

2015  
ANNUAL REPORT

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R E A C H I N G

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OUT



OPEN DOOR  
HEALTH SERVICES



## FROM THE DESK OF Toni Estep

We've all heard the adage "to raise a child takes a village." In 2015 we took that philosophy to a new level. We realized that by reaching out to the many organizations in East Central Indiana who share our vision of providing quality healthcare and services to the disadvantaged, we could broaden the strength and scope of health care services available in our "village" by combining our resources.

One of the partnerships we formed was with IU Health/Ball Memorial Hospital and the BMH Foundation. We were able to expand our services at Open Door by contracting for two faculty of the Family Medicine Residency program. This partnership expanded our Obstetrics program, and also provided a great opportunity for residents to understand more about community health centers and the unique services that we are able to provide to our patients. It is a great recruitment opportunity for us to "grow our own" and spread the Mission of Open Door!

Collaborative partnerships also occurred in Madison County! Working with St. Vincent Anderson Regional Hospital we were able to secure HRSA funding through a New Access Point Grant and opened a new community health center on September 1, 2015 on the St. Vincent campus! We had noticed that we had an increasing number of patients driving from Madison County for our services at our site in Muncie. St. Vincent Anderson alerted us to the also increasing number of uninsured that were utilizing their Emergency Department who did not have a primary care provider. Now we work cooperatively with direct referrals for same day appointments coming from the Emergency Department for non-emergent services! We are seeing patients with multiple chronic illnesses, many of which

have not seen a doctor for over ten years! This collaboration provides a new access point for quality health care but also saves dollars since the Emergency Department does not have to be utilized for non-emergencies! A win-win for all!

Our collaboration with Muncie Community Schools and Wes Del Community Schools continued to grow throughout 2015. We were able to expand the hours and services offered by our Mobile Unit. By working with the IU School of Dentistry, we now provide dental sealants to students in both school systems. We also found that the Mobile Unit provided another access point for individuals and families living near the schools. Now health care was available in their neighborhoods!

While we always had focused on providing high quality of care, 2015 was the year that numerous grants flowed in that enabled us to improve our quality of care by focusing on major chronic illnesses such as diabetes, hypertension and asthma! Thanks to the Indiana State Department of Health we were able to put into practice new processes that provided our staff with the tools they needed to focus attention on best practices of care for these chronic illnesses. We also worked closely with IUPUI and Indiana University on several grants focusing on efficiencies and improving our services to pregnant women.

Our work in the expansion of dental services went beyond our dental sealant program with IU School of Dentistry with collaborations with Ivy Tech Anderson as a new partner with the training of dental hygiene and dental assistant students. Other key partners have been Goodwill Industries of Central Indiana with the Nurse Family Partnership program and HeadStart in Muncie and Anderson. Through these partnerships we are improving outcomes for pregnant women and young children in our communities.

The future of health care relies on the multitude of collaborations that need to be made in the communities that we serve. Our work has just begun. Quality health services is not just focused on the medical, dental and behavioral health needs of our patients but also on the vast social needs that they have. Food, housing, education, relationship building—the list goes on—all provide for the total health of the individual and their families. Open Door Health Services will continue to make those connections to improve the quality of life of our community!

WE ARE

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R E A C H I N G

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OUT

# TO OUR SURROUNDING COMMUNITIES



Realizing the need to expand our reach to serve even more East Central Indiana residents, Open Door Health Services partnered with St. Vincent Anderson Regional Hospital to open a new community health center dedicated to providing affordable, accessible quality health care.

Funding for the Anderson site was made possible by a grant from the Health Resource Services Administration. The purpose of the New Access Point grant is to improve the health of the nation's underserved communities and vulnerable populations by increasing access to comprehensive, quality primary health care services. ODHS received this grant in August of 2015 and was able to officially open the site on September 1, 2015.

A growing number of Madison County residents are living below the federal poverty level. Even more are employed, but struggle with lower incomes, are uninsured or underinsured. As a result, many are without a primary care provider and seek all of their medical care from Emergency Departments. Open Door's new site in Anderson provides these individuals with a primary care home.

Open Door Health Services - Anderson is located on the St. Vincent Anderson Regional campus. Services include preventive and sick care for adults and children, chronic disease management, behavioral health care, and more. The facility provides health care to patients of all ages, regardless of their income or insurance status.

