



Because Everyone Deserves
QUALITY HEALTHCARE

THCC | ANNUAL REPORT | 2023

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OUR CORE VALUES

- Service
- Respect
- Integrity
- Accountability
- Innovation
- Diversity
- Excellence

MISSION, VISION & CORE VALUES

MISSION

The mission of The Healthcare Connection is to provide quality, culturally sensitive, and accessible primary healthcare services focusing on the medically underserved, underinsured, and uninsured residing in northern Hamilton County and surrounding areas.

VISION

Our vision is to be the leader in providing and managing affordable and quality health care services to meet the needs of a diverse patient population in a compassionate, collaborative, culturally competent, creative, and cost-effective manner.



2023 REVIEW A REFLECTION ON OUR ACCOMPLISHMENTS

Dear Friends, Collaborators and Stakeholders,

Reflecting on the past year, I feel a profound sense of continued purpose and gratitude for the entire team of The HealthCare Connection. Despite the previous three years overshadowed by the COVID-19 pandemic leaving unprecedented challenges in its wake and directly impacting healthcare, we continue to find opportunities for improvement that align with our mission, vision and values. The team remains committed to strengthening our continuum of care and evolving how we can contribute to the health and well-being of our communities in northern Hamilton and surrounding counties by ensuring our nearly 21,000 patients receive quality healthcare. We made great progress in 2023 to increase access to healthcare services by:

- Opening our third School-Based Health Center in partnership with Winton Woods School District. The site offers medical, dental and behavioral health services for students and staff of the district as well as any community member interested in seeking care at that location.
- Launching an in-house Pharmacy that offers affordable medication as a participant in the 340B drug-pricing program expanding our patients' ability to access medications and other services regardless of their ability to pay. We offer free home delivery services and a mobile app for easier refill and management of their prescriptions.

As we forge ahead, laying the groundwork for the future of THCC, we remain deeply cognizant of the rich legacy that spans our fifty-six-year history. None of our progress would be feasible without the unwavering dedication of our remarkable workforce and the guidance provided by our esteemed THCC Board of Directors. They serve as the driving force behind our endeavors, inspiring us to navigate the ever-evolving landscape of healthcare and work towards a more equitable future for all.

In this report, I believe you will see the depth and breadth of the impact we had this past year as we continue to focus on providing exceptional care that reduces health disparities, improves quality of life for our patients and positively impacts our communities. Together, our staff and our Board know that the work we do matters both in our health centers and in our communities. On behalf of the THCC Board of Directors and leadership team, we extend our heartfelt gratitude and invite you to explore the achievements of 2023 outlined in the forthcoming annual report.

Yours in Health,

Jolene Joseph, DBH, LISW-S, CHCEF
Chief Executive Officer





EMBRACING CHANGE TREASURING “SAMENESS”

Dear Friends,

My time as Chair of the Board of Directors has been full of rewarding moments and amazing relationships. As my leadership term draws to a close, and as I hand the baton to my talented friend and colleague Kevin O’ Connell, I am reminded of the power and importance of change. Change often brings new approaches, fresh ideas and the invigorating challenge to adapt and evolve.

This is exactly what The HealthCare Connection has successfully done for over five decades. Federal regulations have changed. Technological advances have been made. Environmental factors have changed. Our local community has evolved. Value-based payments for care have been introduced. Through it all, THCC has adapted and evolved.

Today, we have a shiny new state-of-the-art care facility in Mt. Healthy, top-of-the-line dental equipment in Lincoln Heights, and a convenient new in-house pharmacy. All of these upgrades have been implemented for the sole purpose of providing the best possible care for our patients. And there are more exciting changes and upgrades on the horizon! However, as we embrace the power of evolution and change, the “old school” spirit in me will always be grateful for the things that will never change. At The HealthCare Connection, those things include a commitment to quality, culturally-sensitive care. They include a focus on improving our processes and getting better everyday, a compassionate, caring spirit, an empathetic focus on the underinsured and uninsured, the creation of easier access to care for all patients. These are some of the things that will never change. And I think it’s important for us to take pride and comfort in treasuring the “sameness” of the things that have made THCC a special place since its humble beginnings in 1967.

