



**This is what it's like**

**ANNUAL REPORT 2016**



# From our CEO



*"As a health center, we do a great deal for our patients, but we can see that it's not always enough."*

Heart City Health Center has seen many changes throughout our 23 years.

In 2016, we've served 11,361 patients as of September. Our Scenic location was accredited as a Level 3 Patient-Centered Medical Home. We began a renovation on our Adult Clinic at our Simpson location. And we've continued to add to our clinical and administrative staff to ensure we maintain our excellent level of service from clinical to clerical to C-level.

We received awards for greatest percentage of pediatric patients' lead levels tested and for our high number of patients referred to Elkhart County's tobacco control/smoking cessation program, two ways in which we provide whole-person care.

As the new CEO of Heart City Health Center, I'm part of that evolution. I plan to continue our growth and our commitment to our patients, while setting goals and continuing improvements. As a health center, we do a great deal for our patients, but we can see that it's not always enough. We'll continue to evolve to meet our patients' needs in any way we can.

ESLEEN FULTZ, CEO



# From our Board



Heart City Health Center is evolving into the primary healthcare option for many in the Elkhart area. Our range of expertise is growing to serve our most vulnerable residents with “best in class” healthcare.

Our health center has developed over the last 23 years. We began as a free clinic, and now with the Federally Qualified Health Center (FQHC) designation, we accept more private insurances and government insurance. We started in a little renovated bar, and now we have two locations. In the beginning, we just provided space, now our space is being renovated to fit our patients’ needs, to provide modern technology, comfortable furnishings, and an exceptional patient experience.

As part of our evolution, this year we experienced turnover in our CEO position. We owe a debt of gratitude to Vernita Todd for the diligent guidance and leadership to help move this organization into a heralded FQHC. I want to thank our board for their exhaustive work in finding our next leader. We are excited about Heart City Health Center’s service capability under the watchful eye of Esleen Fultz.

It gives me great joy to see the development of our health center and to hear the pride in our patients’ voices when they say Heart City Health Center is their medical home, their provider of choice.

We’ve evolved greatly, and we know that the needs of our community will continue to change. The successes we’ve seen, the compassion of our employees, and the support of those who believe in our mission demonstrate that we’ll continue to evolve to meet the needs of our community.

ROD ROBERSON, CHAIRPERSON

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## Board of Directors

**With insight and direction from our Board of Directors, we evolve to meet the changing needs of our patients and our community.**

