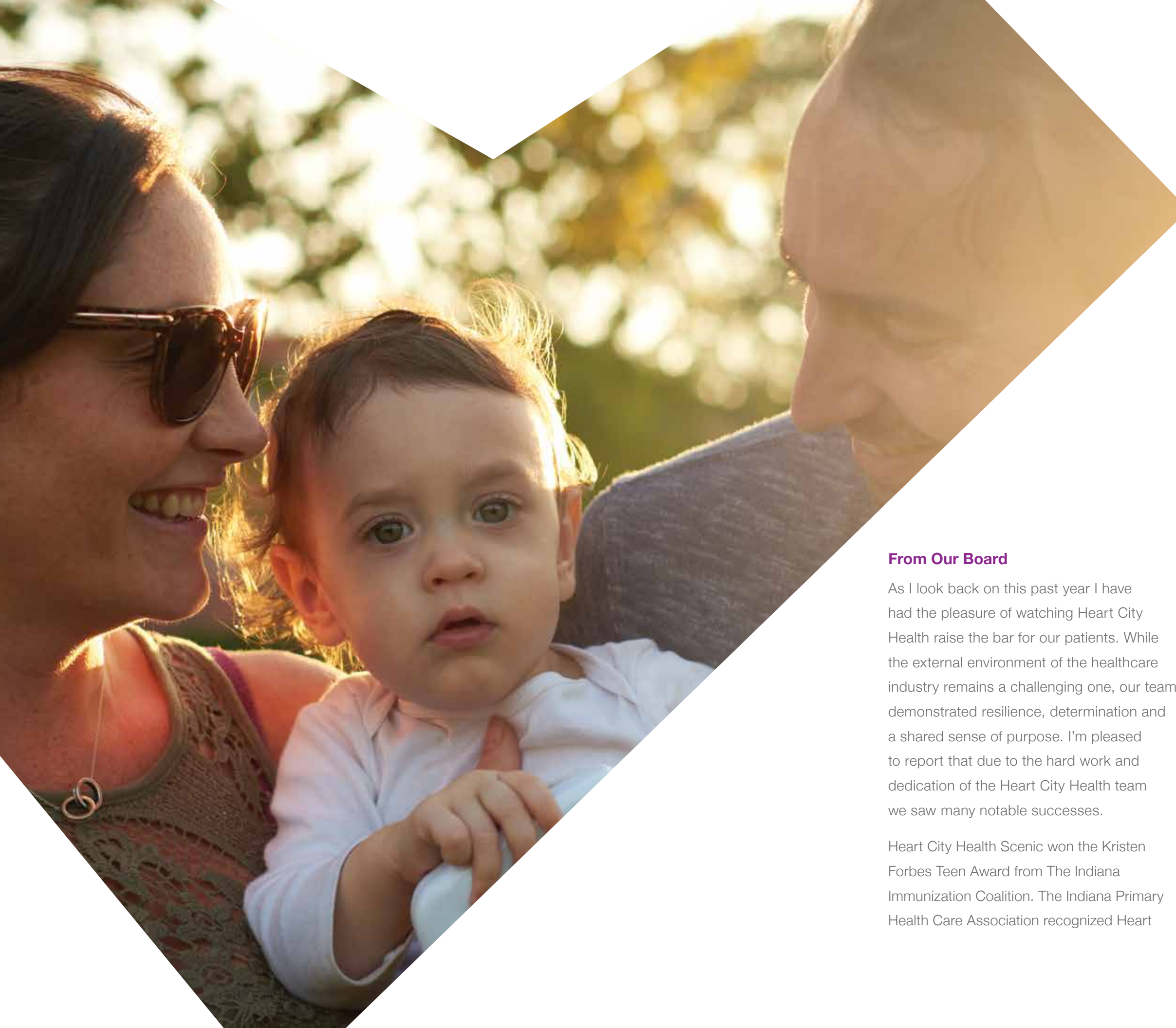# Heart City Health

Annual Report 2017

## A Place Known for its Heart

Since 1993, Heart City Health has provided the community with a multifaceted approach to healthcare and wellness across multiple disciplines. Our dedicated providers work with individuals and families to maximize health outcomes and quality of life. Heart City Health is dedicated to serve all those in need of high quality care, regardless of insurance coverage or ability to pay.

