When the Covid-19 crisis began THCC responded quickly by:
- Shifting appointments and exam room procedures to provide a COVID-safe environment
- Heightened cleaning and infection-control efforts
- Initiated drive-through COVID-19 testing

In the midst of these challenges, we continued to provide quality medical and dental services to all who needed them with minimal disruption and kept construction moving forward on our new Mt. Healthy Family Practice Center.

We’re working hard to keep everyone healthy and safe. We hope you are too. Please take this pandemic seriously. Wear masks. Keep a 6-ft. distance from each other. Wash your hands with soap and water thoroughly, and use hand sanitizer when you can.

We're working hard to keep everyone healthy and safe. We hope you are too. Please take this pandemic seriously. Wear masks. Keep a 6-ft. distance from each other. Wash your hands with soap and water thoroughly, and use hand sanitizer when you can.

And if you’d like to help us, consider giving to our annual Friends and Family Fund to further support our efforts to provide quality, culturally sensitive and accessible primary health care services in these challenging times. The demands on our resources these days is immense. Because Everyone Deserves Quality Health Care!

Stay healthy and safe!

Dolores J. Lindsay
Founder & CEO

CONSTRUCTION OF OUR NEW MT. HEALTHY CENTER IS ALMOST COMPLETE

When a cholera epidemic struck Cincinnati in the mid-1800s, many residents fled north to what is now Mt. Healthy. They sought wide-open spaces and a healthier environment, fearing that the crowded inner city had allowed the disease to spread unchecked.

It’s fitting, then, that in the midst of a modern-day pandemic, Mt. Healthy will be the location of a brand new medical facility with even greater capacity to meet the communities’ medical and dental needs.

Our new Mt. Healthy Family Practice Center, located at 1411 Compton Rd., is almost ready and expected to welcome patients this fall. We’re hearing that patients and community members are especially excited that the new facility will offer affordable dental services, something Mt. Healthy and the surrounding communities have needed for a long time.

Funding for the $4.95 million project comes from a $1 million capital grant from the U.S. Department of Health and Human Services, $700,000 in state capital budget funds, donations from generous supporters, and financing through Fifth Third Bank.

Check our Facebook page and website www.healthcare-connection.org for updates on the opening.

Support The HealthCare Connection through your holiday purchases on Amazon by joining the AmazonSmile program!

Amazon donates 0.5% of the price of your eligible AmazonSmile purchases to The HealthCare Connection whenever you shop on AmazonSmile. https://smile.amazon.com/ch/31-0822524
LaVerne Mitchell
THCC Board Chair

Greetings,

In March of this 2020, I chaired my first THCC Board of Trustees meeting. During that month, THCC and the entire world had to operate under a new normal. Face masks, working from home, no hugging or hand-shaking, Zoom and GoToMeeting and of course, social distancing became our common thread.

Mrs. Lindsay and the staff immediately put COVID-19 safety measures into place for the protection of our patients and staff. The pandemic has caused us to change many of our medical appointments from in-person to telehealth visits, but it has not stopped our efforts to provide affordable quality health care to everyone. The staff’s loyalty and concern for everyone makes the members of the Board proud to be part of such a dynamic organization.

Although some of our annual events such as the 5k Run for the Health of It, the GE Back to School Fair, and Painting with a Purpose events have been cancelled; we are grateful for the continued support of our donors and community partners.

The Board of Trustees and I are excited about the opening of the new facility in Mt. Healthy, the expansion of dental services and the opportunity to serve more people in need of affordable, quality health care. In addition to strengthening our current partnerships and creating new collaborations, we look forward to introducing new programs and services at each site because our patients deserve it.

Best regards,

LaVerne Mitchell
THCC Board Chair

HELP US CONTINUE THE LEGACY
GIVE A GIFT IN HONOR OF DOLORES LINDSAY

Our dedicated Founder and CEO, Dolores J. Lindsay is retiring after over 52 years of leadership and service in shaping The HealthCare Connection to what it is today. We celebrate Mrs. Lindsay’s many accomplishments at the helm of THCC. It was her determined advocacy for so many years that led to her vision and the basis of our motto, Because Everyone Deserves Quality Healthcare. In Mrs. Lindsay’s honor, we have set up a legacy fund to continue the long-held values of THCC to new heights as we prepare for the future continued growth and service to the community.

