

# HealthLinc

*YOUR COMMUNITY HEALTH CENTER®*

# 2021

**ANNUAL REPORT**



**THE TRANSFORMERS  
OF HEALTH CARE**



## DEAR PATIENTS, COLLEAGUES & FRIENDS:

In 2021, we celebrated our 25th anniversary of creating healthy communities, and our commitment to the mission had never been stronger. Our role in providing quality health care to those in need was the focus as we continued to respond to the COVID-19 pandemic.

As the year began, vaccines took center stage, and we used all available resources to provide them to our communities. With a continuous supply of vaccines from the state and federal government, we saturated our communities, going to homeless shelters, food pantries, group and assisted living facilities, schools, sports venues and large employers. We had vaccine clinics at our locations and sent Go Teams to reach people without transportation.

While vaccines remained important throughout 2021, addressing the impact of the pandemic on our employees became a priority. They worked tirelessly to provide services to patients who had delayed their health care the previous year. With an increased demand for appointments, the continued risk from the virus and employee shortages, the staff experienced burnout.

To combat the burnout, we put a focus on recruitment and used small tokens of appreciation such as HealthLinc apparel, staff lunches and bonuses to show our gratitude.

We knew we had to be flexible with our plans and always kept

the highest regard for the safety of our patients and staff. It was a roller coaster ride, initially showing improvement and lessening of restrictions, followed by a surge in positive COVID-19 cases due to variants and a return to previous safety measures.

Through it all, being available and responsive to the needs of our patients and communities was the most important factor guiding the staff and organization. During the summer, we held National Health Center Week events to prepare kids for a return to school. Parents were grateful for the health checks, immunizations and school supplies these events provided.

In July, we opened the 12th HealthLinc clinic in East Chicago Harbor. This unique collaboration between several community partners addressed an urgent need for quality affordable housing and put us at the center of where health care would be easily accessible to those most in need.

This was also the year for an on-site visit from the Health Resources and Services Administration (HRSA). Due to COVID-19, the review was virtual, with visits to the Valparaiso and Mishawaka clinics. There was a total of 19 areas, with more than 90 elements that addressed clinical, fiscal, administrative and governance. The reviewers stated HealthLinc's staff performed in the top 5% of health centers across the nation.

We had planned for an in-person annual conference in October, making it the first time the entire staff would have been together in two years. By August, it was decided that the best course of action would be for the annual conference to, once again, be virtual. It was an amazing day that included an interactive, motivational session on diversity, equity and inclusion with Dr. Derek Greenfield, the recognition of HealthLinc Heroes and Mary Beth Witcher "Patient Advocate" Award winners, food, gifts and concluded with a much-needed half day off.

The accomplishments of this staff and the organization are shown throughout these pages. We provided high-quality care to over 41,000 individuals, gave over 69,000 COVID-19 vaccines and conducted over 15,000 COVID-19 tests, all while continuing with outreach, education and other resources to our communities.

It has been a 25-year journey to improve the lives of our patients and those we serve by delivering high-quality health care, and we look forward to the future as we continue the mission to create healthy communities.

**Beth A. Wrobel**  
Chief Executive Officer

# LEADERSHIP & STAFF

## SENIOR LEADERSHIP

**Beth A. Wrobel**  
*Chief Executive Officer*

**Brandi Anstine**  
*Chief Branding Officer*

**Paula Armour**  
*Director of Administrative Support*

**Chris T. Beebe**  
*Chief Human Resource Officer*

**Joan Bondi**  
*Chief Financial Officer*

**Nikki Cimbalevich**  
*Director of Risk and Corporate Compliance*

**Mimi E. Gardner**  
*Chief Behavioral Health and Addictions Officer*

**Melissa Mitchell**  
*Chief Innovation and Strategy Officer*

**Garrett Olin**  
*Chief Quality and Informatics Officer*

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

**Carl Toren, M.D.**  
*Chief Medical Officer*

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

## BOARD OF DIRECTORS

**Kristi Figg**  
*Chairperson*

**Chris Atherton**  
*Vice Chairperson*

**Robert Franko**  
*Secretary*

**Andrew Williams**  
*Treasurer*

**Victor Garcia**

**Clarence Gehrke**

**John D. Gornto**

**Chrissy Graeber**

**Lisa Kizer**

**Steve Massa**

**Shery Roussarie**

**Pat Terrell**

**Nora Wiergacz**

**Debra E. Williams**



**PAST. PRESENT. FUTURE.**  
8TH ANNUAL HEALTHLINC CONFERENCE



## HEALTHLINC EAST CHICAGO HARBOR

On July 26, HealthLinc East Chicago Harbor served its first 15 patients, with the ribbon-cutting taking place on August 2. This is the first HealthLinc clinic to be located in a residential building.