Finally, I would like to take this opportunity to express my gratitude and appreciation to my fellow board members, to Dr. Jolene Joseph, and to all of the expert caregivers and staff of The HealthCare Connection for allowing me to be a servant leader. Most importantly, I would like to thank the thousands of patients and families who continue to place their trust and care in The HealthCare Connection.

I look forward to continuing to serve. God bless!

James Cowan
James Cowan
Board Chair

THCC LEADERSHIP

LEADERSHIP

- Jolene Joseph, DBH, LCSW, LISW-S, CHCEF**
Chief Executive Officer
- Barbara Bailey, BSN, MHA**
Chief Operating Officer
- Lynda Roberts-Riddle, DDS**
Chief Dental Officer
- Rachel Little**
Chief Financial Officer
- Angie Hartman, MPH**
Sr. Director, School Based Health & Vision Services
- Erica Burks, MHRM**
Director of HR, Talent, & Culture
- Cheryl Coleman, BSN, MSN, RN CNOR**
Director of Quality Improvement/Risk Management
- Charles Woode**
Director of Outreach & Enrollment
- Karen Bradley-Anderson**
Director of Behavioral Health
- Aledrion Crawford**
Dental Practice Manager
- Celissa Halfhill**
Site Manager - Mt. Healthy

2023 BOARD

- | | |
|--|--|
| James Cowan,
Board Chair | Denise Pitts,
Board Member |
| Laverne Mitchell,
Immediate Past Chair | Jagdeep Sangha,
Board Member |
| Charlotte V. Powell,
Secretary | Lisa Sloane,
Board Member |
| Kevin O’ Connell,
Treasurer | Arturo Toro,
Board Member |
| Malick Ba,
Board Member | Barbara Winter,
Board Member |
| Nanette Bentley,
Board Member | |
| Linda Childs-Jeter,
Board Member | |
| Adam Curry,
Board Member | |
| Paulette Hammons,
Board Member | |
| Denise Hayes,
Board Member | |
| ShaRonda Mills,
Board Member | |
| Iris Montgomery,
Board Member | |



2023 Highlight
**CONVENIENT
 HEALTHCARE**
**THCC'S 3RD SCHOOL BASED
 HEALTH CENTER**

In October 2023, THCC officially launched its 4th School Based Health Center at Winton Woods South Campus.

Board members, leadership, and staff all came together to celebrate this advancement in healthcare within the community. Students within the Winton Woods district can now receive convenient healthcare services right at school. This provides such ease and accessibility for busy and working parents who may need assistance in taking their child to the doctor during the school day. As an alternative students can receive care from their primary care physician right at school.



2023 Highlight
IN-HOUSE PHARMACY
ACCESS TO AFFORDABLE MEDICATION



THCC officially opened its Lincoln Heights Pharmacy in 2023. The Pharmacy offers affordable medication and refill services to it's patients at its Lincoln Heights locations.

Because THCC participates in the 340B program, affordable prescriptions are easily accessible for everyone. The pharmacy mobile app also make things extremely convenient for submitting refill requests and prescription transfers.

**2024 Brings FREE Home Delivery
 Services for the Pharmacy.**

In the near future, THCC will offer free Pharmacy Delivery Services for patients. THCC delivery services will service all of its existing locations as well as patient homes. Delivery services will be available during normal health center hours.



2023 IN REVIEW

MAY

CENTERING PREGNANCY RIBBON CUTTING



In May THCC launched its new woman to woman support program known as Centering Pregnancy.

The Centering Pregnancy Program focuses on reducing infant mortality and morbidity. The program improves prenatal health for expecting moms.

The program is housed at The Lincoln Heights Health Center and continues to grow and progress.



AUGUST

BACK TO SCHOOL HEALTH FAIR



The Healthcare Connection served numerous families during its annual Back to School Health Fair.

Children walked away with backpacks, bicycles, and all of the necessities to have a successful school year.



AUGUST

Board members, sponsors, and donors enjoyed THCC's Golf Outing Fundraiser

THCC hosted a Golf Outing Fundraiser at the Glenview Golf Course to raise money for the organization. Teams partnered together for friendly competition all for a good cause.



