

2021

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.



Five Rivers
Health Centers

Support that "feels like family"

PICTURED TO THE RIGHT:

DONNA MCGHEE (CERTIFIED COMMUNITY HEALTH WORKER), MARKEYTA AND HER CHILDREN - MARIANA & MARQUIS



Markeyta wasn't even sure that she could get pregnant, so when she discovered that she actually was, she was scared and overwhelmed.

A Google search led her to Five Rivers Center for Women's Health in 2017 and she has been a part of the family ever since.

Markeyta learned that she would have a challenging pregnancy at her first appointment when our providers diagnosed her with pre-eclampsia.

"Even though I was scared and didn't know what was going to happen, I was so excited to join a Centering Pregnancy group at Five Rivers," she said. "I wasn't the only one going through all these things."

Donna McGhee, certified community health worker, helped guide Markeyta through her difficult pregnancy along with other staff and providers.

"I didn't expect everyone to care as much as they did," said Markeyta. "When I needed help, someone was always there, giving me the tools and resources I needed."

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She learned what to expect in labor and delivery during the Centering sessions and worked hard to avoid a C-section. Mariana came into the world on March 2, 2018, and is now a regular pediatrics patient at Five Rivers.

Markeyta is happy to share that her second experience with the women's health department was even better and she joined a Centering group again. This time, she was "the expert", the only expecting mom that had given birth before and could talk to the other patients about what they were feeling and how to have positive pregnancy and childbirth experiences.

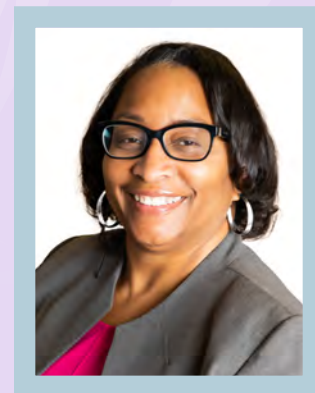
"I tell everyone...there's nothing out there like Five Rivers Health Centers," Markeyta shared. "The midwives and staff are so supportive and helpful. They all feel like family now."

The Five Rivers team is thrilled to welcome Markeyta, Mariana and Marquis into our Health Start family.

MESSAGE from the CEO

We are proud to present to you our 2021 Annual Report. 2021 was another remarkable year for our FRHC team from a patient, quality, and strategic perspective. We saw more than 27,000 patients, surpassed eight of our quality measurements, became the only Medicaid group in the Comprehensive Primary Care program to reduce our total cost of care two years in a row, and completed our 2022-2024 Strategic Plan which goals include: increasing patient accessibility; enhancing staff recruitment and retention; focusing on population health; leveraging technology to improve quality; and remaining financially stable.

After the surprise of what a pandemic was in 2020 in our rear-view mirror, at FRHC we were prepared to find relief in 2021 knowing that a vaccine was on the way. Little did we know that having a vaccine, and getting everyone to take the COVID vaccine, would be the next challenge that 2021 had in store for all of us. Despite it all, FRHC became one of the first sites in Montgomery County to offer the vaccine. Gone are the days when patients circled the park lot trying to find the last doses for the day so that no vaccines were wasted. We are grateful that more vaccine is now available for more age groups, and we are extremely proud of our patients that choose and continue to choose to vaccinate themselves against this dangerous disease.



GINA MCFARLANE-EL, CEO

Our Board of Directors charged us to create a racial and social justice agenda that includes creating a health equity center, improving the patient experience, reviewing all employee recruitment and retention initiatives, evaluating our vendor relationships and creating more diversity and equity programs over the next three years.

Through funding through the American Rescue Plan, Five Rivers Health Centers was able to add a pharmacy robot to help provide quicker access to our low-cost pharmacy exclusively available for our patients; to add patient transportation program to assist patients' in getting to their appointments, develop a care management program, expand Betsy's Bra Bank (the idea from Women's Health employee Elizabeth Mourouzis, RN) to more pregnant women, and to reduce the cost of medical insurance to our employees.

We were honored to partner with Miami Valley Housing Opportunities to manage the new Shower Trailer (the brainchild of the Samaritan Health Center's Nurse Practitioner Laura Hovanec) that allows our street homeless patients to take a hot shower and wash their clothes for free. Good Samaritan Hospital Foundation generously contributed to our new St. Vincent DePaul Family Shelter clinic. PulseWorks helped us provide free Lifeline phones for our patients.

