

Vision

In the year 2032, OLE Health is the employer of choice, the healthcare provider of choice, and a driver of improved health outcomes in all the communities we serve.

OLE is viewed as more than just a health center or a place to get care; OLE is viewed as the hub of all things health and wellness related for every member of the community throughout their entire life span: same day access to care, specialty services, comprehensive radiology, primary care, behavioral health, dental, optometry, pharmacy, lab – it's all under one roof. The name OLE Health is known by everyone in every community we serve and is even familiar in parts of California where we don't have a physical presence.

OLE Health has been featured in national media, telling the story about a community health system that has inspired the United States' healthiest towns and cities by creating a network based both on providing primary healthcare and offering a full range of wellness services all designed to enhance people's lives. The best part – it's all available at no cost.

OLE Health has also been recognized for its commitment to environmental sustainability. In the year 2030, we became waste zero in our facilities and continually find ways to minimize our waste and carbon footprint.

Patient Experience

Healthcare is provided nearly on-demand, through technology and by a best-in-class team of medical professionals. For those trying to reach a provider by phone or who need an appointment, a call center number is answered within 1 minute and quickly routed to a triage nurse or patient access representative to book an appointment, with same day appointments available in person or virtually.

Patients walking into any health center are warmly welcomed by our healthcare concierge, a friendly and familiar face wearing a green coat with OLE badge and a hand-held device. Patients hear a variety of languages that fully reflect the populations we serve: Spanish, English, Tagalog, Russian, Punjabi, Hindi, Urdu, Arabic, Vietnamese, Farsi, and more.

If a patient has an appointment, the concierge guides them to where they need to go. For those seeking immediate attention without an appointment, they are assessed in triage and sent to the appropriate location (e.g., imaging).

Every patient, whether they are here for acute care or a scheduled appointment, gets the same personal touch. Through the use of technology, staff know where the patient is and where they are headed in order to greet them warmly and promptly and have relevant test results or equipment ready for their arrival. No time is wasted. As the patient is with a provider, someone in the care team has reviewed the patient's other needs like gaps in care or needed diagnostics. These are discussed with the patient, who is given the option to take care of other non-urgent needs the same day.

For patients needing prescription refills, their medications are in the OLE Health app to be ordered online and delivered to their address. The technology allows for recognition of appropriate health maintenance labs and refills that are due, and it notifies the patient of standing orders that will allow them to safely continue their medication refills and schedule appropriate follow-up appointments.

Once it's determined that specialty services are required, the healthcare concierge connects them with the appropriate specialist, which may be available at OLE Health and accessible in person or via telehealth. These services would include endocrinology, rheumatology, podiatry, urology, geriatrics, cardiology, and dermatology. Our physical therapists provide wellness coaching and prevention tools for patients with chronic pain or with rehabilitation needs. We also offer full spectrum behavioral health and specialty mental health services.

OLE Health offers a full range of wellness services to complement our medical offerings. In addition to traditional Western medicine, we have embraced more Eastern medicine, expanding offerings like acupuncture. Those seeking care at OLE can be offered a prescription for medication or an exercise and meditation regimen. Each patient has a dedicated wellness coordinator that can help ensure they stay focused on their wellness journey. We have meditation classes and retreats, cooking classes, and group Zumba classes at our 24-hour, open-to-all gym make you feel like you've arrived at one of Europe's most revered wellness centers. But here at OLE Health, they are in the neighborhoods where those who need most access and encouragement to engage in their overall wellbeing live and work.

We have a transportation fleet that helps patients get to and from appointments but that is also available to the elderly and those without access to reliable transportation to ensure they are able to get to and from important appointments, secure food for their families, or go to job interviews or trainings. OLE Health hosts large-scale community events, including health fairs, educational events, support groups and classes open to all, and fun runs and other wellness focused activities. An OLE Health event is the must attend event of any given weekend or evening. As you walk around, everyone is engaged, happy, and upbeat.

In addition to transportation to and from our health centers, the OLE Health Mobile Clinic will make the trip and meet the patient where it's convenient for them, including bringing providers into the patient's home. We also offer school-based clinics to ensure kids have regular access to care. OLE Health offers a wealth of options for care delivery, focusing on making it work for the patient.

We have deepened our partnerships across the communities we serve to better address social determinants of health. Our referral/care coordination/enrollment teams work together to connect anyone in a community we serve with programs and resources they need to lead happier, healthier lives.

At each of OLE Health's sites, there is a community garden that is open to all, leveraged by our nutrition team. People can help tend crops to be used in our multilingual cooking and nutrition classes, or they can own a small parcel to grow and harvest their own healthy food. Excess crops are donated to hungry families in the community at a weekly no-cost farmer's market and/or through our food 'farm'acy.

The result of this transformational system is that residents with chronic illness rates have decreased 200%, depression and anxiety rates have declined significantly, kids are performing better in school, and there's shared community enthusiasm for aiming to be America's healthiest and happiest place.

Financial Stability

Our revenue has exceeded budget projections for the last 10 years and we have a surplus that allows us to invest in our staff, infrastructure, and services. We have full scope family health and wellness centers in each of our 20 locations in multiple counties across northern California. The result of this financial

strength positions OLE Health has as a leading business, employer, and service provider within its communities.

Revenue channels are diversified – philanthropy, grants, and partnerships – allowing for more flexibility in service delivery and less reliance on allowable reimbursements. Additionally, our care is reimbursed at a rate allowing individuals to receive the care they require based on the complexity or acuity of their problem.

Every employee takes personal ownership for their role in driving revenue and acts as an investor with full understanding of the financial viability of the organization. Quarterly financial meetings among all staff allow for transparency and engagement in the financial health of the organization.

Employee Experience

When you enter any OLE Health location, employees are smiling, and have a pep in their step. Staff bring their whole self to work. OLE is a judgement and bias-free zone where everyone accepts one another's differences and self-expression.

Staff turnover is incredibly low. In fact, OLE Health routinely retains 95% of its staff for 5 plus years. When a new job opens at OLE Health, there are immediately dozens of qualified, enthusiastic, and diverse applicants. Existing staff eagerly recruit family and friends to apply and would absolutely recommend OLE as a great place to work.

Onboarding and continued training for employees is frequent and robust. Employees have a veritable buffet of professional development options to choose from to help deepen their skills and competencies. If it isn't offered by OLE, employees are encouraged to seek out professional development opportunities from external providers and receive reimbursement from OLE for any training they believe will improve job performance and satisfaction. The training opportunities are enhanced by a flexible work schedule that allows staff to access these learning opportunities without the feeling of having to think about work while learning.

Teams and departments are properly staffed with a deep bench of talent across roles and functions. While everyone is busy to support the exponential growth of OLE Health, all members of the team are able to take and enjoy vacations, find work/life balance, and take time throughout the day to eat, get outside, and generally step away as needed for mental and physical health. In fact, there are daily yoga or meditation classes for staff, and people have the time and ability to participate while being able to complete work during the workday.

OLE offers competitive salaries and benefits to attract top talent from across the entire Bay Area. We are the highest paying nonprofit organization in all of our communities and come within striking distance of the salaries offered by for-profit healthcare entities. In addition to full health and dental, fringe benefits include on-site carpool and transportation assistance, flexible schedules, meditation spaces, and gourmet coffee and snacks.

OLE Health staff are routinely offered the opportunity for advancement. There are mentorship and internship programs that help more junior staff or those newer to the workforce grow and develop. Promotions and raises are frequent, and opportunities are created for top performers. OLE partners with other educational entities to provide a pathway for employees who wish to advance their careers.