



OhioHealth **COMMUNITY** *benefit*

REPORT | FY2018

Dear Friends of OhioHealth,

At OhioHealth, we believe it takes community to build and sustain the communities we serve.

Our healthcare system serves more than 47 counties in Ohio, and we take our mission to improve the health of those we serve seriously. We see it as our responsibility to deliver high-quality care that is affordable and accessible, and provides a safe and positive patient experience.

But not everyone has the means or the access to healthcare. So, we bring care to them.

We are committed to investing in our communities — particularly in underserved areas — in the form of charity care for people who have no insurance or lack the ability to pay. We do this by creating and implementing programs designed to improve access to care, helping people manage their own healthcare journey close to where they live and work.

This is our mission in action.

Last year, OhioHealth provided more than \$390 million in charity care and other community benefit programs through initiatives like Wellness on Wheels. To develop and expand these programs, we partnered with local and nonprofit organizations. Together, we have worked to leverage our resources, time and talents to bring valuable care to those in need, when and where they need it most.

- + **OhioHealth has a trusted partner in the YMCA** through our “Healthy Communities” program. Through a philanthropic gift from Huntington Bank, OhioHealth family medicine resident physicians, faculty physicians and nurses travel to the Hilltop YMCA in our 54-foot mobile Wellness on

Wheels unit to provide access to primary care services, and a medical home in an underserved area.

- + Through OhioHealth’s Community Health Needs Assessment survey, the community told us the healthcare they need access to, and we responded. **With funding from the OhioHealth Foundation, United Way, Prevent Cancer Foundation and others**, OhioHealth has built several innovative community health programs delivering primary, prenatal and women’s healthcare to the communities and populations that need it most.
- + **OhioHealth partnered with Ronald McDonald House Charities of Central Ohio** and opened the first Ronald McDonald House Family Room in central Ohio — a 1,000-square-foot space at OhioHealth Riverside Methodist Hospital that provides families of neonatal intensive care unit patients a home away from home. The project was paid for by operating funds and donations from the community, Columbus Blue Jackets Foundation, Worthington Industries, Inc. and Safelite Group Inc.

There is still much work to be done. We have an unwavering commitment to our patients and the communities we serve. Through creative and innovative ideas and collaborative partnerships, we are able to deliver our mission’s promise. We believe in our mission, and we know you do, too.

As always, thank you for your interest and support in the work that we are doing. It not only takes community to sustain a community, it also takes people like you, who care just as much as we do.

Sincerely,

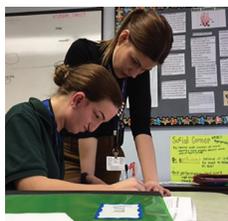


Karen Morrison

President, OhioHealth Foundation and Senior Vice President, External Affairs, OhioHealth

