

# We Stand Out in 2015



**HealthLinc**  
YOUR COMMUNITY HEALTH CENTER®

# Dear Friends, Colleagues, & Patients:

In 2015, HealthLinc continued to live its vision of providing patient-centered, quality healthcare to Northern Indiana impacting over 100,000 individuals with our services. By following our core values of Innovation, Collaboration, Accessibility, Respect, Excellence, and Servant Care, we were able to meet the needs of our continually expanding patient base and ensure access to healthcare services at the highest level.

We are proud to announce that we successfully completed HealthLinc's Strategic Plan for 2013-2015, achieving most of our goals completely. Moving into the second half of the decade, we worked as a team to update our Mission and Vision, as well as map out the Strategic Plan for the next three years to guide our future direction. This Plan includes an even deeper commitment to the patient experience, providing best-in-class, comprehensive care and continued improvement to community health by positively impacting social determinants.

One of our goals was to move toward a consistent look and feel at all of our clinics. Our Michigan City clinic located at 710 Franklin Street received a much-needed remodel, and our Knox location moved into a renovated location in Suite 106 at 104 East Culver Road. This was part of our larger rebranding effort to ensure a warmer, more welcoming environment for our patients and, at the same time, become more efficient in workflow and processes at each of our locations.

We also reached many of our internal goals including the institution of a Career Development Initiative providing leadership training for middle managers, creation of several

strategic positions such as MA Supervisors and a Director of Nursing, and defining clearly the HealthLinc culture. This, along with several other internal policy improvements, resulted in a 7.4% decrease in staff turnover from 25.4% in 2014 to 18% in 2015. Staff consistency means better quality of care for our patients and a reduction in operating costs.

The 1st Annual HealthLinc Conference was held in June at the Blue Chip Conference Center. The theme was "Be the Linc Between Customer Service and Health." This "all-staff" event included a day full of educational sessions on topics from enhancing interprofessional communication to servant leadership to work-life balance and many others. Sponsored by The Horton Group, 1st Source, and MHS, the Conference provided an opportunity to share ideas, build comradery, and explore how we could better serve our communities. The day also included two dynamic keynote speakers: Mary Jane Mapes and Dr. Michael Gervasi, both of whom inspired and energized the staff.

Our success in 2015 was a direct result of the dedication, passion, and commitment displayed by our Board of Directors, every staff member, our valued partners, and the communities we are honored to serve. A special thank you to all who share our vision of making quality healthcare a reality for everyone in Northern Indiana.

  
**SISTER LAUREEN M. PAINTER, OSF**  
Board Chairperson

  
**BETH A. WROBEL**  
Chief Executive Officer



“Our success in 2015 was a direct result of the dedication, passion, and commitment displayed by our Board of Directors, every staff member, our valued partners and the communities we are honored to serve.” - Beth A. Wrobel, Chief Executive Officer



## Senior Leadership

Beth A. Wrobel  
Chief Executive Officer

Brandi Anstine  
Chief Branding Officer

Eleather Baker  
Director of Corporate Strategy

Joan Bondi  
Chief Financial Officer

Mary Ann Livovich  
Director of Administrative Support

Sofia Mendez-Bork  
Chief Human Resources Officer

Melissa Mitchell  
Chief Information Officer &  
Interim Chief Operating Officer

Ruth Stevens, M.D.  
Interim Director  
of Quality Management

Rishi Sud, M.D.  
Chief Medical Officer

Isaac Zeckel, D.D.S.  
Chief Dental Officer

## Board of Directors

Sister Lauren M. Painter, OSF  
Chairperson

Michelle Tatgenhorst  
Vice Chairperson

Jesus Cervera  
Treasurer

Dorian Bush  
Secretary

Patrick Bankston  
Ivan E. Bodensteiner

John Brown  
Robert Franko

Clarence Gehrke  
Tina Tsaparikos  
Debra Williams

## Community Advisors

*Thank you to all of our Regional Advisory Committee Members for their time and dedication to creating healthier communities.*



# As an Employer... *we Stand Out.*



HealthLinc is committed to “walking the talk” by providing cutting-edge opportunities for our employees to be proactive with their own health and 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
- Optional products from AFLAC include:
  - Accident Coverage
  - Hospital Confinement Indemnity
  - Lump Sum Critical Illness

