



OUR IMPACT IN 2024

Illuminating What's Possible

to Transform Health and Well-Being

OCHIN





OCHIN

At OCHIN, our aim is to **provide knowledge solutions** that help achieve well-being and good health for everyone.

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This report covers OCHIN's impact in 2024, including financial and workforce data from our fiscal year: September 1, 2023, to August 31, 2024.



Celebrating 25 Years of Impact

Founded in Oregon in 2000, OCHIN is proud to celebrate a quarter century of progress alongside our national member network and partners.

640M+ clinical summaries exchanged since 2010 to support national interoperability and automated public health reporting.

3.9M+ social risk screenings conducted since 2010 to enhance whole-patient care.

397+ peer-reviewed journal articles published since 2011, advancing health care quality and value through practice-based research.

300+ learners trained in OCHIN+ workforce development programs since 2022.

300+ OCHIN Epic Provider Builders and Clinical Content Builders certified since 2016 to help members get the most out of their electronic health record (EHR) experience.

100+ health centers empowered annually through tailored, platform-agnostic health IT consultations since our Health Center Controlled Network (HCCN) establishment in 2012.

84 members have participated in research studies since 2018, increasing representation for rural and medically underserved communities.

Dear OCHIN Members and Colleagues,

As OCHIN approaches our 25th anniversary, I am filled with gratitude for all we have achieved together over the past quarter century. What started as a spark of an idea has grown into a powerful force to make real the promise of good health and well-being for everyone.

Today, more than **7 million patients across over 300 independent health care organizations nationwide** benefit from the combined knowledge and connected care of the OCHIN network. Moving forward, my continued hope is for OCHIN to further change the trajectory of health care in our country by unlocking the full power of this network to transform patient and clinic outcomes through further collaboration, innovation, and impact.

As a trusted knowledge solutions partner, **OCHIN remains dedicated to helping our members** achieve operational and financial wellness, support clinician well-being, and enhance clinical quality.

In 2024, we saw significant growth among rural hospitals, Indigenous and tribal health organizations, dental practices, and behavioral health providers, and we welcomed our first dedicated Program of All-Inclusive Care for the Elderly (PACE) clinic to the OCHIN network. We joined forces with OSIS, another national nonprofit organization with shared values and complementary expertise, to expand our support for health centers across the country. Results from OCHIN's first KLAS survey helped our members shine a light on opportunities to enhance clinician experience and improve patient outcomes. And we expanded our research data warehouse and project portfolio to support studies that will fuel innovation, advocacy, and improvement efforts for years to come.

Our forward momentum is driven by the deep knowledge, ingenuity, and dedication of our members, who stand with OCHIN on the forefront of possibility. For example, this year our inaugural [OCHIN Impact Awards](#) honored four organizations who are using OCHIN tools and insights in transformative ways to improve the health and well-being of their patients, providers, and communities. Their work serves as a model for what is achievable through sustainable innovation and wholehearted commitment.

In this milestone moment, **I am grateful for your trust and ongoing partnership** as we continue to embrace challenges, celebrate bright points, and illuminate what's possible together on the collaborative journey ahead.



Abby Sears
President and CEO, OCHIN





TRANSFORMING CARE DELIVERY

Our Work

“We’re really fortunate that we found OCHIN when we did. The whole team jumps on to address things ... I just really appreciate that support and partnership.”

