



A STRONGER
HEALTHIER
& HAPPIER
COMMUNITY

HealthLinc
YOUR COMMUNITY HEALTH CENTER®

2014 IN REVIEW

CONNECTING

Providing **Access**
to patient-centered,
quality health care.



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Dental Director

Dear Friends, Colleagues, & Patients:

Significant achievements in 2014 moved HealthLinc even closer to its vision of becoming the “preferred healthcare home for those seeking accessible services in Northern Indiana.” Each year, this vision becomes more important as the number of patients in need continues to grow. We are excited to meet the challenges of our growing patient base in order to make Northern Indiana a community where access to quality healthcare is a reality for every individual.

Our East Chicago staff moved to a new location in July. This facility at 1313 W. Chicago Avenue is much larger, allowing us to better serve this growing population. Moving also gave us an opportunity to rebrand the clinic, matching its design with our flagship Valparaiso site - a process that will be adopted by all of our clinics over time. Rebranding efforts have created a much cleaner and warmer environment for our patients, while improving and streamlining workflows and unifying HealthLinc’s look and processes across the board.

Our mobile medical/dental health unit rolled out to schools in 2014, allowing us to broaden our patient reach with special focus on local elementary schools in Porter, LaPorte, Lake, Starke, and St. Joseph counties. These partnerships are the foundation of a new direction for HealthLinc - an approach where we can bring the health center to specific demographics of patients.

HealthLinc’s number one strategic goal was to be recognized as a Patient-Centered Medical Home. In 2014, we received the notable distinction of Level 3 Patient-Centered Medical Home status at all sites. This recognition is paramount to our mission - it serves as a testament to our commitment to keep our patients and their families at the center of our focus and to involve them as part of a healthcare team!

HealthLinc continued its strong growth in 2014 because of the efforts of our visionary Board of Directors, our dedicated staff, our committed partners, and the communities that welcomed us. A heartfelt thank you to everyone who assisted HealthLinc in enriching the lives of our patients with patient-centered, quality health care!



BOB FRANKO
Board Chairperson



BETH WROBEL
Chief Executive Officer

TO IMPROVE LI

Why We're An Employer Of Choice.

 **220**
Grew to over 220 employees. Increased workforce by 17%.

 **+8**
Created positions:
Director of Development
Support Manager
Additional Support Staff

 **+9**
Added positions:
3 Dentists
2 Physicians
3 Nurse Practitioners
1 Community Outreach

HealthLinc implemented and expanded an employee wellness program to improve the health of our employees. Our new plan is offered through Interactive Health™, providing an online interactive program where employees can take a proactive approach to their wellness.

OUR WELLNESS PROGRAM FEATURES:

- Health Evaluation (Includes biometric screening)
- Six-Month Re-check Screening
- Post-Evaluation Reports to Employees
- Interactive Health™ Standard Tools and Resources
- Healthy Lifestyle Coach
- Premium savings to employees who complete a health risk assessment
- HealthLinc added Aflac products as an optional plan to enhance employee's current healthcare benefits. The new optional products from Aflac include:
 - Accident Coverage
 - Hospital Confinement Indemnity
 - Lump Sum Critical Illness

“We’re getting a lot of attention as being THE future of health care. If you want to really make a difference, this is the place to be.”

- Beth Wrobel, CEO



2014 Awards

COMMUNITY IMPROVEMENT AWARD
Valparaiso Chamber

LEVEL 3 PATIENT- CENTERED MEDICAL HOME
NCQA recognition at all HealthLinc sites

ECONOMIC DEVELOPMENT AWARD
Lakeshore Chamber



Nila Williams,
Michigan City
Community Outreach
Representative

“Nila is a natural leader, not only in our department, but at her own site as well. She is always thinking two steps ahead and looks for ways to help HealthLinc succeed. Most importantly, Nila cares about our staff and our patients, and it shows every day.”

- Lauren Lamb, Outreach & Enrollment Manager

Elsa DelReal, East Chicago
Patient Service Representative

“Elsa is an outstanding addition to the East Chicago staff; she seeks challenges and comes to work every day prepared to bring her A-Game.”

