



WindRose
Health Network

2022 ANNUAL REPORT

A Year of
Change,
Growth, and
Advancement



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V



MISSION

WINDROSE MISSION, VISION, AND CORE VALUES

MISSION:

Improve the health of both its patients and communities it serves by providing high-quality, family-oriented, primary and preventative health care services, with a particular emphasis on helping the poor, the medically underserved, and vulnerable residents. As a Federally Qualified Health Center, WindRose Health Network accepts all people regardless of ability to pay and helps patients overcome language, economic, cultural, and geographical barriers to obtaining health care services for themselves and for their families.

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**

CORE VALUES

SION

A LETTER FROM THE CEO

Managing the COVID-19 pandemic over the past few years has delivered immense challenges for our nation – especially for the healthcare industry and frontline caregivers. However, through it all, we have changed by growing stronger and discovering new ways to advance and enrich our mission.

This annual report highlights the year’s activities and significant accomplishments as our team trailblazes into what many call the “new normal.” As we reflect on 2022, **we will highlight a year of change, growth, and advancement.**

As a Federally Qualified Health Center (FQHC), we are uniquely designed to provide care for the vulnerable within our community. As we celebrate 26 years of serving our mission, WindRose Health Network (WHN) remains committed to delivering personalized, integrated care. We focus on meeting our patients where they are, providing culturally appropriate high-quality care, assisting in removing barriers, and ensuring everyone walking through our doors receives the health and wellness resources they need at every stage of life.

To help guide our patient care Derrick Hasenour, MD, assumed the Chief Medical Officer (CMO) role formerly held by Cindi Yantz, MD. With big shoes to fill, Dr. Hasenour’s leadership supported caring for **18,928 patients** last year with **58,964 patient encounters**. As a tenured provider with WHN, Dr. Hasenour assumed the CMO position with a focused vision of staying true to our organizational roots and delivering patient-centric care.

With more than 170 staff members, 44 providers, six health centers, and two pharmacies, we are focused on **one mission, the care, and improvement of people**. I could not be prouder to lead the change, growth, and advancement of WindRose Health Network as we continue our journey into the “new normal” and create a new future.

In good health,



Scott Rollett, MBA, FACMPE, THDC
Chief Executive Officer



Scott Rollett, MBA, FACMPE, THDC

“ We focus on meeting our patients where they are, providing culturally appropriate quality of care, assisting in removing barriers, and ensuring everyone walking through our doors receives the health and wellness resources they need at every stage of life. ”

FOCUS

CHANGE CHANGE

PASSING OF THE BATON.

The nation's healthcare landscape is evolving at a dizzying pace. The same is true for us as a Federally Qualified Health Center (FQHC) serving the medical needs of the vulnerable within our communities. To help lead this change, **Derrick Hasenour, MD**, assumed the role of Chief Medical Officer (CMO). As a trusted family medicine provider at WindRose, he accepted this role and continued the remarkable work of **Cindi Yantz, MD**, former CMO.

Dr. Yantz has served the WHN mission for 13 years. She is a true testament to what it means to follow your dreams. Her journey began as a medical assistant, and she decided to attend medical school later. She subsequently had the distinction of practicing as a family medicine physician in the same practice where she had once been a medical assistant. WHN was fortunate to have Dr. Yantz join us as our original Hope Health Center's first physician in March of 2009. It was only a short time before she became the part-time CMO and eventually full-time CMO as WHN grew in size and complexity. Dr. Yantz continues to practice as a family medicine physician caring for WHN patients.

On behalf of everyone at WHN, we thank Dr. Yantz for leading us through the most challenging pandemic in modern history and for always putting staff and patients first.



Derrick Hasenour, MD



Cindi Yantz, MD, MSPH

NEW ERA.

After nearly two years of wearing masks across our organization to ensure the safety of our staff and patients during the pandemic, the Center for Disease Control (CDC) changed its position based on positivity and transmission rates in September of 2022 on mandatory masking. This transition was welcomed by many, but it signaled something much more significant, a return to normalcy. Staff and patients could see each other's faces and smiles and reconnect in a way that once seemed impossible.



GROWTH

CREATING ACCESS.

Providing access to care for Hendrick's County residents became a reality as we partnered with Cummins Behavioral Health Systems Inc. to co-locate the newly renovated **WindRose Avon Center**. This timebound grant funded partnership provided a team of caregivers to support Cummins patients' and the broader community's integrated primary care needs throughout the duration of the grant.



Jana Pomeroy, DNP, APRN, FNP-C

"As a healthcare provider in Avon, Indiana, my mission is to bridge the gap between people and access to care. Every individual

deserves the opportunity to receive the healthcare they need, regardless of their background or circumstances. By advocating for equitable healthcare services and empowering our community, we can build a healthier Avon, one person at a time," shared **Jana Pomeroy, DNP, APRN, FNP-C.**



GROWTH

GROWTH

WindRoseRx – Epler Parke celebrated its one-year anniversary on May 17th. Located on the south side of Indianapolis, the pharmacy filled 14,451 prescriptions during its first year. In 2022, the pharmacy recognized a 272% increase of filled scripts from the previous year. The pharmacy accepts most insurances and serves the broader community to create access to affordable medications through an income based sliding fee scale. Customers can get prescriptions as low as \$4.15 based on their income.



Mark Reuth, PharmD –
Pharmacist in Charge



Za Lian – Pharmacy Clerk



Jim Carper, RPh



Courtni Svaranovic, CPhT



GROWTH

NEW PHARMACY.

WHN continued its growth by opening its second pharmacy **WindRoseRx - Hope** in Hope, Indiana, in May. As the town's sole pharmacy, we set out to provide personalized service, access to hard-to-find medications, convenient refill reminders, timely calls and communication to customers, medication education, and free U.S. Postal Service mailed drugs (not including controlled substances). Our patients are at the heart of everything we do. In less than a year, the new pharmacy served nearly 2,670 customers and added a drive-through feature to enhance customer convenience.