Danielle Breed

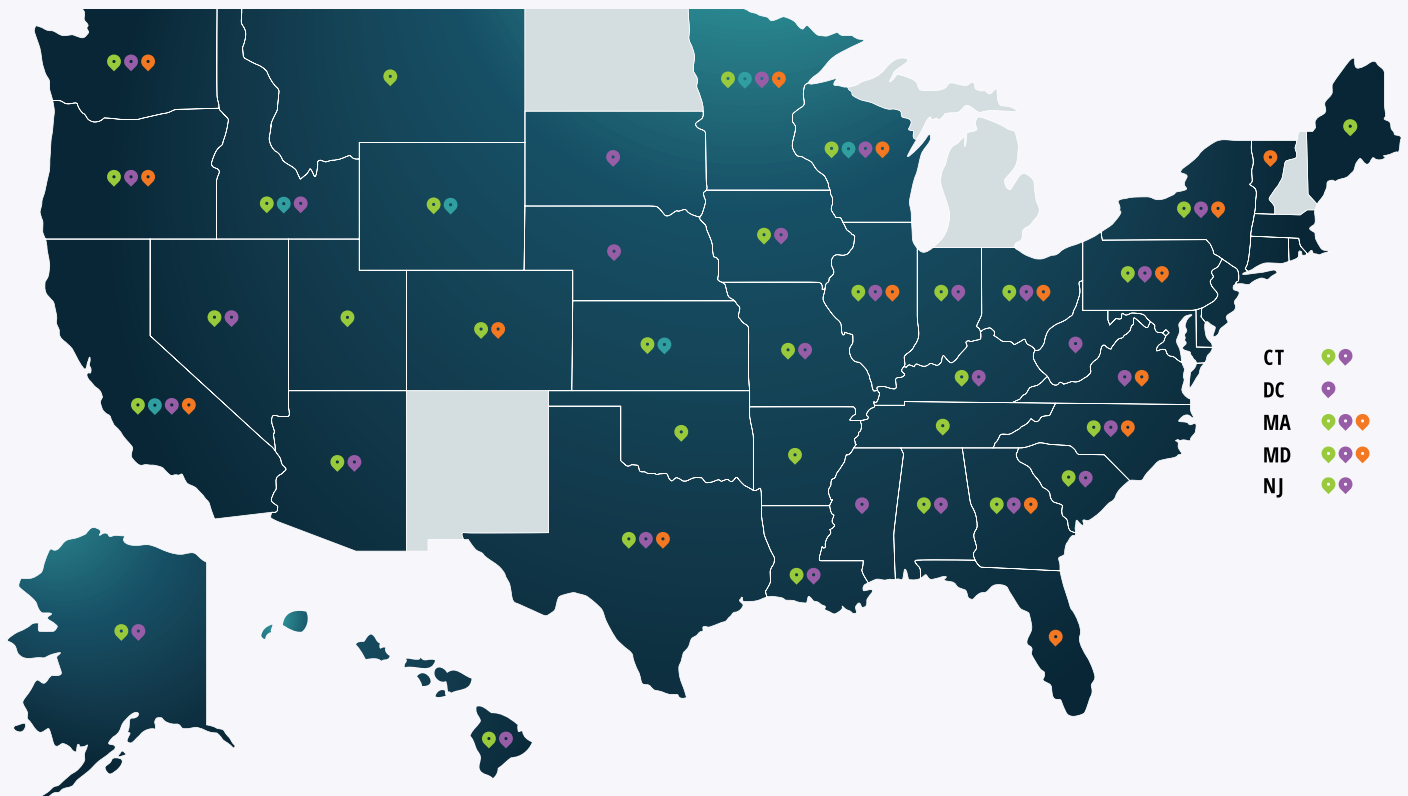
Administrative Chief of Staff, Gritman Medical Center, Idaho

Expanding Our Network

OCHIN supports over 300 independent community health organizations nationwide through the operational excellence of OCHIN Epic, robust consultancy services and support, and practice-based research.

In 2024, over 30 new ambulatory care organizations and four new acute care organizations went live on OCHIN Epic. We continue to see significant growth among rural hospitals, Indigenous and tribal health organizations, behavioral health providers, and PACE and Ryan White clinics on our platform. We also provide platform-agnostic support to 113 health centers through OCHIN's HCCN. And as of December 2024, 27 OCHIN members are actively engaged in OCHIN research.

OCHIN Network Footprint



Over 2,000 Care Delivery Sites

OCHIN members provide essential access to a wide range of health services through:

- | | |
|--|-----------------------------|
| Community health centers | Behavioral health providers |
| Rural hospitals | Dental clinics |
| Rural health clinics | Public health departments |
| Indigenous and tribal health organizations | HIV/AIDS care organizations |
| School-based clinics | PACE organizations |
| Correctional facilities | |

OCHIN Epic Platform of Choice

- 📍 **230** ambulatory member organizations in 37 states
- 📍 **9** acute member organizations in 6 states

OCHIN Network Services and Support

- 📍 **163** organizations in 33 states and Washington, D.C. receive tailored professional/data services and technical support through OCHIN's HCCN and other programs

OCHIN Research Partners

- 📍 **24** organizations in 18 states partner with OCHIN to advance practice-based research



25 Years of Collective Impact

Celebrating the transformational power of the OCHIN network.



Harnessing the Power of OCHIN Epic

OCHIN provides a powerful and dependable EHR platform of choice for automation and innovation in sustainable, high-quality care.

Through a growing suite of tailored solutions and data-driven support, OCHIN ensures all our members can get the most out of their OCHIN Epic experience.

