

An Attitude of Excellence

2013 ANNUAL REPORT



2011

HealthLinc
YOUR COMMUNITY HEALTH CENTER®

healthlincchc.org



Dear Friends, Colleagues, and Patients

The past year has been one of significant growth and exciting milestones – for our patients, our staff, and the many communities we serve. The number of patients in need grows each year. As a result, HealthLinc continues to expand.

On July 8, 2013, we officially opened the doors to our new, larger Valparaiso Clinic, located at 1001 Sturdy Road. HealthLinc Valparaiso was recognized as a Patient-Centered Medical Home (PCMH) this past year by the National Committee on Quality Assurance (NCQA) and is the ONLY clinic in Northwest Indiana to have earned this recognition! We achieved PCMH Level 2 certification and are striving to achieve Level 3 status in 2014.

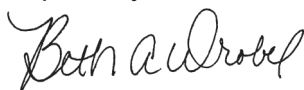
The larger Valparaiso facility enabled us to add optometry services, as well as diabetes education and care, along with the convenience of having Fagen Pharmacy on site. These new resources have been integrated into our core services – primary and preventive medical, dental, and behavioral health services; health and wellness education; chronic disease management; women’s and men’s health services; and wellness checks and immunizations.

The positive impact the Valparaiso clinic has had on its community is significant. However, the growth of our services didn’t stop at the Porter County line. In Lake County, we opened a new clinic in East Chicago. And, in LaPorte County, our Michigan City clinic added diabetes education and care for adolescents and adults. We also built a Mobile Health Unit that will offer medical, dental, and behavioral services to more than 900 local school children and their families across five counties.

As we embark on 2014, we are riding the momentum of our organization to pursue the goals of our 2013-2015 Strategic Plan Initiative. Chief among those goals is community health improvement and the availability of quality health care services for all. To that end, we were active participants in rolling out the Affordable Care Act. This was an extremely important endeavor for us since the Federal Government identified community health centers as the facilities best positioned to reach the uninsured population.

We thank everyone for their efforts in helping HealthLinc continue to grow and serve each year. We look forward to another great year of promoting health and wellness throughout our communities.

Respectfully,



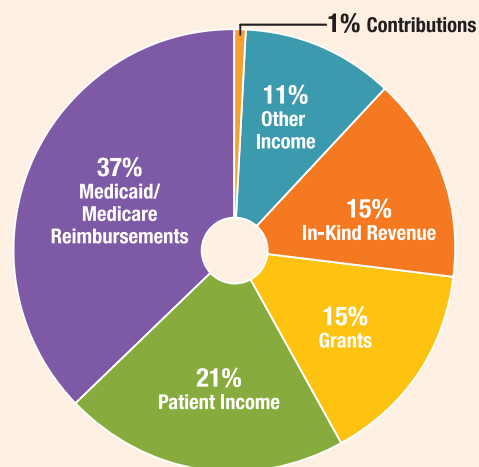
Beth Wrobel
Chief Executive Officer



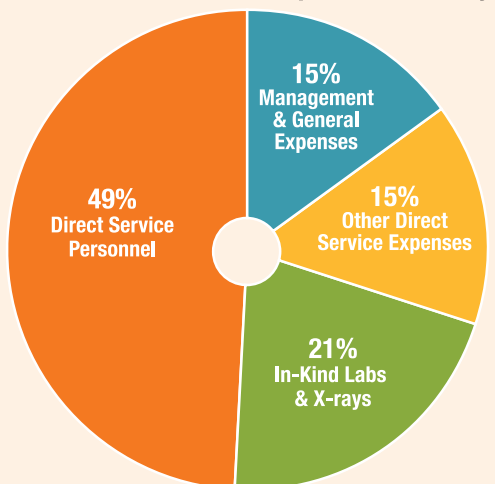
Robert Franko
President, Board of Directors



Where HealthLinc Received Its Income



Where HealthLinc Spent Its Money



LOOK AROUND

HealthLinc is in Your Town

Community Outreach

The best way to get to know the people in our communities is to put down roots in the places where people live and work. And we have continued to do just that. In 2013, HealthLinc:

- Hired three new Outreach staff members, including one in East Chicago who is bilingual.
- More than tripled our Outreach Initiatives.
- Engaged in 220 activities and reached more than 18,500 people.
- Expanded partnerships in new markets, including East Chicago and Mishawaka.