- DonElla Bradford,
East Chicago Site Manager



V E S



Sarah Feeler, Valparaiso Medical Assistant Supervisor

"Sarah is a self-motivated and positive leader. She is focused on empowering the MA's to give consistent quality health care."

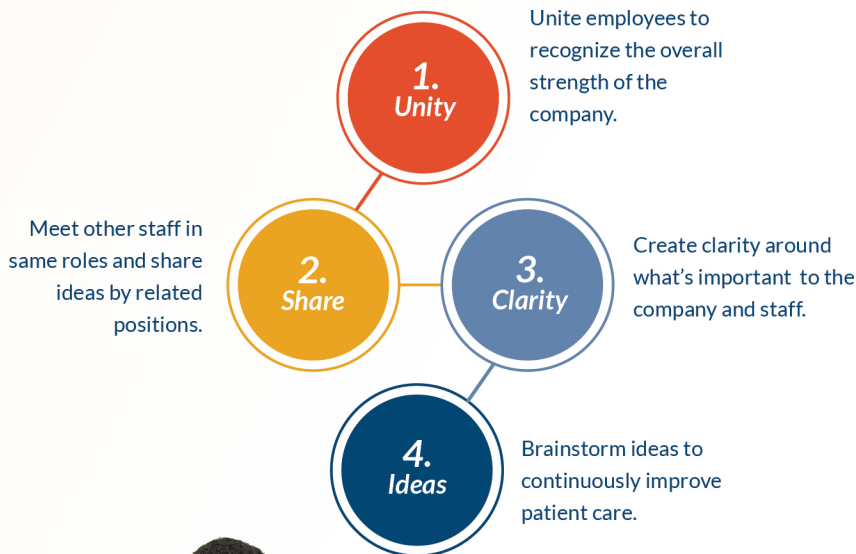
- Erin Wilson, Valparaiso Assistant Site Manager



2014 All-Staff Meeting

THE PURPOSE OF THIS EVENT:

On July 16, 2014, the Senior Team hosted HealthLinc's All-Staff Meeting that included for the first time bringing together the entire staff of all HealthLinc sites in one place. This built comradery among employees who actively participated in the different forums of that day including a presentation from our guest speaker, Mary Jane Mapes, titled: "You CAN Teach a Pig to Sing: How to Connect and Communicate to Change the Lives of 45."



Nicaris Daniels-Porter, Corporate Office Patient Service Representative

"Nicaris is a true asset to HealthLinc. He always goes above and beyond and pitches in to help numerous departments. Patients and staff alike have nothing but praises for him and his dedication."

- Rebecca Hurni, Support Manager

PARTNERSHIPS

- Moving Starke County Forward Coalition
- Bridges to Care
- Strong Cities, Strong Communities (Northwest Indiana)
- Porter County - Getting to Results Committee
- St. Joseph County Health Improvement Alliance
- One Region in NWI
- Continued Emergency Room care coordination activities with partner hospitals, including Porter, St. Anthony and IU Health Starke
- Fagen Pharmacy continues to enhance their role as our 340B low-cost prescription provider and now helps support all of our sites.
- ElderStyle - Pines Village and City of Valparaiso Joint Initiative
- Tobacco Coalitions

SUPPORTING PARTNERS & GRANTS

- United Way of Porter County
- Foundations of East Chicago
- CHIPRA Grant
- Anderson Foundation
- Henry Schein
- Indiana State Department of Health
- Indiana University School of Nursing - Inter-professional Collaborative
- SAMSHA grant
- HRSA (Health Resources and Services Administration)
- The Guideline Advantage™ funded by GE Foundation

YES IN OUR CO

How We're Making A Difference.

Since HealthLinc came to be, the "C" in our name has represented our commitment to the community. Outreach is a pillar in this vision, constantly seeking to build up our community while developing personal relationships with those we serve.

Diversifying partnerships was a key function in 2014, as we paired with unique organizations to reach our target population in unconventional and more personalized methods. Among this list of partners are: Michigan City Back-to-School Rally, Porter-Starke Services, and the Indiana Black Barber Shop.