None of these achievements and more are possible without a courageous Board of Directors, caring employees and providers, well-informed patients, fierce supporters, and generous partners and friends. We look forward to opening our new Edgemont Center in 2022, and we thank each and every one of you for your unfailing encouragement of our mission.

Gina McFarlane-El
Chief Executive Officer

Measuring Our Progress



Positive Work Environment

We Added Providers in 2021



1 PEDIATRICIAN



1 ADDICTION
MEDICINE
PHYSICIAN



1 SPORTS
MEDICINE
PHYSICIAN



1 NURSE
PRACTITIONER



1 DENTIST



- **Awarded American Rescue Plan** funds for **tuition reimbursement**, **COVID-19 hazard pay**, as well as a **reduction in health care costs** for employees.



- **130 employees participated** in the **Fitness Fanatics incentive program** and **more than 100** of those earned the **quarterly incentive** for meeting the walking/fitness goal.

Quality Improvement



Exceeded eight HRSA quality measurements, despite the pandemic



Expanded the number of Azara modules to include pregnancy, care management, dental integration, referral management and transitions of care.



Received our **largest grant ever**, **\$4.4 million**, to:

- Increase the number of **dietitians**
- Develop a **transportation program**
- Establish a **care management program**
- Create Betsy's **Bra Bank**
- Increase **Reach Out and Read** programs



Partnered with Miami Valley Housing Opportunities and purchased a new trailer, Project Clean, for street homeless patients to shower and do laundry at no-cost.



Piloted Produce Perks program with **59 pregnant patients** who **received free weekly produce** from local farmers.



Added Medically-Assisted Treatment and Hepatitis C treatment for patients.

Community Awareness



Provided **COVID-19 vaccines** to **8,496 people**.



Opened clinics in **St. Vincent Family Shelter** and **Gem City Market**.

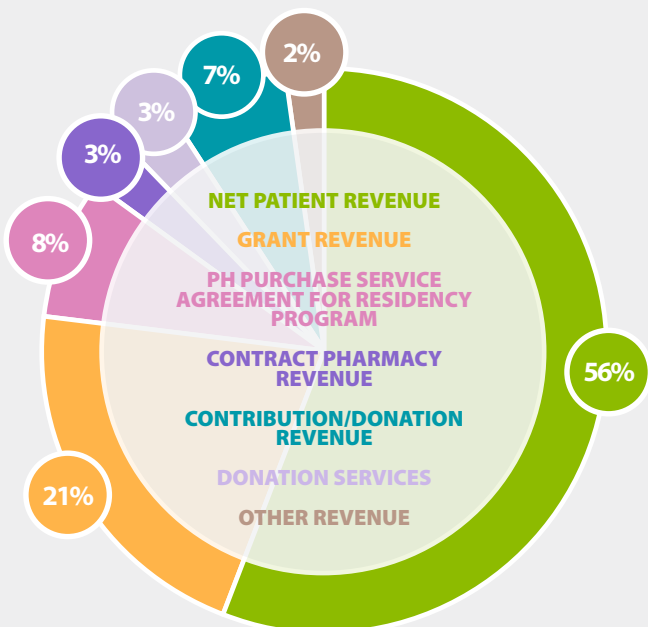


Became the 2nd FQHC in Ohio to pass the Utilization Review Accreditation Commission (URAC) for pharmacy, which allows FRHC to **provide specialty medications to patients**.



Raised \$1.35 million for the **Edgemont Campus**, including donations from Delta Dental, Miami Valley Association of Physicians of Indian Origin, Centene Foundation, Physician's Charitable Trust, CPPS Heritage Mission Fund, DPL Foundation and other donors.

