



Physicians
CareConnection

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For those who need care.



Physicians CareConnection

An affiliate of the Columbus Medical Association

2017 Community Report

Celebrating 25 Years!

March 1994 – Public Service Announcement

Academy of Medicine Opens Free Clinic

“The Academy of Medicine recently celebrated its first year anniversary (March 1, 1994). During its first year of operation, volunteer physicians cared for 1,400 patients. Over half of these patients were seen by primary care physicians, however, the specialists were also very busy. The specialties that received the greatest volume of patients were Dermatology,

Orthopedics, Urology, Cardiology, Gastroenterology, and Ophthalmology which is done off-site in physicians’ office. The yearly cost of operating the clinic is approximately \$20,000.”

Twenty-Five years later, the Physicians Free Clinic continues to operate under the umbrella of Physicians CareConnection (PCC), an affiliate of the Columbus Medical Association (formerly the Academy of Medicine). PCC specializes in patient centered care coordination that provides access to healthcare and aims to reduce risks association with the social determinants of health. Twenty-five years later, the listed specialties above continue to be the most requested referrals coordinated. Today our yearly costs exceed \$1.8M!

Since 1993, PCC has coordinated care for over 40,000 people who are vulnerable in Central Ohio. In 25 years we have accomplished the following:

- 60,000 patient visits
- 2,000 health care professionals and staff volunteers
- 5,000 students engaged in health care professions experiences
- 3,000 community volunteers
- \$50M dollars donated services and charitable care
- 50,000 prescriptions filled

We celebrate our VOLUNTEERS! Without our volunteers, we could not serve the needs of our community. We would like to thank The Columbus Medical Association Foundation who has invested in our work since its inception! Thank you to the Central Ohio medical community who continue to partner with PCC as the need for well-coordinated and integrated treatment grows! PCC will continue to bridge the gap and ensure responsive health care for the most vulnerable among us!

— Isi Green, MPH, Executive Director, Physicians CareConnection

Patient-Centered Care Coordination

Financials & Services

Supporting The Mission

Physicians and other experts

dedicated to optimizing the health of those most vulnerable (ANY person who has healthcare challenges due to individual barriers) in Central Ohio is the mission of Physicians CareConnection (PCC). Established over 25 years ago by the Columbus Medical Association to enable health care professionals and volunteers to provide quality healthcare for those most in need in our community, PCC has achieved successful healthcare outcomes for high risk populations through our unique model of patient centered care coordination.

You will see from the patient stories included in this report that patients who have received our services have realized improved physical and mental health status, easier access to care, and a reduction in their use of emergency room services.

YOU can make a difference with a charitable contribution to Physicians CareConnection

- *A small donation of **\$20** will help your neighbor with a chronic illness receive a 6-month supply of medicine*
- ***\$50** will help 12 people who are homeless receive transportation to a medical appointment*
- ***\$100** will help 3 cashiers from your local supermarket purchase eyeglasses*
- ***\$500** will cover the cost of diapers for the first year of a child’s life*
- ***\$1000** could cover the care of 3 patients for one year, participating in PCC programs*

Please use the envelope on the back of this page to make your donation or go to www.pcchealth.org and click on Donate.

“You may not know everything we do, but we know healthcare. And we’re here to stand up for yours.”

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Ways to get involved



To make a donation, go to www.pcchealth.org or email Executive Director, Isi Ikharebha Green at Isi@pcchealth.org



Email our Administrative Coordinator, Audrey Barker at abarker@pcchealth.org to learn about our volunteer opportunities!

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Columbus Medical Association Foundation

