SERVICES

- \*OB/GYN
- \*Primary Care & Pediatrics
- \*Dental
- Vision
- \*MH & SUD including  
Opioid MAT
- Physical Therapy
- Health Care for Homeless  
Pharmacy & 340B  
Pharmacy Discount  
Program
- Nutrition Therapy &  
Weight-loss Programs
- CenteringPregnancy
- Smoking Cessation

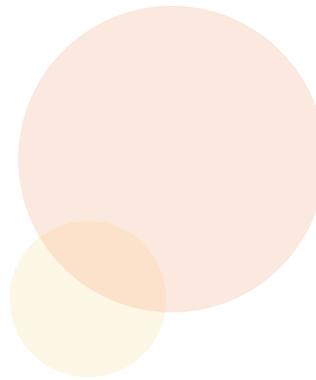
### ENABLING SERVICES

- Healthcare for the  
Homeless
- Pharmacy Services
- Patient Education
- Social Work
- Transportation
- Translation / Interpreters
  
- \*OSU Collaboration

**PRIMARYONEHEALTH.ORG**

**614.645.5500**

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).



## Board of Directors

### OFFICERS:

- M. Candi Pringle - Board Chair
- Jacqueline Downey - Chair-Elect
- Samantha Shuler - Treasurer
- Seleshi Asfaw - Secretary

### MEMBERS:

- Thomas Adams
- Russell Barney
- Robert Bensonhaver
- Ghanshyam Luitel
- Ed Morgan

- Maria Ramos
- Ada Sanchez
- Benjamin Sears

### SPECIAL ADVISOR:

- Emily Fisher

## 2019 LEADERSHIP LETTER

Dear Friends:

The Board of Directors and Senior Leadership Team at PrimaryOne Health want to thank the more than 48,000 patients served in 2019 for trusting us to provide quality, culturally appropriate and accessible health care. We appreciate that they have selected us to be their primary care provider with our dedicated and skilled staff who serve them.

While the Board and Senior Leadership Team mapped out our 2018-20 Goals and Objectives, we worked concurrently in 2019 on the objectives to expand access to care, funding, services, and locations along with improving the customer experience. We also increased the number of practitioners, partnerships and locations to align with our 2017-19 strategic goals: service, growth, choice and strength.

We have continued to diversify and expand our funding streams over the last year to strengthen our organization, which includes new grants with the ADAMH Board of Franklin County, HRSA, and private funders. The total new grant dollars awarded in 2019 was approximately \$2.3 million. In addition, the expansion of practitioners (approximately 12) and additional health center sites allowed the organization to increase the number of patients served. Patients with a substance use disorder and located in Franklin and Pickaway Counties, where a large number of overdose and deaths occurred in 2019, were assisted with our grant dollars to expand Medication Assisted Treatment

and our multidisciplinary biopsychosocial approach to address pain and addiction. While we continue to develop promising practices and increase our partnerships to provide for the needs of our patients, we once again brought home 1st place in the Innovation Category with our pharmacy team at the 2019 National Association of Community Health Centers' Community Health Institute (CHI) held in Chicago. We also expanded our 340B Prescription Discount Program with over 15,000 patients participating, saving our patients over \$16.9 million dollars and providing resources for our health center to cover \$6.9 million in uncompensated care and dental services. In addition, we continued to grow our Pharmacy Connect program (now called Farmacy) with Mid-Ohio Foodbank to provide fresh produce to reduce A1C, hypertension and weight levels among our patients.

The Board of Directors and Staff look forward to continuing to work with our community-based partners, local, state and federal governments in addressing the health needs of our community. We will continue to advocate for policies, funding and programs necessary to provide and expand healthcare services for Central Ohio's residents with our state and federal health center associations, OACHC and NACHC. We will be strategic, tenacious and resolute as advocates in improving the health and well-being of our community by eliminating disparities and promoting health equity.



*M. Candi Pringle*

**M. Candi Pringle**  
Board Chair, Officer



*Charleta B. Tavares*

**Charleta B. Tavares**  
Chief Executive Officer



## PRIMARYONE HEALTH & SOUTHEAST HEALTH SERVICES JOIN TOGETHER TO SAVE SERVICES & LIVES

The Health Resources and Services Administration (HRSA) approved PrimaryOne Health (P1H) and Southeast Health Services (SE) to operate a shared site at 720 E. Broad Street, Columbus, Oh in 2019. This is the first time two Federally Qualified Health Centers (FQHCs), to HRSA's knowledge, have been authorized to jointly operate at the same location albeit with different addresses to fill the need in a community. The Franklin County Alcohol, Drug Addiction and Mental Health Board's (ADAMH) Board of Directors approved grants with the two service providers at their meeting in September, 2019.

