



AxessPointe
Community Health Centers

AxessPointe Community Health Centers

2021 ANNUAL REPORT

Dear Friends,

2021 brought both challenges and opportunities as the COVID-19 Pandemic surged on for a second year in a row. When the first vaccines became available, we were fortunate to be among the first Federally Qualified Health Centers to be allotted COVID-19 Vaccines for distribution. Within just a few days, we began offering them to our patients and the communities we serve. Between mass vaccination clinics and individual appointments, we provided more than 6,000 vaccine doses in Summit and Portage counties by Summer 2021.

As the initial demand for the vaccine decreased, we continued providing vaccine opportunities in our health centers through our medical department and our pharmacies. We also returned to our pre-COVID health center schedules so that patients could have face to face visits with their providers, with virtual visits available as needed. We resumed our participation in community events in the second half of the year and we were able to hold a half-day educational retreat for our employees. We also provided outreach efforts to educate our underserved communities about the availability and benefits of the COVID-19 vaccine.

While much of the funding we received throughout the pandemic came to an end in 2021, we were awarded funding through the American Rescue Plan that allowed us to begin construction in the Arlington Health Center to add optometry exams in 2022 to further assist our patients and community in meeting their primary healthcare needs.

As things continue to return to normal, AxessPointe Community Health Centers remains dedicated to providing quality healthcare to its community. On behalf of our patients, and staff, we want to say thank you for supporting our mission and for your commitment to the work that we do.

The Senior Leadership Team



Selam K CM Magdi Awad
Kestee L Engler MS E.D. Scott, MD
Chris Statos Mark Jose Musca



OUR MISSION

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

2021 Board of Directors

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Edwin Hubbard

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Will Kaiser

Director of Operations, Core BTS

Dr. Sarah Lang

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

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.

Susan Lowry

President, SquareOne Consulting, Inc.

Deborah Mann

Allen Aircraft Products, Vice President of Operations

Lauren Smith

VP Quality Cell and Gene Therapy, Catalent

Bridget Susel

Community Development Director, City of Kent

Patricia Taylor

Axesspointe Patient Advisory Council Participant

ONE Big Goal

Serving others is what AxessPointeis here to do. To stay true to our mission for years to come, we need to be good stewards of our dollars and resources. 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.

2021 PAY OR MIX

- 49% MEDICAID
- 21% UNINSURED
- 17% MEDICARE
- 13% OTHER PAYORS



53,227
Encounters

22,028
Patients

102
Staff

5
Locations

FY 2020

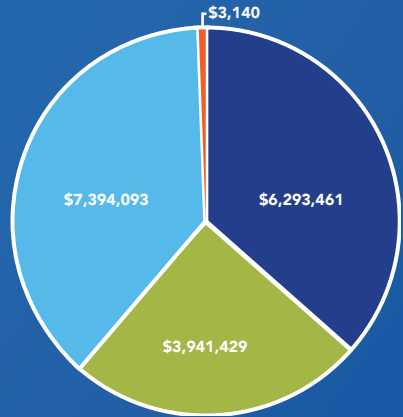


TOTAL REVENUE BY SOURCE:
\$17,632,123

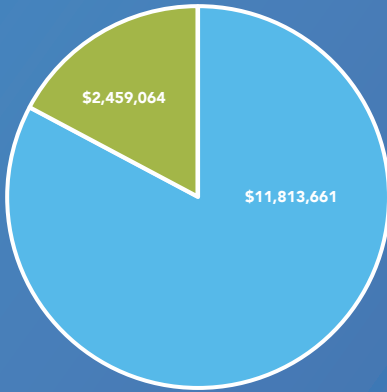
- Patient Service Revenue
- Government Grants
- Other Revenue & Grants
- Contributions

