



HEART OF OHIO FAMILY HEALTH

2022 ANNUAL REPORT



...one heart at a time.

www.heartofohiofamilyhealth.org

MESSAGE: CEO & BOARD CHAIR

Dear Friends, Colleagues, Community Partners and Stakeholders:

Federally Qualified Health Centers (FQHC) were born out of a movement that started almost 60 years ago, during the mid-1960s. This movement has become a challenging journey that has provided vital access to healthcare for many residents of our community.

The focus of our collective effort is to provide efficient, high-quality, comprehensive health care that is accessible, culturally and linguistically competent, community-directed, and patient-centered. Today, FQHC facilities serve as the primary medical home for over 30 million people in more than 13,000 rural and urban communities across America. **Heart of Ohio Family Health (HOFH)** providers serve as community-based “family doctors” who offer the preventative and supportive care to meet patients’ needs.

Heart of Ohio Family Health CEO Dr. Buhari Mohammed reflects, “This journey has benefitted from longstanding bipartisan support by administrations and policymakers at all levels, as well as in both the private and public sectors.” A product of this ongoing movement is the 340B prescription discount program that has had bipartisan support directed toward providing discounted pharmacy costs to all patients by a “Covered Entity” such as HOFH.

As the 2022 year unfolded, **Heart of Ohio Family Health** opened the **James B. Feibel Center** in Whitehall, Ohio, as well as an In-House Pharmacy during the summer. The new Feibel Center provides primary medical care, pediatrics, OBGYN, behavioral services, substance use disorder intervention, HIV care and HepC management — all of which is complemented by the In-House Pharmacy. By December 2022, the new Pharmacy processed 1,468 prescriptions and offered noteworthy savings to patients in the amount of \$ 243,398 while providing each patient with important medication to address their wellness needs. These discounts allows patients to direct their funds to other financial responsibilities.

As the year concluded, **Heart of Ohio Family Health** also assumed the role of managing the Mt. Carmel St. Ann’s Women’s Clinic, located on the campus of St. Ann’s Hospital in Westerville, Ohio.

Board President **Patricia Dawkins** says, “All of the new efforts accomplished over the past year complement the services offered at all of our six locations that support our mission to provide high-quality, holistic, and compassionate care to meet the healthcare needs of everyone in our diverse community, one **heart** at a time.”

Sincerely,



Dr. Buhari Mohammed
CEO



Patricia Dawkins
Board Chair



RECOGNITION FOR QUALITY

Health Resources & Services Administration (HRSA) administers oversight of equitable health care to the nation's highest-need communities.

HRSA consistently monitors **Federally Qualified Health Centers**, programs, and affiliated organizations that support people with low incomes, patients with HIV, pregnant women, children, parents, rural communities, transplant patients, and the healthcare workforce.

During 2022, **Heart of Ohio Family Health (HOFH)** continued to pursue quality and efficient outcomes through determination and dedication at the staff, leadership, and Board levels.

Every three-years **HRSA** conducts an operational audit of centers such as **Heart of Ohio Family Health**. In 2022, **HOFH** received a clean operational audit from **HRSA** with no findings!

HRSA also acknowledged the impressive 2022 patient outcomes and organizational achievements by issuing the following awards to **Heart of Ohio Family Health**:



ACCESS & QUALITY SERVICES

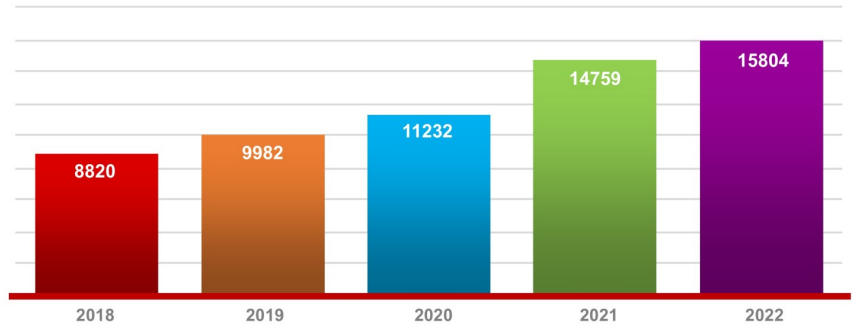
Heart of Ohio Family Health has been proactive in expanding the reach of quality patient care to the growing and diverse central Ohio community. 2022 reflected a 7% increase in unduplicated patients, even as our community continued to recover from the impact of the COVID-19 pandemic.

