



# 2020 ANNUAL REPORT

**FOR EVERYONE**, 2020 brought challenges that required flexibility and adjustment—often with daily changes to planning, operations, and communications. While the second half of Open Door’s FY 2019-20 saw the impact of the COVID-19 pandemic, Open Door remained open to serve patients with very little interruption to services—in fact, we added services in 2020 with the opening of a COVID-19 community testing site, the addition of pain management and chiropractic care, and the opening of an additional health center site on Muncie’s west side.

Our staff have remained committed to serving our community—particularly our most underserved populations—and we took care of not only the community, but each other. In this annual report, you’ll see the impact of a pandemic, but also the bright spots of a team of 200+ mission-driven individuals coming together to maintain expert, compassionate care and wraparound services.

—**BRYAN AYARS** | CEO



## OUR PATIENTS

Open Door provided services to

**20,709**  
individuals

**62,261**  
visits\*

in East Central Indiana

### AGE BREAKDOWN

0–18	5,753
19–24	2,349
25–49	7,085
50–65	3,678
65+	1,844

### RACE & ETHNICITY

Hispanic	903
Non-Hispanic	19,216
Black	2,973
White	16,066

### SERVICES

Medical	18,518
Chiropractic	207
Dental	2,389
Behavioral	1,910

### VISITS

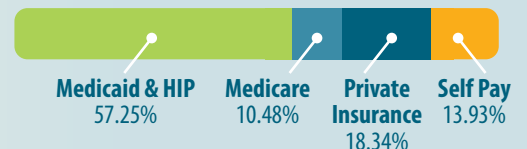
Medical	48,290
Chiropractic	1,414
Dental	4,659
Behavioral	10,488

\*5.7% of all visits used telehealth

## OUR FINANCES

**\$15.9** million  
in revenue was generated.

### PAYER MIX



**\$10.5** million  
went toward salaries & benefits.

## OUR TEAM

**\$12,232** raised  
for United Way

**100** employees  
participated in at least  
1 wellness initiative

**22** new  
positions created

# HEALTH COVERAGE & SOCIAL ASSISTANCE

**1,904**  
individuals

assisted with health insurance questions, case management, faxing of documentation

**955** individuals

assisted with health insurance applications

**439** individuals

assisted with SNAP applications & resources

**1,281**  
medical  
support visits\*

assisting with various needs:  
Substance use disorder services,  
Vivitrol, Patient health education,  
Chronic care management

**2,309** social support visits\*

including: Car seat safety, Safe infant sleep,  
Baby & Me Tobacco Free, Transportation/  
housing/food assistance, Medication assistance

**12,271** individuals  
assisted by WIC

**218** attended  
outreach events

## HIGHLIGHTS

- Open Door Pediatrics moved from Hutchinson Avenue to its new home base at Open Door White River, which opened in November 2020. Initially offering pediatrics and WIC services, the full line-up beginning early 2021 also includes family medicine, behavioral health, insurance enrollment, and social support.
- Chiropractic care, pain management, and psychiatric nurse practitioner services were added to offerings. Telehealth by video or phone was added in the first days of the pandemic.
- Open Door Family Planning relocated from Muncie's S. Walnut St. to our main downtown Muncie location at 333 S. Madison St.
- We launched the "Transitions of Care" pilot program, enabling us to receive alerts when one of our patients is seen in the hospital. This allows Open Door providers to proactively follow up.
- Open Door partnered with the Delaware County Department of Health and Indiana Department of Health to become a community COVID-19 testing site. Testing took place at our downtown Muncie health center, Ball State, and at neighborhood-based partner sites.
- Indiana Primary Health Care Association recognized Dr. Max Rudicel as "Provider of the Year" and Kristen Sherman for this year's statewide community health center "Employee of the Year." Dr. Max Rudicel celebrated 50 years practicing medicine.
- Family practice and pediatrics providers judged the inaugural "We ART Together" kids' art contest, offering families a creative outlet during COVID-19.
- Open Door was honored to receive the 2019 Athena Organizational Leadership Award, which recognizes an East Central Indiana organization committed to helping women achieve their potential.



\*based on the 2020 calendar year