



# 2022 Annual Report



**AxessPointe Community  
Health Centers**

# Dear Friends,

In the year 2022, AxessPointe Community Health Centers embarked on a transformative journey, adapting and thriving in the ever-changing landscape shaped by the aftermath of a global pandemic. As the world grappled with new realities, we recognized the imperative to evolve, innovate, and enhance our services to meet the emerging needs of our communities. Guided by our mission to provide equitable and comprehensive healthcare, we embraced change as an opportunity to make a lasting impact.

Central to our commitment was the expansion of our Community Health Workers (CHWs) program. Understanding that health extends beyond clinical parameters, we harnessed the power of CHWs to address the social determinants of health. These dedicated professionals, deeply rooted in the communities we serve, became our agents of positive change. By forging connections, fostering trust, and offering guidance, our CHWs championed holistic well-being. Through personalized interventions, they addressed factors like housing instability, food insecurity, and access to resources, thus paving the way for healthier lives.

Another cornerstone of our transformation was the introduction of the innovative Medical Assistant Program. At AxessPointe, we not only strive to provide exceptional care but also to cultivate the next generation of healthcare professionals. This program, designed to inspire and educate aspiring medical assistants, exemplified our commitment to holistic growth. By seamlessly integrating classroom learning with practical experience, we empowered individuals to make meaningful contributions while learning the intricacies of their chosen field. This dual-pronged approach not only enriched our workforce but also ensured our patients received the highest quality care from passionate and knowledgeable practitioners.

In the spirit of continuous improvement, we express our gratitude to our dedicated staff, compassionate partners, and resilient communities for making 2022 a remarkable chapter in our journey. Together, we look ahead with hope, determination, and the shared vision of a healthier, more equitable tomorrow.

## The Senior Leadership Team





# OUR MISSION

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



# 2022 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.*

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*Commercial & Institutional Banking, PNC*

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**Rita Aggarwal**

*Co-Director, Proyecto RAICES*

**Roula Braidy**

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Hospital*

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*President, SquareOne Consulting, Inc*

**Bridget Susel**

*Community Development Director, City of Kent*

**Dr. Sarah Lang**

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

**Patricia Taylor**

*Axesspointe Patient Advisory Council Participant*

**Lauren Smith**

*VP Quality Cell and Gene Therapy, Catalent*

**Deborah Mann**

*Allen Aircraft Products, Vice President of Operations*

**Will Kaiser**

*Senior Director of Services, Core BTS*

**Alan Bowers**

*Axesspointe Patient Advisory Council Participant*





# 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 fundamental purpose revolves around serving others. To ensure the unwavering fidelity to our mission in the years ahead, it is imperative that we exhibit prudent management of our financial resources. The past year has been exceptional from a financial perspective, owing to supplementary revenue streams and the generous endowment of grants.

Our commitment extends to a diverse demographic, many of whom confront health determinants that impact their well-being. In recognition of this, we extend our provision beyond medical care, catering to auxiliary needs encompassing nourishment, shelter, transportation, and more. The synergy of these efforts embodies our dedication to comprehensive and compassionate community care.

## 2022 PAY OR MIX

Medicare 17%  
Medicaid 68%  
Other Payors 10%  
Uninsured 5%



**46,043**  
ENCOUNTERS

**112**  
STAFF

**17,863**  
PATIENTS

**4**  
LOCATIONS





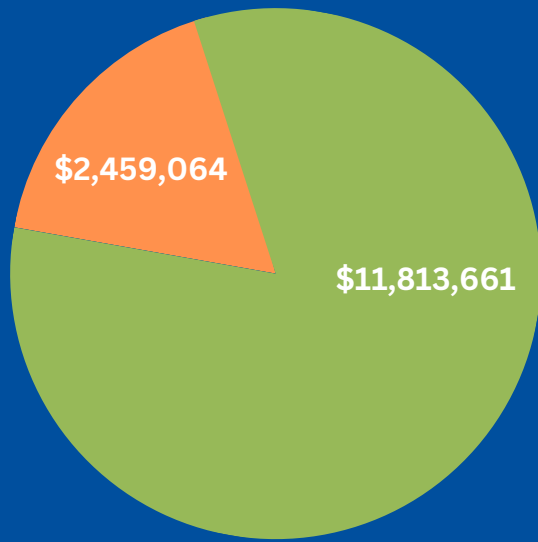
# OPERATIONAL EXCELLENCE

We believe in doing a job well done,  
always seeking ways to do what we do  
better and embracing challenges through  
an open-minded, informed approach.

