

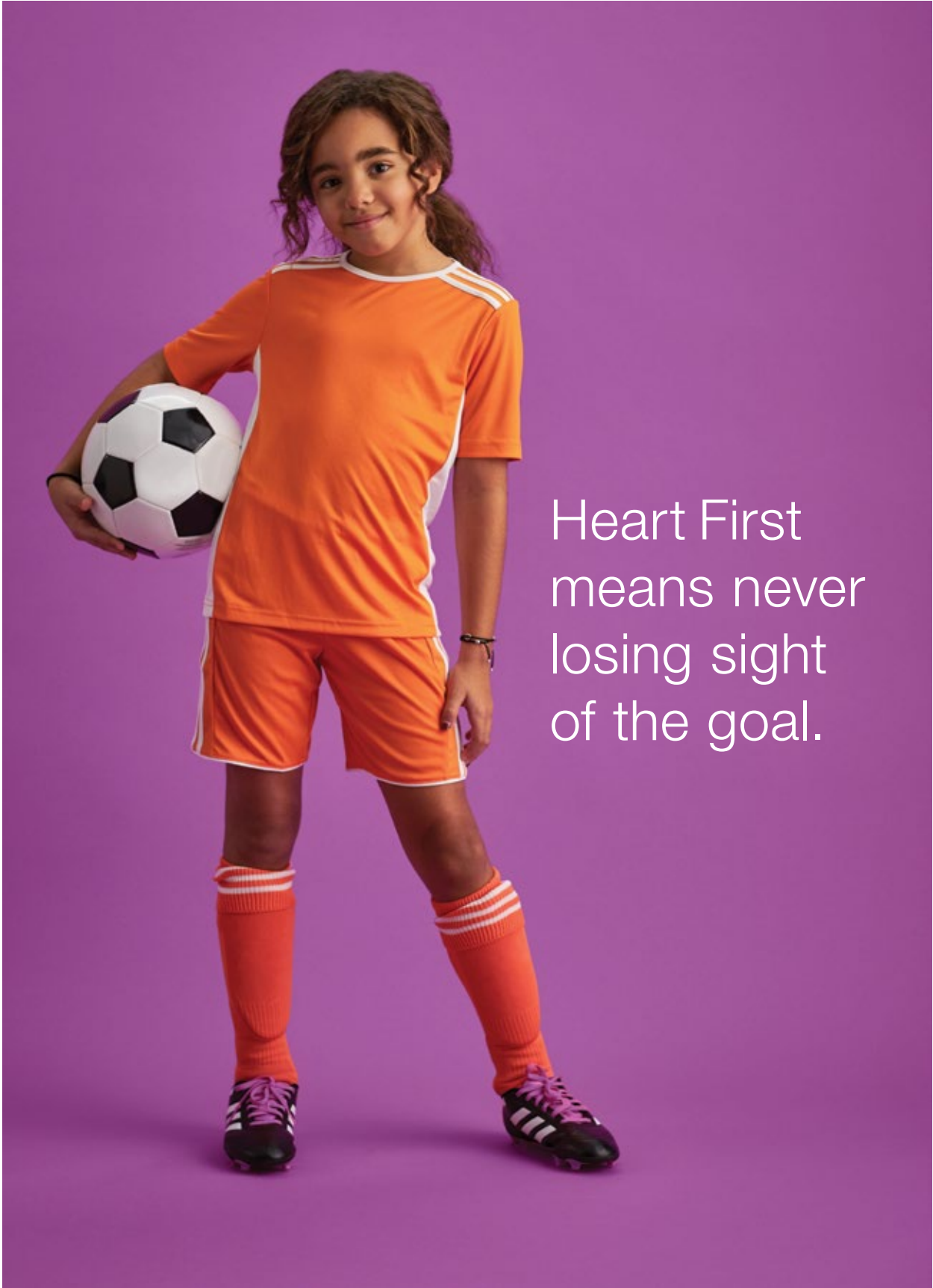


HEART FIRST



**Heart
City
Health**

Annual
Report
2018



Heart First
means never
losing sight
of the goal.

WE APPROACH HEALTH CARE **HEART FIRST**

Health is our most valuable asset. At Heart City Health, we take an integrated approach in maintaining our patients' health. This is why, in addition to medical care, we provide support for a number of key health-related issues which enables us to offer comprehensive, coordinated care. In 2018, we added on-site behavioral health integration to complement our services offered. Patients not only receive medical care, but dental and pharmacy, too; now with access to behavioral health services.

