

# 2020 ANNUAL REPORT



## *Healthcare Services with **Your Family** in Mind*

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.

**T**here are many words to describe 2020 including stressful, interesting, challenging and rewarding. One year ago, none of us imagined we would experience a global pandemic and everything “normal” would completely change. I am pleased to provide this annual report, despite the enormous struggles and difficult year it was for all of us at Five Rivers Health Centers.

Our FRHC Board of Directors and staff stepped up to every challenge we faced. Through hard work and dedication, we can report that we experienced no employee-to-employee transmission of Coronavirus and we did not have to involuntarily layoff any employees.

We provided the community with free drive-thru COVID-19 testing events and transitioned many patient appointments to the telehealth model in order to keep our patients and staff safe and comfortable during the pandemic.

We were fortunate to receive several grants and loans during the year which allowed us to purchase much-needed PPE, stationary and portable HEPA air filtration units, and other safety equipment for all of our departments and locations.

In spite of the pandemic, progress continued on our new Edgemont Campus project which will consolidate several departments and locations and enable us to better serve more patients with high quality healthcare and services. FRHC completed the financing this past year for the \$32 million project in West Dayton and we are all looking forward to the grand opening of this incredible facility in early 2022.

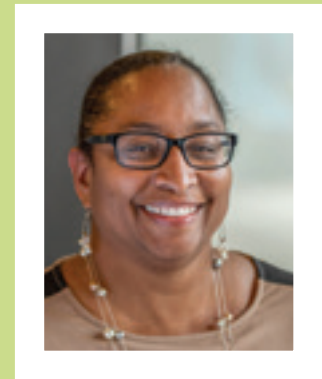
We continue to look for new ways to provide access to our neighbors who are in need of a patient-centered medical home and broke ground on small clinics in the Gem City Market and St. Vincent DePaul Family Shelter. Both of these health centers will offer convenient hours for patients to see a provider and become a new member of the Five Rivers Health Centers family.

Thank you to the Board, staff, patients, supporters, partners, and friends of Five Rivers Health Centers for helping us through a most “interesting” 2020. I am eager to move toward a healthier and happier 2021.



Gina McFarlane-El

Chief Executive Officer



**GINA MCFARLANE-EL, CEO**

***Thank you to our 2020 supporters and Funders:***

Caresource Foundation, Community Health Center Capital Fund, Dayton Public Schools, Dayton Power and Light Foundation, Dayton Region New Market Fund, Fifth Third Community Development Company, Mathile Foundation, National Cooperative Bank, Urban Action Community Development, Wright-Patt Credit Union



# Measuring Our Progress

Total patients:

25,480

Total visits:

65,570

## Positive Work Environment

- NO **employee-to-employee transmission** of Coronavirus
- Employees earned **\$550,451** in incentives during the year



## We Added Providers in 2020



1 OPTOMETRIST



1 PEDIATRICIAN



1 INTERNAL  
MEDICINE  
PHYSICIAN



1 NURSE  
PRACTITIONER



1 CERTIFIED  
NURSE MIDWIFE



2 DENTISTS

- **NO involuntarily layoffs** during the pandemic
- **Dr. Mamle Anim, Chief Medical Officer**, named Dayton Business Journal's **2020 Healthcare Hero**

## Quality Improvement

### TRANSITIONED TO TELEMEDICINE APPOINTMENTS

17,909

VISITS

27%

OF ALL VISITS IN 2020



Received **highest HRSA Quality Award** for **Electronic Health Records, Advancing Health Information Technology** and **Achieving PCMH Recognition**.



**Grant funds provided insulin** for uninsured patients, **text messaging system, tobacco cessation supplies, wheelchair scales, vision screeners, UberHealth patient transportation** and more.



**Piloted Produce Perks** for 59 pregnant women – **free weekly, locally-grown produce boxes allowed patients to prepare healthy foods and improve their health outcomes** during pregnancy

## Community Awareness



**OPENED** FRHC's 2nd School-Based Health Center at Dayton Public Schools.



**TESTED 2,819 PEOPLE** for COVID-19 during three, free drive-thru testing events, in conjunction with the Ohio National Guard and Wright State University's Boonshoft School of Medicine.



