

JOURNEY



HEART OF OHIO
FAMILY HEALTH

2024 IMPACT REPORT



...one *heart* at a time.

MESSAGE ► CEO & BOARD CHAIR

**Dear Friends, Colleagues,
Community Partners and Stakeholders:**

The “**JOURNEY**” continues, and the past year has been filled with challenges, achievements, and new developments in our organization’s efforts. Each day, we embrace the opportunity to enhance and manage high-quality patient-centered healthcare centers.

Our **HEART OF OHIO FAMILY HEALTH** Board and staff have worked diligently to navigate the various changes in the healthcare landscape and policies to maintain an array of health services for our patients. We’ve incorporated advancements in medical records management, expanded our collaborations with local, state, and national entities, and have devised an operational strategy to enhance each patient’s experience. We are also poised to meet the needs of the expanding population in the Central Ohio communities we serve and we are implementing best practices that resonate within the healthcare field.

In 2024, we saw **20,940** unique patients which was an **11.5%** increase over the previous year. Collectively, all of our sites had **103,861** visits over the 12-month span. Due to our efforts, we were identified as a **Million Hearts® Champion** by the CDC and Department of Health and Human Services; **National Quality Leader** by the Health Resources and Services Administration (HRSA); **2024 Gold Level - Health Center Quality Leader** (HRSA); **2024 Gold Award for Target Type 2 Diabetes** (American Heart Association); and we achieved a **Gold Plus Award** for **Target BP** (Blood Pressure) from the American Medical Association.

Additionally, we received a **Forward Award** from the City of Whitehall for our role in elevating Mayor **Michael T. Bivens’** vision for creating a healthier community.

Collectively, we are prepared to meet the challenges that may arise, and we will continue to be steadfast in our commitment to exceed our patient’s expectations, one **heart** at a time.

Sincerely,



Dr. Buhari Mohammed
Chief Executive Officer



Rita Corbin
Board Chair



Our mission is to provide high-quality, holistic, and compassionate care to meet the healthcare needs of everyone in our diverse community, one **heart** at a time.

PATIENT-CENTERED ► ENHANCED QUALITY CARE

HEART OF OHIO FAMILY HEALTH made great strides in 2024 thanks to the dedicated staff who embraced the vision of the Board as well as opportunities to enhance patient care with advancements and enhancements at each facility. Additionally, the integration of **EPIC** and **MyChart** has become a comprehensive approach to improve each patient's experience through seamless medical record connectivity with all hospital systems in Central Ohio.

Due to the consistent efforts exhibited by the entire organization, **HEART OF OHIO FAMILY HEALTH** has extended its impact within Central Ohio. From increased patient volume at each of the six (6) locations, opening a second In-House pharmacy at the Capital Park location, providing cooking demonstrations to inform patients about healthy eating alternatives, and additional initiatives that addressed patient needs—**HEART OF OHIO FAMILY HEALTH** remains committed to being proactive rather than reactive.

For example, the CenteringPregnancy® program continues to assist expectant families with critical learning, and community gardens at Capital Park as well as a new location at the Whitehall Senior Center has supplemented meals and provided enriching activities for both patients and staff.



HEART OF OHIO FAMILY HEALTH selected 2024 Million Hearts Champion by the CDC and Department of Health and Human Services.



HEART OF OHIO FAMILY HEALTH received a Forward Award from Mayor Michael T. Bivens, on November 1, 2024.

Recent projections indicate that Central Ohio's population is expected to increase over the next two decades. Providing accessible and affordable healthcare will be a priority for sustaining healthy communities throughout the city and state.

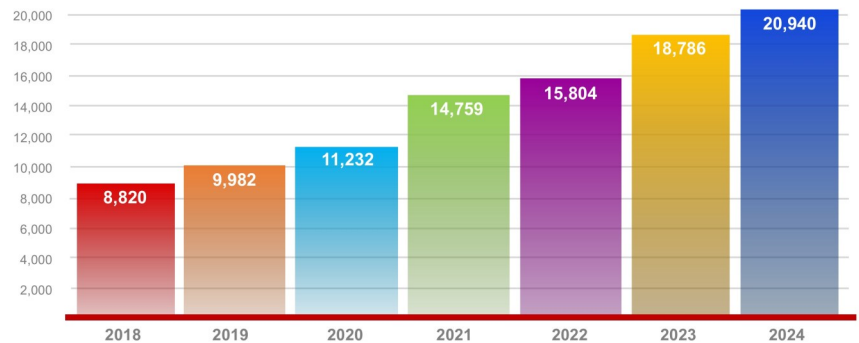
HEART OF OHIO FAMILY HEALTH will continue to support our patients by offering services that are designed to meet their needs. We also have dedicated personnel who can assist patients with appointment scheduling, insurance coverage, referrals, prescription management, and more.