Rod Roberson, Chairperson

Tammy Friesen, Vice-Chairperson

Anthony Hunt, Treasurer

Tara Morris, Secretary

Teddy Brown

Ana Rosa Garcia

Phillip Hill

Ileana Martin

Delia Vazquez

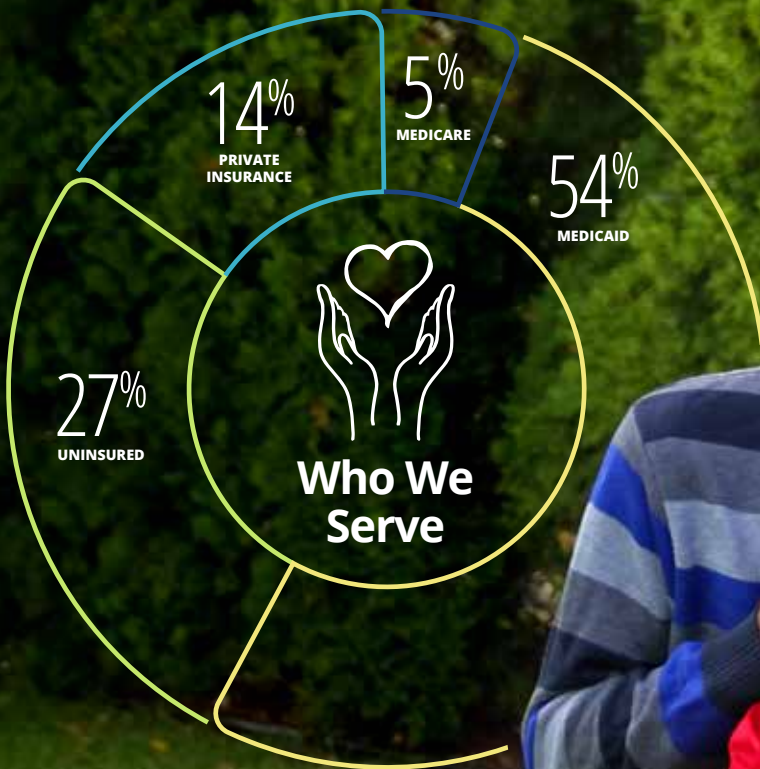


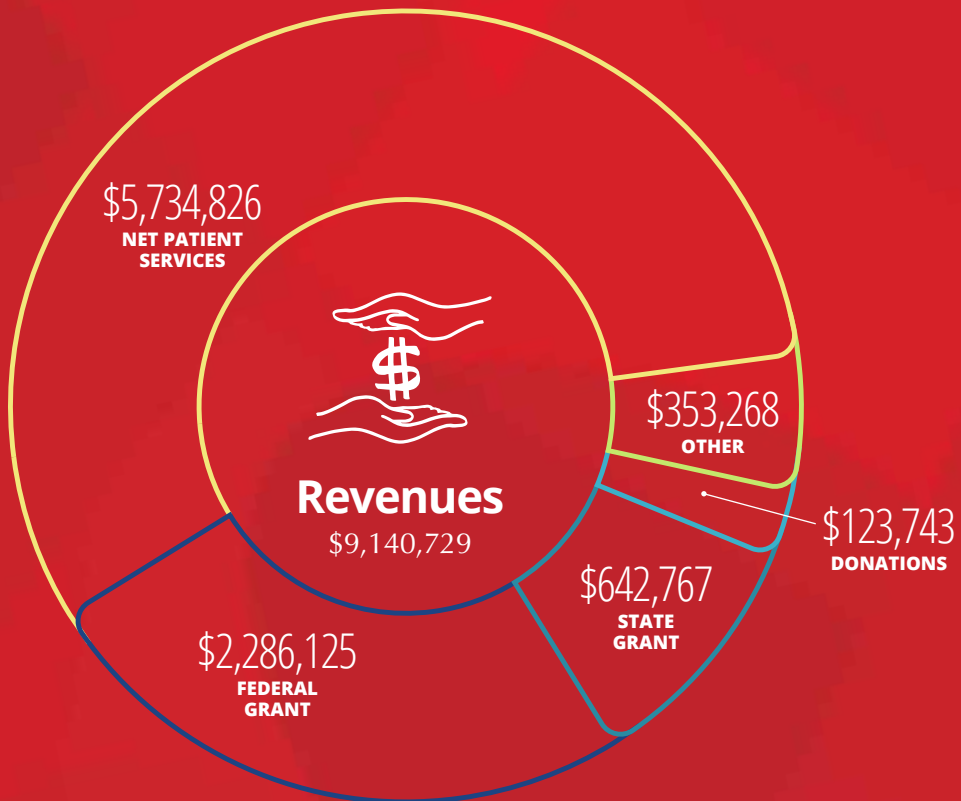
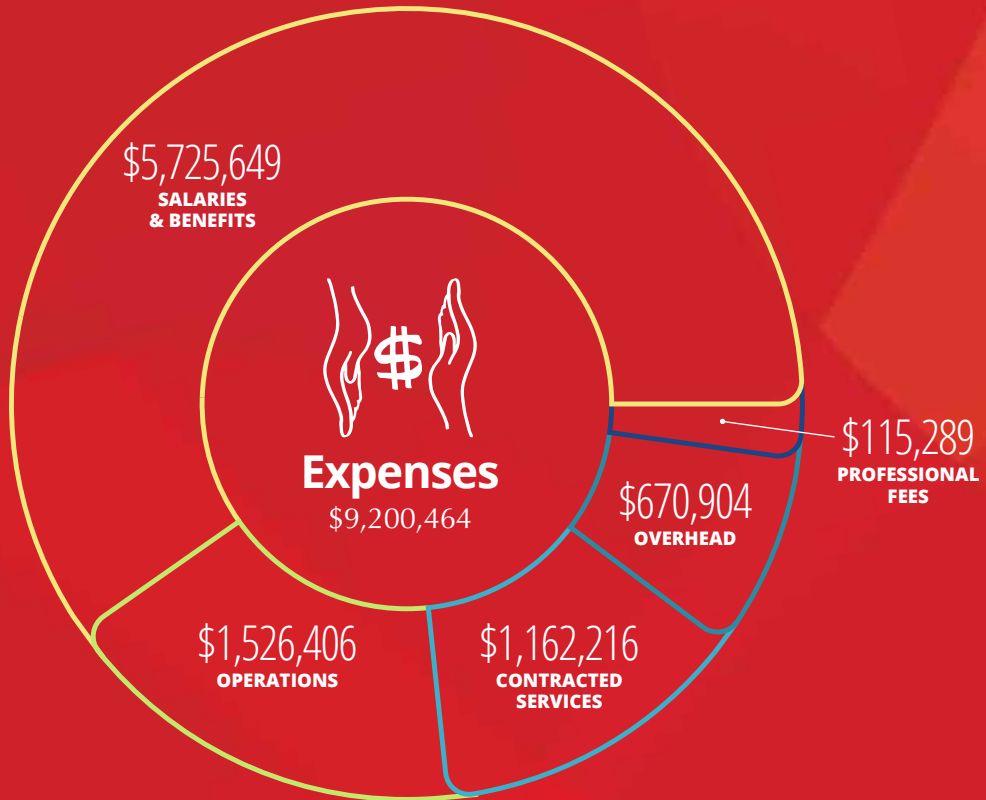
# 2016 in Review

