

Wholehearted Healthcare



Heart City Health

CONTENTS

Vision for change	1
Message from CEO	2
Financial Information	3
Gifts that keep giving	4-5
Donors and Partners	6-7
More Opportunity to Help	8-9
Patients Focus	10-11
Board Chair Message	12
Mission. Vision. Board.	IBC

Vision for Change.

46% of people in Elkhart County report an inability to afford healthcare. Heart City Health is determined to change that statistic by providing high-quality healthcare to the people in our community regardless of their situation. As a **Federally Qualified Health Center**, we pride ourselves on serving everyone who walks through our doors, regardless of their ability to pay, health coverage or immigration status. Our patients are at the heart of everything we do.





How could we have known?

There is no possible way we can discuss 2019 and the work we've accomplished without talking about where we are and where we need to go. As we reflected on our accomplishments and began compiling statistics for this annual report, a global crisis was on the horizon.

Last year, we did not talk about social distancing. In 2019, most of our patients and most of the public would not know what PPE means. We greeted one another with handshakes and hugs. We met at restaurants for meetings and meals with family, friends, and business acquaintances. As we started to put this report together for our patients, supporters, community partners, and those in our community who are touched by our mission, we realized how important it is to put this report in perspective.

Our organization enjoyed an amazing year. We enjoyed our first full year with our new dental office, expanded and renovated our behavioral health facilities, and purchased a building so we could open a new Women's Health office to strengthen our fight against maternal and infant mortality. All of these new services along with our existing primary care services provide vital health care for an underserved community in a trusted and safe environment. Our dedicated staff began serving patients outside of traditional business hours at our Scenic location. We helped a growing number of patients at our Simpson location with

general practice, behavioral health and pharmacy services. Most importantly, we continue to take care of people regardless of their age, race, ethnicity or income level.

As you review these pages, reflect upon not only the number of patients we served but the impact we had on our entire community to make our 2019 accomplishments such a success. Then, please consider the efforts and funds it will take in 2020 as we face a global pandemic that doesn't discriminate. How much more important is it going to be for Heart City Health to have the ammunition to defend the people of our community? We don't know. We have never faced anything like this. What we do know is we are in this together more than ever before.

We are proud of the prominent role we have played in our community over the past twenty-six years. As we look towards the future, we will continue to adhere to the belief that healthcare is a right, not a privilege. Regardless of changes in today's healthcare landscape, our doors will remain open and we will continue to provide much needed healthcare services to those in need. We thank our staff, our providers, our sponsors, our local government and our families for helping us achieve an amazing 2019.

Esleen Fultz



- Community Impact:**
- 13,144.... Patients Served
 - 3,840..... Dental Visits
 - 2,550..... Behavioral Health Visits
 - 39..... Medical Exam Rooms
 - 31,479.... Medical Visits
 - 93..... Patients Enrolled in Medication Assistance Program (MAP)
 - 33,316.... Prescriptions filled in our Pharmacy

Gifts that keep giving.

What would you do with \$300,000?
Take care of your neighbors' dental care?
We would.

From left are Stacy Legault, Greater Elkhart Chamber of Commerce Ambassador; Dr. Mark Green, Heart City Health dentist; Dr. Tia Jeffers, Hart City Health dentist; Esleen Fultz, Heart City Health CEO; Levon Johnson, Greater Elkhart Chamber president; Jackie Walorski, United States Representative; Tim Neese, former mayor of the City of Elkhart; Joan Garber, Greater Elkhart Chamber ambassador; Romelia Mojica, Heart City Health dental office manager.



Heart City Health was the recipient of a \$300,000 Oral Health Grant from Health Resources and Services Administration (HRSA) and received additional grant dollars from the United Way of Elkhart and LaGrange Counties and the Community Foundation of Elkhart County.

These funds assisted us with the purchase and complete renovation of a 4,200 square-foot building located at 2100 Superior Street, Elkhart. This allowed our overcrowded dental office to move from the lower level of our Simpson Avenue location to a brand-new location.

Quality work from our friends at Ancon Construction allowed our state-of-the-art dental office to open

to the public in July 2019. The facility boasts 11 exam chairs and provides a complete range of high-quality dental services. Our two dentists (Dr. Tia Jeffers and Dr. Mark Green) have a combined 55 years of experience and are excited for the opportunity these grants have provided in treating an increased number of patients from throughout Elkhart and surrounding communities.



Donating from the Heart.

The following organizations and individuals provided sponsorships, monetary and in-kind donations to Heart City Health during 2019:

Sponsorships:

Anthem, Inc., Eric T. Bradley, First State Bank, Managed Health Services, PHPNI, Stifel, and Teacher's Credit Union.

Monetary Donations:

Community Foundation of Elkhart County, Janice Dean, Richard and Susan Klepinger, McKesson Foundation, the Estate of Richard W. Stout, United Way of Elkhart County, Unitarian Universalist Fellowship of Elkhart and Watkins Family Dentistry.

In-kind Donations

Delta Dental Foundation, HALO Branded Solutions, Hawkins Water Tech, Ice Cream on Wheels, McKesson Medical Supply, Sonoras Party Rentals, Teacher's Credit Union, The Office Barn, Inc. and Welch Packaging.