This year, we joined the KLAS Arch Collaborative to gain deeper insights into our members' needs, and OCHIN achieved national [recognition](#) in three premier evaluations from KLAS Research and Epic Systems. We supported individualized member improvement plans through programs like OCHIN RISES and OCHIN ReCharge and launched a new member engagement portal. And we introduced several specialized member workgroups, supported by cross-functional OCHIN teams, to elevate unique insights and scale best practices for clinical, operational, and technical performance across the entire network.

In addition, we strengthened measures to protect the security and stability of our growing network infrastructure while enhancing system interoperability. At the rising request of our members, we also integrated more interoperable AI tools into OCHIN Epic that expedite revenue cycle management, enhance overall operational efficiency, and increase patient and provider satisfaction.

Best-in-Class Services and Support:



Cutting-Edge Interoperability:

173M

clinical summaries
exchanged last year

85%

growth in non-Epic
information exchange

70+

partner applications and
integrations with Epic

OCHIN Epic Platform of Choice:

100th Percentile

for clinical end user satisfaction among 2024 Arch
Collaborative Health Center Controlled Network/
Federally Qualified Health Center members

91%

average member
satisfaction rating
(overall since 2019)

99.9%

system reliability
over the past three
consecutive years

“Implementing OCHIN Epic to improve client service benefits, create connections with other health care providers, and improve quality outcomes is one of our greatest successes ... client records are now connected to every major health system in our region, which is an enormous accomplishment.”

Andrew Mendenhall, MD
President and CEO, Central City Concern, Oregon



Providing Integrated Knowledge Solutions

OCHIN provides integrated knowledge solutions fueled by the insights and imagination of a national member network. With 25 years of experience and the largest collection of community health data in the country, we connect platforms, people, and processes across both ambulatory and acute care settings to help our members and HCCN participants:

Achieve Operational and Financial Wellness

Accurate and sustainable revenue streams support robust access to community health care. This year, OCHIN's revenue cycle management and specialized billing services helped expedite payments for 58 community care organizations. And our suite of credential verification services helped 20 organizations ease administrative burden, speed up onboarding, and ensure their providers are practicing at the top of their licenses through a single, standard credentialing application.

Support Clinician Well-Being

A strong health care workforce is essential for delivering timely, high-quality care. Our OCHIN+ professional training and development programs have helped replenish the health care workforce with specialized talent that builds clinical capacity and expands career opportunities for rural and underrepresented communities. Additionally, our relational leadership programs and OCHIN Epic Builder programs enhanced clinician well-being by helping organizations practice effective change management or optimize their EHR system to reduce administrative burden.

Enhance Clinical Quality

Practice transformation elevates the health care experience for both patients and providers. OCHIN practice coaches delivered tailored guidance to over 65 unique members across interdisciplinary projects this year and engaged with patients, families, and caregivers to improve health outcomes for the communities they serve. OCHIN also fostered continuous learning and quality improvement on a national scale, operating the largest HCCN in the country with 113 participating health centers.

\$7.9B

in claims submitted via OCHIN to facilitate timely reimbursement

73%

of Epic Builder program participants reported reduced levels of burnout

939 Hours

of training and technical assistance delivered this year through OCHIN's HCCN



“As I reflect on (our) first week on Epic, my heart is full of gratitude for OCHIN staff. The amount of support, expertise, and willingness to figure out our processes and make Epic successful was well beyond our expectations! Our collaboration with OCHIN will help us continue to provide access to care in rural Kansas in a safe and quality manner.”

Jenny Niblock, MSN, MBA
Chief Clinical Officer, Citizens Health, Kansas



TRANSFORMING HEALTH OUTCOMES

Our Impact

“You become part of the OCHIN family immediately, and they make you feel welcome. You can tell that OCHIN wants you to succeed.”

