



HEART OF OHIO
FAMILY HEALTH

A Grateful Heart

2017 Annual Report



Quality



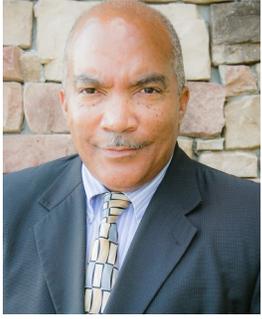
Commitment



Compassion



Grateful for...Our Patients



With a commitment to quality, improvement, and access to all, **Heart of Ohio Family Health** serves the community with a grateful heart. Comprehensive, compassionate, and inclusive healthcare services are at the heart of what we do. Our three health centers are located in the most high risk/high need areas of Franklin County, including a Medically Underserved Population, Medically Underserved Areas, and a Health Professional Shortage Area.

Our nearly 9,000 patients come to us from all over the world. Why? Because we provide culturally competent and linguistically appropriate care, and we never turn a patient away for inability to pay. But that's not the only reason. At **Heart of Ohio Family Health**, we are dedicated to serving the community. How? We are proactive in the delivery of services, such as our focus on combating the infant mortality crisis with CenteringPregnancy® Care. This program encourages timely prenatal care and offers gifts for newborns, like diapers and blankets. Additionally, we are addressing the opioid epidemic with the City of Whitehall and other partners on a ground-breaking program that provides alternatives to incarceration for drug users, and access to appropriate treatment pathways.

At **Heart of Ohio Family Health**, we realize that early detection and prevention is imperative to the wellness of our patients. As an example, we have focused on colorectal cancer screenings for all patients ages 50 to 75. In 2017, our providers secured colorectal cancer screenings at a rate that was higher than any other medium category Federally Qualified Health Center in the state of Ohio as noted by the Ohio Association of Community Health Centers.

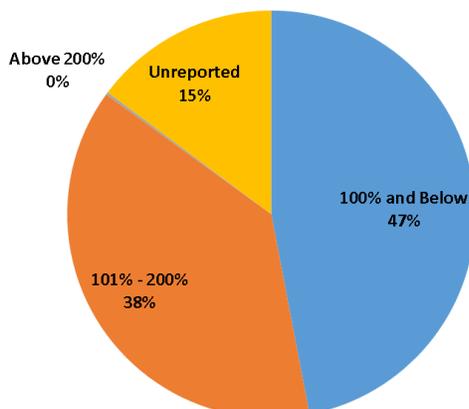
On behalf of the Board of Directors and Leadership Team, we are grateful for our partners, our patients and our diversity, and we look forward to another year of serving this great community.

Sincerely,
Terry Anderson
Board Chair



HOFHC's colorectal cancer screening rate went from 53% in 2016 to 66% in 2017.

Patient Poverty Level



In 2017, HOFHC served 8,895 patients including:

- 38% request service in another language
- 51% Black or African American
- 12% Hispanic or Latino
- 13% Asian
- 14% Uninsured
- 59% On Medicaid
- 81% Non-White
- 85% Have incomes at or below 200% of Federal Poverty

...Our Services

Primary Medical Care ◦ Obstetrics and Gynecology ◦ Diagnostic Laboratory ◦ Interpretation ◦ CenteringPregnancy® Care ◦ Patient Education ◦ Screening Mammograms ◦ Pediatric Services ◦ Substance Use and Mental Health Counseling Services ◦ Community Garden ◦ and other Enabling Services to nearly 9,000 patients per year.

...Our Commitment

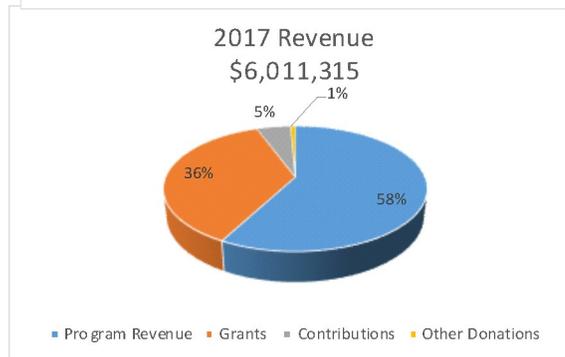
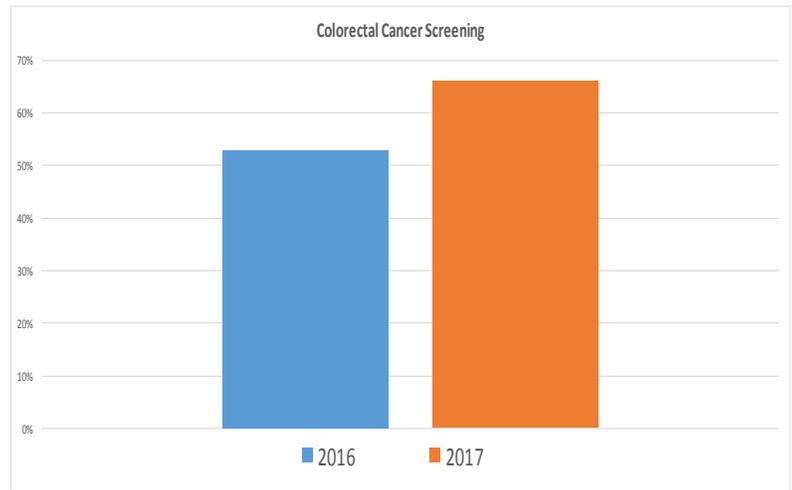
In Franklin County, where infant mortality continues to rise, **Heart of Ohio Family Health** is doing everything we can to improve birth outcomes for our patients. In 2017, 8.2 babies died per 1,000 births, missing the 7.2 goal set by CelebrateOne for 2017. The rate for black babies, however, was 14.6 per 1,000 births, compared with 5.5 per 1,000 births for white babies.

