ROCKING HORSE
COMMUNITY HEALTH CENTER

2025 ANNUAL REPORT

Quality Healthcare for All Ages


BRINGING HEALTH AND WELLNESS SERVICES TO OUR COMMUNITY
HEALTH BUS
Rocking Horse on the Road
A SERVICE OF
Rocking Horse Community Health Center
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Reflecting on 2025

As I reflect on the past year, I am reminded of the incredible impact our team has on the lives of the people we serve.

This year, we focused on improving efficiency, embracing innovation, and ensuring that the resources entrusted to us are used thoughtfully and responsibly. The goal is to build a stronger organization that can serve our community sustainably for years to come.

One of the privileges of serving as both the CEO and a provider is the opportunity to continue caring for patients. Those moments in the exam room serve as a strong reminder of why our work matters. Listening to my patients' stories keeps me grounded and connected to the mission that guides every decision we make.

Healthcare continues to face significant challenges, from workforce shortages and rising costs to an evolving regulatory and funding landscape. Yet we remain optimistic about our future because of the people who make Rocking Horse Community Health Center (RHCHC) what it is. Every day, our employees demonstrate **professionalism, resilience,** and an unwavering **commitment** to those we serve.

That commitment has translated into meaningful progress this year. We made significant strides in expanding **Pharmacy services,** increasing our provider workforce, and strengthening our capacity **to meet growing patient needs.** We also engaged in thoughtful planning to support future growth in Madison County and beyond.

As we look ahead, our vision remains clear: We will continue investing in our people, strengthening our partnerships, embracing innovation, and improving the systems that support exceptional care. We have demonstrated that by operating responsibly and efficiently, we create a greater, sustainable capacity to serve our community.

Thank you for your trust, partnership, and belief in our mission. Together, we are strengthening the foundation of RHCHC and expanding our impact for generations to come.

DR. YAMINI TEEGALA
CEO, Rocking Horse Community Health Center





2025 Financials

NOTABLE REVENUE INCREASES
In 2025, gross Pharmacy revenue increased by 26% over the previous year. The Pharmacy averaged about 390 filled prescriptions per day throughout the year.

SIZABLE DONATIONS
RHCHC is grateful for the organizations and individuals who supported its mission throughout 2025. One notable contribution came from the Wilson Sheehan Foundation, which donated more than $280,000 to support the James E. Sheehan Mobile Health Bus, RHCHC's Mobile Health Unit, helping ensure continued access to services throughout the community. The funds also helped advance plans for mobile dental services, which launched in Spring 2026.

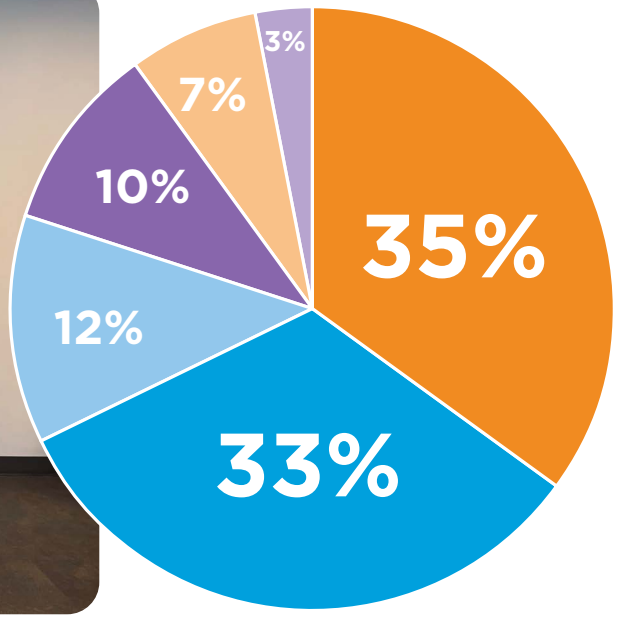
TOTAL REVENUE:
$32,397,277

TOTAL EXPENSE:
$31,207,829

PRIMARY MEDICAL COVERAGE

	2024	2025
Medicaid/Managed Medicaid	65%	63%
Private Insurance	18%	22%
Medicare	8%	10%
Uninsured/Self-Pay	10%	6%





REVENUE BY CATEGORY

- Pharmacy: **$11,348,156.00**
- Insurance Reimbursement: **$10,766,120.00**
- Other Income: **$3,910,172.00**
- Government Grants: **$3,087,141.00**
- Private Donations: **$2,230,186.00**
- Non-government Grants: **$1,055,502.00**

MAJOR FINANCIAL INVESTMENTS

In 2025, RHCHC completed the second-floor construction project at the South Limestone Street main campus, creating a new administrative wing. This milestone concluded a multi-year expansion project that significantly enhanced the organization's Pharmacy operations by adding a medication sorting Parata machine.

