

WE ARE
Rocking Horse
Community Health Center



Annual Report 2021-2022

A Snapshot of RHCHC 2022

Healthcare's New Normal



CMO Dr. Yamini Teegala



JAMES E. SHEEHAN
HEALTH BUS *Rocking Horse on the Road*

BRINGING HEALTH AND WELLNESS SERVICES TO OUR COMMUNITY

The logo features a rocking horse with a stethoscope around its neck. Below it is a row of seven diverse cartoon characters. Above the characters are six icons in circles: a stethoscope, a pill bottle, a smartphone, a person in a wheelchair, a syringe, and a speech bubble.

CEO Dr. Kent Youngman



Table of Contents

Healthcare's New Normal	1
Leading To A New Normal	2
Mission Oriented	3
Universally Accessible	4
RHCHC by the Numbers	6
Who We Serve	7
We Are Community Centered	8
We Thank Our Partners	9
Community Thanks RHCHC	10
Why We're Here	12
Guided by Leaders	15
Dollars & Sense	17
Service Sites	18

Healthcare's New Normal

It is said that every crisis or challenge presents opportunities to grow, evolve, and improve. The year 2022 presented a myriad of both challenges and opportunities. Seeing an opportunity to improve the coordination of patient care, we opened an in-house pharmacy increasing the availability of medications by reducing barriers and improving communication between providers, patients and pharmacy. It has been a tremendous success. An additional opportunity to improve access to care came in the form of a health bus funded by the Wilson Sheehan Foundation. In collaboration with community partners, the health bus allows us to take Rocking Horse on the road, reducing transportation barriers and improving access.

Addressing the needs presented by our community's changing demographics have presented both patient specific and organizational challenges. Between 2020 and 2022 our patients "best served in a language other than English", grew from 863 to approximately 1770, a 205% increase. As a safety net health provider, we strive to meet the needs of all of our patients, regardless of their ability to pay, their culture or the language they speak, but adapting to such a rapid increase has been difficult. Recognizing that no single organization can be all things to all people, we have worked together with community partners to help address the changing needs of our patients and neighbors.

Healthcare's New Normal

Looking to 2023 and beyond, there is no shortage of challenges and opportunities. We want to expand services in Madison County, bring on additional treatment options in our newly finished lower level, increase service locations for the health bus, expand our partnership with Springfield City Schools by opening a School Based Health Center in 2024, and continue to adapt and modify the way we serve our neighbors who speak a different language.

Rocking Horse has always leaned forward, listened to our patients and community members, acted on new opportunities and taken on new challenges. We strive to “create a caring environment where quality services empower adults and children to improve their physical and emotional health” in new and creative ways. Because of our talented and dedicated staff, engaged Board members and community supporters and partners, our best years lay ahead.



Dr. Kent Youngman
Chief Executive Officer

A handwritten signature in black ink, appearing to read "W. Kent Youngman", with a long horizontal line extending to the right.

Mission Oriented

We create 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, chiropractic and pharmacy, **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.

Diversity - Characteristics and traits that make each individual unique. Diversity includes many common attributes including but not limited to, race, gender, ethnicity, sexual orientation, economic circumstance, age, physical ability, backgrounds, experiences, values, perspectives and religious beliefs. RHCHC will invite, respect and leverage our differences and will invite and reflect the communities we serve.

Equity - The alignment of our practices, and resources so that people of all races, cultures, and ethnicities have opportunities to thrive. We vow that everyone is treated fairly, is respected and has access to the same services and resources.

Inclusion - RHCHC commitment to take intentional action to create an environment in which everyone feels welcomed, supported, and values to participate fully.

Universally Accessible

We are a 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 14,400 patients, with 73,330 visits.
- ✓ Comprised of 11 different service lines, across 4 different locations, including pediatrics, family practice, behavioral health & counseling, substance use treatment, Telehealth, curbside, obstetrics, dental care, pharmacy, Health Bus and chiropractic care.
- ✓ Staffed by over 200 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 backpacks and school supplies for 70 students annually, cold weather clothing for all ages and Christmas presents to 370 children each year.
- ✓ A high-impact healthcare organization that ensures over 83% of expenses support direct care.