# FY 2021

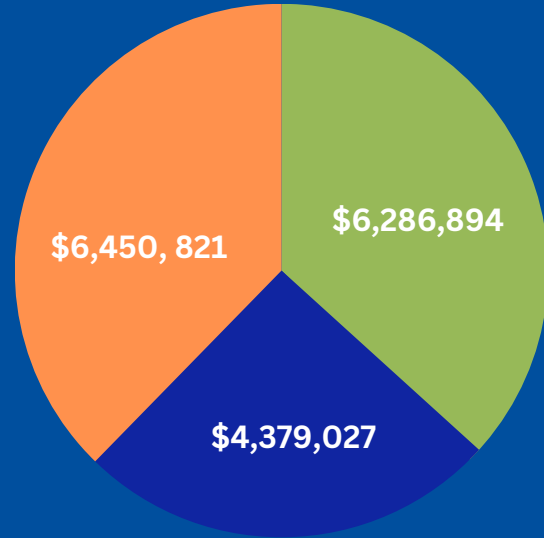
**TOTAL EXPENSES BY SOURCE:**  
**\$14,272,725**

- Program Services
- Management & General



**TOTAL REVENUE BY SOURCE:**  
**\$17,117,742**

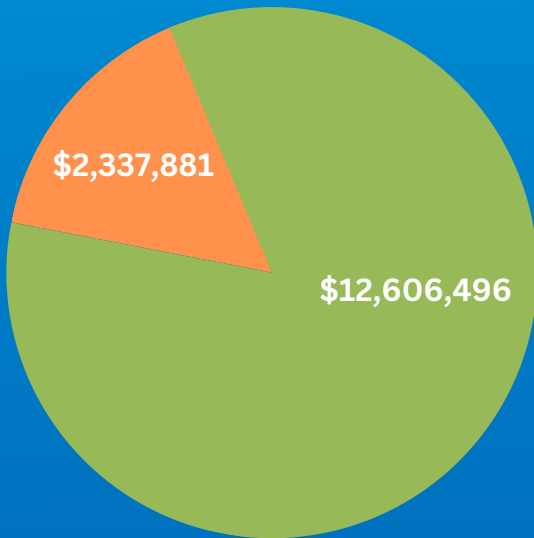
- Patient Service Revenue
- Government Grants
- Other Revenue & Grants



# FY 2022

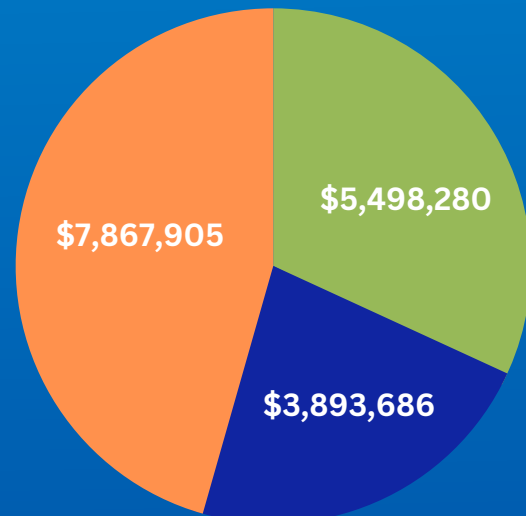
**TOTAL EXPENSES BY SOURCE:**  
**\$14,944,377**

- Program Services
- Management & General



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

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





# MEDICAL

## The Medical Team...

In the face of the pandemic, our health centers stood strong, maintaining uninterrupted operations throughout. Recognizing the vital need for accessible healthcare in our community, we proactively extended our clinic hours. This step was taken to ensure that every individual, irrespective of their bustling schedules, could conveniently access our services.

Exciting news awaits as we unveil our latest healthcare addition - a cutting-edge healthcare unit. Boasting state-of-the-art infrastructure, this facility will elevate our patient care to unprecedented levels. Meticulously chosen advanced equipment and technology reflect our commitment to enhancing patient experiences and fostering improved health outcomes.

In our continuous pursuit of excellence, we're delighted to share that Optometry services have been integrated, broadening our medical offerings. Responding to the evolving needs of our community, we've extended Barberton's operational hours until 7:30 pm, five days a week. Looking ahead, our vision encompasses expanding evening service hours across all locations by 2023. We've also embraced the digital realm by continuing to provide virtual care, ensuring our commitment to accessible and innovative healthcare remains unwavering.