### MEDICAL

Primary and preventive care, immunizations, MAT, podiatry, chiropractic, pediatrics, women's health including obstetrics and more

### BEHAVIORAL HEALTH

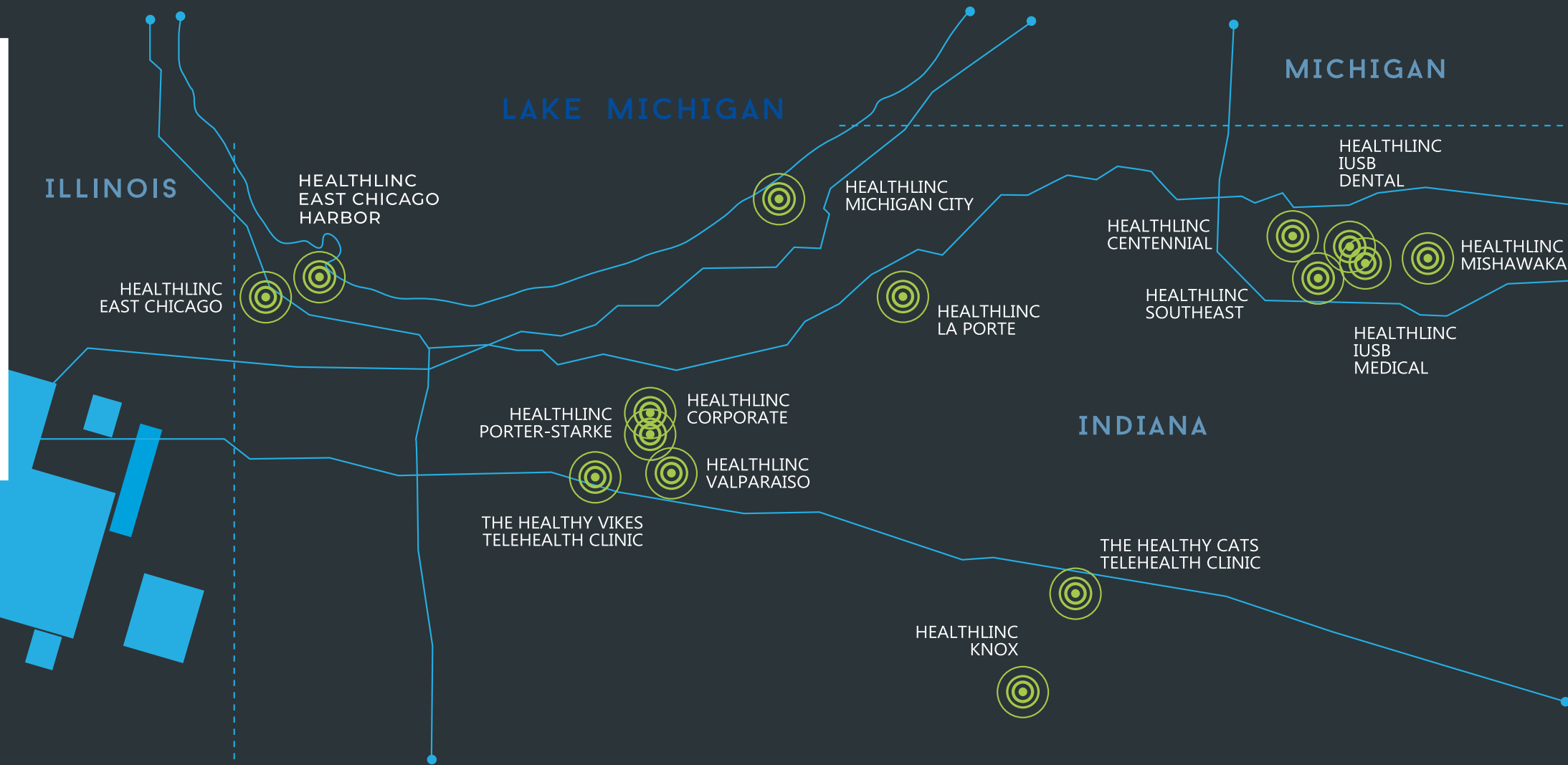
Healthy lifestyle choices, stress reduction, anxiety and depression management, goal setting and more

