

2023

2023 ANNUAL REPORT

Leading **YOU** To Better Health



GOING THE
extra
MILE

Mission, Vision, and Core Values

MISSION

At **WindRose Health Network (WHN)**, our mission is to revolutionize health and wellness by delivering comprehensive, high-quality, and personalized primary health care services. We embrace innovation and evidence-based practices to foster a compassionate, inclusive environment that meets the evolving needs of our diverse community. Guided by a commitment to patient-centered care, we strive to create a sustainable future where every individual can attain their optimal health and well-being.

VISION

WindRose Health Network is a catalyst for health, wellness, and positive change for the residents and communities within its service area, as well as a leader in enhancing the quality of life in Indiana.

CORE VALUES

- Stewardship
- Quality
- Compassionate Care
- Dignity of the Person
- Community

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A Message from the CEO



Dear Patients, Friends, and Supporters of WindRose Health Network,

I am pleased to present this year's annual report, themed **"Going the Extra Mile,"** reflecting our unwavering commitment to providing exceptional care in every aspect of our work. Over the past year, our team has demonstrated unparalleled dedication in **servicing 20,519 patients with 66,951 patient encounters.** We have ensured that we not only meet but exceed the needs and expectations of our patients, staff, and community.

We are incredibly proud to announce that the Health Resources and Services Administration (HRSA) has awarded WindRose Health Network a "Gold" designation for Quality. This prestigious recognition underscores our commitment to excellence and places WHN among the top 10% of Health Centers nationwide. It highlights our ongoing efforts to improve patient outcomes through innovative and patient-centered care.

Our achievements this year would not have been possible without the unwavering support of our Board of Directors. Their vision and guidance have been instrumental in driving our mission forward, including updating our mission statement to reflect WindRose's growth and future goals. I extend my deepest gratitude for their invaluable contributions.

Our team has grown to 170 dedicated employees, each one playing a critical role in the delivery of compassionate and high-quality care. Their passion and commitment to going the extra mile for our patients inspire me every day. Whether it's providing medical care, offering a comforting word, or ensuring our facilities are welcoming and safe, our staff embodies the heart and soul of WindRose Health Network.

Central to our expanded mission is the Extra Mile Fund, established in 2009 to support our most vulnerable patients. This fund provides critical assistance to those struggling to meet basic needs, ensuring that financial barriers do not prevent anyone from accessing the care they need. Thanks to the generous contributions from our staff and community, we have been able to make a difference in the lives of countless individuals and families, embodying our commitment to going above and beyond in our service.

As we look ahead, we remain steadfast in our mission to deliver patient-centered care with compassion and excellence. We will continue to innovate, expand, and enhance our services, always with the goal of improving the health and well-being of our community.

Thank you for your continued support and trust in WindRose Health Network. Together, we are making a meaningful difference and *going the extra mile* for those who need it most.

In good health,

A handwritten signature in black ink that reads "Scott K Rollett". The signature is written in a cursive, slightly slanted style.

Scott Rollett, MBA, FACMPE, THDC
Chief Executive Officer



COMMUNITY IMPACT



COMMUNITY GARDENING WHN sponsored the garden volunteers at the annual Bethany Gardens event. During the 2023 season, **nearly 6,000 pounds of produce** were harvested and distributed throughout our community. Neighbors who participated in planting, cultivating, or harvesting received free produce, and donations were also made to local food pantries. We are proud to support the Bethany Community Gardens team and deeply appreciate their dedication to serving our community.



TOGETHER WE CAN SAVE LIVES

WHN offers free QPR Institute Gatekeeper trainings in suicide prevention to the community. The Question, Persuade, Refer (QPR) training aims to reduce suicidal behaviors and save lives through innovative, practical, and proven methods. WHN believes that **education empowers everyone**, regardless of their background, to make a positive difference in someone's life.

LEARNING THROUGH COLLABORATION



In an effort to enrich its community outreach, WindRose proudly collaborated with Dr. Susan Crisafulli's Creative Writing English class at Franklin College. This **dynamic partnership** (pictured from left to right) guided by Sarah Ward of WHN offered students Mia Frankenfield, Pen Bailey, Emily Doffin, and Kalijah Hessig the opportunity to immerse themselves in the evaluation of WHN's marketing materials, grant opportunities, and social media engagement strategies. The innovative students also embarked on the initial stages of conceptualizing the creation of a book aimed at pediatric patients, called *Marcus Goes to the Doctor*. This collaborative effort not only enhanced the students' academic experience but also provided invaluable insights to WHN, aiding in the refinement of its communication and engagement tactics.