NEW PHARMACY Visit us today!

Our experienced team will help:

- ▶ Personalized service ensuring timely medications and refills.
- ▶ Provide FREE mail delivery of medications to your home (*Please note we do not mail controlled substances*).
- ▶ Transfer your prescriptions. No need to make two stops or wait in long lines.
- ▶ Fill a 90-day supply, insurance permitting.
- ▶ Provide refill reminders.
- ▶ Provide counseling and detailed instructions on how to take your medications correctly, as well as how to manage side effects.
- ▶ Locally owned.



▶ **Mark Rueth, PharmD**
Pharmacist in Charge



▶ **Teresa Turner, CPhT**
Pharmacy Tech

Call

812.546.1010

645 Harrison Street
Hope, IN 47246

WindRoseRx.net





Growing Hope. The need for extra space provided the opportunity to finish out a portion of the “shell” space at the Hope Center. While WHN has used this space for storage for more than a decade, the need for more climate-controlled rooms to accommodate staff was added. WHN’s master plan for Hope includes a more expansive renovation to be completed at a future date. However, this modification helped advance those plans by installing some needed facility infrastructure such as electrical, HVAC, and concrete.



Coming soon to the neighborhood Franklin Center Expansion



CONTRACTOR



ARCHITECT



ENGINEERS



Groundbreaking. During the Fall of 2022, WHN broke ground to expand its health center to create a state-of-the-art 13,000 square-foot primary care, pediatric, behavioral health, and an onsite pharmacy destination for area residents.

The planned expansion, projected to cost \$4.5 million, will allow the community health center to expand access to care, integrate pharmaceutical services, and will include onsite case management and patient services which help coordinate care for complex patients, assists the uninsured or underinsured or those experiencing social determinants of health.



GROWTH



“Our vision has been to strengthen our community through the services we provide. As the community changes and grows, so does the need for healthcare services.”

– **Scott Rollett, CEO**



ADVANCEMENT



PATIENT EXPERIENCE.

How we define health is evolving, which means taking a broader look at factors that help people be as healthy as possible and remove barriers to receiving it. A dedicated **Patient Advisory Committee** (PAC) comprised of a select group of WHN Board of Directors commissioned a survey to examine a sample segment of non-English speaking Spanish and Burmese patients to determine their ease of access to care and satisfaction. The qualitative survey results gleaned 100% approval in both categories for both populations.

CARE RECOGNITION.

WHN received the “Friends of First Steps” Physician Award from the Central Indiana First Steps Local Planning and Coordinating Council (CIFSLPCC). This award was presented to **Lourdes H. Geise, MD**, in recognition of doing a tremendous job supporting the First Steps Program, making referrals, and helping families of children with special needs.



Lourdes H. Geise, MD

CARE APPRECIATION.

WindRose was thrilled to be honored with an **esteemed award of appreciation from the Chin Community of Indiana**. This recognition signifies the unwavering commitment and invaluable support that WHN has extended to the Chin Community over the years. As a trusted healthcare provider, WindRose has consistently demonstrated their dedication to improving the well-being of the community members, ensuring access to high-quality medical care, and promoting health education initiatives. This award serves as a testament to the enduring partnership between WindRose and the Chin Community of Indiana, highlighting their shared vision of fostering a healthier and stronger community.



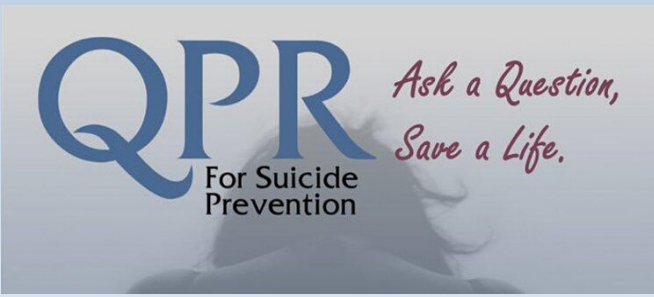
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MOBILE VACCINES.

WHN undertook a remarkable initiative to plan and launch a comprehensive campaign, available in six languages, to offer free COVID-19 vaccines to its community. Recognizing the diverse linguistic backgrounds of the community it serves, WHN took proactive steps to ensure that language barriers did not hinder access to vital healthcare services. By offering information and resources in Burmese, Falam, Hakha, Spanish, English, and Punjabi, the campaign aimed to reach a broader audience and provide clear guidance on the importance of COVID-19 vaccinations. This inclusive approach reflects WHN's commitment to equitable healthcare, prioritizing the well-being of every individual and fostering a unified response in the fight against the pandemic.





ADVA

COMMUNITY OUTREACH.

We partnered with more than ten community-based organizations to **create opportunities for health education, wellness, and community training at no cost to participants.** These efforts included nutrition education, suicide prevention Gatekeeper certification through the QPR Institute, and a partnership with Baxter YMCA to provide free introductory memberships for a period, including a unique evidence-based program for behavioral health patients and their companions.



In addition, WindRose delivered more than **100 meals to Meals on Wheels** participants, uniting individuals from diverse backgrounds and lifting up those in need. WindRose's involvement in this meaningful initiative not only addresses the nutritional needs of participants but echoes the larger importance of lending a helping hand and creating a ripple effect of care and kindness.

