Providing health services to BGSU students, faculty and staff, and members of the general community of Bowling Green, Ohio.
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Organization

Falcon Health Center is committed to providing excellent patient care and services to help better serve the BGSU community. Preventative and illness-related health services are provided by a medical staff of physicians, nurse practitioners, and a team of supporting colleagues. The staff of Falcon Health Center provides general radiology services, lab/blood draw capabilities, along with women’s health services. A drive-thru pharmacy is also a convenient feature of the facility.

- Professional medical and mental health care staff
  - 9 licensed physicians, including 3 psychiatrists
  - 7 licensed mid-level providers, including 1 certified women’s health provider
  - 2 licensed pharmacists
- 11 licensed medical support staff
- 2 certified phlebotomists
- 2 certified radiology technicians
- 4 licensed pharmacy technicians
- 10 administrative staff

Falcon Health Center Organizational Chart
SUMMARY OF DEMAND

Summary of Demand

NUMBER OF OFFICE VISITS

The providers at Falcon Health Center delivered care in over 12,000 encounters in FY '13/14, rendering primary, urgent, and preventative care. Some of the most common reasons for visits were symptoms associated with flu and respiratory complaints, GI disorders, women's health and contraception management, migraine headaches, and fatigue.

In addition to the care provided at the Falcon Health Center, care is also offered at the BGSU Sebo Center to student athletes for non-athletic related health issues. A total of 350 visits were completed at the Sebo Center in FY '13/14.

<table>
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<tr>
<th>Service</th>
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NUMBER OF ANCILLARY VISITS

Falcon Health Center certified ancillary providers provide a variety of services including the administration of immunizations, allergy shots, and tuberculin skin tests. Additionally, routine phlebotomy and basic x-ray services are available by certified lab technicians. A total of 2,777 ancillary visits were completed at the Falcon Health Center staff in FY '13/14.

<table>
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<th>Provider/Service</th>
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</table>
SUMMARY OF DEMAND

NUMBER OF PSYCHIATRY VISITS

With three part-time psychiatrists serving the BGSU student population, Falcon Health Center treats patients for a wide range of mental health issues, including depression, anxiety, attention deficit disorder, and bipolar disorder. In FY ’13/’14, 1,000 psychiatry visits were completed at Falcon Health Center.

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<thead>
<tr>
<th></th>
<th>2013</th>
<th></th>
<th></th>
<th>2014</th>
<th></th>
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SUMMARY OF PATIENT SATISFACTION SURVEYS

Summary of Patient Satisfaction Surveys

SURVEY I
In a survey conducted from August through December 2013, patients were asked to rate the following from "A" to "E": "A" being the best and "E" being the worst:

1. Falcon Health Center building/physical facility
2. Phone access to Falcon Health Center
3. Helpfulness at the reception desk
4. Wait time before being seen by a provider
5. Technical skill (thoroughness, carefulness, competence) of the medical staff
6. Personal manner (courtesy, respect, sensitivity, friendliness) of the medical staff
7. Medical staff's explanation of your condition and treatment plan
8. Overall visit experience

There were a total of 552 respondents.
SUMMARY OF PATIENT SATISFACTION SURVEYS

In addition, respondents were asked the question, "Would you recommend FHC to others?"

![Graph showing recommendation of FHC]

RESULTS SUMMARY ~ SURVEY I

Results indicate that the overwhelming majority of respondents found their experience at the Falcon Health Center to be well above average. Areas on which to concentrate for future improvement include wait times, helpfulness of the reception staff, and phone access.

This survey will be implemented again in the fall to allow for internal comparison of results using the same tool.

SURVEY II

In a survey conducted during the month of June 2014, patients were asked to answer the following:

1. I am a....
   a. BGSU Student
   b. BGSU Faculty/Staff
   c. BG Community Member

2. How did you learn about the Falcon Health Center?
SUMMARY OF PATIENT SATISFACTION SURVEYS

3. Please rate your visit to the Falcon Health Center:
   a. Excellent
   b. Good
   c. Fair

4. If you needed urgent health care in the future, would you come back to Falcon Health Center?
   a. Yes
   b. No
   5. Comments?

There were a total of 23 respondents.

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**I am a...**

- BGSU Student
- BGSU Faculty/Staff
- EG Community Member

**How did you learn about FIIC?**

- Wood County Hospital
- Newspaper
- Student Health Care
- Campus
- ReadyCare Post Card
- Physician or PCP
SUMMARY OF PATIENT SATISFACTION SURVEYS

Rate your visit to FHC

Would you return to FHC?

