

HealthLinc

Annual Report

IMPROVING COMMUNITIES & EXPANDING ACCESS TO EXCEPTIONAL HEALTH CARE



Roadmap to Wellness

2017

Hello from the CEO

DEAR FRIENDS, COLLEAGUES, & PATIENTS:

2017 was a roller coaster of ups and downs that hadn't been seen in quite some time. We spent most of the year on what is known as the "Fiscal Funding Cliff," as Congress sought to make dramatic changes in our healthcare system.

In the first half of the year, we did experience a slow-down in some areas such as hiring and capital spending, as we waited to see what impact a new administration would have on our industry and our ability to provide services to those most in need. We mobilized our advocacy efforts, and raised our collective voice to let our legislators know how important it was that they act to maintain levels of funding that would allow us to do what we do best, take care of people! In the fall, Congress began to act, and we now have the necessary funding extension to continue our mission through the next two years.

Of course, while this was going on, we knew that, no matter the outcome, it was essential that HealthLinc be prepared for what comes next. We proceeded to act in ways that are consistent with our mission and values. This meant looking for the best way to care for our patients and improve our communities despite possible changes. And boy did we!

It started with a move into new corporate offices which brought our entire administrative staff back under one roof, and provides for future expansion and growth. We opened a new clinic on the Indiana University at South Bend campus to service both students and the community. We opened two telehealth clinics to serve students, including one in a rural community with limited access to health care. We graduated our first Nurse Practitioner Residency and Pharmacy Residency Class and inaugurated a new class. We introduced new technology and updated existing systems to provide better access and encourage participation from our patients in managing their own health care.

I am proud to say our efforts were recognized by many organizations as we were given awards, received grants, and achieved certifications! You can read about many of these achievements in this publication, and know that each recognition comes through the hard work and sacrifice of a staff whose driving force is to do good for those most in need.

While 2017 was a challenge, HealthLinc rose to the occasion because of our people. Our staff, Board of Directors, valued partners, communities, and patients are responsible for our success. I thank each one of you, and look forward to 2018, as I know we can achieve great things when we stand together.



Beth A. Wrobel
Chief Executive Officer

Meet Our Leadership & Staff

SENIOR LEADERSHIP

Beth A. Wrobel
Chief Executive Officer

Brandi Anstine
Chief Branding Officer

Paula Armour
Director of Administrative Support

Eleather Baker
*Chief Compliance and
Corporate Strategy Officer*

Chris Beebe
Chief Human Resources Officer

Joan Bondi
Chief Financial Officer

Melissa Mitchell
Chief Operating Officer

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

Carl Toren, M.D.
Chief Medical Officer

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

BOARD OF DIRECTORS

Ivan Bodensteiner
Chairperson

John Gornto
Vice Chairperson

Kristi Figg
Treasurer

Dr. Patrick Bankston
Secretary

Chris Atherton

Jesus Cevera

Clarence Gehrke

Donnita Scully

Debra 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!



Our Services

COMPREHENSIVE, WHOLE-PERSON CARE

ACRO



MEDICAL CARE

Primary and preventive care, physical examinations, immunizations, pediatrics, obstetrics, 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, Community Outreach, Medical-Legal Partnership, & Health Insurance Enrollment Assistance

27,000

Patients served in Lake, LaPorte, Porter, Starke, St. Joseph, and surrounding counties