We are also meeting the needs of new patients. In 2024, we expanded our reach to **20,940** unduplicated patients, and dramatically increased the number of women's care patients seen at our St. Ann's location since it opened in early 2023.

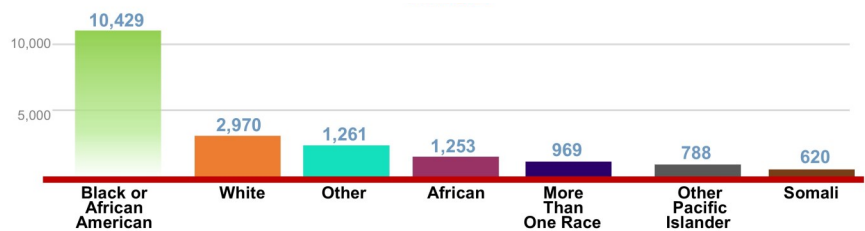
The conversion to the **EPIC** medical records management platform also enhanced the organization's operational efficiency. Likewise, access to **MyChart** improves wellness oversight and provides a convenience to patients.

The graphics on this page reflect the impactful reach of services achieved by the collective effort of the **HEART OF OHIO FAMILY HEALTH** Board and staff.

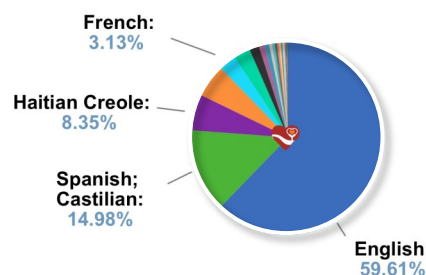
TOTAL UNDUPLICATED PATIENTS



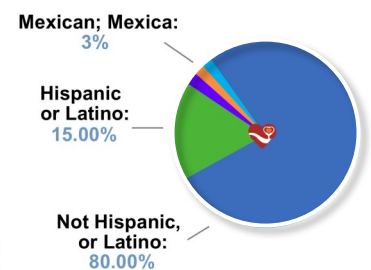
RACE



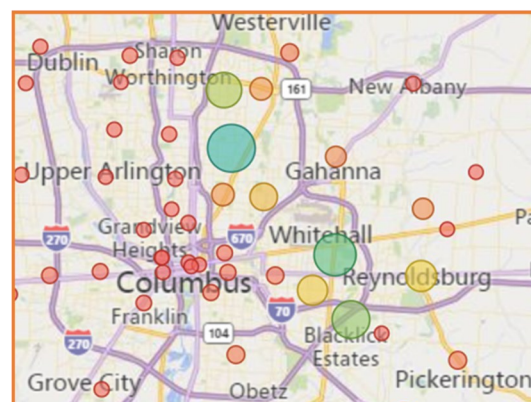
LANGUAGE



ETHNICITY



PATIENT LOCATION



PLAN. DO. STUDY. ACT. | DATA-DRIVEN MEASURES

Innovation and creativity often generate solutions to challenges. Additionally, research plays a vital role in producing sustainable practices.

Heart of Ohio Family Health fosters an environment that thrives on the collective input and feedback from our Board, staff, patients, community partners, stakeholders, and sponsors.

We typically implement new approaches and practices after careful planning, research, data analysis, testing, and then strategic application of desired initiatives and practices. This approach has contributed to significant achievements while enhancing patient-centered outcomes as shown here.



Heart of Ohio Family Health receiving 2024 special recognition from the American Medical Association and the American Heart Association.


