



Kindness

2022 Signature Health Annual Report

2022 Kindness



Dear Signature Health Community,

With 2022 in the rear view, we're finally finding more of a return to normalcy despite lingering realities and impacts of the pandemic. One major consequence is the negative effect on many people's mental health, perhaps balanced with a silver lining—a noticeable decrease in stigma associated with seeking professional help.

As demand for high-quality and timely treatment builds, we and all other agencies are challenged by a behavioral health workforce crisis. This unfortunately creates undue stress for our field's committed professionals and for patients who have taken the brave step to get care.

Despite all of the complex issues contributing to this industry-wide challenge, we believe in a simple approach to endure, grow and thrive—showing kindness and compassion to our more than 900 staff members and 32,000 patients.

Heavily investing in Signature Health employees through newly established tuition assistance, professional development and training programs was a major focus in 2022 and stemmed from a commitment to kindness.

Likewise, new initiatives paired with continued optimization of MyChart and Epic—our gold-standard electronic health record—are part of our push for the best possible clinical outcomes and patient experiences (p. 5). And, we're always working to increase access and bring new, evidence-based programs and services into the mix (p. 4), including in new and improved spaces (p. 6).

In September 2023, Signature Health will celebrate the milestone of 30 years caring for Northeast Ohio patients in need. When I think about the dedication and collaboration necessary—from so many—to persevere into our 4th decade of service, I'm both humbled and energized.

Above all, I'm inspired by the kindness and fortitude of our team to put patients first, day in and day out, while integrating care for the mind and body.

Jonathan Lee
President & CEO

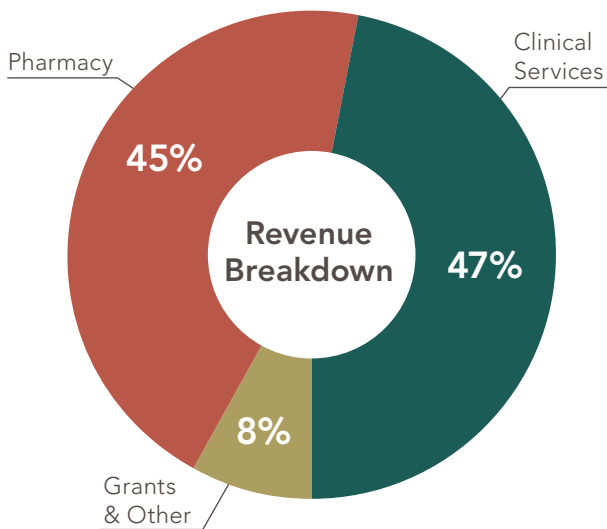
Our Mission Statement

Signature Health puts good health within reach of all of our community members through comprehensive mental health, medical and support services essential for optimizing the well-being of mind and body.

Accreditations, Certifications, Affiliations & Awards



2022 Financials



Total Net Revenue

\$106.2 Million*

Expenses

Wages & Benefits	61%
Medication	22%
Occupancy	5%
Software & Equipment	4%
Medical & Professional Fees	2%
Supplies	1%
Patient Expenses	1%
Travel & Conferences	1%
Other Expenses	3%

*Unaudited

Senior Leadership Team

Jonathan Lee

President & CEO

Christine Boulden

Chief Nursing Officer

Indrani Egleston

Chief Financial Officer

Jared Lucas

Director of Information Technology

Shannon Majoras, Esq

Chief Administrative Officer

Ann Mason

Chief Innovation Officer

Libbie Stansifer, MD

Chief Clinical Officer

Board of Directors

Paula Anzlovar

Chairwoman

Paul Brickman

Vice Chairman

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Treasurer

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Secretary

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Heather Brissett

Mark Castell

Michelle Echevarria, MD

Kelly Farrell

Paul Fuller

Josephine Jones

Stephanie Malbasa, Esq

Jennifer Sample

Earl Tucker

Rev. Gregory Walker

Our Impact

More Than

32,000

Total Patients Served



30.4K

Behavioral Health
Patients served



8.6K

Primary Care
Patients served



899

Infectious Disease
Patients served



736

Free HIV & Hep C Tests



1.9K

Sexual & Reproductive Health
Patients served



115

Child Advocacy Center
Children served

Expanding Access to Services

2022 brought a number of expanded services and opportunities for Signature Health patients, many of whom have been historically underserved or encounter barriers in accessing health care.