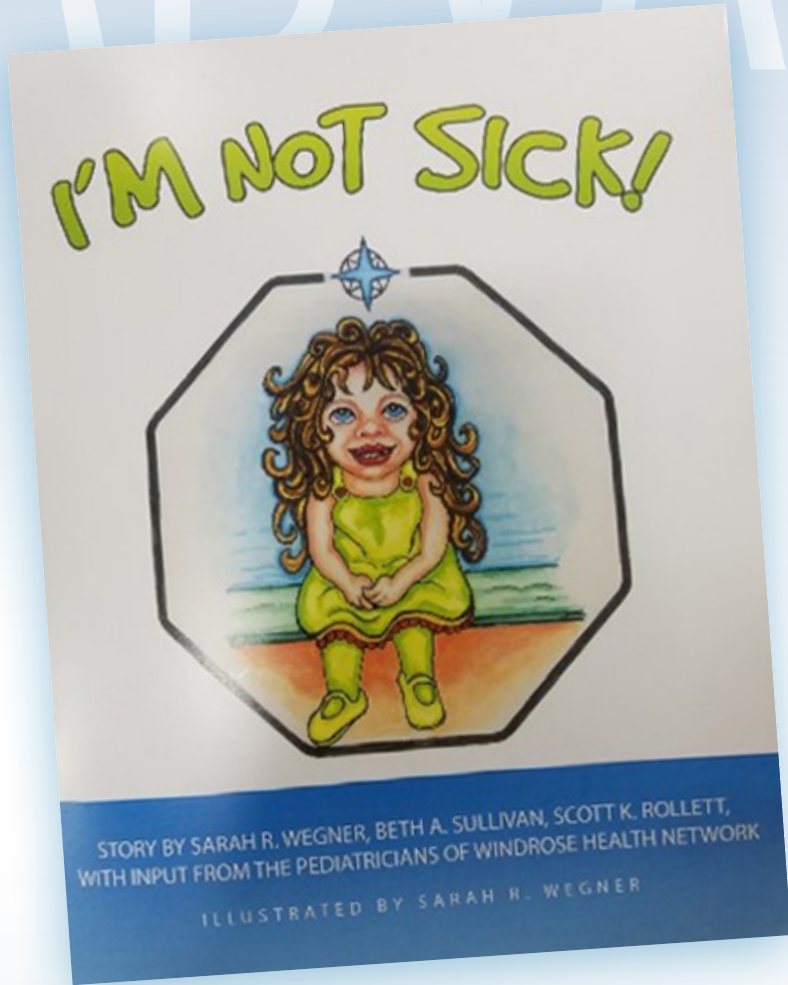


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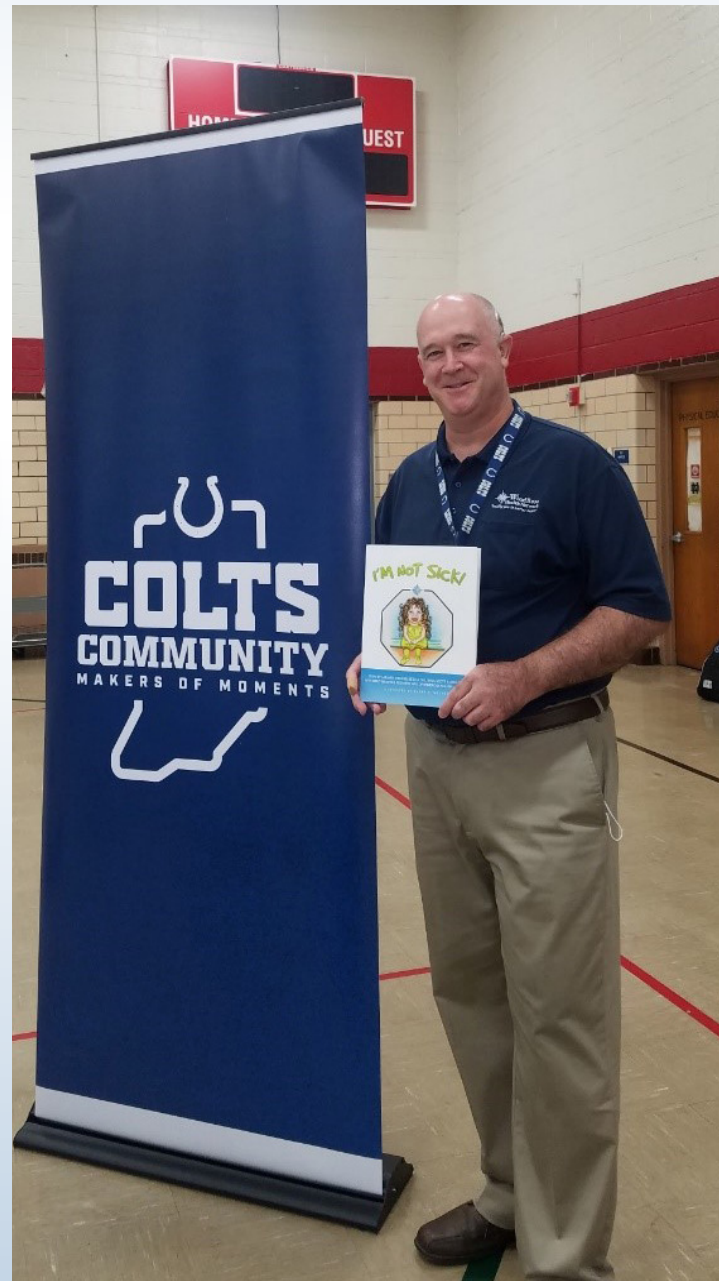
WindRose was pleased to sponsor **Bethany Community Garden's** 2022 growing season. With 50 garden beds, this community-based volunteer garden produces 5,000 pounds of harvest annually that is given to food pantries and volunteers of the garden. The Garden's vision is to build community through gardening. Free classes and events take place throughout the growing season including culturally diverse garden beds.



ADVANCEMENT



WindRose CEO, Scott Rollett and the Indianapolis Colts promoted literacy to Indianapolis Public School youth. The *I'm Not Sick* book published by WindRose Health Network was distributed during the event.



EVENT

Staff **assembled nearly 80 bookbags** for WindRose pediatric patients with supplies for youth thanks to Starlight Children's Foundation.

