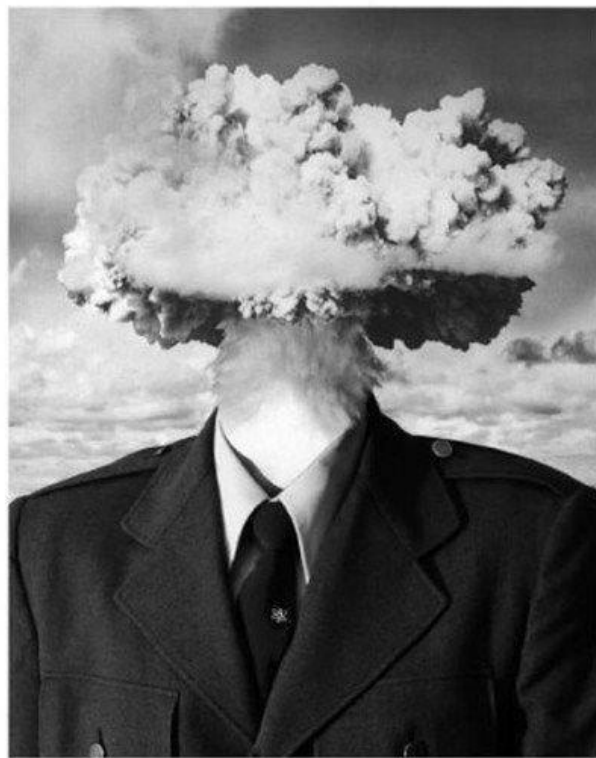




Health Partners Free Clinic

## 2020 Annual Report



### What Just Happened!!!

2020, as a whole, did **not** go well! This was not unique to Health Partners Free Clinic, however during this time of crisis there came opportunity. In summation, during 2020, the Clinic provided 916 unique patients with 2,743 total visits, 2,000 labs/diagnostic tests, 452 health insurance consults, 247 social service consults, and, 11,577 prescription medications.

All of these services provided are valued at over \$2.3 million of care, which is a direct savings to our community. For every \$1 we spent, \$3.85 was provided in care.

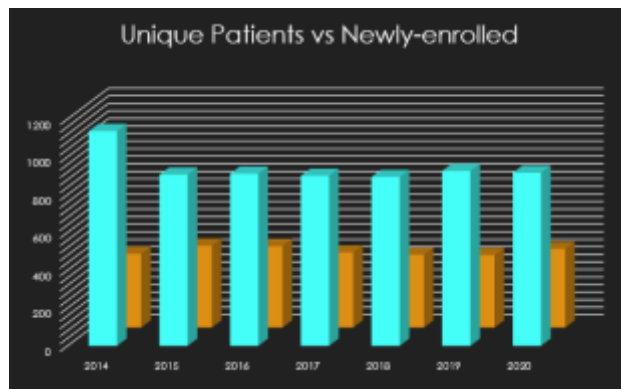
During this tumultuous year, Health Partners hired an additional nurse practitioner, doubled down on our efforts to tackle food insecurity, became the first free clinic in the state to work directly with the

Ohio Department of Health to procure and disseminate free flu vaccine to the public, and created a Standard Care Agreement between nurse practitioners and our pharmacists in order to expedite the needs of our patients during the economic shutdown in April.

As mentioned above, where there has been chaos this year we have also found opportunity. As Winston Churchill has said, "never let a good crisis go to waste."

## 2020 Performance Data

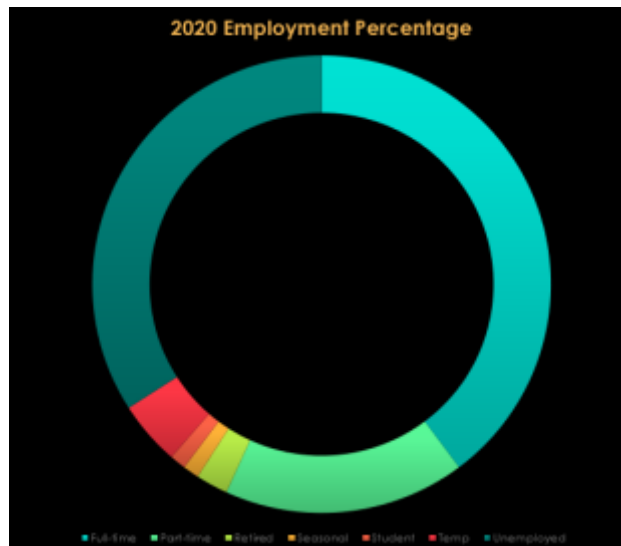
### The Patients



In 2020, the Clinic saw nearly the exact same number of patients as in 2019.

At this same time, visits experienced a decrease in 2020, while the value of each visit increased.