Additionally, RHCHC expanded the capabilities of its patient communication platform, Luma, improving communication between patients, providers, and staff.

2025 FINANCIAL AUDIT FINDINGS

A financial audit was completed for the 2025 fiscal year, including both a nonprofit audit and a program-specific audit. Neither audit identified any findings, resulting in a clean audit for the year. This achievement capped a successful financial year for RHCHC and reflected the dedication of its staff, community partners, and patients who continued to support the organization's mission of providing quality healthcare to individuals and families throughout the region.

2025 REFLECTION

In 2025, RHCHC made significant investments in clinical professionals, recognizing that patient care remained the cornerstone of its mission. This positioned the organization for long-term stability while addressing critical healthcare needs within the community.

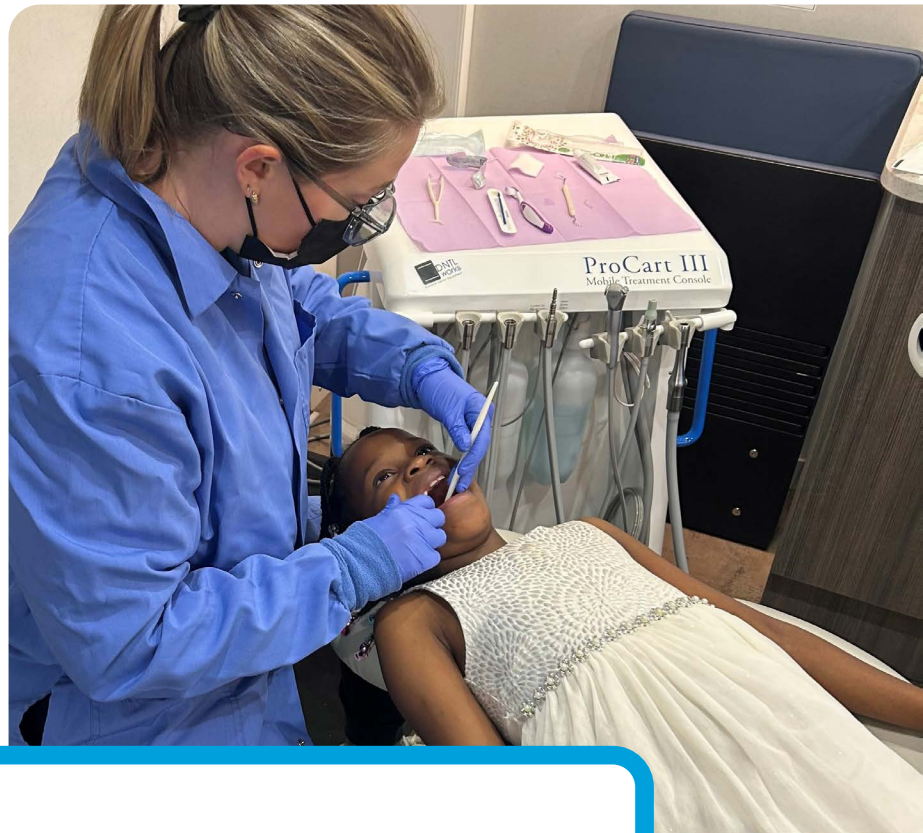
RHCHC also continued to strengthen partnerships throughout the community, including partnerships with small business owners, and expanding relationships with the Springfeild City School District and Madison Health. These relationships provided financial support, advocacy, and engagement opportunities that helped ensure continued access to essential healthcare services for patients and families.