Other HealthLinc initiatives in 2013 included:

- The 4th Annual “Give Kids a Smile Day,” which took place on February 17, 2013. During this event, HealthLinc practitioners provided dental exams and well-child visits to 115 children.
- Michigan City and Valparaiso participated in “Kick Butts” Day – a national day of activism that raises awareness of the problem of tobacco use and encourages youth to stay tobacco free.
- Michigan City hosted Happy Healthy Holidays and Valparaiso hosted Healthy Holidays, where 50 children visited Santa and created their own hand-made ornaments for our tree. Thirty-eight children also received their well-child checks. Members of the St. Joseph Church Parish in Mishawaka organized a Giving Tree for 75 HealthLinc patients. The members brought items the individuals needed, and children from their school wrapped gifts.
- HealthLinc partnered with the Indiana Black Expo to host a free, four-week diabetes clinic at the HealthLinc Michigan City location. In Valparaiso, two diabetes clinics were added to provide diabetes information, care, and education to members of this community.



"You guys have been wonderful to me and I thank you from the bottom of my heart."



NATIONAL HEALTH CENTER WEEK

Celebrating America's Health Centers

From August 11-17, 2013, HealthLinc hosted Back-to-School Health & Wellness Fairs. Members of the community joined in the healthcare fun:

1 Valparaiso

115 people participated
33 people became new patients
23 became dental patients
81 shots were given
29 physicals were performed (sports and regular)

2 Mishawaka

150 people participated
39 well-child checks were performed

3 Michigan City

300 people participated
53 physicals and well-child checks were performed

4 Knox

128 people participated
13 physicals and 21 immunizations were performed

5 East Chicago

50 people participated
35 physicals and immunizations were performed



Affordable Care HealthLinc Acts to Inform & Enroll

To make sure that all those who are uninsured or underinsured have the opportunity to get an affordable health care plan, HealthLinc received a grant to assist with outreach and enrollment efforts for uninsured populations.

As a result, HealthLinc was able to:

- Assist 1,584 people; fill out 233 applications; and enroll 91 people in the Marketplace or with Medicaid.
- Host 30 coffee talks and enrollment sessions on the Affordable Care Act and health insurance; 254 people participated in these events.
- Ensure that all news outlets in our marketplace were well informed on the Affordable Care Act and the efforts of HealthLinc.
- Hire 2 enrollment specialists.
- Train and certify 14 staff members to become Certified Application Counselors.