DISTRIBUTING LIFE-SAVING MEDICATION VIA MOBILE CLINIC

Signature Health debuted its mobile clinic, offering free naloxone nasal spray and opioid overdose awareness and education to Ashtabula County residents. On Fridays, the mobile clinic has been traveling to designated spots across Ashtabula County where community members can “walk up” to receive free naloxone and education on how to administer it in the event of an opioid overdose. In addition to naloxone distribution and opioid education, the mobile clinic also offers free HIV/Hepatitis C screenings.

Visit SignatureHealthInc.org/mobile for more information and an up-to-date schedule.



Signature Health's mobile clinic hit the road this spring, distributing free naloxone and opioid overdose education

EXPANDING ACCESS TO BIRTH CONTROL

As part of our Sexual and Reproductive Health program and Title X funding, access to long-acting reversible contraceptives (LARCs) is now available for patients at each of our health centers. This includes the insertion and removal of intrauterine devices (IUDs) and hormonal arm implants (Nexplanon (R)).

These birth control options are in addition to the broad range of other contraceptive methods offered, as well as services such as pap smears, pelvic screenings, STI testing/treatment, family planning education and counseling.

AIDING RECOVERY WITH MEDICATION-ASSISTED TREATMENT

For individuals struggling with addiction to opioids or alcohol, the road to recovery could include Medication-Assisted Treatment (MAT). In 2022, we introduced new medication options to better meet patient needs. The oral and injectable MAT medications we offer are buprenorphine (e.g., Suboxone, Sublocade) and naltrexone XR (e.g., Vivitrol), for individuals who are 18 or older, including women who are pregnant or breast feeding.

MAT is available at our Ashtabula, Lakewood, Maple Heights and Willoughby locations, with plans to expand to Painesville. We also offer a MAT access clinic to serve patients with more urgent needs.

HEALING TOGETHER

Signature Health offers more than 100 therapy groups across our locations, supporting patients with mental health and substance use disorder diagnoses. New groups include:

- Art Therapy (Beachwood)
- Mental Health and Aging (Beachwood)
- H.E.A.L.S. Women's Support Group (Beachwood)
- Grief Group (Beachwood)
- Schizophrenia and Psychosis Support Group (Lakewood)
- Couples Counseling (Painesville)
- Rainbow Club for LGBTQ+ Adults (Willoughby)
- Adolescent Intensive Outpatient Program (Willoughby)

For a full list of groups offered, visit SignatureHealthInc.org/mental-health

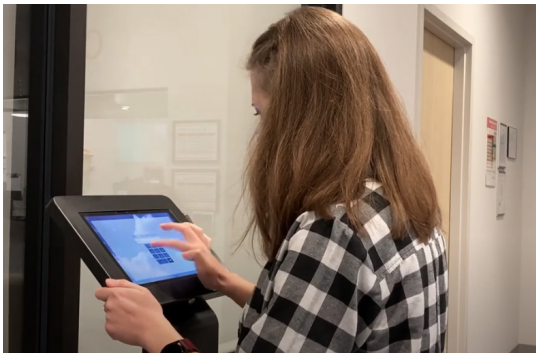
Boosting Clinical Outcomes

We are continuously working to improve the patient experience. Taking the necessary steps toward better clinical outcomes positively impacts our patients, staff and the agency.