We are delighted to announce the renewal of our Patient-Centered Medical Home (PCMH) recognition. This achievement underscores our unwavering commitment to delivering patient-centered care of the highest quality. We remain dedicated to upholding the principles of comprehensive, coordinated, and compassionate healthcare that PCMH represents.

One of the most significant achievements of the year was the addition of a pediatrician to our esteemed team of medical professionals. Recognizing the unique healthcare requirements of our youngest patients, we took a proactive step to ensure comprehensive care for children and adolescents. This new addition not only brought specialized expertise in pediatric medicine but also marked our dedication to holistic family health. The presence of a dedicated pediatrician enhanced our capacity to provide preventive care, early intervention, and ongoing support, nurturing the growth and well-being of the next generation.

**30,244**  
VISIT COUNT

**14,696**  
PATIENTS

**20**  
PROVIDERS

# DENTAL

## The Dental Team....

10,449  
VISIT COUNT

In our capacity as an FQHC, the significance of our dental department within AxxessPointe Community Health Centers cannot be overstated. With an overarching aim to extend our reach to underserved communities, our dental services play a pivotal role in bridging gaps within healthcare provision. Through these services, we have successfully bolstered accessibility to comprehensive care, leaving no aspect of health unaddressed – including the vital domain of oral health.

8,174  
PATIENTS

Our central mission has been to significantly expand our dental outreach within the community. We are pleased to announce the resumption of our partnership with Head Start, a collaboration that holds immense value for our community. Through this renewed alliance, we are once again providing vital education and dental screenings. This approach to oral health exemplifies our commitment to fostering wellness from an early age and creating a lasting positive impact on the well-being of the community we serve.

4  
PROVIDERS

In 2022, we took a significant stride forward by introducing advanced dentistry to our range of services. By incorporating advanced dentistry, we are enhancing our ability to address a wider array of oral health needs, ensuring that our patients receive the highest level of care and access to modern dental techniques and treatments.



# BEHAVIORAL HEALTH

2,199  
VISIT COUNT

436  
PATIENTS

2.5  
PROVIDERS

At AxessPointe, we steadfastly uphold the belief that behavioral health is an indispensable element in the holistic well-being of our patients. Our commitment to comprehensive care is underscored by our integrated approach, seamlessly blending behavioral health considerations into our patients' medical visits. This approach involves the use of targeted screening tools to assess the presence of any behavioral health issues. Our dedicated behavioral health team stands ready to assist patients of all ages, offering support and intervention for a wide range of challenges, including but not limited to depression, anxiety, grief, trauma, guilt, anger, stress, coping skills, and crisis intervention. Through these efforts, we are committed to fostering emotional and mental well-being as an integral component of our patients' overall health and ensuring that they receive the compassionate care they deserve.

# Pharmacy

## Our Pharmacy...

**87,552**  
PRESCRIPTIONS  
FILLED

**2,254**  
ENCOUNTERS

**3**  
PHARMACIES

In the realm of healthcare innovation, our pharmacy at AxessPointe Community Health Center has played a pivotal role in spearheading crucial initiatives. Amidst the challenges of the pandemic, our pharmacy took the helm of the COVID Test and Treat Program (Paxlovid). Through meticulous in-service training, our pharmacy team empowered our medical providers with the tools and knowledge to seamlessly integrate this program into our patient care strategy. The Pharmacy Department took charge of developing the comprehensive processes, including refining procedures and crafting documentation templates. This collaborative effort exemplifies our dedication to providing holistic healthcare solutions to our community.

Furthermore, our Pharmacy Department's commitment to innovation extended beyond the pandemic. In May 2022, we proudly launched a Hepatitis C Treatment Program, showcasing our unwavering focus on addressing complex health issues. This program's implementation underscores our proactive approach to enhancing patient care and reflects our dedication to continuously expanding our service offerings to ensure the well-being of those we serve.

What sets our pharmacy apart is the exceptional collaboration we've fostered with Northeast Ohio Medical University (NEOMED). This distinctive partnership operates as a cost-sharing and training initiative, engaging pharmacy residents enrolled at NEOMED. Spanning up to a two-year training period, these residents contribute their expertise by working within our pharmacies. This experience not only enriches their skills but also familiarizes them with the unique dynamics of the FQHC model and the intricacies of the 340B pharmacy program. A remarkable facet of this partnership is that our Director of Pharmacy at AxessPointe also holds the esteemed role of an associate professor at NEOMED. This remarkable alignment enables the residents to gain insights from the same individual both in classroom learning and in real-world applications. Our partnership with NEOMED is a testament to our commitment to advancing healthcare education while elevating the quality of care we provide to our community.



