



**HEART OF OHIO
FAMILY HEALTH**

www.heartofohiofamilyhealth.org

Capital Park Family Health Center
2365 Innis Road
Columbus, OH 43224
(614) 416-4325

Whitehall Family Health Center
882 South Hamilton Road
Columbus, OH 43213
(614) 235-5555

Annual Report From the Heart

2016



Chair Terry Anderson and CEO Marlene Miller

**“She really listened and
understood me so well.
I felt like crying.”**
-Jennifer, patient



From the Heart

“Nobody showed they care like you do,” an HOFHC patient recently said.

This is a statement that I hear time and time again at Heart of Ohio Family Health Centers (HOFHC), but one that never grows old. Why? Because we have a passion for helping people that flows from the heart.

More than a third of our patients were not born in this country, 80% are minority, and 70% have incomes at or below 200% of the Federal Poverty Level. These are not just statistics at HOFHC, they represent the faces who enter the doors of our health centers every day...the faces of people who need diabetes education but do not speak English...the faces of people who took three buses to get to their prenatal appointment...the faces of people who have to decide whether to buy food or medicine this week.

At HOFHC, we not only provide primary and behavioral healthcare services, but enabling services that help patients become healthier. Needs such as interpretation, transportation, education, food, and many other enabling services, represent the social determinants of health that shape individuals’ opportunities and barriers to engage in healthy behaviors. At HOFHC, we recognize these barriers and work to link health care to broader social needs as you will see in this Annual Report.

As we look ahead, we are excited to expand our reach to a third site, Chantry Family Health Center, in collaboration with National Church Residences. This site will open part-time in late 2017 and bring comprehensive healthcare services to a currently underserved population.

We would like to commend our dedicated support, clinical, and administrative staff (featured here) for their continued excellence and unwavering commitment to this community. In 2016, we cared for more patients than we ever have before, and our goal remains steadfast: to provide quality and culturally-appropriate healthcare and social services to the underserved communities of Central Ohio.

As you look upon the faces of our caring staff, you will see that our passion for helping people flows from the heart and extends beyond primary healthcare.

Terry Anderson
Board Chair

Marlene Miller
CEO

Our Patients

Heart of Ohio Family Health Centers are located in the most high risk areas of Franklin County. In 2016, HOFHC served 7,577 patients including:

- 34% request service in another language
 - 55% Black or African American
 - 12% Hispanic or Latino
 - 11% Asian
 - 15% uninsured
 - 59% on Medicaid
 - 80% non-White
- 72% have incomes at or below 200% of Federal Poverty Level

"The service and comprehensive care here are great! I really appreciate it!"

-April, patient

Our Connection

Breast Cancer Screenings: In 2016, HOFHC provided more than 500 women with free or low-cost screening mammograms, culturally appropriate breast health education and counselling services in collaboration with Mount Carmel Mobile Mammography, The Ohio State University Mobile Mammography, and Columbus Cancer Clinic. This program is possible thanks to grant funding from KomenColumbus who has supported HOFHC for the last two years.

The primary goal of the program is to increase the number of underserved women who enter the continuum of care and get breast health information or breast cancer screenings. HOFHC utilizes Patient Navigators to conduct in-reach to current patients and schedules them for screenings at HOFHC sites. HOFHC Patient Navigators link patients who require additional treatment with diagnostic, treatment and survivorship navigation.

In addition to screenings, navigators assess patients' needs as part of the intake process. Assistance is provided for barriers including: health insurance/financial concerns, transportation to/from treatment, physical needs and communication/cultural needs.



“She was very quick and polite. She even went out of her way to make sure my test results were mailed to me. I’m happy to see her every time I come here. “ -Tia, patient



**“The nurses are very helpful and awesome!”
-ZamZam, patient**



Our Compassion

Behavioral Health and Substance Abuse Services: In 2016, HOFHC hired a full-time Clinical Counselor at the Capital Park site to provide integrated behavioral health and substance abuse services. Thanks to start-up grant funding from the Franklin County Board of Commissioners, patients can receive real-time behavioral health and substance abuse services in a behaviorally enhanced healthcare home.

More than 20% of HOFHC’s patients had a diagnosis of anxiety, depression, substance abuse, and/or alcohol abuse disorders in 2016. Patients prefer to have both primary care and behavioral health care in the same facility. It promotes continuity, compliance, and lessens the barriers for many patients.