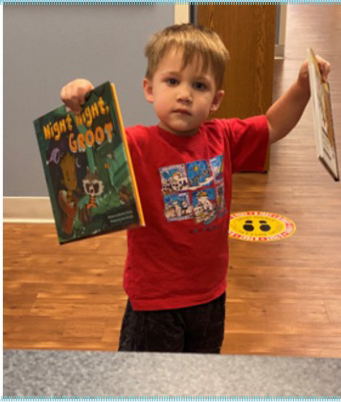
In addition to backpacks, WindRose participated in **six Fast Track back-to-school events** that offer students and their families the resources and education necessary to achieve optimal health and well-being as students begin a new school year.

Indian Creek's Halloween Hallways was a "haunting" success with Trafalgar Center promoting health and literacy education.



National Literacy Month

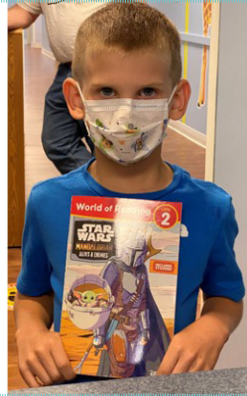
Big smiles from small patients!
Julien is reading Night, night Groot and more!



WindRose celebrated **National Literacy Month** providing each pediatric patient with a book during the month of September.

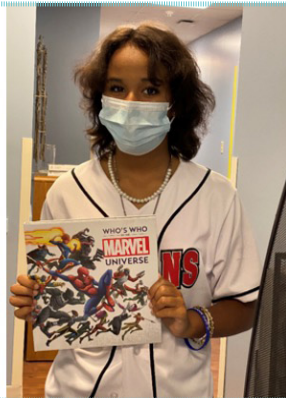
National Literacy Month

Big smiles from small patients!
Brodie is reading Star Wars Mandalorian Aliens & Enemies



National Literacy Month

Big smiles from small patients!
Alashia is reading Who's Who Universe



National Literacy Month

Big smiles from small patients!
Launli is exploring the adventures of OBI-123



ANCEMENT

WindRose supported the **Southdale Cultural Festival**. The community enjoyed festivities, learned about community resources, and city services.



In collaboration with the Maternal and Child Coalition for Johnson County, WindRose supported the **second annual Baby Shower** event for 120 expecting mothers. Dr. Veronica Mosier, pediatrician hosted an Ask a Doc forum for attendees. The yearly event offers expecting mothers resources and education to support the health and wellness of mom and baby.



ADVA

WindRose sponsored **Breakfast with Santa** in Hope, Indiana with nearly 150 attendees coming together over reindeer pancakes and taking photos with Santa.



ANCEMENT





starlight

THE GIFT OF GIVING.

WHN aligned with **Starlight Children's Foundation** (SCF) and became benefactors

of Disney items to give to our tiniest patients. The SCF provides books, games, and toys to WHN pediatric patients. Whether our peds visit us for a wellness check-up, sick visit, or immunization, they can be assured they will receive a bit of Disney magic they can take home! WHN gave nearly **25,000 items away worth more than \$250,000**. We are truly grateful for the hundreds of smiles SCF has added to our care delivery each and every day.



"As a pediatrician, I have witnessed firsthand the incredible impact of the Starlight Foundation program on our pediatric patients. Beyond medical treatments and visits, the program brings joy, hope, and a sense of enthusiasm throughout their medical journey. By providing toys, unique experiences, and a supportive environment, Starlight Foundation not only brightens their days but also contributes to their overall well-being and healing. It is truly remarkable how something as simple as **a small gift and smile can have such a profound therapeutic effect**. The Starlight Foundation program is a beacon of light for our young patients, and we are grateful to be benefactors of such a wonderful program," shared Dr. Veronica Mosier, pediatrician.

ADVA

Together with Purdue Extension, the Johnson County WIC Office, and Franciscan, WindRose participated in an innovative discussion on how to better serve the nutritional needs of our community. WHN provided **crockpots and Kroger gift cards** to a limited number of Interchurch Food Pantry patrons that completed nutrition education courses. These supplies aided participants in cooking healthy and mirroring what they learned at home.

WRAPAROUND SERVICES.

Our dedicated Patient Services team is comprised of healthcare workers who often interact with patients during their most difficult times. WHN partnered with Findhelp.org, a social care platform and a powerful new tool that quickly locates local resources for those who need them most. The Findhelp.org service is provided at no cost and offers 1,200 free or reduced resources per ZIP code. These wraparound services help support patients and their families by delivering the services and programs necessary to meet their needs.



MISSION MOMENTS.

WHN further expands access to care through the **Extra Mile Fund**, an initiative that aids in financial support for struggling patients. The fund was created over a decade ago because our staff found that some patients coming to WHN for medical and BH services had other needs beyond the provision of primary care medical services. Often, these were basic, everyday items that many of us take for granted, like food, clothing, winter jackets, gloves, and even shoes. Other times, we noticed that patients had trouble accessing prescription medications or referrals to specialty providers or diagnostic testing. Our staff wanted to help, and they did; often reaching into their pockets to help these patients in whatever way they could.



We used to say that our staff would “go the extra mile” for our patients, and hence when WHN formally created this patient benefit fund, The Extra Mile Fund (EMF) seemed like a perfect name. WHN is pleased to share that this year, the EMF has allocated **\$8,882 to help those in need**. Please help us in supporting those who struggle most by donating to the Extra Mile Fund. Donations can be made to WindRose Health Network – Extra Mile Fund. **To learn more visit WindRoseHealth.net.**

As part of our fundraising efforts for United Way of Johnson County and the Extra Mile Fund, a friendly competition of “**Pie in the face**” was established between our CEO, Scott Rollett and the CQO, Laura Pryor. Both ended up with a lot of pie!

