



2023
COMMUNITY
IMPACT REPORT



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ABOUT MedLink Georgia

MedLink Georgia, Inc. is a non-profit 501 (C) (3) corporation, established as the Oconee-Oglethorpe Primary Health Care Center in 1976 under the Rural Health Initiative Program. The corporation is governed by a Board of Directors which represent our service area and are made up of a majority of patients. The corporation became a federally-qualified (USPHS Section 330) Primary Health Care Center in 1979 and uses this support to increase access to medical care for patients in Northeast Georgia.

We offer quality, patient-centered care to everyone, regardless of their financial situation. Our services are tailored to meet the unique needs of each community that we serve. As a health care safety net, we provide cost-effective primary and preventive care- including dental, behavioral health services, substance use disorder treatment, and pharmacy services that help patients get healthy and stay healthy. We also connect our patients to social services, such as food or housing assistance, and enabling services that help them access resources, such as transportation or language translation. These factors, combined with the ability to address multiple health needs under one roof help us to improve health outcomes for our patients and our communities.



VISION

Healthy Individuals, Healthy Families,
Healthy Communities

MISSION

To partner with patients and communities to support wellness through compassionate, quality healthcare.

VALUES

EXCELLENCE

In order to meet the needs of the communities we serve.

EQUITY

Providing care for all with commitment to diversity, equity, and inclusion.

RESPECT

Treat one another with fairness, respect, loyalty, and dignity.

SERVICE

Recognize opportunities within our communities to impact health outcomes.

INTEGRITY

In the way business is conducted.

STEWARDSHIP

To protect resources of our clients, communities, and corporation.

A MESSAGE FROM OUR CEO

I am delighted to share with you our annual report on the Health Center's accomplishments and advancements. This past year has been a testament to the unwavering commitment and passion of our team to deliver exceptional patient care and improve the health of the communities we serve.

As we reflect on our achievements, our focus on patient-centered care has paid off. Our patients have received the highest standard of health care while receiving the warmth and compassion of our healthcare team. This has resulted in a remarkable increase in patient satisfaction and a growing reputation for excellence.

Furthermore, our investment in our facilities, equipment and additional services has increased access to care and positioned us to continue to meet the needs of our communities we serve. Our patients are able to receive medical care in their own community, and our staff have the tools they need to provide the best possible care.

We have made a significant impact in addressing healthcare disparities in our community through our outreach efforts. Our community programs have helped us educate and provide services that they might have otherwise gone without and have brought hope and healing to some of the most vulnerable populations in our community. Most importantly, I want to recognize and thank our staff, the foundation and life of our health center. Their tireless work and unwavering commitment to serving others have inspired us all and have made our success possible.

In conclusion, I am filled with excitement and optimism as I look ahead to the future. Our community health center has a rich history of excellence and a bright future ahead. Together, we can continue to improve the health and well-being of our communities and deliver the highest standard of patient care.