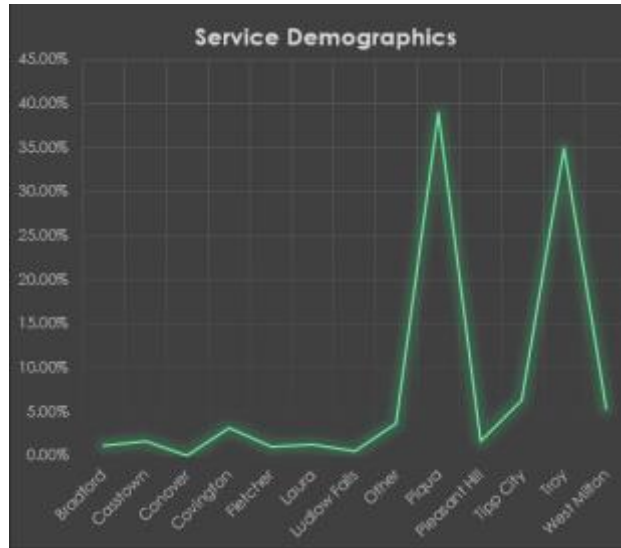
Newly-enrolled patient accounted for over 45% of our clientele base.



Surprisingly, the number of unemployed patients did not change from 2019.

At 30% unemployment, most of our demographic was employed at some level during the past year.

## The Places

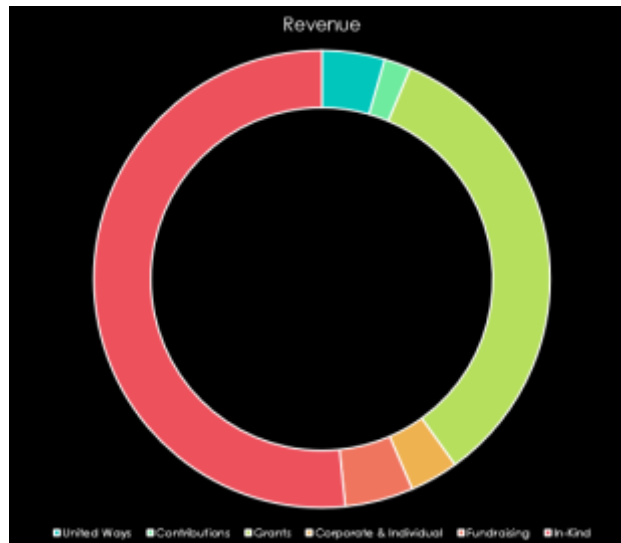


As usual, Piqua (39%), Troy (35%), and Tipp City (6.3%) were our largest consumer Zip Codes.

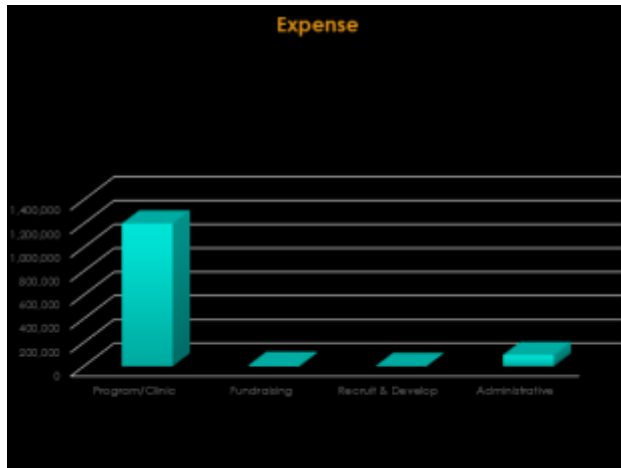
Having said this, rural areas, like, Covington (3.2%) and West Milton (5.2%) demonstrated marked increase this past year.

During 2020, the Clinic was still able to participate in some limited outreach services in location around the County locating in Troy, Piqua, Pleasant Hill, and West Milton. These services included screening for diabetes and hypertension, as well as flu vaccination clinics.

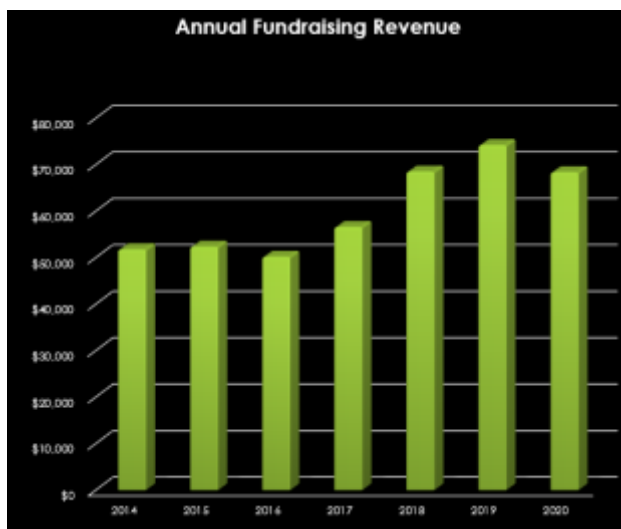
## The Money



The revenue for fiscal year 2020 can be summarized as coming from the following sources: United Way of Miami County = \$62,900; Contributions = \$26,748; Grants = \$476,562; Corporate/Individual donations = \$48,516; Fundraising = \$68,353; and, In-kind = \$729,429.



