



Your first choice for quality care<sup>®</sup>

**The Franklin County Office on Aging  
Senior Seminar Series  
Ohio Minority Health Month**

4/20/2023

Presentation by: Charleta B. Tavares, CEO

# Agenda

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# WHO WE ARE

Growing to Meet Community Needs

# Who We Are

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## □ Our Vision

Quality Healthcare for All

## □ Our Mission

The mission of PrimaryOne Health is to provide access to services that improve the health status of families including people experiencing financial, social, or cultural barriers to healthcare.

## □ Our Values

- Respect • Quality • Compassion • Service

# Our History

- 50 years of Community Health Centers in Columbus
- 25 years as PrimaryOne Health - established in 1997 to sustain community health center model
  - 7 existing health centers merged
  - Non-profit 501(c)3
  - FQHC
- Expanded beyond Columbus in 2014
  - Dublin (Partnership with Syntero)
  - Circleville

# OUR FOOTPRINT

Growing to Meet Community Needs

# Our Organization

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**12 Health Center locations**

**11 –Franklin County**

**1 –Pickaway County**

**4 Mobile Health Centers**

**Corporate Headquarters**

# Our 12 Locations and 4 MHCs



1180 East Main Street



2300 West Broad Street



3433 Agler Road



3781 S. High Street



4661 Sawmill Road



1500 E. 17<sup>th</sup> Avenue



# Our 12 Locations and 4 MHCs



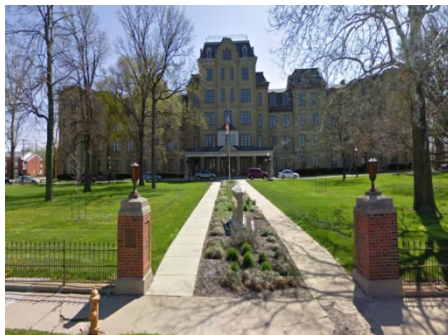
1905 Parsons Avenue



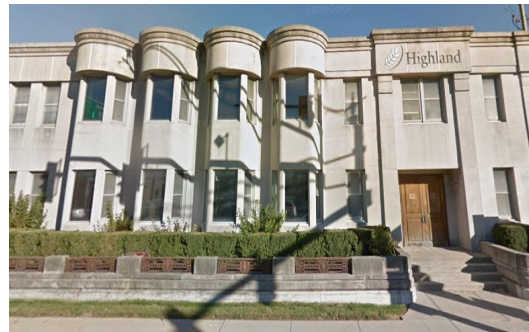
600 N. Pickaway St. Circleville,  
OH



1289 E. Livingston Avenue



240 Parsons Avenue



720 E. Broad Street



1791 Alum Creek Dr.

# Our Locations

## □ Mobile Health Centers 1 through 4



# Our Teams

## Our Staff

**330 Employees**

(Inclusive of)

**92 Practitioners**

## Our Board

**16 Person Board**

Patient Board Members 10

Non-Patient Board Members 6

**1 Special Advisor**

**16 Voting Directors**

# Our Services

12

- Behavioral/Mental Health \*
- Cardiology \*
- Case Management
- Dental
- Tele-Dermatology \*
- Family Medicine
- Healthcare for the Homeless
- Internal Medicine
- Medication Assisted Therapy
- Nutrition Services
- Obstetrics/Gynecology
- Outreach
- Patient Education
- Pediatric
- Clinical Pharmacy
- Physical Therapy \*
- Recuperative Care
- Referral Management
- Social Work
- Substance Use Disorders
- Translation/Interpreters
- Transportation
- Women's Health, OB/GYN
- Vision