THCC Celebrated Employee Appreciation Day!

Employees were showered with love as they indulged in on-site sweet treats for the day.



AUGUST-NOVEMBER

COMMUNITY OUTREACH SERVING IN THE COMMUNITY



Our entire year was filled with numerous outreach opportunities.

THCC's outreach team and volunteers during the summer and fall months attended various events and happenings around the city spreading awareness to the community about the great things happening and The HealthCare Connection. Our team was able to meet new patients, give away freebies, and make a difference within the community.



DECEMBER

HOLIDAY PARTY CELEBRATING THE YEAR



Every year, THCC hosts an all employee holiday party.

This event celebrates not only the accomplishments and goals met throughout the year, but it also gives the leadership an opportunity to celebrate and appreciate its hard working staff on a successful year.



THCC Board Retreats

Board retreats are a great opportunity for board members to share their thoughts and ideas on how to make the organization even better. Strategic planning and strategy are always the focal point.



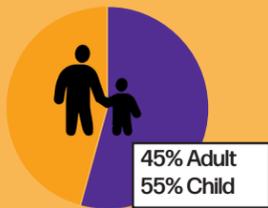
OUR PATIENTS WHO WE SERVE



Patient Visits

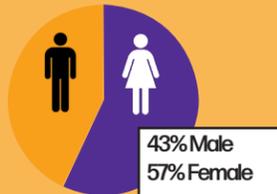


Age Breakdown of Patients



Patient Sex

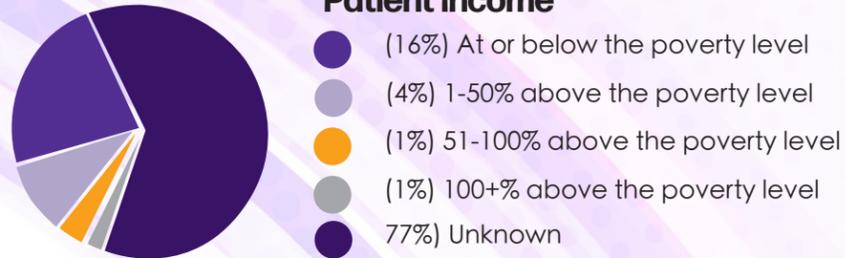
(*Assigned sex at birth)



Patient Income



Patient Income



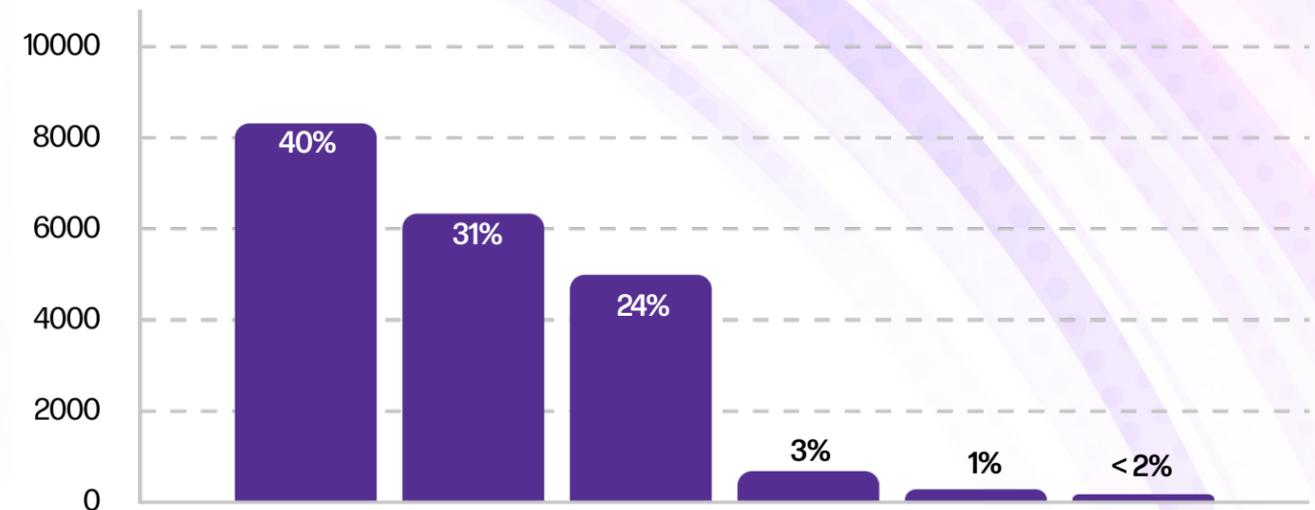
*THCC Patients have the option to provide proof of income to qualify for discounted services and payment plans.