PRENATAL CARE

- Community Health Workers
- Home visiting referrals
- Doula referrals
- **EPIC** = easier access to records and collaboration with Maternal Fetal Medicine

	2023	2024
 Low Birth Weight	14%	8%
Number of Prenatal Care Patients	2,700	3,307

HIV & HEPATITIS C

- HIV testing, HIV prevention medication, HIV treatment, and Hep C testing and treatment
- Care normally only received at specialists offices is available to the underserved in primary care

	2020	2021	2022	2023	2024
 HIV Screening	22%	40%	54%	60%	71%
Hepatitis C Screening	< 5%	< 5%	38%	39%	39%
Patients With HIV, HIV PrEP or Hep C Treatment	3	26	70	78	95

CANCER SCREENING

- Patient navigation
- Team-Based Care

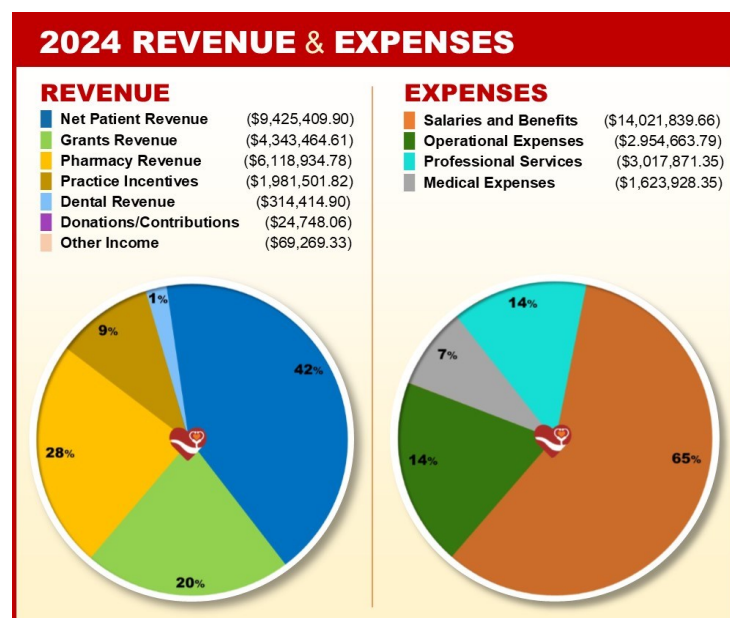
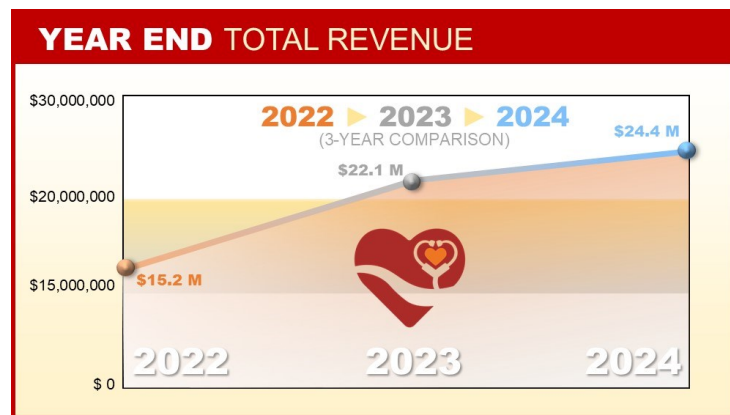
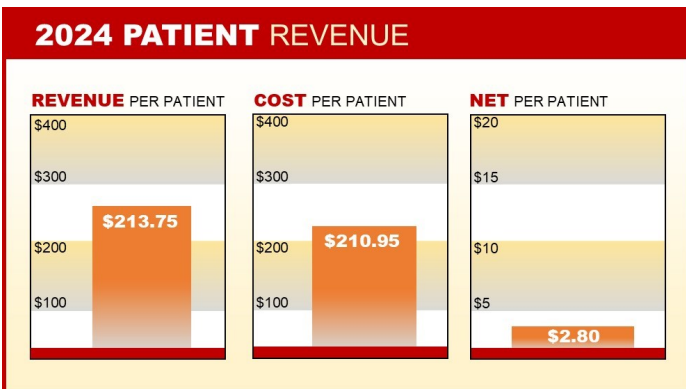
	AUG 2020	2021	2022	2023	2024
 Colorectal	28%	40%	45%	50%	56%

2024 STRATEGIC FINANCIAL OUTCOMES

HEART OF OHIO FAMILY HEALTH's diligent financial management and oversight is an integral component of the strategic plan that impacts every function of the organization.

In 2024, important investments in growth and technology were achieved. A new In-House Pharmacy and clinical space enhancements at the Capital Park location, installation of an essential backup generator at the James B. Feibel Center, and the implementation of new medical software are examples of some key accomplishments.

The financial data shared here captures some of the progress made in 2024.