OhioHealth Community Benefit *table of*
 REPORT FY2018

CONTENTS



Community Benefit at a Glance 4

OhioHealth System at a Glance 5

Women and Families 6

Addiction and Behavioral Health 12

Chronic Disease Management 14

Investing in Community Workforce 16

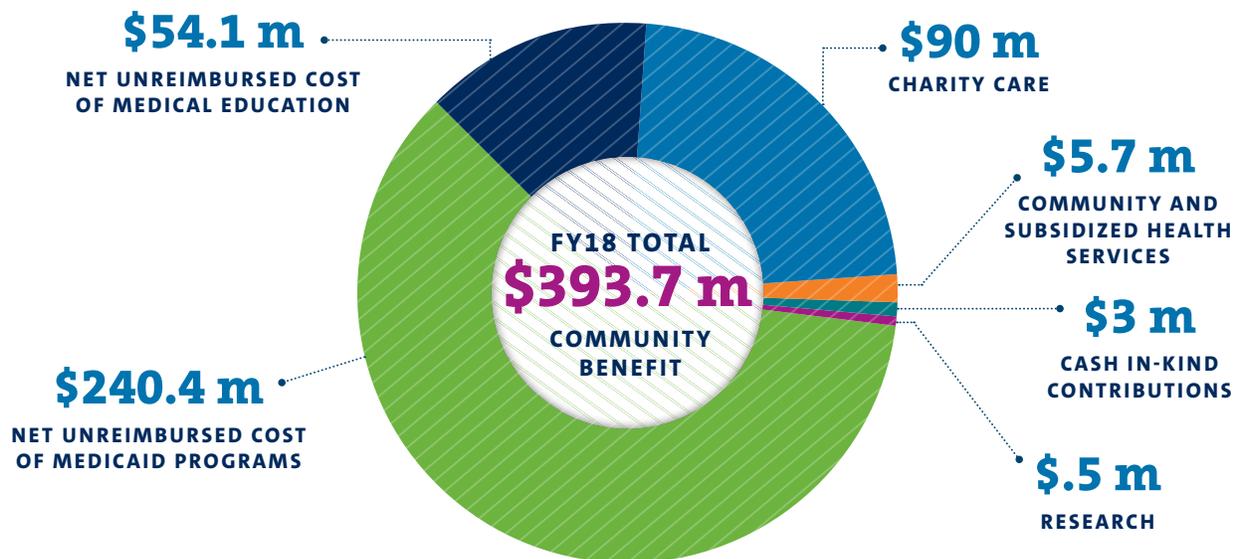


community BENEFIT

As a not-for-profit health system, OhioHealth invests in the communities we serve. We do this to improve access to health services, enhance the health of our community and advance healthcare and medical knowledge.

In fiscal year 2018, **OhioHealth provided \$393.7 million in Community Benefit** — \$58.2 million more than in fiscal year 2017.

This included \$90 million in charity care for people who have no insurance or lack the ability to pay for their care. And, it included more than \$240 million in Medicaid costs not reimbursed by the state or federal governments.



Our community engagement

35,354

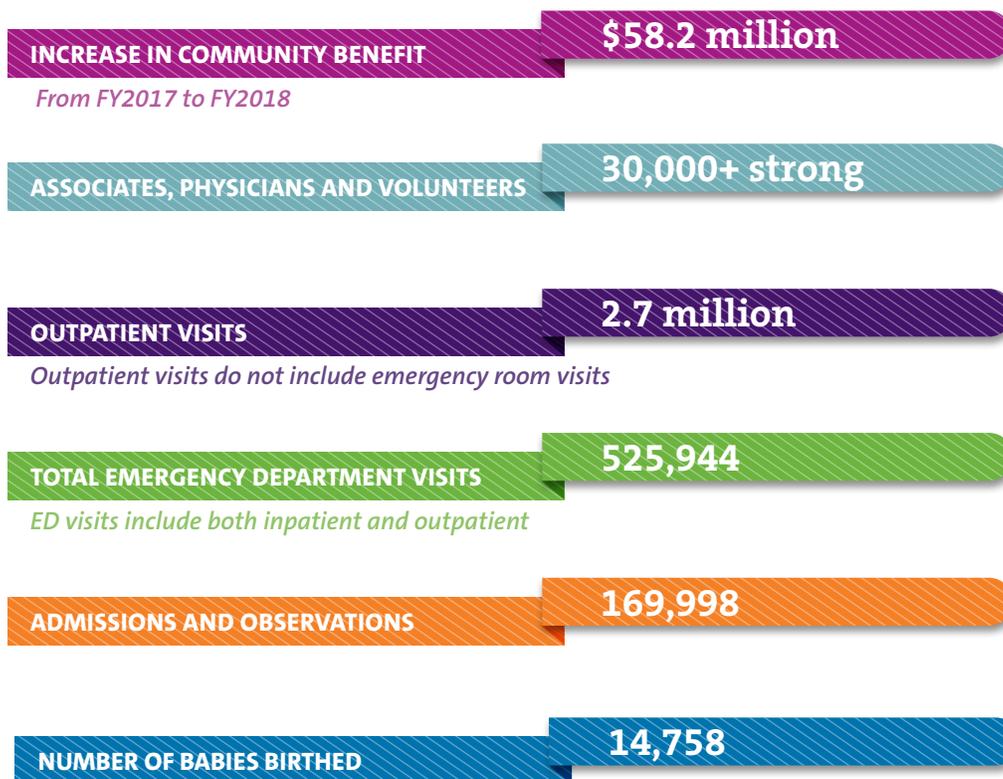
hours volunteered by OhioHealth associates in communities throughout Ohio.