HANDS ON CARE



WHN collaborates with IU Health to provide underserved healthcare rotations to Resident's in the IU Family Medicine Residency Program. In addition to this novel program, WHN continues its strong tradition of fostering practical learning experiences through partnerships with local college students. WHN offered clinical internships for students pursuing careers as Nurse Practitioners (NPs), Physician Assistants (PAs) and, Behavioral Health clinicians. These internships provided a unique opportunity for students to work closely with our providers and clinical staff in Family Practice and Pediatric care settings.

The comprehensive internship program is designed to emphasize personalized and innovative patient care. **Interns gained hands-on experience** with critical aspects of medical practice, including safety protocols, sanitation requirements, medical terminology, and the ethical considerations inherent in patient care. This practical exposure equips students with the necessary skills and knowledge to excel in their future careers while reinforcing WHN's commitment to nurturing the next generation of healthcare professionals.

Through these collaborative efforts, WindRose has not only contributed to the educational advancement of students but also enhanced its capabilities in delivering high-quality, patient-centered care. As we look to the future, we remain dedicated to fostering partnerships that drive innovation, learning, and community well-being.

COMMUNITY OUTREACH WHN collaborated with more than a dozen community-based organizations to offer free health education, wellness initiatives,

and community training opportunities. These efforts encompassed nutrition education outreach, back-to-school Fast Track events, educating nearly 200 new and expecting mothers, and a partnership with the Baxter YMCA to provide complimentary introductory memberships. This partnership also included a unique, evidence-based program designed for behavioral health patients and their companions.



Dr. Oluwabusayo “Ann” Adebusuyi, Pediatrician attended the Back-to-School Fast Track Ask-a-Doc and provided an opportunity for more than 200 students and their families to speak to a pediatrician about questions regarding their health and preventative care.



WHN participated in the **Chin Center of Indiana's 76th National Chin Day**. Anna Zing and Boy Lian of WindRose provided an overview of clinical and pharmacy services designed specifically to meet the needs of our Chin neighbors.

OUR QUALITY

WindRose Health Network strives to provide the highest quality of care and customer service for the patients it serves. Additionally, WHN introduced a substance use peer group to support individuals on their journey to recovery, complementing its broad range of healthcare services. WHN’s dedicated team of healthcare professionals **works tirelessly to meet the diverse needs of its community, prioritizing safety, empathy, and excellence in every interaction.** WHN is proud of its achievements and remains committed to continuously improving its practices to better serve our patients and their families.

Clinical Performance: WindRose targeted the following clinical performance measures for improvement in 2023:

Measure	2023 Result	Indiana Average	Difference from Indiana Average
Breast Cancer Screening Ages 50-74	61.8%	49.4%	12.4 above
HIV Screening	62.5%	44.0%	18.5 above
Colorectal Cancer Screening	58.5%	39.2%	19.3 above
Childhood Immunization Status	56.2%	27.8%	28.4 above
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	85.1%	72.4%	12.7 above
Diabetes A1c > 9 or Untested (Striving for lowest number)	15.2%	28.1%	12.9 above

Patient Satisfaction Surveys: WHN patient satisfaction surveys are completed regularly. WHN’s survey vendor aggregates results from participating community health centers and provides those numbers for benchmarking.

Measure	2023 WHN Mean Score	2023 National Benchmark
Overall Satisfaction	93.1%	90.9%
Loyalty Intention	96.3%	95.5%
Referral Intention	93.2%	90.0%

WHN was *significantly above the benchmark* in the following areas:

PATIENT SURVEYS

- Appointment Wait Times
- Center Hours Convenience
- Cultural & Language Needs Met
- Provider Wait Times
- Info Received about Weekend, Holiday or Evening Care
- Specific Health Goals Discussed



RECOGNITIONS & AWARDS



The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), recognized WindRose Health Network (WHN) in the following areas:

- Quality Leader: Gold Badge
- Enhancing Health Information Technology for Quality

The HRSA Quality Leader Gold Badge was awarded to WHN for scoring in the **top 10%** of highest performing health centers nationwide. Although awarded in 2023, the award is for data submitted in 2022.

“**This award truly represents the hard work our teams do every day to provide the highest quality, patient-centered care.**”

- Laura Pryor, RN, MSN, Chief Quality Officer



WindRose again achieved recognition as a Patient Centered Medical Home with Distinction in Behavioral Health Integration from the National Committee for Quality Assurance.



The patient-centered medical home (PCMH) is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and their clinical care teams. Research shows that PCMHs improve quality and the patient experience and increase staff satisfaction—while reducing health care costs. Practices that earn recognition have made a commitment to continuous quality improvement and a patient-centered approach to care.

while reducing health care costs. Practices that earn recognition have made a commitment to continuous quality improvement and a patient-centered approach to care.