Purple Apron Graduation | October 2022

RHCHC by the Numbers

4,500 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.

2,373 FLU VACCINATIONS

Provided for chronic care patients in 2022.

\$1,209,173 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.

19,039 PIECES OF CLOTHING

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

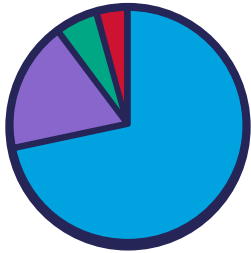
2,904 DENTAL VISITS IN 2022

Chakeres Dental Care at RHCHC had 1,176 active patients, 87.3% of which were Medicaid, Medicare or self-pay as of 2022.

Who We Serve

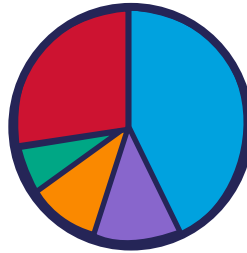
We are dedicated to providing a medical home that is safe and generously effective in bringing health and wellness to everyone in the community.

PATIENT DEMOGRAPHICS



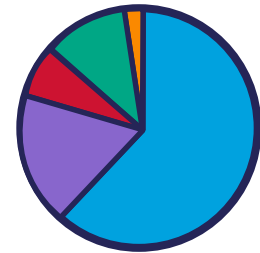
Primary Medical Coverage

- **70%** Medicaid / Managed Medicaid
- **17%** Private Insurance
- **7%** Medicare
- **7%** Uninsured / Self-Pay



Patient Poverty Level

- **41%** at 100% and Below
- **12%** at 101-150%
- **7%** 151-200%
- **10%** Over 200%
- **30%** Unreported

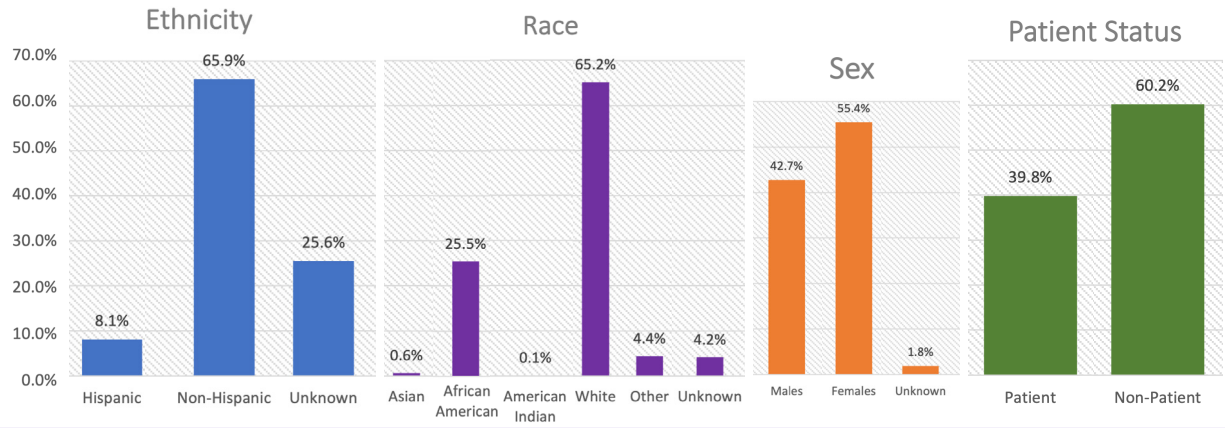


Patient Race / Ethnicity

- **63%** White, Non Hispanic
- **20%** African-American, Non Hispanic
- **12%** More Than One Race
- **5%** Unreported
- **1%** Other

We Are Community Centered - Covid Clinic / Vaccines

FY 2021-2022 COVID-19 Vaccine Statistics



The COVID-19 virus took the world by storm in 2020 with little to no notice, resulting in a global pandemic.

