

CARE
FOR YOUR
LIFE

ANNUAL REPORT FOR 2016

DEAR FRIENDS, COLLEAGUES, & PATIENTS:

In 2016, HealthLinc celebrated 20 years of providing exceptional health care to the communities we serve. It began in 1995 with Walt and Lois Reiner, two very generous individuals determined to help those desperately needing community services who lived in the Hilltop Neighborhood of Valparaiso.

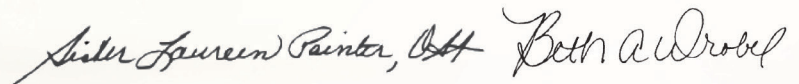
From one small health center to eight locations throughout Northern Indiana, HealthLinc has impacted the health and well-being of hundreds of thousands of people. The growth experienced over the twenty years highlights both the need for services provided by community health centers and the desire for those services to continue.

A strong medical staff, in conjunction with an experienced and capable leadership and support team, gave HealthLinc the ability to achieve success in what proved to be an uncertain year in the healthcare industry.

As a trailblazer in health care, HealthLinc has never been an organization to remain on the sidelines when challenges arise, and

2016 was no exception. In the face of monumental changes to community health centers, HealthLinc was determined to continue to look for innovative and creative ways to make quality health care a reality for those most in need. Embracing ideas such as Integrated Care, which brings medical, oral, and behavioral providers together for “whole person” care, to the launch of Telehealth, which will make health care more accessible by breaking down barriers and addressing social determinants, we continue to reach beyond the norm to achieve a higher standard.

HealthLinc wants to thank all those who have been a part of the past twenty years. It is with your dedication and effort that we have achieved so many things for so many people. We are proud to be guiding this great organization and look forward to continuing to serve.



Sister Lauren M. Painter, OSF
Board Chairperson

Beth A. Wrobel
Chief Executive Officer

WHO WE ARE

Guided by a Board of Directors, Community Advisors, and Senior Leadership, HealthLinc has over

270 dedicated employees.

SENIOR LEADERSHIP

Beth A. Wrobel
Chief Executive Officer

Brandi Anstine
Chief Branding Officer

Emily Backe
Chief Human Resources Officer

Eleather Baker
Chief Compliance and Corporate Strategy Officer

Joan Bondi
Chief Financial Officer

Mary Ann Livovich
Director of Administrative Support

Melissa Mitchell
Chief Operating Officer

Ruth D. Stevens, M.D.
Chief Quality Officer

Rishi Sud, M.D.
Chief Medical Officer

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

BOARD OF DIRECTORS

Sister Lauren M. Painter, OSF
Chairperson

Jesus Cervera
Treasurer

Dorian Bush
Secretary

Dr. Patrick Bankston
Ivan E. Bodensteiner

Clarence Gehrke

Willis H. Glaros

John D. Gornto

Krista Neighbour

Debra E. Williams

COMMUNITY ADVISORS

To all of our Regional Advisory Committee Members, we are grateful for your dedication to our mission, your guidance, and expertise towards helping us create healthier communities. Thank you!



WHAT WE DO

HealthLinc provides comprehensive, whole-person care, centered around you.

In 2016, serving Lake, LaPorte, Porter, Starke, and St. Joseph Counties, we provided health care to over 25,000 patients.

MEDICAL CARE

Primary and preventive care, physical examinations, immunizations, after-hours care, and more



DENTAL CARE

Examinations, x-rays, treatment planning, cleaning, extractions, fillings, patient education, and more



BEHAVIORAL CARE

Help to cope with the stress of life, depression, anxiety, and making healthy lifestyle choices



VISION CARE

Eye examinations, dilated retinal evaluations for diabetes, cataracts and glaucoma, eyeglass prescriptions, and more



+ PHARMACY SERVICES, PEDIATRICS, OBSTETRICS, COMMUNITY OUTREACH, AND HEALTH INSURANCE ENROLLMENT ASSISTANCE

HEALTHLINC
EAST CHICAGO



HEALTHLINC
MICHIGAN CITY

HEALTHLINC
SOUTH BEND MEDICAL

HEALTHLINC
SOUTH BEND DENTAL



HEALTHLINC
MISHAWAKA

HEALTHLINC
VALPARAISO
(PORTER-STARKE SERVICES)



HEALTHLINC
VALPARAISO

HEALTHLINC
KNOX



*HealthLinc is a Federally Qualified Health Center that improves its communities by **expanding access to exceptional health care.***



WE COME TOGETHER

Second Annual HealthLinc Conference

"Celebrating 20 Years of Empowering Staff, Patients, and Community"

June 24, 2016



The 2nd Annual HealthLinc Conference provided an opportunity for employees to come together for a day full of education, personal and professional growth, and celebration of 20 years of service.



The Keynote Speaker, Chris Stokes, provided a lesson in The Servant Leadership Journey as he told the story of his experiences while on the first-ever Jamaican Olympic Bobsled Team, the impact it had, and how his life has been since that time.



The highlight of the Conference was a "casual conversation" between Beth Wrobel, HealthLinc CEO, and Loie Reiner, founder of Hilltop Neighborhood House, which was the start of what is now HealthLinc.

