



AxessPointe Community Health Centers

2020 ANNUAL REPORT

2020 Board of Directors

Dr. Jay Williamson, President

Family Medicine Physician, Summa Health (Retired)

Jack Evans, Vice President

Hawthorn House LLC (Retired)

Graham Curtis, Treasurer

Vice President, KeyBank National Association

Rebecca Callahan, Secretary

Executive Director, CANAPI

Rita Aggarwal

Co-Director, Proyecto RAICES

Roula Braidy

*Manager of Language & Special Access Services,
Akron Children's Hospital*

Roxia Boykin

Healthcare Administrator (Retired)

Larry Chadwick

Healthcare Operations

Lydia Cook

President, Summa Health Medical Group

Marie Curry

*Managing Attorney Health Education Advocacy,
Community Legal Aid Services, Inc.*

Mark Frisone

Executive Director, Family & Community Services

Edwin Hubbard

Director of Operations, Better Business Bureau

Greta Lax

Center Director ARI-AHEC, University of Akron

Susan Lowry

President, SquareOne Consulting, Inc.

Pete Mahoney

Community Relations Director, Kent State University (Retired)

Karen Mullen

Healthcare Administrator (Retired)

Len Rose

Retired

OUR MISSION

To provide a quality, affordable
and compassionate health home
for – every patient, every time -
in all communities.

OUR VISION

Framed by the precept that health is a human right and not a privilege, our vision is to be recognized as a leader in the delivery of high quality, integrated family-oriented health care and as a model program for community-based primary care. This process requires us to be integral partners with the community in the promotion of health, education and access to care.

Dear Friends,

The COVID-19 pandemic brought many challenges for AxessPointe Community Health Centers in 2020. From the way we delivered care to our patients to how we operated our health centers, it seemed our world changed overnight. One thing remained certain, keeping our doors open and serving our communities. Every department worked towards this goal - medical, dental, pharmacy, outreach - every team member paved the way to ensure access for our patients and community. The senior leadership, management and clinical teams came together to make sure this happened.

This courage and perseverance did not go unnoticed. Individuals and community partners donated masks, gloves, gowns and other personal protective equipment to keep our staff safe. We received new funding sources at local, state and national levels to keep our operations going. When COVID-19 testing became available, we made sure to offer it at all of our locations for our patients and community members. Through it all, AxessPointe was able to have one of its best years yet.

On behalf of our patients and staff, we want to say thank you for supporting our mission and for your commitment to the work we do.

ONE Mission. ONE Vision. ONE Goal.

The Senior Leadership Team



Joyce White

Mark

Chris States

Jennifer Hayes

Magdi Awad

E.D. Scott, MD

Stephanie Berry

S. Genet

Kristie L. Engle, MD

ONE Big Goal

Serving others is what AxessPointe is here to do. To stay true to our mission for years to come, we need to be good stewards of our dollars and resources. Despite the hardship and trying times the pandemic brought with it, we were able to have an exemplary year financially due to other revenue and generous grants that were available to us. Through the creativity of our team, we were able to quickly implement telehealth services to continue seeing patients who were not able to get to our offices. We serve a diverse population and many are faced with health determinants. We offer additional services that assist patients with food, housing, transportation and other needs they may have.