Kim Grove

Revenue Cycle Director, River Hills Community Health Center, Iowa



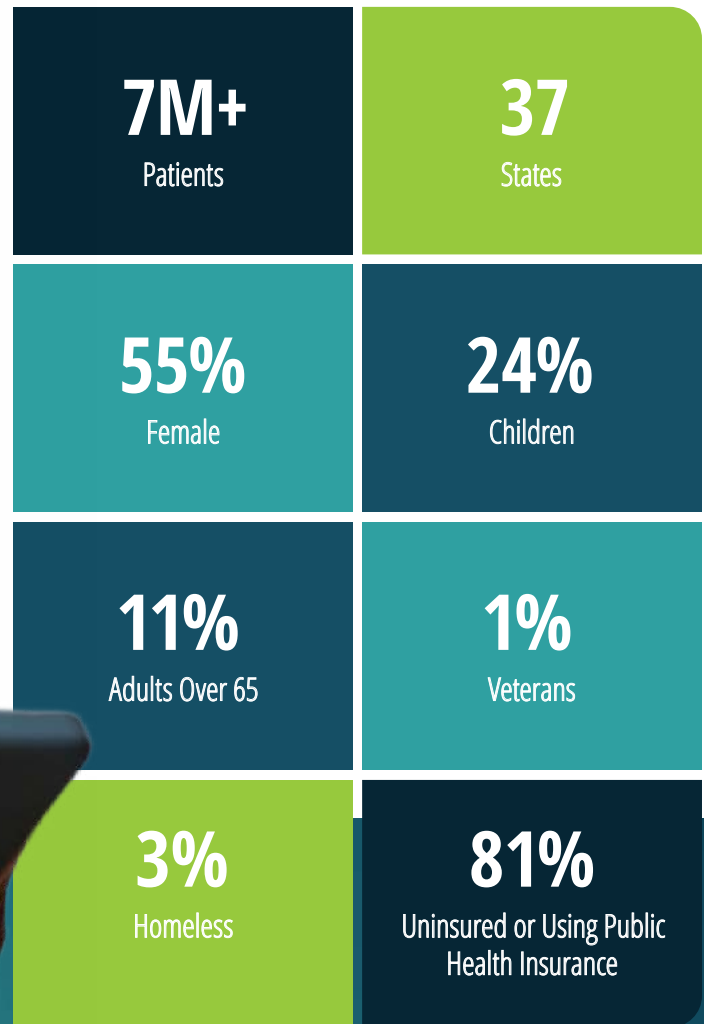


Who We Serve



OCHIN is proud to help our members serve more than **7 million patients** across **37 states** through the power of a single EHR system.

Active* Patients in OCHIN Epic



*Active patients are defined as having a scheduled OCHIN Epic encounter within the past three years.

OCHIN Network Patients

As of December 2024, patients in the OCHIN network speak over **180 languages**, and 33% are best served in a language other than English. At least 55% live at or below the federal poverty level, and more than 16% live in rural communities.

Community Setting



- 83% Urban
- 9% Large Rural City or Town
- 7% Small Rural Town or Isolated Rural Area
- <1% Unknown

Federal Poverty Level



- 55% At or Below Federal Poverty Level
- 8% 1.01-1.50x Above Federal Poverty Level
- 5% 1.51-2x Above Federal Poverty Level
- 7% >2x Above Federal Poverty Level
- 25% Unknown

Research Study

OCHIN-led research found that 17% of adult patients in our network lost Medicaid coverage during the first six months after the federal continuous coverage policy ended in March 2023.

The percentage of people who became uninsured was higher among younger patients, Native American or Alaska Native patients, Black or African American patients, and other groups with complex medical needs. Ongoing studies will help OCHIN better understand the impact of this policy change on children and community health centers.



Patient-Centered Care

For 25 years, OCHIN has expanded our capabilities and diversified our network to help connect all parts of the delivery system, advancing whole-person care.

This year, we further expanded our portfolio of OCHIN Epic solutions to enhance support for Medicaid and Medicare's PACE program, successfully onboarding our first PACE-only organization in July. We partnered to develop and implement integrated tools for documenting traditional medicine interventions and created a guide to support care for Indigenous communities. We enhanced our solutions for supporting low-income people living with HIV, enabling a seamless one-patient, one-chart approach for federally funded Ryan White clinics. And we continued to strengthen primary care while enhancing specialized tools and support for behavioral health, maternal and child health, specialty care, and dental care.

OCHIN Ambulatory and Acute Members Have Access to:

13 Languages

available in MyChart

11 Workgroups

specialized to support connected, whole-person care

6 Toolkits

tailored to foster trust and build patient engagement



TrueCare, California //

TrueCare partnered with OCHIN on a digital literacy plan to help older Hispanic patients overcome technology barriers, boosting MyChart adoption, self-scheduling, and video visit support through collaboration with an OCHIN technology partner.

"The reason this is so important is because it has a direct impact on our patients," said Kelly Brown, director of clinical informatics. "It gives them the opportunity to take control and really be involved in their own health outcomes."



