



THE WORK ISN'T OVER

HEART CITY HEALTH
2020-2021 ANNUAL REPORT

TABLE OF CONTENTS

4. FROM THE CEO

6. CHANGING THE NARRATIVE ON WOMEN'S HEALTH

8. FROM THE MAYOR

10. THE HEALING POWER OF MUSIC

12. WE WILL OVERCOME

14. STATISTICS

16. THIS IS WHOLEHEARTED HEALTHCARE

18. FROM THE BOARD



Two years of a global pandemic. Two years of mandate changes, labor shortages, and hospital overflows. Two years where our work went from the outskirts to being called “essential.”

But we’ve known our mission was essential all along. And as our grasp on the pandemic slowly leads to calm, we know our work isn’t done.

WE’RE JUST GETTING STARTED.

FROM THE CEO

The last two years have prepared us for the decisions we are making today. The challenges have further fueled our drive to become even more engaged with our community and in providing patients the best in local healthcare.

We are helping over 13,000 patients and their families battle increasing medical challenges. We are helping them get well, helping them prevent more illness, helping them work and engage with our community.

Most importantly, we are advocating for affordable, equitable, and innovative care for everyone in our community. We need a healthy community where everyone gets the best medical treatment so that we can properly function as a community. We all need to go to work, buy our groceries, enjoy a high quality of life and continue to have a positive impact within our families and neighborhoods as well as the local economy.

Several area manufacturers have welcomed us to help their employees. Heart City Health has answered the call of local organizations as well as the Federal Government to administer COVID tests and vaccinations.

We have all felt the shock of a once-in-a-lifetime pandemic, and we are still feeling it. Yet, we are also escaping its grasp.

At Heart City Health, we adapted quickly and are still learning more about how to mobilize our staff and how to better care for patients. We are headed into a much brighter future. Today, we have enhanced knowledge and improved understanding of what we need to do in protecting and treating our communities. And we are taking on the responsibility that comes with increased awareness.

We are advancing the services we provide in Behavioral Health, now helping an increasing number of younger patients due to the distress of this pandemic, changing school policies, and familial tension. We are furthering our services at our Women's Health location

Yes, there are families who survived the last two years with very few scars. Some families have been spared COVID symptoms. Unfortunately, others have felt the full impact either mentally or physically, emotionally, or economically or even with the loss of a close loved one.

As we look ahead, we are even more confident in how the last two years have prepared us for the many new decisions we are making today. We are proud of how our providers and nurses and staff have made such a powerful and important impact in how our community has bounced back from the onset of the pandemic – and how we are continuing to answer the growing needs of health concerns among the communities we serve.

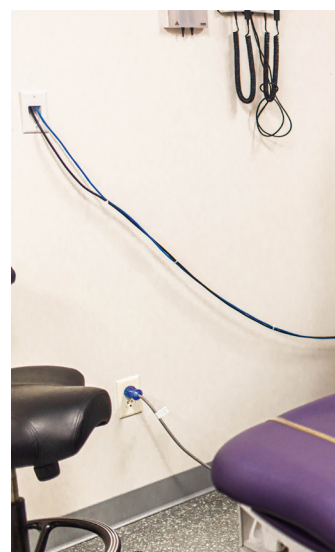


Esleen Fultz
Chief Executive Officer



CHANGING THE NARRATIVE ON WOMEN'S HEALTH

It has been two years since the Women's Health center opened for patients. At the ribbon cutting in January of 2020, no one could have predicted what was coming. But the story of the Women's Health center isn't about the pandemic. It's about women—specifically women in Indiana—who face higher rates of infant and maternal mortality than almost any other state.



A 2018 Indiana Maternal Mortality report showed, “For pregnancy-associated deaths in 2018 in Indiana, less than half (44.4%) of the women accessed prenatal care in the first trimester of their sentinel [severe, deadly] pregnancy (Figure 18).” Additional figures show that substance abuse, mental health stigma, and a variety of socioeconomic factors contribute to higher rates of maternal mortality.

While the report noted that many reasons for lack of care during the first trimester were unknown, known reasons included unreliable transportation, unstable housing, and lack of insurance or insurance eligibility.

But the Women’s Health Center is located on Cassopolis Street near a bus stop. Staff on site can help patients navigate insurance options and secure a plan, or use the sliding scale fee to get the same quality care at an accessible rate. Heart City Health’s community partners allow staff to offer critical resources like food and housing assistance when critical needs become clear. With a Behavioral Health team at the Simpson location, mental health referrals aren’t a hurdle.