Integrating behavioral health and substance abuse services into a primary healthcare facility has proven to increase health outcomes for patients and decrease costs for the health center. In addition, recognition of mental health and chronic depression disorders is increased; and patients are more likely to attend first appointments for behavioral health/substance abuse referrals because they are already in the building.

Food Insecurities Screening: In collaboration with Mid Ohio Food Bank, HOFHC implemented a food insecurities screening as part of every primary care visit. This new program allows HOFHC providers to screen all patients for food insecurities and write any qualifying patient a prescription for free food. Patients are able to fill the food prescriptions at produce markets in local pantries, soup kitchens, churches and other community organizations. Patients are given a list of all produce market locations and dates with their food prescription.

What is food insecurity? Food insecurity is the state of being without reliable access to a sufficient quantity of affordable, nutritious food. In Ohio more than 20% of children experience food insecurity. In Columbus more than 100,000 individuals rely on the Supplemental Nutrition Assistance Program (food stamps).

Community Garden: Now in its fourth year, Capital Park Family Health Center’s Community Garden continues to flourish as more and more gardeners participated in 2016. During the growing season, over 20 families worked to plant, weed, and harvest their own fresh vegetables. Funding from Scott’s Miracle Gro Foundation , the City of Columbus and Franklin County provide for additional plots, fencing and gardening supplies throughout the season.

Our Services

- Primary Medical Care
- Women's Health Services
- Obstetrics and Gynecology
 - Diagnostic Laboratory
 - Interpretation
 - CenteringPregnancy® Care
 - Patient Education
 - Screening Mammograms
 - Behavioral Health Counseling
 - Substance Abuse Counseling
 - Pharmacy
 - Community Garden
 - Other Enabling Services

Our Response

Your donations help offset the more than \$2 million in uncompensated health care that we provide to Central Ohioans each year. HOFHC patients have tremendous barriers to care: from food insecurity to transportation issues to Limited English Proficiency. We provide care for immigrants and refugees, families living in poverty, and individuals with multiple chronic conditions regardless of ability to pay. We care when no one else does.

Despite this, our patients exceed clinical performance measures and surpass Healthy People 2020 Goals in areas such as: colorectal cancer screenings, cervical cancer screenings, adult depression screening and follow-up, adult weight screening and follow-up, and tobacco use screening and cessation (UDS 2016).

The Ohio Association of Community Health Centers identified HOFHC as a top performer in two clinical measures in 2016: birthweights and childhood weight assessments. As a top performer, HOFHC has been asked to share best practices with the Quality Peer Network Group of FQHCs in Ohio. Most importantly, HOFHC OB patients are doing better than the rest of Franklin County. In 2016, 7.9% of HOFHC patients had low birth weight births compared to 9.6% in Franklin County combined (Columbus Public Health).



Our Care



“You were the first person to stand up for me and I will never forget you.”