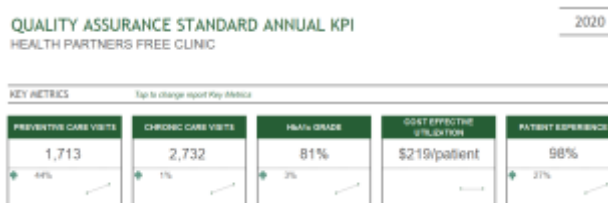
Expenses for fiscal year 2020 are comprised of the following: Program/Clinic=\$1,200,879; Fundraising=\$11,376; Recruitment/Development=\$4,197; and, Administrative=\$95,379.



In order to combat the pandemic and recession, the Clinic was forced to move more fundraising tactics to a virtual medium. In September, Health Partners began a collaboration with [Network for Good](#), a non-profit software company that provides access to online donation and the analytics behind donor behavior.

Since September, the Clinic has gained 8 brand new donors who gave solely online and their donations totaled over \$2,400, taking care of the \$2,000 cost to use these services.

### The Outcomes



**Preventive Care Visits:** Defined as routine health care that includes screenings, check-ups, and patient counseling to prevent illnesses, disease, or other health problems.

HPFC provided 1,713 preventive care visits in 2020, a 44% increase from 2019.

**Chronic Care Visits:** Defined as visits for patients with multiple (two or more) chronic conditions expected to last at least 12 months or until the death of the patient.

HPFC provided 2,732 chronic care visits in 2020, a 1% increase from 2019.

**HbA1c Grade:** Defined as the percentage of diabetic visits that report a hemoglobin A1c of less than 9%.

The HbA1c grade for diabetic patients in 2020 is 81%, this is a 3% increase from 2019.

**Cost-effective Utilization:** Defined as the amount, or value assigned, that it costs the Clinic to provide care. (Think cost of goods sold (COGS)).

In 2020, the cost to provide care to each patient was \$219/patient, which is nearly a \$35 per patient increase from 2019.

**Patient Experience:** Defined as how the patient rates their willingness to recommend Health Partners Free Clinic to a family member or friend upon survey (1 to 5 stars). (Think Net Promoter Score.)

HPFC scored a 98% in patient experience in 2020, a 27% increase from 2019.

## Community



Over the past two years, Health Partners Free Clinic has made a concerted effort to increase our outreach into the greater Miami County community.

## Shared Harvest Food Distribution



In June of 2019, HPFC Social Worker, Aimee Shannon, started a local collaboration with regional food pantry, Shared Harvest. With the establishment of monthly Pop-up Pantries, Miami County families became able to drive through a food line and pick up an allotted amount of food at no cost.

The original event served 45 households and at it's peak, during the pandemic shutdown, the event served over 1,300 households. Every month, members of the HPFC staff join Shared Harvest employees in providing this food to the community at the event.

In addition to this, Aimee established a diabetic-friendly food pantry within the walls of the Clinic in order to provide healthy foods to our growing population of diabetics.

## Outreach Health Screenings



Though outreach health screenings were limited in 2020, the Clinic was still able to make a collaboration with the local libraries to provide free blood sugar and blood pressure screenings for the general public.

This is a service that Health Partners Free Clinic has provided since 2018 and we plan to continue into the future once all restrictions due to the pandemic are lifted.

The Clinic utilizes pharmacy students from Ohio Northern University and Cedarville University to staff these outreach events and our staff tracks the data from these screenings with the goal to create real data on the state of chronic illness in the larger community.

### Influenza Vaccine Clinics



In 2020, Health Partners Free Clinic joined forces with the Ohio Department of Health (ODH) in order to provide free flu shots to patients.

The Ohio Department of Health had never worked with a free clinic to supply them with an endless amount of the vaccine, but because of COVID-19, Health Departments across the state are just overwhelmed and this led HPFC nurse practitioner Brittney Eschelman to reach out to ODH with an idea about further collaboration in providing flu vaccine to the masses in Miami County.

Since approved to order and vaccinate with the State inventoried influenza vaccine HPFC has given over 140 flu shots. This includes five different outreach events in the community. Again, pharmacy students alongside HPFC staff were involved in staffing these clinics and ensuring all protocols and procedures were followed.



## Contact Us



### **Health Partners Free Clinic**

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Check out a virtual tour of our facility [here](#).

For more information, email Executive Director, Justin Coby: [justin@healthpartnersclinic.org](mailto:justin@healthpartnersclinic.org)