WE ARE
Rocking Horse
Community Health Center



Annual Report 2019-2020

Leading, Caring & Serving Our Patients & Community

Through the COVID-19 Pandemic



Staff kneeling on one knee in support of Black Lives Matter

Dr. Teegala conducting a TeleHealth appointment



CEO Dr. Kent Youngman & Bishop Ronald Logan



Table of Contents

Leading Through the Pandemic 1
Leading Through a Crisis 2
Mission Oriented 4
Universally Accessible 5
RHCHC by the Numbers 6
Who We Serve 8
COVID-19 Pandemic - Covid Clinic 10
Why We're here 12
Guided By Leaders 14
Dollars and Sense 16
Service Sites 18

Leading Through the Pandemic

When I started thinking about writing this introduction, I began by researching true stories of inspiration, hope and leadership. There are many such examples, some involving famous people and others not-so-famous. I saved several stories, intending to come back to them, but nothing felt right. I realized I didn't need to look externally. Inspiration, hope and leadership are in the DNA of Rocking Horse Center. It is the foundation upon which we are built. It is at our core.

How do you lead through a pandemic? It is best done through example, and Rocking Horse Center has provided a wonderful example of servant leadership throughout the pandemic, by reducing barriers to treatment, by reaching out to disenfranchised communities, and by providing COVID testing and vaccinations. This is not surprising. From its beginning, Rocking Horse had led by example providing hope and inspiration. Helping people better their lives. It is what we do, it is who we are. And we are just getting started.



Dr. Kent Youngman
Chief Executive Officer

Leading Through A Crisis

When I was asked to write a few sentences on how I led our staff and patients through an unprecedented crisis as in a pandemic, my thought was "by being transparent" (first pillar). I am first to admit publicly that this pandemic was as unpredictable, uncertain and constantly changing to me as it was to the rest of the world. Yes, I am a healthcare professional trained to handle infections and yet it was an unprecedented crisis. The past year has affirmed my beliefs about my theoretical knowledge about leadership; stay focused, be transparent, be quick to admit failures and change course, above all, lead from behind like a shepherd.

I am not certain if I would have been able to play my part the way I did, if the playing field was any other place than Rocking Horse, which brings me to my second pillar, the committed staff of Rocking Horse who have kept patient care as their guiding star. Talking about patients, (third pillar) who have entrusted us with their lives, I walk humbly by their side helping them make the right choices for their health before, during and after the pandemic. This I did by educating them at every corner and turn. The fourth and the most important pillar is my prayer to keep all my friends, family and loved ones safe and healthy and to ease the suffering of those that did succumb to the illness.



Rocking Horse has always stood up to any challenge when it comes to caring for our patients, that is our creativity at its best. Let us continue the saga.

Dr. Yamini Teegala
Chief Medical Officer



Back Row
NP Charles Noe, RN Mollie Lipp, Rob Fitzwater, Dr. Jacob Thomas, Dr. Kent Youngman, Susan Brown, Donna Brown-Thompson, NP Brenton Perkins

Front Row
Dr. Yamini Teegala, Melissa Lopez, Nicole Harris, Dr. Modupeoluwa (Mo) Durojaiye, Stephanie Fullen

Mission Oriented

We created a caring environment where quality services empower adults and children to improve their physical and emotional health.

As our community's leading provider of integrated medical health, behavioral health & counseling, obstetrics, dental and chiropractic, **Rocking Horse Community Health Center** is in a unique position to help the most vulnerable people with high quality and low cost care.

By providing a safe and generously effective home for a myriad of services, Rocking Horse Community Center has been able to change the way healthcare is delivered to residents of this area with exceptional results.

We improve the quality of life for our patients and the communities we serve. We are passionate about what we do, and it shows.



Universally Accessible

We are Federally Qualified Health Center and certified Primary Care Medical Home serving everyone, regardless of insurance status or ability to pay for services.

- ✓ Providers of medical, behavioral and dental care for more than 13,300 patients.
- ✓ Comprised of 9 different service lines including pediatrics, family practice, behavioral health & counseling, substance use treatment, Telehealth, curbside, obstetrics, dental care, and chiropractic care across 4 locations.
- ✓ Staffed by over 190 dedicated individuals, each committed to encouraging, supporting and empowering individuals and families to improve their overall health and emotional wellbeing.
- ✓ Assisting patients with all aspects of their lives by providing back packs and school supplies for 187 students annually, cold weather clothing for all ages and Christmas presents to 525 children each year.
- ✓ A high-impact healthcare organization that ensures over 80% of expenses support direct care.

RHCHC by the Numbers

5,153 BOOKS THROUGH RX FOR SUCCESS

Every child from birth to age five is prescribed and presented with a brand-new, age appropriate book at each well-child visit. Part of the RHCHC evidence- based Reach Out and Read program, the books and the practitioners prescription to read aloud to kids help our pediatric patients start an early library and increases kindergarten readiness.

