

CVS Health Zones Project

PrimaryOne Health
Columbus, Ohio



PrimaryOne Health in Columbus, Ohio has gone through several changes since establishing its first community health center in 1973. From one center to seven centers in the 1990s, each with a different name; to one organization to bring those seven together called Columbus Neighborhood Health Center, Inc. in 1997; to being renamed PrimaryOne Health in 2015 after being awarded a Level 3 Patient-Centered Medical Home recognition. Today, Primary One has 12 locations and 4 mobile health centers in medically underserved areas in three counties.

PrimaryOne planned to leverage the funding from the CVS Health Zones grant to bring a mobile health center to Rosewind, a Columbus Metropolitan Housing Authority rent-controlled public housing community, with 230 units and 700 residents. The goal was to start engaging residents and familiarizing them with PrimaryOne's services, in anticipation of a permanent CVS Health Lab as part of the expansion of Rosewind's community center.

The first part of the year was spent discussing the needs of the community and incorporating those ideas into building the Mobile Health Unit. Once built, the Mobile Health Unit started coming to Rosewind in mid-August two days per week. For various reasons, residents were not very engaged with the unit. With the community center under construction, and Covid still a threat, there were no community programs running to encourage resident participation and engagement. Attempts to provide snacks for the residents helped to engage the children with the Mobile Health Unit, but this did not translate to the adult residents.

PrimaryOne is still working to engage residents as the CVS Health Lab finishes construction.

**A project
designed to
engage
residents and
ensure their
comfort level
with
community
health
centers.**

2021 Health Center Data

- 42,024 total patients
- 76.52% racial and ethnic minority patients
- 37.85% of patients best served in a language other than English
- 37.41% of patients are uninsured
- 38.11% patients have Medicaid/CHIP insurance
- Special populations served: people experiencing homelessness and residents of public housing