+10

Added 10 employees in 2015 (a 4.6% increase)

+9

CREATED POSITIONS:  
 - Chief Branding Officer  
 - Chief Dental Officer  
 - Clinical Pharmacist  
 - MA Supervisors  
 - Contoller  
 - Director of Nursing  
 - IT Manager  
 - Quality Improvement Coordinator  
 - Site & PCMH Manager

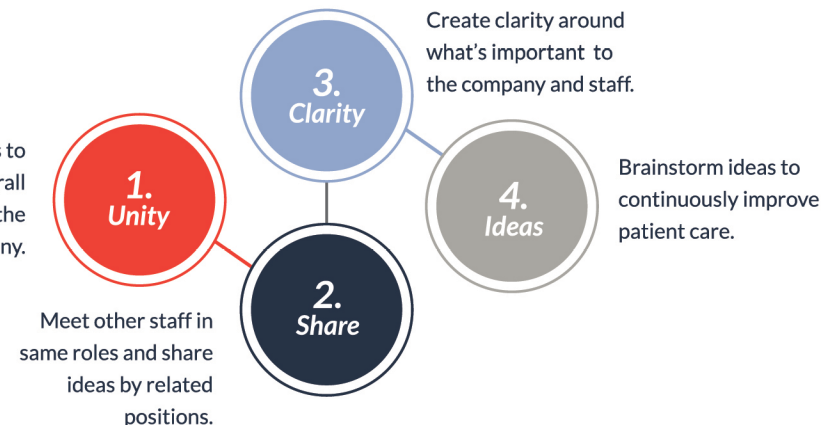
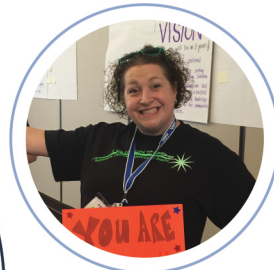
+5

ADDED POSITIONS:  
 - 2 Dentists  
 - 1 Nurse Practitioner  
 - 2 Family Medical

## 1ST ANNUAL HEALTHLINC CONFERENCE - JUNE 24, 2015

**“Be the Linc Between Customer Service and Health.”**

HealthLinc believes it is important to invest in our employee’s education, personal and professional growth, and foster their spirit of teamwork. In support of this effort, the entire staff attended the day-long Conference which included 10 educational sessions on topics such as HIV, Wellness, Servant Leadership, Financial Literacy, and Work-Life Balance, to name a few. Keynote speakers included Mary Jane Mapes, CSP, Founder and President of the Aligned Leader Institute, and Dr. Michael Gervasi, D.O., FHCQM, FABQAURP, Chief Medical Officer of Florida Community Health Centers. There was also an opportunity for employees to interact with their counterparts from other sites and share ideas across departments. The Conference helps to strengthen the four core values of an effective staff: Unity, Share, Clarity, and Ideas.