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In-kind Supporters



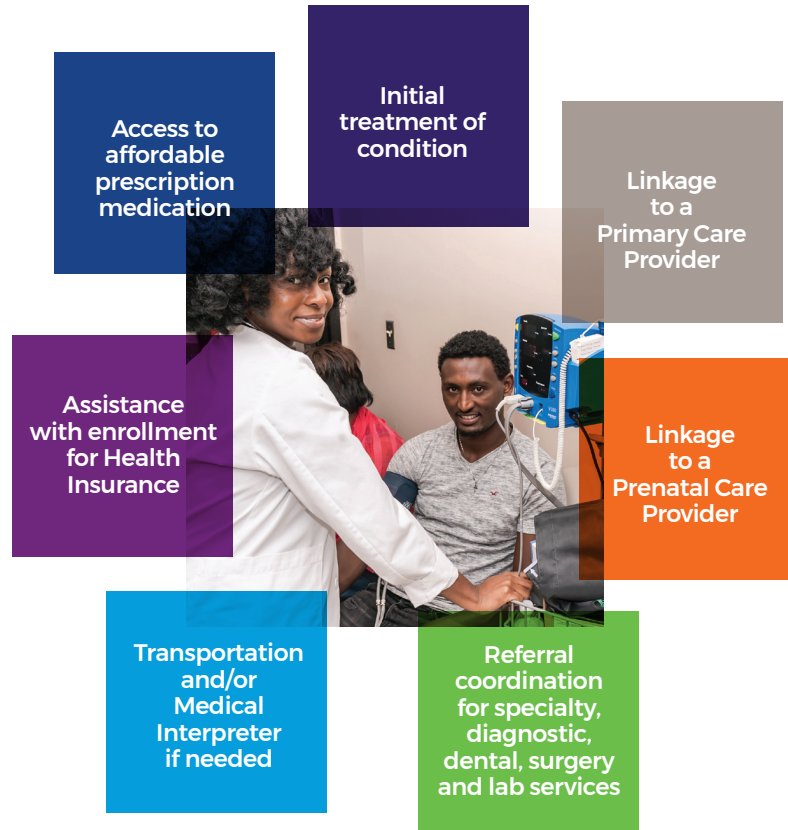
1100 CENTRAL OHIO HEALTH CARE PROFESSIONALS

Community Partners



PCC Return on Investment

On average, it costs **PCC \$300/patient** to provide care coordination services, which could include:



On average it would have cost **\$1,533 per patient** visit if the PCC patient would have gone to the emergency room, and the care would not be coordinated, comprehensive, and complete.

*“For every patient and every physician.
 For every challenge and every triumph.
 For you and for Central Ohio
 We’re here.”*

No one should suffer from dental pain.

When someone is in pain, the last thing they need is to get caught up in red tape. That’s what could have happened to Da’Shajuan if he hadn’t found his way to Physicians CareConnection.

Da’Shajuan arrived at the PCC Monday evening dental clinic in serious pain from a toothache. Since 9am that morning he had been looking for a Dentist. Earlier in the day he saw a Dentist at PrimaryOne Health (POH) dental clinic in the Columbus Public Health Department. After the examination it was determined that he would need to see an Oral Surgeon for his cracked tooth. A valued partner of PCC’s evening dental clinic, POH referred him to the PCC volunteer dental clinic. Da’Shajuan returned to the evening volunteer dental clinic still in pain. While he needed to see the Oral Surgeon for his cracked tooth, he explained that there was another tooth that was bothering him.

Da’Shajuan was seen by a volunteer Dentist and an extraction was performed. He came out of the exam room with his arms open wide asking the PCC Care Coordinator for a hug! He was so happy because he was no longer in pain. He was also scheduled to see an Oral Surgeon to take care of his additional dental problem!



*“We’re here
 to connect
 you to what
 you need.”*

Relationships are tough. Marriage is tough. Communication is tough.

Imagine being in a marriage with someone for over twenty years, then you find yourselves considering divorce. You find yourselves so frustrated with one another that you are at the brink of parting ways. What could have happened to bring you to such a breaking point?

Now imagine that when you speak to your spouse they can't hear you. When you ask for them to do something for you, it doesn't get done. Not because they didn't want to, simply because they couldn't hear clearly enough to do what was asked. Imagine that every time the phone rings, you are unable to hear. Imagine constantly bothering your spouse to help. Imagine being the spouse that must consistently take on the additional responsibilities of helping when your spouse can't make out what's being said. Imagine going through this for years.

This was the case with Miguel. Miguel's hearing had progressively gotten worse over the past several years. He found himself losing almost all hearing in his left ear and his right ear getting progressively worse daily. He was frustrated and upset that he had become a burden to his wife.

Miguel's wife was frustrated as well. She would have to take all his phone calls and explain simple things to him repeatedly to ensure that he understood.

Miguel was referred to the PCC from the Vineyard Free Clinic. After enrolling Miguel, a PCC Care Coordinator began coordinating his care by first finding him a medical home. Miguel is uninsured and even though he needed to be seen by a specialist, it was important that he was linked to a primary care provider who would continue to follow up on his care long after his needs have been met by a specialist. He was linked with a local Federally Qualified Health Care Center, PrimaryOne Health.

Through PCC's network of volunteer doctors, Miguel was scheduled with a specialist in the Ear, Nose, and Throat department at The Ohio State University Wexner Center (OSU ENT). OSU ENT first performed surgery on his left ear. A few weeks later, surgery was performed on the right ear!