REVOLUTIONIZING HEALTHCARE



ADVANCING CARE. In an ongoing commitment to enhancing patient care, WHN upgraded its eClinicalWorks (eCW) electronic medical records (EMR) system. This significant upgrade enriches workflow, functionality, and security, while providing better integration with other essential systems. The new version of eCW features intuitive navigation and improved data entry processes, enabling staff to spend less time on administrative tasks and more time on patient care. This upgrade underscores WHN’s **dedication to innovation and excellence** in patient care.

ENHANCING CARE. In its commitment to delivering the highest standard of compassionate care, both physically and mentally, WHN’s Trauma Informed Care Team participated in monthly learning sessions hosted by the Indiana Department of Health in 2023. Staying current with the latest evidence-based practices is crucial to our mission, and this training underscores our dedication to continuous improvement and excellence in patient care.

Expanding care. Throughout 2023, WHN continued the construction of its state-of-the-art 13,000 square-foot health center to provide primary care, pediatric, and behavioral health services, along with an onsite pharmacy for residents.

The expansion cost of over \$5 million, aims to improve access to care, integrate pharmaceutical services, and offer onsite case management and patient services. These services are designed to coordinate care for complex patients, assist the uninsured or underinsured, and support those affected by social drivers of health.

“Expanding our health center isn’t just about bricks and mortar; it’s about going the extra mile to ensure every patient has access to receive the care they deserve, right here in our community.” - Scott Rollett, CEO

Coming soon to the neighborhood
Franklin Center Expansion



STARLIGHT SMILES

WindRose received a remarkable contribution from Starlight, amounting to **over 18,000 gifts for our pediatric patients, with a total value exceeding \$410,000.** These generous donations play a crucial role in ensuring our young patients have a positive medical experience. By providing toys, games, Legos and other comforting items, we can create a more welcoming and less intimidating environment for children during their medical visits. This support not only brightens their days but also fosters emotional well-being and resilience, ultimately contributing to better health outcomes. We are deeply grateful to Starlight for their unwavering commitment to enhancing the care and comfort of our pediatric patients.

“Starlight Foundation’s donation of toys and gifts to pediatric patients greatly enhances the experience during their medical journey. These toys bring joy and comfort, transforming check-ups and treatments into more positive and less intimidating experiences. By providing a sense of normalcy and distraction, the toys help reduce anxiety and stress, fostering an environment where children feel safe and cared for. This emotional support is essential, as it can significantly improve the overall health and well-being of our young patients.” Dr. Joshua Herber, Pediatrician



EXTRA MILE FUND



At WindRose Health Network, our patients are at the heart of everything we do. Over a decade ago, recognizing the challenges many of our patients faced beyond their medical and behavioral health needs, our dedicated staff established the Extra Mile Fund (EMF). This initiative was born out of **compassion and a desire** to support patients with basic necessities such as food, clothing, winter jackets, gloves, and shoes. Additionally, it helps with access to prescription medications and referrals to specialty care or diagnostic testing.

Our team has always gone **“the extra mile”** for our patients, and the Extra Mile Fund perfectly encapsulates this spirit. We are delighted to share that this year, the EMF has allocated **\$19,238** to support those in need. **We invite you to join us in making a difference. Your generous donations can help ensure that our patients receive the comprehensive care and support they deserve.**

Please consider contributing to the Extra Mile Fund. Donations can be made to WindRose Health Network – Extra Mile Fund. **For more information, visit [WindRoseHealth.net](https://www.windrosehealth.net).** Together, we can continue to provide hope and support to those who need it most.

GOING THE *extra* MILE

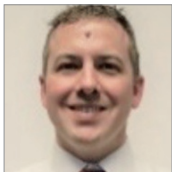
JUST WHAT THE DOCTOR ORDERED



WindRoseRx – Epler Parke celebrated its **two-year anniversary** on May 17th. Located on the south side of Indianapolis, the pharmacy filled 24,236 prescriptions in 2023. Additionally, the pharmacy experienced a remarkable 67% increase in filled prescriptions from the previous year. Accepting most insurances, WindRoseRx serves patients and the broader community by providing access to affordable medications through an income-based sliding fee scale, with some prescriptions available for as low as \$4.15 based on income. As an additional service for patients, the pharmacy offers free delivery of prescriptions (excluding narcotics) directly to their door.

“WindRoseRx is committed to making every effort to provide patients with what they need, when they need it.”