2020 PAYOR MIX

52.38% MEDICAID

19.71% COMMERCIAL

15.79% UNINSURED

12.12% MEDICARE

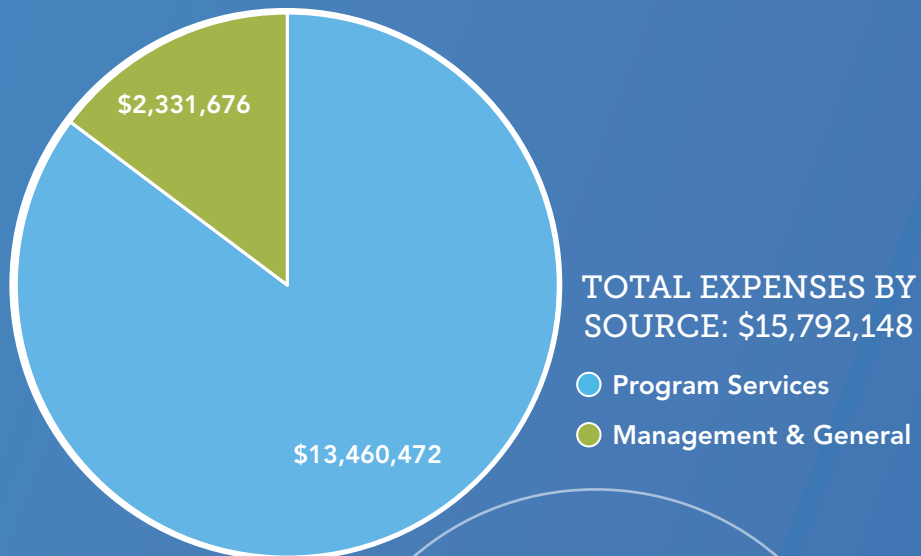
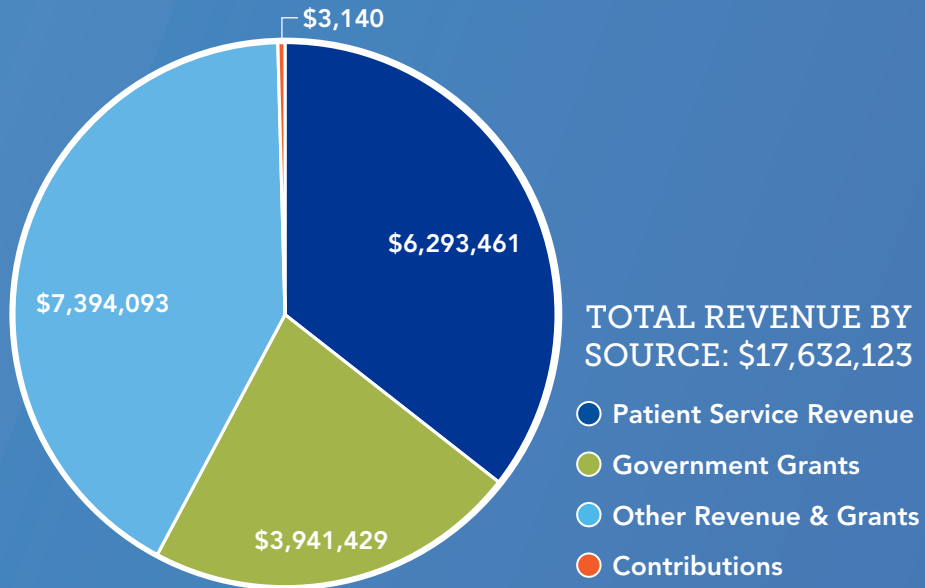
58,803
Encounters

20,484
Patients

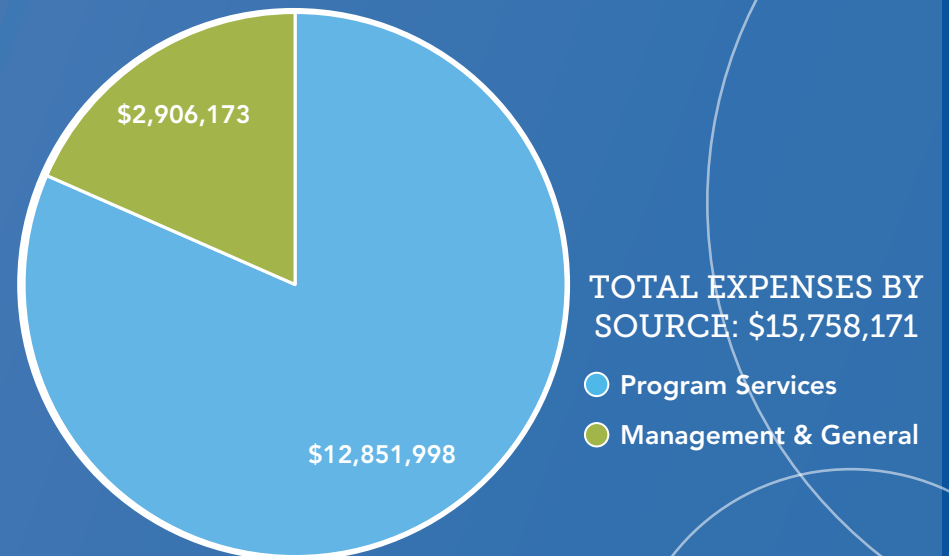
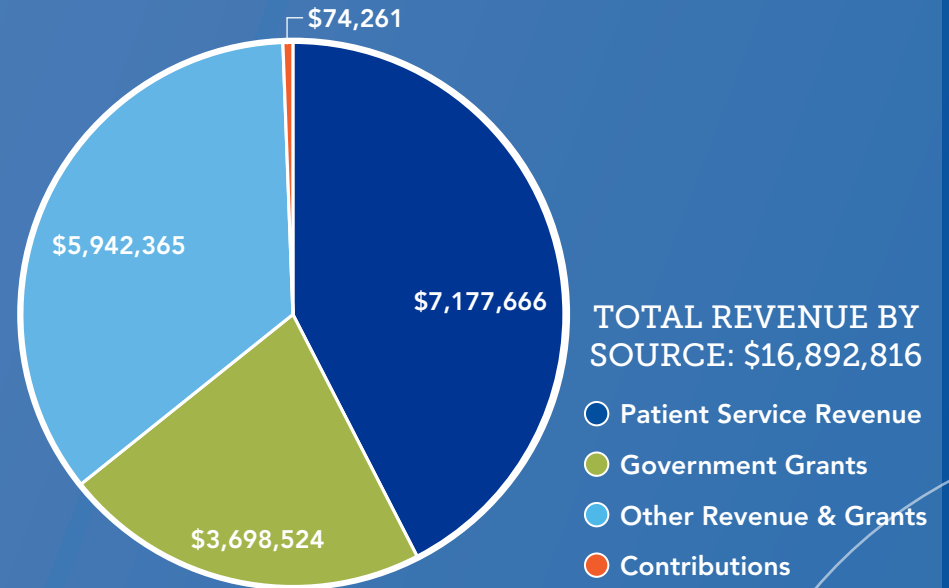
113
Staff

