



COLLABORATION DEMONSTRATE RESPECT
ACCOUNTABILITY CONFRONT REALITY
CREATE INNOVATION EXTEND TRUST
TRANSPARENCY
EXCELLENCE SHOW LOYALTY
SERVANT CARE

LIVING THE MISSION

THE WHY



ANNUAL REPORT
18/18
IN
2018

INTENT INTEGRITY PRACTICE
TALK STRAIGHT RIGHT WRONGS
CAPABILITIES RESULTS GET BETTER

THE SPEED OF TRUST

HELLO

From The CEO



DEAR PATIENTS, COLLEAGUES & FRIENDS:

2018 was a year of milestones, achievements, and growth that goes beyond what we normally experience. I introduced a theme for the year, known as the “WHY.” I knew we had much to accomplish and felt that our motivation would be maintained if I was able to explain the “why” behind everything we do.

We kicked things off with an announcement of our goal of serving 33,000 unduplicated patients by the end of the year. While ambitious, it was also a requirement from the Human Resource Services Administration (HRSA), as a part of our federal funding obligation. Beginning on January 2, we started tracking our progress towards this goal, and we will continue to track into 2019 and 2020, as HRSA extended the timeline for this requirement.

HRSA played a big part in the first six months of the year, as it was time for another site visit to “grade” our compliance on the elements we are required to meet to maintain our Federally Qualified Health Center (FQHC) status. It was “all hands on deck” to ensure that the 18 requirements (which are really 95 separate elements) were being met. We dubbed it “18 out of 18 in 2018,” and every department and staff member was involved in making sure we were meeting these goals. In the end, we achieved 100% compliance and the site visit committee left giving us high praise for going above and beyond the requirements!

June found us once again coming together as an entire organization for the 5th Annual HealthLinc Conference. On this one special day each year, we gather as a group to rejuvenate ourselves through educational and motivational breakout sessions. The 2018 Conference, “The Speed of Trust”, featured Stephen M. R. Covey as the Keynote Speaker. Mr. Covey delivered a powerful message on the impact of trust in both personal and professional interactions. Every staff member received a deck of Speed of Trust cards and was asked to commit to improving on one or more of the behaviors from the deck that would better themselves. Aside from guest speakers, useful information and a few gifts, the conference always has a few surprises. This year, we asked everyone to enter the conference through a large inflatable colon (with a few polyps) donated to us by the American Cancer Society to highlight the importance of colon cancer screening. You can see pictures of the colon in this report (page 6).

Several HealthLinc clinics had milestones that were recognized in 2018. In February, we celebrated the 10-year anniversary of the Michigan City clinic, and Knox commemorated their 10-year anniversary in July. Finally in August, we hosted a Grand Re-Opening of the newly expanded and renovated Mishawaka clinic.

In November, we said good-bye to one very special HealthLinc staff member. One of the original Hilltop Neighborhood House employees, Mary Beth Witcher, NP, retired after twenty-two years with the organization. She was honored by friends and family in a retirement party in Valparaiso, where it was announced that a new award would be named after her. The Mary Beth Witcher “Patient Advocate” Award will be given out at the 2019 Annual HealthLinc Conference. We were blessed to have Mary Beth for those many years. She is missed.

If all of that wasn't enough, we closed 2018 with the acquisition of two clinics in South Bend. This is particularly good news as it allows us, once again, to live our mission of expanding access to quality health care by providing continued, and new services to patients in those communities.

We look forward to what the next year will bring!

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 Strategy & Corporate
Compliance Officer*

Chris T. Beebe
Chief Human Resource 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

John D. Gornto
Chairperson

Clarence Gehrke
Vice Chairperson

Kristi Figg
Treasurer

Patrick Bankston
Secretary

Chris Atherton

Jesus Cervera

Jann Joseph

Dana Rifai

Donnita Scully

Pat Terrell

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!





