

Embracing Innovation to Expand Healthcare Access & Equity



2021
REPORT TO THE COMMUNITY



MISSION

To provide high quality health care and exceptional service, while promoting healthy lifestyles.

Vision

Affinia Healthcare is the patient-centered health home of choice in St. Louis, and is recognized locally and nationally as a dynamic and transformative leader among community health systems.

Values

Our patients, communities, and staff can count on us to be dependable, compassionate, dynamic, and ethical in all aspects of our jobs.



Our (Uncommon) Charge

We believe it is our role to listen to our patients carefully, to understand them first.

Equity

The Balance of Health and Care

We respect all, regardless of social position or any other factors. We commit to provide access and opportunities for everyone to achieve their highest level of health and well-being.

For the Greater Good

Through an uncompromising compassion to provide exceptional care, we are changing lives, one patient at a time.

Leadership

Guiding with Heart and Mind

By connecting compassionate care and our vision of what tomorrow's healthcare can become, we are redefining our future

In Remembrance



Tribute to Dedication

Affinia Healthcare celebrated the life of our beloved volunteer, Ms. Beatrice Ray. Ms. Bea served Affinia Healthcare and our community as a dedicated volunteer for over 30 years. We are forever grateful to Ms. Bea and her family for sharing her time, talent, and wisdom.

Dr. Clifton Whitworth, D.D.S.

Leaders and staff members of the Affinia Healthcare and St. Louis Dental Center held a special ceremony to commemorate the life and legacy of Dr. Clifton Whitworth, beloved leader and dental professional. The

ceremony included remarks from those who worked with Dr. Whitworth and his family members at the memorial gathering and candlelight ceremony at the St. Louis Dental Center. As part of the ceremony, a portrait of Dr. Whitworth was unveiled, which is posted in the entry way of the dental center. The portrait was painted by Roland Burrow, a professional artist based here in St. Louis. Dr. Whitworth, a graduate of Meharry Medical School in Nashville, Tenn., served the community as a dentist for more than 50 years. Throughout his career, Dr. Whitworth served valued roles as a highly skilled dentist, mentor, and leader.

Dr. Whitworth's commitment to the underserved in the St. Louis region was unfailing. With the same vigor and drive that he gave to the patients he served and his profession, those around him

cherish his memory, and hold near and dear his kindness, compassion and charm.

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Dr. Whitworth passed away December 20, 2020.

Board of Directors and Advisors

Our board members are some of our best ambassadors, advocates, strategists, and supporters. At defining moments and key events, they are always there, leading and representing.

Board Officers

Board Chair

Laurel Tinsley

Vice Chair

Jean Frazee

Secretary

Gilbert Peoples

Treasurer

Robert Jacobson

Immediate Past Chair

David Walters

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Elizabeth Coleman

Tondaleria Curry

Paula Davis

Debra Leonard

Kevin Hachegechog

Gwendolyn Hall

Georgia Harris

Joan D'Ambrose

Harry Dengler

Riisa Rawlins-Easley

Araceli Escalante-Gudino

Dr. Forbes McMullin

Kimball McMullin

William Van Luven

General Advisors

Mitchell L. Baris

Pamela Barsh

Dr. Ebony Boyce Carter

James Lippert

Vickie Lomax

Ex-Officio

The Rt. Rev. Dean Johnson Dr. Alan O. Freeman

Affinia Healthcare Foundation

Board Officers

Board Chair

Joan D'Ambrose

Vice Chair

John Meyer, Jr.

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Clint Hasse

Treasurer

Dr. William (Bill) Campbell

Executive Committee
Appointee
Brian Fabiano

Ex-Officio

Dr. Alan O. Freeman

Staff

Yvonne M. Buhlinger

Board Members

Traci O'Bryan Art Perry David Walters Mitch Barisa

A letter from our CEO

As the year 2021 ended, our region - and our world - had lived under the grip of COVID-19 for 21 months. The effects in our communities are beyond what could ever have been scripted. We realize now that the impact will be long lasting, and the burden a heavy toll.

