

2024

ANNUAL REPORT

Healthcare Services with Your Family in Mind

Five Rivers Health Centers, a federally-qualified health center, is committed to providing access to quality, comprehensive and respectful care for our patients and community.



Five Rivers
HealthCenters

MESSAGE *from the CEO*

T

hank you for taking the time to read our 2024 Annual Report. Five Rivers Health Centers (FRHC) has grown by leaps and bounds because of the dedication of our volunteer Board Members who take to heart their commitment to improve access to quality healthcare. Through their leadership, 2024 was the conclusion of our three-year Strategic Plan, and the organization's ability to accomplish 86% of all strategic goals from 2022-2024!

Those accomplishments included:

- Creating a Panel/Access Management team that focused on right-sizing schedules for providers and providing more slots to see more patients
- Creating a Transportation Team that now provides free delivery service to more than 50% of all patients that access our low-cost pharmacy and provide free transportation service to appointments for established patients
- Creating new patient orientation videos to help patients navigate our processes
- Providing more in-person interpreters for our non-English-speaking patients. Currently, FRHC patients speak over 45 different languages.
- Reducing the number of vacant positions and conducting more "stay interviews" with team members to retain great employees
- Expanding our orientation program and offering more "Lunch and Learn" opportunities for employees
- Creating a ladder program to assist current employees take-on new positions when available
- Focusing on reducing health disparities and sharing our progress with our patients through our quarterly newsletters
- Using electronic medical record and text messaging systems to communicate more effectively with patients
- Using a new dental scanner to reduce the number of visits for some procedures
- Using kiosks to help improve the registration process and allow patients to pay their bills through the electronic medical record platform
- Offering more remote patient monitoring opportunities for patients

In addition, 2024 allowed Five Rivers Health Centers the opportunity to begin the process of expansion of services at the new Xenia Campus with the purchase of the old Rite Aid building in Xenia. Our team is excited to merge our Greene County Health Center and Star Pediatrics sites into this new location on Allison Street by first quarter, 2026. You can see the artist rendering of new site below.

Five Rivers Health Centers remains strong as an organization because of the 300+ dedicated employees that choose to serve our patients day-in and day-out, and the patients that trust us with their care. Thank you for your support of FRHC.

Gina McFarlane-El



GINA MCFARLANE-EL, CEO



Measuring Our Progress

Total patients:

26,230

Total visits:

93,712

Positive Work Environment



Added benefit of 4 hours of TOP for all part-time and full-time employees to volunteer in the community.

Several managers completed the Miami Valley Nonprofit Collaborative Leadership Training development courses.



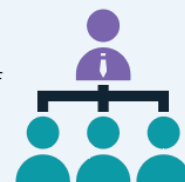
People Department completed 53 stay interviews with current employees to gain feedback for retention.

Accomplished 86% of all strategic goals for 2022-24.



Quality Improvement

Outreach & Enrollment staff assisted 6,919 individuals apply for insurance.



Added more psychiatry services and three counselors who are providing one-on-one hour-long counseling sessions for our patients at multiple sites.



Achieved 4%+ improvement in Breast Cancer Screening, Colorectal Cancer Screening, and HIV Screening rates.

Partnered with Ohio Department of Job and Family Services to provide medical, dental and vision services to children newly placed in foster care or group homes.



Improved entry into prenatal care by completing comprehensive OB physical on the same day that patient establishes care with our office.





Formed a partnership with local shoe store, Up and Running, to provide more shoes to our homeless patients.