TOTAL EXPENSES BY SOURCE:
\$15,792,148

- Program Services
- Management & General



FY 2021

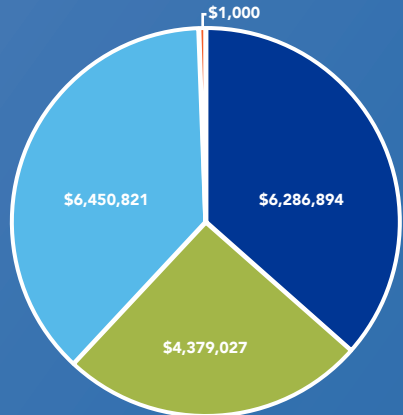


TOTAL REVENUE BY SOURCE:
\$17,117,742

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

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

- Program Services
- Management & General



MEDICAL

ONE Stop Shop

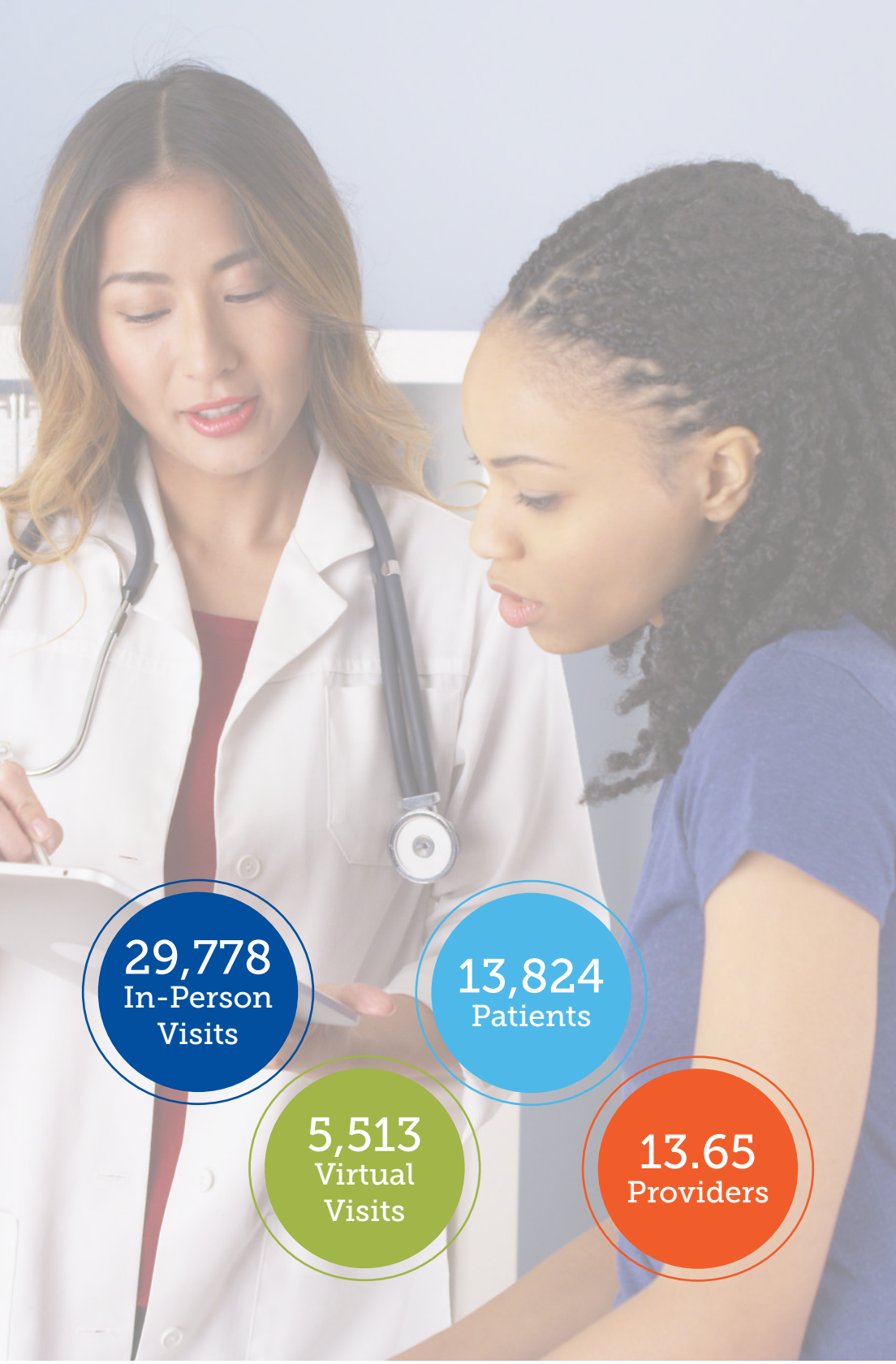
The medical team...