You will learn through our 2021 Report to the Community that Affinia Healthcare continues evermore focused on and inspired by the patients we serve. During this surreal and unprecedented period, our partnerships and collaborations fortified . . . our community outreach grew . . . our clinical quality measures improved . . . our financial health strengthened.

Through it all, there are two broad acknowledgements I enthusiastically shout from the highest rooftops. This first appreciation is for our group of elected officials, grantors, and donors – and with special emphasis on our members of Congress – for their monumental support in helping ensure an adequate flow of life-sustaining financial resources to Affinia Healthcare and our Foundation during the pandemic. And, most sincerely, our heartfelt gratitude for our



fearless and tireless clinical teams and non-clinical support staff. They are working the hardest, and have accomplished the most, in helping assure that COVID-19 tests, vaccinations and treatments are available in our vulnerable communities, all the while providing our typical array of vital primary and preventive health services in the most disenfranchised neighborhoods in our state. Our Board of Directors, senior executives, and our patients are overwhelmed by, and continually thankful for, the unwavering efforts of these, our 'healthcare superheroes'.

Ahead during the next three years is the implementation of a set of four facility construction and renovation projects our Board has approved in the cities of St. Louis and Ferguson. These substantial initiatives will increase our total service capacity – and, thus, access to care for people who need it most – by at least 25 percent. These strategies will be made complete under the direction of my esteemed colleague, Dr. Kendra Holmes. In mid-2021, I signaled my intention to pursue other professional endeavors after 2022, and I am very pleased that Dr. Holmes was recently named my successor. It remains my honor, and has been an immense blessing, to have served and helped advance the mission of Affinia Healthcare for more than 15 years.

Humbly and respectfully,

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Alan O. Freeman, DMgt, FACHE
President and Chief Executive Officer

Services



Audiology

Chiropractic Care

Family Medicine

Internal Medicine

Obstetrics/Gynecology

Optometry

Podiatry

Pediatrics

Urgent Care



Child Development Center

Medication-Assisted Treatment

Mental and Behavioral Health

Substance Use Disorders Treatment



General Dentistry

Specialty Dentistry

Urgent Care



Chronic Disease Management

Chronic Pain Management

Health Outreach

Services for Unhoused

Mobile Medical and Dental

Patient Centered Health Home

Prenatal and Pediatric Care Management

Public Housing

Referral Planning



Laboratory

Pharmacy

X-Ray and Digital Ultrasound

Language Interpretation

Transportation

Women, Infants, and Children (WIC)

Partners

Affinia Healthcare has cultivated a rich network of partner organizations, allowing for the provision of high quality healthcare to tens of thousands of patients in need.

All Access Interpreters

Archdiocese of St. Louis Schools

Aerotek

A.T. Still University



Beyond Housing



Behavioral Health Network

BKD Auditing Firm

Bridgeway Behavioral Health

BJC HealthCare

BJC Behavioral Health



Capes Sokol Law Firm

Carrollton Bank

Chamberlain College of Nursing

Confluence Academy



Flance Early Learning Center



Hazelwood School District

International Institute of St. Louis

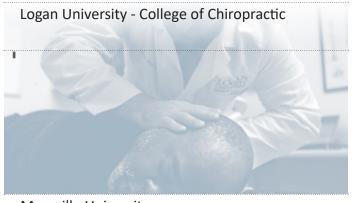
Junior League of St. Louis

Legal Services of Eastern Missouri

Lift For Life Academy



Link Market



Maryville University

Missouri Foundation for Health

Missouri National Guard

Missouri Office of Minority Health

Missouri Primary Care Association

Missouri School of Dentistry and Oral Health

(MOSDOH)

