

# Annual Report 2017

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Five Rivers Health Centers, a federally-qualified health center, is committed to providing quality, **cost-effective care** for our patients and community, with **respect** and **dignity**, and **without regard to ability to pay**, while providing a **superior educational experience** for residents and other learners.



## Five Rivers Health Centers





### Message from the CEO

I would never have believed it if someone would have told me 7 years ago that Five Rivers Health Center would have more than 200 employees (when we started with 77), serve more than 24,000 patients (since starting with 12,000), be the 10th largest Federally-Qualified Health Center in the state of Ohio and expand services to Greene County by 2017. I am truly amazed at how far we've come in such a short period of time.

When we formed Five Rivers Health Centers in 2011 for the patients of the community, we worked to provide a patient-centered medical home to folks in need. Since then, we have expanded the depth of services at most of our sites so that patients can receive medical, dental, psychiatry behavioral health, and dietician services, as well as social work, substance abuse and medical legal partnership services. And we do this in collaboration with our partners at Wright State University's Boonshoft School of Medicine's residency and fellowship programs.

Our employees, providers, residents, attendings and managers at our seven locations in Montgomery and Greene Counties dedicate themselves to providing excellent health care, day-in and day-out. I am proud to say that we put our patients first.

Our past has been inspiring and our future looks bright. We are focused on growing and expanding to serve more patients with holistic medical care in the years to come. I am looking forward to this journey with each and every one of you.

**Gina McFarlane-EI**  
CEO

# CenteringPregnancy® at FRHC

Here at Five Rivers Health Centers, we have seen terrific results from our CenteringPregnancy® programs over the years. And 2017 was no different. CenteringPregnancy® is prenatal care that combines regular prenatal check-ups with time for learning and sharing. National data shows that 96% of women prefer receiving their prenatal care in a CenteringPregnancy® group and that women in CenteringPregnancy® are 33% less likely to have a pre-term baby.

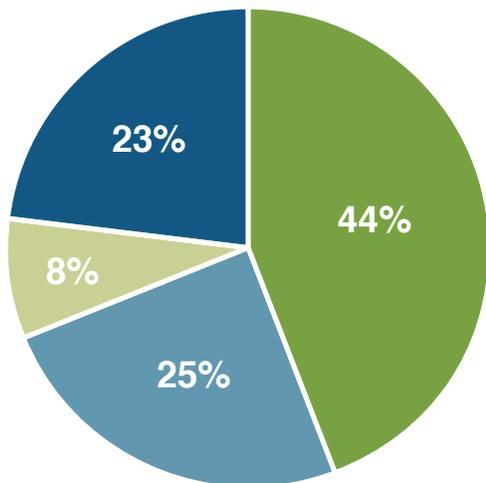
- Patients who completed CenteringPregnancy® **122**
- Pre-term labor rate for CenteringPregnancy® patients **7%**
- Percentage of women who delivered a healthy birth weight baby **88%**
- Women who were non-smokers throughout their pregnancy **73%**



## 2017 Highlights

- We've grown from 77 employees in 2011 to **215 employees** in 2017.
- Our **billing team** reduced their accounts receivable days from 39.2 to 24.6 days.
- **Greene County Health Center** joined us and served 1,204 patients in their first 8 months.
- Our **Central Scheduling team** answered an average of 5,000 calls per week.
- 122 pregnant woman successfully participated in our **Centering Programs**, helping to reduce the risk of pre-term births and low birthweight in newborns.
- At our **Dental Center**, 94.4% of our patients ages 6-9 received their first permanent molar sealant (compared to 64.9% statewide in 2016).
- Four of our sites were again certified as **Level 3 Patient-Centered Medical Homes** by the National Committee on Quality Assurance. This includes our Family Health Center, Medical/Surgical Health Center, Pediatrics Center, and Samaritan Homeless Clinic.
- We received an **Access Increase Mental Health and Substance Abuse Services** (AIMS) supplemental grant from HRSA to offer telemedicine for psychiatric patients and acupressure services for chronic pain patients.
- The **Center for Woman's Health Healthy Start** program cared for 406 pregnant women, exceeding 12 of 19 quality measures.
- We received an **HRSA Quality Award** to serve patients with hypertension and uninsured patients with diabetes, while also mailing FIT tests to 2,600 patients.
- The **FRHC Pharmacy** filled more than 30,000 prescriptions – a new record.
- **Five Rivers Health Centers** served 25,080 patients in 2017.
- The **Samaritan Homeless Clinic** served 2,389 patients who were homeless, up 23.4% from 2016.
- Our **Outreach and Enrollment counselors** have helped 3,544 patients enroll in Medicaid.