### DENTAL

Examinations, X-rays, treatment planning, cleanings, extractions, fillings, patient education and more

### OPTOMETRY

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



**HealthLinc**  
YOUR COMMUNITY HEALTH CENTER®

**41,118**  
patients served in 2021



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



# ACHIEVEMENTS

## HRSA Visit

The Health Resources and Services Administration (HRSA) is the department that oversees our operations, and approximately every 18 months, they conduct a site visit to check on how things are going. On August 10, 2021, HRSA came for their on-site/virtual tour of HealthLinc Valparaiso and Mishawaka. With 19 areas and more than 90 elements to review, we passed with flying colors, scoring in the top **5%**.

## Advocacy Center of Excellence (ACE) Gold Level

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

## Target Blood Pressure Gold Plus Award

Recognized by the American Heart Association and the American Medical Association for demonstrating a commitment to measurement accuracy and achieving at least **70%** blood pressure control in the adult patient population at the following clinics: Centennial, East Chicago, IUSB Medical, Knox, Mishawaka, Porter-Starke, Southeast and Valparaiso.

## COVID-19 Data Reporter

Recognized by HRSA for supporting COVID-19 data collection with response rates of at least **90%** from April 10, 2020, through July 2, 2021.

## COVID-19 Vaccinations

Recognized by HRSA for administering COVID-19 vaccines to more than **70%** of their reported patient populations from April 10, 2021 through July 2, 2021.

Total pop-up vaccine clinics — **171**

Total telemedicine visits — **11,673**

Total number of COVID-19 tests — **15,385**

Total number of COVID-19 vaccines — **69,249**



# 2021 COVID-19 timeline







### National Health Center Week (NHCW)

In celebration of NHCW, we hosted eight events and distributed **1,783** backpacks with school supplies, **500** health packs, **500** dental packs and provided food to go for event attendees. Additionally, **248** well-child checkups were conducted, and more than **70** future appointments were scheduled.

# 2,071 ATTENDEES

# OUTREACH

Thanks to our vaccination efforts, the Outreach Team was able to safely go back into our communities in a limited capacity. They hosted **239** community events, impacting **15,226** community members in the process.

### Educational Events:

- Community Resource Fairs
- Mobile Food Pantries
- Baby Showers
- Nutrition Classes
- Medicare Presentations

- Talk with a Doc
- Santa Zooms
- Pop-Up Vaccine Clinics
- And More!

### 2021 Outreach Enrollment Numbers

We are committed to helping community members understand their health insurance options and assist them in enrolling in a plan that works best for them.

- 11,964** — Total Insurance Assists
- 2,665** — Insurance Applications and Enrollments

### SANTA EXPRESS

In 2021, **176** kids who received their well-child checkup from November 22 through December 3 received a phone call or had a Zoom meeting with Santa Claus.



### New Alliances

To help address the need for fresh, nutritious food, we expanded our partnership with the **Food Bank of Northwest Indiana** and the **Northern Indiana Food Bank**. Through this partnership, we held **10** mobile food pantry drive-thrus and served approximately **5,000** pounds of food to roughly **2,000** households.

We began working with the **State Health Insurance Assistance Programs (SHIP)** to expand the number of Medicare-eligible individuals we could help. In 2021, we successfully completed **91** Medicare Financial Assistance applications and hosted **14** Medicare BINGO sessions.



# TRANSFORMING

# TRAINING AND EDUCATION

## Family Nurse Practitioner Residency Program

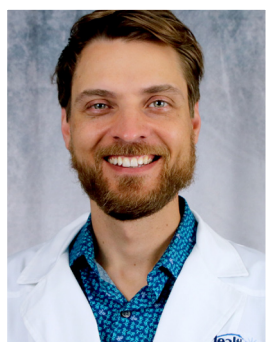
*In partnership with CHC, Inc.*

The Family Nurse Practitioner Residency Program is designed for new nurse practitioners with a commitment to developing career practices in the challenging setting of community health centers. This residency provides intensive training on both the clinical complexity of family practice and the high-performance Patient-Centered Medical Home (PCMH) model. In 2021, HealthLinc's Family Nurse Practitioner Residency Program became



accredited by the National Nurse Practitioner Residency & Fellowship Training Consortium and welcomed their sixth class of residents.

