

OAKHURST MEDICAL CENTER - INFORMATION BRIEF

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WHAT:

Oakhurst Medical Center is one of the region's busiest and most ethnically diverse healthcare providers. It provides affordable, accessible primary care to more than 14,000 patients yearly in over 30,000 visits to its five facilities through appointments or walk-in service. Asian and African refugees and African Americans living near its facilities make up its multi-ethnic base; its staff represents as many nationalities.

One of 28 Community Health Centers (CHC) in Georgia, Oakhurst is a 501(c) (3) nonprofit corporation. It is community owned and operated, and serves as a safety net for medically underserved residents of DeKalb, Rockdale and surrounding counties. Its comprehensive range of primary health services gives people a convenient and full-service alternative to costly emergency room visits for treatment of non-emergency problems.

Oakhurst offers primary care services, from prenatal to senior care. Supplemental services such as behavioral health, podiatry and wellness programs are available through alliances with community health partners including DeKalb Community Service Board, Grady Health System, Georgia Association for Primary Care, Georgia Department of Community Health, HIV/Absolute Care Center and Morehouse School of Medicine.

Payment for service is accepted on a sliding scale based on ability to pay. While private insurance is welcomed, 71% of its patient base receives Medicaid, Medicare, commercial insurance and/or Georgia Peach Care for Children benefits. Thirty-eight percent (38%) of its patients are uninsured. More than 60% of its patients are children. All live below the poverty line.

Oakhurst is known for a high standard of care and successful outcomes. It has been accredited by The Joint Commission since 2002 and is a designated Federally Qualified Community Health Center (FQHC) by the Bureau for Primary Healthcare (BPHC). It is also a member of the National Association of Community Health Centers and shares best practices with CHCs across the country.

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WHO:

Patients: The majority of patients reside in the Stone Mountain, Clarkston, Belvedere Park and Redan/Lithonia areas.

More than 40% are refugees from Burma, Nepal, Somalia and Iraq; 90% are black or African American. Nearly 30% do not speak English. Oakhurst provides care in a culturally sensitive way to all, and uses on-the-spot translations services for languages staff members do not speak.

Leadership: Oakhurst's leadership is committed to achieving its mission.

- Frankie Barnes, Chair/Board of Directors
- Jeffrey Q. Taylor, Chief Executive Officer
- Raulniña Uzzle M.D., Medical Director

Staff: Oakhurst's staff consists of 60 employees including board certified physicians, physician assistants and administrative and support staff. The physicians are certified in pediatrics, obstetrics, internal medicine and family practice. An outreach consultant helps with community education for refugees, health education, meets with community leaders, and participates in community and international health fairs, back to school and immunization events.

The staff represents numerous nationalities and has an average proficiency in at least 12 Eastern and African languages and dialects in addition to French, Spanish and Italian.

SERVICES:

Oakhurst is a 'one stop shop' for patients through their lives, offering the following services (* services available through partners):

- Prenatal care
- OB/GYN
- Pediatrics
- Adult and geriatric care
- Childhood and adult immunizations
- Diabetic and hypertension education and care
- Podiatry
- Behavioral health*
- Prescription assistance program
- Health and wellness education classes
- Enabling services

**Available through community partners*

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LOCATIONS & HOURS:

All offices are accessible by MARTA.

- Stone Mountain (Main Facility*): 5582 Memorial Dr, Stone Mountain, GA 30083 – 404-298-8998
- Decatur: 1760 Candler Rd Decatur, GA 30032 – 404-286-2215
- Kensington: 4151 Memorial Drive Bldg C, Ste 110-C Decatur, GA 30032 – 404-941-2116
- Other locations: 2140 Peachtree Road NW, Ste 232 Atlanta, GA 30309; and 445 Winn Way Decatur, GA 30030

*Construction of a new 24,000 square foot main facility across the street will be completed in 2013.

At its Stone Mountain location, Oakhurst provides extended hours; facilities are open on weekends and until 8 p.m. on weekdays.

FUNDING:

Oakhurst Medical Center's administrative rate is 9%, well below the national average. Its work is supported by third-party reimbursement and federal, county and state dollars with some donations from foundations. Oakhurst receives grant dollars from the U.S. Department of Health and Human Services, and the Bureau for Primary Healthcare (BPHC) for its FQHC certification. As a FQHC, Oakhurst facilities are located in medically underserved (MUA) and health professional manpower shortage areas (HPSA) in DeKalb County.

There is a need for individual donations, and corporate contributions and sponsorships to expand programs and services to meet community demand.

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OAKHURST MEDICAL CENTER – ABOUT US

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OUR HISTORY:

Oakhurst Medical Center provides affordable, accessible, quality primary care services to ethnically diverse patients and their families centered around each of its five locations. As a grassroots medical option for the underserved and uninsured, Oakhurst saves the county and state money by providing primary care to those who would typically seek help in an emergency room setting for non-emergency problems. It continues to be the healthcare safety net it was when it was founded in 1981 in Atlanta/Decatur's Oakhurst community.

It was created by Oakhurst resident and Decatur Mayor Emeritus Elizabeth Wilson (1993-1998) out of her advocacy for the elderly and poor residents in her community and the disparity in healthcare services. The medical center grew quickly from virtually no funding and one or two staff volunteers to a budget of \$6 million and a multi-disciplined staff including doctors, nurses, social workers, a nutritionist, a contract dentist and an ophthalmologist. Its impact on the community was significant, providing preventive care to hundreds of medically underserved area residents.