ADAMH approached P1H initially to provide behavioral health (mental health and substance use disorder services) to fill the void created with the closing of Columbus Area Integrated Health Services (CAIHS) along with primary care services.

P1H leadership requested that SE (also a FQHC) be invited to join them, as they are experts in serving individuals with Severe and Persistent Mental Illness (SPMI) and to ensure that the patient needs are met. The partners held three community meetings (July 31, August 14 and 29) to share information, seek community input on short-term and longer-term service needs from CAIHS patients, family members and community residents. Services in the near-term will be located at 720 E. Broad Street at Hamilton Park. The re-established services for the patients of CAIHS and the residents of the near eastside commenced in October 2019.

The two organizations will continue to work with the ADAMH Board, patients and residents to map out a location, services and partners to serve the residents of the Near Eastside of Columbus. Community meetings will continue in the 2nd Quarter of 2020.





## HEALTH CENTER PARTNERS ANNOUNCE EXPANSION, NEW SERVICES PLAN IN THE DUBLIN/NORTHWEST COLUMBUS

Syntero Inc. and PrimaryOne Health's (P1H) joint health center partnership at 299 Cramer Creek in Dublin, Ohio expanded in 2019 so much that they agreed to separate in order for both to increase their respective health services footprints. P1H received their Board approval in June to move its health center operations effective August 31, 2019. The move allowed Syntero to expand its footprint and services into the more than 1,200 square feet previously occupied by P1H.

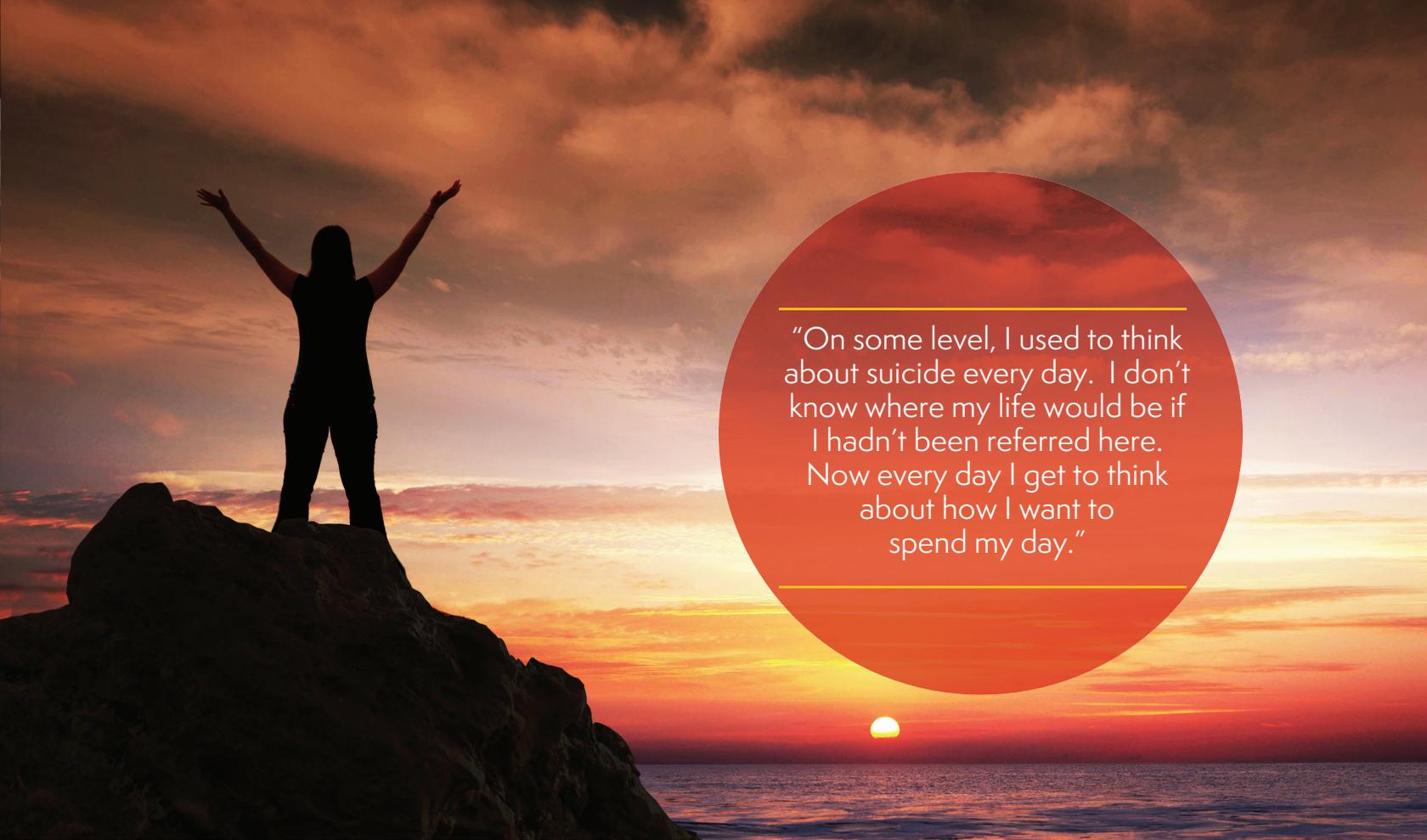
"Demand for quality integrated healthcare services including behavioral health/mental health continues to grow," stated Julie Erwin Rinaldi, chief executive officer at Syntero. After implementing and providing integrated primary care and behavioral health services under the same roof using shared resources since the spring of 2014, both entities have experienced expanded growth and have outgrown the existing facility."