200+

community and government boards and commissions served by OhioHealth leaders and physicians.

ABOUT OhioHealth

WE are a faith-based, not-for-profit healthcare system.
At OhioHealth, ensuring safe and high-quality care and a positive patient experience is more than what we do — it's who we are.





The health of a community can be judged by the health of its most vulnerable members, particularly women and children in underserved neighborhoods. That's why OhioHealth is building inroads into these communities with mobile primary care, prenatal and women's healthcare, and mammogram units, partnerships with local governments and community organizations, and grant-funded initiatives that reduce or eliminate the cost of needed care.

Because **WE BELIEVE:**

- + Everyone deserves access to quality healthcare.
- + The path to better health begins by establishing trust.
- + When women and families can't access the care they need, you bring the care to them.
- + Improving and protecting the health of women and families leads to stronger communities.

Faced with a lack of access to primary and prenatal care and women’s health screenings, women in underserved communities have higher rates of breast cancer and chronic conditions like diabetes, and expecting mothers experience dramatically higher rates of infant mortality.

The challenge of accessing quality care in these areas is exacerbated by additional factors that negatively influence the social determinants of health:

- + Lack of health education
- + Food and housing insecurity
- + Financial and transportation barriers
- + Human trafficking and sexual abuse
- + Lack of trust in healthcare providers and government agencies
- + Language and cultural differences
- + Substance use disorders

Here, we share a few of the programs and partnerships we have developed to bridge the gap to quality care, and the impact they’re having in the communities we serve.

Mobile mammography outreach

Breast screenings are essential for early detection and improved outcomes. If we hope to achieve the Susan G. Komen organization’s goal of reducing U.S. breast cancer deaths by 50 percent in a decade, we have to reach women in underserved ethnic, urban and rural communities, who face higher rates of mortality because of a lack of access to care.

OhioHealth is working to address these disparities with two mobile mammography units in central and southeastern Ohio, reaching more than 3,000 women a year, with a special focus on serving minority and rural communities.



The recently launched **OhioHealth O’Bleness Hospital Mobile Mammography** program is the first Athens County-based program of its kind, providing accessible, advanced screening mammography to women in underserved areas of southeast and Appalachian Ohio. The mobile unit was made possible through a \$1.3 million OhioHealth Foundation fundraising campaign, including a significant gift from American Electric Power Foundation.



Reducing infant mortality

Ohio is struggling with infant mortality. The state ranks 42nd for infant mortality rates in the United States, and last in African American infant mortality. There is no single cause for this crisis and, likewise, no single solution will solve this problem. That's why OhioHealth has created programs and contributed to partnerships that seek to improve the health of women and infants by promoting safe sleep and proper birth spacing, reducing elective deliveries, expanding access to care, and improving the social determinants of health for families at greatest risk.

CelebrateONE

The CEOs of central Ohio's four major health systems, along with leaders from the Columbus Partnership and community organizations formed the Greater Columbus Infant Mortality Task Force to reduce infant mortality in Columbus. Out of this collaboration grew CelebrateONE, a plan led by the Mayor of Columbus, including multiple initiatives to help infants thrive well beyond their first birthdays.



OhioHealth is working to reduce infant mortality through:

Safe sleep, proper birth spacing, reducing elective deliveries and providing community-based prenatal care.

Ronald McDonald House Charities Family Room

Ronald McDonald House Charities of Central Ohio opened a Ronald McDonald House Family Room at OhioHealth Riverside Methodist Hospital, providing families of Neonatal Intensive Care Unit (NICU) patients a home away from home. More than 1,000 families will use the space each year. With laundry facilities, a shower and many more amenities, parents can stay near their babies for as long as they need to.