The Oakhurst community then underwent revitalization and many patients moved to the Stone Mountain area. As a result, in 1998, Oakhurst Medical Center relocated to the City of Stone Mountain where it is today. Its expanded facility and services enabled the center to serve even more residents in need while continuing care for many existing patients. Demand continued to grow and the center was renovated in 2010 to a total of 13,500 square feet. The new space accommodated advanced diagnostic equipment such a state of the art ultrasound machine producing 4D images - and space was added to its OB/GYN and other areas, all much needed.

Four locations were added and new services and programs were developed over the years to meet the growing demands and needs of DeKalb and Rockdale communities. In fact, Oakhurst experienced a 20% growth in patients in 2011 over 2010. As a result of seemingly endless demand, Oakhurst is building a new main facility with 27,000 square feet that will be completed in 2013. Today, Oakhurst continues to thrive and live its mission by offering the scope and quality of healthcare services it has come to be known for to those who need help most.

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OAKHURST MEDICAL CENTER'S COMMITMENT:

MISSION: The **mission** of Oakhurst Medical Centers, Inc. is to serve our community by providing culturally sensitive, quality, affordable, comprehensive and accessible healthcare for the residents of DeKalb County and surrounding communities in collaboration with our partners.

VISION: The **vision** of Oakhurst Medical Centers is to eliminate health disparities that afflict our communities while providing unrestricted and maximum access to healthcare. Our goal is to improve the health status and quality of life in the communities we serve by healing our community one home at a time.

VALUES: Core values are essential to accomplishing the mission of Oakhurst Medical Centers. Every member of the Oakhurst staff and community embraces and is committed to these core values: **Respect Compassion Integrity Accountability Excellence Dignity and Affordability.**

OAKHURST MEDICAL CENTER – TESTIMONIALS

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From the community:

“Oakhurst Medical Center is definitely connected to the community it serves and to community leaders. They are right there, close to the community. They have people who speak their (the patients’) language. This is very important.” Hussien Mohamed, patient and former board member; Director, Sagal Radio Services

From partners:

“Our relationship has evolved over the past 10 years. They have been a very good partner to us (in integrating behavioral health with primary care services) and we’re very pleased with their outcomes.” Gary Richey, CEO, DeKalb Community Service Board

From patients:

“I had a very pleasant visit at Oakhurst Medical at the Stone Mountain location. All of the staff were kind and have excellent customer service skills. Thank you all for your assistance today.” L. Walker

“Service at Oakhurst Clinic exceeded my expectations. The people here were very nice and friendly. The intake specialists and the nurses were helpful and polite. The doctor appeared to be very knowledgeable and was able to explain in layman terms my diagnosis. I feel very comfortable at this clinic and plan to return in the future.” M. Gibson

Carolina in Chapel Hill and worked for eleven years in STD health education for the state of North Carolina. In 1990, he was recruited by the Division of STD Prevention at the Centers for Disease Control and Prevention in Atlanta, Georgia. He was the Project Officer for the National STD Hotline and eight of the STD Prevention Training Centers. He also conducted workshops for clinicians on how to diagnose, treat, and education patients with STDs. He retired in 2002 after fifteen years of service.

OAKHURST MEDICAL CENTER – EXECUTIVE PROFILES

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Chairman, Board of Directors

Frankie Barnes

Mr. Barnes became Chairman of the Board of Directors in April 2012. A Virginia native, he earned a Master of Public Health in Public Health Education from the University of North

Medical Director

Raulniña Uzzle, M.D.

Dr. Uzzle became Medical Director of Oakhurst Medical Centers in December 2001. She joined Oakhurst in September 2000. She completed her undergraduate studies at Furman University and obtained her Doctor of Medicine degree at the University of South Florida College of Medicine. She began her residency training at Baptist Medical Center and the University of Alabama at Birmingham Medical Center in Birmingham, Alabama in Anesthesiology. She completed her residency training in Family Medicine at Atlanta Medical Center in Atlanta, Georgia. She is a member of the National Medical Association, American Academy of Family Physicians and the American College of Physician Executives, and she is a Board Certified Family Medicine Physician.

Chief Executive Director

Jeffrey Q. Taylor

Mr. Taylor became Chief Executive Officer of Oakhurst Medical Centers in November 2005 after serving as Interim CEO for six months. He has positioned Oakhurst as a leader in its field, both locally and nationally. He joined Oakhurst from Southside Medical Center where he served as Chief Financial Officer for five years. With over 10 years of healthcare experience, Mr. Taylor has helped navigate community health centers through difficult challenges that include Medicaid managed care and a shift to higher quality of requirements. Mr. Taylor has 25 years of combined experience in finance and operations in the healthcare, public accounting and manufacturing industries. He received his Bachelors of Business Administration in Accounting from Georgia State University and he is a licensed certified public accountant. He is married with two teenage sons and enjoys playing basketball and cycling.

DeLesha M. Watts, MBA,

Chief Financial Officer

DeLesha Watts has served as CFO for Oakhurst Medical Centers since 2007. Ms. Watts' background encompasses 21 years of financial leadership experience including six years with Dozier, Hughley & Associate, PC, a certified public accounting firm. She has in-depth experience in critical corporate financial functions, including accounting, budgeting, reporting, planning and analysis, and internal controls with a strong focus on cash flow and profit, improvement. Demonstrated competencies include strategic and financial planning, capital, planning, GAAP compliance, post-audit evaluations, budgeting/forecasting/reporting, financial, & variance analysis, cost reduction initiatives, internal controls and procedures, Sarbanes-Oxley, compliance, purchase accounting, contract negotiations, acquisition integration, information, systems implementation, compensation planning and succession, department restructuring, and, change management. Ms. Watts earned a Bachelor of Science in Accounting from Jacksonville State University in Jacksonville, AL, and a Master of Business Administration with concentration in Business Administration and certification in Project Management from Keller Graduate School of Management in Chicago, IL.