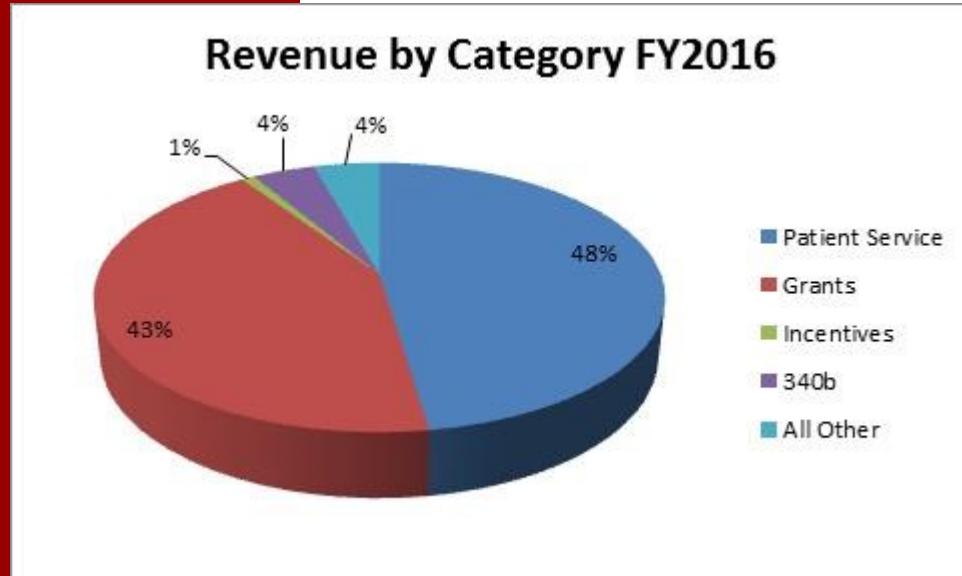
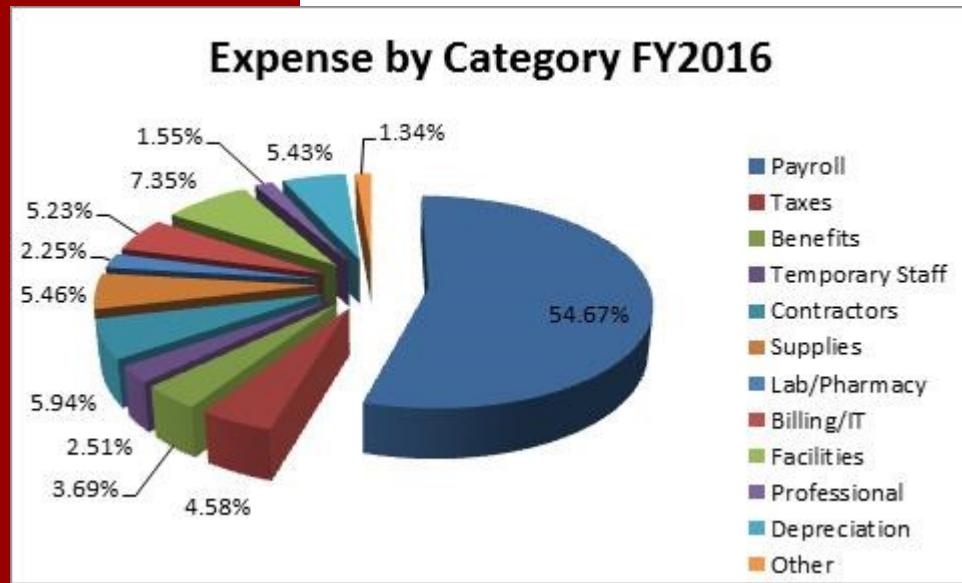
-John, patient



CenteringPregnancy® Sessions: HOFHC was selected by the Healthcare Collaborative of Greater Columbus and the CelebrateOne Initiative to receive implementation funding for CenteringPregnancy Prenatal Care at our Whitehall location. CenteringPregnancy brings 8-12 pregnant women, who are due at the same time, together for prenatal care. In a two-hour visit, women have a one-on-one assessment with the provider and plenty of time for group sharing and discussion. Women enjoy being with other women who have similar health concerns, giving them an opportunity to learn from each other and to make friends.

Numerous published studies show that Centering moms have healthier babies and that Centering nearly eliminates racial disparities in pre-term birth. Prenatal health and reducing infant mortality is a significant public health concern in Franklin County. The infant mortality rate of 8.8 (per 1000 live births) is higher than the state rate of 7.5 and the national benchmark of 6. Early and regular prenatal care (like Centering) is a key strategy to improve health outcomes of pregnancy for mothers and infants.

Our Financials



**“My sugars have never been controlled
until I started seeing you!
-Kristian, patient**

Our Board

Officers

Terry Anderson, *Board Chair*

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Abdikhayr Soofe

Nathaniel Stewart

Ex-Officio

Marlene Miller, *CEO*



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.



Our Partners

Bhutanese Nepali Community of Columbus

Buckeye Health Plan

Cancer Support Community

CareSource

CelebrateOne

Centene Management

City of Whitehall

Columbus Cancer Clinic/LifeCare Alliance

Columbus Foundation

Columbus Public Health

Community Refugee and Immigration

Ethiopian Tewahedo Social Services

Franklin County Community Gardens

Franklin County Health Departments

Franklin County Board of Commissioners

Health Resources and Services Administration

Homeport

KomenColumbus

LabCorp

Maryhaven, Inc.

MidOhio Food Bank

Molina Healthcare

Mount Carmel Health System

National Church Residences

Nationwide Children's Hospital

Ohio Association of Community Health Centers

Ohio Better Birth Outcomes

Ohio Department of Health

Ohio Hispanic Coalition

Osteopathic Heritage Foundations

Paramount Advantage

Physicians Care Connection

Scott's Miracle Gro Foundation

Southeast, Inc.

The James, The Ohio State University Comprehensive Cancer Center

The Kroger Co

The Ohio State University Mobile Mammography Program

The Ohio State University Hospital/Wexner Medical Center

The Ohio State University College of Pharmacy

The Ohio State University Research Foundation

United Healthcare