Patient Preferred Language

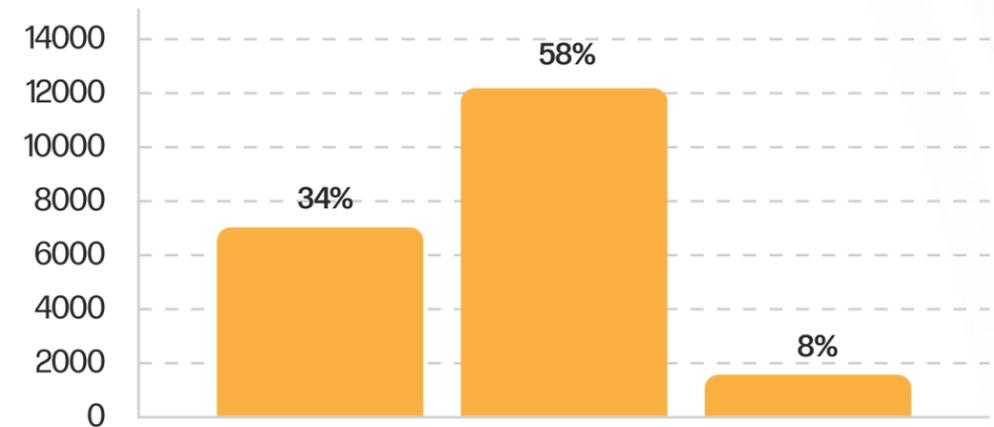
The majority of patients at The HealthCare Connection identify English as their preferred spoken language (64%). The second most common language is Spanish (30%). However, we provide services to patients with a wide array of language preferences that include:

- American Sign Language
- Arabic
- Chinese
- French
- Fulani
- Nepali
- Somali
- And dozens of others!

PATIENT RACE & ETHNICITY



Black/African American White Unreported Asian More than one race Other



Hispanic or Latino Not Hispanic or Latino Unknown

DONORS & FUNDERS

HOW YOUR SUPPORT CHANGES LIVES

The community that surrounds and enriches The HealthCare Connection on a daily basis continues to inspire and encourage us. We are so grateful for those who are listed below who made our work possible. The following list includes donors who made gifts or grants during the calendar year of 2023.

Individual donors and families

- Alan Ullman
- Aleicia Ennis
- Aliya Riddle
- Amanda Changet
- Amanda L Zacharias
- Andrew Huhn
- Arturo Toro
- Audrey A Stites
- Autumn Glover
- Barbara M Bailey
- Barbara Winter
- Benita Tillman
- Blair Jamison
- Brielle Shorter
- Carole Cutter-Hawkins
- Carole Rigaud
- Charles Harmon, Jr
- Charlotte V. Powell
- Medical Center
- Clyde Henderson
- David Halfhill
- Deanna Herr
- Denise Pitts
- Dorothy Williams
- Dr. Lynda D. Riddle
- Dwight Favors
- Elbert Nelson
- Eric Stanton
- Erin Walsh Pinkos
- Franca Burton
- Francie Wolgin
- Gail Myers
- Grace Vonder Brink
- Graydon Gorby
- Gregory Johnson
- Gwendolyn Wilder
- Howard Elliott
- Iris Ann Montgomery
- James and Marcia Anderson
- James Cowan
- Jason Schroeder

