



OPEN DOOR HEALTH SERVICES ANNUAL REPORT

THE YEAR 2022 saw Open Door Health Services team members continue to work in the shadow of a national pandemic while striving to carry out our mission of improving the lives of others. We increased the number of patients utilizing our services and improved our quality of care, placing us in the top 25% of health centers across the country in most indicators of care.

Responding to the needs of our patients, residents, and neighborhoods, we have also expanded our outreach and education activities, embedded specially trained outreach workers to help individuals in the neighborhoods with the highest needs to access services throughout the community,

and partnered with many organizations to better ensure anyone who wants or needs services is able to get them.

Open Door Health Services is proud to partner with many organizations and individuals to make our communities better.



BRYAN AYARS
President, CEO

OUR PATIENTS

In 2022, Open Door provided services to East Central Indiana.

23,341
individuals

91,307
visits

AGE BREAKDOWN

0-18	6,538
19-24	2,713
25-49	7,924
50-65	3,982
65+	2,179

RACE & ETHNICITY

White	17,251
Black	3,328
Hispanic/Latino	1,180
Asian, Hawaiian, Pacific Islander, American Indian, Alaska Native	240
Multiple race	239
Unreported	1,103

PATIENTS

Medical	22,012
Chiropractic	417
Dental	2,305
Behavioral	3,030

VISITS

Medical	57,518
Chiropractic	2,733
Dental	5,099
Behavioral	22,226

OUR FINANCES

FY 2021-22

\$21.6 million

in revenue was generated.

PAYER MIX



\$15.2 million

went toward salaries & benefits.

OUR TEAM

\$16+ raised for United Way

- + 119 employees participated in at least one wellbeing activity
- + 68 people hired 19 new positions 22 promoted to new roles
- + \$6,685 raised for the Help You Fund Gave out funds to 16 team members in need

HEALTH COVERAGE & SOCIAL ASSISTANCE

4,532 individuals assisted with health insurance questions, case management, faxing of documentation

630 individuals assisted with health insurance applications

297 individuals assisted with SNAP and TANF applications & resources

13,632 individuals assisted by WIC

339 encounters for Connections team from start date through Dec. 31, 2022

130 outreach events attended

640 services provided at vaccine and school physical events

3,731 medical support visits* assisting with various needs: Substance use disorder services, Vivitrol, Patient health education, Chronic care management, Case management

2,215 social support visits* including: Car seat safety, Safe infant sleep, Baby & Me Tobacco Free, Transportation/housing/food assistance, Medication assistance

*Based on calendar year 2022.

2022 HIGHLIGHTS

Early in 2022, Open Door's administrative team moved from the flagship Madison St. health center into a new space on Walnut St. in Muncie. This move created additional space for behavioral health services, a critical and growing need in ECI.

Multiple Open Door employees earned local and regional honors for professional excellence and leadership. Dr. John Woodall of Open Door Anderson Family Practice was named a 2022 "Healthcare Hero" by Indianapolis Business Journal for outstanding efforts supporting community health during the COVID-19 pandemic. Kourtney McCauliff, VP of Human Resources, and Jessica Rosales, Community Health Worker, were named Women In Business Unlimited Lifetime Legacy Leaders.

Open Door earned a silver honor in WoofBoom Radio's "Quest for the Best" competition in the Pediatrics category, featuring community nominations and voting.

Open Door earned four 2022 Community Health Quality Recognition badges, awarded by the federal government in recognition of quality patient care: Access Enhancer, Health Disparities Reducer, Advancing Health Information Technology for Quality, and Patient Centered Medical Home Recognition.

Community health centers are required to report specific health outcomes data each year to the federal government. In 2022, Open Door scored in the top 25% of health centers nationwide in multiple quality measures: weight assessment (child/adolescents), BMI screen/follow-up (adults), tobacco use screening/cessation, statin therapy, depression screening/follow-up, and controlling high blood pressure.

To support quality improvement efforts, a preceptor training program was launched mid-year. The preceptor program not only enhances training procedures for clinical staff, but also utilizes the expertise and leadership skills of tenured team members who serve as preceptors.

Celebrating Men's Health Month in June, Open Door hosted a themed trivia night at Guardian Brewery with nearly 20 teams competing for prizes—all while learning important facts about men's health topics.

In July, the 8twelve Coalition became a part of Open Door. The 8twelve Coalition is a collective impact coalition focused on quality of life in Muncie's South Central and Thomas Park Avondale neighborhoods, with a multi-year history of resident-driven quality of life improvements.

The Open Door Connections initiative launched in September 2022, embedding community health workers directly at partner sites in Muncie. The Connections team helps any community member connect with social support resources, including health coverage enrollment, with a focus on building trust between residents and Open Door.

Open Door's Substance Use Disorder (SUD) program, which integrates medical, behavioral health, and social support services, expanded its capacity with a new provider and case manager role. Two additional SUD group therapy sessions were also offered this year to address increasing community demand for SUD services.

Representing growth in their responsibilities and number of team members, Open Door's community health workers (CHWs) became their own department in 2022. CHWs help patients access for providing social support to address social determinants of health needs, such as housing, education, safety, and food security.

The OB Right Start program launched in fall, integrating medical care, behavioral health screenings, family resources such as WIC, and perinatal education and support for every pregnant patient receiving prenatal care at open Door. A nurse practitioner role was created to coordinate the program and create personalized support plans for each patient.

The Open Door Advocates program launched in December, a grassroots effort allowing any community member to be an ambassador for public health—as well as for Open Door's services. Each quarter, Advocates complete one small task that promotes health in the ECI community.

Continuing to care for the community's Covid needs, more than 55,000 at-home covid tests were distributed to patients and community members at Open Door sites and events in 2022.