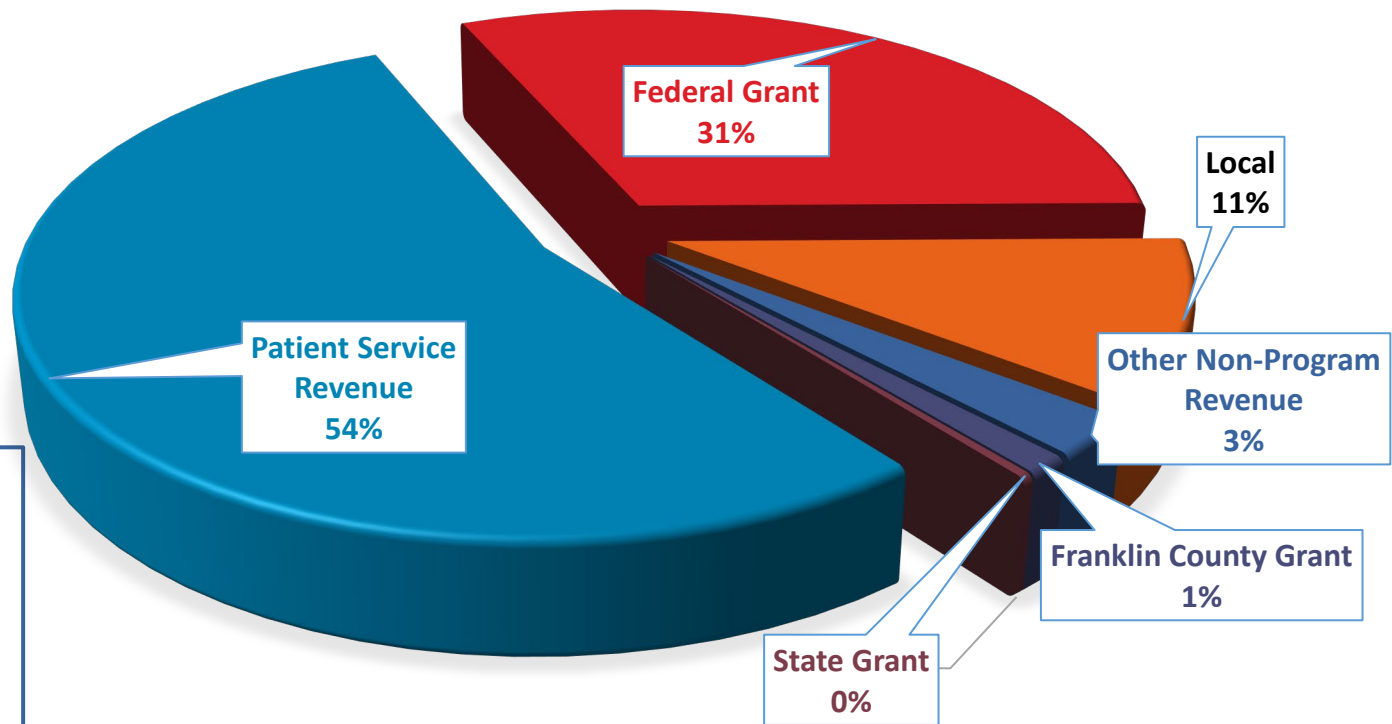
**\*OSU Collaboration**

# OUR FINANCIALS



# Our Revenues

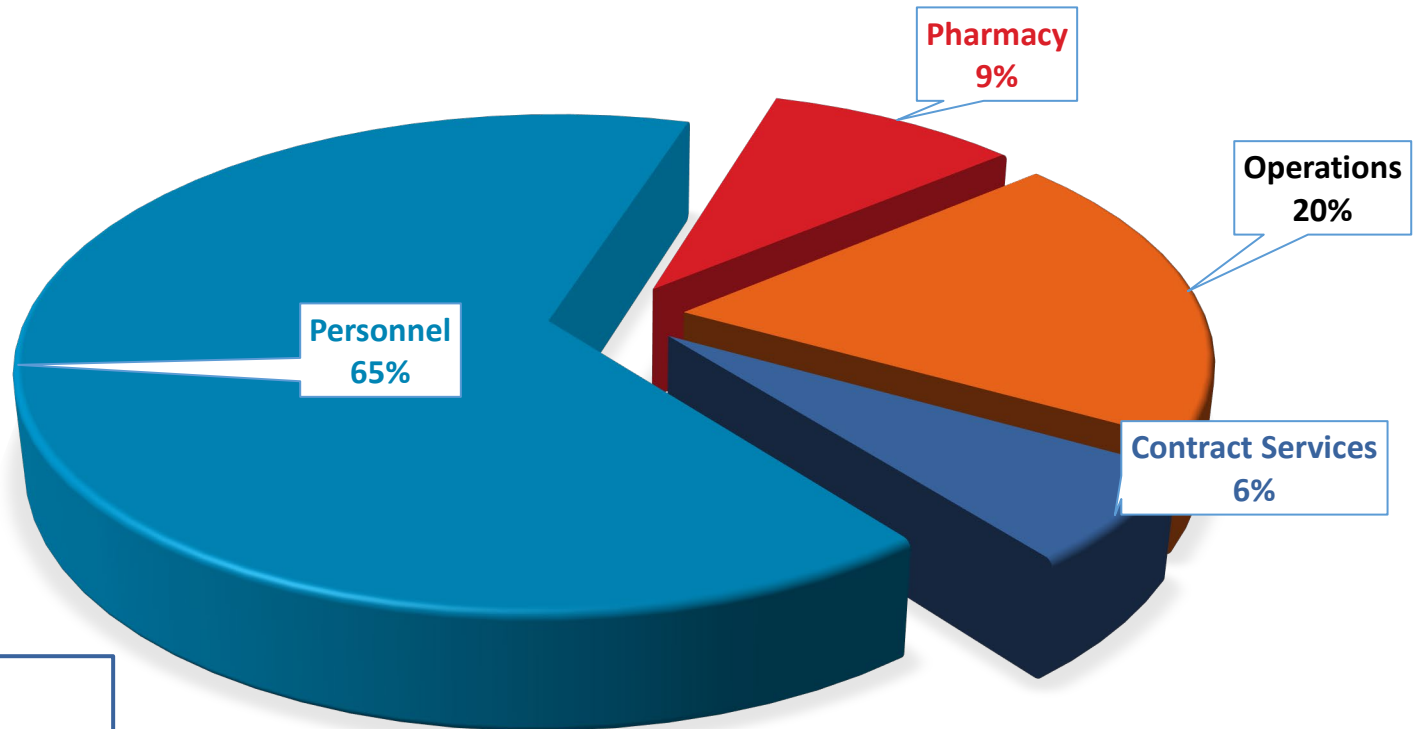
2021 TOTAL REVENUE \$43,935,413



**60%**  
OF VISITS ARE  
REIMBURSED BY  
THIRD PARTY  
PAYORS  
(MEDICAID,  
MEDICARE,  
INSURANCE)

# Our Expenses

2021 TOTAL EXPENSES \$42,042,273



80%  
OF  
TOTAL EXPENSES ARE  
USED FOR PATIENT  
PROGRAMS

# OUR STATISTICS





# 2021 Statistics - Patients

<b>PATIENT VISITS</b>	<b>AMOUNT</b>	<b>% CHANGE vs. PRIOR YEAR</b>
PATIENT VISITS 2021	144,526	9.3%
PATIENT VISITS 2020	132,174	-24.7%
PATIENT VISITS 2019	175,569	3.5%
PATIENT VISITS 2018	169,632	0.9%
PATIENT VISITS 2017	168,192	16.7%
PATIENT VISITS 2016	144,063	
<b># OF PATIENTS 2021</b>	<b>42,024</b>	<b>6.2%</b>
<b># OF PATIENTS 2020</b>	<b>39,573</b>	<b>-17.7%</b>
<b># OF PATIENTS 2019</b>	<b>48,084</b>	<b>2.3%</b>
<b># OF PATIENTS 2018</b>	<b>47,017</b>	<b>3.1%</b>
<b># OF PATIENTS 2017</b>	<b>45,616</b>	<b>17.3%</b>
<b># OF PATIENTS 2016</b>	<b>38,880</b>	