ANCEMENT

ADVANCEMENT



WindRose transformed its pediatric rooms into vibrant and welcoming spaces, featuring delightful murals that bring joy and comfort to our youngest patients. These creative updates aim to create a more cheerful and reassuring environment for children during their healthcare visits.



WindRose, in its unwavering commitment to community well-being, extended a helping hand to the **Chin Community of Indiana and Calvary Lutheran Schools** by generously donating COVID-19 home test kits. Recognizing the importance of proactive testing in curbing the spread of the virus, WindRose's contribution aimed to empower these organizations and their communities with the means to safeguard their health against COVID-19.



Pediatrician Dr. Lourdes Geise, MD, played a vital role in the Garfield Community's annual health fair by providing an **"Ask a Doc" outreach initiative**. Her presence and expertise at the event ensured that parents and caregivers had access to reliable medical advice for their children, helping them make informed decisions about their kids' health. Her outreach encouraged individuals to seek medical guidance and preventive care regularly. Additionally, her presence at the health fair emphasized the significance of pediatric healthcare, particularly in underserved communities where access to quality healthcare can be limited. Dr. Geise's dedication to this outreach initiative not only promoted overall well-being among the Garfield residents but also served as a powerful example of the positive impact a compassionate and engaged healthcare professional can have on a community's health and well-being.

MENT



E-statements Made Easy!

Opt in to receive e-statements when making a payment at our office or online at <https://mymedicalbill.connectiq.net/windrosehealth>

- Click on Online Bill Pay
- Click on New Bill Pay User
- Enter required information
- Select **e-statement** delivery



WindRose introduced a convenient and environmentally-friendly solution for our patients with the **launch of eStatements**. The eStatement service allows patients access to their medical billing statements electronically, securely, and at their convenience. This innovative offering not only reduces paper waste but also simplifies the entire billing process for our valued patients. By receiving their statements electronically, patients can easily review, download, and save their healthcare invoices with just a few clicks. WindRose remains committed to enhancing the overall healthcare experience for our patients, and eStatements represent another step in our mission to provide accessible, efficient, and patient-centric services.

In addition to eStatements, WindRose goes above and beyond to streamline the patient experience by **offering Online BillPay**. With our user-friendly online platform, patients can conveniently settle their medical bills from the comfort of their homes or on-the-go. This secure and efficient service empowers patients to manage their healthcare finances efficiently, reducing the administrative burden and ensuring a hassle-free experience. WindRose's commitment to patient satisfaction extends to every aspect of their journey, and Online BillPay is yet another testament to our dedication to providing accessible, patient-centered healthcare services.

PAY YOUR BILL ONLINE Fast. Easy. Convenient.

For your convenience, you can pay your medical bills online through our secure payment portal.

► **WindRoseHealth.net**



QUALITY

WindRose Health Network provides the highest quality of care and customer service for the patients we serve. WindRose targeted the following clinical performance measures for improvement in 2022:

MEASURE	2022 RESULT	2021 RESULT	CHANGE
Breast Cancer Screening Ages 50-74	62.9%	56.5%	+ 6.4
Diabetes A1c > 9 or Untested <i>(Striving for lowest number)</i>	16.9%	23.1%	+ 6.2
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	86.2%	80.6%	+ 5.6
BMI Screening and Follow-Up 18+ Years	52.0%	47.4%	+ 4.6
Colorectal Cancer Screening	63.0%	60.3%	+ 2.7
Childhood Immunization Status	58.8%	56.4%	+ 2.4

WindRose regularly completes patient satisfaction surveys with our patients. For both the medical and behavioral health patient surveys, WHN is performing at or above the national benchmark in all areas of the survey.

WHN was significantly above the benchmark in the following areas:

Medical Patient Surveys:

- ▶ Phone Attendant Courtesy & Helpfulness
- ▶ Center Hours Convenience (100th percentile)
- ▶ Provider Wait
- ▶ Provider Explanation
- ▶ Provider Knowledge of Health History
- ▶ Cultural & Language Needs Met (100th percentile)
- ▶ Overall Satisfaction
- ▶ Loyalty Intentions

Behavioral Health Surveys:

- ▶ Phone Attendant Courtesy & Helpfulness
- ▶ Center Hours Convenience (100th percentile)
- ▶ Reception Staff Courtesy & Helpfulness (100th percentile)
- ▶ Provider Wait
- ▶ Provider Listening
- ▶ Quality of Care
- ▶ Overall Satisfaction
- ▶ Self Pay/Sliding Fee Amount Charged was Fair (100th percentile)



The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), recognized WindRose Health Network as a 2022 quality leader health center awardee, patient-centered medical home, and enhancing health information technology for quality. WHN works diligently to advance quality improvement initiatives and expand quality integrated primary health care delivery. Designations are awarded to health center awardees that meet or exceed national benchmarks for one or more of the clinical quality measure (CQMs) groups that promote behavioral health, heart health, diabetes health, HIV prevention and care, and maternal and child health.

HRSA's quality leader award recognized WHN among the **top 20% of highest performing health centers nationwide** and a health center that made significant quality improvements from the previous year. "It is truly an honor to receive these awards. They represent the hard work our teams do every day to provide the highest quality, patient-centered care" said Laura Pryor, RN, MSN, chief quality officer. WindRose was recognized for achievements in the following areas:

- ✓ Increasing quality of care;
- ✓ Advancing the use of health information technology; and
- ✓ Achieving patient-centered medical home recognition.



WindRose again achieved recognition as a Patient Centered Medical Home with Distinction in Behavioral Health 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.