ILLINOIS

LAKE

HEALTHLINC
EAST CHICAGO*Our Services*

Whole-Person Care



Medical

Primary and preventive care, physical examinations, immunizations, pediatrics, obstetrics, and more



Dental

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

30,239

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



Behavioral Health

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



Optometry

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



Pharmacy Services, Community Outreach, Medical-Legal Partnership, & Health Insurance Enrollment Assistance

Fueling Our Mission

Engaged Employees

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

The 5th Annual HealthLinc Conference "The Speed of Trust" featured nationally renowned Keynote Speaker and author, Stephen M. R. Covey. The HealthLinc staff listened intently as Mr. Covey discussed the importance of trust as it relates to leadership and productivity. HealthLinc staff each received a deck of "Speed of Trust" cards that included an explanation of the 4 Cores of Credibility and 13 behaviors of trust. He then challenged everyone to engage and commit to working on one or more of the behaviors.

"By behaving in ways that build trust with one, you build trust with many."

Stephen M. R. Covey

HealthLinc staff is provided one day each year of **Wellness Time Off (WTO)** to engage in preventative health care services. In 2018, 158 WTO days were used which helps to keep staff healthy and available to help our patients.

HealthLinc staff is committed to serving others through **volunteering**. In 2018, HealthLinc employees provided over 520 hours of service to various causes and organizations including working with animals at shelters, exhibiting with 4-H at county fairs, playing games and serving food to residents of assisted living facilities, chaperoning school events, building homes through Habitat for Humanity, and many more!



An Established Track Record Of Results

Outreach Pit Crew

GIVE KIDS A SMILE

Hosted four community events to promote good oral health:

- 105** SCREENINGS
- 165** SEALANTS
- 84** CLEANINGS
- 95** FLUORIDE TREATMENTS

EDUCATIONAL EVENTS

The Outreach Team hosted and participated in over 490 events, impacting over 39,809 people throughout the communities we serve. Here are a few examples:

Baby Showers
Halloween Trunk or Treat
Men's & Women's Health Events
Healthy Eating
Diabetes Events

Mental Health
Operation Santa
New Patient Days
Get Acquainted with HealthLinc Providers
Senior Care

Sports Physicals
Lead Testing

2018 OUTREACH NUMBERS

With nearly 13,000 consumers assisted with health insurance options, we are committed to enrolling patients in the right health plans.

12,728 TOTAL INSURANCE ASSISTS

1,565 INSURANCE APPLICATIONS & ENROLLMENTS



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

We Listen

To Our

Patients

98%

of patients said the staff is friendly and helpful

97%

of patients feel the providers give quality care and good advice

93%

of patients agree it is easy to get care (able to get appointments)

90%

of patients agree providers are helpful with finding other services needed

98%

of patients agree that our providers and front desk staff are friendly and helpful



"My visits with you are great, just the way they are. Thank you so much for all the great care that I get here."

"Everyone was extremely courteous, professional, knowledgeable, and helpful. I LOVE HealthLinc!"

"I feel cared about."

Your Patient-Centered Medical Home!

Going The Extra Mile

For Exceptional Care

HEALTHLINC HERO CLASS OF 2018

A HealthLinc Hero is nominated by their peers and is someone who has made a significant impact on a patient, co-worker, the organization, or in the community.



From left to right:

Dr. Dean Webb	Dentist - Valparaiso
Patricia Alvarez	Medical Assistant - East Chicago
Maria Vargas	Patient Care Team Nurse - East Chicago
Tracy Hughes	Patient Care Team Nurse - Valparaiso
Andy Casiano	Intake Coordinator - East Chicago

MARY BETH WITCHER "PATIENT ADVOCATE" AWARD

The Mary Beth Witcher "Patient Advocate" Award was created in 2018 in honor of Mary Beth Witcher, one of the first employees of HealthLinc (formerly Hilltop Neighborhood House). For over twenty years, Mary Beth provided the highest quality of care and demonstrated a deep compassion for her patients by consistently placing their needs and interests first.

Mary Beth retired in November of 2018.



"Great doctors and nurses. A+ staff!"

"The staff from the front desk to the nurses and doctors have been nothing but amazing with me and my family's care."

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 health care team.