"Quality care and access to integrated health

services in our community is of utmost importance and we are proud of the Syntero/PrimaryOne Health collaboration and their plans to expand services in a new facility in Dublin," said Donna Goss, development director at the City of Dublin.

"Having enough space to accommodate the patient and community need is a problem for our collaboration and both healthcare providers. However, we are extremely excited about relocating P1H services in the Dublin/Northwest Columbus area to a larger facility where we plan to add services such as women's health, dietetics/nutrition, walk-in and possibly vision services," stated Charleta B. Tavares, chief executive officer at PrimaryOne Health.

Plans are underway to have the new PrimaryOne Health facility up and running in the 1st Quarter of 2020. In the meantime, patients and practitioners have relocated to the 2300 W. Broad Street location.



“On some level, I used to think about suicide every day. I don’t know where my life would be if I hadn’t been referred here. Now every day I get to think about how I want to spend my day.”

## SUBSTANCE USE DISORDER

### A PATIENT’S STORY OF RECOVERY

A bright and promising student with a flair for humor, Mel developed an alcohol use disorder at age 18. By her late 40s, Mel had lost many jobs and relationships due to drinking, drugs, and gambling. Or so she thought. Following a near-lethal suicide attempt and a knee injury, Mel found herself at 50, living with her mother, recovering from knee surgery and receiving healthcare at the free clinic, which referred her to PrimaryOne Health (PIH). After her appointment with her new primary care practitioner (PCP), Mel received Medicaid and felt good about her healthcare. One day, after a month of intense anxiety and feelings of hopelessness, her suicidal thoughts returned. Mel reached out to PIH, and that day, began treatment with a behavioral health clinician who diagnosed her with

Post Traumatic Stress Disorder (PTSD). Mel began receiving Vivitrol® and her cravings for alcohol and gambling disappeared. A year after integrated treatment and understanding of how her complex childhood trauma impacted her entire family, both Mel and her family are understanding her illnesses, her mood has improved, and her anxiety lessened significantly. Mel no longer blames herself for the many attempts with “rehab” that taught her “I would be one of the ones to die so others could live.” Mel admits that “No one ever talked to me about my childhood trauma” which has been an important part of her recovery. She is still making others laugh, working on a novel, learning to draw, and can see a very different and hopeful future for herself.

## TECHNOLOGY INVESTMENTS TO IMPROVE PATIENT EXPERIENCES

In 2019, PrimaryOne Health made investments in the Information Technology infrastructure to expand capacity, increase direct patient outreach and to increase patient access to services.