**OPENED OUR 2ND PHARMACY** at the Family Health Center location.



**BEGAN FUNDRAISING** for Edgemont Campus project and received a \$10,000 donation from the DP&L Foundation.

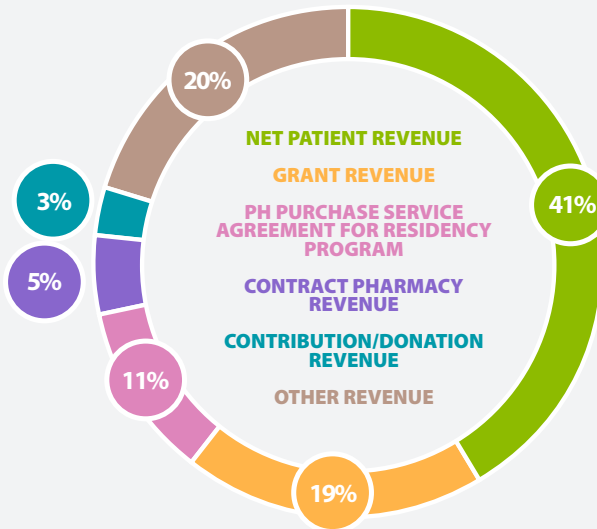


**LAUNCHED NEW WEBSITE** and new logo for FRHC



**BROKE GROUND** on two new locations – Gem City Market and St. Vincent Family Shelter clinics.

## Financial



### Revenue Composition

REVENUE COMPOSITION

Revenue Source	Amount	Percentage
Net Patient Revenue	14,229,037	41%
Grant Revenue	6,673,222	19%
PH Purchase Service Agreement for Residency Program	3,740,880	11%
Contract Pharmacy Revenue	1,742,495	5%
Contribution/Donation Revenue	926,555	3%
Other Revenue	7,028,103	20%
<b>Total Revenue</b>	<b>34,340,292</b>	

### Expenses

Total Operating Expense	31,450,656
Net Income	2,889,635



### COMPLETED FINANCING

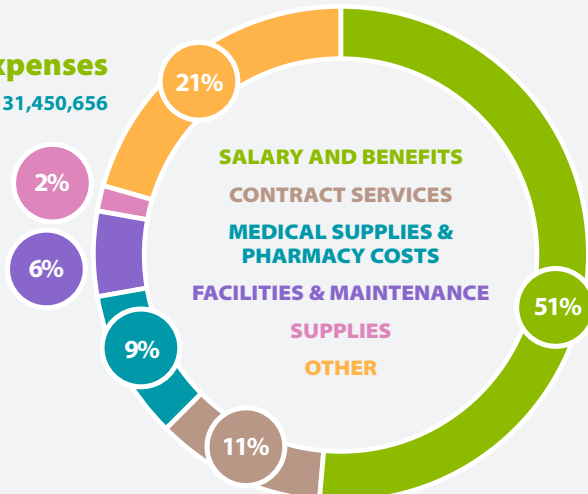
on the new Edgemont Campus project – including bank loans, grant funds and New Market Tax Credits.



**GREW PHARMACY** from the previous year...63.5%

### 2020 Expenses

Total 31,450,656



# Making a Difference



*Lillie Whitfield, in pink, along with FRHC team member Teresa Hardy*

*These people have been like family to me, that's why we cried together.*

Lillie Whitfield grew up in Anderson, South Carolina and moved to the Dayton area after high school. She loved working with children and spent ten years working at the Miami Valley Child Development Center at the VA and another ten years in the dietary department at Dayton Children's.

When the Family Health Center was located in its original building at the corner of Hillcrest and Philadelphia in 2011 Lillie became a patient and has been with FRHC ever since.

Lillie was an excellent patient, always taking care of herself. She made sure to do self-breast exams and annual mammograms, including one in January, 2017, that showed no problems or issues. In May of that same year, however, she noticed unusual issues with her breast. She immediately called the Family Health Center and made an appointment with her provider for the following day.

"I just knew I had breast cancer and I told my doctor at the time I was sure that's what it was," said Lillie.

After the mammogram and ultrasound, her doctor confirmed that she did indeed have aggressive stage one breast cancer.

"My doctor at the time cried. I cried. And we just looked at each other and agreed that I could beat this," Lillie remembered.

Throughout the rest of that year, Lillie went through surgery, chemo and other cancer-fighting therapy and prayed that she survived this battle. She suffered many of the common side-effects including hair loss, mouth sores, loss of appetite, fatigue, and brain fog.

Lillie knows that while she was going through the breast cancer fight, the Five Rivers team was with her all the way. "These people have been like family to me, that's why we cried together."

She still experiences "chemo-brain" quite often and said that her immune system is compromised and her left side has nerve damage from the chemo. But she keeps moving! She won't just lay around and let these things get the best of her.