# ONE Step Further...

## Food Pantry and Hygiene Closet

Recognizing the profound impact of food insecurity on the well-being of our patient populations, we took a proactive stance by establishing a comprehensive food pantry exclusively for those in need. Situated in areas with pronounced poverty, our health centers proudly serve as beacons of support for our communities. The implementation of a food pantry stands as a testament to our commitment to addressing the crucial social determinants of health.

Understanding the importance of safety, particularly during challenging times, we introduced an additional layer of protection for those seeking assistance. By offering curbside pickup for both food and hygiene items, we eliminated the need for individuals to enter our facilities. We designed a designated parking area, clearly marked and easily accessible. Upon arrival, patients can simply call the provided phone number, prompting our team to promptly bring the items to their vehicles. This innovative approach prioritizes safety while maintaining our commitment to comprehensive care and support for all.

# 753

Patients obtained  
health insurance  
through our CAC's



# 420

INDIVIDUALS  
HELPED BY  
FOOD PANTRY

# 440

ASSISTED BY  
HYGIENE  
CLOSET

# Additional Services

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At AxessPointe, our dedication to our patients goes beyond medical treatment. We are committed to helping individuals overcome obstacles to healthcare that they might encounter. We firmly believe that neither insurance coverage nor its absence should hinder anyone from seeking the care they need. In this spirit, we offer complimentary support for health insurance enrollment to all members of our community, regardless of their patient status with us.

Our commitment to enhancing lives extends further as we assist patients in accessing additional resources. We are dedicated to connecting our patients with a range of essential services, including utilities, housing, employment, and transportation, among others. This comprehensive approach reflects our deep-rooted commitment to not only address medical needs but also to uplift the overall well-being of our patients and community. In 2022, our Community Health Workers (CHWs) assisted over 5,926 individuals and linked them with the appropriate resources to continue to focus on their well-being.



# COMMUNITY IMPACT

This year witnessed significant growth and impactful initiatives that have propelled our organization forward. The following accomplishments demonstrate our commitment to expanding our reach and improving the well-being of the communities we serve. By December 31, 2022, our Community Healthcare Worker (CHW) team underwent a remarkable metamorphosis, growing from a team of two to a team of five. This expansion has greatly enhanced our capacity to cater to the diverse needs of our community members.

We successfully forged new partnerships with the City of Akron, allowing us to make a substantial difference in various areas. The first area is having a Full-time Embedded CHW. We have established a full-time embedded CHW position with the aim of reducing youth violence. This dedicated CHW actively participates in each Akron Public School Cluster, working closely with students, educators, and families to create safer environments. The second area is a Renewed Collaboration with Akron Community Action. In our renewed partnership with Akron Community Action, we have continued our unwavering support in the fight against infant mortality. Through collaborative efforts, we are implementing targeted interventions to address this critical issue and improve the health outcomes of infants in our community. The third area is Addressing Opioid Drug Abuse in Portage County. Recognizing the urgent need to combat opioid drug abuse, Axesspointe Community Health Center answered the call from Portage County. We courageously stepped out of our comfort zone and now coordinate Medication-Assisted Treatment (MAT) services. Our full-time Community Health Worker leads this initiative, ensuring comprehensive support for individuals struggling with opioid addiction. The fourth area is Tackling Social Determinants of Health. No social determinant of health proved too small or insurmountable for us to address. Through both internal and external outreach efforts, we have consistently adapted and evolved our team, embracing a new concept of concierge services. This approach aligns with our mission of providing exceptional care to "every patient, every time."

In summary, the year 2022 has been a transformative period for Axesspointe Community Health Center. We have witnessed the growth of our Community Healthcare Worker team, forged valuable partnerships, and taken on pressing health challenges head-on. Our commitment to the mission of "every patient, every time" has driven us to new heights, and we are proud of the impact we have made. As we move forward, we remain dedicated to continuous improvement, innovation, and the pursuit of excellence. With your guidance and support, we are confident that Axesspointe Community Health Center will continue to play a pivotal role in transforming lives and making a positive difference in our communities.



108  
OUTREACHES

78  
COMMUNITY  
PARTNERS

We extend our deepest gratitude to our 2022 donors and supporters. Your unwavering commitment to our mission has been the driving force behind our success this year. Together, we have achieved remarkable milestones and made a positive impact on the lives of those we serve.



Community Health Centers

[axesspointe.org](https://axesspointe.org)