Mothers' Milk Bank

Doctors say the best medicine for premature babies is mothers' milk, but many mothers who deliver early do not have the ability to produce enough milk to meet their baby's needs. Pasteurized human donor milk is the best supplement, and OhioHealth operates one of the largest donor milk banks in the nation. Women who choose to donate extra breast milk can participate in the program free of charge. One ounce of breast milk can feed these babies for three days, giving them the nourishment they need to fight infection, build immunity and promote healthy growth.



The OhioHealth Mothers' Milk Bank distributes more than **300,000** ounces of breast milk **A YEAR** to more than **70 HOSPITALS** across the United States and Canada.

Wellness on Wheels

Many central Ohio communities have limited access to primary, prenatal and women's healthcare, and the people who live there face financial, logistical and cultural barriers to accessing care outside of their neighborhood. So, we bring the care to them. OhioHealth's Wellness on Wheels program is **celebrating its 25th year** delivering care to underserved communities throughout central Ohio.

More than a free clinic or a screening and referral service, **Wellness on Wheels is a complete patient-centered medical home on a mobile unit.** Patients receive convenient, consistent, continuing care and pharmacy services from providers they recognize and trust, regardless of their ability to pay.





“We’re overcoming a lack of trust in the healthcare community. A lot of times in healthcare, we treat the problem first. Here, we’re building a relationship. We’re listening. And when they realize we’re listening, they come back, and they bring their families.”

– Stephen Auciello, MD, Wellness on Wheels Primary Care

Primary Care

With support from Huntington Bank, **Wellness on Wheels Primary Care** delivers complete primary care to the Hilltop neighborhood three days a week at the Hilltop YMCA, addressing the community’s lack of primary care physicians and emergency department overcrowding for lower-acuity conditions.

Women’s Health

The Wellness on Wheels Women’s Health program services multiple sites, including the Franklin County Changing Actions to Change Habits (CATCH) court, Maryhaven and Amethyst recovery centers.

The Wellness on Wheels Women’s Health program has provided more than **1,200 VISITS** FOR WOMEN’S HEALTH AND PRENATAL CARE, and provided monthly home visits for **MORE THAN 300** high-risk pregnant women.



“The problem is, nationally, there aren’t nearly enough of these specialists in training, so we are going to have to grow our own.”

– Bruce Vanderhoff, MD, MBA,
OhioHealth Chief Medical Officer

ADDICTION & BEHAVIORAL *health*

Accidental drug overdose

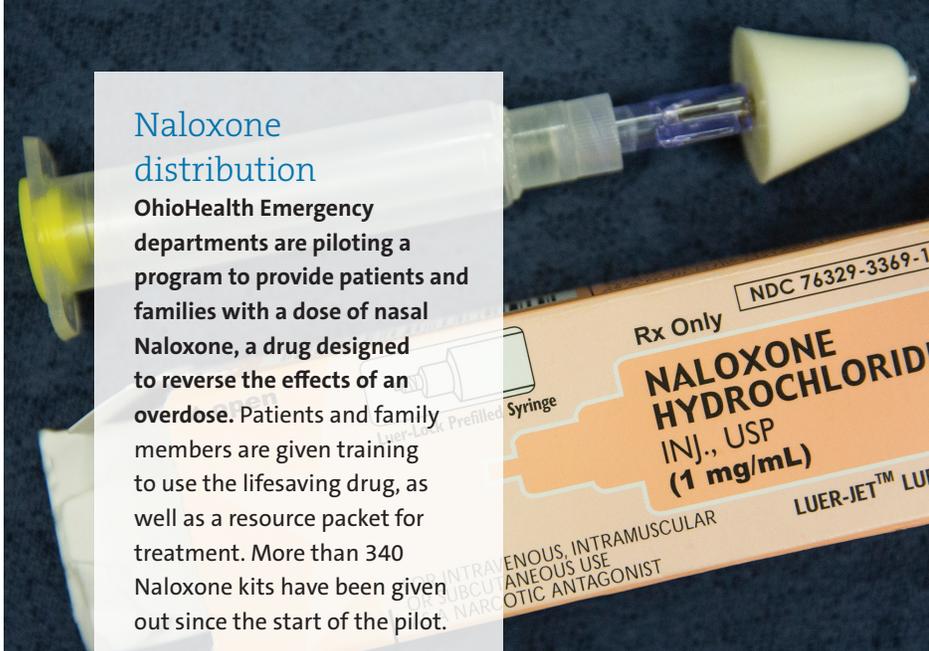
has become the leading cause of injury death in Ohio. To combat this alarming epidemic, OhioHealth is actively engaged in treatment and prevention activities across the communities we serve.

