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 the 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, we move forward together with the stakeholders, partners and their clients/patients we work with each day 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 impact. Our Care Coordination Agencies and Community Health Workers continue to amaze me with their abilities to help our most vulnerable friends and neighbors navigate multiple, often complex systems, including: housing and unemployment as well as insurance and healthcare; 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 to address health disparities forward. Working with all of our HUB Care Coordination Agencies (CCAs), our HUB referral partners including Columbus Metropolitan Housing Authority and City Attorney Zach Klien’s office, and international health equity champions, Partners in Health, we are supported and inspired to continue our mission of “pursuing 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.

Carrie Baker
President and CEO

A Letter
from the President and CEO

Our Vision:
Pursuing the best health for all people in the Columbus region

Our Mission:
To improve the quality, delivery, and value of healthcare and the overall health for all people in the Columbus region

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Mount Carmel Health System
Care Coordination for Our Community’s Most Vulnerable Amid a Global Pandemic

12 CARE COORDINATION AGENCIES (CCAs)

Over $400,000 Reimbursed to HUB Care Coordination Agencies (From January-August 2020)

HUB HIGHLIGHT STORIES

MATTHEW DEMOULIN
Community Health Worker, Franklin County Public Health

“"The HUB embodies possibility and hope. It's infrastructure allows for intentionality and intimacy between client and CHW, which is the life blood of the program. I was once in my client’s shoes - 3 ½ year ago I was a heroin addict and living out of my car. My clients can see who and what I am today, yet know my story on where I was, and that breathes possibility and hope. The HUB Pathways allow me to live out a simple motto: To give back what was given to me. I had individuals show me a love and intentionality that allowed me to help myself out of a very dark hole. I try to do the same for my clients and the HUB Pathways gives me the platform to do so.”

EARL LAWSON
Community Health Worker, Wellness First

“It is rewarding to know that the Diversion Program has changed the direction of so many lives we have touched from negative to positive. I am so pleased to be a part of this change.”
KAWTHER HERSI MUSA
Community Health Worker, Heart of Ohio Family Health Centers

“As a CHW in the HUB, I have been able to help several clients, but one in particular stands out to me. I was able to provide language translation between him and his medical providers at Heart of Ohio Family Health Center. By connecting him with a free cell phone, he was able to obtain transportation to medical appointments. This resulted in him qualifying for a home health aide, who helped him begin to take his medication properly and pick up healthy groceries. We were also able to link him to behavioral health services and a nurse. This coordination service made a difference in the well-being of this individual and I’m proud to have been a part of that.”

GUY TSHIMANGA
Community Health Worker, Ethiopian Tewahedo Social Services

“I have had the opportunity to connect people who have been diagnosed with COVID-19 with the support and resources they needed to safely quarantine. One particular client was pregnant and did not speak English. We provided translation services to help her navigate the process of obtaining the resources she needed. We also helped her reschedule her prenatal appointments with her doctor around her quarantine to ensure that she maintained a continuum of care for her and her baby. Providing care coordination is more important than ever during the COVID-19 pandemic and I’m proud to do so through the HUB.”

SINCE THE ONSET OF THE COVID-19 PANDEMIC IN MARCH 2020:

757 Educations Related to COVID
• Help finding a testing site
• Information on isolation and quarantine protocols
• Information on mask wearing, social distancing, and personal hygiene

1,182 Clients reached

6,595 Pathways opened

4,841 Pathways completed

Case Investigation
HUB CHWs have partnered with Franklin County Public Health’s COVID-19 Response Team to serve as case investigators to help reach people who have been identified as cases and to connect them to care and resources they need to safely recover and prevent the spread of COVID-19.

LOOKING FORWARD TO 2021
ENSURING HUB CLIENTS ARE CONNECTED TO:

Vaccination Education
COVID Education
Health Insurance
Connection to Medical Home & Behavioral Health Services
Employment
Stable Housing & Utility Assistance

HUB HIGHLIGHT STORIES
COMMUNITY REFERRAL PARTNERS

Total Clients: 1,459
Total Pathways/Connections to Care Initiated: 7,635
Total Pathways/Connections to Care Completed and Reimbursed: 5,864

HUB ELIGIBILITY CATEGORIES

**Adult:**
Clients who identify as male over the age of 18 and clients who identify as female over the age of 45.

**Maternal:**
Clients who are not pregnant and identify as female up to the age of 44.

**Pregnant:**
Clients who are pregnant.

**Pediatric:**
Clients who are not pregnant up to the age of 18.

- **490 medical referrals** including referrals for specialty care and dental services.
- **3,095 social service pathways** completed that have connected clients to resources and services such as infant care supplies, food assistance and transportation, amongst several others.
- **86%** of babies born to mothers enrolled in the HUB are born at a healthy birth weight.
- **Pediatric eligibility category added** in 2020, provides the opportunity to promote vital pediatric services such as immunization, social service, and primary care pathways.

*Since March 2019*
QUALITY TRANSPARENCY & IMPROVEMENT
REGIONAL PERFORMANCE DETAIL: NOVEMBER 2020

Telehealth Visits Completed (March-June 2020):
203,259

Patient Lives Being Served In Columbus and Surrounding Counties:
over 900,000

Practice Sites:
223

Primary Care and Behavioral Health Organizations:
13

PATIENT FAMILY ADVISORY COUNCILS (PFACS)
SINCE PROJECT BEGAN IN 2017:

2,200 patients engaged

420 PFAC meetings held

38 virtual PFACs held in 2020 due to COVID-19

PCORI AWARDS

DISSEMINATION: Over two years, HCGC disseminated 100+ PCORI-funded research studies to 2,000+ stakeholders. In addition, HCGC created a toolkit supporting research dissemination that will be released to the public in early 2021.

CONVENING: In 2021, HCGC will host a series of 6 webinars featuring PCORI research integrated with local and state research, all focused on health equity.

STAY TUNED FOR WEBINAR ANNOUNCEMENTS!

Healthcare Collaborative of Greater Columbus

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