Financial



Revenue Composition

REVENUE COMPOSITION

Revenue Source

Net Patient Revenue	21,626,848	56%
Grant Revenue	7,890,419	21%
PH Purchase Service Agreement for Residency Program	3,052,825	8%
Contract Pharmacy Revenue	1,218,108	3%
Contribution/Donation Revenue	1,138,890	3%
Donation Services	2,829,327	7%
Other Revenue	614,655	2%
Total Revenue	38,371,072	

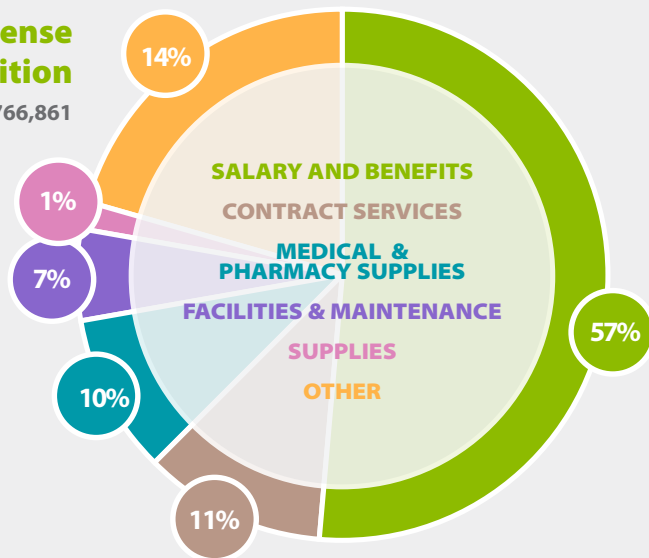
Expenses

Total Operating Expense	32,766,861
Net Income	5,604,211

- Received SBA Paycheck Protection Plan loan forgiveness **at 95% level** for a total of \$2,677,919.
- Generated \$8.9 million in revenue from in-house and contract pharmacy, **a 31% increase from 2020**.
- Delivered 16,090 prescriptions to patients' homes, **a 59% increase** from the previous year.
- Recorded \$19,046,105 in patient service revenue.
- Received a Comprehensive Primary Care total **cost of care payment** for performance of \$1,243,293.

2021 Expense Composition

Total 32,766,861





PICTURED ABOVE (FROM
ARTICLE "SUPPORT THAT
FEELS LIKE FAMILY")

MARKEYTA AND HER
CHILDREN - MARIANA &
MARQUIS

Board of Trustees

Amy Wiedeman BOARD CHAIR, RETIRED MONTGOMERY
COUNTY ADMINISTRATOR, COMMUNITY VOLUNTEER

Dwight Brown BOARD SECRETARY, COMMUNITY MEMBER

Jo Bouchard COMMUNITY MEMBER

Rona Clark BOARD VICE CHAIR, COMMUNITY MEMBER

Tischa Coates COMMUNITY MEMBER

Jeff Cooper HEALTH COMMISSIONER DAYTON & MONTGOMERY
COUNTY PUBLIC HEALTH

Richard Goshay COMMUNITY MEMBER

Brenda Roman, MD WSU BOONSHOFT SCHOOL OF MEDICINE
CHAIR, DEPARTMENT OF MEDICAL EDUCATION

Nancy Schiffer BOARD TREASURER, COMMUNITY MEMBER

Paula Thompson PREMIER HEALTH - FIDELITY HEALTH CARE
PRESIDENT & CEO

Dawn Walker COMMUNITY MEMBER

Diane Welborn OMBUDSMAN, DAYTON/MONTGOMERY COUNTY

Administrative Team

Gina McFarlane-El CHIEF EXECUTIVE OFFICER

Dr. Mamle Anim CHIEF MEDICAL OFFICER

Tara Roesch CHIEF FINANCIAL OFFICER

Diane Cummins CHIEF OPERATING OFFICER

Mindy Lindsey CHIEF PEOPLE OFFICER

Contact Us

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(937) 281-6800

DAYTON PUBLIC SCHOOL BASED HEALTH CENTER
1923 W. Third Street Dayton, OH (937) 965-8694

MAIN CAMPUS
DENTAL
INTERNAL MEDICINE
PEDIATRICS
SPECIALTY CLINICS
WOMEN'S HEALTH
(937) 281-6800

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

GEM CITY MARKET 324 Salem Avenue, Suite 100
Dayton, OH (937) 813-4732

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

PHARMACY-FAMILY HEALTH CENTER
2261 Philadelphia Drive Dayton, OH (937) 802-9381

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

ST. VINCENT DE PAUL 120 W. Apple Street, Suite C
Dayton, OH 45409 (937) 496-5613

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)