# 2021 Statistics / Patient Demographics

## Statistics

**142,964** # of Patient Visits

**42,024** # of Patients

**334** # of Employees

**92** # of Practitioners

**\$43.9M** Total Revenues

**\$42M** Total Expenditures

**\$14M** Amount of Patient  
340B Pharmacy savings

## Patient Demographics

**62%** Female Patients

**38%** Male Patients

**34%** African/Black American

**38%** Patients best served in a Language Other than English

**32%** Patients at or below 100% of FPL

**29%** Hispanic/Latino Ethnicity

**26%** Caucasian/White American

**14%** Public Housing Primary Care Patients

**5%** American Indian/Alaskan Native or More than One Race

**4%** Asian/Native Hawaiian/Other Pacific Islander

**3%** Healthcare for the Homeless Patients

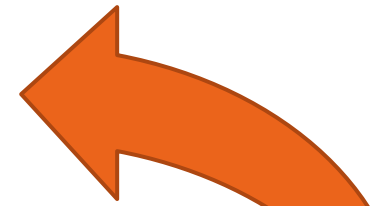
**3%** LGBTQ+ Patients

**29%** Unreported/Refused to Report Race

# 2021 Statistics - 340B Prescription Drug Pharmacy Program

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Year	Total # of Patients in the 340B Pharmacy Program	% Chg Compared to Prior Year	Total Patient Prescription Savings (Millions)	% Chg Compared to Prior Year
2021	11,201	1%	\$ 14.00	4%
2020	11,069	-31%	\$ 13.40	-21%
2019	15,999	15%	\$ 16.90	44%
2018	13,914	24%	\$ 11.70	16%
2017	11,263	23%	\$ 10.10	38%
2016	9,128	20%	\$ 7.30	55%
2015	7,591	11%	\$ 4.70	57%
2014	6,838	3%	\$ 3.00	43%
2013	6,647	22%	\$ 2.10	40%
2012	5,437	63%	\$ 1.50	70%
2011	3,338		\$ 0.88	



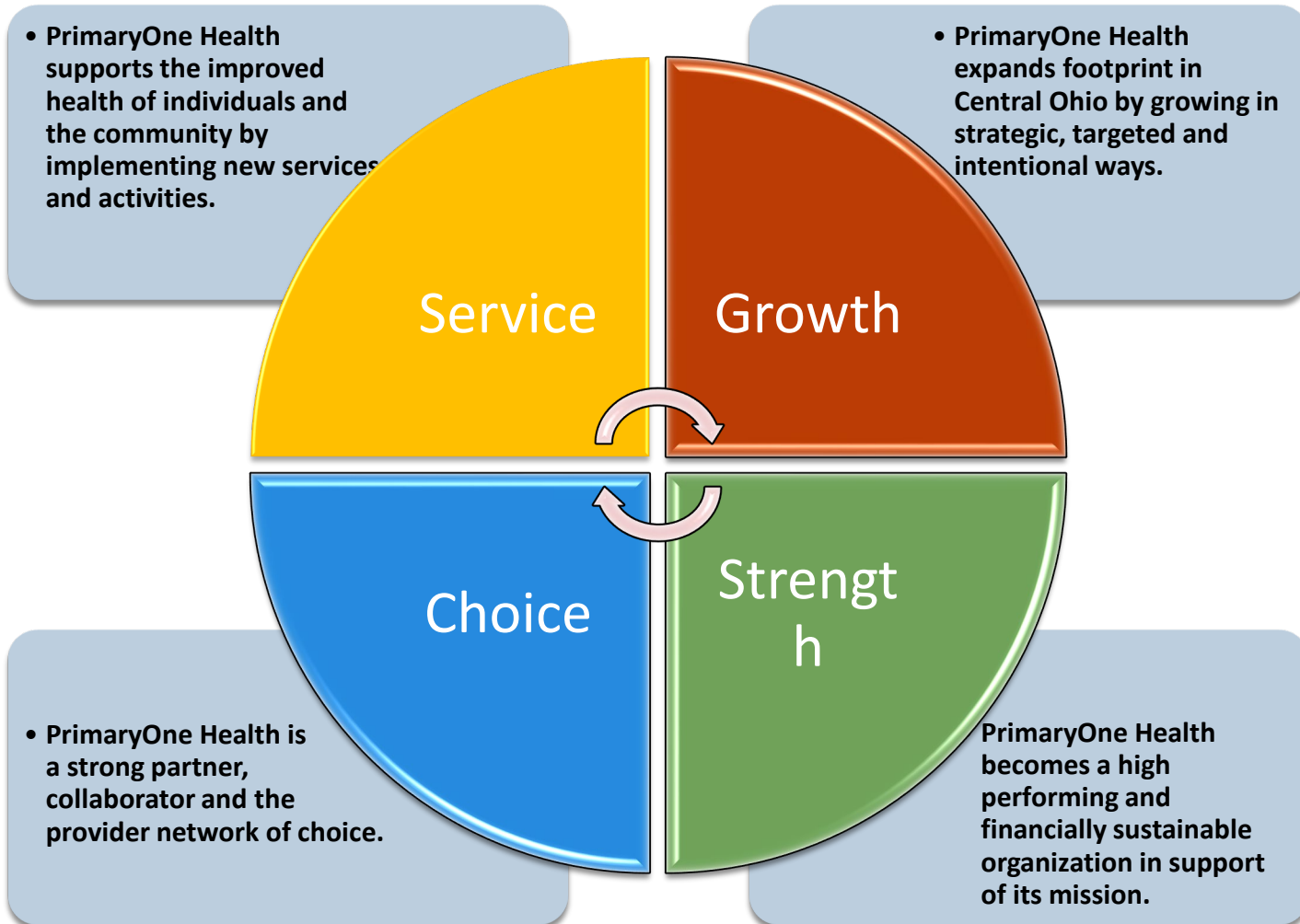
Growth Over a Decade  
 340B Program Growth=236%  
 Patient Prescription Savings=1491%



