

COMMITMENT

a year of dedication & growth



2023 Commitment



Dear Signature Health Community,

As I reflect on 2023, it's difficult not to gravitate toward the highs and lows. On one hand, Signature Health celebrated the significant milestone of 30 years in business, positively impacting lives in Northeast Ohio communities. On the other hand, we reached this landmark raw from the unexpected loss of our co-founder, Board Vice Chair and friend Paul Brickman, who was at the heart and soul of Signature Health.

From humble beginnings in 1993 counseling kids in schools, it has taken great commitment from many to adapt and grow into the dynamic organization we are today—helping tens of thousands of patients improve their mental and physical health across many integrated services and care environments.

With a people-first mindset leading us, we took the opportunity in 2023 to re-examine our foundational guideposts of vision, mission and values (see below). Now that our mature organization is an enduring, integral part of Ohio's behavioral health landscape, we felt it was the right time to recalibrate with clearer focus and aspirations to take us into the next 15 or so years of Signature Health's organizational life. And now the table is set to embark on a new strategic plan in 2024 that will help us continue improving the experiences of our colleagues, patients and collaborators.

Please continue on to learn more about our team's latest accomplishments, particularly around expanding access to services (p. 4), boosting clinical outcomes (p. 5), and creating new and improved care spaces (p. 6).

Every day, I'm inspired by what I witness walking our halls—especially the intense commitment from both our team members and our patients to reach their full potential.

Jonathan Lee
President & CEO

Our Purpose & Vision

To provide integrated healthcare for our community specializing in patients with mental illness and/or addiction because we want people to realize their full potential.

Our Mission

Become the most respected integrated behavioral health organization in the country.

Our Core Values



Accreditations, Certifications, Affiliations & Awards

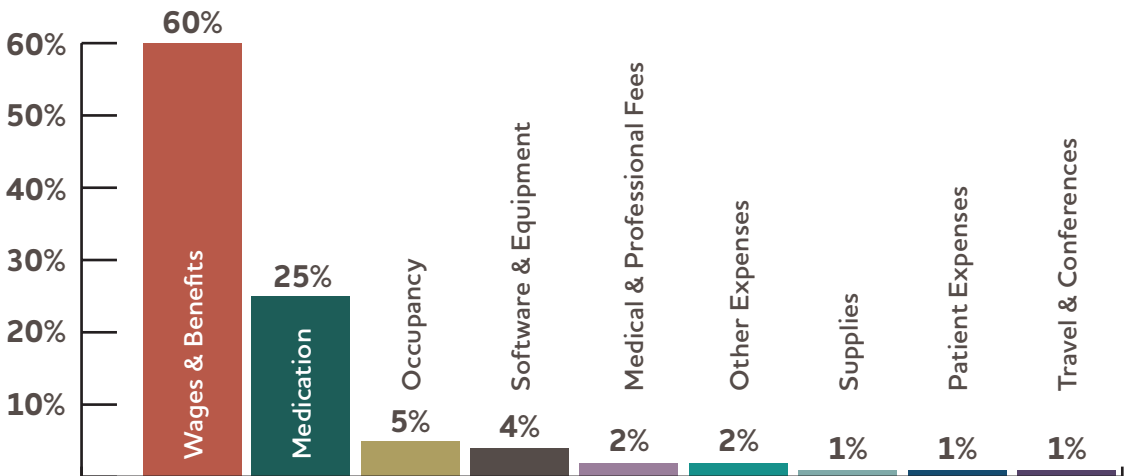


Total Net Revenue

\$128.4 Million*

**Unaudited*

Expense Breakdown



Senior Leadership Team

Jonathan Lee

President & CEO

Christine Boulden

Chief Nursing Officer

Eric Lewis

Chief Human Resources Officer

Jared Lucas

Director, Information Technology

Shannon Majoras, Esq

Chief Administrative Officer

Ann Mason

Chief Innovation Officer

Libbie Stansifer, MD

Chief Clinical Officer

Kelley Sullivan, RPh

Director, Pharmacy

Board of Directors

Paula Anzlover

Chairwoman

Heather Brissett

Vice Board Chair

Charles Strawbridge

Treasurer

Giovanni DiLalla

Secretary

Georgia Brickman

Mark Castell

Michelle Echevarria, MD

Kelly Farrell

Paul Fuller

Josephine Jones

Stephanie Malbasa, Esq

Jennifer Sample

Christopher Tazzi, Esq

Earl Tucker

Rev. Gregory Walker

Our Impact

More Than

34,500

Total Patients Served

	32.3K	Behavioral Health Patients served
	9.1K	Primary Care Patients served
	348K	Pharmacy Prescriptions filled

