



A Journey HOME

2011 ANNUAL REPORT



Mission, Vision, Values



Board of Directors

Mission:

Our mission is to improve the quality of life of our patients by providing affordable health care services.

Vision:

Our vision is to be involved in communities where individuals experience optimal health.

Values:

Open Door Health Services is committed to achieving the highest attainable level of physical, behavioral and social well-being for all of our patients and employees through the demonstration of the following core values:

- **C**ompassion
- **A**ccountability
- **R**espect
- **E**xcellence

- Pam Barnhouse
- Jake Brown
- Connie Craig
- Clarence Gordon
- Jeffrey Huff
- Pat Kennedy
- William Lee
- Nora Loura-Lewis
- Jim Riggle
- Randy Robinson
- Judith Roepke
- Kathy Vermeulen



A Journey Home

2011 was a year to remember. It was the year we feel Open Door Health Services fully bloomed into its true potential as a vital community resource. The most obvious example of this was the opening of our new facility at 333 S. Madison Street. After many years of visioning, planning, and fundraising, our new facility became a reality with significant funding from the Indiana State Department of Health and a \$6.1 million dollar award from the Health Resources and Services Administration. These awards enabled us to complete our state-of-the-art facility with energy efficient applications and an artistically uplifting atmosphere.

Another example of growth in 2011 for Open Door Health Services was the community collaborations we formed and others we strengthened. Open Door and the Delaware County Health Department began a partnership that resulted in the expansion of access to services for the Shots for Tots program. 2011 also saw the co-location of their Community Health Services Division with our Family Planning program at 905 S. Walnut Street. This collaboration ultimately resulted in additional partnerships with Gateway Health Clinic and one of the practices of John Peterson, M.D.

With all that happened in 2011, we still found the time for the development of our new three year strategic plan. Through this effort, we re-asserted a compelling and cohesive direction for our organization, one that ensures that the delivery of quality healthcare services remains our number one focus.

Many people were involved in our tremendous progress this past year, far too many to list by name. Our Board of Directors and staff members deserve a special token of gratitude for their outpouring of hard work and dedication. Of the most poignant visuals in our new facility are over twenty-five inspirational quotes, of which one from Henry Ford epitomizes 2011 for Open Door Health Services:

**“Coming together is a beginning;
keeping together is progress; working
together is success.”**



Toni Estep
CEO



Jim Riggle
Board President

A Place for People



Open Door Health Services began its move to its new building by crafting a sustainability plan - A Good Neighbor Plan - to bring today's leading environmentally friendly practices and systems into our primary clinic to not only sustain and support the healthcare environment where patients receive the help they need, but also to sustain and support the community around us. Consistent with our mission, vision, and values, we incorporated the following fundamental ideas into our new facility:

- *There's No Substitute for Genuine Hospitality*
- *Familial Beauty Makes People Happy*
- *People Seek Relationships – Not Services*
- *Being a Good Steward of Our Natural and Built Environment is a Worthwhile Pursuit*
- *Our Environments Reflect Who We Are*
- *Design Inspires – Art as Healer*
- *People as Story*



And speaking of people as story, Nora Loura-Lewis's story is a poignant one. Nora is a petite, strawberry blond ball of energy with an east coast twist. A patient and Open Door Health Services board member, she moved to Muncie approximately five years ago from her home state of Vermont.

After hearing about Open Door Health Services, she made an appointment. "The staff at Open Door saved my life," she said. "They are so kind and wouldn't give up on me. They helped me through many dark and traumatic times during these last few years." Thankful for the services she received at Open Door, Nora added, "I found a place in Muncie that I could make a difference and give back."

In Nora's 62 years, she has loved, lost, and learned and knows from experience that life is about choices. "I can relate to people who are in emotional pain, as pain is the same; it is the circumstance that is different."

"The staff at Open Door saved my life. They are so kind, and wouldn't give up on me."

- Nora Loura-Lewis



Finances & Statistics

Quick Stats:

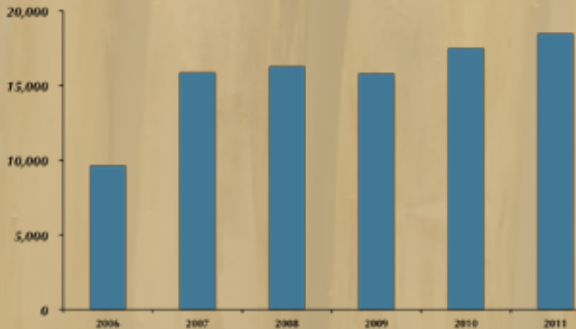
2011 Annual Budget:

\$8,394,728

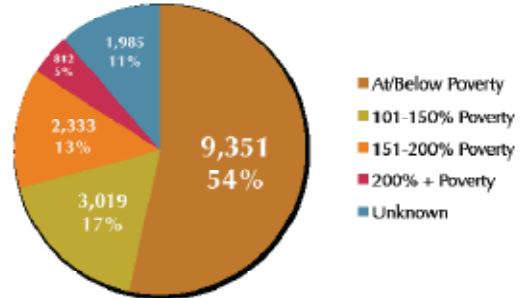
Total Employees:

124

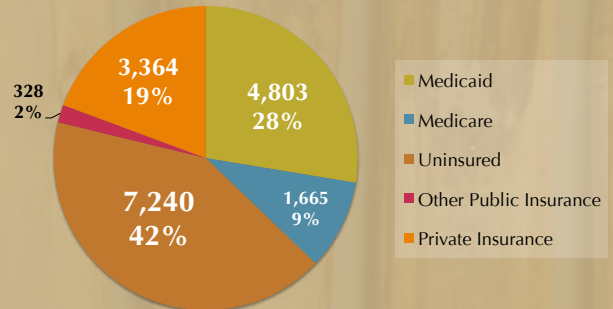
Total Patients (2006-2011):



Patient Income:



Patient Insurance:



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Open Door Health Services, like any not-for-profit, relies on donors not just for monies raised, but for what can be done with it and ultimately the good it provides. Our gratitude extends beyond the fund drives that are planned and coordinated, the checks written, and the contributors we count on to support our efforts. It is the people of this community, whether individually or as part of a larger entity, who provide the time, talent and the financial support our organization relies on to serve our neighbors.

For that, we simply want to Thank You.



Services & Locations

- Adult Health Care
- Women's Health Care
- Prenatal Care
- Pediatric Care
- Immunizations
- Family Planning Services
- Urgent Care
- Dental Care
- Behavioral Health Services
- Delaware County WIC Program
- Nutrition Education and Counseling
- Health Education
- Social Services and Case Management
- Medication Assistance Program
- Laboratory Assistance Program
- Outreach and Enrollment Services

MAIN LOCATION:

333 S. Madison Street
Muncie, IN 47305
765-286-7000



www.opendoorhs.org

URGENT CARE CENTERS:

333 S. Madison Street
Muncie, IN 47305
765-213-2764

3807 S. Madison Street
Muncie, IN 47302
765-747-1164

GATEWAY HEALTH CENTER:

100 N. Tillotson Avenue
Muncie, IN 47304
765-286-7000

FAMILY PLANNING CLINICS:

Muncie, IN: 765-281-4263
Anderson, IN: 765-641-1185
Marion, IN: 765-573-4971
Richmond, IN: 765-373-8233