As the pandemic continued in 2021 our medical team settled into this new normal. As was the case in 2020, we never closed our doors to our patients in need. We also undertook a construction project to add optometry to our scope of services in 2022. We also increased our recruiting efforts to accommodate our planned expansion into West Akron as our partnership with the Cleveland Clinic Akron General ended.

We were fortunate to be one of three community health centers in the state of Ohio to get the first round of COVID-19 vaccines and we put them to good use by taking our services into our communities. With community partners providing space, we held mass vaccine events that allowed us to vaccinate 500+ people each time! We continued our Saturday vaccine services in the Arlington Health Center that we started in 2020. By the end of the year we had given more than 12,000 vaccine doses.

Over the course of the year we also saw our patients returning to the office more frequently but decided that the virtual visit option was too important to stop. In total we cared for more than 29,700 in person visits and 5,513 virtual visits with our medical providers.





29,778
In-Person
Visits

13,824
Patients

5,513
Virtual
Visits

13.65
Providers

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 2021, our focus was to expand our reach into the community, especially to those who did not receive adequate care during the pandemic. That included the addition of our mobile unit, which can travel to underserved areas and provide services on the spot. Equipped with two private exam rooms and ADA accessibility, our 37-foot van can be used for both dental and medical care. With the unit, we are now providing on-site services at three new outreach locations including ASIA, Inc., Dental Screenings, and the Portage County Sheriff's Office. We've also resumed our partnership with Head Start which had been shut down until Fall 2021.

Over the past year, we added a new provider to our dental staff, which brings us up to a total of four full-time dentists and one PRN provider. Additionally, we moved our dental front desk to the clinical front desk to ensure that patient navigators were reaching all patients that come through our doors. We also moved our schedule back to pre-pandemic format, all of which increased availability of appointments to our patients and community.

We also worked to provide new services to patients in need of dental work. This meant getting agreements with laboratories in place to assist with providing components of our services, as well as ordering supplies in preparation of offering complete dentures, removable partials, crown and bridge work, and night guards at our Arlington and Kent locations. 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.