- Joe Epplen
- John Throckmorton
- Johnie Davis
- Jolene Joseph
- Kariem and Camille Haamid
- Kathy Lorenz
- Keith & Cassandra Melvin
- Krishan Kant Singh, Sr
- LaVerne Mitchell
- Linda Childs-Jeter
- Linda Hood
- Linnea Lose
- Lisa Sloane
- Lorraine M. Stevenson
- Madiha Hossain
- Malick Ba
- Marilyn Gaston
- Mark Taennis
- Marva L. Johns
- Mary Andres Russell
- Mary Ann Jacobs
- Mary Cheers
- Matthew Ernst
- Melvyn Heard
- Michael Haws
- Nanette Bentley
- Nia Terry
- Nina Lewis
- Pamela Harrison
- Rebecca Regenold
- Ren Austing
- Rhonda Jones Marshall
- Richard Curry
- Richard Finan
- Rob Schmittauer
- Robin Throckmorton
- Ross Meyer
- Sadiya Asif
- Tesa Sledge

Foundations

- Erma A. Bantz Foundation
- Greater Cincinnati Foundation
- HealthPath Foundation
- Interact for Health
- Marge & Charles J. Schott Foundation
- NACHC ARE
- No Kid Hungry Share Our Strength
- Pepper Family Fund of the Greater Cincinnati Foundation

Corporations, businesses, and churches

- Abel Enterprises, Inc. dba Abel Building Systems
- Cincinnati Childrens Hospital
- Fifth Third Bank
- GE Foundation - Developing Health
- Gratzi Catering dba Funkys Catering
- Kroger
- Liberty Mutual Group
- Mount Zion Baptist Church
- Society of the Transfiguration



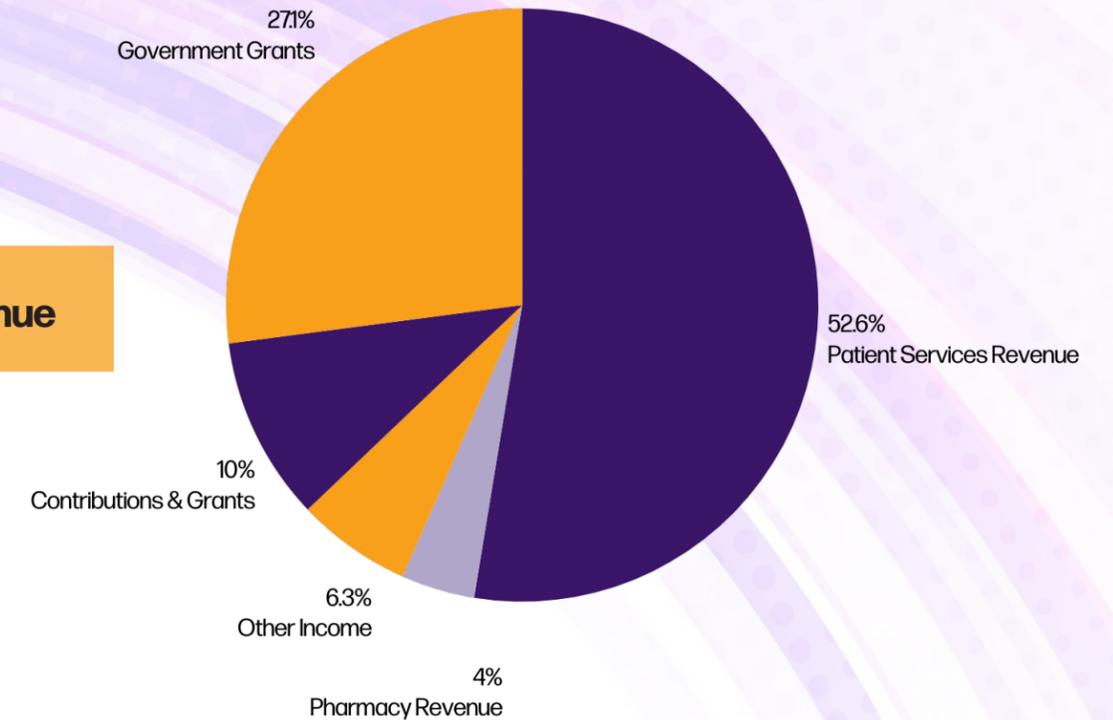
THANK YOU!