LOCATE

LOCATIONS AND PROVIDERS



AVON CENTER

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

OUR PROVIDERS: SPECIALTY

▶ Family Medicine

PROVIDER

▶ Jana Pomeroy, FNP



COUNTYLINE CENTER

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

OUR PROVIDERS: SPECIALTY

▶ Pediatrics

PROVIDER

▶ Lourdes Geise, MD
▶ Joshua Herber, MD
▶ Ann Adebusuyi, MD
▶ Biak Sung, LSW



EPLER PARKE CENTER & PHARMACY

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

Health Center P: 317.534.4660 | Pharmacy P: 317.434.0736

OUR PROVIDERS: SPECIALTY

▶ Family Medicine

▶ Pediatrics

▶ Behavioral Health

▶ Prenatal/Women's Care

▶ Pharmacy

PROVIDER

▶ Jennifer Hardisty, NP-C
▶ Neema Mohammed Nader, FNP-C
▶ Lauren Ford, MD
▶ Bonnie Wong, MD
▶ Melanie Hayes, MD
▶ Japneet Kaur, MD
▶ Lisa Brownlee, LCSW, LCAC
▶ Shelley Landis, LCSW
▶ Jon Moulder, MD
▶ Emily Gould, MD
▶ Brock McMillen, MD
▶ Daniela Lobo, MD
▶ Mark Rueth, PharmD
▶ Jim Carper, RPh



FRANKLIN CENTER

55 North Milford Drive
Franklin, IN 46131
P: 317.739.4848

OUR PROVIDERS:

SPECIALTY

- ▶ Family Medicine
- ▶ Pediatrics
- ▶ Behavioral Health

PROVIDER

- ▶ Derrick Hasenour, MD
- ▶ Joy Odeta, MD
- ▶ Amber Perry, FNP-C
- ▶ Matthew Feeney, MD
- ▶ Veronica Mosier, MD
- ▶ Cathy Walker, LMHC
- ▶ Jessica Reynolds, LSW



HOPE CENTER

163 Butner Drive
Hope, IN 47246
P: 812.546.6000

OUR PROVIDERS:

SPECIALTY

- ▶ Family Medicine
- ▶ Pediatrics
- ▶ Behavioral Health

PROVIDER

- ▶ Julie Snyder, FNP-C
- ▶ Brooke Hansen, FNP
- ▶ Aubaine Woods, MD
- ▶ Heather Parker, LCSW

MOBILE UNIT



TRAFALGAR CENTER

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
- ▶ Amanda Gu, MD
- ▶ Brittany Martin, FNP-C
- ▶ Mary Chambers, MD
- ▶ Mary Braden, LMHC
- ▶ Erica Underwood, LMHCA



Patient Education & Preventative Care

PROVIDER

- ▶ Anastacia Brandenburg, AGCNS-BC
- ▶ Julie Leap, RN
- ▶ Stacy Heffernan, RN

WindRoseRx (Epler Parke and Hope)

PROVIDER

- ▶ Mark Rueth, PharmD
- ▶ Jim Carper, RPh
- ▶ Courtni Svaranowic, CPhT
- ▶ Teresa Turner, CPhT

Clinical Administrators

- ▶ Derrick Hasenour, MD
- ▶ Cindi Yantz, MD, MSPH
- ▶ Amanda Stropes, LCSW

LEADERS

ADMINISTRATORS



Gregg Grote
CHIEF FINANCIAL OFFICER



Derrick Hasenour, MD
CHIEF MEDICAL OFFICER



Laura Pryor
CHIEF QUALITY OFFICER



Scott Rollett
CHIEF EXECUTIVE OFFICER



Kat Cooper
HR DIRECTOR



Matt Dingley
IT DIRECTOR



Jada Glanzman
**REGIONAL OPERATIONS
DIRECTOR**



Teresa Horsley
BILLING DIRECTOR



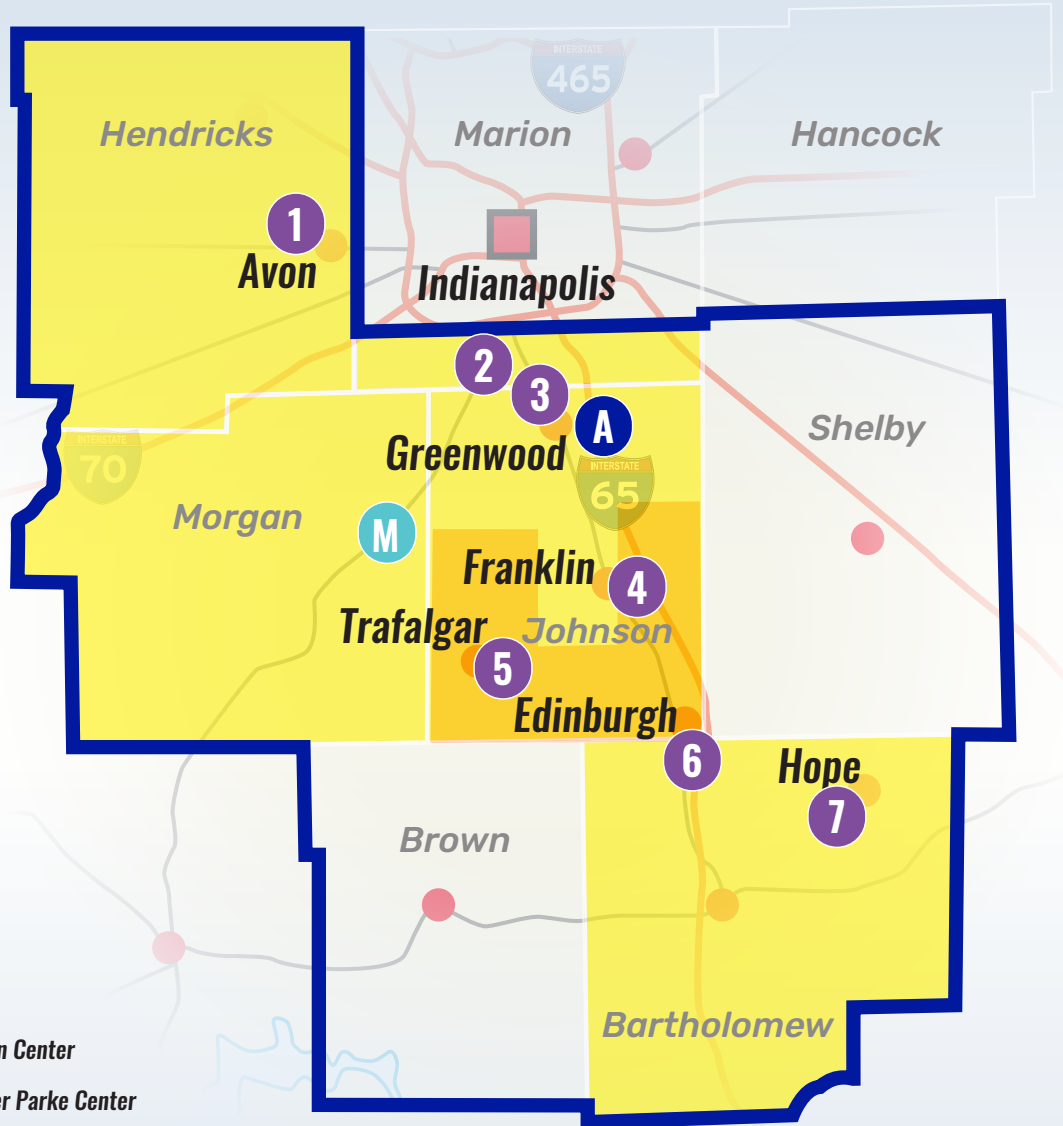
Melanie Pumphrey
**REGIONAL OPERATIONS
DIRECTOR**