IN-HOUSE PHARMACIES - NOW AT TWO(2) LOCATIONS

HEART OF OHIO FAMILY HEALTH opened its first **In-House Pharmacy** located on the second floor of the **James B. Feibel Center** in July of 2022. In October of 2024, a second **In-House Pharmacy** was introduced to patients at the **Capital Park** location. Both pharmacies are now open to the public, and complement the array of **HEART OF OHIO FAMILY HEALTH** services provided to a broader community.

Collectively, both locations contributed to the following impact during 2024:

- **54,000** prescriptions were filled;
- **18,000** prescriptions filled by uninsured patients; and
- **\$20** million in savings for cash-paying patients.



PROVIDING SERVICES & ACTIVITIES ► THAT MATTER

The **Dental Clinic**, located in the James. B. Feibel Center, continued to enhance dental care for patients referred from all six **HEART OF OHIO FAMILY HEALTH** locations.

Compared to the **352** patients seen during the first six months of operation starting in June 2023, a total of **1,598** encounters occurred during 2024.

The number of adult patients seen totaled **732**, and **118** patients were under the age of 18.



▲ Dental operatory at the James B. Feibel Center.



▲ Blood Sugar screening at Whitehall Food Truck Festival.

ENGAGING THE COMMUNITY

From Job and Wellness Fairs to a Food Truck festival, **HEART OF OHIO FAMILY HEALTH** informs and educates the Central Ohio community about wellness resources. Other activities included providing support for two community gardens (Capital Park and the Whitehall Senior Center), health-focused cooking demonstrations, and weight loss classes. We also collaborated with organizations like the Whitehall Y during their annual Healthy Kids Day and the City of Whitehall's Community Kids Holiday Program.

The second annual **HEART OF OHIO FAMILY HEALTH Wellness Walk** was held on Saturday, October 12. The event attracted board members, staff, students, community leaders, and residents for a two and three-mile path around the heart (center) of Whitehall. All participants received a medal based on the route traveled and for taking strides to enhance their health and wellness.



▲ Whitehall Community Kids Holiday Gift collection.



▲ Healthy Kids Day at the Whitehall Y.



▲ Cooking Classes at James B. Feibel Center.



▲ 2024 Wellness Walk start and finish line. (Another image is also shown on front cover)

Acquiring talented and dedicated professionals is the key to success for any organization. Perhaps the best **ability** to have is **dependability**, and **HEART OF OHIO FAMILY HEALTH** is committed to providing consistent and exemplary experiences for patients as well as its staff.

Completing the first year of utilizing **EPIC** and **MyChart** as a complement to organizational records and data management was a successful accomplishment. An annual follow-up meeting was held and positive feedback was shared by The Ohio State Wexner Medical Center.

HEART OF OHIO FAMILY HEALTH also convened stakeholders such as Mid-Ohio Regional Planning Commission (MORPC), Central Ohio Transit Authority (COTA), Franklin County Public Health, and others to conduct a walk audit to determine the walkability of various streets and corridors in Columbus and Whitehall. These efforts were supported by a grant from **AARP**.

HEART OF OHIO FAMILY HEALTH, also had the pleasure of hosting **Congresswoman Joyce Beatty** during **National Health Center Week** in August.

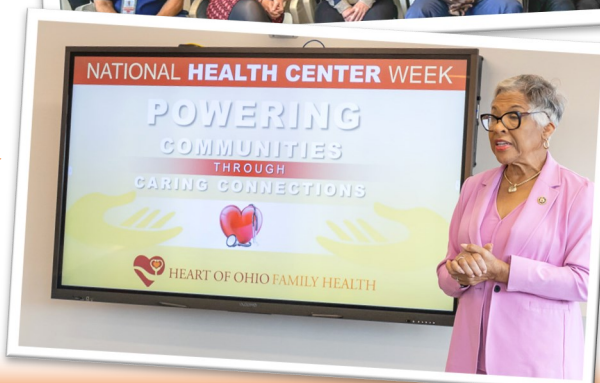
At the conclusion of a leadership and stakeholder roundtable session, **Congresswoman Beatty** toured the James B. Feibel Center.

► **Congresswoman Joyce Beatty** addresses community stakeholders during **National Health Center Week**.
(Another image is also shown on front cover)



▲ A coalition of volunteers commence the walk audits that were summarized for the benefit of the Columbus and Whitehall communities.

Recapping a year of an **EPIC** implementation.