Please join us in making a special gift in honor of Mrs. Dolores Lindsay. The Dolores J. Lindsay Legacy Fund will enable THCC to continue to provide the level of high-quality, affordable services and programs to address ever changing patient service needs.

To give online visit, https://healthcare-connection.org/support-the-healthcare/. For more information, please contact Susanne Tullos, Director of Development, at 513-483-3072 or Susanne.T@healthcare-connection.org.

MARLIN BUTLER APPRECIATES LINCOLN HEIGHTS HEALTH CENTER

Marlin Butler likes getting her health care in a place that’s familiar to her; so she’s been faithfully coming to The HealthCare Connection’s Lincoln Heights Health Center (LHHC) for 15 years. “It’s in my old neighborhood where I grew up,” she explains. “It reminds me of home.”

But her affection for LHHC extends beyond warm memories. She explains that the staff is friendly and helpful in matters beyond health care that are so crucial to maintaining well-being, like assisting her with the paperwork for her energy bills, Department of Job & Family Services, and other important matters.

Marlin also appreciates that her doctor, Mary Weatherington, MD is easy to talk with. “She explains things to me and recommends what I should do,” Marlin says. This includes convincing Marlin to have a much-needed hysterectomy, which Marlin says she’s now glad to have done.

Dr. Weatherington also helps Marlin keep a close eye on her blood pressure, cholesterol and blood glucose levels.

Sometimes, there are obstacles to getting good health care. For Marlin, transportation to appointments was one. “I had to ride the bus for 1 ½ hours to get to the center,” Marlin explains. “Now, United HealthCare provides transportation for me to my appointments and it makes a big difference in how often I can come.” She encourages everyone to check with their insurer to see if it can assist in solving problems like transportation. A border-line diabetic, Marlin appreciates being part of the Diabetes Support Group at LHHC. She’s working to get her A1C levels down so she can avoid taking diabetes medication, and enjoys having others to talk to who share the same diagnosis.

Most importantly, Marlin says, she values how she’s treated at the Lincoln Heights Health Center. “Everyone at the center shows a lot of respect to me and other patients,” she says.

Semi-Annual Quality Update
For 2019, The HealthCare Connection’s quality measures improved for 9 of the 18 (50%) clinical measurements reported to Health Resources Services Administration (HRSA) and to our State Association of Community Health Centers (OACHC).

In comparison with other centers in Ohio, THCC ranked higher than the state average on 9 of 15 (60%) shared data measurements.

We ranked highest in the state for tobacco screening and followup, with 95% of our patients meeting this measure.

We also ranked high in percentage of patients with controlled blood pressure, patients screened for depression and percentage of children at high risk for cavities who received sealants on their molars.

New clinical quality measures are being added for 2020. These include measuring if patients diagnosed with depression show improvement over a 12 month period of time and increasing the percentage of patients tested for HIV and number of women receiving mammogram screenings.

WELCOME TO OUR NEW STAFF MEMBER

Erica Scarborough, RN BSN, joined The HealthCare Connection as our new Nurse Navigator.

In her role, Erica provides support to patients and providers in managing chronic health conditions, including support, resources and education services, helping to improve outcomes for our most complicated and needy patients.

Erica brings to her role experience in both the hospital and nursing home as well as providing care management services as an employee at a Managed Care organization.

With Erica’s knowledge, nursing experience and expertise, we will continue to build our care management program.

We are thankful for the support from these organizations as we continue to confront Covid-19 and care for our community.

Grants Received Through July 2020

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Connections</td>
<td>$8,000 from The HealthPath Foundation to support Mt. Healthy operations.</td>
</tr>
<tr>
<td>COVID-19 Emergency Assistance Fund</td>
<td>$1,000 from Delta Dental to support dental personnel costs.</td>
</tr>
<tr>
<td>Covid-19 Regional Response Fund</td>
<td>$30,000 from the Greater Cincinnati Foundation and United Way to cover costs for equipment to keep staff and patients safe.</td>
</tr>
<tr>
<td>Covid-19 Response Fund for Community Health</td>
<td>$50,000 from Direct Relief and NACHC to cover costs for equipment to keep staff and patients safe and PPE.</td>
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