



2023 Annual Report



**AccessPointe Community
Health Centers**

Dear Friends,

In 2023, AxessPointe made significant strides in expanding and enhancing our services to meet the growing needs of the community. A key highlight was the growth of our Medication-Assisted Treatment (MAT) program, where we added new providers and increased patient volume, particularly in Portage County, with plans to expand further in Summit County in 2024.

We also made exciting progress on the construction of our HealthQuarters location in West Akron. This new site offers a comprehensive range of services, including medical, dental, optometry, pharmacy, and enabling services. It officially opened in Q2 of 2024, further increasing our capacity to serve the community.

At AxessPointe, we not only strive to provide exceptional care but also to cultivate the next generation of healthcare professionals. Our efforts to increase staff recruitment have been enhanced by partnerships with NEOMED, where we are recruiting medical students who have completed their first year to work part-time as Medical Assistants during their second year of medical school.

We've also continued to build valuable partnerships within the community, including our collaboration with Family & Community Services, as we've worked to integrate health care access with social services. Together, we've addressed the broader social determinants of health while maximizing our impact and ensuring that those we serve have access to the resources they need.

AxessPointe Community Health Centers remains dedicated to providing high-quality healthcare to those who need it most. On behalf of our patients and staff, we want to express our sincere thanks for your continued support of our mission and for your commitment to the work we do. Together, we look ahead with hope, determination, and a shared vision for a healthier, more just tomorrow.

Senior Leadership Team

OUR MISSION

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

2023 Board of Directors

Rebecca Callahan, President

Executive Director, Community AIDS Network/Akron Pride Initiative

Marie Curry, Vice-President

Managing Attorney Health Education Advocacy and Law Project, Community Legal Aid Services, Inc.

Graham N. Curtis, Treasurer

Vice President Commercial Banking, PNC

William Childers, Secretary

President & CEO, United Way of Portage County

Rita Aggarwal

Co-Director, Proyecto RAICES CLA

Lesha Bell

Family Nurse Practitioner, University Hospitals Family Practice

Roula Braidy

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

Alan Bowers

Patient Advisory Board

Will Kaiser

Senior Director of Services, Core BTS

Dr. Sarah Lang

System Medical Director, Eastside Region of the Primary Care Institute, Portage Regional Director, UH Streetsboro Family Practice

Susan Lowry

President, SquareOne Consulting, Inc.

Deborah Mann

Vice President of Operations, Allen Aircraft Products

Tania T. Nemer

Community Outreach Prosecutor, Summit County Prosecutors Office

Lauren Smith

VP Quality Cell and Gene Therapy, Catalent

Bridget Susel

Community Development Director, City of Kent

Patricia Taylor

Patient Advisory Board

A photograph of several medical professionals in white coats, with their hands stacked on top of each other in a circle, symbolizing teamwork and shared vision.

OUR VISION

Framed by the concept that health care 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.

ONE Big Goal

AxessPointe's core mission is to serve others, and we remain dedicated to this purpose as we look to the future. To uphold our mission, it is essential that we manage our financial resources responsibly. This past year, we experienced strong financial performance, driven by increased revenue and generous grants. We are committed to supporting a diverse population, many of whom face unique challenges that impact their health. In addition to providing medical care, we offer vital services such as food, housing, transportation, and more, demonstrating our commitment to delivering holistic, compassionate care to the communities we serve. Grounded in the belief that healthcare is a fundamental human right, our vision is to be a recognized leader in delivering high-quality, integrated, family-centered healthcare. We strive to be a model of community-based primary care, partnering with the community to foster health, education, and improved access to care.