Chief Executive Officer

Dave Ward

Dave Ward, CEO

BOARD OF

Directors



Sandi Saffold
Board Chair



Marilyn Favors
Chair-Elect



Gary Morris
Secretary



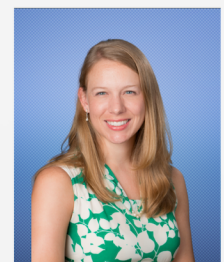
Steve Barber



Bobby Berryman



Doug Bridges



Alexandra Duvall



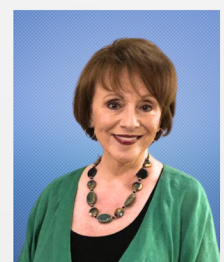
Joe Fernandez



Nancy Lord



Merlin Mejia

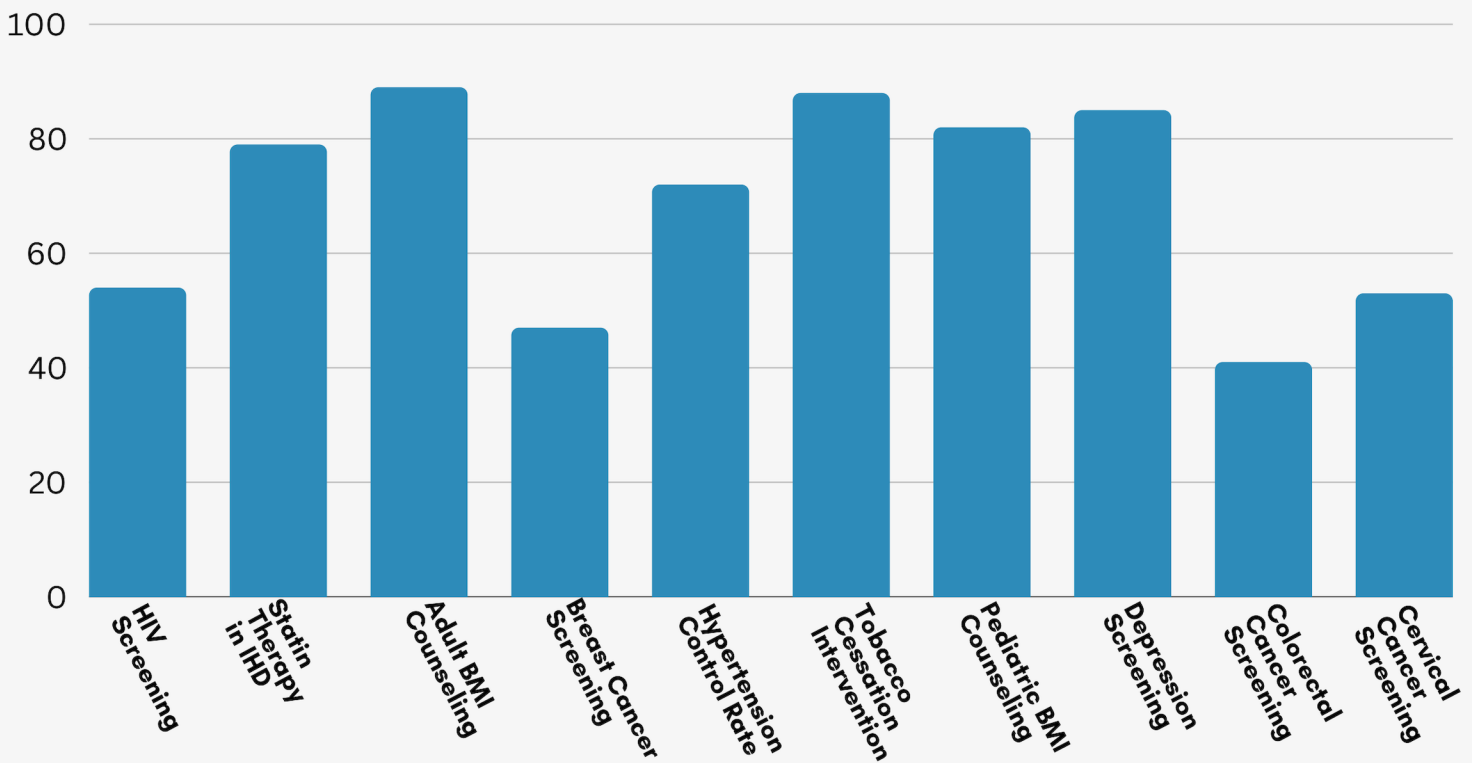


Linda Ramey

2023 AT A GLANCE

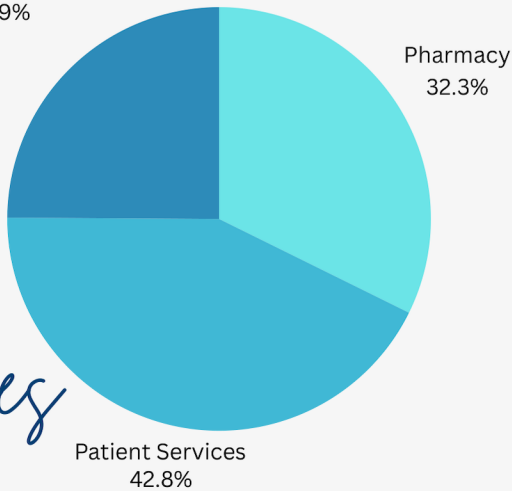
In 2023, MedLink Georgia Health Centers continued to make a meaningful impact on the communities they serve. Below are some highlights of our work over the last year.

