

DIVERSITY MATTERS

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Issues related to diversity are somewhat popular these days, but the understanding of varied cultures and the appropriate application of providing wellness care to a diverse population should also be reflected in our medical approaches and staffing. From the Board and governance, to staffing and practice, the strength of having multiple professional and cultural perspectives is essential to fostering and maintaining a successful organization.

Our staff has recruited and employed quality talent from various cultures, ethnicities, states, and educational backgrounds—all of whom are committed to enhancing the delivery of patient-centered high-quality care. Collectively, we appreciate the opportunity to serve every patient who has entrusted their care to our services. Regardless of the socioeconomic climate, we intend to remain steadfast advocates in support of appropriate access to, and benefit of, quality and proactive care.

Recent reports indicate that Columbus may grow by an estimated one million new residents within the next decade or so, many of whom may not have adequate access to behavioral or physical wellness care. The affordability and appropriateness of resources must align with the wellness demands of our growing population in order to ensure that there will be an enhanced balance of care offerings.

According to the recent report released by the Columbus Foundation ([Benchmarking Central Ohio 2024](#)), Columbus has some of the poorest health outcomes among other regions measured in the report: 33% of adults are obese, 12% of adults have diabetes, and 10% of adults have asthma. It is very obvious that we can't put our heads in the sand and keep doing the same thing over and over again and expect different outcomes, especially in light of the increased population and healthcare needs we are expecting in the next decade.

Reversing the trends of current health outcomes and adopting new behaviors to employ in this continuously changing healthcare environment will require all systems to redirect our delivery methods to **patient-centered**. Any system looking to be better at serving a diverse population will have to be humble by continuing to learn more about the diverse population it serves. It is evident that we can enhance our learning by being inclusive and also have staffing that mirrors those we serve.

At **HEART OF OHIO FAMILY HEALTH**, we strive to assure that our staff reflects the patients that we serve, and we believe that this provides a powerful and priceless safe supportive space for our patients that no medicine can replace. It is the secret of our continued quality health outcomes achievements and declining patient complaint rate.

Diversity truly matters!



THE YEAR IN REVIEW



Much has occurred in the past twelve months or so, and I want to acknowledge the accomplishments that have been achieved thanks to the dedication that the Board and staff has demonstrated towards fulfilling our mission. Our collective efforts have resulted in our success and enhancements in delivering positive healthcare outcomes.

The following is just a partial pictorial snapshot of what we have accomplished and celebrated over the past year. Some video links have also been embedded to provide a bit more detail. Thanks to all who helped to make great things happen in 2024, and let's prepare to further our impact in 2025.

2024 HIGHLIGHTS



- 1) ORGANIZATION AWARD - CITY OF WHITEHALL
- 2) MILLION HEARTS CHAMPIONS DESIGNATION
- 3) 2024 HRSA QUALITY SEALS
 - NATIONAL QUALITY LEADER
 - HEALTH CENTER QUALITY LEADER
- AMERICAN HEART ASSOCIATION AWARDS
 - TARGET BP (GOLD+)
 - TARGET: TYPE 2 DIABETES (GOLD)
- 4) CONGRESSWOMAN JOYCE BEATTY VISIT
- 5) 2024 GIVING HEARTS CELEBRATION (CLICK ►VIDEO)
- 6) WELLNESS WALK (CLICK ►VIDEO)