After recuperating from his surgeries, Miguel came by the PCC office with his wife and what a difference! He was grinning from ear to ear! His confidence was back, self-esteem restored, and he felt complete again. Even the way he walked seemed to be different. Unintentionally, the PCC Care Coordinator directed a question to his wife because previously she would answer for him. Not on this visit! He laughed and spoke up and said, "Oh...I can answer for myself now...".

Angels among us.

Dora was referred to PCC in need of a consult with an Orthopedic provider. She had no insurance and had severe pain in her knee. Dora had gone to a local Emergency Room to address her issue. From that visit she was referred to an Orthopedic provider. Since she had no insurance, she had to fill out an application of financial assistance for services. After two visits to this provider, Dora was left in tears. She was told that without the ability to pay for services, there was not much that could be done for her. She was in excruciating pain because of her knee and she also felt very belittled by the provider.

Working with a PCC Care Coordinator, Dora provided all the information that was needed to coordinate her care with another Orthopedic provider. Orthopedic One is a part of the Voluntary Care Network for PCC. Within 24 hours, the PCC Care Coordinator sent documentation to Orthopedic One and an appointment was scheduled with Dr. Michael McShane, who determined that she needed to have a knee replacement. He volunteered to perform the surgery and she is currently undergoing physical therapy!

Dora is so happy and appreciative of the help. She called to express her extreme gratitude to the entire PCC staff as well as the staff at Orthopedic One, particularly Dr. McShane. She refers to the PCC Care Coordinator that helped her as her angel!



*"We're
here
because
we care."*

“We’re here to give you peace of mind.”



A mother finds help when she needs it most.

Being the single mother of a 12-year-old son was difficult enough for Rosemary, but when she became pregnant with her second child, the father left her. She did her best to put aside money for the delivery, but then she began to experience severe back and lower abdominal pain. She went to the emergency room and was put on bed rest for the remainder of her pregnancy, leaving her unable to pay her rent, let alone prepare for the delivery.

She was referred to Physicians CareConnection in her 35th week of pregnancy. Rosemary enrolled in PCC’s Community HUB and Pathways Program. This program is a high touch care management program aimed to decrease risks and improve healthcare outcomes. The assessment revealed she needed much more help than initially thought. She needed an interpreter, medical care and health insurance, access to a dentist, legal assistance, help with her medical bills, food and cash assistance, and assistance with enrollment into the Women, Infant, and Children program. More importantly, she needed help preparing for her baby’s arrival, which meant making sure she had reliable transportation, baby clothes, diapers, a car seat, safe sleep education, and birth control education.

At 38 weeks, Rosemary delivered a healthy baby boy who weighed 7 pounds and 3 ounces and was 20 inches long. Getting through the delivery was a relief, but Rosemary still needed assistance accessing pediatric care, obtaining insurance for the baby, getting a birth certificate and social security card, making it to her postpartum appointment, and acquiring birth control.