RHCHC rose to the COVID-19 challenges and provided free drive-thru testing in 2020 for our community. In January 2021 we began conducting COVID-19 vaccine clinics for our patients and community members.

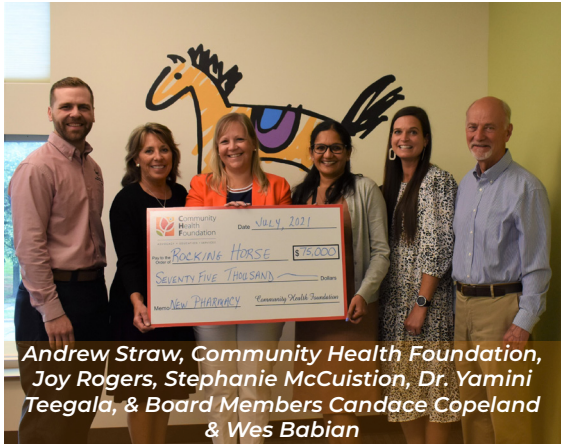


Clark State Nursing Student administering the COVID vaccine



A family that got their COVID vaccine.

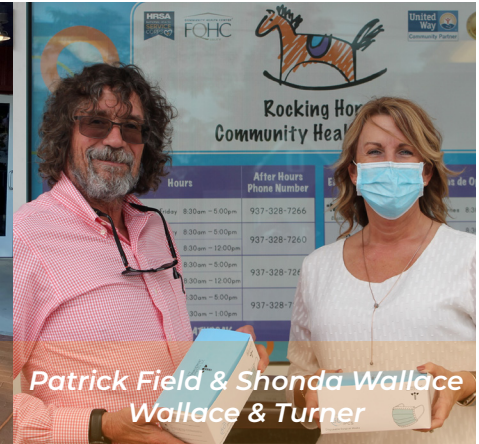
We Thank Our Partners



Andrew Straw, Community Health Foundation, Joy Rogers, Stephanie McCuiston, Dr. Yamini Teegala, & Board Members Candace Copeland & Wes Babian



Shonda Wallace, Dan Young, & Nettie Carter-Smith



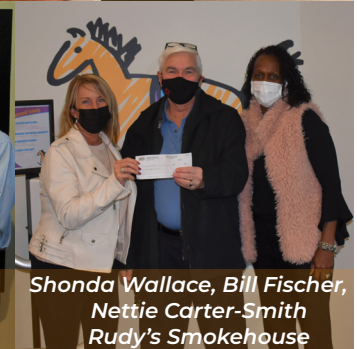
Patrick Field & Shonda Wallace



Students from Ridgewood School



McCall Sharp Architecture & Dr. Kent Youngman



Shonda Wallace, Bill Fischer, Nettie Carter-Smith Rudy's Smokehouse

Community Thanks RHCHC



Sharon & Roger Evans and Dr. Jo Blondin

On the right, Dr. Blondin shares, “My family is deeply grateful to Rocking Horse for providing the community with COVID vaccines and boosters. The professionalism shown by the Rocking Horse staff is unparalleled, and Springfield is extremely fortunate to have this healthcare facility in the community!”



*Sheila Rice says,
“Rocking Horse ROCKS!”*



Why We're Here



Nurse Practitioner Abby Reese with patient Reese Kuriger

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, behavioral healthcare, psychiatry, women's healthcare including obstetrics and gynecology, chiropractic services and Chakeres 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.



The Ramirez family picking up Christmas gifts from our Angel Tree Program.

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 full locations in Clark and Madison Counties, a clinic in Mulberry Terrace and at Keifer Center, Rocking Horse Community Health Center serves the area's most vulnerable residents with dedication and compassion.