On May 30th, 2019 PHP donated \$15,000 for our Social Determinants of Health program (SDOH). From left to right are Willie Brown, Heart City Health case manager; Esleen Fultz, Heart City Health CEO; Michelle Kearns, marketing and communications director at PHP.

Community Partners.

We provide outreach services in conjunction with local non-profits and others throughout the Elkhart Community:

American Heart Association	Elkhart Optimist Club
Bowen Center	Elkhart Rotary Club
CAPS	Faith Mission
Center for Healing and Hope	Goodwill Industries
Christ's Commissary (First Brethren Church, Elkhart)	Guidance Ministries
City of Elkhart	Indiana Black Expo – Elkhart Chapter
Church Community Services	Indiana Region 2 Homeless Coalition
Community Corrections – Work Release	Kiwanis Club of Elkhart
Concord Community Schools	LaCasa
Dame Tu Mano	LaRaza Radio
Downtown Churches Coalition	Maple City Health Center
Early Childhood Alliance	Minority Health Coalition
Elkhart and St. Joseph Counties Head Start Consortium	Northern Indiana Hispanic Health Coalition
Elkhart Chamber of Commerce	Oaklawn
Elkhart City Homeless Coalition	Radio Horizonte
Elkhart County Council on Aging	RETA
Elkhart County Health Department	SPA Women's Ministries
Elkhart County Reentry Initiative	Susanna's Kitchen
Elkhart County Sheriff's Office - Corrections	The Villages Foster Care
Elkhart Community Schools	The Window
Elkhart Environmental Center	Tobacco Control of Elkhart County
Elkhart Food Coalition	United Way of Elkhart and Lagrange Counties
Elkhart General Hospital/ Beacon Health	Work One
Elkhart Housing Authority	Women's Care Center

Opportunity

More Opportunity to Help

It is no secret that there is a severe shortage of mental health providers - not only locally but nationwide.

When our dental office vacated the basement of our Simpson location, it presented an opportunity for us to renovate that same space and expand our Behavioral Health services. The renovations to our Simpson Avenue lower level allowed for the addition of more mental health providers, an expansion of services and more patients served.



1 in 5 U.S. adults experience **mental illness** each year



1 in 25 U.S. adults **experience serious mental illness** each year



1 in 6 **U.S. youth aged 6-17** experience a **mental health disorder** each year



50% of all **lifetime mental illness** begins **by age 14**, and 75% **by age 24**



Suicide is the **2nd leading cause of death** among people **aged 10-34**

* Information cited from the National Alliance on Mental Illness.

Heart City Health integrates medical and behavioral healthcare with the goal of serving primary healthcare needs of Elkhart area residents and people from surrounding communities. The hope is that more people can enjoy the highest quality of life possible. This includes an understanding of how mental wellness can have a direct impact on people's physical wellness, and vice versa.



Now, we can also offer these services via telehealth through phones and internet-connected devices.

What our patients say:

“I am **very satisfied** with the care my family receives.”

HCH participates in Elkhart Community Schools Career Day



Renovated BH offices

“Keep up the great work.
I love the staff;
they are very friendly and helpful.”

HealthFest brings record number of attendees



“**The doctors and staff are** awesome!”

“Everything Heart City Health does is great. I appreciate **your services.** Thank you!”

Dental Office opens



“I highly recommend the Women’s Health Staff. They are kind and patient and listen to patients.”



Outreach to community partners

We serve everyone.

We treat fully insured patients; we treat those who qualify for government assistance; we treat people with no insurance; we treat those who work but can barely afford to survive. We treat our whole community. Heart City Health is the only Federally Qualified Health Center in our area that offers adult and pediatric general medicine, an onsite pharmacy, women’s health, behavioral health, and a complete dental office.

Looking back on 2019 and before, one of our biggest hurdles was helping people understand the importance of a healthy community. As we begin 2020, this is a lesson we hope people throughout our community will appreciate so much more.

Heart City Health’s purpose, to provide healthcare for people regardless of their age, race, ethnicity or income level, is being proven as a strategy that does not discriminate in its benefits either. Our whole community is protected when our whole community is served. Just as a team is only as strong as its weakest player, our community is only as healthy as our most vulnerable.

Our board is committed now more than ever because our mission is vital to having a strong economy and workforce. We believe every family and every person deserves high-quality health care. Please continue to join our efforts, share our mission and increase your level of commitment as we strive to serve everyone in our community.

Tara Morris



Our Mission

Heart City Health is a premier healthcare network providing access to high quality preventive and primary care for our community.

Our Vision

Our community is healthier because of Heart City Health’s ability to provide access to high quality healthcare for all.

Our Board

The following individuals volunteer their time and talent to serve on Heart City Health’s board of directors. They represent our patient population and govern with patient needs first and foremost.

Tara Morris,
Chair

Anthony Hunt,
Vice Chair

Angelia Washington,
Treasurer

Arvis Dawson,
Secretary

Anthony England
Millie Hernandez
Nancy Poikonen
Robert Taylor
Delia Vazquez



Heart City Health

SIMPSON

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Elkhart, IN 46516
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SCENIC

148 W. Hively Ave.
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DENTAL

2100 Superior St.
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P. 574.970.1937

WOMEN'S HEALTH

1545 Cassopolis St.
Elkhart, IN 46514
P. 574.584.2501

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