Key Quality Stats



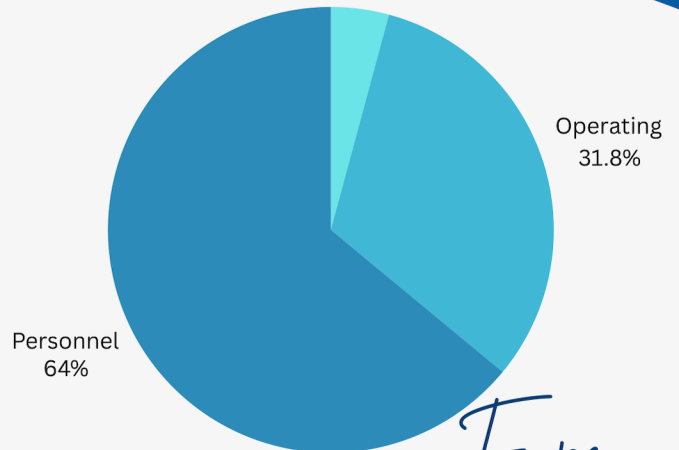
FINANCIAL REPORT

Grants, Donations & Other Non-Patient Revenues
24.9%



Revenues

Other
4.2%



Expenses

Locations

In 2023,
MedLink Georgia
went from
27 locations to
31 locations!



- MedLink Athens
- MedLink Banks
- MedLink Banks Imaging
- MedLink Bowman
- MedLink Cleveland Family Foot Care
- MedLink Colbert
- MedLink Commerce
- MedLink Commerce Family Foot Care
- MedLink Danielsville
- MedLink Gainesville
- MedLink Habersham
- MedLink Hartwell
- MedLink Hartwell Family Foot Care
- MedLink Jefferson
- MedLink Lawrenceville
- MedLink Monroe
- MedLink Oconee
- MedLink Oglethorpe
- MedLink Rabun
- MedLink Rabun Behavioral Health
- MedLink Rabun Family Foot Care
- MedLink Rabun North
- MedLink Rabun Women's Health
- MedLink Royston
- MedLink Suches
- MedLink Toccoa Family Foot Care
- MedLink Warrior Wellness Center
- MedLink White
- MedLink Winder
- MedLink Winder Imaging
- MedLink Winder Women's Health



**MedLink Georgia
served **68,680**
patients and provided
238,110 visits in 2023.**



994 Veterans



121 Homeless



1,767 LGBTQIA+



**203 Agricultural
Workers**



**13,668 Non-English
Speaking**

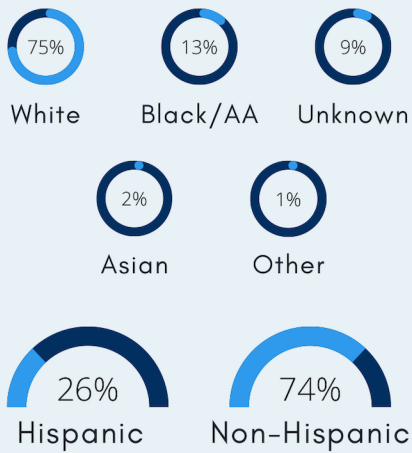




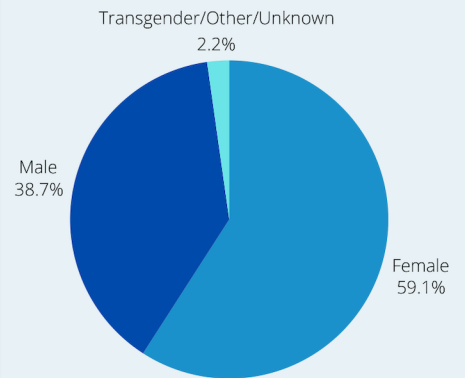
Patient DEMOGRAPHICS



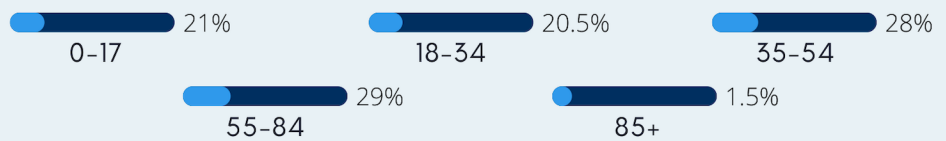
Race & Ethnicity



Gender



Ages



Financial Class



DENTAL

MedLink Georgia's dental office not only contributes to preventive and restorative oral health but also plays a key role in enhancing overall community well-being by ensuring that individuals, regardless of their socioeconomic status, have access to quality dental services.