With a Women’s Health Center dedicated to the women of Elkhart, Heart City Health is reaching out to build trust with women in our community, to get them care as early in their pregnancy as possible, or even before they are pregnant.

“We do pap smears and exams, we do a lot of education on STDs and STIs, but we also have a primary care doctor who can do everything,” says office manager Kristen Watt.



For CEO Esleen Fultz, the mission is about what Heart City Health has always stood for.

“We want to continue building on what we are doing right now to ensure that not only do women get their ongoing primary care, but they also get their screenings—our breast and cervical cancer screening and so forth, which is really important for us as women,” says Fultz.

“We want to continue to have a focus on the preventative and not just managing illnesses, but to address the preventative care as well. The hope is that we would catch something earlier and help patients work through it and help them to build that support system so that they can manage whatever comes their way. It’s a safe space for the women of our community. It’s care dedicated to them.”

The future of the Women’s Health center continues to be bright, with new services expanding to include doula care and mammogram screenings before 2023. Keep up with the latest news at heartcityhealth.org.





Rod Roberson
Mayor of Elkhart

FROM THE MAYOR

“For all of you who think that you don’t have an issue right now or [know] your mother or grandmother or your sister or your brother or someone that can ill afford health care. And you know you probably have someone in your family like that because health care costs are pretty high.

So if you do, you know that there’s a place that will serve them and will serve them with the same compassion, same professionalism, same relationship to medicine that any private physician, hospital, trauma center or any of those places can serve.

Heart City [Health] is just as good. So we are thankful they are in our community serving our citizens making sure we have that gap filled for our health care. So I want to thank them – thank you so much for what you do.”

- Mayor Rod Roberson, Heart Beat of the City 2021



THE HEALING POWER OF MUSIC

Music runs through the veins of this city. It always has. In his South Bend Tribune article, “Look Back: The split lip that changed Elkhart,” Patrick McGuire notes that before Elkhart was known for manufacturing RVs, it was the band instrument capital of the world. Now, Elkhart is home to the annual summer Jazz Festival that brings in an audience of 20,000 here to celebrate music.

The COVID-19 pandemic threatened to strip the city of its sound, of its soul. That’s why in 2020 Heart City Health pivoted to creating a music festival as its annual fundraiser.



The idea for a music fest in a season of social distancing created challenges, but with planning and partnerships with Momentum Marketing Consultants, Mojo Events, Monster Message, The City of Elkhart and others, the Heart Beat of the City was streamed live to giant screens around Elkhart. The show was also available online, where people tuned in on their cellphones, ipads, laptops and other devices from more than 400 locations across the country, Mexico and the UK.

In 2021 the beat was back. Bands like Lalo Cura, Janet Hines Norris and others brought down the house while raising awareness for Heart City Health.

“Isn’t this great? This is what Elkhart should be doing. This is what we should be.”

Mayor Rod Roberson said during his speech at the event.

Looking forward to 2022, the event has the chance to expand into something even greater with key partnerships with friends of Heart City Health like Froggy Radio taking a bigger role in running the fundraiser.

Food and foot tapping, drinks and dancing. It's good for the mind, body and soul. That healing power of music is exactly in line with Heart City Health's mission of Wholehearted Healthcare.

Heart Beat of the City returns 2023.