“The tough decision made earlier in the pandemic not to shut down any of our centers, and the dedication of our selfless staff with a supportive Board, is the reason we had a greater than 30% increase in 2021 and 7% in 2022!”, says Dr. Buhari Mohammed.

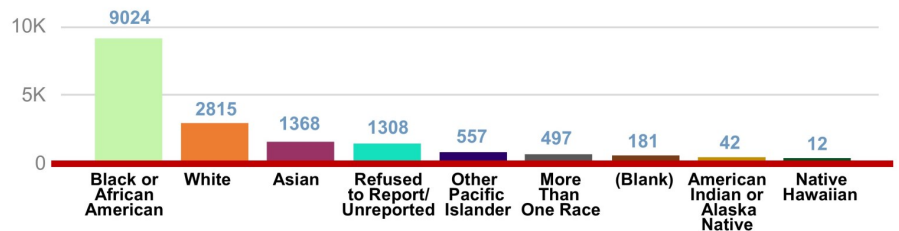
He continues, “Also impressive is the diversity of our patient population that is also reflective of the talented staff that provides support of their needs.”

A brief snapshot of the patient trends for 2022 are provided on this page.

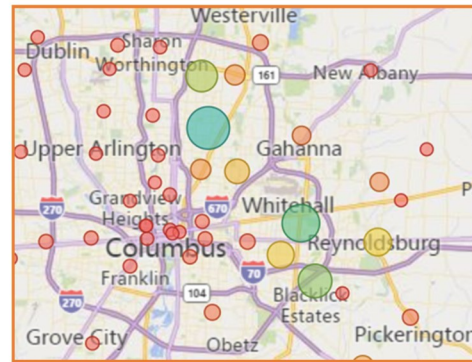
TOTAL UNDUPLICATED PATIENTS



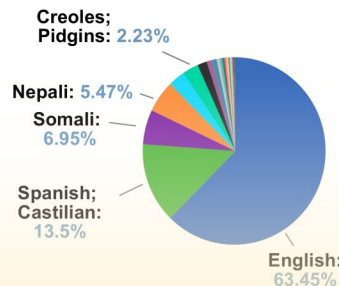
RACE



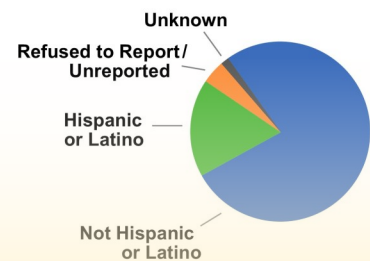
PATIENT LOCATION



LANGUAGE



ETHNICITY



ADVANCING HEALTH EQUITY: DATA DRIVEN

Heart of Ohio Family Health is continuously focused on making a difference in the health outcomes of all patients and advancing health equity by providing important health care screenings, measuring health disparity ratios and implementing decision support with an emphasis to disparity ratios.



DIABETES & HYPERTENSION

- Team-based care
- Frequent visits and outreach for uncontrolled cases
- Following medication guidelines
- Improve disparities by culturally competent care and measuring the outcomes

	2018	2019	2020	2021	2022
Diabetes	29%	21%	23%	19%	15%
HTN	52%	63%	71%	74%	76%

	HOFH Disparity Ratio (A ratio > 1 means a disparity exists; <=1 means no disparity)	Benchmark Comparison
HTN – Black/AA	1.03	1.25
HTN - Hispanic	0.96	1.23
Diabetes – Black/AA	0.88	1.17
Diabetes - Hispanic	0.82	1.60

HIV & HEPATITUS C

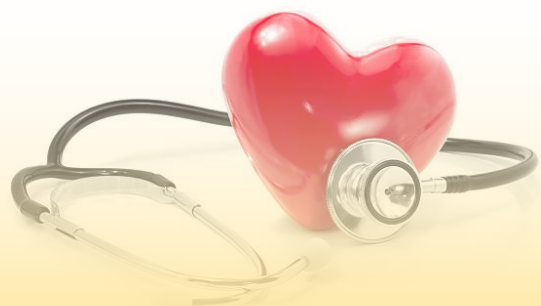
- HIV testing, HIV prevention medication, HIV treatment, and Hep C testing and treatment are now offered
- Care normally only received at specialists office is now available to the underserved at their primary care office