National Association of Community Health

Centers

Midwest Podiatry Associates

Normandy Schools Collaborative



Operation Food Search

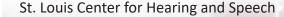
Saint Louis University

Salvation Army



Siteman Cancer Center

Southern Illinois University-Edwardsville





St. Louis City Department of Health

St. Louis College of Pharmacy

St. Louis Community College

St. Louis County Prosecuting Attorney

St. Louis Integrated Health Network

St. Louis Metro Market

St. Louis Regional Health Commission

St. Mary's Hospital

St. Patrick Center

St. Louis Public Schools

Urban League of Metropolitan St. Louis

Urban Strategies

United Way of Greater St. Louis

University of Missouri - St. Louis



Washington University School of Medicine



WestEnd Clinic

Wyman

Gateway Region YMCA

New & Noteworthy







WIC Gold Award

Affinia Healthcare's Women, Infants, and Children (WIC) program was one of eight in Missouri recognized with a WIC Breastfeeding Award of Excellence. The U.S. Department of Agriculture's Food and Nutrition Service recognizes WIC agencies that have provided exemplary breastfeeding promotion and support activities, innovations in encouraging women to start and continue breastfeeding, and partnerships within their communities.

Missouri Top Doc

Congratulations to Affinia Healthcare Urgent Care Clinical Director/ Assistant Medical Director, Dr. David Miller! Dr. Miller was recognized as the 2021 Family Physician of the Year by the Missouri Academy of Family Physicians!

NAACP Honors

Dr. Kendra Holmes, Senior Vice President and COO, received the Outstanding Healthcare Service Award from the NAACP - St. Louis County Branch during its 84th Annual Freedom Fund Leadership Dinner. Congratulations Dr. Holmes!



A.T. Still University (MOSDOH) Partnership

Veterans Smile - Several special dental screening days for veterans were held during 2021 at the St. Louis Dental Center, a partnership of the A.T. Still University's Missouri School of Dentistry & Oral Health and Affinia Healthcare. Many veterans have no insurance or access to care, and the Veterans Administration only offers limited dental services. This is the fifth year in which a special screening day for veterans has been offered at the St. Louis Dental Center. Since the program began, more than 770 veterans in all branches of service and every war have received screenings. Nearly 400 veterans are currently receiving on-going dental treatment. We are honored to be able to serve our veterans during these special events, and every day!



United Way Employee Giving Campaign

Affinia Healthcare participated in the 2021 United Way Employee Giving Campaign, exceeding our \$10,000 campaign goal. The campaign ran from September 25 through November 25. Many of the resources provided by United Way help address negative social determinants of health that impact our patients' lives, such as early childhood education, financial literacy resources, and health and social services. Affinia Healthcare is a proud United Way member.

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Partners



Services to Refugees

Since September 2021, Affinia Healthcare has partnered with the International Institute to provide primary medical, dental, behavioral, and preventive health services to displaced Afghan allies receiving resettlement assistance. The collaboration extends to the St. Louis City Department of Health for the provision of required health services, such as screening and treatment for TB, and COVID-19 vaccinations.



Public Safety is a Public Health Issue

In line with its comprehensive approach to public health, Affinia Healthcare partnered with the St. Louis Metropolitan, Pagedale, and the Normandy police departments to provide gun locks to area residents. This is in response to numerous accidental gun deaths in the areas served by Affinia Healthcare. Affinia Healthcare reached out to area law enforcement agencies to distribute the safety devices to help curb accidental gun deaths. The gun locks are distributed free of charge to our patients and others in the community who request them.



City Partnership to Address TB

Affinia Healthcare partnered with the City of St. Louis on several initiatives including a new Tuberculosis (TB) Services Clinic. TB services are offered by the City of St. Louis Department of Health in renovated space at our 2220 Lemp Avenue location. The City of St. Louis Department of Health staff provides direct TB services, and patients also benefit from access to related services offered by Affinia Healthcare, such as diagnostic X-ray services, Urgent Care, and support services such as assistance with Medicaid applications.