Initiatives have broadened since 2014, including implementing monthly outreach initiatives that expand across all sites in order to create a cohesive approach for HealthLinc.

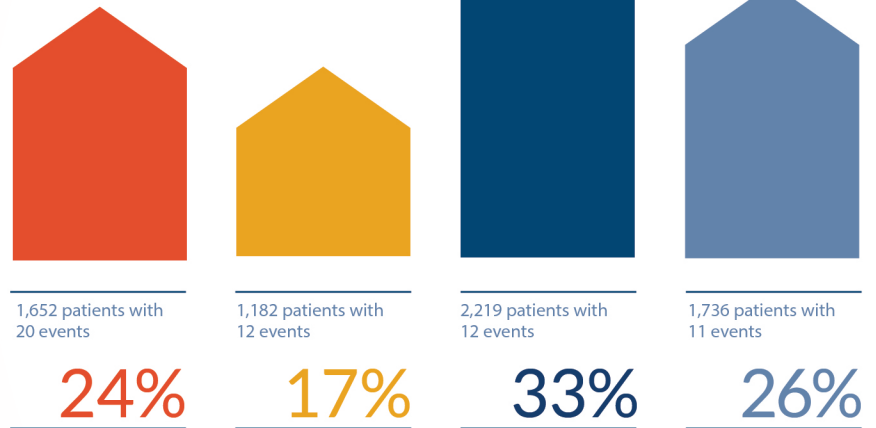


Lake, LaPorte, Porter, Starke, St. Joseph Counties



2014 Inreach

- - January to March
- - April to June
- - July to September
- - October to December



"I love all the nurses and doctors. They treat me like a person and help me with whatever I need. Thank you for all you do."

- HealthLinc Patient

Annette Thomas,
Mishawaka
Referral Coordinator

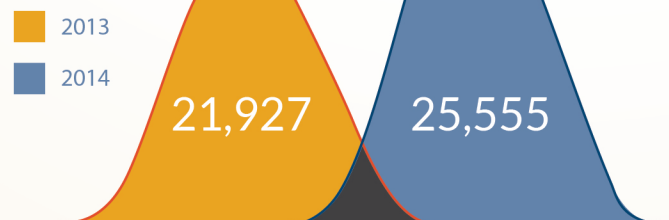
"She is our Referral Coordinator, but she can and will do just about anything, including wearing the hat of a PSR if needed. She gets along with everyone, and she truly is a leader and role model!"

- Patricia Johnson, Mishawaka Site Manager



2014 Patients

+16.5% Patient Increase



COMMUNITY

Where HealthLinc Received its Money

Contributions (\$364,323)	2%
Grants (\$3,979,675)	18%
Patient Income (\$3,838,417)	17%
Medicaid/Medicare Reimbursement (\$7,407,394)	34%
Other (\$3,508,300)	16%
In-Kind (\$2,861,868)	13%

\$21,959,977

Where HealthLinc Spent its Money

Direct Service Personnel (\$10,855,025)	50%
In-Kind (\$2,856,585)	13%
Other Direct Service Expenses (\$4,794,175)	22%
Management & General Expenses (\$3,105,853)	15%