Because **WE BELIEVE:**

- + Opiate addiction affects the lives of children and families, who have their own specific needs.
- + Identifying the signs of addiction and intervening effectively takes a trained eye.
- + Addiction recovery requires a network of support across many aspects of life.

Naloxone distribution

OhioHealth Emergency departments are piloting a program to provide patients and families with a dose of nasal Naloxone, a drug designed to reverse the effects of an overdose. Patients and family members are given training to use the lifesaving drug, as well as a resource packet for treatment. More than 340 Naloxone kits have been given out since the start of the pilot.



Clinics for pregnant women with substance use disorder

Family Medicine Clinics at OhioHealth Grant Medical Center and OhioHealth Riverside Methodist Hospital provide evidence-based, leading edge care to pregnant women and new moms with substance use disorder. With support from the OhioHealth Foundation, clinic services are expanding to additional OhioHealth hospitals and communities.

Ohio Opiate Project ECHO (Extension for Community Healthcare Outcomes)

OhioHealth addiction medicine experts are using videoconferencing technology to train primary care providers across the state on how to manage patients with chronic pain, how to properly prescribe opioids and monitor their use, and how to connect with community resources that can help patients who may be struggling to access treatment.

Fellowships and Continuing Medical Education

OhioHealth took the bold step to establish an addiction medicine fellowship to train physicians to recognize the signs of opioid misuse and support patients who need addiction medicine services. The program also provides continuing medical education to providers about substance use disorders, including signs of addiction, social stigmas, and harm-reduction strategies.

As part of this training model, OhioHealth is in close collaboration with the Maryhaven Addiction Stabilization Center (MAST) and Women's Health Center, providing an opportunity to integrate physical and behavioral healthcare to those in substance use treatment. It also provides medical residents and fellows with the opportunity to deepen their knowledge in addiction medicine while serving a traditionally underserved population.

CATCH Court

Nearly 1,200 women are arrested for solicitation in Franklin County each year, and 92 percent are identified as victims of human sex trafficking. To begin viewing these women as victims who need acceptance rather than criminals who deserve punishment, Franklin County Municipal Court developed Changing Actions to Change Habits (CATCH), a two-year program connecting women to the healthcare and help they need to cope with trauma, reconnect with their families, and break the cycles of abuse and addiction that can keep them imprisoned in the sex trade. OhioHealth is the medical partner of the CATCH program, which currently serves more than 50 women.

OHIOHEALTH SEXUAL ASSAULT RESPONSE NETWORK OF CENTRAL OHIO

24-HOUR RAPE HELPLINE (614) 267.7020

SARNCO

The Sexual Assault Response Network of Central Ohio (SARNCO) is operated by OhioHealth with state and federal funding through the Ohio Attorney General's office. Our trained volunteer and staff advocates provide emotional support, crisis intervention and community resource information to survivors of sexual violence on our 24/7 rape helpline and in local hospital emergency departments. SARNCO also provides sexual violence education and prevention strategies to school campuses and employers, and connects survivors to advocates who help with crime reporting, safety planning and physical and emotional recovery.

OHIOHEALTH DONATED
\$20,000
to support the creation of

The Rehab Center at Catalyst Life Services, New Beginnings, a 16-bed substance use treatment facility, THE FIRST IN RICHLAND COUNTY.



CHRONIC *disease* MANAGEMENT

At OhioHealth, we're developing new programs and partnerships that empower people with chronic conditions to take control of their health, access the care and support they need, and deepen their understanding of how to live well with disease.

Because **WE BELIEVE:**

- + Health is a journey, and everyone can use a guide.
- + Even the smallest changes can make a big difference.
- + Your best health is always within reach.

“Patients who are triaged in the Emergency Department with low-severity conditions that would be better served in a family medicine or walk-in clinic setting are now presented with that choice. And that’s a good thing for our patients and our frontline associates.”