Serving Unhoused Individuals

Needs don't go away because someone is without housing. Affinia Healthcare meets with unhoused individuals to schedule medical and behavioral health appointments for the unhoused community at temporary shelters throughout the city. Services include patient navigation, case management, referral coordination and substance use disorder treatment provided in collaboration with St. Patrick Center, Bridgeway Healthcare, and the Salvation Army's Harbor Light Center.

Quality Improvement

Through committed and inspired leadership, clinicians, and dedicated staff, the following key measures exemplify how we are moving the quality-of-care needle.

73.2% • 5% since 2020

Child Weight Screening/BMI percentile +

nutrition & physical activity counseling

Childhood obesity is an epidemic in the United States. Screening for youth body mass index and nutritional counseling can help youth develop healthy habits that will help them stay in good shape as they transition into adulthood.

62%

Hepatitis C Screening for Baby Boomers

Getting tested for hepatitis C is important, because treatments can cure most people with hepatitis C in 8 to 12 weeks.

87.3% • 7% since 2020

Tobacco Use: Screening & Cessation

Studies show the risk of heart attack begins to drop two weeks after you stop smoking. The sooner you quit, the sooner your body begins to heal. Patients who stop smoking are more likely to live a longer and better quality of life.

17% 10% since 2020

Diabetes: Retinal Eye Exams

Vision problems may be an early symptom of diabetes. Retinal exams can help patients prevent this serious condition.

53%

★ stable since 2020

Pneumococcal Vaccination Status

for Older Adults

Most of the people affected by pneumonia in the United States are adults. Pneumonia can often be prevented and can usually be treated. Vaccines are one way to keep pneumonia at bay.

54.6% • 13% since 2020

Screening for Depression & Follow-up

(ages 12 - 17)

Among other challenges brought on by the COVID-19 pandemic, a report cited significant increases in self-reports of depression, anxiety and emergency room visits for mental health challenges. Our Behavioral Health practice also saw an increase in mental health screenings for adolescents was also cited.

Continuing the Fight Against COVID-19

As 2020 wrapped up, the Federal Drug Administration (FDA) granted emergency use authorization for the first **COVID-19 vaccine**, providing healthcare providers another tool to continue the fight against the virus. Shortly thereafter, Affinia Healthcare received approval from the State of Missouri to administer the COVID-19 vaccine to our patients, staff, and the community. Application to become a COVID-19 vaccinator was made through the State's ShowMeVax program.

The Affinia Healthcare **Health Outreach and Community Health Teams** hit the streets, setting up in gyms, churches and community centers and other locations throughout the St. Louis metropolitan area to offer COVID-19 vaccines to members of the community, as well as to patients at our health center locations. Some of the locations we were fortunate to serve were outreach events at Tandy Park, the International Institute, James Eagan Center in Florissant, and Beyond Housing in Pine Lawn.

In addition to vaccines, Affinia Healthcare also provided an innovative therapy to help reduce the symptoms of COVID-19, especially in those high-risk patients. The monoclonal antibody infusion therapy is prescribed for patients who have mild to moderate symptoms of COVID-19 and an elevated risk of complications. Data from clinical trials showed that high-risk patients treated with monoclonal antibodies had a 70% reduction in relative risk of progression to severe disease or hospitalization compared to patients who did not receive monoclonal antibodies. Affinia Healthcare also extended its reach to treat patients, partnering with the City of St. Louis Department of Health and the Missouri Department of Health and Senior Services to help provide monoclonal antibody infusion therapy for St. Louis City and St. Louis County inmates who have tested positive for COVID-19.







Addressing Social Determinants of Health

The COVID-19 public health emergency posed new barriers to health care access and worsened many existing disparities. In 2021, with a vaccine now available, Affinia Healthcare incorporated this new strategy to help stem the spread and minimize the negative impact on the community.

Affinia Healthcare has provided over 24,500 COVID-19 tests for under-resourced and vulnerable individuals in the St. Louis region, accounting for approximately 20% of all COVID-19 testing by Missouri's community health centers. Our testing activities have helped support access for those disproportionately impacted by the pandemic. We have served more individuals in the community than ever before by collaborating with organizations to reach a majority Black and Hispanic/Latinx populations, the unhoused, public housing residents, refugees, and the LGBTQA+ community.