### From Our Board

As I look back on this past year I have had the pleasure of watching Heart City Health raise the bar for our patients. While the external environment of the healthcare industry remains a challenging one, our team demonstrated resilience, determination and a shared sense of purpose. I'm pleased to report that due to the hard work and dedication of the Heart City Health team we saw many notable successes.

Heart City Health Scenic won the Kristen Forbes Teen Award from The Indiana Immunization Coalition. The Indiana Primary Health Care Association recognized Heart City Health for scoring 100% during an on-site review. Heart City Health was also awarded a grant to expand mental health and substance abuse services and hired a full-time psychiatric nurse practitioner. You can read more about these and other milestones in this annual report.

I am proud of what Heart City Health has accomplished and am excited about the future. Our community is strong and vibrant, and together we will continue our efforts to provide access to high quality preventive and primary care for our community.

*Tara Morris*

Tara Morris, Chairperson

## A Heart for Community

At Heart City Health we invest back into the community through advocacy, public events and donations to other nonprofits. We partner with community-based organizations to find ways to connect people to healthcare services and have been recognized for excellence in these efforts.

Each year in August, health centers across the country celebrate National Health Center Week. Heart City Health organizes a free, community-wide health fair and costs are covered 100% by donations. We had a record turnout in 2017 with 357 registered attendees. Staff conducted 32 medical screenings and 10 oral screenings which was three times more than previous years. Sponsors included Miller Poultry, Anthem, Ice Cream on Wheels, Walmart and First State Bank.

## A Heart for Giving Back

Meet Millie. A servant leader at heart, she works for a local food pantry to make sure people in need get fed.

"I couldn't do this if I didn't take care of my diabetes," Millie reflects. "At one point I didn't have insurance and someone told me about Heart City Health. It was the best decision I could have made. My doctor motivated me to take charge of my health and now my diabetes is under control.

## A Heart for Caring

When asked about his experience in the dental office at Heart City Healths, Michael Downing will say "I am grateful to Heart City Health because I was able to improve and maintain my oral health."

Michael and his wife moved to Elkhart from Chicago in 2001 to start a daycare center. Through long hours and dedication, the daycare

Other grant funded programs in 2017 included the Medication Assistance Program (MAP), funded by the United Way of Elkhart County. This program assists patients who are uninsured or underinsured and are unable to purchase their prescribed medications due to financial barriers. In 2017 we assisted 236 individuals.

Heart City Health's MAP Program helped one patient acquire medications for the treatment of liver disease which had a retail value of $20,326. Before finding MAP, the patient was riding a bus to Canada every month to purchase the medications.

In 2017, Physician's Health Plan Foundation supported our Chronic Care Management Program by targeting the low-income, high-risk Medicare population. PHP Foundation awarded a grant to help fund a portion of a nurse's annualized salary. There were 80 enrollees in the program during 2017.

At Heart City Health they genuinely care for my well-being. It's everyone. The doctors, the nurses – the entire staff. I tell friends and family to go to Heart City Health. They have everything under one roof, including a pharmacy, why would I go anywhere else?"

It's people like Millie who are the fiber of this community. Helping others and expecting nothing in return. Thank you, Millie (pictured far right).

grew to serve 95 families. "I was on a stipend but needed quality dental care. I heard about Heart City Health. What a blessing it was to be able to get the cleanings and fillings I needed. My dentist was considerate and tactful – she took great care of me. Heart City Health is a great asset to the community."

Millie at her favorite coffee shop, The Electric Brew, spending time with her daughter Jessica.

"The Heart City Health staff are kind, thorough and attentive. They have a good attitude and are caring. My health was their principle concern."

## What Our Patients Say

"Thank you, Heart City Health Staff for all the work you did to help my mom get better."

"The medical assistant in pediatrics was thoughtful, respectful, mindful and helpful. She is what I call gold star staff!"