**Monica Gomez and Jeremy Michaelis**  
Family Nurse Practitioner Residents - pictured from left to right

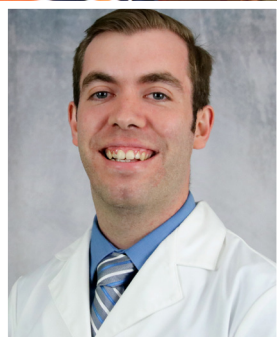
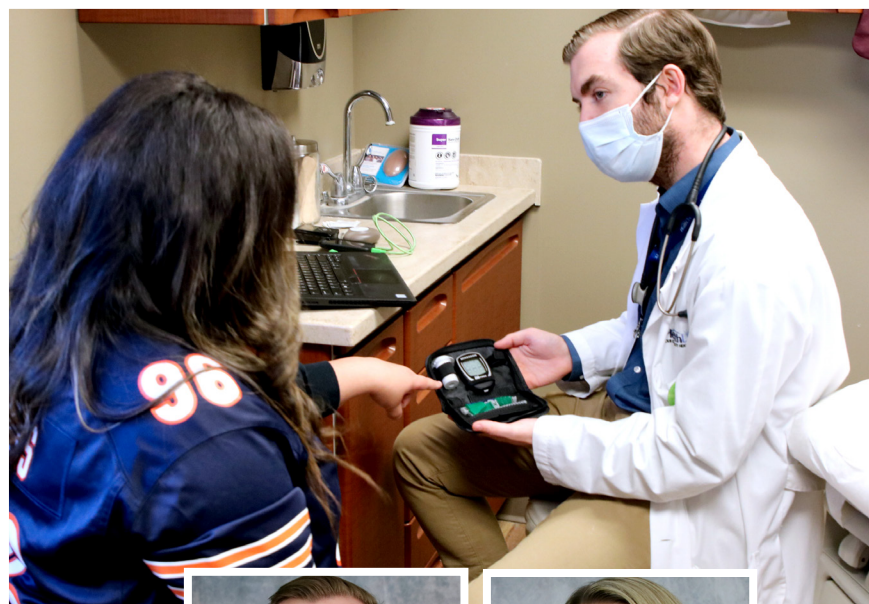


## Pharmacy Residency Program

*In partnership with Purdue University College of Pharmacy*

The HealthLinc Pharmacy Residency Program is a PGY1 Community Pharmacy Residency with a heavy focus on ambulatory care for underserved populations. Residents have the opportunity to provide chronic disease state management by working under more than 10 collaborative practice agreements, including specialty disease states such as hepatitis C virus and complex diabetes patients on pump therapy. The medication distribution learning experience is completed in the on-site, entity-owned and operated community pharmacy. The residency also partners with Purdue University for the research, business plan and drug information learning experiences and will complete a teaching certificate through the Indiana Pharmacy Teaching Certificate Program (IPTeC).

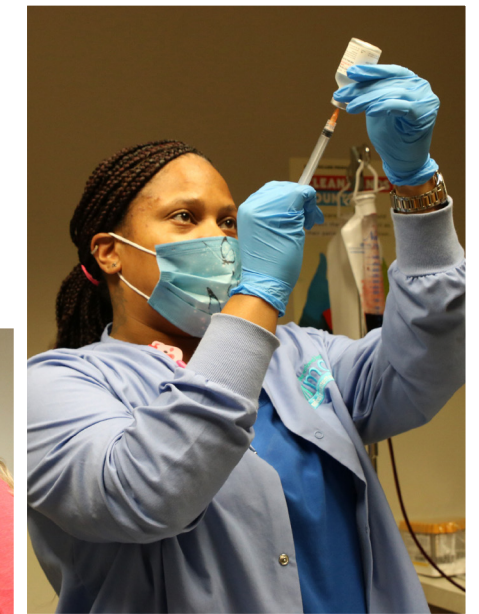
**Jonathan Berry and Michelle Adgalanis**  
Pharmacy Residents - pictured from left to right



## Medical Assistant Training Program

*In partnership with the National Institute for Medical Assistant Advancement (NIMAA)*

HealthLinc is helping to expand access to health care by training its future leaders in the healthcare community. Students who join HealthLinc's Medical Assistant Training Program gain hands-on learning and experience in our primary care clinics. Graduates gain the competencies, skills, productivity and knowledge to assist as an entry-level medical assistant.