TELEHEALTH

Remote Care has become an excellent venue for expanded access to health care services for our patients. With new technologies available, such as video-supported patient visits and integration of telehealth with electronic medical records, many primary medical and behavioral health visits can be effectively provided in the most convenient manner for patients. Telehealth removes barriers to care by eliminating the need for patients to find transportation to healthcare appointments. Initiated during the pandemic, telehealth remains a viable option for our patients and staff, offering an alternative method of providing healthcare. In addition, through telehealth services, we are able to reach more patients who live in areas of our community who lack sufficient access to primary medical and behavioral health services.



DISTRIBUTING ESSENTIAL GOODS

Affinia Healthcare distributed diapers, food and essential items at our health centers, public housing, and other community locations to help address the impact of the negative social determinants of health, exacerbated in underserved communities due to the COVID-19 pandemic.



BLOOD DRIVES

As part of our COVID-19 response and to offer our staff other ways to help the community, Affinia Healthcare partnered with the American Red Cross of St. Louis to conduct a series of blood drives. The blood drives help address the blood reserve shortages caused by the COVID-19 pandemic. This collaborative effort was expanded to include Grace Hill and The Urban League of Metropolitan St. Louis on three different drives.



INFLUENZA VACCINATIONS

Affinia Healthcare was awarded a contract by the St. Louis City Department of Health to administer the influenza vaccine at community locations, free of charge. The flu vaccine was especially important this year due to the COVID-19 crisis. Prevention activities which help protect communities that are disproportionately impacted by COVID-19 and other health disparities are at the core of our mission.



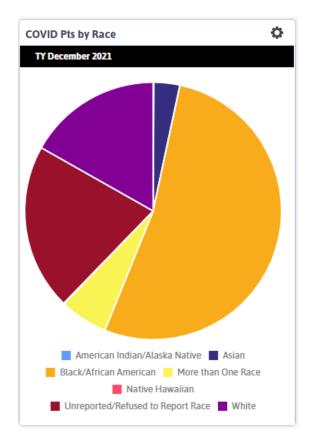
Our pharmacies continued to offer curbside delivery, limiting contact while continuing to provide needed prescriptions to patients.

SAFETY MEASURES

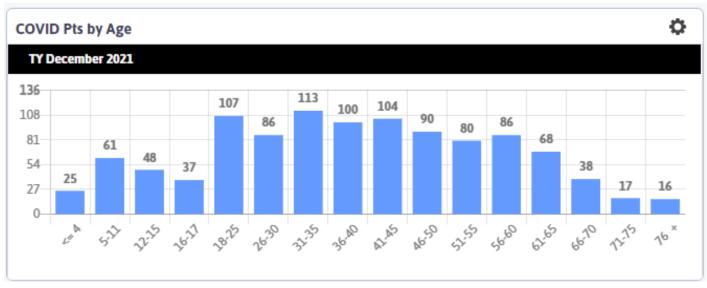
While we transitioned some of our in-person patient visits to telehealth, throughout the pandemic we continued to see patients in our health centers while keeping them and our hard-working staff members safe during the pandemic. We added temporary plexiglass at all workstations where staff routinely interact with patients, and implemented social distancing, sanitation, and temperature check protocols at all of our locations.

COVID-19 Data

In 2021, of the 14,430 people who came to Affinia Healthcare for their 1st dose of the COVID-19 vaccine, 11,465 chose to be fully vaccinated through our services. This equates to 79 percent of these community members being fully vaccinated at the end of December 2021.



RACES	% TOTAL
American Indian/Alaska Native	0%
Asian	4%
Black/African American	55%
More than One Race	8%
Native Hawaiian	0%
Unreported/Refused to Report Race	4%
White	29%



Encounters in 2021

In the face of the COVID-19 pandemic, 36,339 patients received clinical services and an additional 24,500 COVID-19 tests were provided. Affinia Healthcare served 81% of the total volume of patients forecasted before the pandemic.