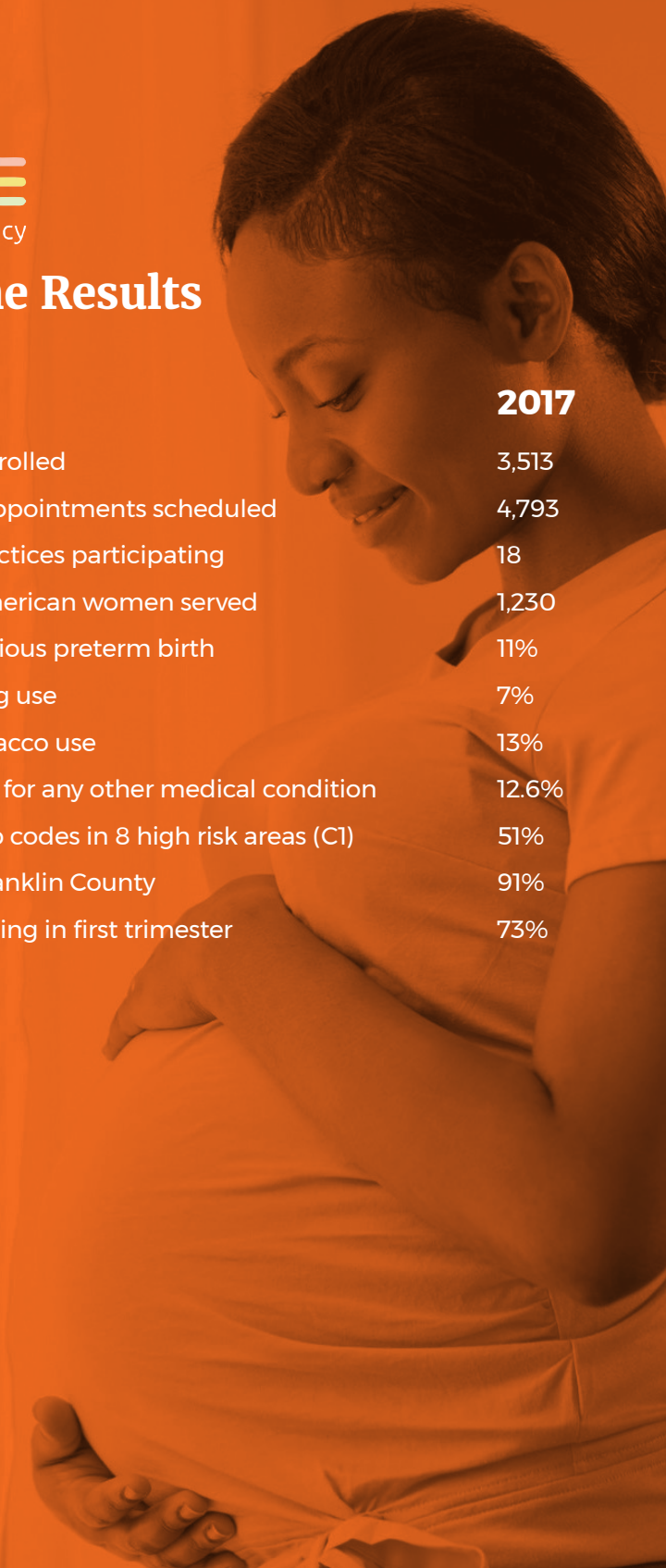
Rosemary is doing well, and she has pending appointments to address all these needs. We’re so glad we could help her create a safe and stable home for her baby. It is this type of outcome that makes our jobs worthwhile.

STEP ONE
For a Healthy Pregnancy

2017 StepOne Results

Measurement

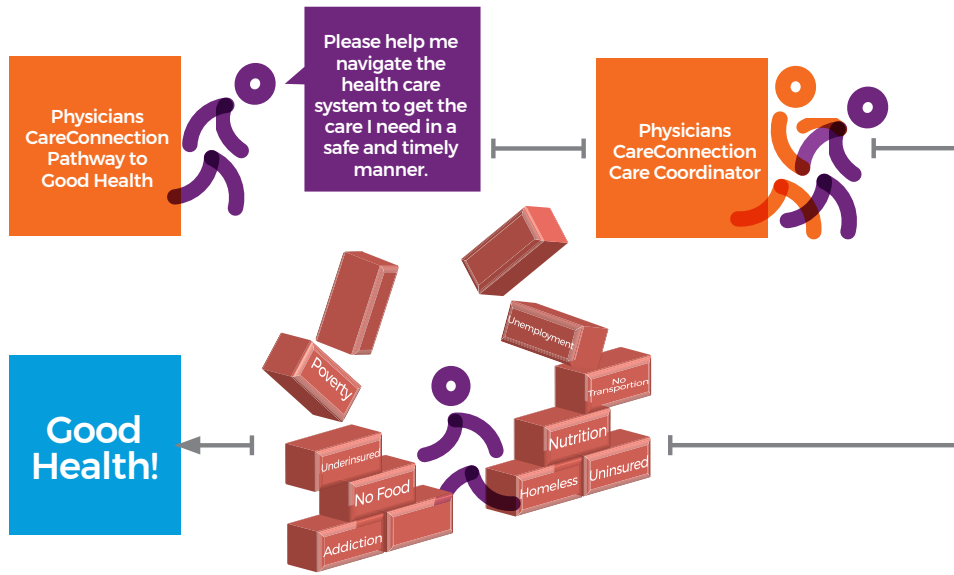
	2017
Number of women enrolled	3,513
Number of prenatal appointments scheduled	4,793
Number of private practices participating	18
Number of African American women served	1,230
Women who had previous preterm birth	11%
Women reporting drug use	7%
Women reporting tobacco use	13%
Women being treated for any other medical condition	12.6%
Women who live in zip codes in 8 high risk areas (C1)	51%
Women who live in Franklin County	91%
Percent of women calling in first trimester	73%