8,045
Encounters

18%

SLIDING FEE SCALE PATIENTS



DIABETES & *Nutrition*

Total Encounters

1,792

38%

of patients were seen for obesity/weight management.

38%

of patients were seen for diabetes education and management.

MedLink Georgia proudly participates in the Diabetes Education Accreditation Program (DEAP) by the American Association of Diabetes Educators, reinforcing our dedication to empowering patients and promoting effective diabetes management.

DEAP
DIABETES EDUCATION
ACCREDITATION PROGRAM

AADE American Association of Diabetes Educators

Diabetic patients with multiple DSMT Program visits throughout the year saw a

2%

reduction in their A1C!

Diabetic patients that completed at least 1 DSMT Program visit saw a

1.3%

reduction in their A1C!





MEDICATION-ASSISTED RECOVERY

129 Vivitrol Participants

518 Suboxone Participants

11 Subutex Participants

100% Completion & Successful Birth for Pregnant Participants

MedLink Georgia is proud to partner with Georgia Council for Recovery and the Council of Accountability Court Judges in Mountain Judicial Circuit, Northeastern Judicial Circuit, Western Judicial Circuit, Piedmont Judicial Circuit, Enotah Judicial Circuit, Blue Ridge Judicial Circuit, and Appalachian Judicial Circuit to offer our MAR Program services for patients on their road to recovery.

Behavioral HEALTH

11,705

Total Encounters

78% increase from 2022

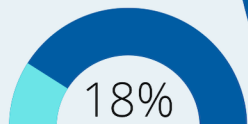


3,304 Telehealth Encounters

28% increase from 2022

1,589 New Patient Encounters

11% increase from 2022



18% sliding fee scale patients



PHARMACY

IN-HOUSE
5
PHARMACIES

In-House
Pharmacy
#6
Opening
February 2024!



\$4.2
MILLION
In Patient Medication Savings

68,016
Patient
Encounters

170,041
Prescriptions
Filled

26,124
Prescriptions delivered
to nearest MedLink
Family Health Center

55%
Prescriptions filled for
uninsured patients

PODIATRY

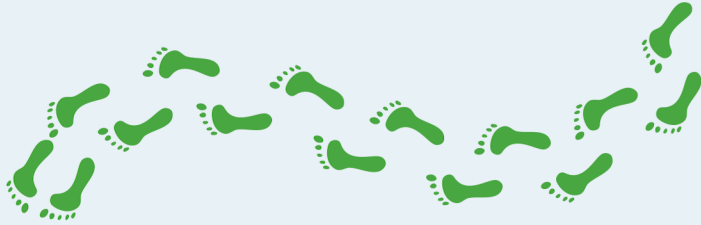
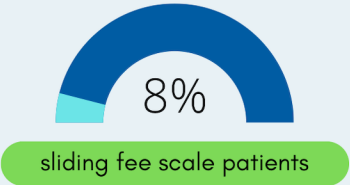
This year, MedLink Georgia broadened its podiatry services by expanding to two additional offices, aiming to provide comprehensive foot and ankle care to a wider community.

Seven Locations Offering Podiatry



- MedLink Cleveland Family Foot Care
- MedLink Colbert
- MedLink Commerce Family Foot Care
- MedLink Hartwell Family Foot Care
- MedLink Rabun Family Foot Care
- MedLink Toccoa Family Foot Care
- MedLink Winder