46 70 78
46
31
15
57



Patient Data

Equity is one of our four brand pillars. It grounds our work to eliminate disparities in health indicators by providing access and opportunities for everyone to achieve their highest level of health and well-being.

90%

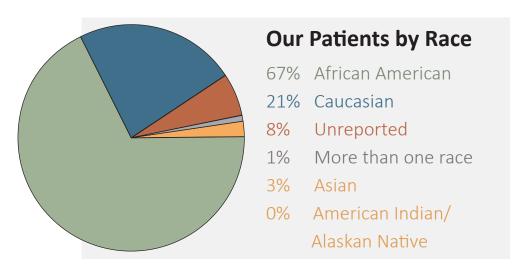
have incomes under 100% of the Federal Poverty Level 8%

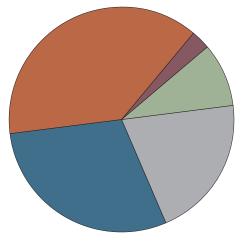
of our patients are unhoused

11%

of our patients are best served in a language other than English 12%

of our patients self identify as Hispanic/Latinx





Our Patients by Insurance Type

44% Uninsured and Gateway to Better Health

40% Medicaid

5% Medicare

11% Commercial Insurance

Financials

While adjusting to this new normal and working to keep COVID-19 numbers down, Affinia Healthcare maintained a healthy financial position in 2021.

One of the charges for the Affinia Healthcare Board of Directors and senior leadership is to remain cautious stewards over our financial resources. In 2021, the second year of COVID-19, we continued to strategize how to best utilize the significant resources provided to help Affinia Healthcare continue its response to COVID-19 crisis, still provide testing, but move the emphasis of this work to vaccination and prevention.

In 2021, Affinia Healthcare reported an operating income of \$3,865,114, and an operating margin of 7.5 percent on net revenues of \$51,667,484. Patient service revenue, reimbursements from Medicaid, Medicare and commercial insurance, and patient co-pays represented 51 percent of total revenues. Grant revenue increased to 33 percent to offset the cost of care provided to individuals who qualify for the sliding fee and to provide for the cost of COVID-19 testing and other pandemic-related activities. Another 16 percent was received from private grant funders and donors. More than 83 percent of our revenues support direct services to the community through our medical, dental, mental and behavioral health, pharmacy and WIC (Women, Infants, and Children) nutritional services.

The financial health of Affinia Healthcare is strong, with a current ratio that exceeds 4:1, and cash on hand of about 107 days of average operating expenses at December 31, 2021.

51%

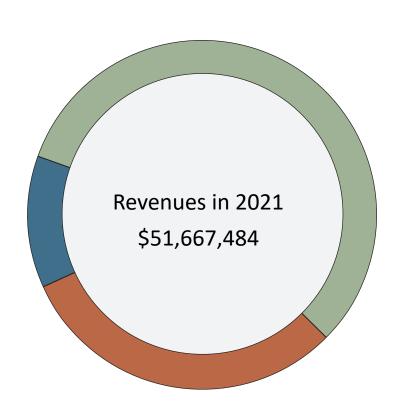
Patient Services Revenue

16%

Private Grant Funders and Donors

33%

Public Grants and support



Our Leadership Team

Throughout the pandemic, our senior leadership team has displayed strength and vision, and has pivoted to meet community needs.



The Affinia Healthcare Senior Leadership Team includes (from the left): Yvonne Buhlinger, Vice President, Development and Community Relations; Janet Voss, Vice President, Chief Financial Officer; Steve Harmon, Vice President of Human Resources, Equity and Inclusion; Dr. Alan O. Freeman, President and CEO; Dr. Melissa Tepe, Vice President, Chief Medical Officer; and Dr. Kendra Holmes, Senior Vice President, Chief Operating Officer.