PATIENT POVERTY LEVELS

	2024	2025
100% & Below	46%	43%
101-150%	11%	11%
151-200%	6%	6%
Over 200%	9%	8%
Unreported	29%	32%

EXPENSES BY CATEGORY

	2024	2025
Direct Patient Care	84.7%	83.8%
General & Administrative	14.5%	15.3%
Fundraising & Outreach	0.8%	0.9%



Patients & Services Statistics

PATIENTS SERVED:
16,114

RETURNING PATIENTS:
14,164

TOTAL VISITS:
77,728

VISITS BREAKDOWN:
Medical: **53,811**
Behavioral Health: **17,198**
Women's Services: **4,034**
Chiropractic Care: **3,487**
Dental: **2,637**
Vision: **59**



PHARMACY
Total prescriptions filled: **95,823**

Prescriptions delivered at no cost: **33,174**

Sliding fee prescriptions (78% of these were at no cost and the rest at a significantly discounted price): **2,356**

Patients using Medsync Program to fill medications consistently each month: **600+**

Free prenatals for uninsured patients: **294**

A thread that runs through all services offered at RHCHC is Quality. Our 2025 patient experience scores, reflect a 94% in overall patient satisfaction.

In 2025, the Quality Department successfully led several initiatives.

One was a focus on access to contraceptive management through a partnership with Upstream USA. This Quality Improvement Project sought to create equal access to contraceptive management options for all patients who desire them. In less than a year, we increased our patient screening for contraceptive management needs by 47%, and for those individuals that said "yes" to wanting contraceptive management, 77% received service same day.

Other quality projects in 2025 consisted of improving clinical metrics. Through focused teamwork we saw:

- 7% increase in cervical cancer screening rates
- 5% increase in well child exams for ages 12 to 21
- 8% increase in childhood immunization rates by age 2

We have also developed a robust risk management program. This includes a focus on safety culture, incident reporting encouragement, promoting a "see something, say something" philosophy, and staff training. We also manage clinical risk through our Referral Department, ensuring results return from outside providers in order for timely follow-up and intervention.

Patient Advocacy

IDENTIFYING THE NEED

In 2025, RHCHC completed 6,724 patient screenings to identify challenges affecting health and well-being.

5,012 screenings identified at least one need, including:

- 1,273 patients experiencing food insecurity
- 760 patients experiencing housing insecurity
- 449 patients facing financial strain
- 112 patients lacking transportation or access to public assistance

When a need is identified, a referral is made to Patient Advocacy. Advocates follow up with the patient, coordinate resources and continue providing support based on the patient's situation. Medical staff can also contact the team when a patient needs immediate assistance.



SUPPORT THAT CHANGES LIVES

In one case, Patient Advocacy supported a young mother of four who was experiencing homelessness while leaving a domestic violence situation. The team remained connected with her through several housing transitions, providing consistent follow-up, guidance and resource coordination.

With ongoing support, she was able to secure stable housing for her family.

Stories like hers demonstrate why Patient Advocacy is an essential part of whole-person care. By addressing immediate concerns and long-term barriers, RHCHC helps patients move toward greater stability, improved health, and renewed hope.



The Health Center at Springfield High

2025 REFLECTION
In 2025, The Health Center at Springfield High, a School-Based Health Center managed by RHCHC, expanded access to care by launching Vision Services in April and welcoming Optometrist, Dr. Cindy Ahern. Later in the year, The Health Center received a $650,000 grant from the Ohio Department of Health to support the addition of mobile and in-house dental services, as well as mobile vision services, with implementation planned for 2026.

The grant also funded efforts to track and report the amount of classroom time saved when students received healthcare services through The Heath Center rather than leaving school for appointments.

PATIENTS SERVED:
2,658

TOTAL VISITS:
5,675

MEDICAL:
3,769

BEHAVIORAL HEALTH:
1,308

VISION:
598



Community Relations

COMMUNITY SUPPORT AND MISSION IMPACT
RHCHC is grateful for the strong network of community partners, foundations, businesses, and individual donors who continue to invest in our mission of providing high-quality healthcare to all, regardless of ability to pay.

Their continued support helped expand access to essential Medical, Dental, Behavioral Health, Vision and Patient Support Services, ensuring that thousands received the care they needed close to home.





DONOR ENGAGEMENT AND ANNUAL CAMPAIGN
In 2025, through intentional outreach efforts, RHCHC successfully re-engaged several past supporters while strengthening relationships with loyal donors who collectively contributed more than $40,000 during the final quarter of the year.

