



OPENDOOR

HEALTH SERVICES

In 2021, healthcare professionals again navigated a year that required flexibility, resilience, and diligence. Committed to not letting the underserved in East Central Indiana slip through the cracks of routine care or Covid resources, Open Door's growing teams rallied to create extraordinary access to Covid vaccines and testing, to step up as a trusted local voice on safety guidance, to reach out to those due for routine care and get them back in our doors, and to care for the wellbeing of our own employees. A testament to the skill and dedication of our providers and staff, we did all this while also making significant strides in quality measures.

This annual report showcases challenges turned into opportunities, as well as successes that have sustained our teams and community during a second year of the pandemic. We're thankful for those teams, as well as the extraordinary community support we've witnessed over the last year. Communities do great things when we prioritize caring for each other well.



BRYAN AYARS
President, CEO

OUR PATIENTS

In FY 2020-21, Open Door provided services to

20,489
individuals

72,526
visits

12% of all visits used telehealth

in East Central Indiana

AGE BREAKDOWN

0-18	27.07%
19-24	11.65%
25-49	34.6%
50-65	17.83%
65+	8.84%

RACE & ETHNICITY

White	76.41%
Black	14.39%
Hispanic/Latino	4.75%
Asian, Hawaiian, Pacific Islander, American Indian, Alaska Native	<1%

SERVICES

Medical	18,220
Chiropractic	364
Dental	2,395
Behavioral	2,387

VISITS

Medical	47,647
Chiropractic	2,594
Dental	5,550
Behavioral	16,084

OUR FINANCES

FY 2020-21

\$17.9 million
in revenue was generated.

PAYER MIX



\$12.2 million
went toward salaries & benefits.

OUR TEAM

\$16,500 raised
for United Way

75 employees participated in at least 1 wellness initiative

21 new positions created

HEALTH COVERAGE & SOCIAL ASSISTANCE

3,012 individuals assisted with health insurance questions, case management, faxing of documentation

909 individuals assisted with health insurance applications

227 individuals assisted with SNAP applications & resources

744 medical support visits* assisting with various needs: Substance use disorder services, Vivitrol, Patient health education, Chronic care management

2,114 social support visits* including: Car seat safety, Safe infant sleep, Baby & Me Tobacco Free, Transportation/housing/food assistance, Medication assistance

12,630 individuals assisted by WIC

101 attended outreach events

HIGHLIGHTS

Open Door expanded access to the COVID-19 vaccine by bringing it to neighborhoods in Delaware County as well as to all of our medical locations. The addition of a population health nurse position has increased our capacity for a clinical voice at outreach events.

Renovations to the first floor lobby at Open Door's downtown Muncie health center provided enhanced privacy and a more streamlined check-in process for our patients.

Open Door's behavioral health team grew to meet demand for mental health services in our community. We relocated many of our behavioral health providers and team to our downtown Muncie location—growing from 5 to 14 providers at that location. Our White River location also began providing counseling and testing services, resulting in behavioral health services at a fourth site.

Open Door continued to partner with the Delaware County Department of Health and Indiana Department of Health as a community COVID-19 testing site. Testing took place at our downtown Muncie health

center, Ball State, neighborhood-based partner sites, and our Urgent Care location.

United Way honored Open Door for our fundraising efforts with the "Locked Down Support" award. Kourtney McCauliff received the "Campaign Volunteer of the Year" award.

Chiropractic care relocated from Open Door's Urgent care location to our Madison St. health center in Muncie.

Open Door earned three statewide 2021 Indiana Primary Health Care Association (IPHCA) Awards: Employee of the Year, Ashley Wilson; Program of the Year, Covid outreach; Volunteer of the Year, Ken Hudson.

Open Door was honored to be designated as a 2021 Advanced Health Information Technology (HIT) award recipient by the U.S. Health Resources and Services Administration.

The Open Door Delaware and Madison County WIC team was named a 2021 WIC "Breastfeeding Award of Excellence" recipient by USDA.

Open Door improved on 14 out of 17 quality measures reported annually to the government—ending 2021 in the top 25% nationwide for 5 measures. We now have a quality department to focus on process improvement, community education, patient recovery, and customer service.

Dr. Beena Joseph added Deputy Chief Medical Officer to her role, a new position for the organization. Open Door also added six new providers to our team.

We embedded counselors with medical providers to offer coordinated care for addiction and obstetric services—another way Open Door is providing integrated whole-person care.



*Highlights, medical support visits, and social support visits based on calendar year 2021.