2023 PAYOR MIX

Medicare 16%
Medicaid 53%
Other Payors 20%
Uninsured 11%



41,114
ENCOUNTERS

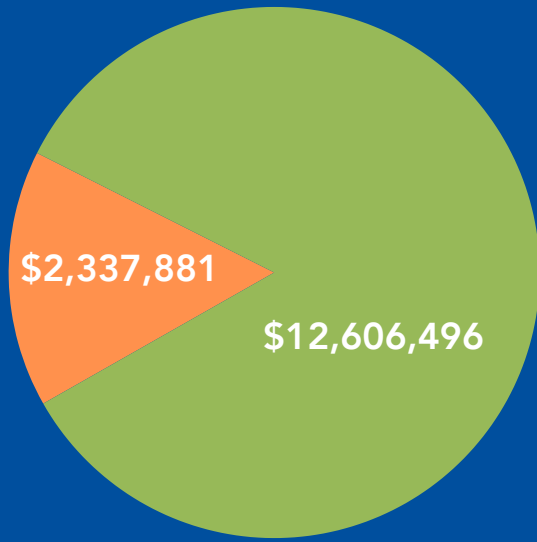
135
STAFF

14,718
PATIENTS

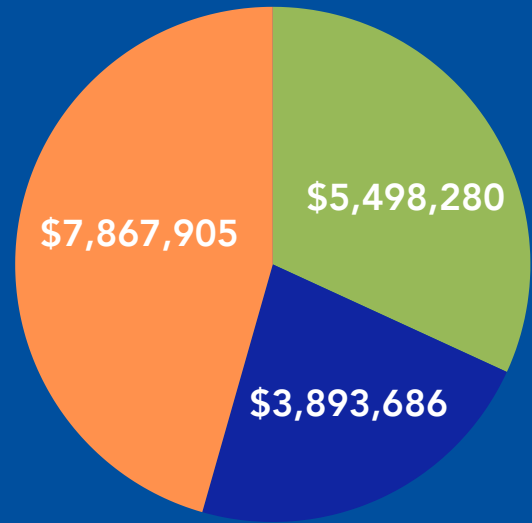
4
LOCATIONS

FY 2022

TOTAL EXPENSES BY SOURCE:
\$14,944,377



- Program Services
- Management & General

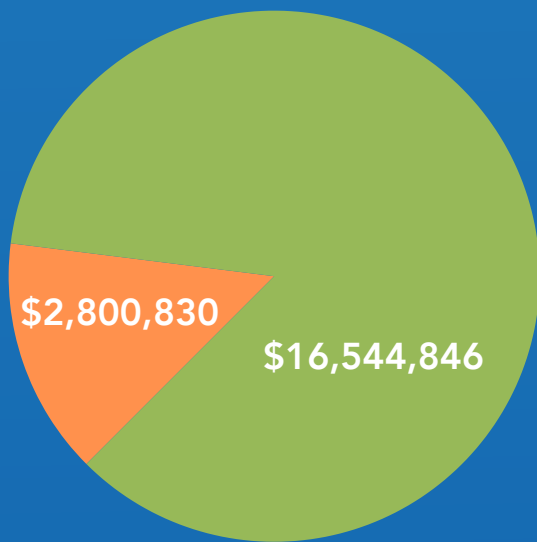


TOTAL REVENUE BY SOURCE:
\$17,259,871

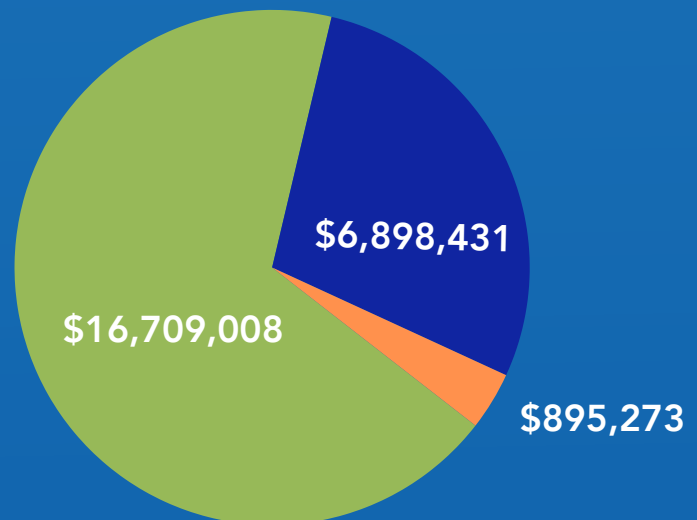
- Patient Service Revenue
- Government Grants
- Other Revenue & Grants

FY 2023

TOTAL EXPENSES BY SOURCE:
\$19,345,676



- Program Services
- Management & General



TOTAL REVENUE BY SOURCE:
\$24,502,712

- Patient Service Revenue
- Government Grants
- Other Revenue & Grants



MEDICAL

Our medical team...