"Knowing your roots and understanding where you came from is very powerful, which is why it was so important for the Conference to include as many of the founding members of HealthLinc as we could bring together."

– Beth Wrobel, CEO

WE REACH OUT

HealthLinc participated in over 570 events and impacted 40,000 members of the communities served by offering programs and services to promote a happy, healthy life.

Assists

18,797

Consumers assisted with health insurance options

Applications

1,635

Health insurance applications submitted

Enrollments

1,859

Consumers enrolled in an insurance plan

2016 SITE-WIDE OUTREACH EVENTS

Throughout the year, HealthLinc hosts events and invites the community to attend:

Give Kids A Smile • Baby Showers
Men's Health • Women's Wellness
Childhood Obesity • Operation Santa
and National Health Center Week



WHAT ARE PATIENTS SAYING ABOUT HEALTHLINC?

97%

will refer family and friends to HealthLinc

92%

felt that they were personally supported with making changes for a healthy lifestyle

98%

were highly satisfied with HealthLinc dentists



93%

felt our behavioral health counselors helped them improve their lifestyle

98%

felt that our providers listened to them and understood their needs

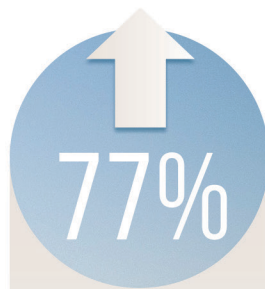
QUALITY OUTCOMES

HealthLinc proudly participates in the Healthy People 2020 nation-wide agenda to create a society in which people live long, healthy lives. Healthy People 2020 goals are defined by U.S. Department of Health and Human Services and reflect the idea that setting objectives and providing evidence-based benchmarks to track and monitor progress can motivate and focus action.

Exceeded Healthy People 2020 Goals



Adult Body
Mass Index
Screenings &
Follow-Up



Weight
Assessment
and Counseling
for Children &
Adolescents



Adult
Screenings for
Tobacco Use &
Intervention

+ We Took the Pledge

HealthLinc took the **80% by 2018** pledge to have 80% of adults aged 50 and older screened for colorectal cancer by 2018. In 2016, we had 50% of our patients aged 50 or older screened for colorectal cancer, a 57% increase from 2015.

+ We Met the Challenge

HealthLinc met the **2016 Million Hearts Hypertension Control Challenge** of providing continued care and achieving hypertension control rates of greater than 70%. In 2016, we had a hypertension control rate of 78%, a 9% increase over 2015.

WE RISE TO THE TOP

*We are committed to
continued quality
improvement.*

WE CONTINUE TO GROW

In 2016, HealthLinc's growth allowed for the addition of new positions and continued support of our valuable employees.



+26 +10

EMPLOYEES

(11% increase)



NEW POSITIONS

*Community Health Worker
Chief Quality Officer
Grants Coordinator
Enrollment Coordinator
Lead Patient Service Representative
Intergy Clinical Coordinator
Graphic Designer
Recruiter
Training & Development Coordinator
Process Coordinator*

BENEFITS

HealthLinc is committed to providing opportunity and benefits for its most important asset, its staff:

- » Health Evaluations (including biometric screening)
- » Six-month re-checks
- » Post-evaluation reports to employees
- » Interactive Health Standard Tools and Resources
- » Healthy Lifestyle Coach
- » Premium savings to employees who complete a health risk assessment

EMPLOYEE ASSISTANCE

The SupportLinc Employee Assistance Program assists HealthLinc employees as they deal with life's challenges and the demands that come with balancing home and work.

**SUPPORT
LINC**

WE COLLABORATE

*with the following partner organizations
to make an impact in our communities:*

Bridges to Care
Bridges to Wellness
Coalition for Affordable Housing (*Porter County*)
Covering Kids and Family (*Lake, LaPorte, St. Joseph Counties*)
ElderStyle (*Pines Village and City of Valparaiso Joint Initiative*)
Fagen Pharmacy
Indiana Cancer Consortium
Getting to Results: Porter County Substance Free

Moving Starke County Forward Coalition
One Region in NWI
Porter County Step Ahead
Porter County Wellness Coalition
St. Joseph County Health Improvement Alliance
Strong Cities, Strong Communities (*Northwest Indiana*)
Tobacco Coalitions of St. Joseph and Porter Counties
Walgreen's Pharmacy



WE WERE AWARDED

*In 2016, HealthLinc submitted 33 applications for grants & support from various organizations. We were awarded six new grants which amounted to **\$4,389,102** in financial support.*

HRSA – HEALTH RESOURCES AND SERVICES ADMINISTRATION

In 2016, HealthLinc received 330 funding for three additional years beginning January 1, 2017. This was the third consecutive time HealthLinc has been awarded this funding which provides general operating support. By accepting this funding, HealthLinc acknowledges its commitment to providing accessible, affordable, and comprehensive health services regardless of a person's ability to pay.

PORTER COUNTY COMMUNITY FOUNDATION

Funding from Porter County Community Foundation was utilized to purchase educational materials for pediatric dental patients at the Valparaiso location.