In 2025, RHCHC also concluded a successful Annual Campaign focused on expanding Vision Services, raising almost $35,000 to help improve access to eye care and vision resources for patients throughout the community. These investments reflect the confidence donors place in RHCHC's impact and its vision for a healthier future.

Foundation & Community Partner Recognition

Special recognition is extended to the **Crabill Family Foundation** for its longstanding commitment to Chakeres Dental Care at RHCHC. In 2025, the Foundation expanded its support beyond oral health services by providing additional funding for employee retention initiatives and financial literacy programming designed to strengthen the financial well-being of staff.

RHCHC is equally grateful to:

- **Huntington Bank** for its continued annual support through a Dental Services grant, which has increased in value each year
- **The Community Health Foundation** for its support of the Patient Advocacy Program, which connects patients with critical resources, such as food assistance, housing support, transportation, and other social determinants of health
- **The Springfield Foundation** for its continued investment in The Health Center at Springfield High, increasing access to Behavioral Health Services for students and families in the school district
- **The Wilson Sheehan Foundation** for its commitment to supporting the James E. Sheehan Mobile Health Bus, helping to bring medical services directly to community members in their own neighborhoods
- **Young Women's Mission** for its continued support of both Patient Advocacy services and Women's Services, which support the overall wellness of many members of our community every year

Together, these partnerships exemplify the power of community collaboration in creating healthier outcomes for all.





Our Patients, Our Purpose

COMMITMENT TO CARE:
Supporting Patients Beyond Appointments

In 2025, the School Based Health Center Director received a heartfelt phone call from a patient who wanted to express gratitude for the care they received from Amber Saltis, RN. The patient became emotional while describing how Amber responded to an urgent healthcare need and coordinated care with a specialist's office to ensure they received timely support.

The patient shared that Amber was "very encouraging" and "very helpful." Through tears, they said Amber's compassion and advocacy helped them feel supported during a difficult situation and provided relief from the health concerns they had been facing. The call served as a powerful reminder of the impact that personalized, patient-centered care continues to have on the lives of those served by the RHCHC.





EMMETT'S STORY:

Growing with Care, Confidence, and Community

When Emmett first came to Rocking RHCHC, he was only 2 months old and newly placed with his foster mother, Linda. In time, Linda became his adoptive mother – and simply, "Mom." Almost 11 years later, Emmett is growing, learning, making music, and building confidence with the support of a care team that has walked alongside his family from the very beginning.

Emmett lives with cerebral palsy and has needed steady, compassionate, coordinated care throughout his childhood. At RHCHC, his family found more than appointments – they found a trusted medical home. Providers have supported Emmett through routine visits, sick visits, behavioral health needs, medication management, referrals, encouragement, and guidance.

With care from Dr. Pascoe and the RHCHC team, Emmett received support for ADHD symptoms that once made daily routines more difficult. Today, those symptoms are better managed, and regular follow-up appointments help him continue moving forward. When Emmett needed additional therapy, Rocking Horse helped connect him to occupational and physical therapy at Dayton Children's Hospital – services that have strengthened his walking, speech, and independence.

Today, Emmett is bright, curious, and especially drawn to electronics and technology. He is homeschooled by Linda and continues to build skills in ways that reflect his strengths and interests. He also plays the piano – an activity that brings him joy while helping improve fine motor skills, finger coordination, and handwriting.

For Linda, the impact of RHCHC has been the reassurance of knowing her son is seen, supported, and cared for as a whole person. The relationship has helped her family navigate complex needs with confidence and connection.

Linda describes the care her family has received in a way that captures the heart of RHCHC: "We are all family." That sense of belonging is central to the organization's mission and to the long-term relationships that help children like Emmett thrive.

Emmett's story reflects the power of accessible, coordinated, family-centered care. Through every milestone, challenge, referral, and follow-up, RHCHC continues to provide trusted support children and families need to grow stronger together.