Kim Newlin
RISK MANAGEMENT DIRECTOR



Sarah Ward
**DIRECTOR OF COMMUNITY
HEALTH AFFAIRS**



- ① Avon Center
- ② Epler Parke Center
- ③ Countyline Center
- ④ Franklin Center
- ⑤ Trafalgar Center
- ⑥ Edinburgh Center
- ⑦ Hope Center
- Ⓐ WHN Administrative Center
- Ⓜ Mobile Unit

- Service Area
- Total Market Area
- Medically Underserved Area

PATIENT DEMOGRAPHICS

PATIENT ENCOUNTERS BY TYPE

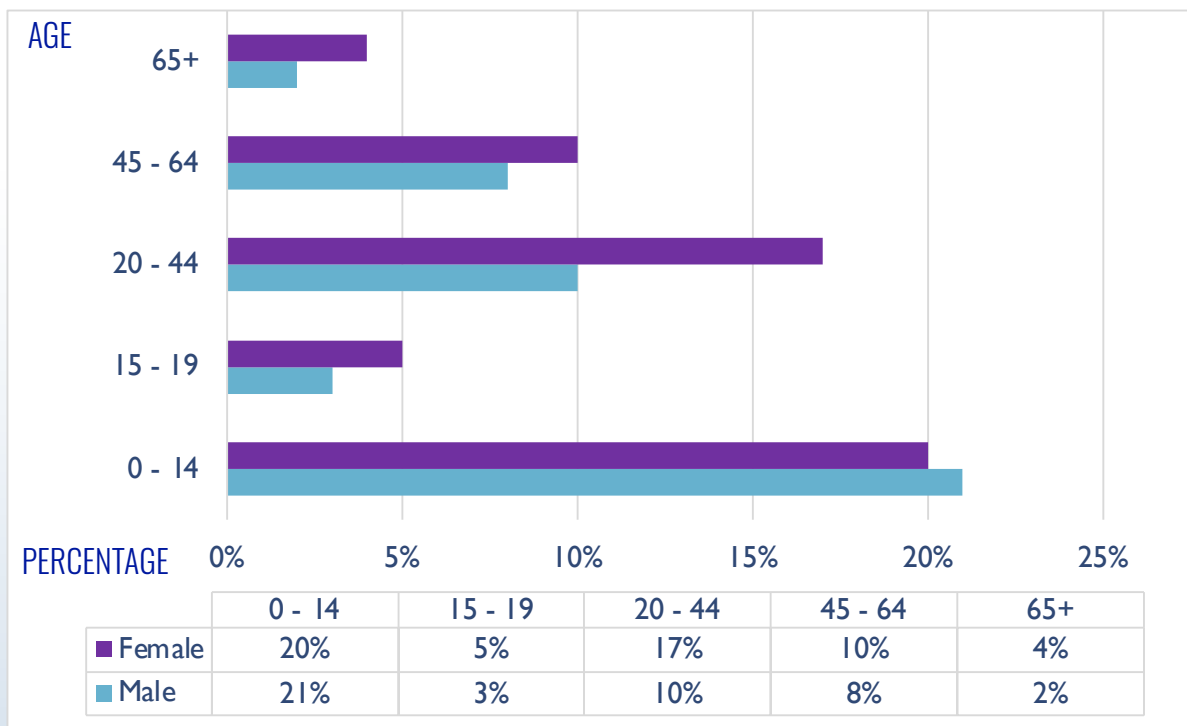
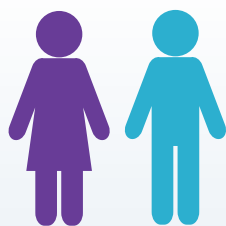