DENTAL

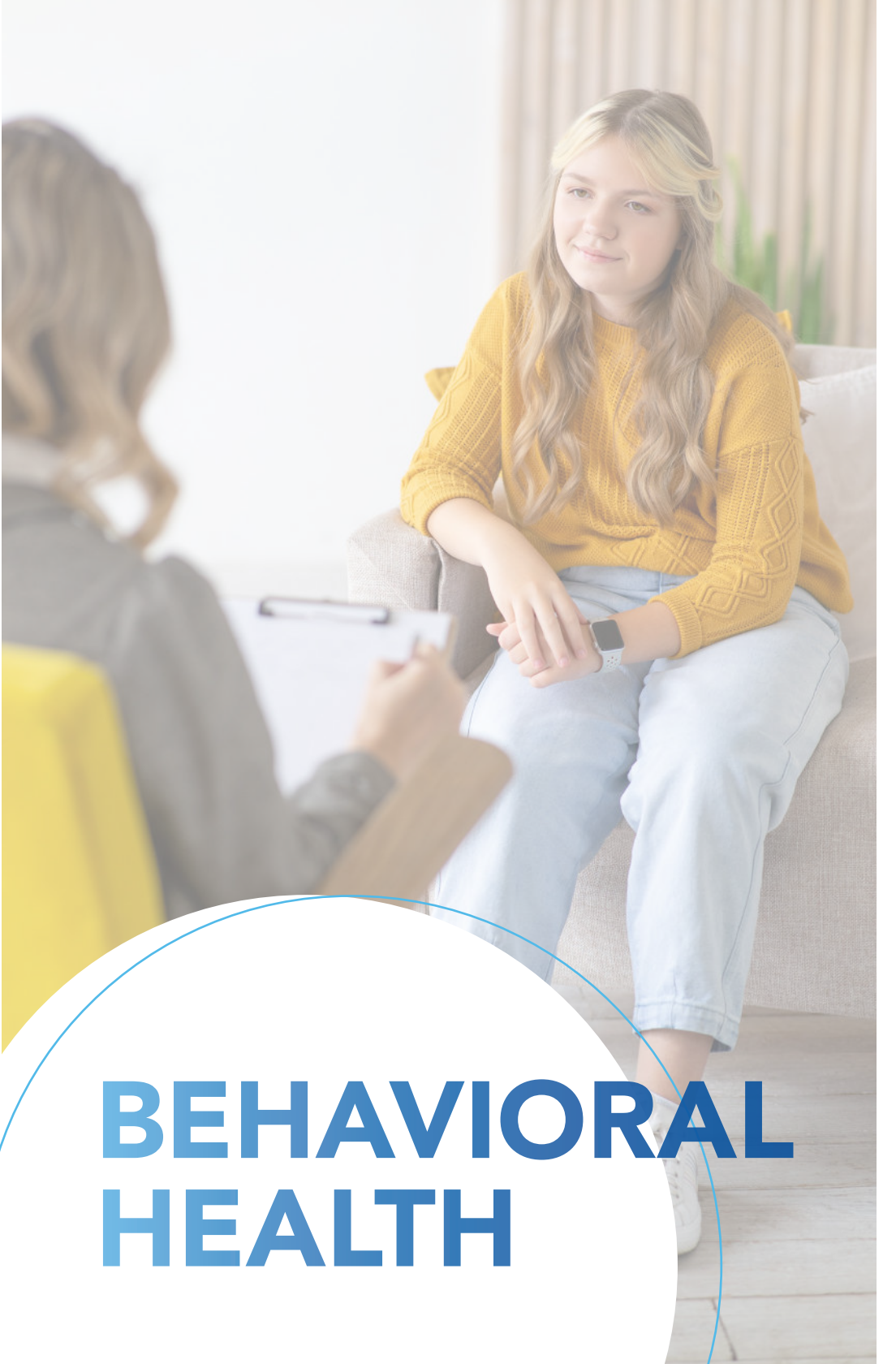
A dentist wearing a white lab coat, glasses, a light blue surgical mask, and blue gloves is examining a patient's teeth. The patient is a woman with glasses and a braid, wearing a light green dental bib. The background is a bright, clinical setting.