Comments included:

- Love this place!
- Dr. Espinoza was great!
- Great staff! Greatly appreciate everyone!
- Everyone was professional and caring
- Everyone was helpful and nice!
- Best of luck to you, very nice facility and staff
- Dr. Martin was great with my little girl.
- Mary NP is awesome!
- Dr. took time to address my concerns.
RESULTS SUMMARY ~ SURVEY II

While the sample size of this survey is relatively small, results indicate that the vast majority of patients considered the quality of their visits to be excellent. There were twice as many community member respondents as BGSU students, and no BGSU faculty/staff member respondents, possibly indicating a need for additional marketing to BGSU faculty/staff. Most respondents learned about the health center through the BGSU campus, but many were referred by a physician. All but one said they would return to Falcon Health Center if they required urgent care in the future.
# SUMMARY OF FINANCIAL PERFORMANCE

## Summary of Financial Performance

Summary of Financial Performance for the 12 months ended June 30, 2014

### Volumes:
- **Clinic Visits:** 16,268
- **Prescriptions:** 23,948
- **Ancillary Visits:** 2,777

### Net Revenue
- **Clinic:** 1,244,537
- **Pharmacy:** 967,751
- **Total:** 2,079,516

### Expenses:
- **Clinic:** 1,487,130
- **Pharmacy:** 967,751
- **Other:** 453,535
- **Total:** 2,908,419

### Excess of Expenses Over Revenues:
- $-828,899

Note: Falcon Health Center operations produced a financial deficit during year one of operations. A deficit was expected and budgeted in year one. The 12-month period includes two months of operation in the old Student Health building; moving costs; and implementation expenses, which included higher than anticipated staffing in the first fiscal quarter.
Summary of Accomplishments

1. Falcon Health Center building
   • Construction of the Falcon Health Center completed in July 2013.

2. Transition of services from BGSU Student Health Center to Falcon Health Center
   • Transfer of seven BGSU Student Health Center employees to the Falcon Health Center location to facilitate a cohesive environment of care.
   • Delivery of care to the first patients in the new Falcon Health Center on Monday, August 18, 2013, with over 16,000 patient encounters in the first full year of operation

3. Established FalconHealth.org website, including the patient portal at MyFalconHealth.org

4. Implementation of electronic health record
   • Electronic health records documented through NextGen to provide seamless integration between all Wood Health Company providers.

5. Conduction of flu prevention clinic, delivering more than 1,000 flu vaccines to BGSU faculty and students

6. Participation in BGSU faculty and staff wellness programs

7. Promotion of student health and wellness through education
   • 3 women’s health presentations
   • 4 educational seminars for sororities

8. Participation in Campus Fest, Homecoming

9. Collaboration with BGSU Mass Casualty protocol

10. Integration of ReadyCare services
    • Health care services offered to the general community on a walk-in basis on Monday, May 12, 2014.

11. Implementation of new student registration and orientation process
SUMMARY OF ACCOMPLISHMENTS

- Approximately 4,000 first-year students introduced to the Falcon Health Center and its services through participation in the BGSU SQAR program. More than 500 students pre-registered.

12. Collaboration with BGSU athletic department for cost-effective delivery of health services to student athletes including

- Athletic Physicals
- Lab Testing
- Basic Radiology
- Evaluation and Treatment of Sports Injuries
GOALS FOR 2014-15 FISCAL YEAR

Goals for 2014-15 Fiscal Year

Fiscal Year 15 is the second year of Falcon Health Center. As a general statement of purpose, our intention is to build upon the successes and lessons of the first year serving the BGSU community, and both improve and add services.

1. Promote increased utilization of Falcon Health Center by BGSU students, staff and dependents through expansion of hours; and services offered.
2. In collaboration with the University and Hospital identify new or enhanced services to be offered at Falcon. Examples of topics which can be explored would include:
   a. Occupational Health Services;
   b. Coordinated Wellness Programming;
   c. Medical Specialty Clinics (i.e. Chronic Care, Eating Disorders, Dermatology, etc.);
   d. Speech & Hearing;
   e. Others to be determined
3. Obtain Accreditation for the Falcon Health Center;
4. Strengthen the coordination of health services provided to athletes by working closely with key leaders in the BGSU Athletics Department;
5. Expand and enhance Pharmacy service offerings;
6. Assure that Providers and staff prepare for compliance with new regulatory initiatives (i.e. ICD 10, Meaningful Use, PQRS, etc.);
7. Continue participation in on campus programs or activities designed to engage and support current or prospective students, parents or staff;
8. Maintain current high levels of patient satisfaction with services.
Company Information

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