Early in the year, the PrimaryOne Health IT team implemented a new patient access to care software solution "QueueDr." QueueDr technology sends text messages in real time to up to five patients at a time informing them that a patient visit slot has become available due to a cancellation or new availability. The advanced technology reaches patients quickly, and patients appreciate the real time flexibility in obtaining an appointment. The new program has been extremely successful and has increased patient services visits and health center revenue.

PrimaryOne Health and its Patient Advisory Committee worked to improve and expand feedback by shifting the patient satisfaction surveys from paper to text messaging and electronic means in 2019. A new platform was created to text almost 100% of patients after each visit to capture and monitor patient satisfaction across the organization. This shift will allow for more timely

and comprehensive information to adjust and enhance the patient experience.

The IT Team made a strategic and calculated decision to move the Electronic Health Record (EHR) system to a highly secure datacenter locally and established a secondary disaster recovery location. All PrimaryOne Health IT services will move onto this platform. The new hosting platform will save the organization several hundred thousands of dollars over five years in hosting costs. The functional benefits include better performance, stability, security and more capabilities that will improve patient care.

In 2020, look forward to more advances in telehealth services, electronic controlled substance prescriptions, health information access/sharing across all providers including hospital systems, and access within our EHR to Ohio's Prescription Monitoring Program. These advances will improve the continuity of care, safety and patient experiences.



We have streamlined  
our process and saved  
thousands of dollars.

## PRODUCE CONNECT

Farmacy formerly known as Produce Connect is a partnership between PrimaryOne Health (PIH) and the Mid-Ohio Foodbank to provide produce to central Ohio families. All PrimaryOne Health patients who screen positive for food insecurity are eligible to participate in the program. Patients are given a card to use when they check in for their appointment, as well as information about participating program locations. Patients can then self-refer to the program according to their needs. Dietitians and dietetic interns are often utilized to educate patients about the program. Overall, this decreases patient confusion about the program and increases utilization of the card.

Over the past year, the Mid-Ohio Foodbank has been working to expand their produce prescription program. In the fall, a new program partner was opened at Columbus State Community College. Participants can now pick up produce from this location on Monday, Wednesday, and Thursday. The program has also been rebranded with new

graphics and a new name. PrimaryOne Health's new card has been designed to reflect the rebranding of the program and plans to roll it out in 2020. In an effort to streamline, the reverse side of the card is utilized for the PIH 340B Prescription Drug Discount Program. In 2019, the Farmacy program served 24,207 PrimaryOne Health patients. In addition, 3,737 new families were referred and enrolled throughout the year. By expanding access to and education about this program for our patients, we can continue to provide a solution for an often-overlooked social determinant of health.

This program is essential to the overall health of our patients. Produce is an extremely important part of a balanced diet. Eating adequate amounts of fruits and vegetables has been linked with maintaining a healthy weight, lower A1C number (<8) and normal blood pressure. It is because of the importance of fresh foods to the overall health and well-being of our patients that PrimaryOne Health has collaborated with our community partner.



### Produce Connect

**46,000+**  
pantry visits since the program  
started in August 2016

**14,500+**  
Total Patients Enrolled



Healthcare for  
the Homeless

1,100  
*Unduplicated Patients*

7,100  
*Patient Visits*

## HEALTH-CARE FOR THE HOMELESS MEET TESHIA TURNER

Since 1998, the Healthcare for the Homeless team has been providing services to the homeless population in Columbus/Franklin County. A program operated by PrimaryOne Health, Healthcare for the Homeless works to provide timely access to health services for residents without shelter. Case managers work with individuals and families providing supportive services and referrals to agencies and organizations that will address the many barriers which may impact their health.

Teshia Turner was referred by her P1H OB/GYN provider in mid-July. Ms. Turner, a single mother with 3 children, needed additional resources and support. Program staff helped her find an apartment and with housing transition assistance, provided her with kitchen items, bedding and mattresses for her children. The staff referred Ms. Turner to the Stable Families program to provide ongoing assistance for her school age children. The family received holiday assistance from the PrimaryOne Health Team. PrimaryOne Health's CenteringPregnancy® program staff also provided support for Ms. Turner during her pregnancy.

"PrimaryOne Health has helped out me and my

family in so many ways, at times when I catch myself falling down, PrimaryOne Health picked me up with the wonderful support and caring. I am so grateful. Thank you for everything everyone has done for me and my family. We definitely appreciate it in so many ways. WE have been through a lot," said Turner.