MEASURING PATIENT PROGRESS WITH BASIS-24

BASIS-24 is a 24-question behavioral health assessment tool that helps providers better understand the measurable impact of treatment. Providers can then discuss results with their patients and track progress over time.

Patients who arrive for their appointments now check-in at a kiosk with a welcome tablet that initiates the BASIS-24 assessment. This also helps our providers access valuable insight about their patients, reduce congestion at the front desk, and improve overall patient flow in our spaces.



Patients complete the BASIS-24 assessment on a welcome kiosk as part of the check-in process

AN EXTRA DOSE OF SUPPORT

Patient navigation services are now available to further support individuals who have taken the first step in seeking treatment.

Our patient navigators provide outreach to newer patients, offering personalized support, education, care coordination, and resources to address the impact of social determinates of health. Navigators are trained to understand systemic barriers to health care and support members of historically marginalized communities, including patients of color, patients with disabilities, and low-income patients.

This program is being supported by grants from the Anthem Blue Cross Blue Shield Foundation, Three Arches Foundation, and the Lake County ADAMHS Board.

MONITORING BLOOD PRESSURE AT HOME

Primary care patients have the opportunity to participate in an at-home Blood Pressure Monitoring Program.

This initiative, funded through a National Hypertension Control Initiative grant from the Health Resources and Services Administration (HRSA) and the American Heart Association, aims to manage high blood pressure by allowing patients to regularly track their readings at home and share results instantly with their provider through bluetooth-enabled self-monitoring blood pressure devices. Real time results help primary care teams provide counseling on medication adherence, nutrition, and exercise to patients.

Signature Health was one of 16 FQHCs in Ohio to be selected for this program.

MAINTAINING HEALTHY WEIGHTS

A new Weight Management Program being piloted in Willoughby is also available for primary care patients and staff who have a BMI over 30 and a willingness to make positive changes to their health. The program includes a formal assessment, access to medication management, evidence-based group visits and linkage to additional resources. This initiative aims to reduce certain diseases and conditions by focusing on preventative care.

Creating New & Improved Care Spaces

A GRAND OPENING IN PAINESVILLE

Signature Health opened a brand-new facility in Painesville at 54 S State St. A ribbon cutting celebration, with over 200 staff members, community leaders and elected officials, was held prior to opening for patient care on May 9, 2022.

Since opening its doors, Painesville patients have enjoyed the space for counseling, psychiatry, primary care, infectious disease care, lab services, and filling prescriptions at our new, on-site pharmacy. Next up: launching dental services and a Medication Assisted Treatment (MAT) program in 2023.



In early May, a ribbon cutting ceremony was held to celebrate the new Painesville space.

RESIDENTIAL SPACES IN EUCLID, MENTOR AND CLEVELAND

Roberto Flores Home reopened under Signature Health's management in December 2022. This 8-bed residential care facility in Euclid serves individuals who have a dual mental health and substance use disorder diagnosis. Residents are able to participate in on-site intensive outpatient programs, individual counseling, nursing care and other activities as needed.

Two new residential treatment facilities are also slated to open in 2023: C.H. Everett Clinic in Mentor and ORCA House in Cleveland.



Roberto Flores Home, located in Euclid, OH.

A NEW VISION FOR WILLOUGHBY

We were excited to break ground in 2022 on our larger, much-anticipated Willoughby health center, which is expected to open in late 2023. The new building located on Mentor Avenue will support integrated care and positive experiences for both patients and colleagues.



A rendering of the new Willoughby location.

Dedicated Staff: 2022 Service Awards

In 2022, these dedicated colleagues celebrated milestones. Thank you for serving our community with skill and compassion!