**Anita Madrigal, Mary Norman and Amber White**  
NIMAA Students - pictured from left to right



# GRANTS

- \$ **20,000** American Cancer Society (Increase Colorectal Cancer Screenings)
- \$ **1,000** American Pharmacy Association (Pharmacy Residency Education)
- \$ **10,000** Anderson Foundation (Ultrasound Equipment)
- \$ **4,917** Anthem (Reach Out and Read Program) – In-Kind
- \$ **20,000** Delta Dental Foundation (Dental Infection Control)
- \$ **4,500** Delta Dental Foundation (Pediatric Oral Hygiene Education)
- \$ **50,000** DirectRelief (Pop-Up COVID-19 Vaccine Events)
- \$ **362,696** Federal Communications Commission (Telemedicine Services)
- \$ **25,000** First Source Foundation (Mishawaka Optometry Support)
- \$ **10,000** Foundations of East Chicago (Colonoscopies)
- \$ **9,800** Foundations of East Chicago (Vaccine Fridges and PPE)
- \$ **50,000** Healthcare Foundation of La Porte (Colonoscopies)
- \$ **4,713,258** Health Resources and Services Administration (330 Funding)
- \$ **20,000** Indiana State Department of Health (Food Drives)
- \$ **1,348,706** Indiana State Department of Health (Operating Support) – Annually
- \$ **9,658** Indiana Community Housing Development Association (Dental Services for Low-Income Patients)
- \$ **10,000** Lake Area United Way (East Chicago Harbor Construction)
- \$ **20,000** Lake Area United Way (Medical-Legal Partnership Support)
- \$ **4,000** LaPorte Drug-Free Partnership (Substance Abuse Prevention)
- \$ **16,000** Local Initiatives Support Corporation (COVID-19 Relief)
- \$ **40,000** Managed Health Services (Medical-Legal Partnership Support)
- \$ **7,810** Managed Health Services (Reach Out and Read Program) – In-Kind
- \$ **15,000** NiSource (Mobile Integrated Response Team Support)
- \$ **1,500** Service League of Northwest Indiana (Mobile Marketplace Food Drive)
- \$ **1,000** Starke United (Mobile Marketplace Food Drive)
- \$ **154,342** United Way of Northwest Indiana (COVID-19 Relief)
- \$ **3,000** Unity Foundation of La Porte County (Diabetic Glucose Devices)
- \$ **40,000** University of Chicago (Increased Colorectal Cancer Screenings)