In February 2020, Ms. Turner delivered a healthy baby boy. With assistance from Heart of Gold and the Homeless Family Foundation, Ms. Turner was able to stay in her home receiving rental assistance and additional supplies for the newborn. PrimaryOne Health Centering program also provided newborn supplies and a new Pack-n-Play.

Her situation is not unique, but indicative of the type of services and support that PrimaryOne Health's Healthcare for the Homeless team arranges for patients in the program. As of today, Ms. Turner remains stable after delivery of her baby. Homeless staff have continued to reach out to assess how she and the family are doing.

In 2019, over 1100 patients were engaged, resulting in over 7100 visits to Medical, Dental and Vision services along with Behavioral Health, Women's Health and Dietary/Nutrition. Healthcare for the Homeless advocates for all patients to engage in Health & Wellness activities to promote healthy outcomes.

## SUBSTANCE USE DISORDER PROGRAM EXPANDS

In 2019, PrimaryOne Health (PIH) continued to expand Substance Use Disorder (SUD) care in an effort to respond to the opioid epidemic, which continues to claim lives at alarming rates. According to the CDC, 67,000 people died in 2018 from drug overdoses, making it the leading cause of injury-related death in the United States and surpassing the number of American lives lost in the Vietnam War. Due to Ohio's coordinated efforts, the good news is that we are no longer the second highest in the country suffering from drug overdose deaths. **From 2017-2018, Ohio's death rate related to drug overdoses dropped 10%**, dropping the state to #5 in the country. While this is hopeful news, Franklin County saw nearly 6,000 EMS runs by the Columbus Division of Fire in 2019. In addition, there were more than 5,000 emergency room visits to treat suspected overdoses and nearly 1,500 newly reported cases of Hepatitis C. As a community, we still have work to do.

PrimaryOne Health recognizes SUDs are one of the common treatable chronic medical diseases. Our programming provides compassionate treatment that is rooted in harm-reduction and trauma-informed care. The program meets patients "where they are" because we know that our patients cannot get well if they do not stay in treatment—our goal for recovery!

Our programming attempts to reduce adverse health and social consequences of dangerous drug and alcohol use and provides multiple points of intervention across the spectrum of severity of substance use. PIH recognizes the importance of cultural competency and engaging a range of diverse populations and provides recovery support services to reduce the social determinants that can be a barrier to wellness. PIH's SUD care

offers Medication Assisted Treatment (MAT), group counseling, individual behavioral health counseling, and primary care to address a patient's co-occurring substance use disorder, mental health, and/or medical needs.

In 2019, 277 patients began SUD care with PIH and of those patients, 78% remain engaged in care today. Success in recovery comes not simply when a patient is abstinent from substances, but also when an individual sees improvements in overall quality of life, social relationships and with social determinants of health. In 2019, patients who engaged in SUD care saw a **30% improvement in self-satisfaction**, 25% improvement in their ability to perform every day activities and an 18% improvement in employment (patients either employed or attending school).

### Program goals for 2020 include:

- Continued expansion of clinical MAT and behavioral health services across the PIH health system
- Rapid transition to telehealth in response to the national COVID-19 public health emergency
- Initiation of virtual Life Skills Workshops as an additional recovery support
- Growth of PIH-RREACT collaboration with the Columbus Fire Department to expand outreach efforts
- Expanding other community collaborations
- Ongoing staff training, focused on Motivational Interviewing and Screening, Brief Intervention and Referral to Treatment (SBIRT) - evidenced-based practices in the field of addiction treatment.



## SUPPORTING THE NEXT GENERATION OF HEALTHCARE PROFESSIONALS

More than 36 practitioners and staff at PrimaryOne Health (P1H) participate as preceptors to students, interns and residents in a variety of healthcare disciplines. These include MD, DO, NP, dentistry, optometry, dietetics, pharmacy, physical therapy, behavioral health, dental hygienists, medical assisting, dental assisting, and community health workers.

Many of the students qualify for the Ohio Association of Community Health Centers' (OACHC) - Ohio Primary Care Workforce Initiative (OPCWI) program. The OPCWI program's focus is to teach and inspire our next generation of primary care providers by exposing them to rich clinical experiences in primary care settings. With an overall goal to expose students to Patient Centered Medical Homes in practice and provide high quality educational experiences that make them want to stay in primary care practices, hopefully right here in Ohio.