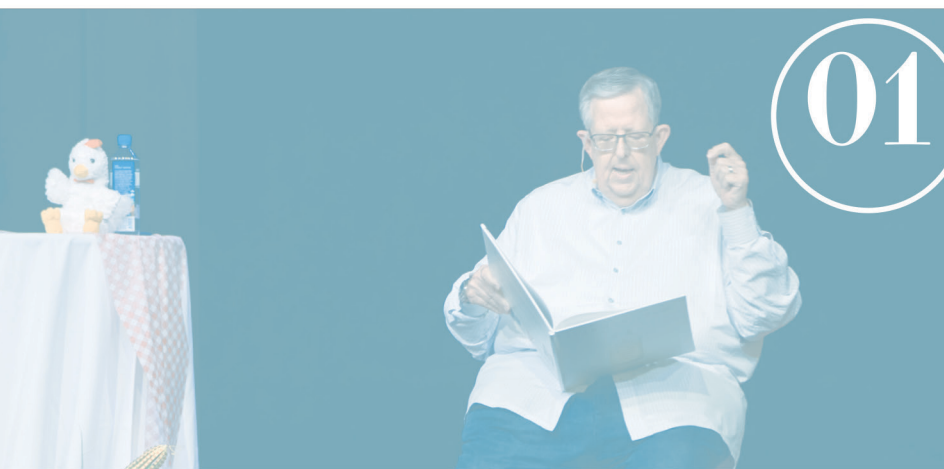
CROSS NORTHERN INDIANA



Leading the Way

Engaged Employees

HealthLinc employees are committed to our organization's goals & values.



01

The 4th Annual HealthLinc Conference, "We Are Able," brought the entire staff together for a day of education, training, and motivational sessions. CEO and President of the Servant Leadership Institute, Art Barter, was the Keynote Speaker. He told an impactful story about his journey through Servant Leadership and how it changed his life and his business.



02

HealthLinc employees volunteered over 100 hours of community service in 2017. They participated in everything from building houses for Habitat for Humanity, reading to school-aged children, participating in Toys for Tots toy distribution, to serving food in a food pantry.



03

Wellness Days allow HealthLinc employees to take care of their health. HealthLinc employees utilized paid time off to participate in preventative and proactive health screenings and appointments.

HealthLine is proud to be improving communities by expanding access to exceptional health care through

OUTREACH

National Health Center Week

Hosted six community events to promote well-child check-ups & school physicals:

1,800 ATTENDEES

1,000 BACKPACKS WITH SCHOOL SUPPLIES DISTRIBUTED

Give Kids a Smile

Hosted four community events to promote good oral health:

105 PATIENTS **165** SEALANTS

84 CLEANINGS **95** FLOURIDE TREATMENTS

Educational Events

We hosted over 75 educational events throughout the sites, including:

- Baby Showers
- Halloween Spooktacular
- Men's + Women's Health Events
- Operation Santa
- Sports Physical Days

2017 Outreach Numbers

With nearly 20,000 consumers assisted with health insurance options, we are committed to enrolling patients in the right health plans:

TOTAL ASSISTS **19,228**

APPLICATIONS & ENROLLMENTS **1,295**



We Listen *to our Patients*

HEALTHLINC FOCUSES ON THE PATIENT RECEIVING COMPASSIONATE CUSTOMER SERVICE IN EVERY INTERACTION.

Emphasis is put on providing opportunities and technologies for patients to be actively engaged in their own health care decisions in partnership with their provider to obtain better health outcomes.



Lobby and waiting room is comfortable and clean



Would refer family and friends



Nurses and medical assistants are helpful



Front desk staff is friendly and helpful



Assistance with making healthy lifestyle choices is available

Exceptional Care with Quality Achievements



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 the 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

- 80%** Body Mass Index Screenings and Follow-Up
- 82%** Weight Assessment and Nutritional & Physical Activity Counseling for Children and Adolescents
- 96%** Screenings for Tobacco Use and Intervention
- 72%** Controlled Blood Pressure at Most Recent Visit
- 100%** HIV Linkage to Care

Quotes

"I love my 'medical home' here. I have always received wonderful care. Thank you all very much!"

"Fantastic service with wonderful smiles from all staff members. Great help with HIP insurance needs."

"They have helped me for many years and everyone is wonderful, kind, and caring."

HealthLinc improves community health & positively impacts social determinants such as access to health care through

PARTNERSHIPS

Our innovative partnerships include:



MEDICAL-LEGAL PARTNERSHIP

Partnered with Indiana Legal Services to address social conditions at the root of poor health and provide legal intervention by embedding a civil legal aid attorney with the HealthLinc healthcare team.