3,400 FLU VACCINATIONS

Provided for chronic care patients in 2020.

$655,000 IN LOCAL GRANTS

To help educate families about substance use, assist children with special healthcare needs, treat students at the School of Innovation, provide a nurse coordinator for foster children and patients with chronic diseases and more.

20,696 PIECES OF CLOTHING

Supplied at no cost to anyone in the community in need through RHCHC Parent Infant Center

814 DENTAL VISITS IN 2020

Chakeres Dental Care at RHCHC had 1,176 active patients, 87.3% of which were Medicaid, Medicare or self-pay as of 2020.

RHCHC Dental Team



A


B


C

A: Back Row-Sarah Sadler, Stephanie Fullen, Dental Assistant Melissa Muncy, Dental Assistant Tatum Price, Dental Assistant Sara Coyle
Front Row- Dr. Chloe Wong, Sarah Erlewine, Dr. Beatriz Guerra

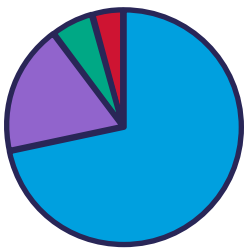
B: Dr. Beatriz Guerra

C: Dr. Chloe Wong and Dental Assistant Melissa Muncy with patient Harmony Clark

Who We Serve

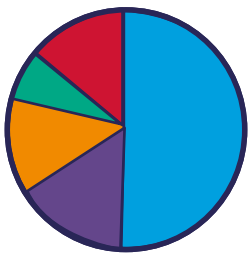
We are dedicated to providing a medical home that is safe and generously effective in bringing health and wellness to everyone in the community.

PATIENT DEMOGRAPHICS



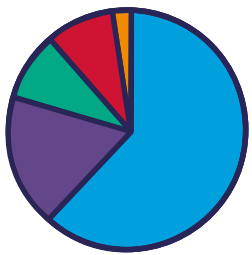
Primary Medical Coverage

- **72%** Medicaid / Managed Medicaid
- **18%** Private Insurance
- **5%** Medicare
- **5%** Uninsured / Self-Pay



Patient Poverty Level

- **50%** at 100% and Below
- **12%** at 101-150%
- **6%** 151-200%
- **9%** Over 200%
- **23%** Unreported



Patient Race / Ethnicity

- **64%** White, Non Hispanic
- **17%** African-American, Non Hispanic
- **12%** More Than One Race
- **6%** Unreported
- **1%** Other

RHCHC Leadership Team



Back Row (from left to right): *Donna Brown-Thompson, Lisa Saunders, Nettie Carter-Smith, Dr. Kent Youngman, Stacy Lee, Rob Fitzwater, Michelle Ezerski*

Front Row (from left to right): *Hope Beemer, Christy Detrick, Dr. Yamini Teegala, Shonda Wallace, Dawn Byers*

We Are Community Centered - Covid Clinic

The COVID-19 virus took the world by storm with little to no notice. In March 2020 the World Health Organization officially declared COVID-19 a global pandemic. Ohio only had three confirmed cases in Cuyahoga County when Governor Mike DeWine declared a state of emergency on March 9, 2020. By Dec 31, 2020, the state of Ohio had reported 700,380 cases, over 8,000 deaths and over 40,000 hospitalizations.

RHCHC rose to the COVID-19 challenges and provided free drive-thru testing to our community members. Testing for COVID-19 is one of the most effective ways of curbing the spread of the virus.



National Guard & RHCHC Staff

At the S. Limestone location, a free drive-through pop-up testing process began on June 3, 2020. 3,991 tests were carried out by the end of the drive-through testing process on Oct 27, 2020. Additionally, 1074 tests have been carried out In-House by December 31, 2020.

On March 25, 2020, our Madison County location began in-clinic testing and the drive-through testing process began on November 6, 2020. At the end of our drive-through testing December 4, 2020, 947 tests were done via the drive-through process and 453 were done In-House. RHCHC continues to provide drive through testing for patients and community members.



COVID 3 lines



COVID Clinic

Why We're Here

We are proud to deliver essential resources for individuals and families to help change their lives. In addition to high-quality health care, we offer education, health promotion, crisis intervention and links to other community agencies and partners

Rocking Horse Community Health Center provides quality family and pediatric healthcare telehealth, curbside, behavioral health & counseling, psychiatry, women's healthcare including obstetrics and gynecology, chiropractic services and comprehensive dental care.

