



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

Our Story / Page 2



Proud Past / Focused Future / Page 3

From humble beginnings in 2003...shared space with a Head Start program and a small, dedicated team of health care workers ... Heart of Ohio Family Health has grown to two health centers with more than 40 committed professionals. Thousands of individuals and families are receiving the quality health care they deserve. We explore the journey from a humble "there" to a dynamic "here" on Page 2.

Milestones / Pages 4 & 5

Marty Miller, CEO, and Board Chair, Jim Feibel, go back to the inspirational and heroic roots of the Community Health Centers' movement to chart the course for Heart of Ohio Family Health's grand plan to expand through 2015 and beyond. Take a short walk back and discover the course Heart of Ohio Family Health is charting for tomorrow on Page 3.

The Financials / Page 6

Stellar partnerships with Mount Carmel Health System, The Ohio State University College of Pharmacy, Maryhaven, Inc., St. Vincent Family Center, the American Cancer Society and a host of others have played a significant role in improving the health of the communities we serve. See Pages 4 and 5 for a catalog of our greatest accomplishments.

Partnerships / Page 7 & 8

There is a cost to what we do. Funding streams and how the dollars are put to use are presented on page 6.

We wrap things up by acknowledging our community partnerships and giving a special nod to our dedicated volunteers who make up our Board of Directors. Discover the critical ingredients for success on Pages 7 & 8.

Annual Report

2014



HEART OF OHIO
FAMILY HEALTH

Heart of Ohio Our Story



HEART OF OHIO
FAMILY HEALTH

In July of 2003, three medical "firsts" occurred: The World Health Organization elected its first Asian, Dr. Jong-Wook Lee, as General Director; doctors in Vienna performed the first successful tongue transplant; and, closer to home, Dr. Sue Leatherman treated her first patients in what was once a preschool classroom in North Linden.

Capital Park Family Health Center was born.

First funded by Mount Carmel Health System, Capital Park offered too few services to too many patients in too small of a space. Within six months of opening its doors, though, Capital Park Family Health Center was awarded "Federally Qualified Health Center" status. Thanks to this federal support, we were able to serve those with health care needs, regardless of their ability to pay.

We were on our way.

By 2005, 1,500 patients sought medical care at Capital Park, doubling to 3,000 in 2010. Just a year earlier in 2009, we opened our second Federally Qualified Health Center, Whitehall Family Health Center in the Great Eastern Shopping Center. We began operating independently of Mount Carmel and adopted the corporate name, "Heart of Ohio Family Health."

We were all grown up.

After six-years of whirlwind growth, we learned that our greatest expansion was yet to come when, in December of 2009, the U.S. Department of Health and Human Services awarded Heart of Ohio Family Health \$4.4 million to construct a brand new Capital Park facility. When the 17,600 square foot state-of-the-art facility opened its doors on July 11, 2011, at 2365 Innis Road, our physical space grew more than 10 times, and patient volume jumped to more than 6,000 patients per year.

We had arrived.

Today, both our Whitehall and Capital Park community health centers provide primary medical care, women's health services, obstetrics and gynecology, diagnostic laboratory, interpretation, and other enabling services.

From the beginning, Heart of Ohio Family Health has served high-risk, underserved communities debilitated by record high rates of unemployment, public housing, violence, illiteracy, immigrant or refugee status, and families living below the poverty threshold. More than one-fourth of our patients are non-English speaking; more than half are Africans/African Americans and approximately 15% are Hispanic/Latino. In addition, nearly one-third of our patients are uninsured.

For the thousands of individuals and families living in the communities that we have been, and always will be, honored to serve, Heart of Ohio Health is deeply dedicated to providing only the most exceptional medical care delivered by true professionals in a manner that is heartfelt, personal, compassionate and characterized by our celebration of diverse cultures and languages.



Proud Past Focused Future



In the summer of 1964, a young idealistic doctor launched a movement never before seen in this country. His name was Dr. Jack Geiger and he made history when he built the nation's first ever community health center in the heart of the poorest part of rural Mississippi. Arguably, Dr. Geiger was one of the first health care professionals to link health status with social determinants such as housing, food, water, education, employment, as well as the economic and political barriers to achieving optimum quality of life means.