For Heart City Health Center, 2016 was a year of evolution. We met many of our quality measurements. We strengthened relationships with our community partners. We received awards for our high number of referrals to tobacco cessation and lead level awareness organizations.

This year also saw milestone changes like the renovation of our Adult Clinic and the introduction of our new CEO.

One thing that won't change is our mission to contribute to the health of our community by providing access to high quality and affordable medical, dental, and behavioral healthcare. Combined with our on-site Pharmacy and our support services; we're confident that however the needs of our community change, we will continue to evolve to meet those needs.





# Evolution of our Health Center

*Our mission is to contribute to the health of our community. As the needs of our community change, so too must we. We've evolved to provide more, and better, services. And as our community continues to evolve, so too will we.*



## 1995

*In 1995, we changed our name to Heart City Health Center.*

## 2002

In 2002, the health center moves from Lusher Ave to its current location on Simpson Ave.



## 1993

In 1993, we opened our doors as Scenic Wellness Center. We were a free clinic, staffed entirely by volunteers, to serve those with limited access to medical care.

## 2001

In 2001, we started charging patients for services. We're no longer a free clinic.



## 2004

In 2004, we opened our Dental Center at our Simpson location. We saw that our patients had many gaps in care beyond preventative medical needs, and we are still excited to fulfill the need for preventative dental care in Elkhart.





# 2007

In 2007, we became a Federally Qualified Health Center (FQHC), which means we offer a sliding fee discount program for all patients based on family size and income, and we don't turn anyone away, regardless of ability to pay.



# 2014

In 2014, we opened a second location on W. Hively Ave, which is open on Saturdays. Greater access through extended hours is a component of our Patient-Centered Medical Home accreditation.

# 2016

*In 2016, we'll finish our renovation of our Adult unit, which includes automatic sliding front doors, a reconfigured waiting room for patient comfort, and improved technology.*

# 2009

In 2009, we added our Pediatric unit, to give our littlest patients a space of their own.



## The Truth

Where You Go To Know The Elkhart County Area

### New dental clinic to ease the pain

By Bob Weiss  
Truth Staff

ELKHART — Pain relief from toothaches for the working poor, uninsured and Medicaid patients is coming.

A \$45,525 grant by the Elkhart County Community Foundation will allow the Heart City Health Center to purchase equipment for five dental treatment units.