OPCWI is a key part of the solution to increase recruitment and retention of primary care practitioners in areas affected by the vast shortage of clinical professionals in primary care, particularly in underserved community settings. These are areas served by Federally Qualified Health Centers (FQHCs), like P1H.

P1H is currently in its fifth year of participation in the program, but has been hosting students for many more years prior. Julie DiRossi-King, Chief Operating Officer, OACHC, says "PrimaryOne Health continues to be a leader in precepting students all across the continuum of care; advancing the impact of the OPCWI program; and ultimately, building our future primary care workforce."

The PrimaryOne Health Pharmacy Team (Andrew Faiella, Pam Mayle, Alexa Valentino and Jangus Whitner) brought home 1st Place in the Innovation category from the 2019 National Association of Community Health Centers' (NACHC) Community Health Institute (CHI) conference, in August of 2019 in Chicago.

In 2019, P1H providers and staff welcomed more students, interns and residents than ever before:

- 221 students that included physician, nurse practitioner, medical assistant, dental hygienist, and Community Health Worker students.
- 41 interns which included Ohio State University's (OSU) Dietetic program and Kent State's Columbus Program in State Issues.
- 18 residents from OSU and Doctors Hospital.

This is an invaluable experience for our future healthcare workers, as well as enrichment to our providers and staff. Preceptors share their love and passion of giving back to students, and the enjoyment they get out of students' experiences.

Participation in the OPCWI program also makes P1H eligible for resources to pay for the time of the practitioners participating as preceptors in the program, up to \$50,000 annually. Additional bonuses are available from the program if established benchmarks are achieved. These funds are reallocated back into the program. P1H received nearly \$132, 500 in OPCWI funding in 2019.

Even more valuable than the funding received, are the new staff members that joined P1H in 2019 after completing their preceptorships: Four certified nurse practitioners, three medical assistants, two behavioral health clinicians, a pharmacist, dietician, and a recovery support specialist joined P1H from the program.

Absolutely priceless!