Seattle Indian Health Board, Washington //

Seattle Indian Health Board integrated traditional medicine into an EHR-based care model, expanding access to care, supporting whole-person health, and improving outcomes for Indigenous people and the surrounding community. The model has led to decreased alcohol consumption, suicidal ideation, and symptoms of anxiety and depression among participants.

"It has allowed people to engage in a way they couldn't do before and increase that level of trust," said Meriah Gille, chief information officer.

Enhanced Care Teams

In close partnership with our members, OCHIN strengthens primary care teams by providing training and virtual support, bringing new resources and expertise to an overextended workforce.

In addition to training new cohorts of health IT data analysts, medical billing and coding experts, and community health workers through grant-funded workforce development programs, OCHIN advocated this year for a national virtual specialty care network and state-level funding to expand access for rural and medically underserved communities through seamless care coordination.

According to a recent OCHIN network analysis, the average wait time to see a specialist is 60 days, and only 40% of significantly delayed referrals are completed. Wait times are often longer, and patients are generally older or sicker in rural communities. In response, OCHIN helped members pilot eConsults, enabling primary care providers to remotely consult with specialists and enhance care for their patients.

These eConsults reduced patient travel and follow-up time while easing the systemic cost and strain on both primary and specialty care providers. For example, at [La Pine Community Health Center](#) in Oregon, an eConsult pilot reduced follow-up time for patients by an average of 45 days while generating measurable financial benefits for the health center and its patients.



Mosaic Community Health, Oregon //

[Mosaic Community Health](#) used OCHIN tools to improve training, support, and communication, streamlining workflows and enhancing the EHR experience. Role-based training and an EHR Super User program boosted efficiency and reduced chart closure time.

"I think efficiency is the positive foundation from which everything else is built," said Beau Gilmore, MD, medical director of clinical informatics. He added that being efficient allows him to focus on his well-being so he can convey wellness to others.

2024
Impact
Award
Winners

Healthier Communities

OCHIN continues to lead the way in understanding and addressing social risks to foster healthy and resilient communities.

Building on decades of advocacy and research, we helped pilot innovative value-based care models this year aimed at sustaining access to whole-person care and reducing disparities in rural and medically underserved communities. Through our collaboration with participants in Making Care Primary—a 10-year, multi-payer federal demonstration program—OCHIN and our members in select states are shaping new payment and care delivery models that prioritize value over volume.

We also continued to improve patient-level social risk screening and population health management through new screening and reporting tools. By offering integrated solutions like social service resource locators and our evidence-based social needs referrals toolkit, OCHIN is making it easier for providers to connect their patients with essential community support. And we continued to drive social risk research, identifying best practices for screening and interventions to improve health outcomes.

Addressing Social Risk

25% of Patients

screened for social risks have at least one identified social need

11,000 Referrals

for social support made from OCHIN Epic in 2024

19 Active Projects

focused on social risk research



Roanoke Chowan Community Health Center, North Carolina //

Roanoke Chowan Community Health Center used OCHIN Epic to identify rural patients with chronic conditions facing care barriers, empowering community health workers and telehealth nurses to facilitate virtual visits. This reduced no-show rates and helped secure funding to expand virtual visits into the public school system.

“What we understood is taking it beyond and being innovative and really meeting our patients exactly where they were,” said Lateefah Agunbiade, executive director of enterprise systems.

**2024
Impact
Award
Winner**

Innovative Partnerships

OCHIN is shaping the future of health care through partnerships that amplify our network's voices and communities in research, advocacy, and innovation.

In July, we launched our partnership with OSIS, a national nonprofit organization, to align capabilities and address the growing challenges hindering today's health care delivery system through shared technical expertise and greater economies of scale. By collaborating to develop affordable, tailored EHR strategies for community care providers, the new OCHIN-OSIS partnership strengthens the resilience of both networks and aims to transform care for approximately 30% of the estimated 31.5 million health center patients nationwide.

The OCHIN-led ADVANCE Clinical Research Network, now in its fourth phase of funding by the Patient-Centered Outcomes Research Institute, built on a decade of success by welcoming new partners and expanding its data warehouse to represent more than 13.7 million patients. Additionally, through the AIM-AHEAD Consortium, with support from the National Institutes of Health, OCHIN developed a program that awarded funding to six project teams to engage in fair and collaborative AI innovation.

OCHIN is also part of several strategic collaborations to help guide the trustworthy and responsible use of AI in health care, ensuring no corner of the delivery system is left behind in the AI revolution.