## TO OUR LOCAL SCHOOLS



Open Door On-the-Go, ODHS' mobile unit, provides a quick, efficient, and convenient way for patients to receive the health care we feel they deserve. Staffed by experienced physicians and nurse practitioners, the unit serves our community by providing a wide variety of medical services, such as preventive and sick visits for adults and children, immunizations and school and sports physicals. In our ongoing effort to achieve the highest level of physical, behavioral and social well-being for all of our patients, we will soon be adding behavioral health, dental health and educational programming to the services the mobile unit will offer.

Open Door On-the-Go operates on the campuses of Muncie Community Schools and Wes-Del Community Schools and has recently begun providing healthcare services to Delaware County Head Start students on a monthly basis.

Open Door On-the-Go has seen a dramatic increase in the number of residents utilizing this unique resource since the service began. No appointment is ever needed and everyone is welcome, even if they aren't a current Open Door patient.

*"We have always wanted to make healthcare more accessible and convenient for children and their families,"* stated Open Door's Chief Executive Officer Toni Estep. *"Open Door On-the-Go allows us to team up with local schools and provide a mobile health care resource the first of its kind in the greater Muncie community."*



# TO OUR FAMILY PRACTICES



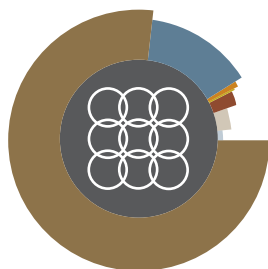
ODHS has been awarded an Expanded Services grant through Affordable Care Act funding to open a Family Practice Department. The new department was needed to meet the needs of the growing number of children and families utilizing Open Door's services.



The department, which is located inside the main Muncie facility, provides primary care services for the entire family. Creating this department allows our medical providers more focus on prenatal, pediatrics, and women's health care services. The providers are able to develop a relationship with the entire family that begins during the prenatal care and continues after the baby is born, as the provider continues to care for both the mom and the baby. The bond that can develop during this type of care is an impressive one to witness.

Drs. Ashley Hunter and Milissa Eley are the main providers in this department; however they also work closely with resident doctors from IU Health Ball Memorial Hospital's Family Medicine Residency Clinic who have nearly completed their residency requirements to assist with clinic operations. *"We are excited to help provide new services to Open Door and hope to further add to the patient experience by adding more board certified full-spectrum family physicians in the future,"* said Dr. Hunter.

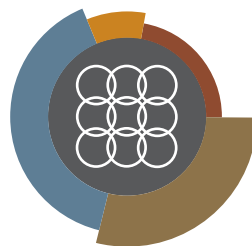
# OUR 2015 COMMUNITY IMPACT



## Race & Ethnicity

White, Non-Hispanic	76.7%
Black, Non-Hispanic	14.7%
Asian/Pacific Islander	0.58%
American Indian/Alaskan Native	0.18%
More than one Race	2.4%
Hispanic, All Races	3.8%
No Report	1.6%

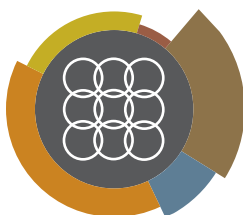
**Total** **20,610**



## Medical Insurance Sources

Uninsured	28.7%
Medicaid	40.4%
Medicare	9.2%
Private Insurance	21.7%

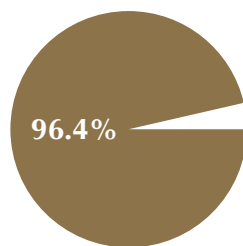
**Total** **20,610**



## Age

0 to 14 yrs	22.2%
15 to 19 yrs	8.9%
20 to 44 yrs	40.2%
45 to 64 yrs	22.6%
65 and older	6.1%

**Total** **20,610**



## Patient Feedback

96.4% of ODHS patients would recommend ODHS to their friends and family.

In 2015, Open Door provided services to **20,610** individuals in East Central Indiana.

**\$10.6 million** in revenue was generated in fiscal year 2014-15. More than **\$8 million** went directly to providing salaries and benefits to our **168** staff members.

# RETRAINING

# COURAGE







[opendoorhs.org](http://opendoorhs.org)

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