– Michael Ezzie, MD, Vice President of Medical Affairs at Grant Medical Center



Open Access Primary Care Clinic

Open 9 a.m to 9 p.m. seven days a week, the **walk-in primary care clinic serves as an immediate access point for patients seeking emergency care for primary care needs.** This medical home model allows patients access to appropriate, comprehensive care at a lower out-of-pocket cost. Since opening in October 2017, more than 10,000 patients have received care.



YMCA Healthy Communities Partnership

OhioHealth and YMCA of Central Ohio have formed the Healthy Communities Partnership, a first-of-its-kind multiyear, multidisciplinary strategic relationship that **leverages the reach, resources and capabilities of both organizations to deliver chronic disease prevention and maintenance programs** to the people of central Ohio.

OhioHealth’s Employer Services division provides biometric screenings, flu vaccines and wellness programs to YMCA employees. OhioHealth’s Delay the Disease program for those living with Parkinson’s disease is also offered at several YMCA locations.

YMCA membership is not required, and patients can sign up through provider referral or at any area YMCA.



ENGAGE for Diabetes

To assist patients on their journey to health, **OhioHealth offers ENGAGE Diabetes, an evidence-based health literacy program** offering free one-day heart health workshops and an eight-week self-management program.

Through provider referral, more than 1,000 participants have completed the ENGAGE Diabetes program, and approximately 90 percent reported they developed better skills to manage their disease.



Cory Klein Photography

Investing in
COMMUNITY
workforce
development

The mission of OhioHealth is to improve the health of those we serve, including cultivating future healthcare professionals and OhioHealth associates within our community.

Because **WE BELIEVE:**

- + The best way to find people with the skills you need is to teach them.
- + Opportunity promotes healthier communities.
- + When people feel like they belong at OhioHealth, our mission becomes more achievable than ever.

“They taught me skills like how to do a job interview, answer questions confidently, and give a good handshake because that’s really important.”

– Nathan Griffith, OhioHealth associate and Project Search graduate

WE GIVE

WE love. WE care. WE give.



WE Give

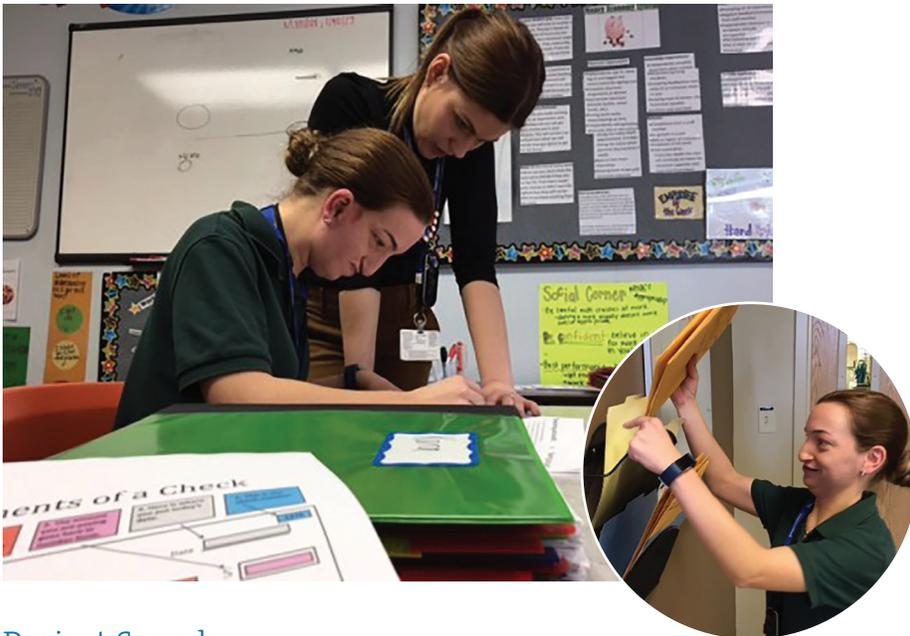
OHIOHEALTH ASSOCIATES RAISED
\$1.27 million

to support the OhioHealth Foundation and United Way through the health system's annual WE Give campaign.