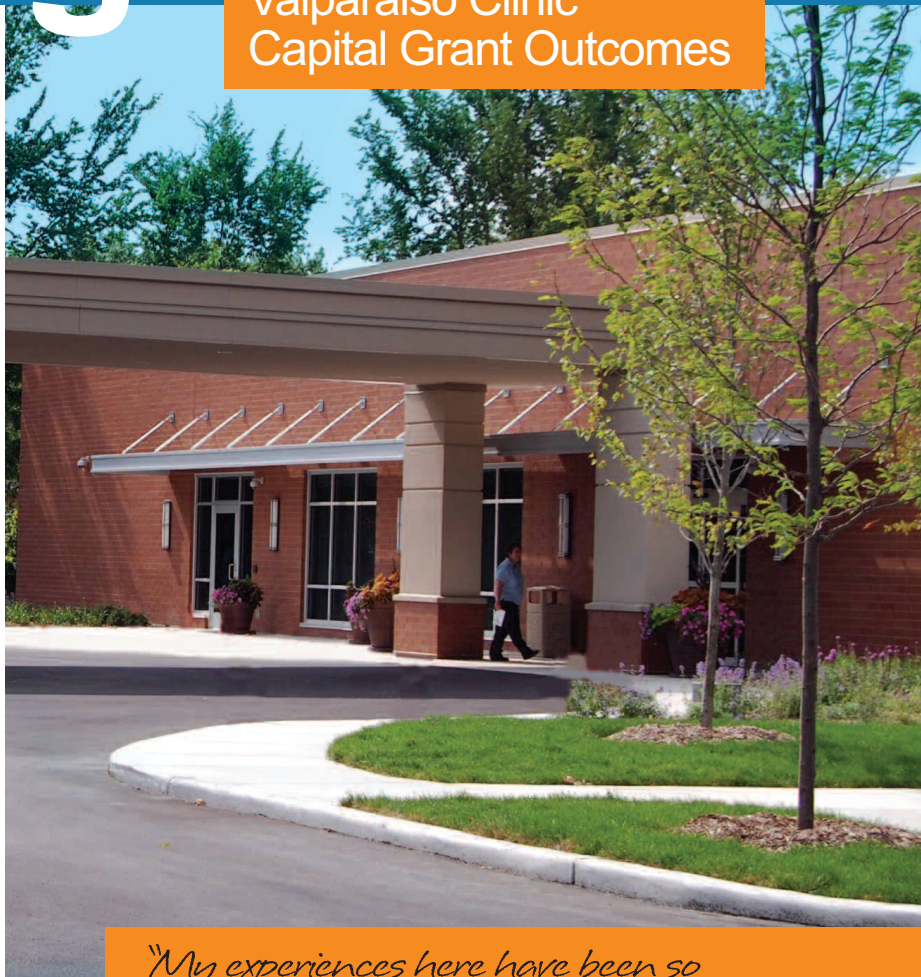
"I am very pleased! My co-worker suggested Dr. George to me. He is an old-school doctor who takes his time and listens. I was so surprised when he called me on Sunday to see how I was doing. Never let Dr. George leave!"

Growing Strong

Valparaiso Clinic Capital Grant Outcomes

2013 was an exciting year for HealthLinc in Valparaiso. We completed our new Valparaiso building at 1001 Sturdy Road and hosted a grand opening and ribbon cutting on July 1, 2013. The event was attended by such dignitaries as Congressman Pete Visclosky, Valparaiso Mayor Jon Costas, Regional Administrator of Health Resources and Services Administration Rick Wilk, and many others. Expanded services at the site now include Optometry and an on-site Fagen Pharmacy.

Thanks to a Federal School-Based Healthcare Capital Grant, the HealthLinc Mobile Unit set its wheels in motion in 2013. Because of this initiative, our reach is now far greater than ever before, and we are able to offer medical, dental, and behavioral services to more than 900 local school children and their families. Five school systems across four counties have agreed to collaborate. In celebration of "Give Day," donations of \$25 or more to HealthLinc were matched to benefit the Mobile Health Unit.



"My experiences here have been so wonderful, and the care I get is the best. Dr. Ames has changed my life since I began seeing him years ago."

Increasing Outreach

HealthLinc continues to impact its communities with new initiatives and programs. And the number of communities where HealthLinc is located also continues to grow.

- In Mishawaka, we celebrated our second year of operation in October of 2013, and the number of patients we served grew to 4,644 individuals with 19,437 encounters.
- Our East Chicago facility opened in June of 2013, and we have since hired a site manager, outreach staff, medical physicians and nurse practitioners, and an OB physician. We serviced 1,574 patients with 2,998 encounters.
- Our Michigan City clinic celebrated five years in existence and welcomed a new pediatrician and part-time nurse practitioner.
- Porter-Starke Services is partnering with our Michigan City location on a SAMHSA Grant to further integrate medical care for severely mentally ill patients.

Spreading the Word

2013 was a year of tremendous growth for HealthLinc. And, more than ever, we needed to get our message out. So we created a dedicated Marketing Department to increase our news coverage of exciting events and initiatives.

Healthcare Centered Around You



There's No Place Like Your Medical Home

HealthLinc continues to push the boundaries when it comes to improving quality of care. To that end, HealthLinc Valparaiso was recognized as a Level 2 Patient-Centered Medical Home (PCMH) by the National Committee for Quality Assurance in 2013. And we are not stopping there. The next goal is to elevate our status to Level 3. To achieve this objective, we have revised processes and implemented more activities and submitted the application for the Valparaiso site.