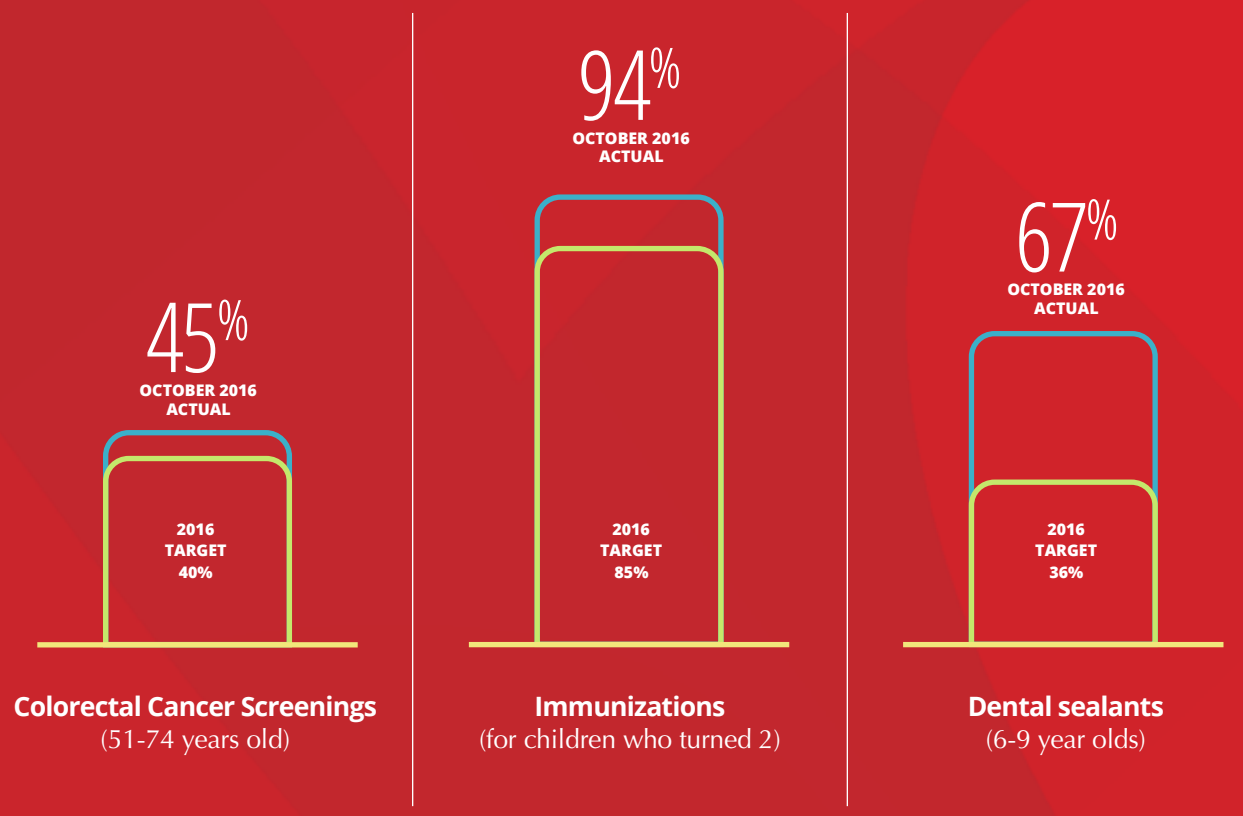
An \$115,000 elevator system already has been installed to take patients to the dental center's lower level, but the challenge ahead is securing \$80,000 to finish renovation of the area at Simpson Avenue and Superior Street.



Staff member at the Heart City Health Center examines a young child's teeth. The new dental clinic is located on the lower level of the building at Simpson Avenue and Superior Street. —Bob Weiss for Truth Staff

# Quality Measures

*Both of our locations are accredited Level 3 Patient-Centered Medical Home, which promotes preventative care through features such as: stronger patient-provider relationships, nontraditional office hours, whole-person care, and monitoring quality of care through real-time measures like these below.*