Having a medical home - a patient-centered health care provider who offers comprehensive and continuous medical care with the goal to obtain maximum health outcomes - is key to monitoring and improving your health. Heart City Health is accredited as a Level 3 Patient-Centered Medical Home. Medical homes support you in learning to manage and organize your own care at a level at which you, as the patient, are comfortable.

A MESSAGE FROM OUR BOARD CHAIRPERSON

Exciting innovations and difficult challenges are themes every year in health care, and 2018 was no exception. Heart City Health is proud to share our 2018 achievements in this report, all of which illustrate how we are determined to create more value for patients, through improved access, experience, value and outcomes. We remain committed to getting health care right, now and for the future.

As we look forward to the rest of 2019 and the years ahead, we know there will be many more opportunities to bring exceptional health care to even more patients. We are actively engaged in this work and know that we could not do

it without our community partners. We have highlighted our many community partners and donors in this report. We want to thank each one of them for joining us on an exciting journey.

In closing, I would like to personally thank the Heart City Health staff and providers for delivering exceptional care. We scored 94.5% combined overall provider and facility satisfaction, which is a testament to the work we do every day. I am proud to serve as board chair and am enthusiastic for what is to come in 2019.



Tara Morris, Chairperson

HEART FIRST

IN OUR COMMUNITY

Our patients are at the heart of everything we do. We strive to provide the best care possible.

We do that through teamwork and compassion, coupled with tireless dedication from every team member. We do not settle for less. We value quality, honesty, integrity, respect and dignity. This year our patients rated us a combined 94.5% in overall satisfaction for our providers and facilities.

Evelyn's Story

"When I moved to Elkhart, my husband had just got a job and we didn't have insurance yet. I saw an ad on TV that Heart City Health will work with me, so I made an appointment.

When I first walked in, they were friendly and kind. They went by my husband's income and put us on a sliding fee scale. I went for a routine health checkup and found out I had diabetes. I was also severely depressed because my mom had passed away. They were an amazing team by helping me through a difficult time. I've come a long way.

If there was no Heart City Health, we would have a rough time. It is very hard when you don't have a lot of income. Heart City Health is the greatest thing to happen to Elkhart, Indiana.

Sometimes the word healthcare is frightening but the name Heart City Health is comforting. They are a family to me. I love going there. They are just amazing people."

We are proud of the impact we make each year in our community and the lives of individuals and families who call Heart City Health their medical home. In turn, we provide services to individuals regardless of finances, insurance coverage or ability to pay. It is our mission to be a premiere healthcare network that provides access to high quality preventive and primary care for our community.