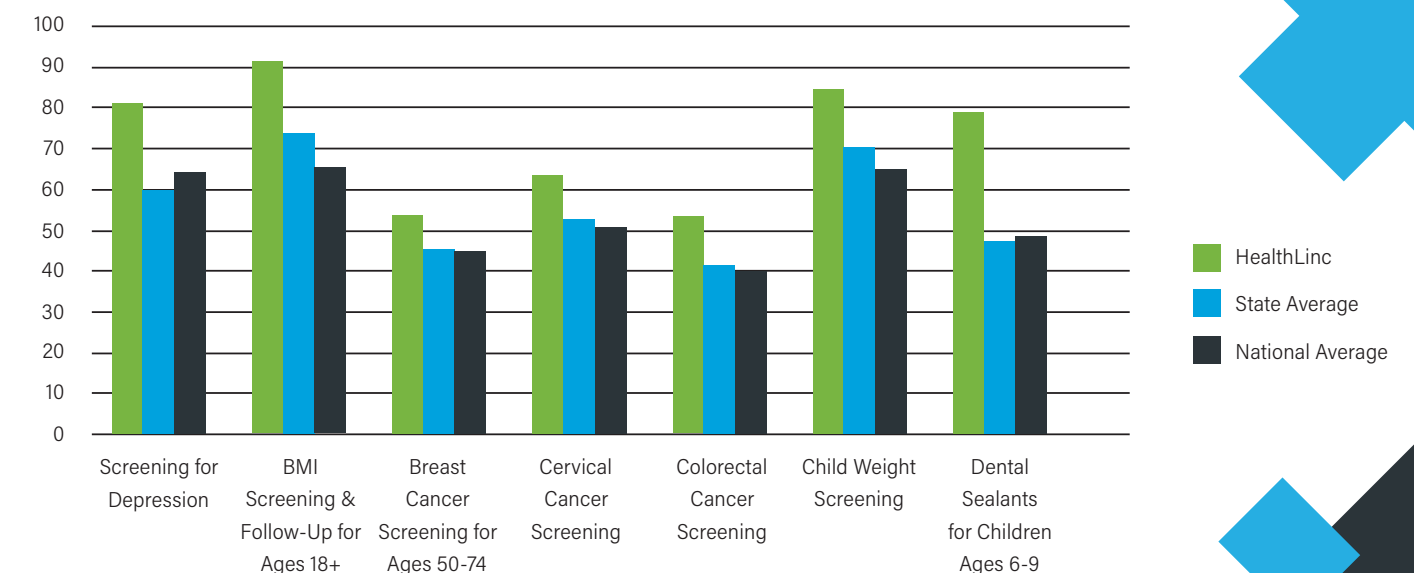
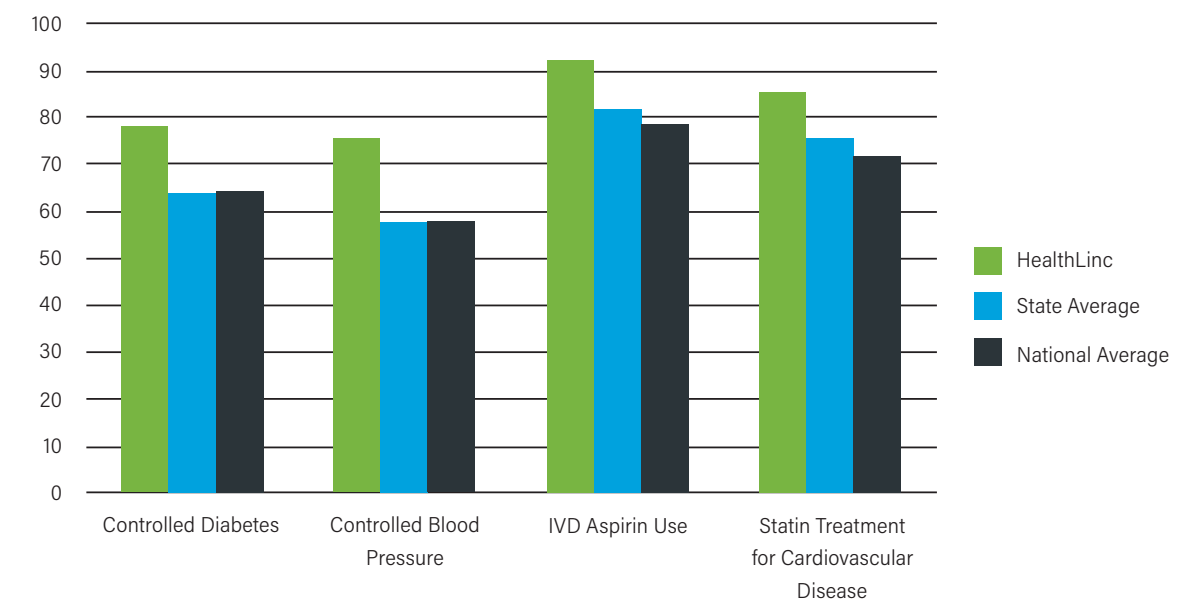
## Multi-Year Grants

- \$ **50,000** Centers for Disease Control and Prevention/Indiana State Department of Health (Diabetes, Hypertension and Stroke Prevention and Management)
- \$ **6,912,000** Health Resources and Services Administration (COVID-19 Relief)
- \$ **940,528** Health Resources and Services Administration (Storage Expansion)
- \$ **39,357** Indiana Primary Health Care Association/UnitedHealth Group (Food Drives)
- \$ **301,200** Indiana State Department of Health (Heart Healthy Hoosiers)
- \$ **2,027,946** Substance Abuse and Mental Health Services Administration (Mobile Integrated Response Team Support)
- \$ **600,000** Substance Abuse and Mental Health Services Administration (PIPBHC)
- \$ **15,000** United Way of Porter County (Patient Navigator Support)