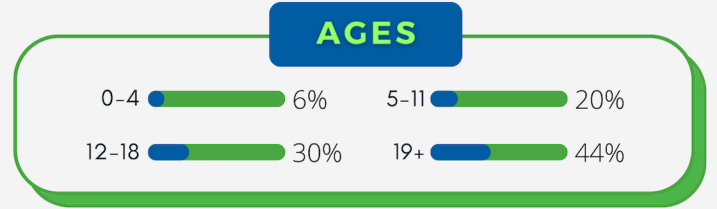
11,784
Total Encounters



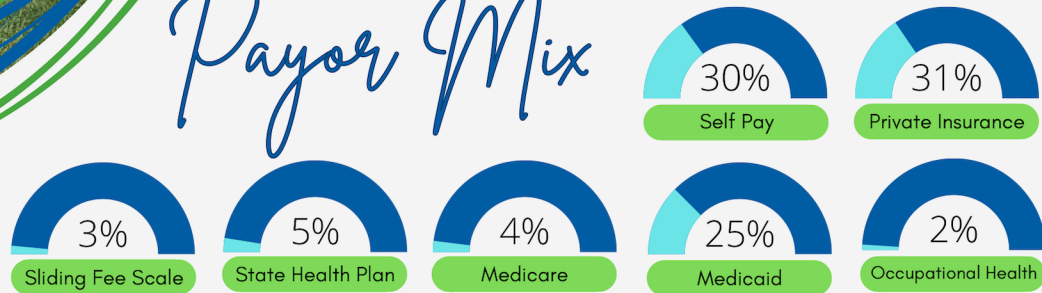


SCHOOL-BASED HEALTH CENTER

2,223 Total Encounters



Payor Mix



IMAGING Center

In October/November of 2023, MedLink Georgia expanded its services with the inauguration of two new imaging suites, **MedLink Winder Imaging** and **MedLink Banks Imaging**. Our imaging centers showcase a commitment to providing state-of-the-art diagnostic capabilities for enhanced patient care. **We are proud to be the only FQHC in Georgia to offer- not just one, but two- full-service imaging centers.**

Modalities

- ✓ MRI
- ✓ Mammography
- ✓ X-ray
- ✓ CT (CAT) Scan
- ✓ Ultrasound
- ✓ Bone Density Scan

525
Total Encounters



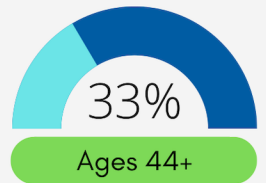
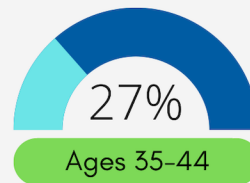
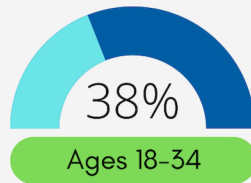
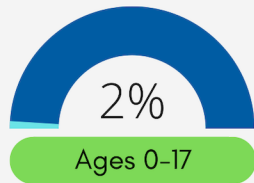


Women's HEALTH

MedLink Georgia operates **two women's health centers**, conveniently located in **Winder** and **Clayton**. To enhance the quality of care and comfort for our patients, we recently renovated our women's health center in Winder. With a commitment to women's health and well-being, MedLink Georgia continues to provide comprehensive and compassionate healthcare services to women.

7,357 Total Encounters

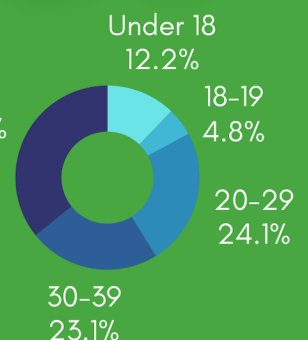
39% Preventative Screenings



TITLE X FAMILY PLANNING PATIENTS

Title X is a U.S. government program that helps people with family planning and reproductive health services. It provides funding for clinics and health centers to offer services like birth control, testing for sexually transmitted infections (STIs), cancer screenings, and counseling.

19,484



Mobile CLINIC

In 2023, MedLink Georgia made a significant stride in improving accessibility to healthcare with the launch of its new mobile health unit. This innovative initiative aims to bring medical services directly to communities, addressing healthcare disparities and reaching individuals who may face challenges in accessing traditional healthcare facilities.