In 2023, we made significant strides in expanding and enhancing our services to better meet the growing needs of the community. A key milestone was the grand re-opening of our Mobile Health Unit, which had been temporarily paused due to COVID-19. The unit now offers medical and dental services directly to patients where they live and work, with the added benefit of providing pediatric services for the first time this year.

We are proud to have maintained our recognition by the National Committee for Quality Assurance (NCQA) as a Patient-Centered Medical Home (PCMH), reflecting our commitment to providing high-quality, coordinated care. Furthermore, all of our sites received Targeted Blood Pressure (BP) recognition from the American Heart Association, with our Barberton site earning an impressive Gold+ rating. This acknowledgment underscores our efforts to improve blood pressure measurement and control for our adult patients.

Our commitment to community health remains strong, as we continue to offer COVID-19 vaccines and testing for all ages to ensure the health and safety of our community. In addition, we focused on staff recruitment and successfully partnered with NEOMED to recruit medical students. After completing their first year of medical school, these students worked part-time as Medical Assistants during their second year, further enhancing our team.



28,975
VISITS

10,750
PATIENTS

20
PROVIDERS



DENTAL

Our dental team...

As an FQHC, our dental department is crucial to the medical services we provide at AxessPointe Community Health Centers. With our goal to reach underserved communities, our dental services provide us with the ability to fill gaps in healthcare, improve access, and ensure that all aspects of health are addressed – including oral health.

In 2023, our dental program grew significantly with the introduction of advanced services, including crowns, dentures, and teeth whitening, all provided on a sliding fee scale to ensure affordability for everyone. The grand re-opening of our Mobile Health Unit brought essential medical and dental care directly to patients within their communities, breaking down barriers to access. Additionally, our dedication to accessible care through Telehealth remained strong, offering services in behavioral health, pharmacy, and now dentistry. This expansion has enabled us to deliver vital care remotely, meeting patients' needs wherever they are. As we continue our work serving underserved communities, we hope to expand our offerings further as we work to improve the oral health of the patients we serve.

10,680
VISITS

4
PROVIDERS

5,738
PATIENTS

BEHAVIORAL HEALTH

Our behavioral health team...

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 helps with a variety of issues including: depression, anxiety, grief, trauma, guilt, anger, stress, coping skills, and crisis intervention.

In 2022, we integrated our behavioral health services into our Medication-Assisted Treatment (MAT) program, and these patients now meet with one of our behavioral health providers at each MAT visit. In 2023, a key highlight for MAT was the growth of this program. We expanded our team by adding new providers and saw an increase in patient volume, especially in Portage County. Looking ahead, we plan to further expand the program into Summit County in 2024 to reach even more individuals in need of these essential services.





1,557
VISITS

3
PROVIDERS

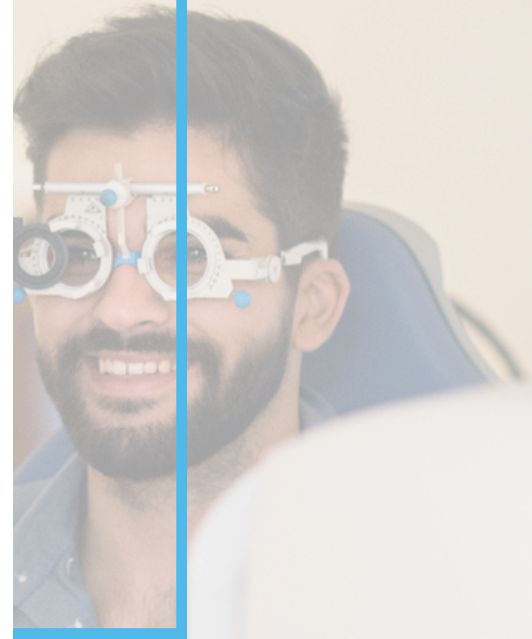
336
PATIENTS

OPTOMETRY

Our optometry team...