\$21,611,638

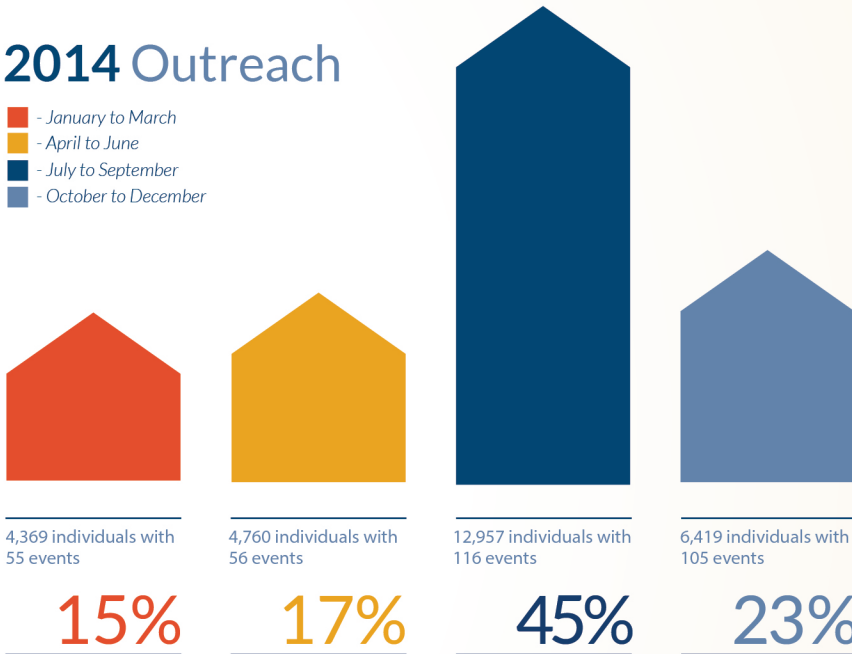
Patient Satisfaction

- 96% would refer family and friends to HealthLinc for care.
- 93% feel we help them make healthy lifestyle choices.
- 99% satisfaction rate with our dentists and dental services.
- 98% felt that our behavioral health counselors were helpful.
- 88% received help with care through our medical referrals.



2014 Outreach

- January to March
- April to June
- July to September
- October to December



Charity Smith, Knox Medical Assistant Supervisor

"Charity's compassion and caring for people shows through every day. She leads by example, honesty, compassion and humor."

- Angeline Garner, Knox Site Manager



Consumers assisted with health insurance options.

Assists

15,709

Health insurance applications submitted.

Applications

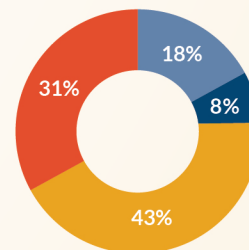
2,893

Consumers enrolled in an insurance plan.

Enrollments

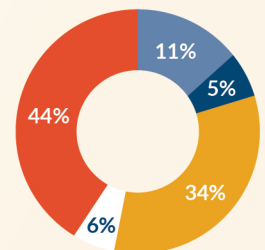
1,375

Patients By Insurance:



Uninsured	31%
Medicaid	43%
Medicare	8%
Private	18%

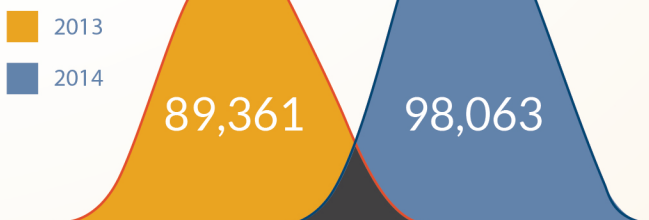
Patients By Income as a % of Federal Poverty Level:



<100%	44%
101-150%	11%
151-200%	5%
>200%	34%
Unknown	6%

2014 Encounters

+8.7% Encounter Growth





NON-PROFIT ORG
US POSTAGE PAID
VALPARAISO IN
PERMIT NO. 134

951 Transport Drive, Valparaiso, IN 46383

Patient-Centered Health Care All Under One Roof:

MEDICAL • DENTAL • BEHAVIORAL
VISION • PHARMACY • PEDIATRICS
OBSTETRICS • COMMUNITY OUTREACH
ENROLLMENT ASSISTANCE

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



HealthLinc services include primary and preventive care services; health and wellness education; chronic disease management; prenatal care; women's health services; men's health services; wellness checks and immunizations; services to treat depression, anxiety, and many other behavioral health conditions and disorders; comprehensive dental services; pharmaceutical services; and optometry services.



HealthLinc clinics are located in Valparaiso, inside Porter-Starke Services in Valparaiso, Michigan City, Knox, Mishawaka, and East Chicago, Indiana. Visit our website for location information.

Call us at **1.888.580.1060** or visit us online at **healthlincchc.org!**