The mobile health unit is equipped with state-of-the-art medical technology and staffed by a dedicated team of healthcare professionals. By taking healthcare on the road, MedLink endeavors to enhance preventive care, offer medical screenings, and provide essential healthcare services to a broader and more diverse population, ultimately contributing to the overall well-being of communities



Care Coordination

1129

PATIENTS

47% increase in enrollment



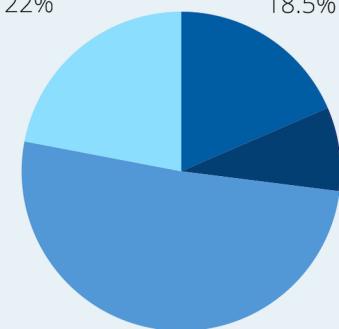
26,372

Total Vaccinations

Adult Vaccines
22%

Adult Flu
18.5%

Pediatric Flu
8.5%



Pediatric Immunizations
51%

WHAT'S NEW IN '23

Take a look back at all that we accomplished in 2023!

- **New Oconee location opened**
- **New Athens location opened**
- **Podiatry services added to Winder & Colbert**
- **Winder overhaul! Winder remodeled, Women's Health relocated and remodeled, Behavioral Health relocated and remodeled, Imaging opened**
- **New Banks Health Campus and Banks Imaging opened**
- **Monroe relocated and renovated**
- **Commerce remodeled and podiatry added to campus**
- **Added a Mobile Unit**





QUALITY AWARDS FOR *Quality Healthcare*

In 2023, MedLink Georgia was awarded Health Resources and Services Administration (HRSA) badges for Advancing HIT, Access Enhancer, Health Disparities Reducer, Addressing Social Risk Factors, and Health Center Quality Leader.

Awards are not just something for MedLink Georgia and its staff to be proud of, but they are a reminder to our community that we constantly strive to provide the best care.



Advocacy Center of Excellence

An Advocacy Center of Excellence (ACE) is a Community Health Center that creates a culture of advocacy to ensure that policymakers at all levels of government commit to investing in the affordable, equitable, and innovative care that health centers provide.



Access Enhancer

Increased the total number of patients served and the number of patients who received at least one comprehensive service (mental health, substance abuse, vision, dental, and/or enabling) by at least 5%.



Health Center Quality Leader

Achieved the best overall clinical quality measure (COM) performance among all health centers. MedLink Georgia received gold for being in the top 10 percent.



Advancing HIT

Met criteria to optimize health information technology services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care.



Health Disparities Reducer

Served patients in all racial/ethnic groups and met or exceeded Healthy People (HP) goals in the areas of low birth weight, hypertension, or uncontrolled diabetes.



Addressing Social Risk Factors

Badge recognizes health centers that are screening for social risk factors impacting patient health and are increasing access to enabling services.

Designations





Trainings & Classes

- Non-Clinical Skills Training: **101 employees**
- Clinical Skills Training: **127 employees**
- Phlebotomy Training: **7 employees**
- Billing/Insurance Training for Medical Secretaries: **32 employees**
- Manager 101 Training: **38 employees**
- CPR Training: **209 employees**

Certified Medical Assisting Program

7 Employees participated and graduated with their

Georgia Accredited Certification in Medical Assisting





Nurse Practitioner Residency NoGAPP

North Georgia Advanced Practice Program (NoGAPP) Residency is a one-year residency that provides new family nurse practitioners (FNPs) with a structured clinical experience to enhance the transition into practice. This program is the first of its kind in Georgia.






The program is supported by the Health Resources and Services Administration (HRSA) and led by MedLink Georgia and Emory University’s Nell Hodgson Woodruff School of Nursing with Versant providing online technology to help nurses transition into their role as an FNP.

The vision is to develop a sustainable source of dedicated, highly qualified nurse practitioners ready to meet the unique challenges of practicing in a Federally Qualified Health Center that is motivated by clinical excellence and the desire for continuous improvement in healthcare access and delivery.

This year, MedLink Georgia received a three-year accreditation from the National Nurse Practitioner Residency and Fellowship Training Program. MedLink also expanded the program by partnering with Community Health Care Systems, Inc., and East Georgia Healthcare Center. In 2023, 6 residents started their NoGAPP Residencies with 3 of those students currently working in MedLink Georgia clinics.