“At the heart of the new OCHIN and OSIS partnership is a shared belief that today's health care system requires innovative approaches to connecting and transforming access to care.”

Abby Sears
President and CEO, OCHIN







TRANSFORMING COMMUNITY THROUGH COLLABORATION

Our Culture

“I am truly grateful to be part of a company that genuinely cares for both its staff and the community. Reflecting on the time I’ve spent here at OCHIN, I am amazed at how much I’ve learned and grown. Each day, I feel fulfilled knowing that I’m making a positive impact.”

Ciara Murphy

Workforce Development Learner Recruitment Specialist, OCHIN

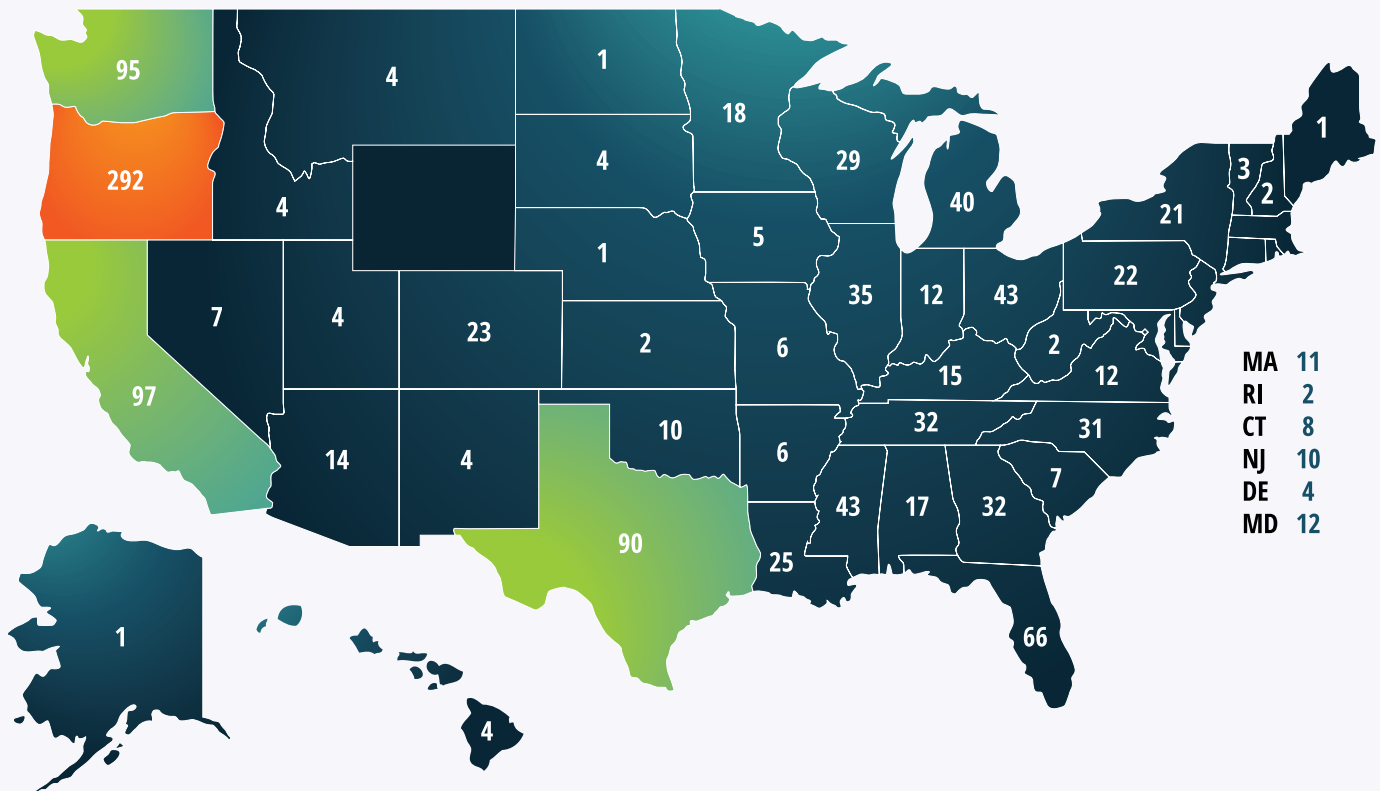
Who We Are

In fiscal year 2024, OCHIN's nationwide workforce grew by more than 10%. Today, we have over 1,200 employees across 49 states.