RHCHC Leadership Team



Back Row (from left to right): Lisa Saunders, Andrew Hershberger, Nettie Carter-Smith, Dr. Kent Youngman, Stacy Lee, Beth Lepisto

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








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 |  Tracy Gregory-Brown |  Cynthia Richards |
|  Candace Copeland,
Vice President |  Debbie Smith |  Lori Thomas |
|  Victoria Sorg, Secretary |  Ed Leventhal |  Marci Darlington |
|  Jim Doyle, Treasurer |  Adam Banks |  Jo Alice Blondin |

Friends of Rocking Horse Community Health Center Board:

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

Local Funders:

- | | | |
|--|---|---|
|  Community Health Foundation |  Springfield Foundation |  HealthPath Foundation of Ohio |
|  Crabill Foundation |  United Way |  Buckeye Health Plan |
|  Huntington Bank |  Young Women's Mission |  Turner Foundation |
|  Job & Family Services |  Dayton Foundation |  Wilson Sheehan |



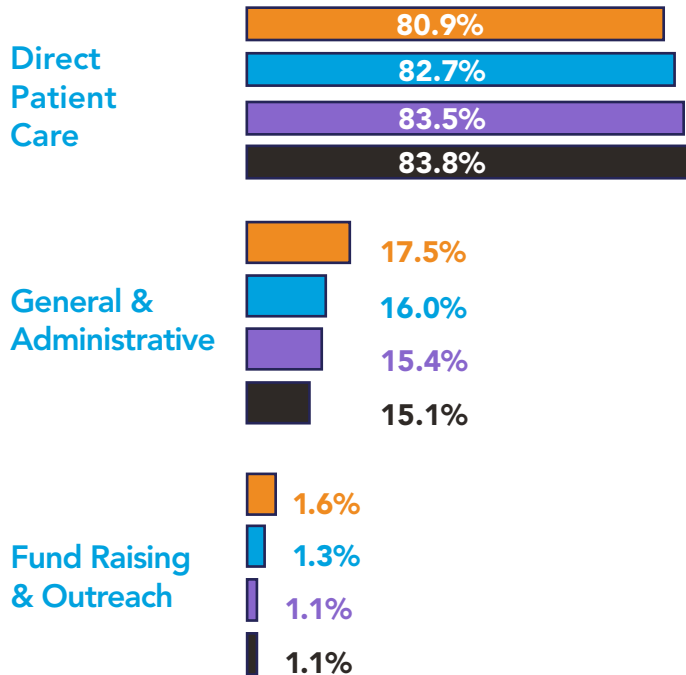
Elizabeth Sherwood, Sally Gardener with Huntington National Bank and Susan Carey with Springfield Foundation.

Joy Rogers with Community Health Foundation, Maureen Massaro with Wilson Sheehan Foundation and Kerry Padraza with United Way.

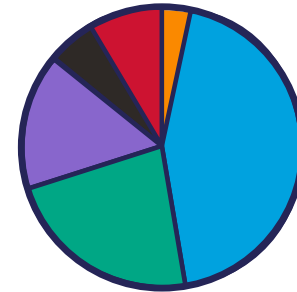
Dollars & Sense

FY 2019-22 Expenses by Category

● 2019 ● 2020 ● 2021 ● 2022



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 200.



FY 2022 Annual Revenue by Category

- 44.3% Net Patient Revenue
- 17.9% Federal Grants (FQHC)
- 21.7% 340B
- 6.7% Grants & Contributions
- 4% Other Revenue Sources
- 5.5% Pharmacy Revenue

Service Sites



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.



Madison County Office

212 N. Main St. London, Ohio

740-845-7286

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



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
- Pharmacy
- Health Bus







Contact Us!

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

✉️ Info@RockingHorseCenter.org

RockingHorseCenter.org • [Facebook.com/RockingHorseCenter](https://www.facebook.com/RockingHorseCenter)