Adult Visits = 32,440

Pediatric Visits = 21,459

Mental Health & Substance Use Visits = 5,065

AGE AND GENDER

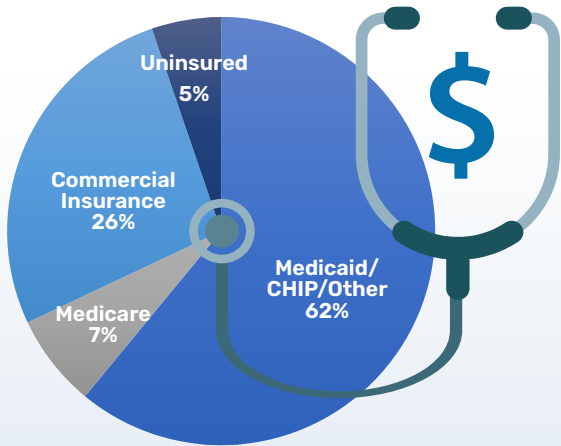
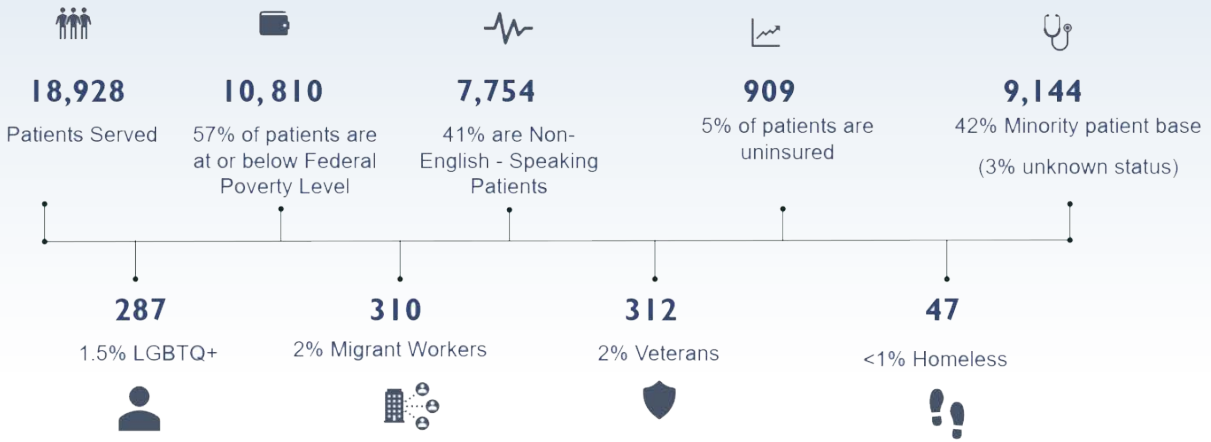


TOTAL COMMUNITY BENEFIT VALUE

Sliding Fee Scale Patient Discounts = \$427,474

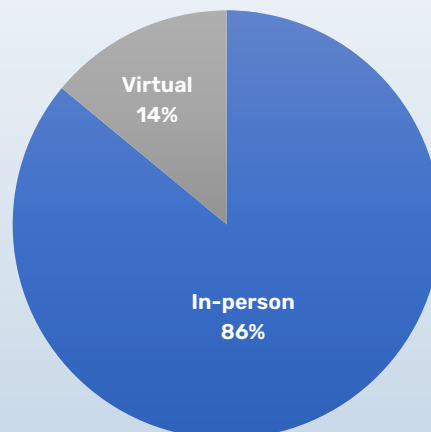
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PATIENT INSIGHTS



2022 WHN PAYER MIX		
Medicaid/CHIP/Other	11,773	62%
Medicare	1,391	7%
Commercial Ins.	4,855	26%
Uninsured	909	5%
Total Patients	18,928	

TOTAL CLINIC VISITS: 58,964





LEADING WITH THE VOICE OF THE PATIENT

WINDROSE HEALTH NETWORK BOARD OF DIRECTORS

LEADERSHIP

- ▶ **A. Nicole Spears**, Chairman
- ▶ **William Mink**, Vice Chairman
- ▶ **Sharon Waltz**, Secretary Treasurer
- ▶ **Scott Rollett**, Chief Executive Officer
- ▶ **Derrick Hasenour**, MD, Chief Medical Officer
- ▶ **Laura Pryor**, Chief Quality Officer
- ▶ **Gregg Grote**, Chief Financial Officer

MEMBERS

- ▶ **Monica Anderson**
- ▶ **Juan Ardila**
- ▶ **Michelle Bisesi**
- ▶ **Janet Buchanan**
- ▶ **Esmeralda Gonzalez**
- ▶ **Melissa Harrier**
- ▶ **Michael Kolenda**
- ▶ **Terri-Roberts Leonard**
- ▶ **Van Piang**
- ▶ **Richard Rahe**
- ▶ **Shirley Robertson**
- ▶ **Atin Tandon**
- ▶ **Hlalum Thangmatu**
- ▶ **Thomas Weartz**



VOICE

HONOR

2022 EMPLOYEE EXCELLENCE AWARD WINNER

Max Hunter, finance manager and colleague for over 12 years was selected as the 2022 Employee Excellence recipient. Max battled pancreatic cancer for most of 2022 – a battle he ultimately lost on December 11, 2022. He started chemo treatments in early January, only to undergo surgery in May. He returned to work in July after recovering and gave it his all until his final weeks at WindRose in November.



MAX HUNTER

If this isn't remarkable enough, January 1 through May 31 is WHN's Finance Department's busiest time, with many Federal reports, filings, and other regulatory tasks with specific deadlines that must be completed. Despite the chemo treatments that proved both physically exhausting and mentally draining, Max managed to accomplish all that needed to be done before undergoing his surgery. He was determined not to let his cancer interfere with his professional responsibilities and did not want to let anyone down.

Max carried this dedication to the end. In the last week of work, he worked from his laptop in his hospital room at IU Health. He felt a strong sense of responsibility to WHN and his co-workers – his "Good People of Windrose."

I can think of no better example of Excellence and Dedication in 2022 than what Max demonstrated this past year. As such, I had the privilege of presenting him with the 2022 Employee Excellence Award in his home on December 2 before he passed away. He appreciated this, although he was also saddened that he was leaving his WHN Family.

Sincerely,

A handwritten signature in blue ink that reads "Scott K. Rollett". The signature is written in a cursive style.

Scott Rollett