Reeb Avenue Center partnership

We believe it's easier to find the right person for the job when you help them build the skills you're looking for. That's why **OhioHealth partners with Godman Guild on a workforce development program at the Reeb Avenue Center, offering career counseling and skills training to fill open positions at OhioHealth.** Participants can choose from environmental services, patient transport or patient support assistant tracks and also get paid when in the program. Managers who graduated from the program return to give participants a view of their day-to-day work experience and share inspirational stories. Our recruiters also provide coaching to prepare participants for interviews with hiring managers.

MORE THAN **20** associates HAVE JOINED THE **OhioHealth family** THROUGH THE PROGRAM.



Project Search

Project Search, a national program, promotes employability and vocational skills for young adults with intellectual and developmental disabilities. Each student who participates completes all high school requirements before deferring graduation for a year to complete the program. **Students at OhioHealth complete three 10-week rotations in different parts of OhioHealth hospitals, working alongside professionals who mentor them and teach them the skills that will make them successful in the workplace. More than 40 students complete the program annually.**

Mission Matters

Mission Matters is OhioHealth's volunteer program, which pairs associates with community volunteer opportunities that match their skills and interests.

5,455

OhioHealth associates
VOLUNTEERED

a total **35,354**
of **HOURS**

at **472 organizations,**

SURPASSING

our Mission Matters goal by

NEARLY 18 PERCENT.

Community Recognition

OhioHealth associates and programs were nominated for **50 community awards** from **16 organizations** that resulted in **18 honorees or finalists.**

Wellness on Wheels work physicals in Marion

Rushmore Academy, a dropout recovery school in Marion, Ohio, was the first school in Ohio to participate in Simulated Workplace, a classroom experience that allows students to enhance their skills through true-to-life scenarios, helping instill confidence, professionalism and a strong work ethic. Many local employers offer jobs to Rushmore students through their employment program and **OhioHealth Wellness on Wheels mobile unit offers free work physicals to students on-site.** The program recently expanded to include students at Harding High School.

Cristo Rey Work-Study Program

OhioHealth and Cristo Rey Columbus High School partner in the **professional work study program.** Students with economic need work one day a week in entry-level clerical positions and can earn a significant portion of the cost of their education while gaining real-life work experience and mentoring.