Our President and CEO, Alan O. Freeman, DMgt, FACHE (center), joined us in 2006. His professional experience spans more than 35 years, including chief executive roles in two hospitals and two community health center organizations. He also served as Director of the Missouri Department of Social Services. Dr. Freeman proudly exclaims: "My colleagues are simply the most qualified, compassionate, and hardest working that will be found in the community health center environment."





Our Staff

The People Who Make it Happen

The staff of Affinia Healthcare has been truly remarkable during this crisis. Their dedication has deeply impacted countless lives in the St. Louis region, and the story of what they've done has reached every corner of our state and beyond.



























The Affinia Healthcare Foundation endeavors to secure financial resources to address unmet healthcare needs in our community through the strategic initiatives of Affinia Healthcare.

In 2021, donations supported strategies to help mothers give birth to healthy babies, decrease the prevalence of diabetes and other diseases such as dental caries and substance use disorders, as well as, support access to COVID-19 services such as testing, vaccines and treatment.

As the COVID-19 pandemic continued to be a threat in our community, and safety measures regarding large inperson gatherings remained in place, the Starburst Gala – our premier fundraising event – was rescheduled twice, and eventually re-formatted for virtual participation in 2022.

On August 31, 2021, the Affinia Healthcare Foundation launched the on-line premiere presentation of its documentary film "PROOF POSITIVE" – Affinia Healthcare Super Heroes Defend Against the Coronavirus!".

The film features Affinia Healthcare's exceptional response to the threat of COVID-19, caring for the most vulnerable individuals and under-resourced communities St. Louis region. Yvonne Buhlinger, Executive Vice President, worked with Metrospect Media and oversaw the creation of this impressive documentary. The documentary film viewing became the centerpiece of our fundraising efforts during 2021.

The documentary film remains available for wide viewing by visiting https://affiniahealthcare.org/donate/

The Affinia Healthcare Foundation launched donation appeals, participated in the GiveSTL and Giving Tuesday social media campaigns and implemented several in-kind donation drives for PPE to support Affinia Healthcare's efforts. In addition, several appeals were issued to address unmet needs for food, diapers, winter clothing, and other unmet needs impacting the health and wellbeing of the most vulnerable.

We appreciate the generosity of our donors during these challenging times in our community!









Join our livestream tonight at 7pm for the world premiere:

"PROOF POSITIVE"

Link in bio www.metrospectmedia.com

"PROOF POSITIVE" – Affinia Healthcare Super Heroes Defend Against the Coronavirus!

This film features Affinia Healthcare's COVID-19 testing activities and exceptional response to the novel coronavirus threat cannot be included as the contractive of the most vulnerable individuals and under-resourced communities St. Louis region.



























Affinia Healthcare Locations

1717 Biddle Street St. Louis, MO 63106

2220 Lemp Avenue St. Louis, MO 63104

4414 North Florissant Avenue St. Louis, MO 63107

6763 Page Avenue St. Louis, MO 63133

3930 South Broadway St. Louis, MO 63118

St. Louis

Dental Center

1500 Park Avenue

St. Louis, MO 63104

Program Office 2524 Hadley Street St. Louis, MO 63106



PARTNERSHIPS

Affinia Healthcare at Normandy High School (North Hall) 6701 St. Charles Rock Rd. St. Louis, MO 63133

Affinia Healthcare at Flance Early Learning Center 1908 O'Fallon Street St. Louis, MO 63106 Affinia Healthcare at BJC Behavioral Health 1430 Olive Street, Suite 500 St. Louis, MO 63103

Affinia Healthcare at Confluence Aspire Academy 5421 Thekla Avenue St. Louis, MO 63120 Affinia Healthcare at Midtown Service and Treatment Center 2900 Washington Avenue St. Louis, MO 63106

Affinia Healthcare at Lift For Life Academy 1704 S. Broadway St. Louis, MO 63104





Inspired by the Patients We Serve







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