



NAVIGATING

The Care You Deserve

Open Door Health Services 2013 Annual Report

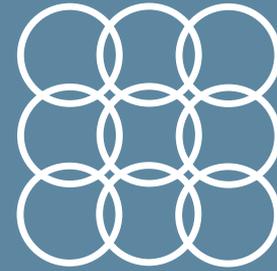
NAVIGATING

The Care You Deserve

There are times in life when we all need help navigating – whether it is making your way to a physical destination, such as on a road trip, or something more abstract, like deciding on a route for your education so that you can begin the career of your dreams. At times, it can be difficult to see the clearest path to the endpoint that you desire. The year of 2013 saw Open Door Health Services in both positions on the spectrum – helping others navigate through insurance options that became newly available through the Affordable Care Act and as an organization moving toward our vision of a healthier East Central Indiana through the assistance of our newly named Chief Medical Officer, Dr. Dorothy Boersma.

When you are on a long journey, it can be easy to lose your place and get off track. Road signs and landmarks are always helpful to keep you going in the right direction. In 2013, Open Door Health Services had a routine site visit from the office of Health Resources and Services Administration, who is a primary source of funds for the organization. By the end of this very successful visit, it was reaffirmed that Open Door is moving on the right path and making progress toward our mission of improving the lives of our patients by providing affordable health care services.

Open Door Health Services' work will most likely never be done. We will continue on our path, finding new ways to improve lives and positively impact the health of our patients. We understand that health care is a never-ending field and that there will always be people out there in need of assistance. Open Door will be present and provide the help patients need in preserving their most important asset – their health.





FROM THE DESK OF Toni Estep

Each year that Open Door Health Services provides care to the residents of East Central Indiana brings more satisfaction to me than the year before and 2013 was no exception. Year after year, the staff at ODHS is able to improve the quality of care that we provide, while providing more and more people with the health care they deserve. In 2013, more than 20,700 people received medical, dental, and behavioral health services at one of ODHS' locations. This doesn't even include the 7,920 families that received assistance and nutritional education through the three WIC programs that Open Door now operates in Delaware, Madison, and Hancock counties. I want to personally thank the entire Open Door Health Services' staff for their incredible efforts over the past year. You are the best!

I am also proud of the hard work that our staff has put into assisting members of the community, helping them navigate the Affordable Care Act and the new insurance options that became available to them in 2013. Open Door's Certified Application Counselors are considered experts in the field and have been called on to help educate professionals from around the state on the sometimes confusing marketplace program. East Central Indiana is lucky to have such a knowledgeable resource in our midst.

All in all, 2013 was filled with new adventures and new accomplishments for Open Door Health Services. I am looking forward to 2014 and learning about the new ventures that we will experience. I know that Open Door Health Services will continue on the journey to improve the quality of life in East Central Indiana for many more years and I can't wait to see what successes those years will bring!



HRSA Site Visit

Every three years, the Health Resources and Services Administration (HRSA), which is a part of the Bureau of Primary Health Care and provides a large percentage of Open Door Health Services' grant dollars, visits each health center around the country to ensure that they are meeting the 19 program requirements for Federally-Qualified Health Centers. Open Door's site visit was in September 2013. A new process was used for these reviews than had been used in the past and, of course, this meant a lot of speculation about how the visit would go and a lot of preparation to make sure everything was in order for the three-day visit.

The 19 Program Requirements are wide and varied, including completing a community needs assessment to having a board majority of at least 51% consumer board members (patients of the health center), having accessible hours and locations, providing continuity of care for our patients who see specialist providers or are admitted to the hospital, providing services on a sliding fee scale for those who are uninsured, having a board approved quality assurance plan that is used to ensure continuous quality improvement, and having appropriate financial policies and procedures in place.

Open Door Health Services' visit was much anticipated and was a spectacular success! The reviewers who visited Open Door were extremely impressed with the organization and scored us as meeting all 19 of the program requirements – a first in the state of Indiana at that time!