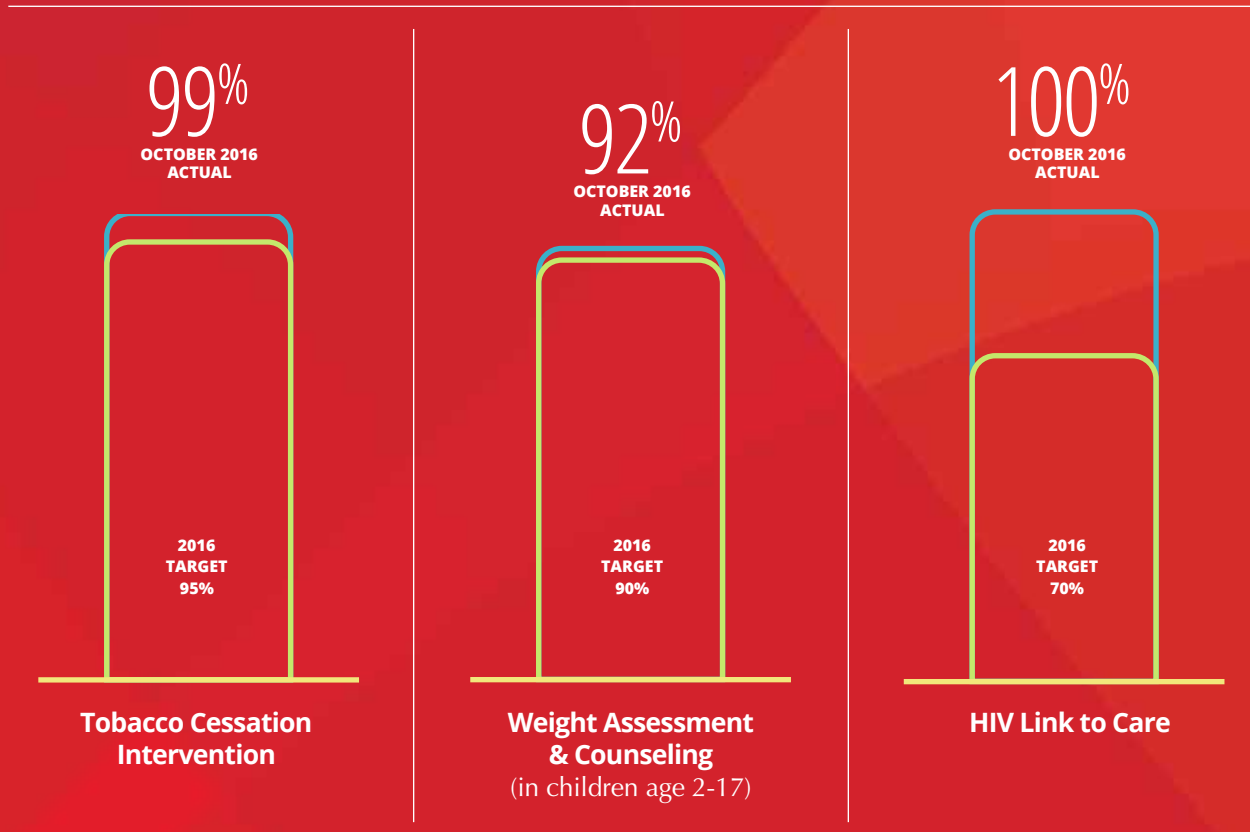


*“My favorite thing about Heart City is the care I receive by your providers. The doctors take my health concerns seriously.”*



*“I like it all. The staff are friendly and helpful. The doctors are very knowable and friendly. They don’t talk down to you. And they tell you what’s going on with you in a way you can understand.”*





"I have been a patient of Heart City since 2009. When I did not have medical insurance, the cost was very affordable. Now that I have insurance, I still continue to get the great care the staff of Heart City offers. I refer many patients to your practice because 1) it is affordable and 2) you provide great medical care, and 3) many people that I refer to your clinic does not speak English and many of your staff can communicate with them."



"I stay at Heart City because the doctors make me feel comfortable and always seem genuinely concerned about my health. I find the staff very knowledgeable and efficient."





*"I recommend Heart City to anyone who is looking for a primary care provider. One reason is because of the great care that I receive there. Another is because if a person does not have medical insurance, the office visits are very affordable. The pharmacy is the least expensive one that I have found."*

## Navigating healthcare

*In Elkhart's manufacturing industry, layoffs are common. One man, a married father of five, recently lost his manufacturing job and was without insurance for the first time in his life. Unsure of where to go and what to do, he met with our enrollment specialist and was able to sign up for insurance for himself and his family. After that positive experience with our support staff, he and his wife decided to choose Heart City Health Center as their medical home.*

## Taking the extra step

*A patient was experiencing leg pain, and his provider needed an x-ray to accurately diagnose his condition. However, the patient lacked options for transportation, and walking was painful given his condition. Our staff called several resource options and found this patient a free ride to the hospital, to home, and then back to our offices again so that he could attend his follow-up appointment. With the x-ray, his provider was able to accurately diagnose his condition and establish a treatment plan, and the man was walking easier and pain-free at his follow-up visit.*



*"All services are excellent! And they treat me very kindly."*

# 2016 Community Impact

11,361

PATIENTS SERVED

4,159

DENTAL  
VISITS



39

MEDICAL EXAM  
ROOMS



42,738

MEDICAL  
VISITS



425

PATIENTS ENROLLED  
in Medication Assistance  
Program (MAP)

32,584

PRESCRIPTIONS  
FILLED  
in our Pharmacy

3,862

SQUARE  
FEET  
RENOVATED





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