ANDERSON FOUNDATION

Funding from the Anderson Foundation provided labs and eye exams at no cost to uninsured and under-insured patients with diabetes and pre-diabetes.

HRSA – I.T. UPGRADES

Funding from HRSA allowed for the purchase of patient portal upgrades, including an appointment reminder system and telemedicine equipment.

HRSA – DENTAL EXPANSION AT EAST CHICAGO

With an award from HRSA, HealthLinc began to provide dental services at the East Chicago location.



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– Beth Wrobel, CEO

WE ARE FINANCIALLY SOUND

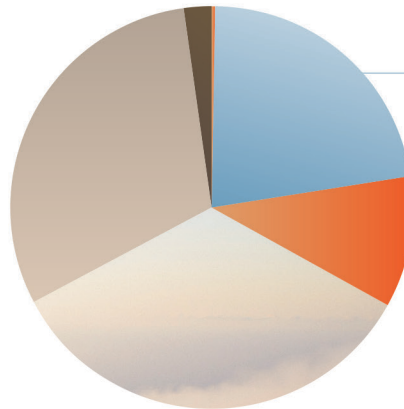
Other Grants & Support Partners:

- » Barker Foundation
- » Community Health Centers, Inc., for NP Residency
- » DentaQuest
- » Foundations of East Chicago
- » Indiana State Dept. of Health
- » Indiana University School of Nursing: Nursing Leadership
- » Ivy Tech
- » Reach Out and Read (National)
- » Purdue University Extension for Nutrition
- » Purdue University School of Pharmacy / Walgreen's for Pharmacy Residency
- » United Way of Porter County / United Way Partner Agency



Patients by Insurance

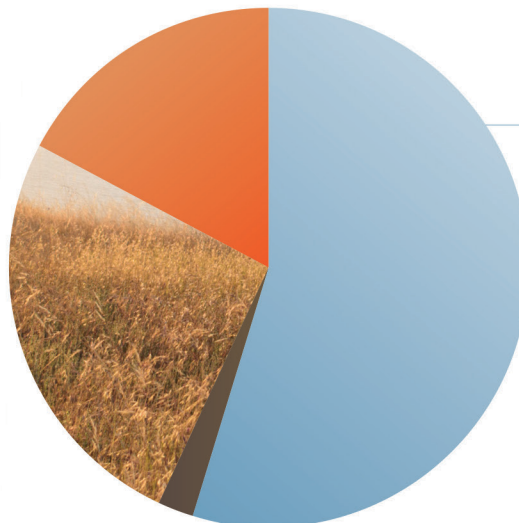
61% MEDICAID
 17% PRIVATE
 14% UNINSURED
 8% MEDICARE



HealthLinc Revenue

\$32,182 CONTRIBUTIONS
 \$5,487,619 GRANTS
 \$2,540,734 PATIENT INCOME
 \$8,352,795 MEDICAID/MEDICARE REIMBURSEMENT
 \$7,418,794 OTHER
 \$514,212 IN-KIND

\$24,346,336 Total



HealthLinc Expenses

\$12,822,767 DIRECT SERVICE PERSONNEL
 \$514,212 IN-KIND
 \$6,046,839 OTHER DIRECT SERVICE EXPENSES
 \$3,959,302 MANAGEMENT & GENERAL EXPENSES

\$23,343,120 Total

WE INVEST IN THE FUTURE

In 2016, HealthLinc began Pharmacy & Nurse Practitioner Residency Programs to provide intensive training to qualified applicants.

*Current Residents
Maureen Moynihan,
Jamie Ail, and
Lauren Reisberg ►*

RESIDENCY PROGRAMS

+ *Nurse Practitioner*

The first of its kind in Northwest Indiana, HealthLinc currently has two Nurse Practitioner residents who train in both the clinical complexity of family practice in the safety net setting, as well as in the Patient-Centered Medical Home (PCMH) model for primary care.

+ *Pharmacy*

HealthLinc hosts a one-year PGY-1 Community Pharmacy Residency. One resident is selected each year who will gain experience in direct patient care with diabetes, anticoagulation, dyslipidemia, and hypertension.



HEALTHLINC EAST CHICAGO

1313 West Chicago Avenue
East Chicago, IN 46312

HEALTHLINC KNOX

104 East Culver Road
Knox, IN 46534

HEALTHLINC MICHIGAN CITY

710 Franklin Street
Michigan City, IN 46360

HEALTHLINC MISHAWAKA

420 West 4th Street
Mishawaka, IN 46544

HEALTHLINC PORTER-STARKE

701 Wall Street
Valparaiso, IN 46383

HEALTHLINC SOUTH BEND DENTAL

1002 South Esther Street
South Bend, IN 46615

HEALTHLINC SOUTH BEND MEDICAL

941 20th Street
South Bend, IN 46615

HEALTHLINC VALPARAISO

1001 North Sturdy Road
Valparaiso, IN 46383

HEALTHLINC CORPORATE

2401 Valley Drive
Valparaiso, IN 46383
(Moved January 2017 from 951 Transport Drive)



HealthLinc
YOUR COMMUNITY HEALTH CENTER®

1-888-580-1060
healthlincchc.org