



# 2024 Annual Report



2024 was METRO's first full-year serving as a regional health system with nine health centers, one pharmacy and one administrative office. Each health center provides access to over 100 programs and services.

We saw consistent demand for key services as a result of increased local access.



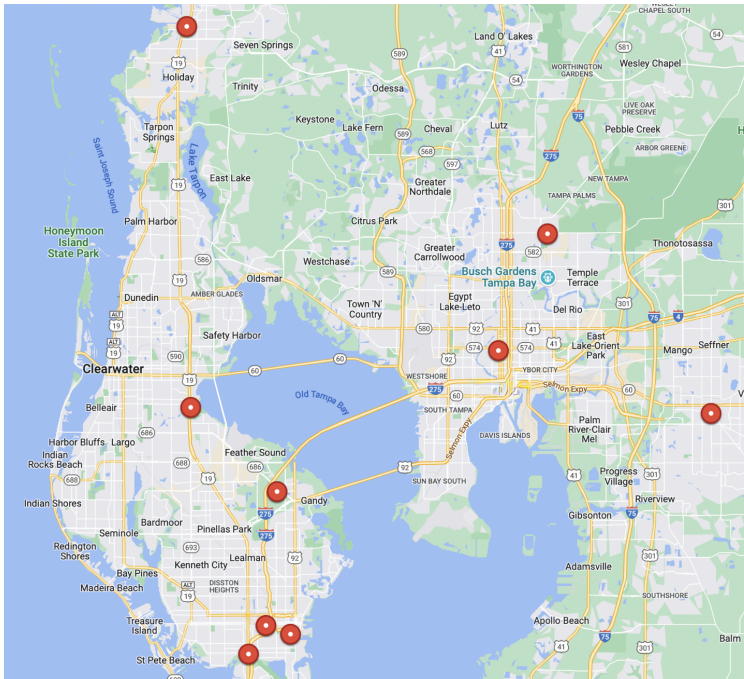
This was our impact.



## METRO INCLUSIVE HEALTH







**31,085**  
**LIVES**  
**TOUCHED**



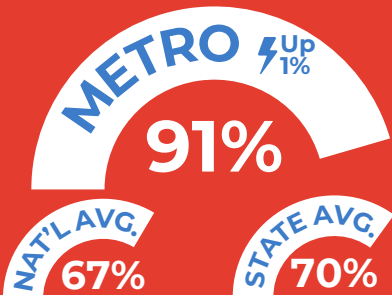
**31,761**  
**TOTAL HEALTH**  
**CENTER VISITS**



**2,992**  
**TOTAL NEW**  
**PATIENTS**

**4,352** ⚡<sup>Up 3.7%</sup>  
**TOTAL HIV+**  
**PERSONS**  
**SERVED**

Viral suppression rates for patients receiving HIV medical care continued to surpass state and national averages.



**100%**  
**HIV+**  
**LINKED TO**  
**CARE**

**89%**  
**HIV+**  
**RETAINED**  
**IN CARE**



**1,778**  
**BEHAVIORAL**  
**HEALTH & PSYCH**  
**PATIENTS**

**321** ⚡<sup>Up 33%</sup>  
**NEW PSYCHIATRIC**  
**CARE PATIENTS**

**12,956**  
**BEHAVIORAL**  
**HEALTH & PSYCH**  
**VISITS**



Therapy options focused on non-habitual medication fueled new growth in psych patients.



A surge in syphilis, gonorrhea and other STIs increased the need for local testing. METRO implemented walk-in and next day STI testing appointments at all health centers with rapid results available at the Seminole Heights and North St. Pete locations, in about 90 minutes.

# 22,249 STI TESTS PERFORMED

**36%  
RAPID RESULTS**

**64%  
STANDARD 3-5 DAYS**



## 1,638

**PrEP  
PATIENTS**

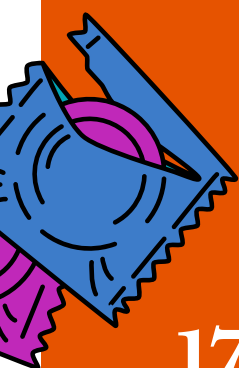
## 6,454

**PrEP  
VISITS**

## 615 ⚡ Up 8%

**NEW PrEP  
PATIENTS**

Testing goes hand-in-hand with prevention. Health navigators maximize each testing experience to educate patients about PrEP and nPEP to prevent HIV and DoxyPEP to prevent common STIs.



With increased walk-ins at health centers, the sexual health outreach team was able to re-focus efforts on the most high yield opportunities.

**⚡ Up 6%**

## 17,601 INDIVIDUALS REACHED

## 704 OUTREACH EVENTS

## 135,542 CONDOMS ⚡ Up 37% DISTRIBUTED



## 8,298

**HIV  
TESTS**

## 54

**NEWLY  
DIAGNOSED**





# \$769,244.48

Thanks to medical patients using Metro Inclusive Pharmacy or one of 60+ partner pharmacies to fill their prescriptions, thousands of dollars went back into our community in the form of medical care, medications and social services via our Copay it Forward™ program.

metro inclusive  
**pharmacy**  
COPAY IT FORWARD™



TB BJ THE BUSINESS OF  
**PRIDE**



in Partnership with  
TAMPA BAY  
LGBT  
CHAMBER

Metro Inclusive Health was selected as a **Business of Pride** honoree and, for the fifth consecutive year, voted **Best Local Health Center** by readers of **Watermark**.

**2024**  
watermark  
wave  
AWARD

153,000  
NEW WEBSITE  
VISITORS

572,715  
WEBPAGE  
VIEWS

1,807,433 SOCIAL MEDIA  
IMPRESSIONS

~4,900  
STICKERS  
DISTRIBUTED



ST. PETERSBURG  
TAMPA  
CLEARWATER  
NEW PORT RICHEY  
BRANDON  
[METROTAMPABAY.ORG](http://METROTAMPABAY.ORG)