5
Locations

FY 2020



FY 2019





MEDICAL

ONE Stop Shop

The medical team...

There are many factors that make AxxessPointe unique. Having all of our services available in the same building - medical, dental, pharmacy, behavioral health - truly makes us a one-stop shop for our patients. This convenience is a defining point for us and is especially helpful for those who may not have reliable transportation. Keeping our patients first is part of who we are.

Due to the pandemic, creating the most efficient process for our patients became a priority. We invested in the ability to e-prescribe all levels of medications, which made it easier, safer and quicker for patients to receive prescription refills. Through our partnership with Labcorp, we were also able to have COVID-19 testing available right away for our patients who were exhibiting symptoms of the virus.

We expanded our Medication-Assisted Treatment (MAT) program by adding four additional providers to serve this population, and we now provide both Vivitrol and Suboxone treatment. Many of our patients are working on controlling a chronic disease, and hypertension (high blood pressure), hyperlipidemia (high cholesterol) and obesity were the top three diagnoses for the year.



Our dental team...

Prior to the pandemic, January and February of 2020 were normal months for our dental team. In February, we held our annual Give Kids a Smile event where children receive free dental screenings and education. By the end of March, the Ohio State Dental Board mandated closure for non-emergent dental services. Only those practices that could fulfill emergent needs could remain open. As one of the few practices in the area prepared to provide those services every day, we reached out to local dental offices and departments of health to offer our services.

Internally, we made changes to our workflow and followed instructions from the Ohio Department of Health and the Centers for Disease Control. We modified our schedule to only allow one procedure per provider at a time during the mandatory closure period. After the six-week closure ended, we focused our efforts on minimizing aerosol production; we reduced the number of aerosol procedures and used hand scaling in lieu of an ultrasonic scaler. With the increased usage of telehealth, we began offering training in teledentistry to our staff so we could be prepared for patients that could not come in and needed immediate service.

Additional time was allotted in between appointments to allow proper time to sanitize our operatories after each patient. Our dental staff took extra precautions to protect patients by wearing KN95 masks underneath of a surgical mask and wore face shields when they were performing aerosol producing procedures.



DENTAL



BEHAVIORAL HEALTH



The behavioral health department...

At AxessPointe, we believe that behavioral health is an important factor in the overall health and wellness of our patients. We have an integrated approach to care and use targeted screening tools during a patient's medical visit to see if any behavioral issues are present. By offering this care within our offices, we can treat the whole person and improve our patient outcomes. Our behavioral health team assists patients of all ages and help with: depression, anxiety, grief, trauma, guilt, anger, stress, coping skills and crisis intervention.

As expected, due to the pandemic, AxessPointe saw behavioral health encounters increase in 2020 compared to 2019. Unfortunately, we had one less behavioral health provider to offer these services. What we learned was that the telehealth component assisted our providers in reaching more patients than in previous years, and as a result, we experienced approximately a 4% increase in overall behavioral health encounters.