# DONATIONS

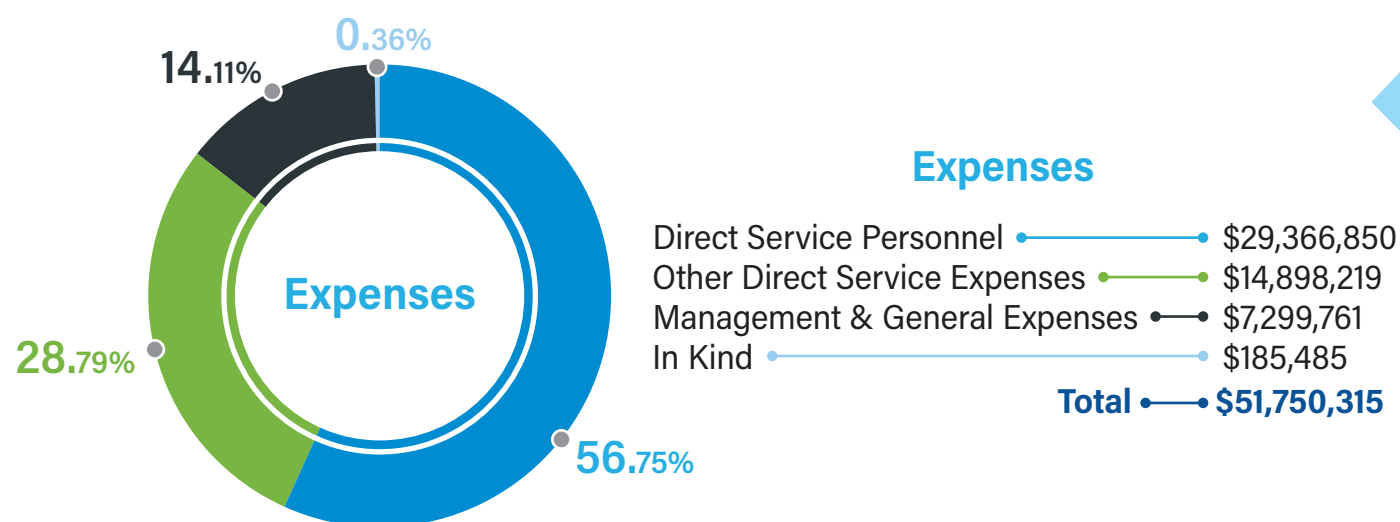
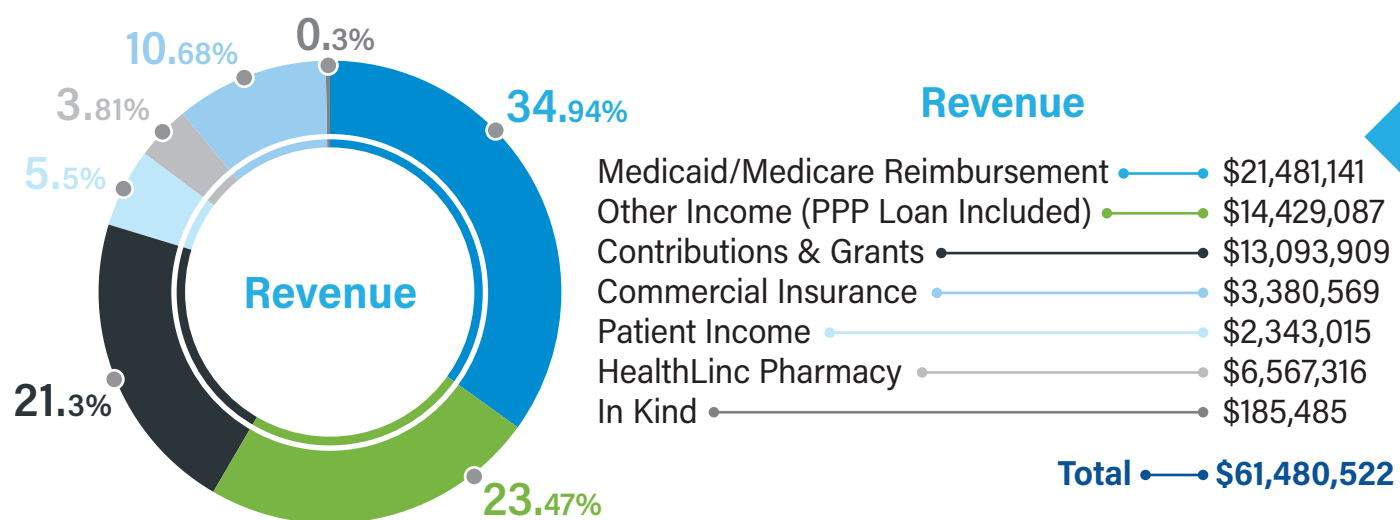
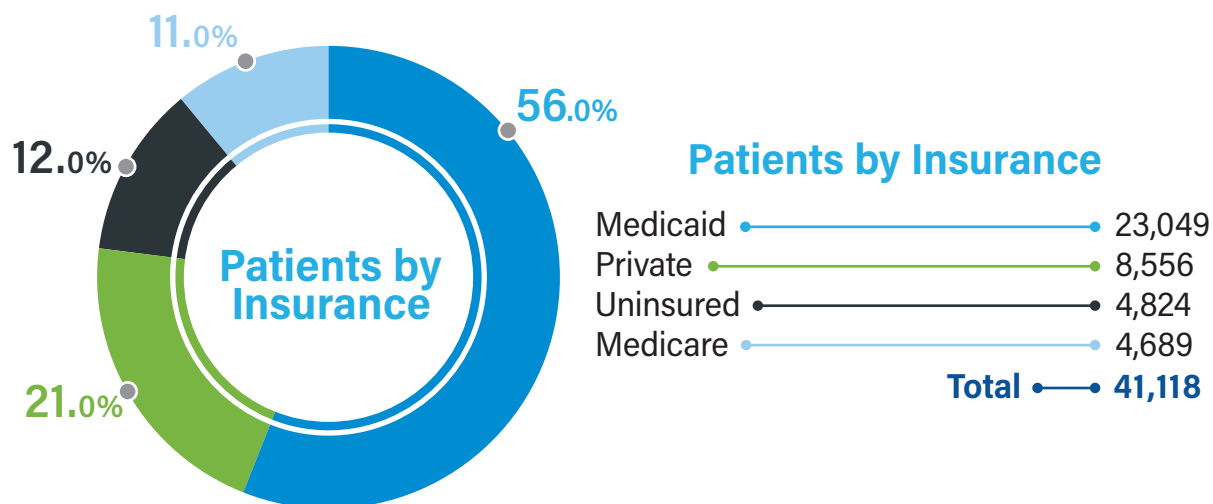
- \$ **10,000** The Peyton Fund (Support for HealthLinc Valparaiso)
- \$ **2,000** Unity Foundation of La Porte County
- \$ **2,000** United Health Foundation
- \$ **5,000** United Medical Resources (Employee Conference)
- Henry Schein Cares Global Product Donation Program (PPE and Medical Supplies)
- Young, Black & Lit (50 books for Black/African American children in Michigan City)