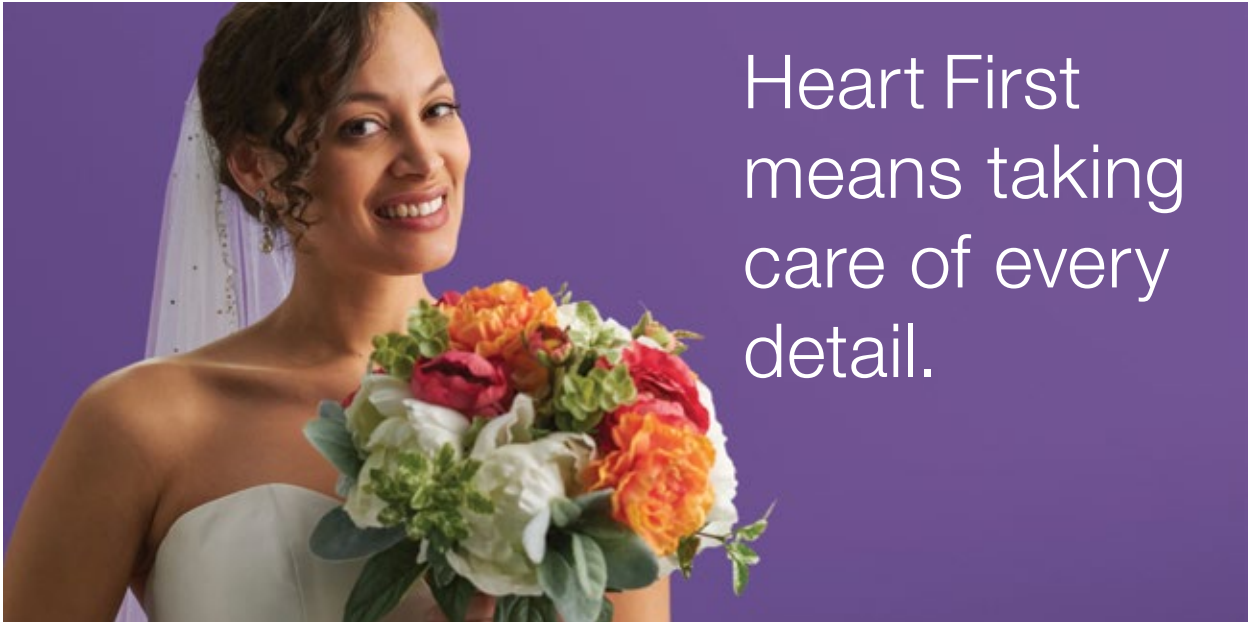
Randy's Story



"I went to the hospital because I thought I was having a stroke. They diagnosed me with diabetes. I set up an appointment with Heart City Health and I've been going there ever since.

What I like best about Heart City Health is the sliding scale. It makes it affordable and fits my needs because I'm self-employed. Without that, I would not be able to receive healthcare because everything would be out of pocket. There is no way I could afford that.

I take great pride in the things I do, and I see that with Heart City Health as well. They take great pride in their work. I'm very thankful for Heart City Health being in the community and greatly appreciate their service."



Heart First
means taking
care of every
detail.

ACCOMPLISHMENTS

2018 was a year filled with accomplishments and growth. We are pleased to share them with you.

We began offering behavioral health services for both adults and pediatrics.

We purchased a building close to our Simpson Ave. location to house a new, free-standing dental center.

We received a \$100,000 grant from the Elkhart Community Foundation for our new dental center.

We received a grant from the Health Resources and Services Administration (HRSA) to expand behavioral health services into our existing dental space once the new dental center is complete.

We received a grant for \$25,000 from the United Way of Elkhart County for our Medication Assistance Program (MAP). As a result, we were able to assist 122 patients with free, or reduced cost pharmaceuticals.

We celebrated the most successful HealthFest to date. Healthfest is an annual health fair celebrating National Health Center week, made possible by donations and sponsorships. We had over 450 attendees, conducted 49 free health screenings and hosted 34 non-profit vendors. This is a free, family-friendly event for the entire community.

We were chosen to participate in a diabetes research study with the University of Chicago.

We participated in a two-day workshop to help us integrate behavioral health into the primary care setting. As a result, three new licensed clinical social workers joined our team.

We grew our dental department, adding a new hygienist.

The dental team participated in the National Network for Oral Health Association Collaborative training to help teach quality improvement, including small tests of change, and systems redesign for efficient care processes.

We are participating in the Indiana State Department of Health cohort number 5. In this cohort, our goals are to gain a higher percentage for colorectal screening, achieve overall improvement in our hypertension patients and increase in pap smear screening rates.

Heart City Health scored 95% in overall provider satisfaction and 94% in facility satisfaction.





A MESSAGE FROM OUR CEO

For more than 25 years, Heart City Health has been privileged to serve Elkhart County. This report will highlight the many ways we are providing high-quality, compassionate, and affordable care to our community.

When we pause to reflect on the early days of Heart City Health, it is incredible to see where we are now; all because we have been entrusted by the community to continue the original mission set forth many years ago.

With that responsibility at the forefront, we are proud to report that Heart City Health was successful in providing comprehensive care to our patients this year, including the integration of behavioral health services. Amid profound changes

in health care, our constant will always be our commitment to meet and exceed the many needs of those we serve. Heart City Health is resilient and determined to continue to serve and meet the needs of our patients and their families, our employees, providers and community partners.

Some of Heart City Health's notable accomplishments in 2018 include the purchase of a building that will be renovated into a new dental center; the receipt of grant monies to support expansion plans; and being part of regional and national research studies to improve the patient experience and increase quality. Our success as an organization can be attributed to the highly skilled staff and providers who strive to deliver collaborative, compassionate care for our patients every time they set foot in our clinic.

We are inspired to serve others – particularly the most vulnerable in our community – and adopt best practices to deliver exceptional care to all patients. As we move forward, we will remain steadfast in our mission despite any challenge we might face. On behalf of the Heart City Health family, we are honored to be able to bring our services to the community.