- Mark Rueth, PharmD, Pharmacist in Charge



Mark Rueth, PharmD
Pharmacist in Charge



Courtni Svaranowic, CPhT
Pharmacy Tech



Za Lian
Pharmacy Clerk



Emily Smith, CPhT
Pharmacy Tech



Jim Carper, RPh
Pharmacist



Teresa Turner, CPhT
Pharmacy Tech

WINDROSE SERVICE AREA



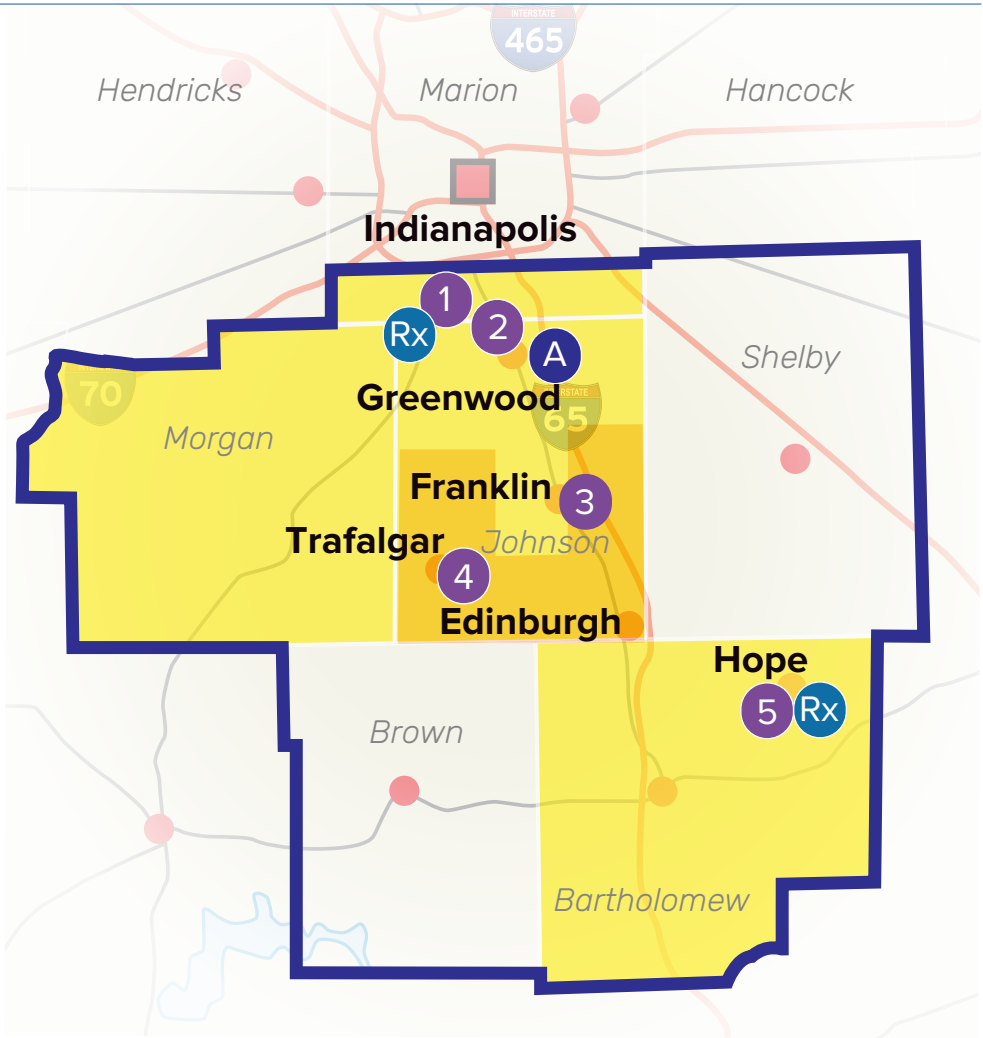
HEALTH CENTERS

- 1 Epler Parke Center
- 2 Countyline Center
- 3 Franklin Center
- 4 Trafalgar Center
- 5 Hope Center

PHARMACY LOCATION

- Rx WindRoseRx Epler Parke
- Rx WindRoseRx Hope
- A WHN Administration Center

- Service Area
- Total Market Area
- Medically Underserved Area



LOCATIONS AND PROVIDERS



AVON CENTER (269 Patients)

6655 East U.S. 36
Avon, IN 46123
P: 317.559.8820

OUR PROVIDERS:

SPECIALTY

▶ Family Medicine

PROVIDER

▶ Jana Pomeroy, DNP, APRN, FNP-C



COUNTYLINE CENTER (3,233 Patients)

8921 Southpointe Drive, Suite A-1
Indianapolis, IN 46227
P: 317.884.7820

OUR PROVIDERS:

SPECIALTY

▶ Pediatrics

▶ Behavioral Health

PROVIDER

▶ Lourdes Geise, MD

▶ Joshua Herber, MD

▶ Ann Adebusuyi, MD

▶ Biak Sung, LSW

LOCATIONS AND PROVIDERS (continued)



EPLER PARKE CENTER & PHARMACY

(6,579 Patients)

5550 South East Street, Suite C
Indianapolis, IN 46227
(Rx Suite G)

P: 317.534.4660 | Pharmacy: 317.434.0736

OUR PROVIDERS:

SPECIALTY

▶ Family Medicine

▶ Pediatrics

▶ Behavioral Health

▶ Women's Health

▶ Clinical Pharmacist

PROVIDER

- ▶ Bonnie Wong, MD
- ▶ Lauren Connell, MD
- ▶ Brock McMillen, MD
- ▶ Neema Mohammed Nader, FNP-C
- ▶ Jennfier Hardisty, NP-C
- ▶ Melissa Essig, MD
- ▶ Melanie Hayes, MD
- ▶ Lisa Brownlee, LCSW, LCAC
- ▶ James Tluang, LMHCA
- ▶ Jon Moulder, MD
- ▶ Emily Goud, MD
- ▶ Savanna Bruski, DO
- ▶ Katie Buel, DO
- ▶ Rachael Hiday, PharmD



FRANKLIN CENTER (4,967 Patients)

55 North Milford Drive
Franklin, IN 46131
P: 317.739.4848

OUR PROVIDERS:

SPECIALTY

▶ Family Medicine

▶ Pediatrics

▶ Behavioral Health

▶ Clinical Pharmacist

PROVIDER

- ▶ Joy Odeta, MD
- ▶ Derrick Hasenour, MD
- ▶ Matthew Feeney, MD
- ▶ Amber Perry, FNP-C
- ▶ Veronica Mosier, MD
- ▶ Cathy Walker, LMHC
- ▶ Amanda Stropes, LCSW
- ▶ Rachael Hiday, PharmD



HOPE CENTER (2,645 Patients)

163 Butner Drive
Hope, IN 47246
P: 812.546.6000

OUR PROVIDERS:

SPECIALTY

▶ Family Medicine

▶ Pediatrics

▶ Behavioral Health

PROVIDER

- ▶ Julie Snyder, FNP-C
- ▶ Tamara Andrews, FNP
- ▶ Aubaine Woods, MD
- ▶ Erica Underwood, LMHCA



TRAFALGAR CENTER (2,826 Patients)

14 Trafalgar Square
Trafalgar, IN 46181
P: 317.412.9190

OUR PROVIDERS:

SPECIALTY

▶ Family Medicine

▶ Pediatrics

▶ Behavioral Health

PROVIDER

- ▶ Michael Chitwood, MD
- ▶ Mirela Ungureanu, MD
- ▶ Brittany Martin, FNP, FNP-C
- ▶ Amanda Gu, MD
- ▶ Dana McGrath, LMHC