Forty years later, in 2014, Heart of Ohio Family Health set out to blaze its own trail by going back 50 years to revitalize Dr. Geiger's historic vision with this promise:

We can and will transform the health of the communities we serve, not solely by our excellent medical care for the patients we treat each day, but by intervening to improve the conditions and social determinants within the communities where our patients are born, live, work, and grow.

We're going back to our roots by putting the "community" back into our two Community Health Centers.

How?

In 2014, Heart of Ohio launched a long-term strategy to forge meaningful partnerships with organizations and people who share our commitment to elevating the health of the communities we serve. By joining forces with Mount Carmel Health System, The Ohio State University, the Whitehall Collaborative Health Action Team and other community partners, we're building a strategic network to treat and heal our communities as successfully as we treat and heal our individual patients.

To this end, we adopted a vision statement to hold us to our promise:

We are inextricably tied to the heartbeat of our communities and our advocacy will extend to making the entire neighborhoods we serve safer places where every family can lead happy, healthy, productive lives.

Today, Heart of Ohio Family Health stands at the crossroads of uniting the proud past of the community health centers movement with a focused determination to achieve Dr. Geiger's vision of optimum health.

It is at this crossroad where we are discovering more fully who we are and what we can become. It is at this crossroad where we are igniting the circuits of our highest potential. Please join us at the crossroad.

James Feibel
Board Chair

Marty Miller
CEO

Milestones

Internal Validation



Milestones External Validation

Federal Funding Increase

The Health Resources and Services Administration (HRSA), a \$9 billion agency within the U.S. Department of Health and Human Services, oversees the nation's network of Federally Qualified Health Centers, including Capital Park Family Health and Whitehall Family Health.

In 2014, HRSA increased our base allocation and awarded us new funding for "medical capacity building" which allows us to hire more providers to serve more patients.

Mount Carmel Health's Community Benefit Support

Heart of Ohio Family Health patients and the surrounding communities have greatly benefited from the financial and programming support of Mount Carmel Health System. Their community benefit resulted in fewer patients inappropriately utilizing the emergency rooms and more patients being linked with permanent primary care providers.

Community benefit funding allowed us to make improvements to our general operations and specifically to our obstetrics program

New Staffing Grant

Our Certified Application Counselors (CACs) assisted more than 1,900 individuals last year with their applications for Medicaid and marketplace insurance. We made a conscious decision to have our CACs help not only our patients but also serve the general community through participation in special events.

Our CACs dedication led to a request from the Ohio Benefit Bank to fund Heart of Ohio Family Health with another CAC to specifically serve Spanish-speaking communities.

Vision Statement

This is about a passion for helping people. It flows from the heart.

We reach out to and treat each patient with heartfelt passion and professionalism



Maternal Instincts and OB Program Growth

The Franklin County Board of Commissioners awarded Heart of Ohio Family Health a \$200,000 competitive grant to support Maternal Instincts, our new, intensive prenatal care program.

Still in early development, Maternal Instincts is a bold multi-disciplinary effort combining pre-natal visits with critical education for expectant mothers and referrals to vital community and in-home services. Maternal Instincts will continue to provide vital linkages to services, including referrals to our family practice providers after delivery to help both mother and baby thrive.

In 2014, Whitehall Family Health was selected by CareSource, a nonprofit Dayton-based health plan and one of the largest Medicaid managed health care plans in the country, as the referral site for their high-risk pregnant patients living in the surrounding community. The objective is to decrease the risks of infant mortality by getting high-risk pregnant women in for education and care early in the pregnancy.

Breast Cancer Screening Program

Heart of Ohio Family Health earned a national top-five ranking from the National Football League and the American Cancer Society for the number of low-income and uninsured women who received mammograms and clinical breast exams in 2014. This ranking was gauged in relation to the total number of projects that the NFL funded in cities throughout the U.S.