	1.1K	Infectious Disease Patients served
	533	Free HIV & Hep C Tests
	1.8K	Sexual & Reproductive Health Patients served
	156	Child Advocacy Center Children served

Expanding Access to Services

2023 brought new and expanded services to patients, many of whom have been historically underserved or encounter barriers in accessing health care.

HOME-BASED CARE FOR OLDER ADULTS

Signature Health expanded our behavioral health services to provide comprehensive care to the growing population of older adults who are living in skilled nursing facilities, assisted living facilities and private residences through our Care at Home program.

As they age, many adults are at an increased risk for developing serious mental health conditions. Our Care at Home program focuses on patient-centered care, providing psychiatric services that can be coupled with counseling and case management to treat patients with anxiety, depression, loneliness, grief/loss, adjusting to life changes, mood disorders and cognitive disorders.

ADAPTING TO GROWING PROBLEM GAMBLING SERVICES NEEDS

Signature Health continues to recognize the growing need for problem gambling services in the communities we serve. As sports gambling became legal in the state, We partnered with the Problem Gambling Network of Ohio to better serve patients struggling with gambling disorders.

We now have over 20 clinicians across six sites who have completed training to specialize in gambling disorders. We've also begun screening patients for gambling disorders during the diagnostic assessment process and in IOP groups to get them the help they need.



Some of Signature Health's counselors who specialize in Problem Gambling Disorder.

PREPARING TO LAUNCH DENTAL SERVICES

In September, we welcomed new Dental Director, Dr. Laura Lawrence, to Signature Health as we anticipated the launch of dental services at our Painesville location.

The team worked diligently to build our new dental program and equip Signature Health for its first dental patients by hiring dental staff, preparing the dental suite, establishing policies and procedures, developing strategic goals and preparing Epic's electronic dental record, Wisdom.

We're excited to announce that the dental clinic opened in February 2024 and has been providing preventative and minimally invasive care to established Signature Health patients.



Signature Health's Painesville Dental Team

BRINGING PRIMARY CARE TO LAKEWOOD

We expanded Primary Care services to our Lakewood location for adults 18+. Our providers are able to see patients for annual physicals, treat common illnesses, vaccinations, screenings, disease prevention, sexual health and more.

EXPANDING OUR MAT PROGRAM IN PAINESVILLE

We also expanded our Medication-Assisted Treatment (MAT) program to Painesville for patients struggling with substance (opiate and alcohol) use disorder.

If a new substance use disorder (SUD) patient comes to Signature Health with an urgent need, we're often able to start medication on the same day or the next day through our MAT Access Program.

Boosting Clinical Outcomes

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

TEAM-BASED CARE INITIATIVES

In 2023, Signature Health began piloting a team-based care delivery model. Team-based care is where patient care needs are addressed as coordinated efforts among multiple health care providers and across settings of care, and is a foundational rewiring of our clinical teams.

Implementation of this model means a continuous team of clinicians and non-clinicians work together to share responsibility for the health of the panel, increase clinical capacity and improve patient outcomes. It is also linked to reduced burn out and increased work satisfaction for providers and staff.

Signature Health's team-based care goals include:

- Care teams that are anticipatory of patients needs rather than reactive
- Care that is continuous rather than disruptive, evidence-based, and patient-centered rather than program centered
- Increased connection between colleagues and an increased sense of 'do-ability'



PATIENT-CENTERED MEDICAL HOME RECOGNITION FOR PRIMARY CARE

Along with implementing a team-based care model, we also received recognition as a Patient-Centered Medical Home (PCMH) from the National Committee for Quality Assurance (NCQA).

The Patient-Centered Medical Home model puts patients at the forefront of care by emphasizing team-based care, communication and coordination, which has been shown to lead to better care outcomes. Research has shown that PCMHs improve

quality and the patients experience and increase staff satisfaction — while reducing health care costs. We are proud to be an organization that has made a commitment continuous quality improvement and a patient-centered approach to care.