To combat this growing epidemic, **HOFHC** started a CenteringPregnancy® Program in 2017. CenteringPregnancy® is an outcome-driven, cost-effective, patient-centered model of care that is changing the face of healthcare through innovative design for system change. Centering brings patients out of the exam room into a unique group setting that combines health assessment, interactive learning, and community building. It not only allows time for questions, but time for education on important topics like safe sleep practices, breastfeeding, and child-birth preparation.

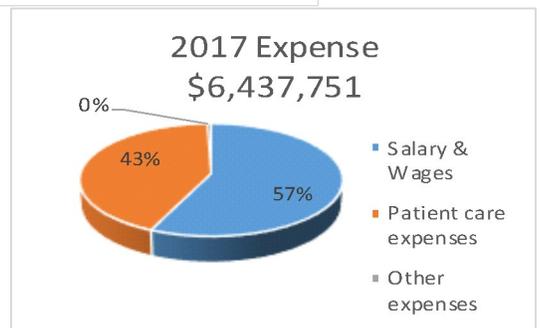
In Year 1, **Heart of Ohio Family Health Centers'** CenteringPregnancy® Program provided prenatal care to 114 patients. Of those patients, 84% were breastfeeding at the time of discharge (Healthy People 2020 goal is 81.9% for infants breastfed ever), and 93% attended their postpartum visit and were screened for postpartum depression (Healthy People 2020 goal is 90.8%).

Eighty-four percent of **HOFHC** CenteringPregnancy Care patients breastfeed exclusively and 93% attend their postpartum visit (both exceed Healthy People 2020 goals of 81.9% and 90.8% respectively).

Quality Outcomes



Financials



Our Board

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Terry Anderson, *Board Chair*

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Rodirick Dye

James Feibel, Esq.

Sr. Barbara Hahl

Abdikhayr Soofe

Nathaniel Stewart

Ex-Officio

Dr. Buhari Mohammed, *CEO*

Our Locations

Capital Park Family Health Center

2365 Innis Road
Columbus, OH 43224

Whitehall Family Health Center

882 South Hamilton Road
Columbus, OH 43213

Chantry Family Health Center

5560 Chantry Dr.
Columbus, OH 43232

614-235-5555



...Our Compassion

According to the Ohio Department of Health, unintentional drug overdose remains the leading cause of injury related deaths for Ohioans. Ohio continues to be one of the nation's leaders in the death toll rate.

To combat this growing epidemic, **Heart of Ohio Family Health** has partnered with the Whitehall Division of Fire, Whitehall Division of Police, and Maryhaven Addiction Stabilization Center, on a groundbreaking initiative called SAFE (Stop Addiction for Everyone), a program collaboration that will help treat opioid addicts in our community. The program allows people ages 18 and older a safe and discreet place to go and ask for help with their addiction. U.S. Surgeon General Jerome Adams called the initiative "one of the best programs in the country for lowering stigma and enabling recovery."

Goals of the program include: Expanded access to Medication Assisted Treatment (MAT), Alcohol and Other Drug Use (AOD) treatment and case management services; Harm reduction strategies along with a targeted awareness and outreach campaign; Increased capacity to utilize alternatives to incarceration and other diversionary methods to those addicted to opiates; Increased outreach to families at risk for repeat episodes of overdose with a specific emphasis on the children of parents who overdose.



In 2017, **HOFHC** received \$175,500 from HRSA's Access Increases in Mental Health and Substance Abuse Services (AIMS) Supplemental Funding to hire a full-time Mental Health and Substance Abuse Counselor at the Whitehall site.



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Our Mission: To provide high quality, holistic and sensitive care to meet the healthcare needs of our community, where every person is honored with loving service.