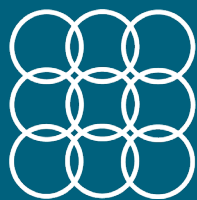




2018–2019

ANNUAL REPORT



OPENDOOR
HEALTH SERVICES

OUR PATIENTS

20,116 individuals
throughout East Central Indiana received care

58,949 visits



AGE BREAKDOWN

0–18 **5,652**
19–24 **2,557**
25–49 **7,098**
50–65 **3,579**
65+ **1,536**

RACE & ETHNICITY

Hispanic **942**
Non-Hispanic **18,567**
Asian **105**
Black **3,024**
White **15,416**

SERVICES

Medical **18,668**
Dental **2,522**
Behavioral **875**
Other **94**

VISITS

Medical **50,502**
Dental **5,581**
Behavioral **2,701**
Other **165**

OUR FINANCES

\$15.2 million
revenue generated

\$9.1 million
toward salaries & benefits

PAYOR MIX

Medicare **11%**
Medicaid **56%**
Private Insurance **17%**
Self Pay **16%**

OUR TEAM

\$8,094 raised
for United Way by 95 employees

85 team members
attended employee
Wellness Fair

83 employees
participated in
on-site screenings



HEALTH COVERAGE & SOCIAL ASSISTANCE

633 individuals assisted with health insurance applications

9,727 individuals assisted with health insurance questions, case management, or documentation

2,842 individuals assisted with social services: safe sleep, car seat safety, healthy birth outcomes, housing, food, medication assistance, transportation assistance

9,234 individuals assisted by the Women, Infants, & Children (WIC) program

251 outreach events attended by staff

HIGHLIGHTS

- Open Door Pediatrics relocates to 215 S. Hutchinson Ave., taking on the former Garg practice
- Open Door Urgent Care relocates from Southway Centre Plaza to E. 29th St. in the South Walmart Plaza; the move expands capacity and creates greater visibility
- Psychological Assessment and Consulting (PAC) joins Open Door, expanding Behavioral Health capacity by 4x
- Mobile Unit expands services to Anderson Community Schools sites
- Open Door becomes a BY5 Diaper Bank location in Delaware County
- 8twelve Coalition partnership – Leaders from multiple organizations partner to begin planning a health center, social gathering spaces, and food/grocery source at the corner of Hoyt Ave. and Memorial Ave. in Muncie
- PRAPARE pilot launches to further address social determinants of health in patients
- Ivan Madrigal named Indiana Primary Health Care Association “Employee of the Year”
- Open Door is the partnering organization for a Ball State immersive learning class focused on human resources and marketing initiatives