OCHIN is committed to recruiting staff and training a new generation of leaders who reflect the communities we serve through deeper regional representation, an expanded internship program, and various pathways for professional recognition and advancement.

We also transformed how we work together at OCHIN—mobilizing around a new collaborative model to support cross-functional goals—and held our inaugural All Staff Impact Summit to foster virtual learning and connection for our staff. We continue to cultivate a welcoming workplace for all employees to share their voices and support OCHIN's mission, expand career opportunities by deepening staff proficiency in the core skills and competencies our members seek, and strengthen workforce development and recruitment with new community partners.

Nationwide Workforce



Expanding Opportunity

Together, OCHIN and our members are collaborating with state and local partners to cultivate new health IT skills and career opportunities that will transform rural and underserved communities across the country.

Through four distinct grant-funded programs in partnership with the California Department of Health Care Access and Information, the Health Resources and Services Administration, the U.S. Department of Labor, and Public Health AmeriCorps, OCHIN has also helped bolster the health care workforce and enhance economic opportunity.

This year, more than 140 individual learners benefited from [OCHIN+](#) workforce development programs focused on high-demand skills, such as EHR analysis, medical billing and coding, health information management, and community health work. Many of these learners have been placed in rewarding roles at OCHIN or across our member network.

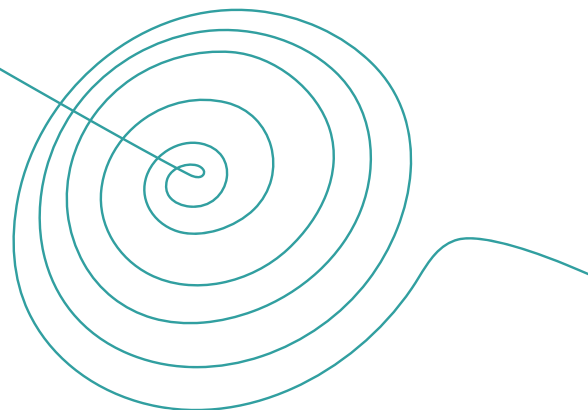
The workforce of the future depends on the opportunity we create today.

142
learners supported

34
new community partnerships formed

"I am very grateful for the OCHIN community health worker program. This program has provided me with the skills and education to excel in my new position working to provide affordable ... health care to all."

Angelica Braden
OCHIN+ Community Health Worker Program Participant





“OCHIN was founded on the dream that top quality health care should be within reach of everyone. Twenty-five years later, it delivers on that promise, day in and day out, for millions of Americans who are facing great challenges to their health.”

Michael J. Gifford
OCHIN Board Chair

“As we step into the next 25 years, OCHIN remains committed to eliminating health disparities. By helping our members optimize tools and technology, and by turning our research findings into action at the community care level, we will drive better health outcomes for all.”

Denise V. Rodgers, MD
OCHIN Board Chair Elect

Appreciation for 25 Years

Thanks to OCHIN’s Board of Directors as well as the many members, partners, funders, and employees who contributed to the success of our network during this milestone year.

Board Officers



Chair

Michael J. Gifford

Mike Gifford Consulting
Milwaukee, WI



Chair Elect

Denise V. Rodgers, MD

Rutgers, State University of New Jersey
Newark, NJ



Immediate Past Chair

Elizabeth Gibboney

Retired CEO, Partnership HealthPlan of CA
Benecia, CA



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Amalgamated Foundation
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Homer Chin, MD
Oregon Health &
Science University
Portland, OR



Gil Muñoz
Virginia Garcia Memorial
Health Center
Portland, OR



Michelle D. Gonzalez
TrueCare
San Marcos, CA



Pamela Riley, MD, MPH
California Department of Health
Care Services
Sacramento, CA