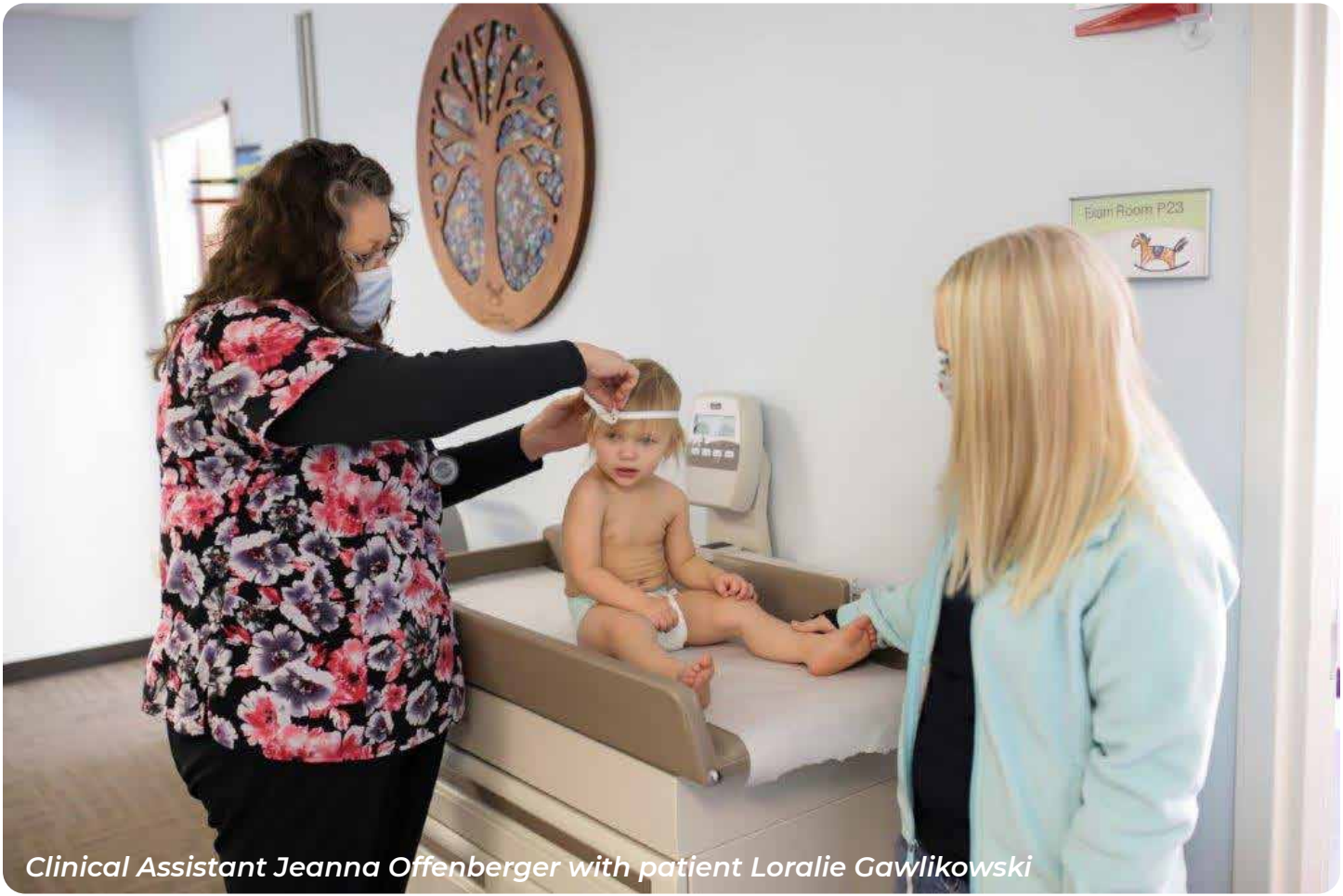
Care Coordinators for children with special healthcare needs, foster children, drug addicted babies and those with chronic conditions such as diabetes and congestive heart failure, enhance patient visits and offer education, follow up and links to referrals and specialty services.

In addition to clinical care, the center also provides case management services, financial advocates and material assistance programs to connect patients to the resources they need. Community Outreach programming helps with school supplies, Christmas presents and warm clothing for families in need.

With locations in Clark and Madison counties, Mulberry Terrace and at the School of Innovation. Rocking Horse Community Health Center serves the area's most vulnerable residents with dedication and compassion.