**12,722**  
Patient Connections In

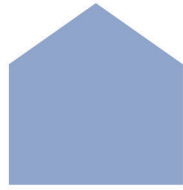
## 2015 Inreach

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



1,886 patients with 15 events

**14.8%**



1,823 patients with 17 events

**14.3%**



2,669 patients with 8 events

**21%**



6,344 patients with 51 events

**49.9%**

**45,953**  
Patient Connections In

## 2015 Outreach

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



6,847 individuals with 69 events

**14.9%**



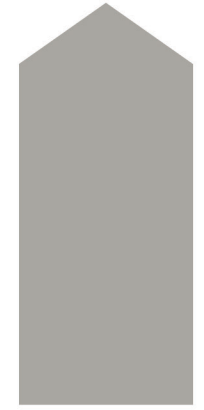
6,653 individuals with 99 events

**14.5%**



14,331 individuals with 102 events

**31.2%**

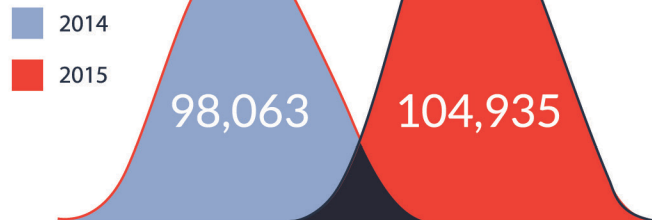


18,122 individuals with 105 events

**39.4%**

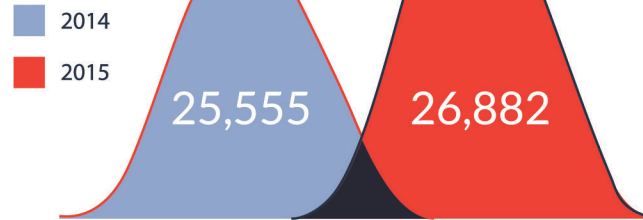
## 2015 Encounters

**+7%** Encounter Growth



## 2015 Patients

**+5.2%** Patient Increase



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



# As a Provider... *we Stand Out.*

## Partnerships

- Moving Starke County Forward Coalition
- Bridges to Care
- Strong Cities, Strong Communities (Northwest Indiana)
- Getting to Results: Porter County Substance Free
- 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
- Bridges to Wellness
- Coalition for Affordable Housing (Porter County)
- Covering Kids and Family – Lake, LaPorte, St. Joseph
- Porter County Wellness Coalition
- Porter County Step Ahead

## Patient Satisfaction

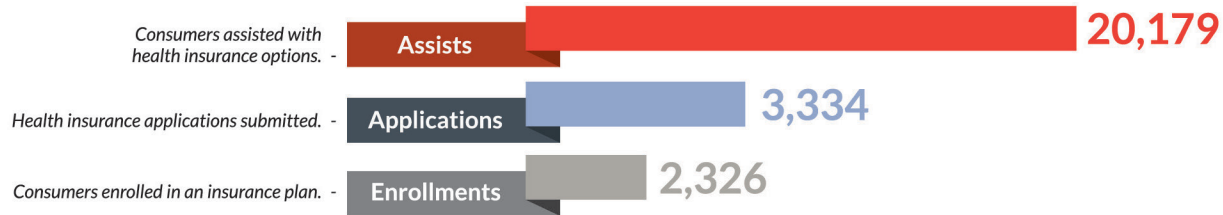
- 97%** would refer family and friends to HealthLinc for care.
- 95%** feel we help them make healthy lifestyle choices.
- 99%** satisfaction rate with our dentists and dental services.
- 94%** felt that our behavioral health counselors were helpful.
- 88%** received help with care through our medical referrals.



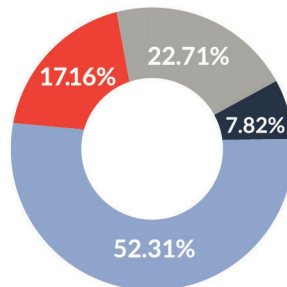
## Support & Grants

- HRSA – Health Resources Services Administration
- Henry Schein
- DentaQuest
- Barker Foundation
- Tri-Kappa
- Anderson Foundation
- Indiana State Department of Health
- United Way of Porter County
- Reach Out and Read (National)
- Foundations of East Chicago
- Indiana University School of Nursing: Nursing Leadership





Patients By Insurance:



Uninsured:	17.16%
Medicaid:	52.31%
Medicare:	7.82%
Private:	22.71%

*“Dr. Triezenberg has been a wonderful doctor who has listened to all my medical problems. Since I moved from the area, I have traveled 125 miles one way to see him.” - CarePointe patient*



Where HealthLinc Received its Money

- 0.28% Contributions (\$65,787)
- 20.17% Grants (\$4,724,600)
- 21.88% Patient Income (\$5,123,421)
- 51.09% Medicaid/Medicare Reimbursement (\$11,962,970)
- 0.78% Other (\$182,355)
- 5.8% In-Kind (\$1,358,571)

**\$23,417,704**

Where HealthLinc Spent its Money

- 51.9% Direct Service Personnel (\$11,411,778)
- 6.2% In-Kind (\$1,358,571)
- 27.3% Other Direct Service Expenses (\$5,993,528)
- 14.6% Management & General Expenses (\$3,213,555)

**\$21,977,432**

# HealthLinc

YOUR COMMUNITY HEALTH CENTER®

951 TRANSPORT DRIVE, VALPARAISO, IN 46383

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

Call us at **1.888.580.1060** or visit us online at [healthlincchc.org](http://healthlincchc.org)!

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



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