	2020	2021	2022
HIV Screening	22%	40%	54%
Hepatitis C Screening	<5%	<5%	38%
Patients Receiving HIV, HIV PrEP or Hep C treatment	3	26	70

CANCER SCREENING

- Getting accurate data
- Patient navigation
- Mammogram buses
- Provider training to improve access to pap smear
- Empowering care team members to bring up mammograms and well visits

	Aug/2020	2021	2022
Colorectal	28%	40%	45%
Breast	27%	40%	46%
Cervical	63%	70%	76%

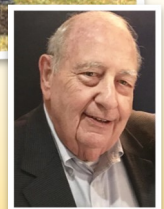


JAMES B. FEIBEL CENTER OPENING & IMPACT

Heart of Ohio Family Health's move and expansion from the storefront location in Great Eastern Shopping Center to a stand-alone, two-story office and clinic facility enhances the presence and service capacity in the Whitehall community and abroad.

The dedication of the new **Heart of Ohio Family Health James B. Feibel Center** occurred in January of 2022, a development that enabled the expansion of staff from 27 to 75 employees and enhanced the capacity for scheduling more patients. The state-of-art clinic suites support high-quality patient services, and the facility has an ample reception area, a spacious boardroom for staff meetings and trainings that is also available for community meetings.

Additionally, a **Wellness Garden** was designed and developed as a serene space for contemplation and relaxation intended especially for patients and visitors — thanks to the support of generous sponsors and contributors.



“Special is the individual who will take the time to encourage another. Be *Special* to others.”

— A quote shared in 2013 by founding Board Member, **James B. Feibel**

IN-HOUSE PHARMACY MEETING COMMUNITY NEEDS

The dedication of the new **Heart of Ohio Family Health James B. Feibel Center** was followed by the opening of the new **In-House Pharmacy** in August, 2022, at the same location.

Located on the second floor of the building, the **In-House Pharmacy** is open to the public and immediately became a valuable resource to the overall operations of the organization, especially to patients enrolled in the 340B Plan.

Patients from all of the **Heart of Ohio Family Health** locations can receive referrals for prescriptions and pharmacy needs as deemed appropriate by their provider.

The operations of the Pharmacy quickly advanced to include a customer curbside pick-up space in the parking lot of the Feibel Center.

Promotional efforts were crafted to boost the awareness of the Pharmacy, including an in-house campaign as well.

PHARMACY
DROP-OFF

HELP SPREAD THE NEWS!

HIGH-QUALITY and COMPASSIONATE PHARMACY SERVICES:

- Vaccinations
- Curbside Service
- Med Sync
- Auto Fill
- 340B Medication Discount Program
- Medication Therapy Management
- 24/7 Pharmacy Access Using RxLocal
- And more

Ask me about our NEW IN-HOUSE PHARMACY

HEART OF OHIO FAMILY HEALTH

WEAR THIS BADGE TO ENGAGE PATIENTS EASY TO AFFIX TO ALL CLOTHING WITH MAGNETIC BACKS

DIRECT PATIENTS TO OUR IN-HOUSE PHARMACY FOR THEIR MEDICAL AND PHARMACY NEEDS

Call: 614-269-8247
Text: 380-214-1997

Columbus

HEART OF OHIO FAMILY HEALTH - JAMES B. FEIBEL CENTER | 9000 East Main Street • Columbus, Ohio 43219



MT. CARMEL ST. ANN'S OPENING & OFFERINGS

Heart of Ohio Family Health expanded its Women's Health services by securing the administration responsibilities of the clinic at St. Ann's in late December, 2022.

Staffing was enhanced at that location to assist in meeting the demands of the patient population while complementing the overall care options of the six locations operated by the organization.

Heart of Ohio Family Health anticipates an increase in patients scheduled as enhance quality prenatal care and primary care offerings are needed throughout the scope of services offered to women and families throughout central Ohio.