Thanks to our dedicated staff and their ability to work together, Heart of Ohio Family Health actually exceeded our own goals for getting women in for mammograms and clinical breast exams.

Greater Community Outreach

Our goal to create meaningful connections with individuals and families in our communities resulted in the staging of two successful community events: "National Health Center Week" and the NFL and the American Cancer Society's "First Annual Crucial Catch Day."

In addition, a third 2014 "first" for us occurred in May when our team actively participated in Whitehall's "First Annual Senior Day."

New Diabetes Project

The Ohio State University's College of Pharmacy launched a holistic and remarkably successful diabetes treatment and counseling project involving 152 of Heart of Ohio's diabetic patients.

The new project was designed to lower A1C results, which is a blood test used to diagnose Type 1 and Type 2 diabetes, and then monitored to gauge how well patients are managing their diabetes.

Our pharmacy team, comprised of OSU third and fourth year students, under the direction of two OSU pharmacists, tested, diagnosed and counseled patients on how to lower their blood sugar levels and manage their diabetes.

Vision Statement

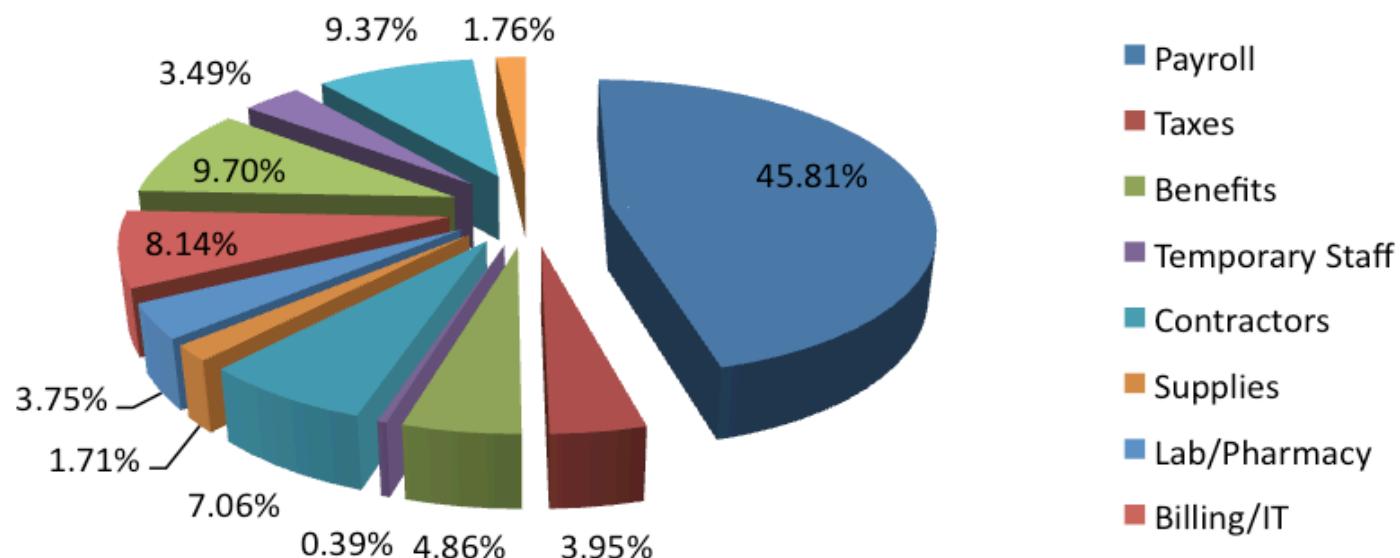
We are advocates and activists.
We can rise above and beyond the perception of clinics and even centers.

We are about exceptional medical care delivered by true professionals, but done personally, with a sense of real compassion the celebration of diverse cultures & languages.