TELEHEALTH CLINICS

In-school access to medical care via specialized medical equipment. Partnered with Valparaiso Community Schools to open “Healthy Vikes” clinic at T.J. Middle School in Valparaiso, and partnered with Oregon Davis School Corporation to open OD Telehealth Clinic at Oregon Davis Elementary School in Knox.

FRUITFUL FUTURES GARDEN

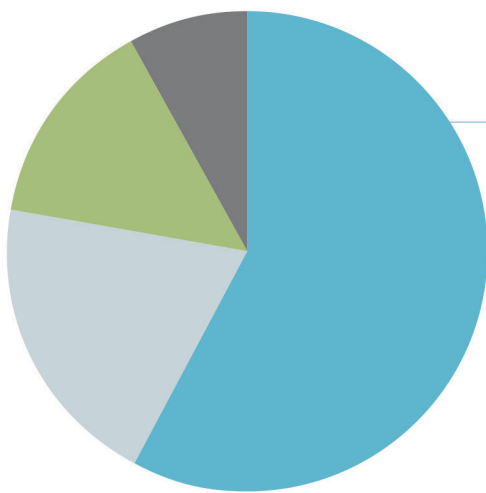
Partnered with Duneland YMCA in Chesterton to maintain garden with harvest being distributed to HealthLinc patients in Valparaiso and Michigan City.

AROUND THE TABLE FAMILY DINNER SERIES

Partnered with Our Greater Good, a non-profit with a focus on strengthening families and doing whatever it takes to see that every child has great opportunities to reach their full potential leading to a fulfilling adult life, to host two, six-week dinner events for families that included a workshop on communication.

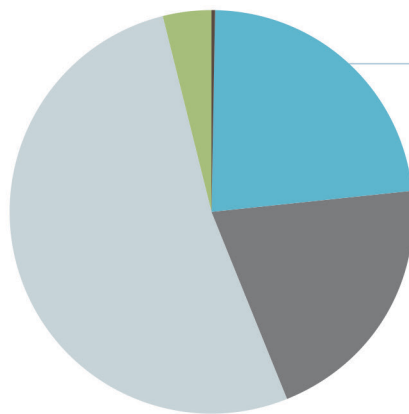


Making SOUND FINANCIAL DECISIONS



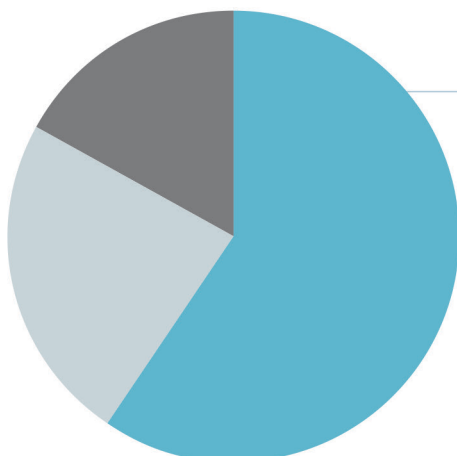
Patients by Insurance

58% MEDICAID
20% PRIVATE
14% UNINSURED
8% MEDICARE



HealthLinc Revenue

\$67,253	CONTRIBUTIONS
\$5,883,516	GRANTS
\$5,275,886	PATIENT INCOME
\$13,301,650	MEDICAID/MEDICARE REIMBURSEMENT
\$972,433	OTHER
<hr/>	
\$25,500,738	<i>Total</i>



HealthLinc Expenses

\$14,630,211	DIRECT SERVICE PERSONNEL
\$5,818,050	OTHER DIRECT SERVICE EXPENSES
\$4,092,870	MANAGEMENT & GENERAL EXPENSES
<hr/>	
\$24,541,131	<i>Total</i>

Awards & Grants for

Exceptional Care

HealthLinc is honored to be awarded for excellence and funded in part by generous grants.

1

PATIENT-CENTERED MEDICAL HOME

Recognized as a Patient-Centered Medical Home with 5 sites being renewed and reaching Level 3 (the highest) status.