Marc Hackett
Jane Pauley Community
Health Center
Indianapolis, IN



Aaron Todd
Iowa Primary Care Association
Des Moines, IA



Summer Kirby
Compass Community Health
Portsmouth, OH



Willie C. White, III
David Raines Community
Health Centers
Shreveport, LA



Saranya Loehrer, MD, MPH
Teladoc Health
Lyme, NH



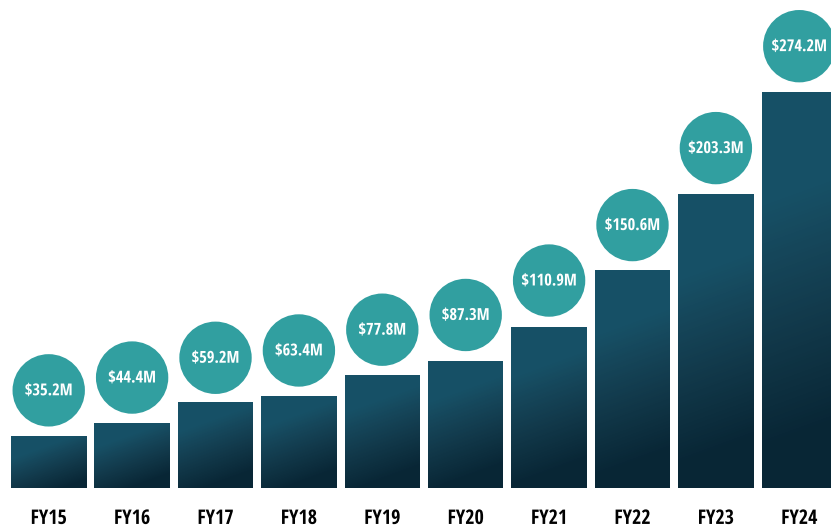
Gregory J. Young
Gregory J. Young, CPA
Venice, FL

Financials

As a nonprofit, OCHIN advances our mission by continually reinvesting in the growth and sustainability of our national member network.

	2023	2024	YOY CHANGE	% ROUNDED
REVENUE >				
Implementation Fees	52,427,359	62,101,868	9,674,509	19%
Member Service Fees	130,341,769	174,126,405	43,784,636	34%
Grants and Contract Revenue, Contributions, Other	20,510,578	37,985,250	17,474,672	85%
TOTAL REVENUE //	203,279,706	274,213,523	70,933,817	35%
EXPENSES >				
Salaries and Benefits	122,458,177	141,560,812	19,102,635	16%
Maintenance and Support	47,133,280	69,230,916	22,097,636	47%
Administration	25,803,599	31,968,895	6,165,296	24%
Non-Operating Expense	—	6,000,000	6,000,000	N/A
TOTAL EXPENSES //	195,395,056	248,760,623	53,365,567	27%
CHANGE IN NET ASSETS >				
	7,884,650	25,452,900	17,568,250	223%
NET INCOME MARGIN //	4%	9%		

OCHIN's Revenue Growth



Source: OCHIN's financial report for fiscal year 2024 from September 1, 2023, to August 31, 2024

Thanks to Our Partners and Funders

OCHIN's impact is made possible by the generosity of the following organizations that awarded new or ongoing funding support to our network during fiscal year 2024.

Thank you.

Agency for Healthcare Research and Quality

American Cancer Society

American Institutes for Research

AmeriCorps

California Community Foundation

California Department of Health Care Access and Information

California Center for Data Insights and Innovation

Centers for Disease Control and Prevention

Central Oregon Health Quality Alliance

Eunice Kennedy Shriver National Institute of Child Health and Human Development

Food and Drug Administration

Health Resources and Services Administration Bureau of Rural Health

Health Resources and Services Administration Bureau of Primary Care

Kaiser Foundation Research Institute (a division of Kaiser Foundation Hospitals)

Merck

National Association of Community Health Centers

National Cancer Institute

National Center for Advancing Translational Sciences

National Heart, Lung, and Blood Institute

National Institute of Diabetes and Digestive and Kidney Diseases

National Eye Institute

National Institute of Mental Health

National Institute of Nursing Research

National Institute on Aging

National Institute on Drug Abuse

National Institute on Minority Health and Health Disparities

National Institutes of Health Office of the Director

National Library of Medicine

Oregon Health Authority

Patient-Centered Outcomes Research Institute

Portland State University

Robert Wood Johnson Foundation

Social & Scientific Systems, Inc. (a DLH Holdings Corp. company)

State of Ohio

University of California, Irvine

U.S. Department of Labor



Looking Forward

As we reflect on 25 years of progress for the OCHIN network, we are heartened by the bright path we have forged for the future.

In 2025 and beyond, OCHIN remains committed to our founding mission. We will continue to provide knowledge solutions that advance a shared vision of good health and well-being for everyone. And by growing and combining diverse strengths, we aim to fully unlock the potential of our network to enhance clinical quality, foster clinician well-being, and sustain operational and financial wellness for our members.

Grounded in collaboration, innovation, and impact, we'll continue to illuminate what's possible—putting rural and community health organizations at the forefront of health care transformation.



OCHIN

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