NOW OPEN NOW OPEN NOW OPEN

HEART OF OHIO FAMILY HEALTH
ST. ANN'S OBGYN CLINIC



495 Cooper Road (Suite 420)
Westerville, OH 43081
Monday ▶ Friday: 7:30 a.m. - 4:00 p.m.



Supporting Women's Well-being
one *heart* at a time

SCREENING SERVICES • GYNECOLOGICAL SERVICES

SCHEDULE AN APPOINTMENT TODAY: 614.235.5555

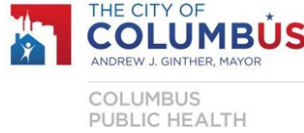
YOUR PREGNANCY GUIDE

www.heartofohiofamilyhealth.org

COLLABORATION & BEING PROACTIVE

Heart of Ohio Family Health has been successful due in part to the strength of the relationships and collaborations that have been established with entities such as those indicated on this page.

HOFH collaborations in various efforts during 2022 that provided opportunities for the general public to benefit from free vision and dental screenings, free food resources, and more.



SCHOOL-BASED SUPPORT & PRECEPTORSHIP PROGRAM

Much effort has been dedicated to engage students at all levels with the benefits of healthy life choices including employment opportunities. During the autumn months, **Dr. Buhari Mohammed** annually host students from The Ohio State University College of Public Health to share opportunities that may be of future interests in the Federally Qualified Healthcare Center environment.

HOFH also enhanced their efforts to support the School-Based clinic at **Whitehall-Yearling High School** and surrounding community by hiring a **School-Based Health Center Coordinator**, and secured state funding to initiate a **Preceptorship Program** for high schools students.

High School students were recruited and provided an opportunity to complete 40-hours of paid onsite training and shadowing of professions in healthcare clinical and administrative roles.

Heart of Ohio Family Health staff also participated in various Job Fairs in the central Ohio to assist students seeking employment.



2022 **GIVING HEARTS** CELEBRATION & OTHER AWARDS

Annually, **Heart Of Ohio Family Health** hosts guests for their **Giving Hearts Celebration**. The 2022 event was held at The Estate at New Albany in New Albany, Ohio, and was highlighted by a Resolution presented by Franklin County Commissioner **Kevin Boyce**, acknowledging the achievements of the organization.

Additionally, **2022 Giving Heart Awards** were presented to select staff and a Board member for their contributions of service and dedication to the mission of the organization.

Heart of Ohio Family Health was also recognized by the **Whitehall Chamber of Commerce** for its contributions to the community at their Annual Awards Luncheon held in November.



GOVERNANCE & LEADERSHIP

BOARD OF DIRECTORS

Patricia Dawkins, Chair
Rita Corbin, Vice Chair
Darren Lundy, Finance Chair
Anita Patel, Secretary and QI Chair
Dr. Maureen Black
Gloria Coyan
Janet Feldkamp
Reed Fraley
Julie Friedlander
Fikru Nigusse

EXECUTIVE TEAM

Dr. Buhari Mohammed, Chief Executive Officer
Yammah Morgan, Chief Operating Officer
Angelita Thomas, Chief Financial Officer
Dr. William L. Washington, Chief Medical Officer
Dr. Dalia Elkhairi, Medical Director, Women's Health
Jaclyn H. Woodard, Chief People Officer
David Brewer, Director of Clinical Services and Quality
Beth Whitted, Senior Director of Strategic Initiatives
Grant Seredick, Risk/Compliance Manager
Terry Anderson, Director of Marketing and Public Relations



**HEART OF OHIO
FAMILY HEALTH**



HEART OF OHIO FAMILY HEALTH

OUR LOCATIONS

ST. ANN'S OBGYN
495 Cooper Road (#420)
Westerville, Ohio 43081

CAPITAL PARK
2365 Innis Road
Columbus, Ohio 43224

**SCHOOL-BASED HEALTH CENTER
at Whitehall-Yearling High School**
675 S. Yearling Road (Suite 100)
Whitehall, Ohio 43213

JAMES B. FEIBEL CENTER
5000 E. Main Street
Whitehall, Ohio 43213

MOUNT CARMEL EAST CAMPUS
5969 East Broad Street (Suite 300)
Columbus, Ohio 43213

CANAL WINCHESTER
3601 Gender Road
Canal Winchester, Ohio 43110