SCAN TO READ ABOUT HEART CITY HEALTH



WE
OVER



WILL

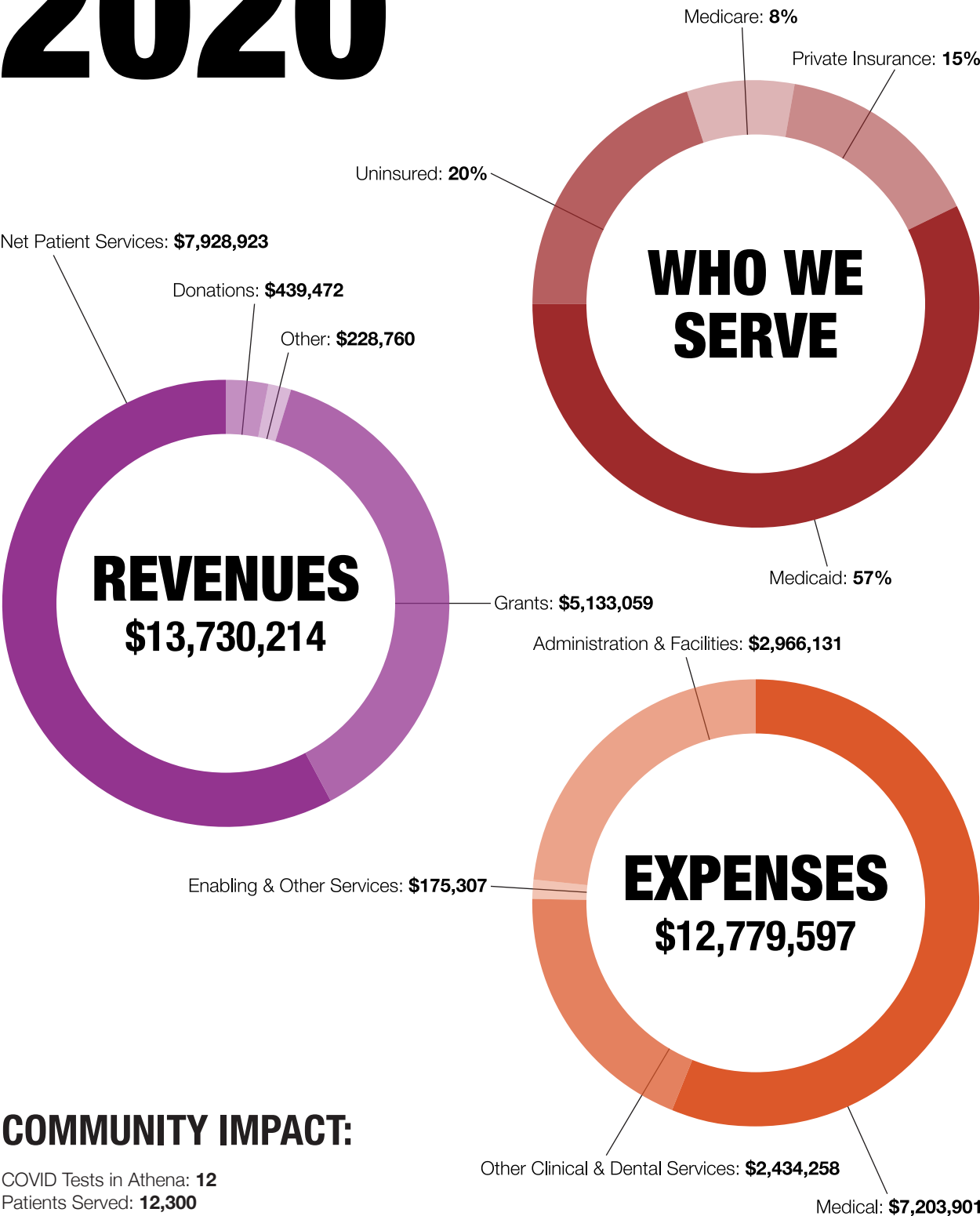
COME



SCAN TO READ ABOUT HEART CITY HEATH



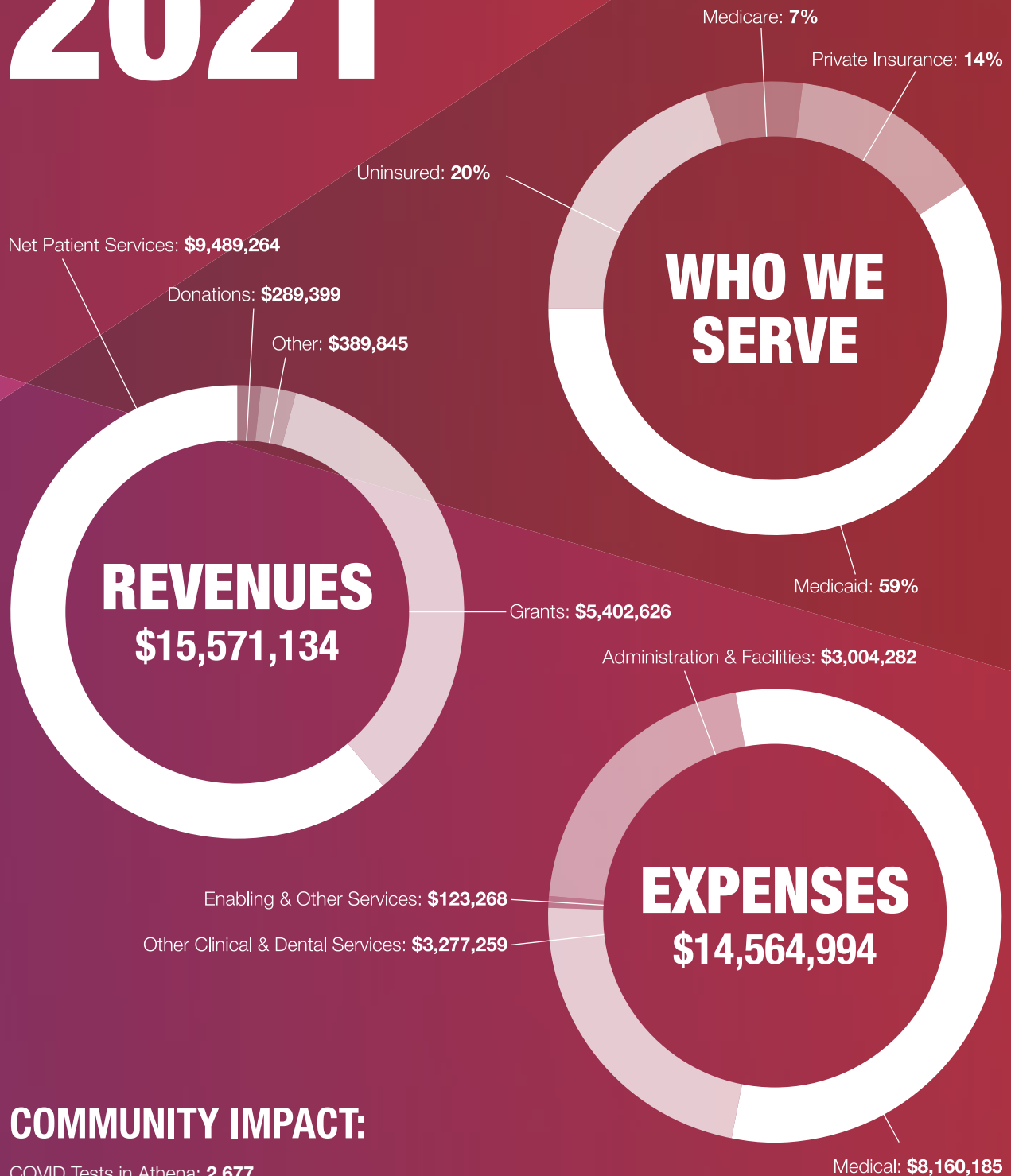
2020



COMMUNITY IMPACT:

COVID Tests in Athena: 12
Patients Served: 12,300
Dental Visits: 5,001
Behavioral Health Visits: 4,228
Exam Rooms: 47
Prescriptions Filled at Heart City Health: 33,404 RX

2021



COMMUNITY IMPACT:

COVID Tests in Athena: **2,677**
COVID Vaccine: **Athena - 5,827 / Zotec - 12,534**
Patients Served: **14,585**
Dental Visits: **7,875**
Behavioral Health Visits: **4,516**
Exam Rooms: **47**
Prescriptions Filled at Heart City Health: **32,699 RX**



Kristen Watt
Site Manager - Women's Health



Shane Gary
Community Outreach Coordinator



Willie Brown
Director of Community Outreach

THIS IS WHOLEHEARTED HEALTHCARE BEYOND MEDICINE. BEYOND TREATMENT. IT'S ABOUT HELPING PEOPLE LIVE.

Helping patients access insurance, leave abusive relationships, find shelter, and eat well. It's not just about helping people avoid sickness, it's about helping them live.



NEVER A NUMBER

From vaccination clinics serving hundreds of patients a day to assisting small groups, Heart City Health delivers high quality healthcare to anyone in need.

“Some places won’t serve a group unless there’s a large number of patients. We’ve maximized our resources so we don’t have to do that. If you call us with a need, we’ll be there. We’ll meet it - big or small.”

- Willie Brown, Director of Community Outreach

STEPPING UP TO SERVE

While receiving medical treatment, Heart City Health team members often hear about other patient needs. Each year, the team adopts a family to assist a patient with things normal health centers wouldn’t address.

When the staff heard a patient was ready to leave an abusive relationship, Community Outreach Manager Willie Brown sent an email out to Heart City Health employees asking for donations for this year’s adopted family.