COLLABORATION & ENGAGEMENT ► LASTING IMPACT

HEART OF OHIO FAMILY HEALTH played a significant role in raising the visibility of various healthcare-related initiatives during 2024.

The James B. Feibel Center served as a host venue for a national launch of the “Her Plan Is Her Power” campaign by **Organon**, an independent global women’s healthcare company. Three community stakeholder sessions were held to develop strategies for enhancing women’s health.

The **American Heart Association** also utilized the James B. Feibel Center as a backdrop for developing a video promotion that showcased advancements and best practices in blood pressure monitoring and treatment. Several staff were featured in the video that has been distributed nationally.

Every year, **HEART OF OHIO FAMILY HEALTH’s** efforts and projects are strengthened by the significant collaborations and steadfast support of organizations, businesses, and entities like those shown here.



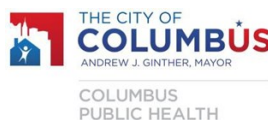
▲ **ORGANON** national



▲ **American Heart Association** national campaign video filming. ►



◀ **WestBanco** generous support.



MORE THAN PRACTICAL ► EXPERIENCES THAT MATTER

HEART OF OHIO FAMILY HEALTH is committed to the ongoing training and education of its Board, leadership, staff, and high school and college students. The staff engaged local students from Whitehall-Yearling High School in a preceptorship program, where they gained valuable exposure to various areas of interest. Their internship-like experience was compensated and complemented their academic curriculum.

Through its ongoing partnership with The Ohio State University and other institutions, **HEART OF OHIO FAMILY HEALTH** offers a practical experience at our various facilities to graduate students interested in careers related to medical administration and various clinical roles.

The following feedback was shared by an OSU Program Director:

“Thanks so much for hosting our MHA students at Heart of Ohio Family Health! I am so impressed by the services you and your team provide and the students appreciate learning about the positive impact you are making in the community. Thanks for supporting our program and our students!”

— **Kelly Scheiderer**, RHIA, MHA
MHA Program Director and Clinical Assistant Professor of Practice

In 2024, the **HEART OF OHIO FAMILY HEALTH** Board and staff also engaged in ongoing training and development experiences. From attending national and statewide conferences to participating in an annual Board and Leadership Retreat, the organization strives to remain informed of best practices and implement policies that can enhance outcomes for the organization, and especially for patients.



Preceptorship cohort from Whitehall-Yearling High School.



Key Club student support during 2024 Wellness Walk.



OSU Medical Administration Graduate Students.



 **THE OHIO STATE UNIVERSITY**
WEXNER MEDICAL CENTER



Board and Leadership at 2024 Retreat.

2024 **GIVING HEARTS** CELEBRATION ► INSPIRATION

The 2024 **HEART OF OHIO FAMILY HEALTH Giving Hearts Celebration** was held on June 22 at the Jefferson Country Club, in Blacklick, Ohio. The evening was highlighted by an inspiring keynote address provided by the City of Whitehall's Mayor, **Michael T. Bivens**.

Mayor Bivens spoke candidly about the importance of access to quality care, and the need for proactive approaches to assure that individuals, and the community, take charge of their wellness.

Dr. Sharee Wells, Whitehall City Schools Superintendent, and **Patricia Dawkins**, the former HOFH Board President, were selected as the **2024 Community Honorees** for their leadership and vision. Several staff members were also saluted for their outstanding contributions of talent and commitment.



NOTEWORTHY

HEART OF OHIO FAMILY HEALTH is grateful for the healthcare legacy provided by its founding physician, **Dr. Sue Leatherman**, who recently retired after sharing over 20-years of professional excellence. Generations of patients received her empathetic and altruistic care.

Dr. Howard Bellin (1941-2024) made impactful contributions to the medical community in Central Ohio and beyond. **HEART OF OHIO FAMILY HEALTH** patients and staff will be forever inspired by his exemplary compassion and advocacy regarding access to quality healthcare and comprehensive care pathways.