2

THE GUIDELINE ADVANTAGE HYPERTENSION AND DIABETES MANAGEMENT ACHIEVEMENT AWARD

Met specific quality achievement measures for outstanding patient care in hypertension and diabetes at Valparaiso, Knox, and Porter-Starke Services.

3

TARGET: BP GOLD ACHIEVEMENT

Recognized for commitment to quality for achieving >70% blood pressure control rate throughout patient population.



4

2017 JOHN ROSSETTI CENTERS FOR EXCELLENCE

Recognized for leadership and excellence in oral health practice management.

5

QUALITY IMPROVEMENT AWARD – HRSA

Recognized by HRSA (Health Resources and Services Administration) for being in the top 30% of all HRSA-supported health centers that achieved the best overall clinical outcomes, demonstrating high-quality across their clinical operations



Grants Received

SUPPORTING & CONTINUING PROGRAMS:

\$5,000	Anderson Foundation (<i>Labs & Eye Exams</i>)
\$5,000	Anderson Foundation (<i>Nutritional Program</i>)
\$18,750	Clinical and Translational Sciences Institute (CTSI)
\$18,000	Community Health Partnerships (CHeP)
\$11,008	Indiana Community Housing and Development Association (IHCDA)
\$894,612	Indiana State Department of Health (ISDH)
\$175,500	Health Resources and Services Administration (HRSA) (<i>Mental health</i>)
\$121,076	Health Resources and Services Administration (HRSA) (<i>Quality</i>)
\$4,112,391	Health Resources and Services Administration (HRSA) (<i>Operating expenses</i>)
\$12,500	The Legacy Foundation
\$1,000	Northern Indiana Community Foundation
\$8,509	Porter County Community Foundation
\$250	Purdue Extension Office Porter County
\$20,000	United Way of Porter County
\$1500	Valparaiso Rotary Club
\$22,302	American Cancer Society Coaches Vs. Cancer

Donation Partners

Bombas Socks
Delta Dental
Eden Foods
Giam Yoga
Legacy Foundation
Unity Foundation

HealthLinc is

INVESTING IN THE FUTURE AND

CONTINUE

• Nurse Practitioner Residency Program

In partnership with CHC, Inc.

Residents train in a clinical family practice setting and in the Patient-Centered Medical Home (PCMH) model for primary care.



• Pharmacy Residency Program

In partnership with Walgreens and Purdue University College of Pharmacy

Through HealthLinc's PGY-1 Community Pharmacy Residency Program, resident gains experience in direct patient care with diabetes, anticoagulation, dyslipidemia, and hypertension.



From top left:

Raji Varughese
Nadine Salman
Asha Koshy
Broxton Davis

*Nurse Practitioner Residency
Nurse Practitioner Residency
Nurse Practitioner Residency
Pharmacy Residency*

ES TO GROW BY WORKING

Strategically

HealthLinc plans and executes actions based on sound fiscal judgment and capacity to fulfill health needs.

HealthLinc hired **81** new employees

and created **5** new positions:

MARKETING + PUBLIC RELATIONS MANAGER, ACCOUNTING MANAGER, ASSISTANT CHIEF OPERATING OFFICER, FACILITIES MANAGER, AND CREDENTIALING SPECIALIST

Benefits

HealthLinc is committed to providing opportunity and benefits for its most important asset, its staff. Benefits include health evaluations, health coaches, premium savings and more.

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



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

OREGON-DAVIS TELEHEALTH CLINIC

IN OREGON-DAVIS ELEMENTARY SCHOOL
5860 N 750 E, Hamlet, IN 46352

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**

1960 Northside Boulevard
South Bend, IN 46615

HEALTHLINC VALPARAISO

1001 North Sturdy Road
Valparaiso, IN 46383

HEALTHY VIKES TELEHEALTH CLINIC

IN THOMAS JEFFERSON MIDDLE SCHOOL
1600 Roosevelt Road, Valparaiso, IN 46383

HEALTHLINC CORPORATE

2401 Valley Drive
Valparaiso, IN 46383



2017