Elements of the NoGAPP Curriculum

 <p>Didactic Sessions To expose Resident/Fellows to subject matter experts while also building their professional networks.</p>	 <p>Continuity Clinic To expose Resident/Fellows to subject matter experts while also building their professional networks.</p>	 <p>Mentor Clinic To learn the art of being a provider in an FQHC by watching preceptor/mentor in action.</p>	 <p>Specialty Clinic To enhance knowledge in a particular specialty area of practice.</p>	 <p>Focus Areas Unique focus areas of our program include leadership, quality, safety, and social justice in healthcare.</p>
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Community Partnerships

MedLink Georgia along with our many community partners share a common mission to improve community health, particularly among vulnerable and underserved populations. Together, we work collaboratively on behalf of residents in communities across Northeast Georgia.

Partnerships are necessary to maximize resources, to reduce duplication of effort, and to improve quality, efficiency, and accessibility of health care services. The changing face of America's underserved population and the desire and need for more fully-functioning and better prepared public health and primary care systems all demand a health care system based in local partnerships.

Partnerships put the well-being of a community into greater focus with overall goals to improve access to care, improve health outcomes, and decrease health disparities.



Our Partners

Family Connection Programs

YMCA's

Public Housing Authorities

Local School Systems

Chambers of Commerce

DFACS

Councils on Aging

Addiction Recovery Groups

Diabetes Support Groups

Food Banks

Local Farms

Homeless Ministries

Rape Response

Domestic Violence Shelters

Behavioral Health Organizations

Senior Centers

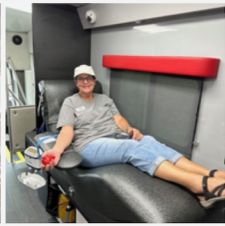
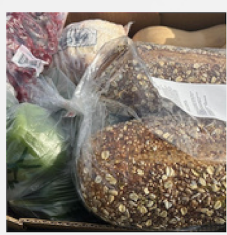
Health Departments



COMMUNITY Outreach

MedLink Georgia is dedicated to being involved in each of our communities to help raise awareness around health and wellness. The Marketing & Outreach team welcome every opportunity to help spread knowledge of support and services for things related to health, wellness, resources, and strengthening our communities.

The Community Outreach team creates partnerships within our communities to expand and increase access to vital care and health education. Many MedLink Georgia employees and providers generously volunteer their time through community service projects and events which further strengthen the communities we serve.



SCHOOL SPORTS PHYSICALS CLINICS

15

DIABETES EDUCATION CLASSES

14 Diaper Day Events

15 Behavioral Health Events

Mobile Care Clinic Events

7 HISPANIC & LATINO EVENTS

9 Breast Exam & Mammogram Events

Community Festivals & Events

Women's Health Seminars

Prescription Drug Take Back Day

19 Blood Drives

Christmas Parades
HIV Awareness Events

After-hours Networking Events

6 FOOD DISTRIBUTIONS

Education & Awareness Campaigns

3 Pride Events



COAT DRIVES

12 SNACK & LEARN HEALTH SERIES

10 Sip & Paint Events

6 BLOOD PRESSURE SCREENING EVENTS



MedLink Videos



GOOGLE ADS

5 Direct Mailers

TIKTOK VIDEOS

26 CHAMBERS OF COMMERCE

30+ EVENT SPONSORSHIPS School Sponsorships

Display ads 9 Radio Stations Civic Organizations

Connected TV ads Podcast 17 Newspapers

Spirit of Community

At MedLink, we believe in community. We are committed to helping our patients and love to be involved in our communities in every way possible!

HELPING HANDS FOUNDATION

The Helping Hands Foundation was created as a branch of MedLink Georgia to help bridge gaps in financial resources for both our employees and patients who are experiencing personal hardships. This foundation is supported through the generosity of many MedLink employees who give a portion of every paycheck to help fund this foundation.

**2023 Employee Contributions:
\$18,524.50**

\$17,638.80 was disbursed to provide assistance to 18 families/individuals.

SPONSORSHIPS & DONATIONS

PARTNERING TO MAKE
A DIFFERENCE IN THE *lives*
OF THOSE MOST IN NEED.

The outstanding care MedLink Georgia offers all its patients would not be possible without the contributions of generous corporate sponsors and individuals.

By giving your tax-deductible donation to MedLink Georgia, you help individuals, families, and communities receive the care they need when they have lost jobs and insurance coverage or have unusual circumstances that make it difficult to afford medical care and/or personal care items.

For more information on corporate sponsorship or becoming a Friends of MedLink Partner, please visit our website:

www.medlinkga.org

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