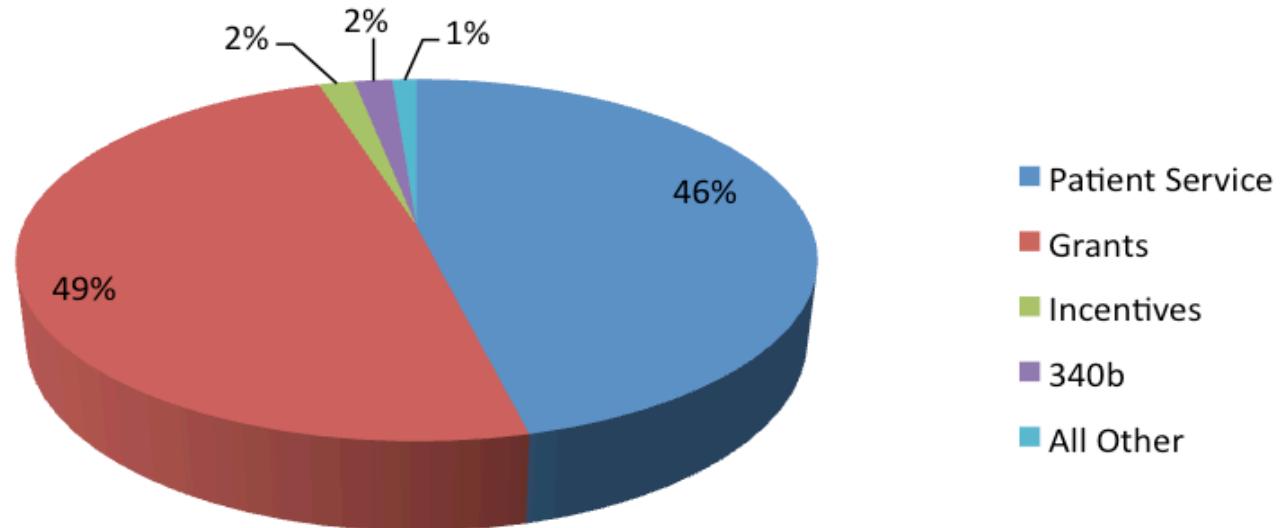


The Financials

Expense by Category FY2014



Revenue by Category FY2014



Our Partnerships



"Alone we can do so little; together we can do so much" -- Helen Keller

Heart of Ohio Family Health would like to thank our remarkable community partners with whom we collaborate in order to deliver exceptional medical care by exceptional medical professionals dedicated to a multidisciplinary team approach that serves the best interest of each and every individual and family within the communities we support.

Mt. Carmel Health Systems



OSU College of Pharmacy



Maryhaven, Inc. & St. Vincent Family Center



Whitehall Collaborative Health Action Team (CHAT)



American Cancer Society



Franklin County Commission



Greater Columbus Infant Mortality Task Force



Council on Healthy Mothers and Babies (COHMB) / Pregnancy Care Connection



LifeCare Alliance & Columbus Cancer Clinic



Physicians CareConnections



Cancer Support Community Central Ohio



Our Community Garden Partners

Scotts Miracle-Gro
Franklin County Board of Commissioners
Franklin Park Conservatory
Giant Eagle
Lowes

Greater Columbus Growing Coalition
Watershed Organic Lawncare
Ponce's Auto Repair
RMI Design

Our Mission

Heart of Ohio Family Health's mission is to provide high-quality, holistic & sensitive care to meet the healthcare needs of our community, where we honor every person with loving service.



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Our Board of Directors

James Feibel / Chair

Terry Anderson / Vice Chair

Annie Bailey / Secretary

Patricia Dawkins

Julie Arbinni-Carbonell

Rita Corbin

William Dodson

Sr. Barbara Hahl

Abddikhayr Soofe

Brian Wallace

Marty Miller
CEO / Ex-Officio

Vision Statement

We are inextricably tied to the heartbeat of our communities and our advocacy will extend to making the entire neighborhood we serve safer places where all families can lead happy, healthy and productive lives.

Vision Statement

We are change agents. We want to be known as award-winning exceptional care providers. We are passionate professional care ... for life.

Vision Statement

We are about exceptional medical care delivered by true professionals, but done personally, with a sense of real compassion and the celebration of diverse cultures & languages.