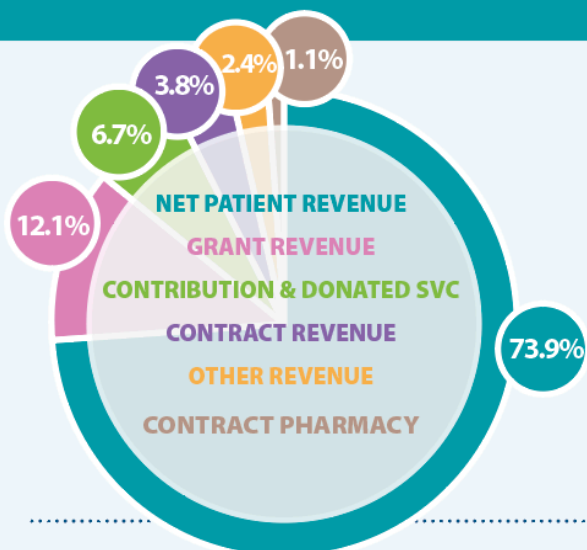
Held the first-ever Senior Resource Fair with partners Agape Bible Fellowship, Fairview United Methodist Church, Fair River Oaks Council, New Hope Evangelical Lutheran Church and Dayton Metro Library. **115 people attended, 50 did a basic health screening.**

Partnered with African-American Visual Artists Guild

to host a painting workshop and traveling exhibit at the Edgemont Campus.

Provided PATH fund support of **over \$50,000** to ensure our patients had access to birth control, outside specialists, ultrasound and dentures.

Financial

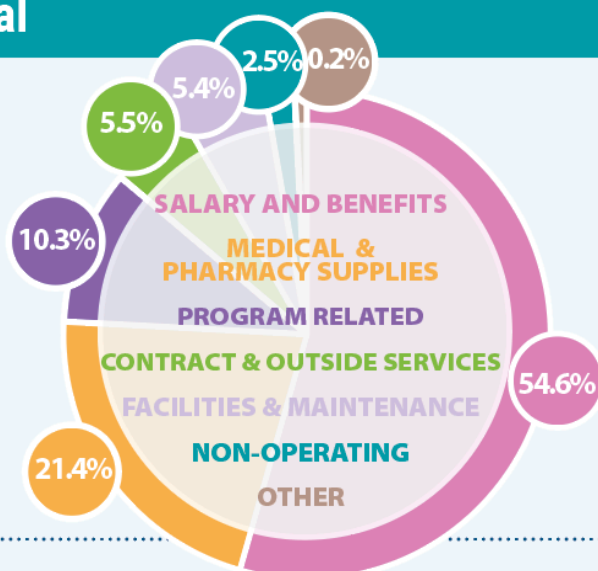


Revenue

% of REVENUE

Revenue Source

Net Patient Service	38,491,937	73.9%
Grant Revenue	6,321,388	12.1%
Contributions & Donated Services	3,479,687	6.7%
Contract Revenue	1,974,799	3.8%
Other Revenue	1,268,468	2.4%
Contract Pharmacy	569,543	1.1%
Total Revenue	52,105,822	100%

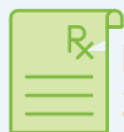


Expenses

% of EXPENSES

Expense Source

Salary & Benefits	26,448,842	54.6%
Medical & Pharmacy Supplies	10,374,323	21.4%
Program Related	5,011,329	10.3%
Contract & Outside Services	2,665,832	5.5%
Facilities & Maintenance	2,607,777	5.4%
Non-Operating	1,222,802	2.5%
Other	91,557	0.2%
Total Expenses	48,422,462	100%



Filled 186,764 prescriptions, a 29% Increase from 2023.

Completed HL7 Integration which means we are now doing **all billing through Epic.**

Booked \$474,000 in Value-Based Care revenue in 2024 (for calendar year 2023 performance) and **shared the first value-based care incentive with our employees.**

Successfully transitioned to a new cloud-based accounting/purchasing system that **helps cut costs** and maintains a **high level of compliance**



A Difficult Beginning... a Beautiful Ending

Revokata Nzinahora was born in Burundi and spent her childhood in a refugee camp in Tanzania. She came to the United States in 2006 with her parents at the age of 14.

Her family moved around and spent time in Texas, Missouri and Rhode Island. Her daughter, Nadia, was born in 2014 while she was in Rhode Island. In 2015 Revokata became a United States citizen after realizing that this country was truly her home.