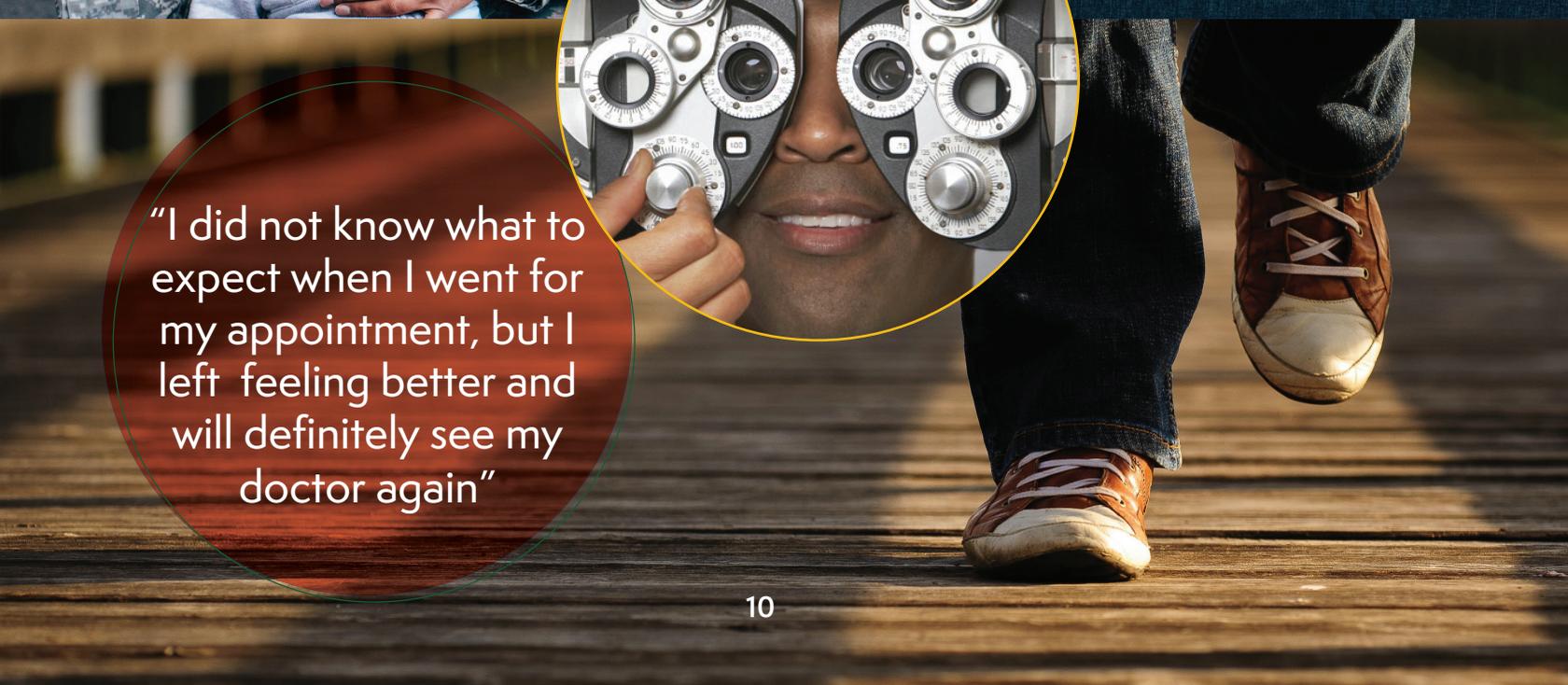




"I felt very welcomed when I came to PrimaryOne Health, they listened to me and treated me like family"



"I was able to get the treatment I needed. Now I can see a future for myself"



"I did not know what to expect when I went for my appointment, but I left feeling better and will definitely see my doctor again"

# PARTNERS & SPONSORS OF HEALTHCARE JUSTICE AWARDS

Since 2015, PrimaryOne Health has hosted the Healthcare Justice Awards to recognize healthcare advocates in the community who live out our mission.



## 2019 HEALTHCARE JUSTICE AWARD RECIPIENTS



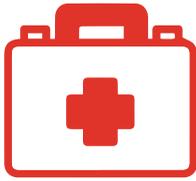
DEBERA DIGGS



DR. GREGARY GRAVES

FINANCIALS

MEDICAL



2019

Patient Visits  
**114,543**  
Number of Patients  
**39,144**

VISION



Patient Visits  
**17,059**  
Number of Patients  
**9,845**

DENTAL



Patient Visits  
**16,803**  
Number of Patients  
**8,420**

MENTAL HEALTH



Patient Visits  
**13,436**  
Number of Patients  
**3,582**

NUTRITION & PHY. THRPY.



Patient Visits  
**7,721**  
Number of Patients  
**3,295**

CASE MNGMT.



Patient Visits  
**4,898**  
Number of Patients  
**1,169**

SUBSTANCE ABUSE



Patient Visits  
**1,109**  
Number of Patients  
**383**

**TOTAL**

Patient Visits  
**175,569**  
Number of Patients  
**48,040**



UNDUPLICATED PATIENTS  
**48,040**



AWARDED BY GOVERNMENT FINANCE OFFICERS ASSOCIATION (GFOA) 2019 DISTINGUISHED BUDGET AWARD

## 2019 REVENUE & EXPENSES

### REVENUE

Patient Service Revenue  
**\$29,331,037**

In Kind Donations  
**\$543,686**

Other Non-Program Revenue  
**\$339,368**

Federal Grant  
**\$7,483,686**

Franklin County Grant  
**\$475,000**

Private Grant  
**\$379,723**

City of Columbus Grant  
**\$4,392,357**

ADAMH Block Grant  
**\$414,274**

State Grant  
**\$138,148**

Total Revenue  
**\$43,497,280**

### EXPENSES

Medical  
**\$27,377,943**

General & Administrative  
**\$8,601,950**

Dental  
**\$3,342,020**

Vision  
**\$2,284,487**

Homelessness  
**\$756,571**

Total Expense  
**\$42,362,971**



**SURPLUS**  
**\$1,134,308**

**64%**

of visits are  
reimbursed  
by third  
party payers  
(Medicare,  
Medicaid,  
Insurance.)

**80%**

of total  
expenses  
are used  
for patient  
programs

\* Clark, Schaffer and Hackett are the certified public accountants for PrimaryOne Health. Unaudited Financial Information for the period ending 12/31/2019

NONPROFIT ORG  
U.S. POSTAGE PAID  
COLUMBUS, OH  
PERMIT NO. 1423

### 2019 List of PrimaryOne Health funders



PrimaryOne Health  
2780 Airport Drive, Suite 100  
Columbus, Ohio 43219