



Five Rivers Health Centers

2018 ANNUAL REPORT

Five Rivers Health Centers, a federally-qualified health center, is committed to providing access to quality, comprehensive and respectful care for our patients and community.

FiveRiversHealthCenters.org

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Mindy Lindsey, *Human Resources Director*

Contact Us

CENTER FOR WOMEN'S HEALTH
161 Wyoming Street, Dayton (937) 208-2007

DENTAL CENTER
30 East Apple Street, Dayton (937) 208-2704

FAMILY HEALTH CENTER
2261 Philadelphia Drive, Dayton (937) 734-4141

GREENE COUNTY HEALTH CENTER
360 Wilson Drive, Xenia (937) 708-3400

MEDICAL SURGICAL HEALTH CENTER
725 S. Ludlow Street, Dayton (937) 208-2004

PEDIATRICS
161 Wyoming Street, Dayton (937) 208-2781

PHARMACY
725 S. Ludlow Street, Dayton (937) 208-8850

SAMARITAN HEALTH CENTER
921 S. Edwin C. Moses Blvd., Dayton (937) 461-1376

STAR PEDIATRICS
1659 W. Second Street, Xenia (937) 376-5437

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Message from the CEO



Gina McFarlane-El, CEO

I am pleased to report that 2018 was another incredible year for Five Rivers Health Centers. As the 10th largest Federally-Qualified Health Center in the state, we are now serving more than 25,000 patients each year and growing to provide more medical, dental and behavioral health care to our community. We accomplished many of our strategic goals for the year and continue to strive to be the best community health center in the area.

We provided a **positive work environment** for 230 employees and increased benefits while reducing the cost of those benefits to the staff. More than 70% of the employees joined our Fitness Fanatics program and continue to earn a financial incentive for meeting walking and fitness goals each quarter.

Our **quality improvement** indicators improved in many areas in 2018, including hypertension, first trimester visits by pregnant women, weight assessments and tobacco use counseling. And we are proud to report that Five Rivers Health Centers was one of only 20% of FQHC's in the country to achieve a perfect score, with no conditions, on our HRSA site survey.

We continue to do more to improve **community awareness** of Five Rivers Health Centers, hosting an annual Health Fair, moving into a new facility in Greene County, kicking off the THRIVE program and providing health coaches to our neighbors in the 45406 zip code.

From a **financial perspective**, our organization received more grant funding for programs and services such as CenteringPregnancy®, CenteringParenting® and Substance Use and Behavioral Health services. We finished 2018 in a more positive financial position than in any previous year.

Thank you to the staff, patients, supporters, partners and friends of Five Rivers Health Centers for making 2018 our best year ever. I am eager to continue the journey with all of you.

Our Results This Year 2018



In **2018**
Five Rivers
Health Centers
provided
prenatal care
to more than
1300
WOMEN

Prenatal Care

Through CenteringPregnancy®, CenteringParenting® and Healthy Start® programs, we improved outcomes for our patients in these areas:

- Reduction** in pre-term deliveries
- Increased number of **moms who breastfeed**
- Higher **patient satisfaction**
- Increase in the number of women with a **reproductive life plan**
- Higher rates of **postpartum visits**



Here is what Five Rivers pregnant women and new moms have to say:

- “It’s a great way to prepare for yourself and baby during and after pregnancy.”
- “Centering helped me A LOT!”
- “I really appreciate the support and other mothers I can relate to.”
- “It’s very helpful and useful and encouraging.”
- “To do Centering, even having children before, I still learned things.”
- “It feels better to be around other women as far along in pregnancy as myself.”
- “It’s very informational with different experiences with other mom’s and interacting in person is beneficial.”



Patient Spotlight

Patient, Erica Wright (middle), with the Medical Surgical Health Center team

Erica Wright faced many challenges growing up. During her college years, she suffered health issues that the medical profession could not diagnosis - losing weight and suffering horrible pain, without answers or solutions.

At the breaking point, Erica’s mother drove her to the Cleveland Clinic. Where, after many tests, the doctor explained that she had Crohn’s Disease. Erica was the first black person, child or adult, to be diagnosed with Crohn’s Disease at the Cleveland Clinic.

Erica went through many years of surgeries, doctors, hospitals and medications. She was told at one point that she wouldn’t live to age 30.

It’s been 50 years and Erica has spent most of her adult life in poor health. But she is a fighter and a faith-filled woman. “The Good Lord saw fit to spare my life many times!”

After spending many years in remission in Florida, Erica and her husband lost their business in 2009 and returned to the Dayton area. It was then that Erica again began to experience Crohn’s symptoms as well as kidney failure. And while she had family support here in Ohio, she and her husband were unable to work, had no income and no health insurance.

It was then that Erica discovered Five Rivers Health Centers and the team at the Medical Surgical location. Here she found a loving and caring team of providers. “Everyone, from the registration staff to the center manager, is here to help me. They love what they do and it shows,” she said. “I could go elsewhere, but why would I? It’s just different here.”

Her husband was recently diagnosed with Parkinson’s and dementia. The days are difficult but she stays strong with the help of God and family...and Five Rivers Medical Surgical Health Center.

“I just love the Lord and I love Five Rivers Med/Surg! I’m never leaving...they are a blessing.”

Measuring Our Progress

27,100 PATIENTS SERVED
Patients visited 90,004 times, averaging 3-4 visits in the year.

We **improved** Uniform Data System (UDS) **quality indicators** in the following areas:

- > **Hypertension** <140/90
- > Pregnant women with first initial visit in **first trimester**
- > **Weight assessment** and counseling for children and adolescents
- > Percentage of patients 18 and over queried and counseled (if appropriate) about **tobacco use**
- > **Depression screening** and follow up for 12 years and older
- > Initial **positive HIV test** with follow-up within 3 months
- > **Oral care**; sealants in first permanent molars



We **Added Providers** in 2018

-  PEDIATRICIANS
-  CERTIFIED NURSE PRACTITIONER
-  DENTISTS
-  CERTIFIED NURSE MIDWIVES

4 Locations achieved **Level 3 Patient-Centered Medical Home** status

- Samaritan Health Center
- Family Health Center
- Medical Surgical Health Center
- Pediatrics

We’ve GROWN since our inception in 2011

2011
92
EMPLOYEES
(77 from the hospital)

2014
147
EMPLOYEES

2017
215
EMPLOYEES

2018
230
EMPLOYEES

NEW! SERVICES, PROGRAMS & INITIATIVES

- Acupuncturist
- Clinical Pharmacy Team
- Dental Sealant Program
- Telemedicine
- Medically-assisted Treatment Program
- THRIVE Health Coaching
- Diabetes Management Program
- Uber Health Transportation Services
- Certified Nurse Deliveries
- Child & Adolescent Psychiatry

FRHC Pharmacy Impact

31% increase from 2017 in prescriptions filled
270% increase in Medication Therapy Management revenue over 2017

REVENUE COMPOSITION