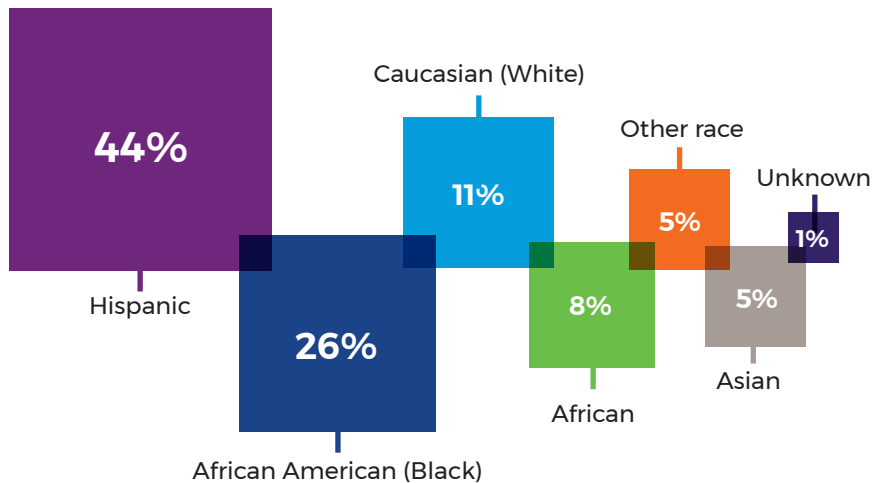
Physicians and other experts working together to optimize the health of those most vulnerable



COMMUNITY NEED



RACE/ETHNICITY



Summary of results

Care Coordination

Coordinated **4,524 patient referrals** working with community health centers (primary care), Physicians Free Clinic, Voluntary Care Network doctors and hospitals, and other social services in Franklin County.

Access to Care

52% of patients whose care has been coordinated by PCC for 12 or more months, report easier access to care.

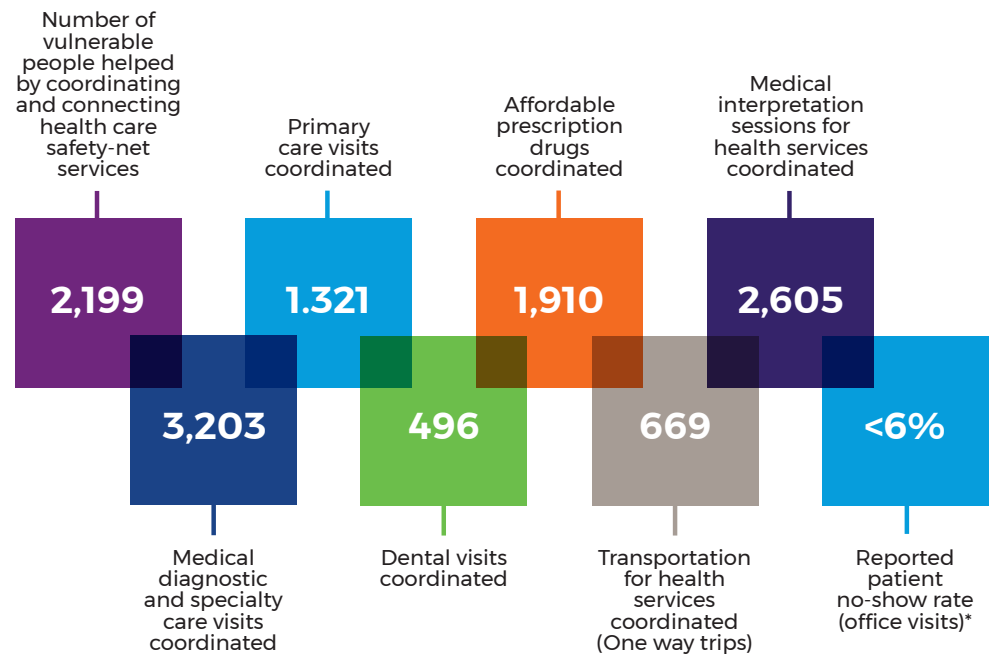
Health Status

59% of patients whose care has been coordinated by PCC for 12 or more months, report average or better health.

Emergency Room

78% of patients whose care has been coordinated by PCC for 12 or more months, report NO visits to the Emergency Room.

Patient-Centered Care Coordination



*Studies of adult patient appointment keeping indicate that no-show rates of between 15% and 30% in general medicine and urban community health centers are not uncommon, Patient Health Status and Appointment Keeping in an Urban Community Health Center, Journal of Health Care for the Poor and Underserved - Volume 15, Number 3, August 2004, pp. 474-488