HealthLinc Valparaiso:

- Was the first primary care office in Northwest Indiana to be recognized by the National Committee for Quality Assurance (NCQA).
- Was the third Community Health Center in the state to be recognized as a PCMH.
- Employed 20 percent of the providers recognized by NCQA as PCMH providers in the state.
- Continues to be 1 of 500 Community Health Centers participating in the Medicare APCP Demonstration Project.

GREAT Customer Service Program

HealthLinc continued the GREAT program in 2013, rewarding staff for exceptional customer service both to patients and colleagues.

- The program highlights employees that Greet, Respect, Explain expectations, Acknowledge patient concerns, and Thank the engaged patient or colleague.
- Patients and staff are now able to submit online nominations for GREAT staff.
- HealthLinc patients continue to share their positive feelings through referrals, and 96.4% of patients would refer friends and relatives to HealthLinc.

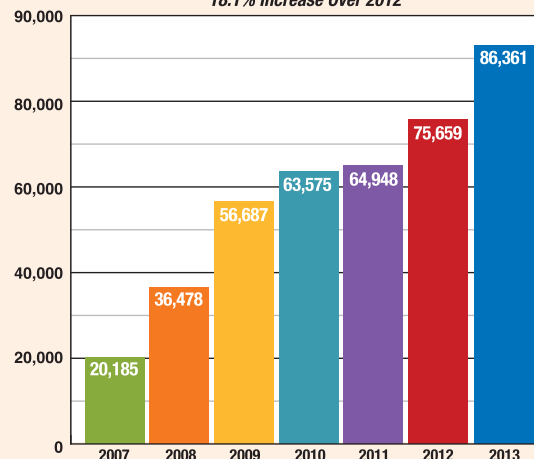
Patient Satisfaction

The strong feedback we have received through the GREAT Customer Service Program is further exemplified through our Patient Satisfaction Survey.

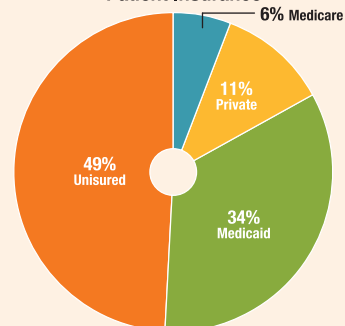
HealthLinc created the Patient Satisfaction Survey to include many of the touchpoints of a patient's overall experience at a HealthLinc clinic. Here are some results from the survey:

- Improved the ease for our patients in seeking care.
- Decreased appointment wait times by 4.1 percent.
- Increased ability to make same-day appointments by 8.4 percent.
- Many patients found that our facilities improved.
- The perception by patients of the medical and support staff's helpfulness, friendliness, and listening ranks above the national average when compared to other Federally Qualified Health Centers.
- Patients perceiving HealthLinc as their medical home improved by 6 percent.
- 94 percent of patients said HealthLinc helped them make healthy lifestyle choices.

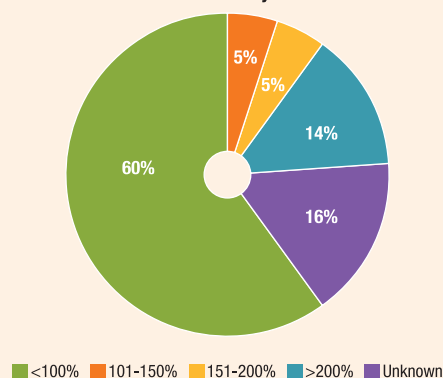
Number of HealthLinc Patient Encounters (Visits)
18.1% Increase Over 2012



Patient Insurance



Income as a Percent of the Federal Poverty Level



Partners in Progress



HealthLinc is made stronger every year by its partners and the joint initiatives they undertake. 2013 was no different, as we collaborated with a variety of organizations to help make Northwest Indiana a healthier community.

