



This is what it's like

to live!

Our mission is to contribute to the health of our community by providing access to high quality and affordable medical, dental, and behavioral healthcare.



From preventative treatments to maintenance of chronic conditions to monitoring for potential abnormalities, we want our patients to live with health. At Heart City Health Center, we're partners in maintaining that health, with services ranging from well child checks to breast and cervical cancer screenings to dental cleanings, and more.

Established in 1993, Heart City Health Center is a Federally Qualified Health Center. We're proud to be an accredited Patient-Centered Medical Home, where the relationship between provider and patient creates an environment that treats the whole

person. Our support services strengthen patients' chances for continued health and wellness.

Our two locations, plus Saturday and extended hours, allow us to better meet patients' needs. With our on-site pharmacy, our dental clinic, and our behavioral health services, Heart City Health strives to make a range of healthcare services accessible to all.

We know that so much of our patients' lives happen outside these health center walls, and our goal is to be the support patients need to fully live their lives. This is what it's like to live!

From our CEO

"We've gone from seeing a little over 5,000 patients a year in 2005 to the 13,261 we've seen in 2015!"

Hello Friends:

Another exciting year is in the books for the health center. Much of our focus this year has been on growth: patients, providers, support staff, and services. We're proud to report success in many of these areas.

In this past year, the health center has seen an 18% increase in the number of patients served. We've gone from seeing a little over 5,000 patients a year in 2005 to the 13,261 we've seen in 2015!

And we're not done; our goal is to be the medical home for 15,000 Elkhart area residents.

Not only has our patient number increased, so too has our staff. Our small family of 38 staff in 2005 is now over 120! We added clinical support staff, patient care coordinators, and administrative staff to ensure that patients have what they need and that the health center operates efficiently and effectively. A brand new service is available as well; behavioral health! We now offer behavioral health services at each clinic site.

There's still more to do and we're up for the challenge! We'll get there through

the commitment of the Heart City Board of Directors, our awesome staff, and key partnerships in the community. As we go into 2016, we're pleased to announce that the Heart City Board approved a major renovation to our Simpson Adult Clinic. This investment is designed to improve the patient experience as well as modernize the clinic so the quality of the facility matches the quality of care given by our providers and staff.

May our success in growth continue.

Onward!



Vernita Todd, CEO



From our Board

At Heart City Health Center, you can feel the dedication and commitment for serving the community. This spirit is embodied in our administration team, our providers, and our staff by providing the very best healthcare services in the area. I was humbled by my selection as board chair this year because of this spirit, and because one of the founders, Max Abernathy, was a mentor of mine.

Mr. Abernathy was dedicated to healthy outcomes for Elkhart's underserved population and had the tenacity to make Heart City Health Center a reality. We returned to the original neighborhood after a 12-year absence when we opened our Scenic location last year. Scenic's rave reviews show that we came back better and stronger to carry out Mr. Abernathy's vision.

Speaking for our board members, we are grateful to play our role in Heart City Health's efforts to make this health center the "best in class" in delivering healthy outcomes to the Elkhart area.



Rod Roberson, Board Chairman

2015 in Review

13,261

patients served

Forty-five percent

are kids below age 14

41,072

visits

Ninety-four percent

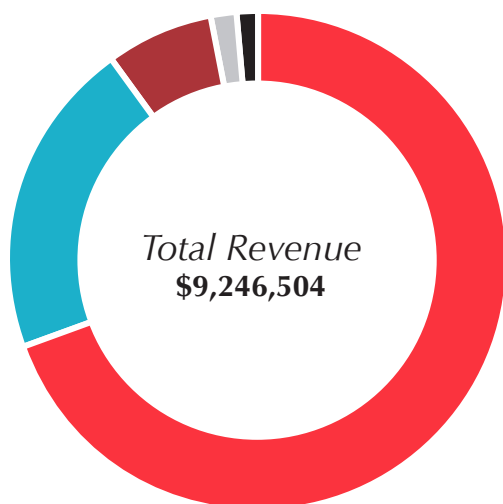
would send friends or family to
Heart City Health Center

1,660

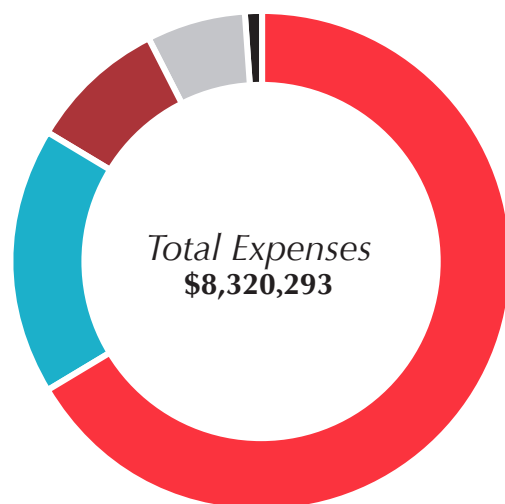
dental patients

One hundred percent

HIV Link to Care



Net Patient Services \$6,422,563	Donations \$146,440
Federal Grant \$1,923,049	Other \$112,265
State Grant \$642,186	



Salaries & Benefits \$5,525,086	Contracted Services \$526,085
Operations \$1,453,122	Professional Fees \$90,000
Overhead \$726,000	



Another year in the journey of Heart City Health revealed opportunities for us that will significantly improve the patient experience.