Esleen Fultz, CEO

DONATING FROM THE HEART

The following organizations and individuals provided sponsorships, monetary and in-kind donations to Heart City Health during 2018:

Sponsorships

Anthem, Inc., Eric T. Bradley, First State Bank, Managed Health Services, Miller Poultry, Elkhart Rotary Club, Stifel, and Teacher's Credit Union.

Monetary Donations

Community Foundation of Elkhart County, 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, Hawkins Water Tech, Ice Cream on Wheels, McKesson Medical Supply, The Office Barn, Inc. and Welch Packaging.



Heart First means putting patients before profits.

37,131
PRESCRIPTIONS
FILLED IN OUR
PHARMACY

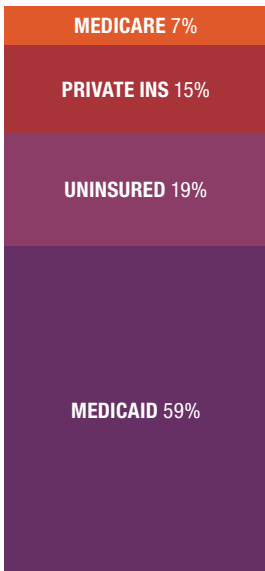
122
MAP
ENROLLMENTS
MEDICATION ASSISTANCE
PROGRAM

32,411
MEDICAL
VISITS

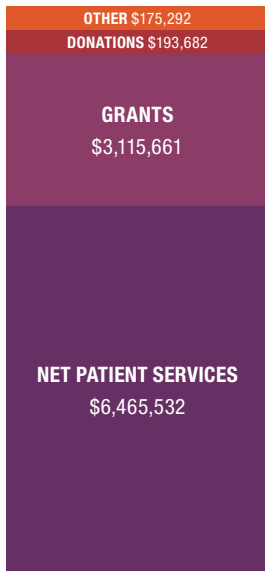
40
MEDICAL
EXAM
ROOMS

3,486
DENTAL
VISITS

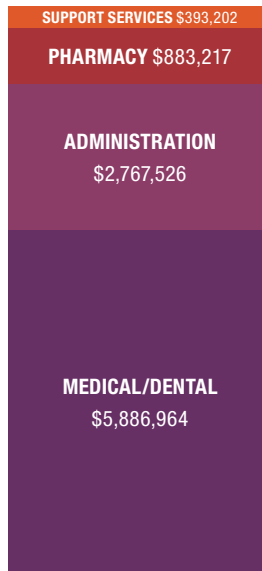
12,726
PATIENTS SERVED



WHO WE SERVE



REVENUES
TOTAL \$9,950,167



EXPENSES
TOTAL \$9,930,909

What Our Patients Say

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

“The doctors and staff are awesome!”

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

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



Heart City Health

SIMPSON

236 Simpson Ave.
Elkhart, IN 46516
P 574.293.0052
F 574.970.1433

SCENIC

148 W Hively Ave.
Suite 1
Elkhart, IN 46517
P 574.350.2500
F 574.350.2498

heartcityhealth.org

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, Chair	Anthony England
Anthony Hunt, Vice Chair	Delia Vazquez
Angelia Washington, Treasurer	Millie Hernandez
Arvis Dawson, Secretary	Robert Taylor
Ana Rosa Garcia	Rod Roberson

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)	Goshen Multicultural Fest
City of Elkhart	Guidance Ministries
Church Community Services	Iglesia Cristo Te Llama
Concord Community Schools	Indiana Black Expo – Elkhart Chapter
Dame Tu Mano	Indiana Region 2 Homeless Coalition
Downtown Churches Coalition	Kiwanis Club of Elkhart
Early Childhood Alliance	LaCasa
Elkhart and St. Joseph Counties	La Raza Radio
Head Start Consortium	Maple City Health Center
Elkhart Chamber of Commerce	Minority Health Coalition
Elkhart City Homeless Coalition	Northern Indiana Hispanic Health Coalition
Elkhart County Council on Aging	Oaklawn
Elkhart County Reentry Initiative	Radio Horizonte
Elkhart County Sheriff's Office - Corrections	Smoking Cessation Coalition – Quit Now
Elkhart Community Schools	SPA Women's Ministries
Elkhart Environmental Center	Susanna's Kitchen
Elkhart Food Coalition	The Villages Foster Care
Elkhart General Hospital/Beacon Health	The Window
Elkhart Housing Authority	United Way of Elkhart County
Elkhart Homeless Coalition	Work One