“We got her and her baby clothes, a TV, heaters, sheets, a bed. We donated close to \$1,000 worth of stuff for her.”

- Willie Brown, Director of Community Outreach

COMPREHENSIVE SERVICES

Wholehearted Healthcare goes beyond what happens in a traditional doctor’s office. While Heart City Health is known for offering behavioral, dental, women’s, and primary care, the team at Heart City goes above and beyond to address patients’ complete health needs. A partnership with Cultivate Culinary assists patients with food security.

Staff utilize resources to connect people with housing.

Team members at Heart City Health can help patients get set up with insurance, or treat them using the sliding scale fees. Or work with them to take into account all of their circumstances to make sure they are able to receive care.

Boling Vision Center collaborates with Heart City Health to provide optometry.

Heart City Health works with Beacon Health System to operate vaccination clinics in areas where there is no staffing available to provide this service.

“When we hear a patient needs behavioral health services, we don’t normally have to send a referral to a facility where you have to wait six months to be seen. We can walk people downstairs and connect them with the behavioral health team who can see them in two weeks.”

- Shane Gary, Community Outreach Coordinator

COMPASSION AT THE CORE

Healthcare is about healing. Sometimes, healing goes beyond what happens in the office. The staff at Heart City Health care about patients, their lives, and their overall well being—even once patients walk out of our doors.

“....They actually look me in the eye instead of the computer. Dr. Mary is the best Dr. I have ever seen!”

- Anonymous Patient Testimonial

“I have a couple patients that I call once or twice a week just to call them because I know that they need someone to be there. One particular patient we were having in and out of the ER at least once a week for simple things, like not being able to open her medicine. I started talking to her maybe once or twice a week. Now, I don’t think she’s been in the ER for about two months.”

- Shane Gary, Community Outreach Coordinator



FROM THE BOARD

I remember when Heart City Health started right across the parking lot from where our office is on Wagner Street at the minority health coalition. Our organizations have worked closely together in providing medical attention to underserved people.

While I may be the head of another local nonprofit, I am the number one fan and a longtime supporter of Heart City Health. I'm so impressed with how the organization has grown. From that little apartment in Washington gardens to the corner of Benham and Indiana, when it first became known as Scenic. This organization has grown by leaps and bounds in the number of people it has helped in the last 30 years.

There is a dental office. There is a Women's Health building. There is a behavioral health department. They have a pharmacy. They have a general Health practice at the new Scenic location in Woodland Crossing on the south side of Elkhart. There is a pediatrics department as well as a geriatric staff.

Heart City Health provides services for the entire family in all stages of life, from moms to be to children, adults, and the elderly, from mental and emotional issues to teeth cleaning and prescriptions.

What's more impressive is that the providers in these locations are among the best providers in the healthcare industry in this area. They are top-level doctors and nurse practitioners and nurses. It's impressive how people who have full employment insurance, as well as those who are struggling financially, can get the same level of treatment

There are very few communities that provide the level of healthcare with which we are fortunate enough to have through Heart City Health. Without an organization such as this, would Elkhart County still be in the top third of the healthiest counties in Indiana?

Heart City Health has come a long way since it started in 1984. It is exciting to see how it will continue to grow in serving the people and having such a positive impact on our community.

* According to the latest County Health Rankings for 2021, University of Wisconsin.



Tara Morris
Board Chairperson



Mission Statement

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

Vision Statement

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

Wholehearted Healthcare

At Heart City Health we take a multifaceted approach to healthcare that allows us to provide superior care, across multiple disciplines, to treat the whole person. Our services include family medicine, dentistry, behavioral health, and a full-service pharmacy, all under one roof. We'll even guide you through the insurance process so you can rest assured that you have the coverage you need.

We employ licensed and certified professionals who are compassionate and provide high-quality care. With support staff to guide you through your healthcare experience, Heart City Health ensures you feel supported, cared for, and at home.

Dental:

2100 Superior Street
Elkhart, IN 46516

Phone:
(574) 970-1937

Scenic:

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

Phone:
(574) 350-2500

After Hours:
(574) 350-2299

Simpson:

236 Simpson Ave.
Elkhart, IN 46516

Phone:
(574) 293-0052

After Hours:
(574) 350-2299

Women's Health:

1545 Cassopolis St.
Elkhart, IN 46514

Phone:
(574) 584-2501