INTEGRATED ASSESSMENT PILOT

We also began piloting an Integrated Assessment process in Willoughby, which adds a comprehensive medical assessment to our diagnostic assessment (DA) process for new patients.

The Integrated Assessment is a two-hour long appointment that includes a traditional diagnostic assessment with a DA counselor and a physical health assessment with a primary care provider. By assessing both mental and physical health, providers can create a more personal, comprehensive care plan for patients with the goal of providing better care outcomes, especially for those who live with severe mental illness or substance use disorders.

TARGET: BP - SILVER RECOGNITION

This year, Signature Health received a Silver Level Achievement Award for the Target: BP Initiative from the American Heart Association. This award recognizes Signature Health's commitment to improving blood pressure control through measurement accuracy among our adult patient population.

Uncontrolled high blood pressure can lead to many health complications, including heart attack, heart failure, stroke, kidney disease, vision problems and more.

NALOXONE DISTRIBUTION THROUGH PROJECT DAWN

Signature Health is now a Project DAWN site — a state-wide network of opioid overdose education and naloxone distribution programs coordinated by the Ohio Department of Health. With this new designation, we now have the ability to distribute free naloxone nasal spray kits to any patient, community member or employee who requests one.

Creating New & Improved Care Spaces

OPENING THE NEW SIGNATURE HEALTH WILLOUGHBY

On November 13, 2023, the new Signature Health Willoughby opened its doors for patient care! This brand new space was built from the ground up to uniquely meet the needs of our patients and prioritize healing. The previous Willoughby Main Office and Willoughby Annex have closed, with all Willoughby outpatient services located in the new space.

Over 300 employees and community partners came together during an Open House Ribbon Cutting Ceremony in early November to celebrate the opening of the building.



The new Signature Health Willoughby is located at 38876 Mentor Ave.

PREPARATIONS TO RE-OPEN ORCA HOUSE & EXPAND ASHTABULA

As we continue to expand with community need, Signature Health has been hard at work making necessary updates and improvements to two of our facilities:

- ORCA House is slated to re-open in Spring 2024 in a fully renovated new space at Prospect Ave. and E 30th in downtown Cleveland. With deep roots in the Cleveland community as the oldest African American-founded center for substance use disorder in the country, ORCA House will continue to support residents through their recovery with serious mental illness and substance use disorder.
- The sixth floor of the historic Hotel Ashtabula is getting renovated as we continue to build out more usable space for our staff and patients at this location

THE C.H. EVERETT CLINIC WELCOMES ITS FIRST RESIDENTS

The C.H. Everett Clinic in Mentor is Lake County's newest residential resource for adults diagnosed with serious mental illness. This 16-bed Adam and Amanda facility welcomes individuals who need transitional support and care in a homelike, structured environment before transitioning back into the community after an inpatient psychiatric hospital stay.

The residential clinic is named after Chandler Everett, a former Signature Health board member who has provided decades of mentorship and support to founder and CEO Jonathan Lee, since the earliest days of the organization.



Members of the Signature Health Residential Team cut the ribbon for the C.H. Everett Clinic in December 2023.

FINE TUNING TELEHEALTH QUALITY

While we are seeing a trend of more patients preferring to receive care from their providers in person, telehealth continues to be an important avenue for access and convenience. In Q3 and Q4 of 2023, we've done a lot of work to improve the audio-visual telehealth experience for our patients and team members that includes:

- Additional training so colleagues can help their patients troubleshoot tech challenges on the fly, including a team of 'TExperts' for patients needing more support with digital inclusion
- A new, educational video for patients showing the full experience using the Doxy.me platform for video visits
- Redefined visual visit standards to support high-quality clinical care and move away from audio-only appointments

Dedicated Staff: 2023 Service Awards

In 2023, these dedicated colleagues celebrated milestones. Thank you for serving our community with skill and compassion!