# QUALITY





# SOUND FINANCIAL DECISIONS



To better serve our staff and communities, HealthLinc established a Diversity, Equality and Inclusion (DEI) committee. This committee consists of staff from across the organization and is dedicated to educating, observing and celebrating each individual and what makes us all unique.

**179**

New Employees Hired

**19**

New Positions and Promotions Created

## New Positions and Promotions

- Behavioral Health Consultant - Lead
- Behavioral Health Data Analyst
- Call Center LPN
- Chief Innovation and Strategy Officer
- Chief Quality and Informatics Officer
- Clinical Applications Manager
- Communications Coordinator
- Community Development Advocate
- Controller
- Coordinator of Social Determinants of Health
- Dental Educator
- Director of Quality Improvement
- Director of Risk and Corporate Compliance
- Grant Accountant
- Healthcare Data Analyst
- IT Application Adaption Specialist
- Multimedia Designer
- Physician Residency Director
- Senior Accountant

**2021**  
ANNUAL REPORT

**HEALTHLINC CENTENNIAL**

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

**HEALTHLINC EAST CHICAGO**

1313 W. Chicago Ave.  
East Chicago, IN 46312

**HEALTHLINC EAST CHICAGO HARBOR**

2323 Broadway St.  
East Chicago, IN 46312

**HEALTHLINC IUSB DENTAL**

1002 S. Esther St.  
South Bend, IN 46615

**HEALTHLINC IUSB MEDICAL**

1960 Northside Blvd.  
South Bend, IN 46615

**HEALTHLINC KNOX**

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

**HEALTHLINC LA PORTE**

400 Teegarden St.  
La Porte, IN 46350

**HEALTHLINC MICHIGAN CITY**

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

**HEALTHLINC MISHAWAKA**

420 W. 4th St.  
Mishawaka, IN 46544

**HEALTHLINC PORTER-STARKE**

701 Wall St.  
Valparaiso, IN 46383

**HEALTHLINC SOUTHEAST**

1708 High St.  
South Bend, IN 46613

**1-888-580-1060**

**healthlincchc.org**



**HEALTHLINC VALPARAISO**

1001 N. Sturdy Rd.  
Valparaiso, IN 46383

**THE HEALTHY VIKES  
TELEHEALTH CLINIC**

IN VALE SCHOOL  
653 Hayes Leonard Rd.  
Valparaiso, IN 46385

**THE HEALTHY CATS  
TELEHEALTH CLINIC**

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

**HEALTHLINC CORPORATE**

2401 Valley Dr.  
Valparaiso, IN 46383

*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.*