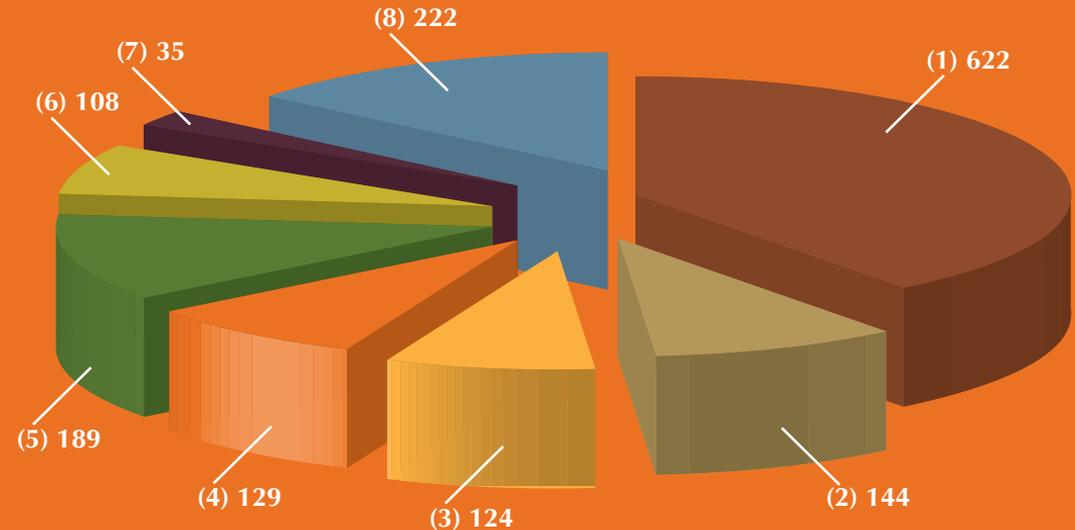


Affordable Care Act

While the media and the public speculated about the final portion of the Affordable Care Act, which rolled out in October 2013, and the confusion it would bring, Open Door Health Services did everything we could to ensure that we were prepared and able to assist those in need of health insurance. To start, ten members of the Open Door team spent three days in training and many hours to become Indiana Navigators and Federally Certified Application Counselors, providing them with all of the resources needed to help anyone find out what options for health coverage they were eligible and assist them in completing the application.

When you have a valuable resource, you don't want to hide it under a rock – you want to show the community what is available so that they utilize that service! That's exactly what Open Door did by providing dozens of educational forums throughout the fall of 2013. These were held throughout the community in every location imaginable, including Open Door's downtown facility, local churches, libraries, community councils, and even for-profit businesses. Once the marketplace officially opened, Open Door staff went back out into the community once again to assist people in the enrollment process. In addition to various community events, staff are available at all Open Door locations, including the four Family Planning sites in Muncie, Anderson, Richmond, and Marion, as well as a site in Hartford City that only provides assistance services.

In 2013, Open Door Health Services' staff worked with more than 1,300 individuals to enroll in various assistance programs, including (1) Hoosier Healthwise, (2) Healthy Indiana Plan, (3) Medicaid Disability, (4) Family Planning Medicaid, (5) Presumptive Eligibility, (6) ACA Marketplace, (7) TANF, and (8) SNAP (previously known as food stamps). They also provided assistance to more than 800 individuals who completed their own applications for these programs.





Chief Medical Officer, Dorothy Boersma

Dorothy Boersma became the Chief Medical Officer for Open Door Health Services in March 2013, but has been providing care to ODHS patients since October 2012. She received her MD from the Indiana University School of Medicine and has an undergraduate degree from the same university in biological sciences with high honors. In addition, Dr. Boersma received a Masters in Public Health from the Indiana University School of Medicine, Department of Public Health with Health Policy/Management concentration. She also completed a pediatric internship at Children's Medical Center, Dallas, Texas in 1978-1979.

A resident of Rush County, Dr. Boersma has served as the Rush County Health Officer since 2012, and has been a health board member from 2006 to 2011. She was the medical director from 1999-2000 and 2003-2006 at Miller's Merry Manor in Rushville. Together with her physician husband, Dr. Boersma also had a general medical practice in the Rushville rural community from 1994-2004. She was the Chief of Staff at Rush Memorial Hospital from 2006 to 2008.

At Open Door Health Services, Dr. Boersma is responsible for the overall medical services including all providers and clinical staff. She serves on the Quality Assurance and Improvement committee, reviews all medical policies and is on the Credentialing and Privileging committee.



Dr. Boersma is instrumental to the success of the medical personnel, policy and patient care for Open Door Health Services and is passionate about improving the lives of our patients by providing affordable health care services.

Some of the innovative ideas she has brought to ODHS includes providing shared medical appointments for diabetic care, which allows a group of diabetic patients to come together and discuss issues related to their diagnosis, while spending approximately four times the amount of time they would spend with their primary care provider during a traditional diabetic management visit.



2013 Patient Statistics



Total patients served



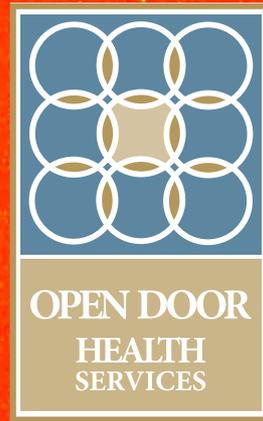
% of patients did not have insurance



% of patients at or below the Federal Poverty Level



% of patients would recommend Open Door to friends & family members



opendoorhs.org

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