Mission Moments: The Stories that Drive Us

Dive into more personal journeys of our patients and their providers at RHCHC. Discover the heartfelt reasons and passionate commitments that drive our team to make a difference in the lives of those we serve.

rockinghorsecommunityhealthcenter/mission-moments





Staff Developments

2025 REFLECTION
As of December 31, 2025, RHCHC employed 235 team members. During the year, the organization experienced a total turnover rate of 22.98%, including a voluntary turnover rate of 17.87%, driven primarily by normal healthcare industry attrition. The remaining 5.11% consisted of involuntary separations resulting from policy violations.

Looking ahead, RHCHC plans to strengthen its recruitment strategy and hiring standards. These efforts are designed to enhance specialized care capabilities, improve patient experiences, and outcomes, and further establish RHCHC as a leader in healthcare delivery and employment excellence.





TOTAL EMPLOYEES:
235

Total turnover: **54**
Resignations: **40**
Retirements: **2**
Involuntary separations: **12**
Total new hires: **45**
Employee change of duty & promotions: **22**

Looking Ahead

As RHCHC embarks on its next three-year strategic plan, we remain focused on building a stronger, more sustainable future for the communities we serve. Guided by the voices of our patients, employees, partners, and stakeholders, we are committed to expanding access to high-quality, comprehensive healthcare throughout both Clark and Madison counties.

In the years ahead, we will continue to thoughtfully grow our services and reach, ensuring that patients can access the care they need close to home. This includes expanding existing programs, exploring new locations and service delivery models, and expanding specialty services that complement our primary care foundation and address unmet community needs.

Equally important is our commitment to our team. We will continue to invest in attracting, developing, and supporting talented professionals, creating opportunities for growth, and fostering a workplace where people feel valued and engaged.

As we look ahead, we are committed to growing with purpose and stewarding with responsibility. By investing in our people, strengthening partnerships, expanding services, embracing innovation, and maintaining strong financial stewardship, we will continue building an organization that is prepared to meet the evolving needs of our communities.





RHCHC Leadership

The Leadership Team and the Board at RHCHC is dedicated to guiding our mission with vision and purpose. As we look ahead, our focus remains on expanding access to care across the communities we serve and strengthening our presence in Madison County.

MEET THE LEADERSHIP



Dr. Yamini Teegala,
CEO



Dr. Carol Barlage,
CMO



Stacy Lee,
COO

Amanda Ambrosio, Executive Director SBHC
Dr. Andres Barrero Ortiz, Assistant Medical Director
Dawn Byers, Director of Billing
Nettie Carter-Smith, Director of Community Relations
Christy Detrick, Director of Nursing
Kelly Fischer, Director of Behavioral Health
Erin Hanson, Director of Pharmacy
Jennifer Hazelton, Director of Madison County Services
Andrew Hershberger, Controller
Beth Lepisto, Director of Human Resources
Lisa Saunders, Director of Quality

BOARD MEMBERS

Out of our 13 board members, 7 are currently patients at Rocking Horse receiving services.

Dr. Cynthia Richards, President
Candace Copeland, Vice President
Phil Teusink, Treasurer
Ed Leventhal, Secretary
Ben Merick, Member at Large
Dr. Jo Blondin
Suzie Carey
Jim Doyle
Ginger Kronk
Veronica Little
Stephen Massey
Debbie Smith
Jennifer Taft Young

FRIENDS OF RHCHC

Wes Babian
Adam Banks
Jim Doyle
Harold Goodrich
Kerry Pedraza
Pat Ratstatter
Dr. Cynthia Richards
Philip Teusink

Our Locations & Services

CLARK COUNTY



Springfield Main
651 S. Limestone St.
Springfield, OH 45505
937-324-1111



RHCHC at Mulberry Terrace
120 W. Mulberry St.,
Springfield, Ohio 45506
937-328-7264



The Health Center at Springfield High
701 E. Home Rd.
Springfield, OH 45503
937-717-2578

MADISON COUNTY



RHCHC at Madison County Health
212 N. Main St.,
London, Ohio 43140
740-845-7286

COMPREHENSIVE HEALTHCARE
Behavioral Health
Chiropractic
Dental
Medical Services
Vision
Women's Services

SPECIALTY SERVICES
Brain & Nerve Care
Infectious Disease Care
Joint & Arthritis Care
Skin Care

IN-HOUSE PHARMACY

MOBILE HEALTH UNIT

PATIENT SUPPORT SERVICES
Patient Advocacy
Parent Infant Center (PIC)




Boys 14-15








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