Our dynamic management team is ever adjusting to the needs of our patients and their families. Outreach has become a very important aspect of our operations, and we have included medical outreach in this project. We anticipate being able to not only see patients at our locations but also to take our knowledge and

support to the patients in their homes, so that the message the physicians deliver is further customized for patients in their own environments. Heart City Health Center is meeting patients where they are and with what they have, so they can get to where they need to be.

As we expand our services in the community, I look forward to a year of closer relationships with our patients, better healthcare delivery, and a healthier community.

—Dr. Omobola Olaniyan, Chief Medical Officer

“We anticipate being able to not only see patients at our locations but also to take our knowledge and support to the patients in their homes, so that the message the physicians deliver is further customized for patients in their own environments.”



Heart City has given me the opportunity to use my talents and gifts to serve the community which I have been a part of for more than 20 years. It also presents an opportunity to serve the underserved and underprivileged, and a chance to be an example to others about the ability to maintain a positive outlook. I hope to be able to interact with fellow physicians as a peer and as a supervisor, as well as pour hope and help into the lives of our dedicated staff.

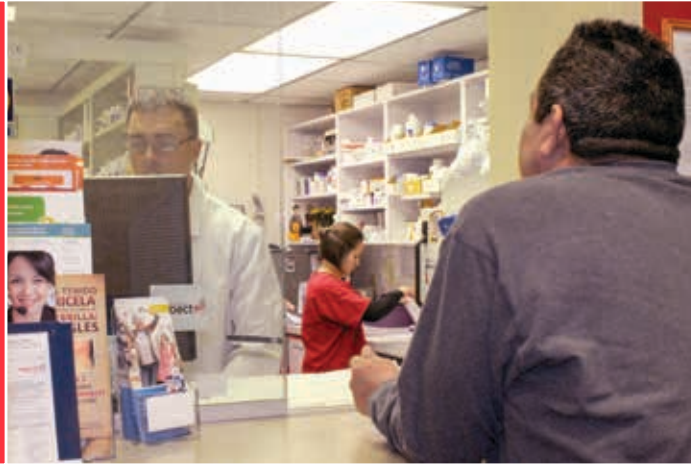
—Dr. Martina McGowan,
Deputy Chief Medical Officer

Expanding our

reach!

Pharmacy Support

Angela Flamion
Nancy Huff
Stephanie Kurtz
Fabiola Sewell
Gene Valdez, R.Ph.



Adult Medical Providers

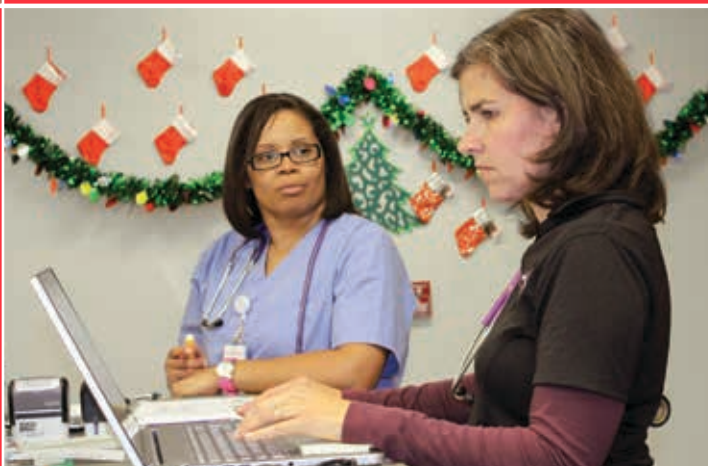
Sheilah Adams, FNP
Dr. Dwight Carson
Dr. James Jackson
Dr. Bruce McClure
Dr. Mary Pat McManmon
Mark Steinmetz
Dr. Doris Williams





Dental Center

Virginia Aguilar	Shawna Pollock
Romelia Betancourt	Trisha Thrash
Debra Hoover	Francisco Valenzuela
Brenda Jachimiak	
Dr. Julie Kinsler	
Kerin Pena	



Pediatric Medical Providers

Dr. Christine Dankwa
Dr. Erin Farrell
Dr. Meenakshi Gupta
Dr. Shanna Kautzmann



Board of Directors

Back row, from left: Teddy Brown, Delia Vazquez, Anthony Hunt, Phillip Hill, Rod Roberson

Seated, from left: Ileana Martin, Tara Morris

Not pictured: Tammy Friesen, Sue Ickes

Serving Elkhart
County for over 20

years!