She eventually came to Dayton, Ohio and began working in healthcare as an STNA to support herself and her daughter. "I love to help older people. Working in an assisted living facility lets me help those old people in need."

She met her fiancé in 2023 and they were creating a new life together, when Revokata started feeling ill in May of 2024. She felt so badly one day that she visited the emergency department since she didn't have a primary care provider. She then discovered she was pregnant and was suffering from low potassium, bleeding, dizziness, nausea and elevated heart rate. Revokata spent four days in the hospital and seriously considered ending the pregnancy. When diagnosed with gestational diabetes, she thought, "This is very bad for me and my baby. Who will raise my daughter if I die?"

When she was released from the hospital, she didn't want to see any more doctors, but she was referred to Five Rivers Health Centers Edgemont Campus. Shelley Kuflewski, nurse and

community health worker and Deana Weaver, APRN and certified nurse midwife in the women's health department, literally took Revokata under their wings and provided care and support for the remainder of her pregnancy.

"Shelley was the one who got me through until I gave birth," she said. "She explained

"This is very bad for me and my baby. Who will raise my daughter if I die?"

everything to me and gave me instructions on how to take care of myself and my unborn baby."

Together, Shelley, Deana and Revokata spent the next eight months of her pregnancy focusing on keeping mom and baby in good health until delivery. She learned about her numbers, took iron supplements, did self-checks for glucose and made sure to come in for every prenatal appointment.

"I labored at home for a while and my sister left her work and took me to the hospital. She was a huge help that day," said Revokata. Her fiancé, still working and living in Indiana, was on the phone, praying with Revokata during her labor at home, and arrived at the hospital just after the baby was born. "I arrived at the hospital at 6:30 a.m. and she was here in a few hours. He couldn't get to Dayton fast enough," said Revokata.

On February 18, Niesha Dike was born, weighing in at seven pounds, a very healthy weight for a baby whose mom

had gestational diabetes. "I asked the doctor right then, 'Does she have diabetes? Is she okay?' And they said my baby was healthy and very good. I was so thankful!"

Mom and new baby are successfully breast-feeding and making sure they visit Five Rivers Health Centers for every check-up, vaccination and well-patient appointment. Revokata is focusing on her own health, so that she can take care of both of her daughters. And she is looking forward to getting back to work and helping those older adults who count on her for care and assistance.

"Shelley and the women's health team did so much to help me and take care of me. I am so grateful."

Congratulations, Revokata!



Pictured to the right: Revokata Nzinahora & her baby daughter Niesha Dike



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(937) 281-6800

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FiveRiversHealthCenters.org

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DAYTON PUBLIC SCHOOL BASED HEALTH CENTER
1923 W. Third Street Dayton, OH

EDGEMONT CAMPUS

ADMINISTRATION
DENTAL
INTERNAL MEDICINE
PEDIATRICS
SPECIALTY CLINICS
WOMEN'S HEALTH
721 Miami Chapel Road Dayton, OH

FAMILY HEALTH CENTER
2261 Philadelphia Drive Dayton, OH

GREENE COUNTY HEALTH CENTER
360 Wilson Drive Xenia, OH

PHARMACY-EDGEMONT HEALTH CENTER
721 Miami Chapel Road Dayton, OH (937) 329-9786

PHARMACY-FAMILY HEALTH CENTER
2261 Philadelphia Drive Dayton, OH (937) 802-9381

SAMARITAN HEALTH CENTER
921 S. Edwin C. Moses Blvd., Dayton, OH

ST. VINCENT DE PAUL
120 W. Apple Street, Suite C, Dayton, OH 45409

STAR PEDIATRICS 1659 W. Second Street Xenia, OH

TROTWOOD-MADISON SCHOOL BASED HEALTH CENTER
3594 N. Snyder Road, Suite 100, Trotwood, OH 45426