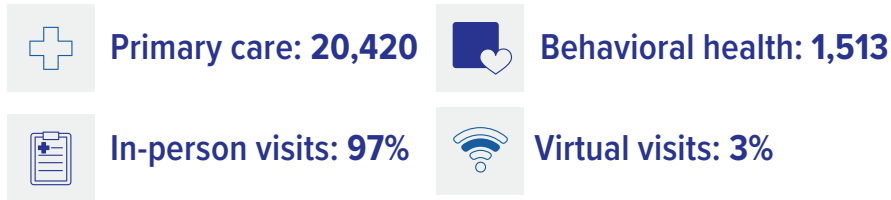
PATIENT ED. & CARE COORDINATION

PROVIDER

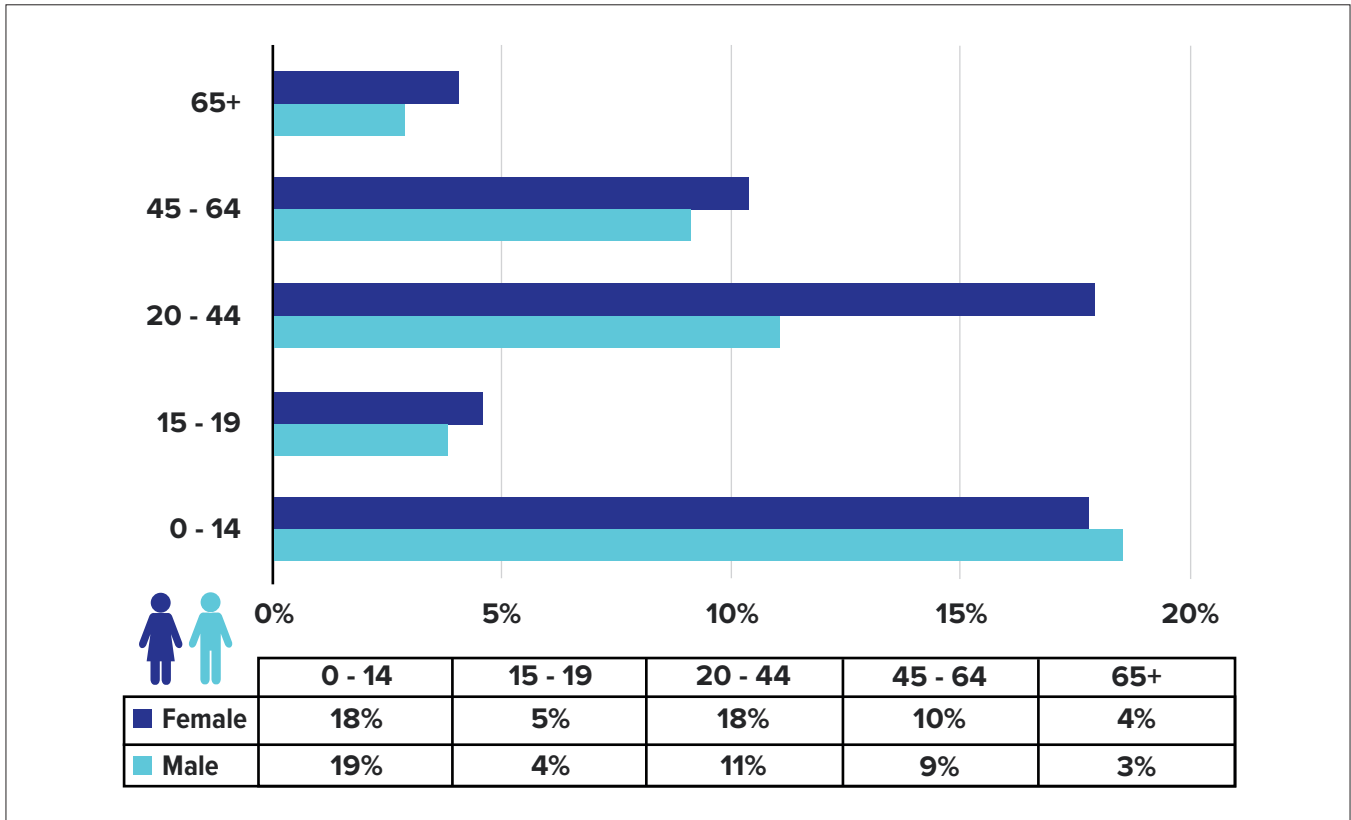
- ▶ Anastacia Brandenburg, AGCNS-BC
- ▶ Julie Leap, RN – Manager of Care Coordination
- ▶ Stacy Heffernan, RN – Care Coordinator
- ▶ Hannah Rollett, CCHW – HIV/PrEP Coordinator
- ▶ Boy Lian, CAPRC – Peer Recovery Specialist
- ▶ Stephanie Walker, MA – Population Health Specialist

PATIENT INSIGHTS

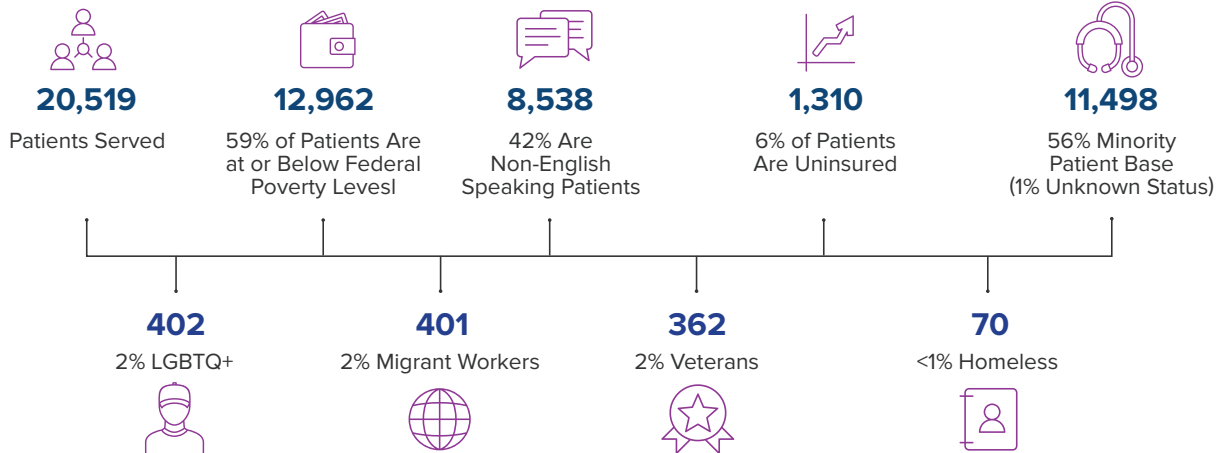
PATIENT BY VISIT TYPE



AGE AND GENDER



PATIENT BREAKDOWN



ADMINISTRATORS



Gregg Grote
Chief Financial Officer



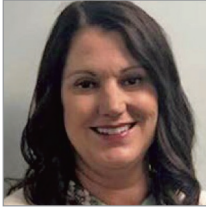
Matt Dingley
IT Director



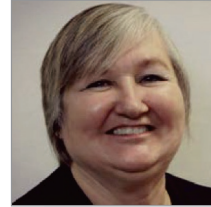
Melanie Pumphrey
*Regional Operations
Director – S. Region*