Anne Donohoe-Safko



Ann Mason
Mark Tandy



Kathleen Bobulsky
Dawn C. Brumfield
Michael Primc
Nilda Rivera



Kirstin A. Esch
William Fikter
Denise A. Palma
Tracey L. Picard
RomeroL Stanton
Christina M. Thompson



Kimberly R. Bauer
Deborah Brewster
Jenna L. Crockett
Robin L. Deemer
Carmel Fosh

Lisa Ishee
Howard E. Loftus
Asleesha D. Milliman
Michael S. Rodio
Nicole A. Simmons

Jennifer R. Walter
Kathryn Webb
Valerie Weber
Christina M. Wiley
Mary K. Winfield



Abria S. Armour
Steven H. Bell
Jessica M. Brubaker
India Burris
Christin L. Carrabine
Kelly S. Christy
Sherell Chunn
Bryn A. Coffield
Dennis W. DeWalt Sr.
Cassie Eaton
Lisa Fishman
Tiara R. Fulton
Heather Harrington
Brian Heinz
Michael A. Huston
Mark Jacobs
LaKendra M. Johnson

Kristen M. Kelley
Kathleen B. Kennedy
Patricia F. Krewson
Jennifer Lewis
Hannah E. Lowe
Mindy Mackin
Shannon Majoras
Timothy J. McClure
Cherise E. McDaniel
Roger J. Mize
Edwin Moore
Glenda Morrison
Timothy A. Natale
Tiauna Nobles
Morghana Pacheco-Santos
Samantha L. Pemberton
Michele Radovanic-Lajara

Allison Reiter
Maria Rodriguez
Brittany A. Roppel
Shannon Ruffo
Briana J. Russ
Candace R. Searles
Diana Tommer
Khoa Tran
Laurie L. Trinko
Marcelle Vanwinkle
Jennifer E. Vittek
Torianna R. Whetson
Deborah Zagore
Meghan E. Zielinski
Pamela Zoltowicz



Join Our Talent Network!

In an effort to match open positions with the best possible candidates, Signature Health has developed a Talent Network. Visit SignatureHealthInc.org/careers to join and stay informed on new job opportunities within the agency.

Thank You to Our 2022 Grantors:



Anthem Blue Cross Blue Shield Foundation	Ohio Association of Community Health Centers
Ashtabula County Children Services Board	Ohio Attorney General's Office of Crime Victim Services
Ashtabula County Department of Job and Family Services	Ohio Department of Health Bureau of Health Improvement and Wellness
Cleveland Foundation	Ohio Department of Health Bureau of Maternal, Child and Family Health
Cuyahoga County Board of Health	Ohio Department of Mental Health and Addiction Services
Federal Emergency Management Agency (FEMA)	Peg's Foundation
Lake County Department of Job and Family Services	Problem Gambling Network of Ohio
George Gund Foundation	Ridgecliff Foundation
HRSA Bureau of Primary Health Care	The Char and Chuck Fowler Family Foundation
Lake County Department of Job and Family Services	Three Arches Foundation
National Association of Community Health Centers	

Our Locations

Ashtabula County

Ashtabula

4726 Main Ave.
Ashtabula, OH 44004


Ashtabula - Sexual & Reproductive Health

510 W. 44th St. #2
Ashtabula, OH 44004

Bridgeview Manor

4428 Collins Blvd.
Ashtabula, OH 44004

*Coming Soon

 Residential Facility

Cuyahoga County

Beachwood

24200 Chagrin Blvd.
Beachwood, OH 44122

Lakewood

14701 Detroit Ave., 6th Fl.
Lakewood, OH 44107

Maple Heights

21100 Southgate Park Blvd.
Maple Heights, OH 44137

Roberto Flores Home

25540 Euclid Ave.
Euclid, OH 44117

ORCA House*

3001 Prospect Ave.
Cleveland, OH 44115

Lake County

Administrative Offices

7232 Justin Way
Mentor, OH 44060

Painesville

54 S. State St.
Painesville, OH 44077

Willoughby

38882 Mentor Ave.
Willoughby, OH 44094

C.H. Everett Clinic*

7621 Mentor Ave.
Mentor, OH 44060

For hours and services by location, visit SignatureHealth.org or call 440-578-8200.