GOVERNANCE & LEADERSHIP

BOARD OF DIRECTORS

Rita Corbin, *Chair*
Janet Feldkamp, *Vice Chair*
Julie Friedlander, *Finance Chair*
Anita Patel, *Secretary*
Dr. Maureen Black, *QI Chair*
Gloria Coyan
Patricia Dawkins
Reed Fraley
Nora Hesse
Greta Russell
Evelyn Wright

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. Kara Brogan, *Director of Women's Health*
Jaclyn H. Woodard, *Chief People Officer*
David Brewer, *Chief Quality and Strategic Officer*
Nancy Engbers Falk, *General Counsel*
Grant Seredick, *Director of Compliance*
Alexandra Zeleski, *Director of Pharmacy*
Dr. Feng Chang, *Director of Dental Services*
Terry Anderson, *Director of Marketing and Public Relations*

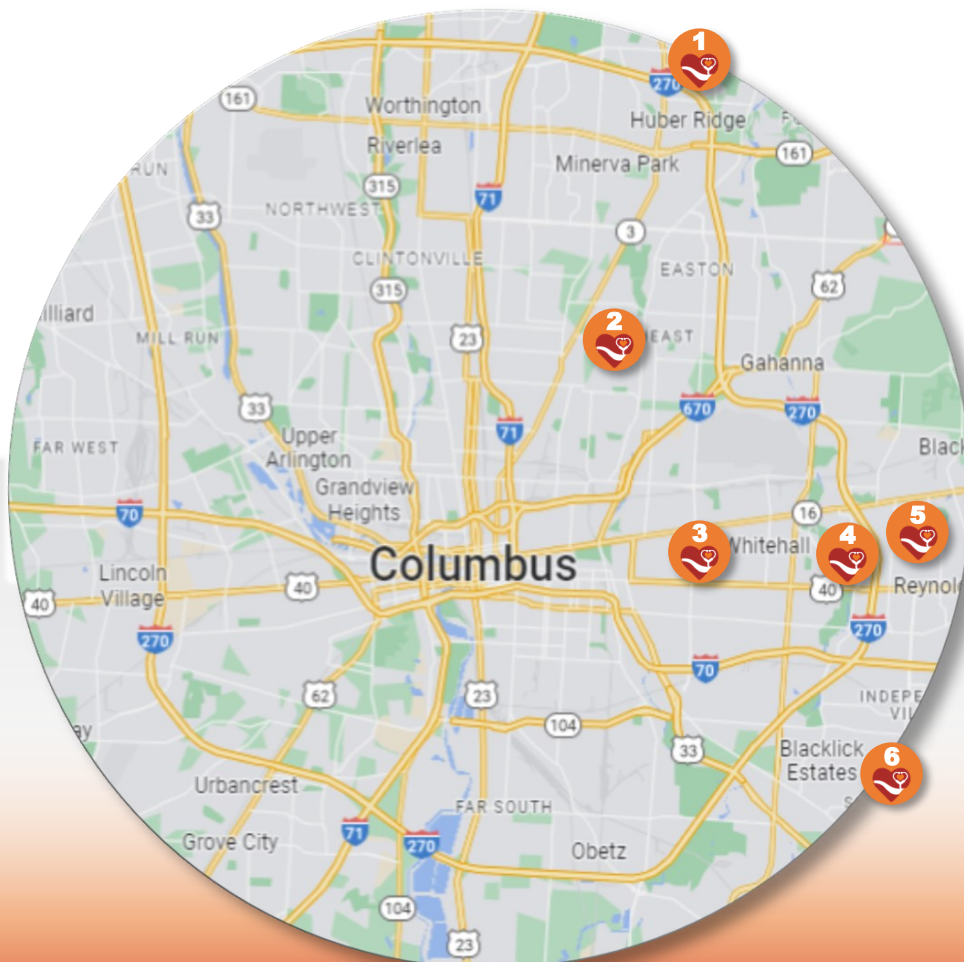
YOUR HEALTHCARE RESOURCES



HEART OF OHIO FAMILY HEALTH

CONVENIENT **PATIENT-CENTERED** LOCATIONS

- 1 ST. ANN'S OBGYN**
495 Cooper Road (#420) • Westerville, Ohio 43081
- 2 CAPITAL PARK**
2365 Innis Road • Columbus, Ohio 43224
- 3 SCHOOL-BASED HEALTH CENTER
at Whitehall-Yearling High School**
675 S. Yearling Road (Suite 100) • Whitehall, Ohio 43213
- 4 JAMES B. FEIBEL CENTER**
5000 E. Main Street • Whitehall, Ohio 43213
- 5 MOUNT CARMEL EAST CAMPUS**
5969 East Broad Street (Suite 300) • Columbus, Ohio 43213
- 6 CANAL WINCHESTER**
3601 Gender Road • Canal Winchester, Ohio 43110



www.heartofohiofamilyhealth.org