Substance Use Disorder

In 2018, we implemented our Medication-Assisted Treatment (MAT) program for substance use disorders. Initially, this program offered only Vivitrol, but has since expanded and added Suboxone in 2019. The MAT program has continued to grow and has almost reached capacity during the pandemic. In September 2019, there were two providers at two of our office locations offering MAT. By the end of the third quarter of 2020, we have increased to five providers at three of our locations and have increased the number of patients served by 267%. To further assist our patients, we have integrated our behavioral health services into the MAT program, and these patients also meet with one of our behavioral health providers at each MAT visit.

2,330

In-person
Visits

853

Patients

835

Virtual
Visits

3.71

Providers

Our Pharmacy.....

Our pharmacy team wanted to keep patients safe as well, so they added curbside service for prescription pickup. By coupling that with an expansion of our pharmacy delivery service that has been in place since May 2018, we expanded our medication delivery and waived any delivery fees. We also encouraged our patients to combine their refills so that fewer interactions were required and we implemented measures to provide an adequate supply of vital medications to meet the patient's needs by refilling prescriptions in 90-day or 6-month supply. The pharmacy team also holds chronic disease management visits with our patients. These visits are conducted in-person, by phone, or through telehealth visits, especially when patients had no other need to come to the center. Beyond this, our team worked closely with pharmaceutical companies to ensure adequate stock of high-volume medications so that our patients were not left without vital prescriptions.

To stand by our mission of providing a quality health home for all of our patients, we included on-site pharmacies. In February 2020, we opened our fourth location inside of our Barberton office. With this opening, we now have pharmacy services available at each of our office locations. AxxessPointe's pharmacy is truly unique and ensures that our patients are on the safest, convenient and most cost-effective medications.

What makes our pharmacy even more unique is the partnership we have with Northeast Ohio Medical University (NEOMED). This partnership is a cost-sharing and training program of pharmacy residents studying at NEOMED. It is up to a two-year training program where they work in our pharmacies to gain experience and learn about the FQHC model as well as the 340B pharmacy program. The Director of Pharmacy at AxxessPointe is also an associate professor at NEOMED, so the residents are learning from the same person both in class and real-life application.



83,500
Prescriptions
Filled

4,000
Patients

900
Consultations

4
Pharmacies



ONE Step Further

Food Pantry and Hygiene Closet

Because food insecurity is one of the main social determinants of health for our patient populations, we transformed part of our Food is Medicine Program (FIM) into a full food pantry for patients in need. Our health centers are located in high poverty areas so that we can be a source of assistance to our communities. We also have a personal hygiene closet at our Arlington health center that stocks shampoo, deodorant, laundry detergent, soap, feminine hygiene products, and other toiletries.

During the height of the pandemic, we personally delivered food, diapers, baby formula, and hygiene products to the homes of many in our communities, whether they were AxxessPointe patients or not. Many became unemployed due to COVID-19 and had nowhere to turn as they navigated the unemployment insurance process. The high volume of unemployment claims caused the system to become very backed up and behind, which delayed unemployment payments to those who were relying on it.

To include an additional level of safety for those coming to us for help, we also offered curbside pickup at our health centers for food and hygiene items. We created a dedicated parking area that is clearly marked. Patients call the phone number on the sign when they arrive, and our team brings the items outside to the patient's car, so they never have to enter the building.





Additional Services

At AxessPointe, we do everything we can to assist our patients and remove barriers to health care that they may be facing. We do not want insurance coverage, or lack thereof, to deter our community from coming to us for services. That's why we provide free assistance with health insurance enrollment for anyone in our area, even if they are not yet our patient.

We also help connect patients with additional resources related to utilities, housing, employment and transportation, to name a few. In 2020, our Community Health Workers (CHWs) assisted over 3,100 individuals and linked them with these much-needed assets so they could continue to focus on their health. Helping families and young mothers is another part of what we do at AxessPointe. Over 13 families received brand new car seats and we donated new cribs and bedding to nine families in need.



1,300

Individuals helped
through our food
pantry

859

People enrolled in
insurance

500+

People assisted
through the hygiene
closet



ONE

More Challenge

COVID-19

Safety precautions rapidly became a priority to protect our staff and patients. Plexiglass barriers were installed at check-in and check-out areas and employees served as temperature screeners at the main entrances of each office building to screen everyone who entered our buildings (staff and visitors alike). A COVID-19 screening form was implemented as another layer of caution.

Other internal building changes mostly dealt with our HVAC systems and keeping our “sick” patients away from our well patients. We received grant dollars to install HEPA filters at each building and we setup extensive filtration systems for our core locations.