Thank you to all of our 2023 supporters. With the outpouring of support we've received it is our intent to acknowledge everyone who supported our cause. If we've mistakenly excluded you or your organization from this list, please contact us so that we can update and correct our records.

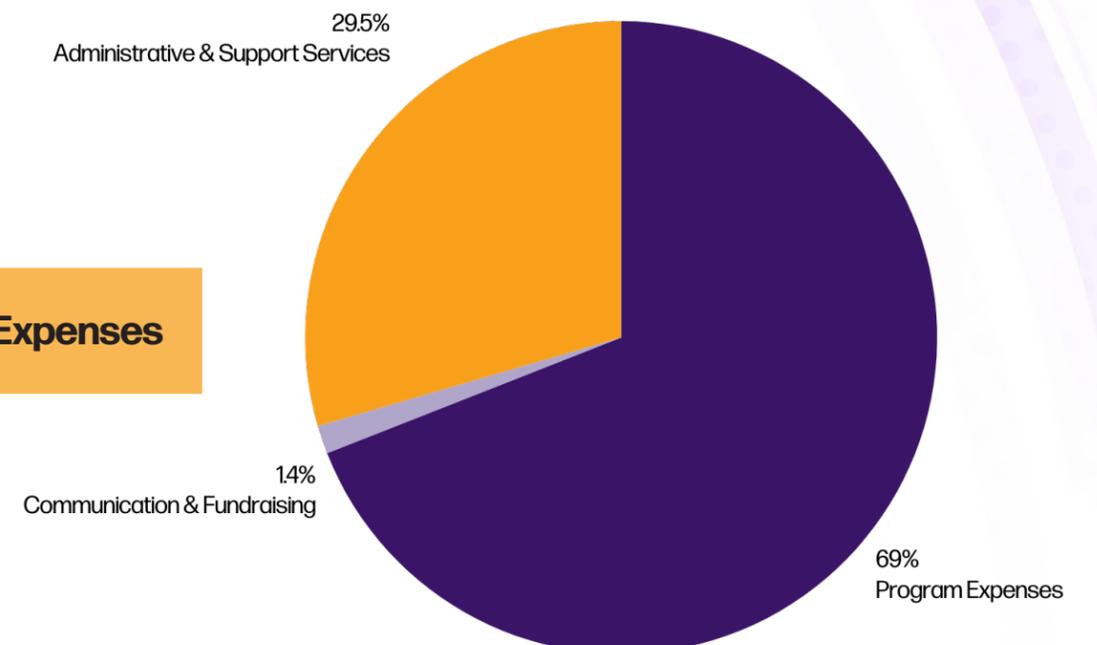
2023 STATEMENT OF IMPACT

HOW YOUR SUPPORT CHANGES LIVES

2023 Total Revenue



2023 Total Expenses





The HealthCare Connection
1401 Steffen Avenue
Cincinnati, OH 45215

Our Locations

The HealthCare Connection is located in and serves communities in northern Hamilton County, including Lincoln Heights, Mt. Healthy and Forest Park.

Lincoln Heights Health Center
Lincoln Heights Dental Center
1401 Steffen Avenue
Lincoln Heights, OH 45215

Viking School Based Health Center
Princeton High School
100 Viking Way
Sharonville, OH 45246

Winton Woods School Based Health Center
Winton Woods South Campus
147 Farragut Rd, STE 1020
Cincinnati, OH 45218

Mt. Healthy Family Practice
Mt. Healthy Dental Practice
1411 Compton Road
Mt. Healthy, OH 45231

Mt. Healthy Wellness Center
Mt. Healthy High School
8101 Hamilton Avenue, Room 112
Mt. Healthy, OH 45231

Greater Cincinnati Behavioral
Health Services (GCB) Co-Location
1501 Madison Road, 3rd Floor,
Cincinnati, OH 45206

Forest Park Health Center
(Pediatric Only)
924 Waycross Road
Forest Park, OH 45240

Lockland School-Linked Health
Services
Lockland School District
210 N Cooper Avenue
Lockland, OH 45215

Greater Cincinnati Behavioral
Health Services (GCB) Co-Location
3 E. Main Street, Amelia, OH 45102

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healthcare-connection.org