Ohio University partnerships

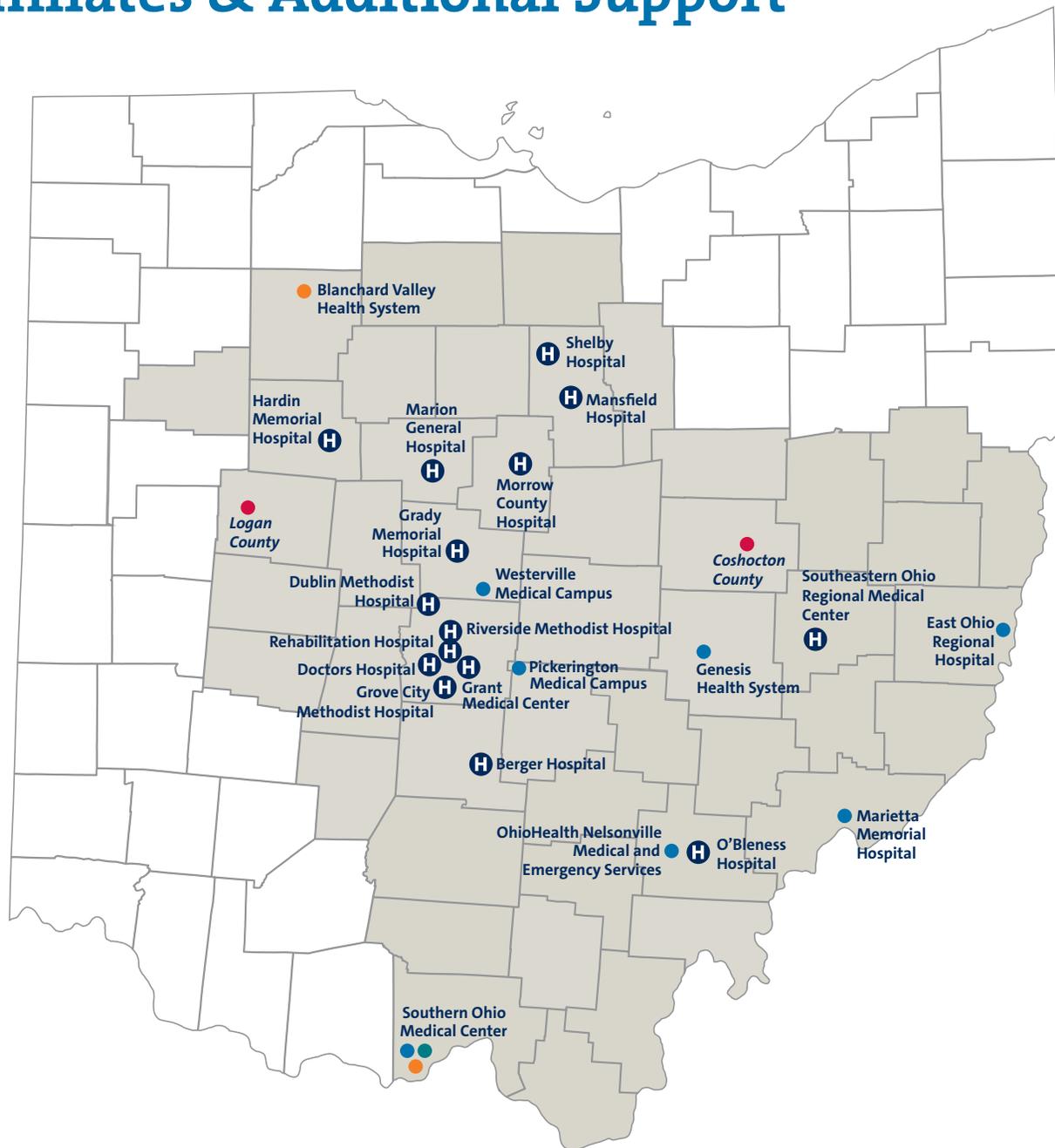
Ohio University Heritage College of Osteopathic Medicine and OhioHealth have long been partners in training medical students and residents, which continues at the college's Dublin, Ohio campus. OhioHealth has been a strong partner of the College of Health Sciences and Professions, helping to establish critical clinical placements for Ohio University's Dublin-based Physician Assistant, Athletic Training and Dietetics students.

OhioHealth is the exclusive healthcare partner for the Ohio University Medical Academy, an intensive exploration program for high school students.

OhioHealth professionals lead hands-on activities and simulations that expose high school students to various careers in healthcare. Students have an unprecedented opportunity to learn clinical skills and interact with clinical professionals. **OhioHealth supports the Academy with financial funding that allowed more than 40 high school students to attend in 2018 with no cost to participate.** The program aims to attract diverse, first-generation students from rural, suburban, and urban settings to build a pipeline of future medical and health professionals in central Ohio.



OhioHealth Hospitals, Regional Affiliates & Additional Support



- OHIOHEALTH SERVICE AREA
- OhioHealth Stroke Network
- Cardiology Outreach
- Neuroscience Outreach
- Supply Chain Management
- H Member, Joint-Venture and Managed Hospitals
- Affiliation Agreement
- Exclusive Clinical and Operational Alliance
- Occupational Medicine



OHIOHEALTH IS A NATIONALLY recognized, not-for-profit, charitable, healthcare outreach of the United Methodist Church. Based in Columbus, Ohio, OhioHealth has been recognized as one of the top five large health systems in America by Truven Health Analytics, an honor it has received six times. It is also recognized by Fortune as one of the “100 Best Companies to Work For” and has been for 13 years in a row, 2007–2019.

Serving its communities since 1891, OhioHealth is a family of 30,000 associates, physicians and volunteers, and a system of 12 hospitals and more than 200 ambulatory sites, hospice, home health, medical equipment and other health services spanning a 47-county area.