30
YEARS

Jonathan Lee

25
YEARS

Gretchen Gardner
Yolanda Gooden

20
YEARS

Kathleen Allen
Mihaela Burtea Pascu
Dianne Rafferty

15
YEARS

Laure A. Ferrante
Jeannette Manns
Madhuri Medarametla
Linda Meredith
Diane O'Brien
Stefanie Pampanini
Stacy Smith
James Workman

10
YEARS

Olga Christou
Jenna Crockett
Shannon Easter Kelley
Diane Fultz
Virginia Graham

Lisa Huendorf
Jane Lewis
Kelly McBride
Rachael McLaughlin
Stacy Noyes

Raquel Salas
Cynthia Schartman
Dawne Tanner
Sheridan Vecchio
Richard Zinni

5
YEARS

Tracy Abbey
Steven Adams, Jr.
Phillip Ajlouny
Yannette Barnes
Brett Bennett
Morgan Bennett
Sydney Betonte
Jacquelyne Bryner
Patrick Burkett
Robin Caldwell
Telisa Cross
April Curtis
Kali Dehn
Lesley Dials

Jessica Dodge
Janine Feeney
Kelley Groff
Mykia Hickman
Brittany Hudak
Carol Johlin
Kenneth Kamppi, Jr.
Lena Loeffler
Deborah Ludwig
Ashley Macko
Danielle Mutter
Stephanie Pavolko
Dawn Pettit
Amanda Prince

Mitchell Reider
Ana Rivas
Theresa Scaccia
Amelia Serio
Shayla Shavers
Richelle Shipman
Jessica Sinur
Michael Szabo
Robert Trebar
Todd Wagner
Breanna Wiley
Lisa Wyzykowski
Kathleen Zarlinski



Remembering Paul Brickman

This year we lost Signature Health co-founder, Paul Brickman. Paul led Signature Health's community relations and marketing for decades, during the formative years of our organization building its reputation and growing into new locations and services. He cared deeply for his colleagues and patients, always checking in, lending a listening ear, and keeping things light with a joke. He loved bringing people together, building relationships and finding new ways to serve our communities.

Paul was, and will continue to be, the heart and soul of Signature Health. To honor his legacy, the Paul Brickman Memorial Fund was set up by his family to further the mission of Signature Health.

Thank You to Our 2023 Grantors!



Anthem Blue Cross Blue Shield Foundation	Ohio Attorney General's Office of Crime Victim Services
Ashtabula County Department of Job & Family Services	Ohio Department of Health Bureau of Health Improvement & Wellness
Ashtabula Foundation	Ohio Department of Health Bureau of Maternal, Child & Family Health
Center for Suicide Prevention & Research (CSPR) at Nationwide Children's Hospital	Ohio Department of Mental Health & Addiction Services
Char & Chuck Fowler Family Foundation	Ohio Network of Children's Advocacy Centers
Cuyahoga County Board of Health	Problem Gambling Network of Ohio
George Gund Foundation	Research Institute at Nationwide Children's Hospital
Higley Fund of the Cleveland Foundation	Thatcher Family Fund of the Cleveland Foundation
HRSA Bureau of Primary Health Care	Three Arches Foundation
Lake County Department of Job & Family Services	Western Reserve Junior Service League
Lake-Geauga Fund of the Cleveland Foundation	
Mt. Sinai Health Foundation	
Ohio Association of Community Health Centers	

Our Locations

Ashtabula County	Cuyahoga County	Lake County
Ashtabula 4726 Main Ave. Ashtabula, OH 44004	Beachwood 24200 Chagrin Blvd. Beachwood, OH 44122	Administrative Offices 7232 Justin Way Mentor, OH 44060
Ashtabula - Sexual & Reproductive Health 510 W. 44th St. #2 Ashtabula, OH 44004	Lakewood 14701 Detroit Ave., 6th Fl. Lakewood, OH 44107	Painesville 54 S State St. Painesville, OH 44077
Bridgeview Manor 🏠 4428 Collins Blvd. Ashtabula, OH 44004	Maple Heights 21100 Southgate Park Blvd. Maple Heights, OH 44137	Willoughby 38876 Mentor Ave. Willoughby, OH 44094
	Roberto Flores Home 🏠 25540 Euclid Ave. Euclid, OH 44117	C.H. Everett Clinic 🏠 7621 Mentor Ave. Mentor, OH 44060
	ORCA House 🏠 3001 Prospect Ave. E Cleveland, OH 44115	
🏠 Residential Facility		

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