12,121
In-Person
Visits

6,070
Patients

120
Patients
Received
Sealants

5.7
Providers



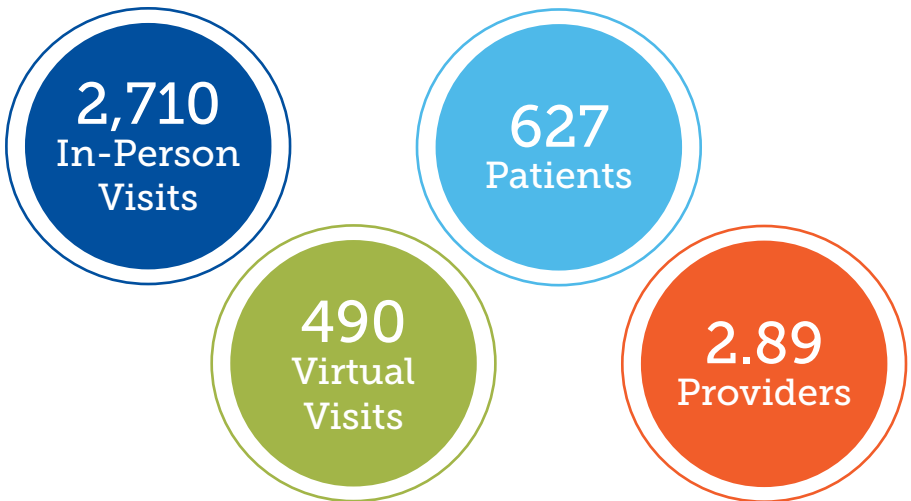
BEHAVIORAL HEALTH

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 helps with: depression, anxiety, grief, trauma, guilt, anger, stress, coping skills, and crisis intervention.

Medication Assisted Treatment

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. In September 2019, there were two providers at two of our office locations offering MAT. By the end of the third quarter of 2021, we have increased to five providers at three of our locations and have increased the number of patients served. 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.



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. AxessPointe's pharmacy is truly unique and ensures that our patients are on the safest, most convenient, and most cost-effective medications.

What makes our pharmacy even more unique is the partnership 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 AxessPointe is also an associate professor at NEOMED, so the residents are learning from the same person both in class and real-life application.



85,634
Prescriptions
Filled

4,000
Patients

1,046
Consultations

4
Pharmacies

PHARMACY

ONE Step Further

Food Pantry & Hygiene Closet

Because food insecurity is one of the main social determinants of health for our patient populations, we created 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.

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.

859

Patients obtained health insurance through our CACs



480

Individuals helped by food pantry

328

People enrolled in insurance

230

Assisted by hygiene closet

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 2021, our Community Health Workers (CHWs) assisted over 2,447 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. Four families received brand new car seats and we donated new cribs and bedding to ten families in need.



COMMUNITY IMPACT

Community impact is an important aspect of what we do. With the pandemic over the past two years, making an impact has been more challenging than normal. But as the COVID-19 vaccine became available at the end of 2020, we were able to get back out there and do what we do best by increasing access to healthcare to underserved, marginalized people in our community.

At AxessPointe, our goal is not only to provide affordable healthcare to our community through medical, dental, optometry, and behavioral health services – we also strive to make an impact on our community by engaging underserved populations, connecting with community partners, and providing wraparound care that goes beyond the stethoscope.

In 2021, we did just that. In fact, our first big impact began with the end of 2020 as we administered some of the very first doses of the COVID-19 vaccine. Over the course of the year, we administered over 12,000 doses at a number of mass vaccination sites held across Summit and Portage counties, helping to reduce the spread and impact of the pandemic on our local community, with not a single dose wasted.

We also did more outreach than the year before, as more and more people became vaccinated and more events were held in-person again. Not only did we attend community events like local health fairs, a NAMI walk, food giveaways, and the Barberton Mum Fest, but we also began our own outreach by providing coffee and donuts to seniors who had been isolated throughout the pandemic with our very own Community Health Workers.

Our community outreach efforts also included partnership building with the NAACP, Akron community Action, and local churches of all denominations. We walked in marginalized neighborhoods, meeting people where they work and live, by increasing vaccine access and connecting people with routine visits they may have neglected during the pandemic. Additionally, we strive to reduce food insecurity by providing food pantry assistance at our clinics and on the road. Our community impact efforts continue to expand and grow as we emerge from the pandemic and work to rebuild our community through affordable, quality wraparound care.





11,000+
Vaccines
Given

87
Vaccine
Clinics

58
Community
Partners

Thank you to our 2021
donors and supporters!



axesspointe.org



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