In 2018, MLP:

361 REFERRALS

148 RECEIVING DIRECT LEGAL AID

TELEHEALTH CLINICS

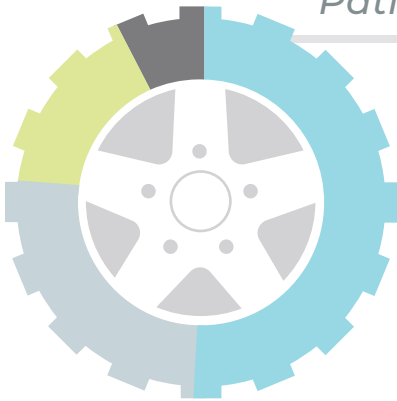
In-school access to medical care via specialized medical equipment. Partnered with Valparaiso Community Schools to open “Healthy Vikes” clinic at T.J. Middle School in Valparaiso, and with Oregon Davis School Corporation to open the “Healthy Cats” clinic at Oregon Davis Elementary School in Knox.



Making Sound Financial Decisions



Patients by Insurance



- 52%** MEDICAID
- 25%** PRIVATE
- 14%** UNINSURED
- 9%** MEDICARE

HealthLinc Revenue



- \$100,389** CONTRIBUTIONS
 - \$5,537,284** GRANTS
 - \$7,753,343** PATIENT INCOME
 - \$15,611,378** MEDICAID/MEDICARE REIMBURSEMENT
 - \$446,222** OTHER
-
- \$29,448,616** *Total*

HealthLinc Expenses



- \$17,175,482** DIRECT SERVICE PERSONNEL
 - \$6,968,530** OTHER DIRECT SERVICE EXPENSES
 - \$4,739,554** MANAGEMENT & GENERAL EXPENSES
-
- \$28,883,566** *Total*

Race To The Finish Line

Quality Achievements

**EXCEEDED HEALTHY PEOPLE 2020 GOALS
for tracking and monitoring progress:**

- 87%** Body Mass Index Screenings and Follow-Up
- 83%** Weight Assessment for Children and Adolescents with Nutritional and Physical Activity Counseling
- 72%** Controlled Blood Pressure at Most Recent Visit
- 86%** Aspirin Therapy
- 87%** Lipid Therapy
- 75%** Dental Sealants (ages 6-9)
- 100%** HIV Linkage to Care

Taking The Checkered Flag

Awards & Recognitions

2018 CUSTOMER AWARD FOR VALUE-BASED CARE

HealthLinc was the recipient of the 2018 Customer Award for Value-Based Care at the Greenway Health ENGAGE18 Annual Conference in National Harbor, MD.

AMERICAN HEART ASSOCIATION

We were recognized by the American Heart Association as a Practice of Distinction for Commitment to Blood Pressure Management.

ADVOCACY CENTER OF EXCELLENCE (ACE) - GOLD LEVEL

We achieved Gold Level status for advocacy through the National Association of Community Health Centers (NACHC) Advocacy Program.

HEALTHIEST COMPANIES IN AMERICA

Interactive Health recognizes businesses that are investing and improving the lives of their employees. HealthLinc was named one of the "Healthiest Companies in America".

AMERICAN SOCIETY OF HEALTH-SYSTEM PHARMACISTS

HealthLinc's Postgraduate Year One Community Pharmacy Residency recently received accreditation from the American Society of Health-System Pharmacists.

PERK ALERT

NACHC honored HealthLinc with a "Perk Alert" for our advocacy efforts during National Health Center Week.

Grants Received

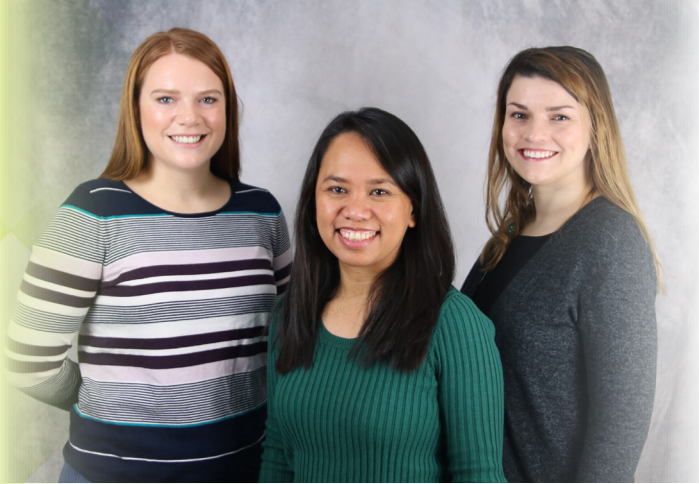
NEW & CONTINUING PROGRAMS:

\$16,995	American Cancer Society Coaches Vs. Cancer
\$5,000	Anderson Foundation (Nutritional Program)
\$5,000	Anderson Foundation (Substance Abuse Training)
\$1,000	Cardiovascular and Diabetes Coalition of Indiana
\$18,750	Clinical and Translational Sciences Institute
\$3,000	Delta Dental
\$10,000	Foundations of East Chicago
\$175,500	Health Resources and Services Administration (Mental Health)
\$4,287,391	Health Resources and Services Administration (Operating Expenses)
\$71,000	Health Resources and Services Administration (Quality)
\$285,000	Health Resources and Services Administration (Substance Use Disorder and Mental Health Services - SUDMH)
\$6,347	Indiana Housing and Community Development Authority (tax credit)
\$894,612	Indiana State Department of Health
\$2,800	Michigan City Community Enrichment Corporation
\$600,000	Substance Abuse and Mental Health Services Administration
\$20,000	United Way of Porter County

Donation Partners

Indiana Legal Services
 Mental Health America Lake County
 Legacy Foundation (National Health Center Week)
 Family Express (National Health Center Week)
 Indiana Beverage (National Health Center Week)
 Kankakee Valley (National Health Center Week)

HealthLinc Is Gearing Up For The Future



Nurse Practitioner Residency Program

In partnership with CHC, Inc.

Family Nurse Practitioner Residents participate in a structured program that includes primary care sessions, specialty rotations, mentored independent clinics and didactic sessions in the Patient-Centered Medical Home (PCMH) model for primary care.

From left to right:

Eliza Henley
Arnie Lou Baker
Carolyn Horin

*Nurse Practitioner Resident
Nurse Practitioner Resident
Nurse Practitioner Resident*

Pharmacy Residency Program

*In partnership with Walgreens
and Purdue University College of
Pharmacy*

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



From left to right:

Jessica Sinclair
Broxton Davis
Lynn Thoma
Mark Sundh
Maureen Moynihan

*Pharmacy Resident
Clinical Pharmacist
Director of Pharmacy
Pharmacy Resident
Clinical Pharmacist*

And Gaining In Speed **Strategically**

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



- PHARMACIST
- MEDICAL ASSISTANT
- MIDWIFE
- REFERRAL COORDINATOR
- PUBLIC RELATIONS COORDINATOR



HEALTHLINC
Mishawaka



August 23, 2018



HEALTHLINC
Michigan City



2008 - 2018

HEALTHLINC
Knox



2008 - 2018





HEALTHLINC CENTENNIAL

*621 Memorial Dr. Ste. 402
South Bend, IN 46601*

HEALTHLINC IUSB DENTAL

*1002 S. Esther St.
South Bend, IN 46615*

HEALTHLINC KNOX

*104 E. Culver Rd. Ste. 106
Knox, IN 46534*

HEALTHLINC MISHAWAKA

*420 W. 4th St.
Mishawaka, IN 46544*

HEALTHLINC SOUTHEAST

*1708 High St.
South Bend, IN 46613*

**HEALTHY VIKES
TELEHEALTH CLINIC**

*IN THOMAS JEFFERSON MIDDLE SCHOOL
1600 Roosevelt Rd., Valparaiso, IN 46383*

HEALTHLINC EAST CHICAGO

*1313 W. Chicago Ave.
East Chicago, IN 46312*

HEALTHLINC IUSB MEDICAL

*1960 Northside Blvd.
South Bend, IN 46615*

HEALTHLINC MICHIGAN CITY

*710 Franklin St. Ste. 200
Michigan City, IN 46360*

HEALTHLINC PORTER-STARKE

*701 Wall St.
Valparaiso, IN 46383*

HEALTHLINC VALPARAISO

*1001 N. Sturdy Rd.
Valparaiso, IN 46383*

**THE HEALTHY CATS
TELEHEALTH CLINIC**

*IN OREGON-DAVIS ELEMENTARY SCHOOL
5860 N 750 E, Hamlet, IN 46532*

HEALTHLINC CORPORATE

*2401 Valley Dr.
Valparaiso, IN 46383*

2018 Annual Report

1-888-580-1060

healthlincchc.org



This health center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.