In 2023, we celebrated our first full year of providing optometry services, a significant milestone in our mission to deliver comprehensive preventive healthcare. Annual eye examinations and vision testing play a vital role in maintaining overall health, especially for individuals living with diabetes, as regular screenings can help prevent vision loss. To enhance patient care, our medical and optometry teams worked together to streamline internal referrals, ensuring easy access to vision services.

Additionally, we began preparations to expand optometry services from one health center to two, preparing to be a service that is offered at the new I PROMISE HealthQuarters, which opened in July 2024. This expansion further enhances our commitment to early detection and preventive care.



624
PATIENTS

PHARMACY PICK-UP



87,272
RXS FILLED

3
PHARMACIES

3,298
ENCOUNTERS

AccessPointe

Community Health Centers

PHARMACY



Our pharmacy team...

In 2023, AxessPointe's pharmacy team showcased a remarkable dedication to advancing patient care and innovation. Dr. Magdi Awad, Dr. Ken Furdich, and Dr. Dana Dean published pivotal research in the American Journal of Health-System Pharmacists, emphasizing the benefits of medication synchronization and chronic care management. The team's expertise was highlighted through three national podium presentations, three state-level podium presentations, and four national poster presentations.

This year also brought notable service enhancements. The pharmacy renewed its specialty pharmacy accreditation, reflecting excellence in care. Central pharmacy upgrades to the automated dispensing machine boosted efficiency, while Dr. Tiffany Rentsch earned advanced rheumatology certification, launching rheumatoid arthritis services to expand patient care.

Quality outcomes remained a priority as well. Patients referred for diabetes management saw an average A1C drop of 2.3 points, and warfarin patients maintained therapeutic range 71% of the time, exceeding the national average of 65%. Patient satisfaction was high, with 90% reporting better medication adherence and 96% feeling more capable of managing their health. The Hepatitis C program achieved a 100% cure rate, underscoring the team's impact.

ONE Step Further

Food Pantry & Hygiene Closet

To address the impact of food insecurity on health, we established a food pantry to support patients in need. Located in high-poverty areas, our health centers are proud to offer this essential resource, reflecting our commitment to addressing social factors that affect health.

We also expanded care to include personal hygiene support. At our Arlington and Kent locations, we created hygiene closets stocked with essentials like shampoo, soap, laundry detergent, and feminine hygiene products to meet basic needs and enhance well-being.

To prioritize safety, we introduced curbside pickup for food and hygiene items. Patients can call a designated number from their vehicles, and our team delivers items directly, ensuring convenience and safety while continuing to provide critical care and support. Though not still available now, this essential service helped patients through a difficult time in public health.

784

Patients obtained health insurance through our Certified Application Counselors (CAC)



603
individuals
helped by our
food pantry

439
people
enrolled in
insurance

607
assisted by
our hygiene
closet

Community Impact

In 2023, our Community Health Workers (CHWs) made a significant impact on the health and well-being of our community. We continued our partnership with the City of Akron to reduce youth violence in Akron Public Schools, where our CHWs worked closely with students, educators, and families to create safer environments. We also strengthened our relationship with the Akron Metropolitan Housing Authority (AMHA) by attending their community events, where we brought our mobile unit to conduct health screenings. These screenings focused on conditions such as hypertension, diabetes, and cholesterol levels, enabling early detection and timely intervention.

Additionally, we formed a new partnership with Forever Our Children to enhance our community outreach. We supported the launch of the shower bus, which will host weekly events at one or two locations. Our Community Health Workers played a key role in assisting guests by providing access to housing, health, and human service referrals, along with essential items such as food, clothing, toiletries, and more. This collaboration ensures that vital resources are made available to those in need, helping to improve the well-being of our community.

153
Outreaches

82
Community
Partners

Thank you to our 2023 donors and supporters!



axesspointe.org



AxessPointe Community Health Centers complies with applicable federal civil right laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

The health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.