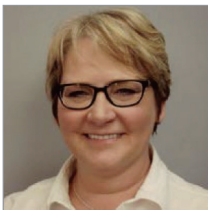
Derrick Hasenour, MD
Chief Medical Officer



Jada Glanzman
*Regional Operations
Director – N. Region*



Kim Newlin
Dir. of Risk Management



Laura Pryor
Chief Quality Officer



Rachael Hiday, PharmD
*Director of Clinical
Pharmacy*



Amanda Stropes
*LCSW – Director of
Behavioral Health*



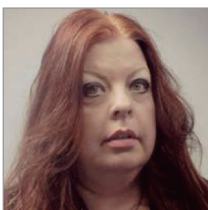
Scott Rollett
Chief Executive Officer



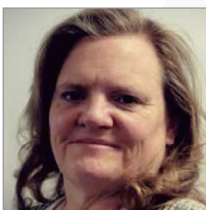
Brock McMillen, MD
Assoc. Chief Medical Officer



Sarah Ward
*Director of Community
Health Affairs*



Kat Cooper
HR Director



Teresa Horsley
Billing Director

2023 Employee Excellence Award Winner



Vidalina “Vida” Bautista, CCMA, Vaccine Coordinator, has demonstrated remarkable leadership and unwavering commitment to excellence since joining our team, especially in her pivotal role in the success of our vaccination program.

Known to all as Vida, which means “life,” Vida exemplifies vitality in every aspect of her work. In barely one year at WHN, she moved mountains with her exceptional work ethic, professionalism, and relentless drive for excellence.

She has revamped WHN’s vaccination system in Peds, meticulously monitoring and supervising inventory across all clinics. Vida has introduced new vaccines and educated providers and medical assistants on their use and administration, ensuring seamless operations while preventing errors. Her commitment to WHN is unwavering—she is here at 5am, at 8pm, and even on weekends, always available to support her team and patients, even taking calls on vacation.

Vida’s exceptional communication skills ensure that everyone stays informed and aligned, resolving issues promptly. Her selflessness and dedication to WHN’s mission benefit both staff and patients alike. Vida embodies the spirit of the Employee Excellence Award and is truly deserving of acknowledgement for her efforts.

In recognition of Vida’s outstanding contributions and exemplary leadership in our vaccination program, she has rightfully earned this esteemed recognition. Her dedication, innovation, and commitment to excellence have not only elevated our team but also set a new standard of achievement within our organization.

Congratulations to Vida on this well-deserved honor!

2023 Provider of the Year



Amanda Stropes, LCSW, Director of Behavioral Health Services has demonstrated outstanding leadership and commitment to excellence since joining our team, particularly in her role as a key contributor to the success of the behavioral health product line.

Amanda has seamlessly integrated into WHN, bringing with her a wealth of experience and a fresh perspective that has proven invaluable. One of her notable achievements is the swift development of a comprehensive strategy for the behavioral health service (streamlining access, creating a peer recovery program, etc.), ensuring it aligns seamlessly with the needs of our patients while optimizing overall efficiency.

What sets Amanda apart is her genuine dedication to fostering a positive work environment. She took the time to personally engage with the staff, gaining an understanding of their unique skills and areas of expertise. This personalized approach not only contributed to enhanced patient satisfaction but also supported morale. Her commitment to building strong relationships with her colleagues is evident in the collaborative spirit that now permeates our entire team.

Amanda embodies the following characteristics that are synonymous with excellence:

Personal Integrity: Amanda consistently demonstrates unwavering honesty, transparency, and ethical behavior in all her interactions.

Professionalism: Her conduct and demeanor consistently reflect a high level of professionalism, setting a standard for others to follow.

Commitment to Teammates: Amanda goes above and beyond to support and uplift her colleagues, fostering a sense of unity and collaboration within the team.

High Personal Work Standards: She holds herself to the highest standards of excellence, consistently delivering work of exceptional quality.

Innovation and Creativity: Amanda has shown a remarkable ability to think outside the box, introducing innovative solutions that have positively impacted our behavioral health product line (supporting the treatment for external, non-patient BH patients).

Compassion & Concern for Others: Her genuine care for both patients and colleagues is evident in her actions, creating a compassionate and supportive environment.

Selflessness and Sacrifice: Amanda selflessly invests time and effort in ensuring the success of the team and the well-being of our patients, often going above and beyond her role.

Relentless Drive for Excellence: Amanda's commitment to excellence is unwavering, inspiring those around her to strive for continuous improvement.

Amanda has not only met but **exceeded** the criteria for the Provider of the Year Award. Her contributions have had a transformative impact on our behavioral health product line, and her exemplary leadership sets a benchmark for others to follow.