"I like the dental department – the staff create a very patient-friendly environment. I recommend Heart City Health dental to others."

## Community Impact

Looking back on 2017, our focus has remained on providing the highest quality of care to our patients. We were faced with the challenges of an evolving healthcare landscape and have worked hard to improve the level and quality of services we provide.

This past year we enhanced our processes to better service our dental patients' oral healthcare needs. In addition, thanks to grant monies, we will be able to offer more mental health and substance abuse services.

As a result of this growth, 2017 was a big recruiting year in terms of providers.

We could not do this without community support. Heart City Health is blessed with the direction and guidance from our board of directors, and humbled to be able to invest back into the community through the jobs and benefits we provide to our employees. We put our patients and the community first and foremost at the heart of everything that we do.

*Esleen Fultz, CEO*

## Awards and Accolades

Heart City Health- Scenic won the Kristen Forbes Teen Award from The Indiana Immunization Coalition. The award is presented to practices in Indiana that have achieved vaccination rates above the state average for teens between the ages of 13-18.

Heart City Health was awarded the honor of being a "2017 Corporate Friend of the United Way" for their continuing support of United Way campaigns.

The Indiana Primary Health Care Association recognized Heart City Health for scoring 100% during an on-site review. This recognition followed Heart City Health being named a Summit Award winner recognizing quality care and clinical excellence.

Heart City Health was awarded a grant to expand behavioral health services. A psychiatric nurse practitioner was hired in December 2017.

HRSA notified Heart City Health that it was awarded additional grant monies for Quality Improvement Activities. The purpose is to support health centers that consistently display high quality performance.

Heart City Health was selected to participate in the National Network for Oral Health Access (NNOHA) Oral Health Improvement Collaborative with organizations across the country from October 2017 to June 2018.

30,303
**PRESCRIPTIONS**
FILLED IN OUR PHARMACY

236
**MAP**
ENROLLMENTS
MEDICATION ASSISTANCE PROGRAM

3,806
**DENTAL**
VISITS

39
**MEDICAL**
EXAM ROOMS

**12,505**
PATIENTS SERVED

30,046
**MEDICAL**
VISITS

### WHO WE SERVE

| | |
|---|---|
| MEDICARE | 6% |
| PRIVATE INS | 12% |
| UNINSURED | 23% |
| MEDICAID | 59% |

### REVENUES

| | |
|---|---|
| DONATIONS | $59,220 |
| OTHER | $291,068 |
| GRANTS | $3,025,974 |
| NET PATIENT SERVICES | $6,636,573 |
| **TOTAL** | $10,012,835 |

### EXPENSES

| | |
|---|---|
| SUPPORT SERVICES | $412,428 |
| PHARMACY | $789,058 |
| ADMINISTRATION | $2,276,426 |
| MEDICAL/DENTAL | $5,436,440 |
| **TOTAL** | $8,914,352 |

## 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

With insight and direction from our board of directors, we evolve to meet the changing needs of our patients and our community.

Tara Morris, Chairperson

Anthony Hunt, Vice Chairperson

Angelia Washington, Treasurer

Arvis Dawson, Secretary

Anthony England

Ana Rosa Garcia

Rod Roberson

Robert Taylor

Delia Vazquez

## Community Partners

We have partnered with the following local non-profits for outreach to the community we serve:

| | |
|---|---|
| American Heart Association | Elkhart Rotary Club |
| CAPS | Faith Mission |
| Center for Healing and Hope | Goodwill |
| Church Community Services | Goshen Multicultural Fest |
| Downtown Churches Coalition | LaCasa |
| Elkhart County Council on Aging | Maple City Health Center |
| Elkhart Community Foundation | Minority Health Coalition |
| Elkhart County Jail System | Northern Indiana Hispanic Health Coalition |
| Elkhart Community Schools | Oaklawn Psychiatric Hospital |
| Elkhart Environmental Center | Smoking Cessation Coalition – Quit Now |
| Elkhart Food Coalition | SPA Ministries |
| Elkhart General Hospital/Beacon Health | Tolson Center |
| Elkhart Homeless Coalition | Work One |

## Heart City Health

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