The Senior Leadership team implemented daily “base camp” meetings to keep everyone apprised of status updates or changes from the CDC, local health departments and other state agencies. COVID-19 conference calls were held with the clinical team for strategy sessions as well as daily calls with all staff for workflow changes each morning. All of this maintained constant communication with our team members to ensure patient and employee safety.

The communities we serve have always supported us, and during the pandemic this held true. We received grant dollars from new funding sources through Direct Relief, United Way of Summit County and additional HRSA funding. These dollars made many of our infrastructure changes and increased access to care possible. Our local government representatives met with us virtually to ensure we had the supplies and support we needed, such as personal protective equipment (PPE). The local hospitals connected with us in case they would need additional staffing or to triage patients to keep them out of the emergency room.


The Akron-Canton Regional Foodbank worked with us to expand our collaboration to turn our FIM Program into a food pantry. This allowed us to provide additional services to our patients in need. United Way of Portage County has been working with us to establish a partnership to collaborate with other businesses who are part of their organization so we can better serve the community. We were also fortunate enough to receive multiple donations of face masks for our staff to wear when purchasing them was not an option.

At the end of June, AxessPointe began drive-thru and curbside testing. We dedicated a direct phone line for those receiving a COVID-19 test and purchased our own Abbot ID Now machines to provide ongoing testing. A COVID-19 task force was developed to stay updated with trends, discuss updates, increase patient encounters and review ideas on improving our services for all patients.

In 2020 we also restructured our medical, dental and behavioral health departments. Rearranging the teams proved to be successful as we experienced an increase in productivity per provider, as well as an increase in support staff in each area. This creativity is another example of what led us to strong year.



FAST FACTS



1,909
Patients
Tested for
COVID-19



13.04%
positivity rate

ONE More Year

2020 marked AxessPointe's 25th year of providing quality, affordable health care. While we were unable to host our 25th-anniversary event due to the pandemic, we felt it was important to highlight this milestone. It is because of the continuous support from the communities we serve that we have been able to grow and expand our services over the years. From our humble beginnings in 1995 inside of a one-bedroom apartment at Wilbeth-Arlington Homes to a five-location organization in 2020, AxessPointe is here to serve you and your family for years to come.

COVID-19 brought many changes along, many of which were financial. Federally qualified health centers (FQHCs) throughout the U.S. were forced to close their doors because of staffing or other financial barriers. The Health Resources & Services Administration, as well as other federal sources, saw the need that FQHCs were faced with. CARES act and FFCRA info here (note to self, talk to Hayes)

AxessPointe's specialty pharmacy at the Broadway location went through a rigorous process to become fully accredited through the Utilization Review Accreditation Commission (URAC). Being accredited highlights our pharmacy's commitment to improving the health outcomes of our patients. A specialty pharmacy handles more expensive and more complex medications than a typical pharmacy and they have a more hands-on approach when checking up on patients.

National Health Center Week looked a bit different this year due to COVID-19. While we weren't able to host our annual family health fair or do a large amount of outreach, we still were able to have a fun-filled week. Each of our locations had daily raffle baskets that were filled with great items that patients had a chance to win. We participated in a local farmer's market in the North Hill area of Akron to share information on our services. We donated close to 200 health education kits, as well as new toys and books, to local non-profits that serve children. Another focus day this year was on health care for the homeless and we supplied nearly 200 hygiene kits and new socks to homeless shelters in our area.





\$1.5 mil
of Charity Care

87
Mammograms
Provided

45
Community
Partners

Our Donors

Akron Community Foundation

Barberton Community Foundation

Bath Volunteers for Service

Brennan, Manna & Diamond

Buckeye

Charles & Mabel Richie Memorial Foundation

Community Action Akron Summit

Delta Dental

Diane Wiles

Direct Relief

GAR Foundation

Joanne Emery Wilson

Kenneth Calhoun Charitable Trust

KeyBank

Laura Runyon Moffit & Lucian Q. Moffitt Foundation

Lehner Family Foundation Lloyd & Louise Smith

Lubrizol Foundation

Mc-Master Carr

Ohio Association of Community Health Centers

Paul & Thora Mills Memorial Foundation

Portage Foundation

Roger & Joan Lash

Sisler McFawn Foundation

Stephen Wilt

Tuscora Park Health & Wellness Foundation

United Way of Summit County

Welty Family Foundation

-Thank You!-

axesspointe.org



This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$1,419,765. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.