Congratulations Amanda!

LEADERSHIP

Leading with the Voice of the Patients

WindRose Health Network Board of Directors

JANET BUCHANAN

ABBY CLEMENS

ZACHARY CRAM

ESMERELDA GONZALEZ

DR. MELISSA HARRIER

MIKE KOLENDA

JUAN PABLO ARDILA ZORRO

RICHARD RAHE

JAZMINE RIVERA FRANCO

SHIRLEY ROBERTSON

SHARONDA STEPHENS

VAN SUI

HLALUM THANGMATU

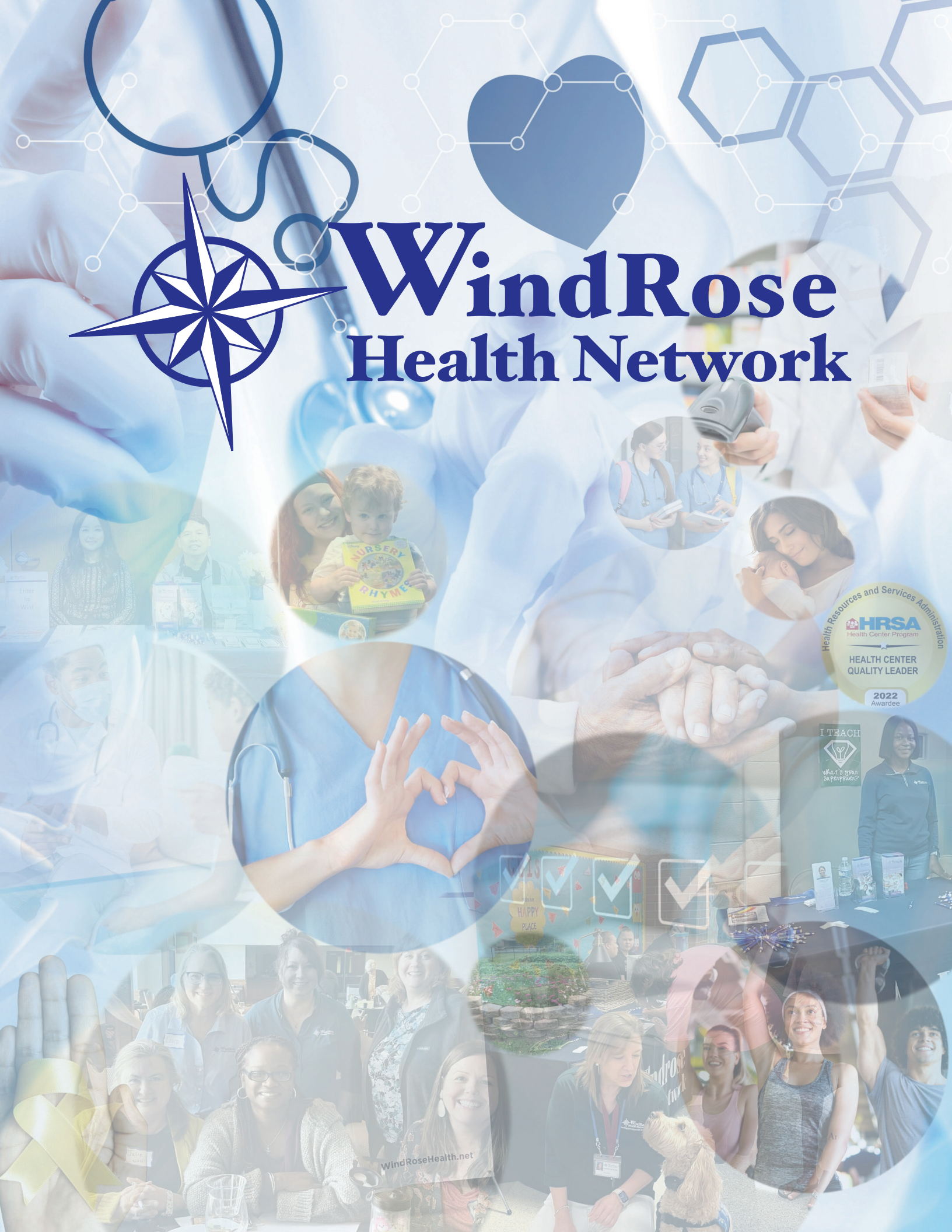
TOM WEARTZ

JULIE ZING





WindRose Health Network



WindRoseHealth.net



We are dedicated to helping those in need, particularly those who may have no refuge, beyond what may be expected or claimed as a right. Our approach is holistic; we strive to care for the body, mind and spirit. Our care encompasses the full range of human needs.

We strive to do the best at what we do while accepting our limits as an organization. Our performance standards and expectations reinforce this commitment to quality.

www.WindRoseHealth.net      

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