# 2017 Financial Highlights



Net Revenue.....	\$9,734,207
Grant Revenue.....	\$5,389,518
PH Community Benefit Grant.....	\$5,023,885
Other Revenue.....	\$1,788,240
<b>Total Revenue.....</b>	<b>\$21,935,851</b>
<b>Total Operating Expenses.....</b>	<b>\$19,283,337</b>
<b>Net Income.....</b>	<b>\$2,652,514</b>



Nurse Jan Rafferty with patient Bruce Gardner

**“I appreciate Five Rivers so much... they saved my life.”**

-Bruce Gardner

## Team Effort Beats Cancer

When Bruce moved to Dayton to be closer to his daughter, he had no idea that his life would change dramatically over the next few months.

“Three days after moving, I got the call from my doctor in California saying that my biopsy showed advanced stage 4 prostate cancer,” said Bruce. “Of course, my wife, daughter and I cried and tried to take it all in. Here I was, in Ohio, with no insurance, no doctor and now a life-threatening, pre-existing condition.”

Bruce heard about Five Rivers Health Centers and called, just hoping he wouldn’t get the same negative response he’d heard from other doctor’s offices. He was happy to hear about FRHC and that the outreach and enrollment staff would help him apply for Medicaid. He scheduled his first appointment at the Medical Surgical Health Center right away.

“The Five Rivers doctors recommended aggressive cancer treatments and I thought about my options,” Bruce said. “At first, I just declined and tried to accept that I may only have 1-2 years left to live.”

Medical/Surgical oncology nurse, Jan Rafferty, BSN, MS, OCN, saw Bruce at his appointment and asked that he reconsider the treatments. After some serious thought and discussions with his wife, Bruce decided to fight for his life.

The next few years were extremely challenging – physically, mentally and emotionally. Bruce went through vigorous radiation therapy, experienced hyperbaric chamber treatments and began aggressive hormone treatments. Finally, after nearly four years, Bruce is cancer free.

“I appreciate Five Rivers so much...they saved my life,” said Bruce. “I got top-notch treatment and the staff went above and beyond to take care of me. I received excellent care from compassionate and brilliant doctors.”

Bruce says he feels better than he has in years, thanks to Jan and the Five Rivers Health Centers team. “I’m ready to become a Dental Center patient next.”

# Did You Know?

Five Rivers Health Centers served 25,080 patients in 2017.

## We Speak

English  
Spanish  
Arabic  
Kinyarwanda  
Russian  
Swahili  
Turkish

## We Serve

45417	3,709
45406	2,651
45405	2,069
45402	1,314
45403	1,304

## We Care

<b>Children 0-17</b>
5,996
<b>Adults 18-64</b>
17,441
<b>Adults 65+</b>
1,506

## Board of Directors

Amy Wiedeman, Chair  
Jo Bouchard  
Dwight Brown  
Rona Clark  
Tischa Coates  
Jeff Cooper  
Eric Ford

Renee George  
Richard Goshay  
Aamir Khanniazi  
Brenda Roman  
Nancy Schiffer  
Diane Welborn

## Administration Team

**Gina McFarlane-EI**  
Chief Executive Officer  
**Diane Cummins**  
Chief Operating Officer  
**Mindy Lindsey**  
HR Director

**Dr. Mamle Anim, MD**  
Chief Medical Officer  
**Julia Belden**  
Chief Financial Officer



## Five Rivers Locations

### Center for Women's Health

161 Wyoming St., Dayton  
(937) 208-2007

### Dental Center

30 E. Apple St., Lower Level, Dayton  
(937) 208-2704

### Samaritan Homeless Clinic

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

### Greene County Health Center

360 Wilson Drive, Xenia  
(937) 708-3400

### Medical Surgical Health Center

725 S. Ludlow Street, Dayton  
(937) 208-2004

### Pediatrics Center

161 Wyoming Street, Dayton  
(937) 208-2781

### Family Health Center

2261 Philadelphia Dr. Dayton  
(937) 734-4141

### Administration

2261 Philadelphia Dr. Dayton  
(937) 734-6846

This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). FRHC is protected by the Federal Tort Claim Act Program (FTCA).

Five Rivers Health Centers receive HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.