Nurse Cassandra Miller with patient Jokell Brown



Clinical Assistant Jeanna Offenberger with patient Loralie Gawlikowski

Guided by Leaders

We are an expertly guided and generously supported by members of our community who serve on Rocking Horse Community Health Center board, provide program leadership and funding, donate annually, participate in fundraising events and share our success stories

Rocking Horse Community Health Center Board of Directors:

- J. Wesley Babian, President
- Candace Copeland, Vice President
- Victoria Richards, Secretary
- Jim Doyle, Treasurer
- Tracy Gregory-Brown
- Angel Davis-Jackson
- Debbie Kidd
- Adam Banks
- Kathy Limes
- Cynthia Richards
- Lori Thomas

Friends of Rocking Horse Community Health Center Board:

- Robert White
- Sharon Flatt
- Gary Linn
- J. Wesley Babian
- Phil Teusink
- Hal Goodrich
- Adam Banks

Local Funders:

- Community Health Foundation
- Direct Relief
- Crabill Foundation
- Huntington Bank
- Job & Family Services
- PNC Foundation
- Delta Dental
- Springfield Foundation
- United Way
- Young Women's Mission

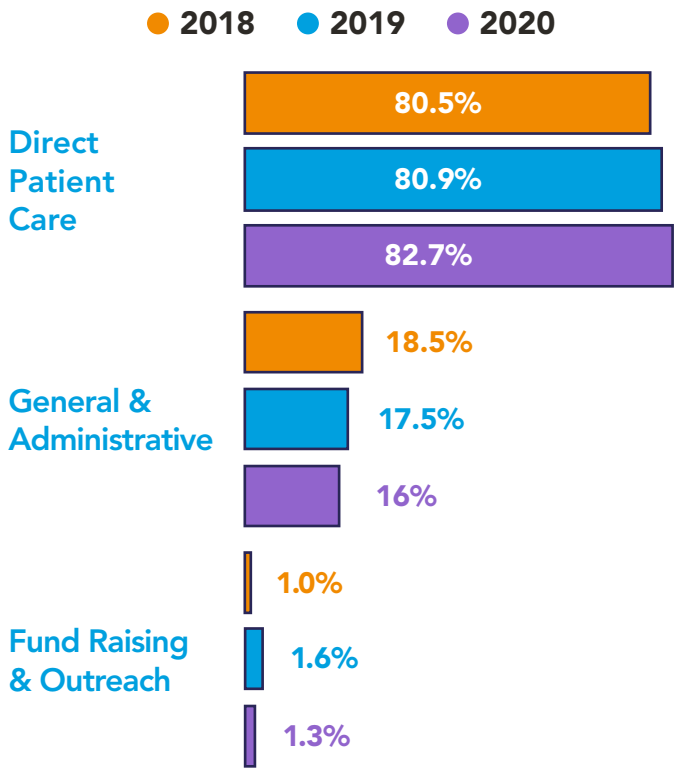


Back row (left to right) – Springfield Mayor Warren Copeland, RHCHC Board Member Pastor Adam Banks, Health Commissioner Charlie Patterson, Urban Light Ministries President and CEO Rev. Eli Williams.

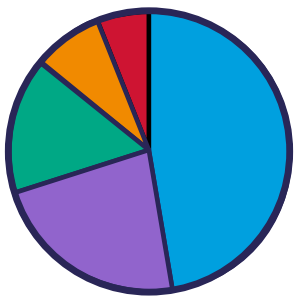
Front Row (left to right) – United Way Executive Director Kerry Pedraza, Community Health Foundation Program Coordinator Joan Elder, Madison County Job and Family Services IM Administrator Melissa Crew, Springfield Foundation Director of Grants and Scholarships Suzie Carey

Dollars & Sense

FY 2019-20 Expenses by Category



We are part of a national community health center movement that generates over 24 billion in annual savings for health care system and locally provide economic impact with a staff of over 190.



FY 2020 Annual Revenue by Category

- **46%** Net Patient Revenue
- **20%** Federal Grants (FQHC)
- **26%** 340B
- **4%** Grants & Contributions
- **5%** Other Revenue Sources


ROCKINGHORSE

Service Sites



Springfield Office

651 S. Limestone Springfield, Ohio
937-324-1111

- Family Practice
- Pediatric Healthcare
- Behavioral Health & Counseling
- Chiropractic Solutions
- Women's Healthcare
- Chakeres Dental Care
- Parent Infant Center
- Telehealth & Curbside Services



Madison County Office

212 N. Main St. London, Ohio
740-845-7286

- Family Practice
- Pediatric Healthcare
- Behavioral Health & Counseling
- Women's Healthcare
- Telehealth Services



School of Innovation

601 Selma Rd. Clinic C1, Springfield, Ohio
937-324-7423

Healthcare services for students and families at School of Innovation.



Mulberry Terrace

120 W. Mulberry St. Springfield, Ohio
937-328-7264

Medical and Behavioral Health & Counseling services for residents and the surrounding area. Telehealth services offered.


Respect
Accountability
Collaboration
Compassion
Excellence
Holistic Care
Integrity





Contact Us!

651 S. Limestone St. Springfield, Ohio (937) 324-1111

Info@RockingHorseCenter.org

RockingHorseCenter.org • Facebook.com/RockingHorseCenter