# OUR STRATEGIC GOALS AND PARTNERS



# 2020-2022 Strategic Goals



# Top Strategic Priorities

- ❖ **Customer Service**
- ❖ **Facilities Investments**
- ❖ **Marketing, Internal/External Branding/Communications**
- ❖ **Grow Patients/Services**
- ❖ **Financial Stability/Fiscal Stewards**
- ❖ **Compliance and Regulations**
- ❖ **Partnerships/Community Engagement**
- ❖ **Invest in Advanced Information Technology & Innovation**
- ❖ **Operations Transformation**
- ❖ **Personnel/Org Structure/Leadership & Management**

# Community Partnerships (partial list)

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- ❑ Berger Hospital (Circleville)
- ❑ Central Community House
- ❑ CelebrateOne
- ❑ Columbus City Schools
- ❑ Community for New Direction
- ❑ Community Development for All People
- ❑ Equitas
- ❑ Franklin Cty Board of Health
- ❑ Franklin County
- ❑ Groveport City Schools
- ❑ Franklin Cty FQHCs/LAs
- ❑ NAMI – Franklin County
- ❑ Maryhaven
- ❑ OSU (Colleges of Medicine, Nursing, Pharmacy, Nutrition, etc.)
- ❑ OhioHealth
- ❑ Ohio University
- ❑ Southeast
- ❑ Syntero
- ❑ St. Stephens Community Ctr
- ❑ St. Vincent Family Center
- ❑ Other Health, Human Services and CBOs

# OUR ACCOMPLISHMENTS





# 2021 Accomplishments

Franklin County's oldest and largest community health center (FQHC)

- 👍 Awarded \$29.4M in grants; 21 new grants
- 👍 Broke ground on the New Alvis/Alum Creek Health Center
- 👍 Opened two new mobile health centers
- 👍 Successful 2021 Financial Audit
- 👍 100% of staff fully vaccinated/exemption
- 👍 Partnership with Groveport Madison Schools SBHC/Community Center Approved
- 👍 Established new HCJA Scholarship Program
- 👍 Achieved OHMAS/Licensure Certification
- 👍 Preceptor program 65 students strong in 2021
- 👍 No Staff Layoffs with increased Healthcare Benefits
- 👍 Hired 136 new employees
- 👍 Invested more than \$900,000 in facilities, capital, maintenance and operations
- 👍 Invested more than \$250,000 in communications, education, outreach and awareness

Raised nearly \$50,000 for scholarships via the Healthcare Justice Award event

**Expanded 340B Contract pharmacies and saved patients \$14M and approx. \$6M to P1H**

- ❑ Developed 4 COVID Test Centers
- ❑ Administered 14,680 COVID-19 Vaccines and 5,700 COVID-19 Tests
- ❑ 27 COVID-19 partner and more than 50 COVID-19 related events
- ❑ Partnered and collaborated with ODH, FEMA, FCPH, CPH, DOA, PCPH

*Partnered with the National Minority Quality Forum on a National COVID Study, one of only five HCs nationally*



Level-3 Patient Centered Med. Home (PCMH) Level-3 (highest level) status since 2011

OUR FUTURE - EXPANSION

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# In-House Pharmacy

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**CLINICAL PHARMACY**



4/20/2023

# 2 School-Based Health Centers



# Q&A

# Comments / Questions?



Your first choice for quality care<sup>®</sup>

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