Below is a look at the many partnerships from which we benefitted during the past year. In 2013, HealthLinc:

- **Worked with the Moving Starke County Forward Coalition** to enhance the health, social, and economic well-being of Starke County.
- **Joined St. Joseph County Health Improvement Alliance.**
- **Partnered with Indiana State Department of Health** to assist with Moving Starke County Forward planning for 2014.
- **Continued emergency room care coordination activities with partner hospitals, including Porter, St. Anthony, and IU Health Starke.**
- **Enhanced partnership with Fagen Pharmacy** in their role as 340B low-cost prescription provider. Fagen now provides support at select HealthLinc sites.
- **Participated in the Elder Style Initiatives in Valparaiso.**
- **Acted as physician providers for the Indiana Midwest Center for Youth and Families** and inpatient pediatric care at Porter Health System.

- **Was recognized by Vitera at their annual conference** for our innovative response to school health.
- **Became involved with One Region in Northwest Indiana and with EMPOWER Porter County, a drug abuse initiative.**
- **Partnered with Porter-Starke Services** on the implementation of a SAMHSA Grant intended to increase the availability of medical care in community mental health centers for severely mentally ill patients.
- **Partnered with Saint Catherine's** on coverage for OB deliveries.

Supporting Partners & Grants

- **Health Resources Services Administration (HRSA) Service Area Competition Grant** for East Chicago
- **HRSA Outreach and Enrollment Grants** for enrollment in Federal Marketplace and Medicaid
- **The Porter County Community Foundation Community Fund and Health and Wellness Fund:** Presented a grant check to HealthLinc to assist with the construction costs and optometry equipment for its new Valparaiso clinic.
- **Porter County Community Foundation Hollingshead/Aldrich Grant:** Purchase of two spirometers and two infant scales.

- **Harry & Jeanette Weinberg Foundation:** Funded Dental Suite at Valparaiso Sturdy Road facility.
- **Porter Regional Hospital Philanthropic Gift**
- **Anderson Foundation Grant:** For Diabetic Clinics in Valparaiso.
- **Michigan City Community Enrichment Corporation:** Dental equipment in Michigan City.
- **CHIPRA Grant via Covering Kids and Families Coalition**
- **Unity Foundation of LaPorte County Community Grant**
- **SAMHSA Grant via Porter-Starke Services**
- **Barker Grant:** For new uninsured patient visit credits.
- **United Way of Porter County**
- **Rotary District and Rotary of Valparaiso Grant:** Two infant scales.
- **Starke United:** Diabetic Patient Care Management Services in Knox.
- **American Association of Family Practitioners Tobacco Cessation Grant**
- **Target:** Reach Out and Read Grant for Mishawaka.
- **Project Neighbors:** Purchased the former HealthLinc clinic in Valparaiso and is converting it into low-rent apartments for low-income women.

Awards/Recognition

In 2013, HealthLinc earned several prestigious awards and special recognitions, which make our health programs and services truly stand out in the community. We are proud of the distinctions we have earned in the past year and are building on our success to continue to provide quality, affordable health services to you.

- **Special Exemplary Project Award** from the Indiana Primary Health Care Association (IPHCA) for initiating Moving Starke County Forward – a health coalition working to improve the quality of life for Starke County residents by encouraging, creating, and advocating for a healthy Starke County.
- **NCQA Level 2 Patient-Centered Medical Home** recognition.
- **Tobacco Cessation Excellence Award** from the American Association of Family Practitioners.



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HealthLinc is governed by a volunteer Board of Directors representing a cross section of our community. We greatly appreciate the time and effort they contribute to our mission of service.

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*It's What We Believe.
It's Who We Are.*

Mission

HealthLinc enriches lives by providing access to patient-centered, quality health care.

Vision

HealthLinc is the preferred healthcare home for those seeking accessible services in northern Indiana. We are known for our compassion and our quality of care. We are a trusted and integral partner, providing leadership for improving the health of the communities we serve.

Values – The “I-Cares” Approach

Innovation – We seek ways to improve and serve as a model for others.

Collaboration – We align with valued partners in a variety of community wellness, social, and civic endeavors.

Accessibility – We offer a barrier-free health care system for our communities.

Respect – We interact with integrity and compassion with all persons, in all instances.

Excellence – We provide best-in-class, patient-centered services, in all we do.

Servant Care – We serve with humble dedication to provide the greatest good for everyone we can.