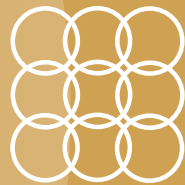


2016



ANNUAL REPORT

MAKING CHANGES, IMPACTING LIVES

From the Desk of Bryan Ayars

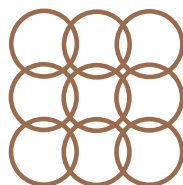
At Open Door Health Services, we've always worked toward improving the health of our patients and the communities we serve, constantly adapting to accommodate the needs of those we serve. A major change occurred in 2016 as Toni Estep retired as CEO of Open Door Health Services after 16 years in that role and 37 years with the organization; I stepped in as CEO in mid-June of that year. Toni's legacy speaks for itself, and her contributions to the organization and the area will not be soon forgotten.



You may be wondering who I am. I am Bryan Ayars, the new CEO. I have worked in various roles within healthcare, from being a volunteer EMT to hospital CEO. Most recently, I served as the CEO of a health center in western Massachusetts.

In my short time here, I've learned that our patients look to us to help maintain and improve their lives. Through our dedicated staff, agency collaborations throughout the region, and a focus on improving health outcomes; we continue to explore new ways to help our patients. A few of the many initiatives and collaborations are explained in this report.

If you'd like to learn more, I encourage you to contact me at your convenience.





PARTNERSHIPS WITH IMPACT

With the partnerships of St. Vincent Anderson Regional Hospital, the Anderson Impact Center, and Second Harvest Food Bank, Open Door Health Services was part of the Diabetes Partnership Program. The program was created to help those who live in poverty and are diabetic receive nutritious food. The program was able to show that people living in poverty, when given the opportunity to access nutritious food, can improve their overall health. With the education and support provided by this program, patients are able to also improve the management of their diabetes.

For one year, Second Harvest provided weekly fresh produce and other nutritious food to patients who qualified for the program. Open Door Health Services was able to provide clinical assessments and a qualified health educator to keep track of patients referred to the program.

The results speak for themselves! Eleven patients of all genders and ethnicities completed the 24-week program. The group was down a total of 70.8 pounds with a mean weight loss of 6.5 pounds. The group was also down 12.4 total points in the Hemoglobin A1c test. This test looks at the elevated blood glucose levels over a 3 month period, and it determines how a provider will treat a diabetic. The results proved that if the person followed the program by utilizing the education combined with healthy eating habits, their progress improved!

LOW BIRTH WEIGHT PROGRAM

Low birth weights have plagued Indiana for years with the 8th worst infant mortality rate in the nation in 2014. More locally, the ZIP code 47302 had the 9th highest infant death rate in the state between 2010 and 2014 with 11.7 deaths per 1,000 live births. A low birth weight is considered to be any baby with a birth weight of less than 2,500 grams or approximately 5 lbs. 8 oz. Babies who are born with a low birth weight have a much rougher road to traverse, increasing their risk for many chronic conditions throughout their life, such as asthma.

Open Door has been working to lower these statistics with programs like Baby & Me Tobacco Free and WeCare Indiana. These programs work with prenatal patients to ensure they have access to support services, such as tobacco cessation advice, and even things that aren't directly connected to health care, such as adequate food resources and stable housing options.



“ By helping pregnant women and their support persons stop smoking, not only am I able to directly impact the health outcomes of their unborn child, I am also able to help that family improve their own health,” states Community Health Worker Heather Lamb. “The Baby & Me - Tobacco Free program provides the tools necessary to help these families make big changes, as well as incentives to do so. It’s a great feeling knowing that I have directly helped the entire family.”

The Healthy People 2020 goal for low birth weight is 7.8%. Because of the incentives and mentoring offered in these programs and others like it, Open Door Health Services’ birth outcomes have improved with decreasing numbers from 9.11% in 2015 to 6.0% in 2016. Currently, 9% of births in Delaware County result in low birth weights and 8% in Madison County. As Open Door continues to spread these programs, improved statistics should follow, resulting in healthier babies and families.



FARMERS MARKET

Another impactful event at Open Door was the Farmers Market that went on from July 14th to October 15th in 2016. This took place every Thursday from 11 am-2pm at the Madison St. location in Muncie. This farmers market gave staff, patients and the community an opportunity to purchase fresh, locally grown fruits and vegetables while also supporting local farmers.

In the downtown area of Muncie, access to fresh fruits and vegetables is very limited, and Open Door recognized that we could make a difference by providing these healthy food options right in our parking lot.

“ It is important to us to create opportunities for our clients to access fresh fruits and vegetables because we know the need is there. We offered these items right here on Madison St. to make them more readily available,” says Adriene Knight, WIC Dietitian.

The farmers market accepted WIC vouchers and supplemental income checks for senior citizens to allow everyone to partake and enjoy the fresh produce.

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OUR 2016 OUTREACH & ENROLLMENT

Counties covered:

- Blackford
- Delaware
- Henry
- Grant
- Randolph
- Wayne

Total assists:

12,082

Outreach events:

Open Door was present at **247** outreach events in 2016!

OUR 2016 PATIENT TOTALS

Total patients:

33,119

Individual visits:

62,261

OUR 2016 FINANCIAL TOTALS

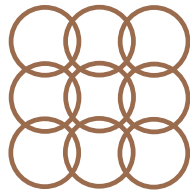
Revenue:

\$12.9 Million

Salaries & Benefits:

\$7.9 Million

For **165** staff members.



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