Now, nearly four years cancer-free, Lillie says she felt so much love then and she continues to feel that support now from the entire staff at Five Rivers Family Health Center. "I won't go anywhere else. They are so warm and welcoming," she said. "And they communicate with me and treat me so well. I just love coming here."

"I encourage women to always do self-breast exams and get their annual mammograms. Get yourself checked out," Lillie advised. "I've got ten grandchildren and four great grandchildren that I want to spend my time with. I am so happy to be around to enjoy them."



## Groundbreaking at Edgemont

After years of dreaming and many months of planning, Five Rivers Health Centers broke ground on its new Edgemont Campus on September 2. The 4.4 acre site at 721 Miami Chapel Road is the site of the new 84,000 sq. ft. health center.

Five Rivers Health Centers will consolidate programs and services from six different sites into one larger, multipurpose, innovative building. Through input from the community, staff and patients, the Edgemont Campus will have additional exams rooms, drive-through pharmacy, community space, and on-site laboratory and x-ray. The site will continue to provide an exceptional learning environment for more than 100 Wright State University Boonshoft School of Medicine residents and fellows.

The new campus will eliminate previous logistical barriers by becoming a “one-stop shop” for patients. The health center will be built for future growth and will serve as a catalyst for more positive economic development in the Edgemont neighborhood.

The new Edgemont Campus will be open and available to serve patients in January, 2022.

## Board of Trustees

- Amy Wiedeman** BOARD CHAIR RETIRED - MONTGOMERY COUNTY ADMINISTRATOR, COMMUNITY VOLUNTEER
- Dwight Brown** COMMUNITY MEMBER
- Jo Bouchard** COMMUNITY MEMBER
- Jeremiah Byrd** COMMUNITY MEMBER
- Rona Clark** COMMUNITY MEMBER
- Tischa Coates** COMMUNITY MEMBER
- Richard Goshay** COMMUNITY MEMBER
- Dawn Walker** COMMUNITY MEMBER
- Jeff Cooper** HEALTH COMMISSIONER - DAYTON & MONTGOMERY COUNTY PUBLIC HEALTH
- Brenda Roman, MD** INTERIM DEAN, ASSOC. DEAN FOR MEDICAL EDUCATION - WSU BOONSHOFT SCHOOL OF MEDICINE
- Nancy Schiffer** COMMUNITY MEMBER
- Diane Welborn** OMBUDSMAN, DAYTON/MONTGOMERY COUNTY

## Administrative Team

- Gina McFarlane-El** CHIEF EXECUTIVE OFFICER
- Dr. Mamle Anim** CHIEF MEDICAL OFFICER
- Tara Brown** CHIEF FINANCIAL OFFICER
- Diane Cummins** CHIEF OPERATING OFFICER
- Mindy Lindsey** CHIEF PEOPLE OFFICER

## Contact Us

- ADMINISTRATION** 2261 Philadelphia Drive Dayton, OH (937) 734-6846
- CENTER FOR WOMEN'S HEALTH** 161 Wyoming Street Dayton, OH (937) 208-2007
- DAYTON PUBLIC SCHOOL BASED HEALTH CENTER** 1923 W. Third Street Dayton, OH (937) 965-8694
- DENTAL CENTER** 30 Apple Street, Dayton OH (937) 208-2704
- FAMILY HEALTH CENTER** 2261 Philadelphia Drive Dayton, OH (937) 734-4141
- GREENE COUNTY HEALTH CENTER** 360 Wilson Drive Xenia, OH (937) 708-3400
- MEDICAL SURGICAL HEALTH CENTER** 725 S. Ludlow Street Dayton, OH (937) 208-2004
- PEDIATRICS** 30 E. Apple Street Dayton, OH (937) 208-2781
- PHARMACY-FAMILY HEALTH CENTER** 2261 Philadelphia Drive Dayton, OH (937) 802-9381
- PHARMACY-MEDICAL SURGICAL HEALTH CENTER** 725 S. Ludlow Street Dayton, OH (937) 329-9786
- SAMARITAN HEALTH CENTER** 921 S. Edwin C. Moses Blvd. Dayton, OH (937) 461-1376
- STAR PEDIATRICS** 1659 W. Second Street Xenia, OH (937) 376-5437
- TROTWOOD-MADISON SCHOOL BASED HEALTH CENTER** 3594 N. Snyder Road Trotwood, OH (937) 960-4050



[FiveRiversHealthCenters.org](https://www.FiveRiversHealthCenters.org)