Executive Team

Back row, from left: Steve Germani, COO; Vernita Todd, CEO; Patty Klinger, CFO; Fundi Mangena, CQO
Seated, from left: Dr. Martina McGowan, DCMO; Dr. Omobola Olaniyan, CMO

Management Team

Romelia Betancourt, Dental Manager; Karen Blake, Administrative Assistant to the CEO; Melissa Carr, Clinical Supervisor; Jesseca Chatman, Community Outreach Specialist; Shaneta Edmondson, Assistant Operations Manager; Cindy Hart, Compliance Officer; Nancy Huff, EMR Manager; Adrienne Latson, Marketing Coordinator; Jackie Marschke, Front Desk Supervisor; Linda Nicholson-Green, Human Resources; Sue Schurman, Revenue Cycle Manager; Ron Thornburg, IT Manager; Gene Valdez, R.Ph.

Staff

Stephanie Aceves
Mary Anderson
Lisa Baker
Rene Baker
Maria Baltazar
Virginia Banda
Keshia Bates
Diane Beasey
Esther Bitting
Elsa Bloom
Shonda Brown
Jacqueline Cervantes
Verla Curry
Leylah Dixon
Idongesit Essien
Quinnmeshia Evans
Chasiti Falls
Taylor Fields

Sandra Flanagan
Soraida Flores
Nicole Foster
Lisa Gaby
Deisy Galvan
Elias Garcia
Kathy Ghrist
Angela Goins
Jessica Grant
Christina Guerrero
Dana Harris
Kristina Hood
Warren Hunt
Shilah Hurtekant
Tiffany Jacobs
Nery Jimenez
Leeann Krikau
Emma Lacey

Kathy Lenhart
Ariel Lopez
Maribel Mares
Lidia Martinez
Stephanie Martinez
Vickie Mason
Sally Meidel
Cynthia Michael
Phyllis Miguel
Tammy Mitchell
Bridgette Neal
Katrina Neal
David Nelson
Veronica Ortega
Kim Ortiz
Andrew Osterberg
Eliseo Perez
Judith Peterkin

Latanya Posley
Letisha Purdiman
Juana Ramirez
Cynthia Rangel
Jeanne Richardson
Giselle Russell
Adreanna Sanchez
Moises Santos
Inna See
Carol Sheley
Jamie Smith
Phyllis Tolbert
Sylvia Torres
Wendy Torres
Yessica Valadez
Vianey Velazquez
Melissa Waterman
Paige West



2015 Highlights

We enjoyed a year of growth, and we're proud of how far we've come. And with every goal met, there is another goal set, because we continually push ourselves to improve.

Females aged 24-64 who received 1+ Pap test for cervical cancer in last 3 years

2014 46%



2015 TARGET 43%

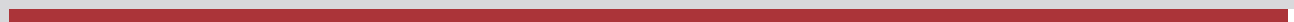


2015 ACTUAL 45%

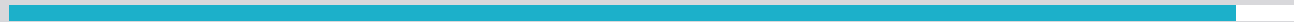


Asthma pharmacological therapy, ages 5-40 years old

2014 100%



2015 TARGET 95%

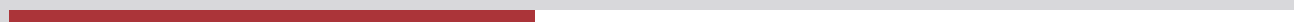


2015 ACTUAL 97%



Adult weight screening and follow up

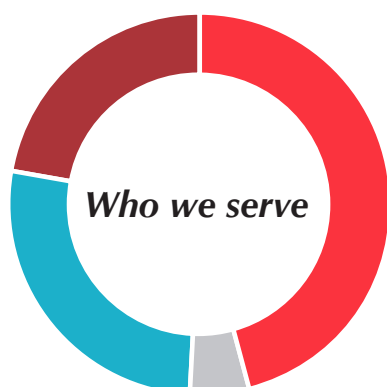
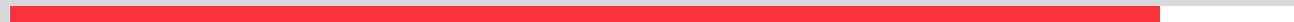
2014 41%



2015 TARGET 45%



2015 ACTUAL 91%



Who we serve

Medicaid 46%	Uninsured 22%
Private Insurance 27%	Medicare 5%

Sixty-four percent
of 2015 goals were met or exceeded



Thank you

We're proud to provide our community with quality healthcare, and we couldn't do it without you, our donors. To all who supported us in 2015, thank you.



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Elkhart, IN 46516

148 W. Hively Ave., Suite 1
Elkhart, IN 46517

After Hours
1-877-777-1173

heartcityhealth.org