



Forward Through

MOVING REGIONAL HEALTHCARE IMPROVEMENT
FORWARD THROUGH A GLOBAL PANDEMIC

2020 IMPACT REPORT



A Message from HCGC President and CEO, Carrie Baker



As we all reflect on 2020, with all of its devastations, complications and silver linings, I find myself more grateful than ever to work for this organization, under the leadership of this board, and with this team of incredible people committed to improving health and welfare of all of our neighbors here in central Ohio.

Our theme is forward//through because that's what 2020 was for so many of us in this community, at HCGC and the stakeholders, partners and their clients/patients we work with each day-we move forward together to get through all that 2020 has brought our way.

As you read through our 2020 outcomes, I'd like to highlight:

- HCGC'S HUB model continues to grow in volume and in its impact-our Care Coordination Agencies and our Community Health Workers continue to amaze me with their abilities to support our most vulnerable friends and neighbors navigate multiple, often complex systems-including housing and unemployment as well as insurance and healthcare systems; COVID protocols/public health systems, not to mention their assistance to clients overcoming addiction in a stressful and now virtual world; birthing healthy babies; and reducing crime and crime recidivism.
- Our clinical quality data highlights efforts from more practices (223) representing close to a million lives in Central Ohio-a new milestone for us! Telehealth in the pandemic continues to be a key to access and we look forward to more data in future reports.
- Partnerships both locally and nationwide that help us move our mission forward to addressing health disparities. Working with all of our HUB Care Coordination Agencies

(CCA's), our HUB referral partners including Columbus Metropolitan Housing Authority and City Attorney Zach Klein's office, and international health equity champions, Partners in Health, we are supported and inspired to continue our mission to "pursue the best health for all people in the Columbus region."

As we close out this unprecedented year, we wish you health, perseverance, and an invitation to continue moving forward//through with us in 2021.



President and CEO

[Read the Report](#)

For a Calendar of Events visit:

<http://www.hcgc.org/events.html>

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