

2025 ANNUAL REPORT



WindRose
Health Network



CARE THAT CONNECTS

At WindRose Health Network, care is more than a service. It is a connection.

It is the connection between a patient and a trusted provider.

It is the connection between a family and the resources they need.

It is the connection between medical care, behavioral health, pharmacy, dental care, prenatal care, and community support.

It is the connection between mission and action.

This year, WindRose Health Network continued to care for patients across Central Indiana with compassion, quality, and purpose.

In 2025, WindRose cared for:

21,989 Patients

Each number represents a person.

Each person represents a story.

Each story reminds us why connection matters.



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Mission, Vision, and Our Core Values

MISSION

At WindRose Health Network, 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 community. Guided by a commitment to patient-centered care, we strive to create a sustainable future where every individual can attain optimal health and well-being.

Our mission is lived every day through the patients we serve, the services we provide, and the connections we create.

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.

Our vision guides the way we grow, serve, partner, and innovate. It challenges us to look beyond the appointment and consider the whole person, the whole family, and the whole community.

OUR VALUES

- **Stewardship** We are responsible for what is of value to our organization, including our people, resources, facilities, finances, and community trust. We accept the responsibility of being leaders in health care and advocates for our patients and communities.
- **Quality** We strive to do the best at what we do. Quality is reflected in our standards, our clinical practices, our patient experience, and our commitment to continuous improvement.
- **Dignity of the Person** We believe each person has equal worth and dignity. Every patient, staff member, family, and community partner deserves respect, affirmation, and compassionate service.
- **Community** Our clinics belong to the communities they serve. We collaborate with patients, families, partners, and caregivers to provide effective help and meaningful support.
- **Compassionate Care** We are dedicated to helping those in need. Our approach is holistic and recognizes the physical, emotional, social, and spiritual needs of the people we serve.



A Message From Our CEO



Dear WindRose Patients, Staff, Board Members, Partners, and Community Friends,

At WindRose Health Network, our purpose is clear: **we exist to connect people to care that improves lives.**

This year's annual report theme, Care that Connects, reflects who we are, what we believe, and where we are going. Health care is not only about appointments, diagnoses, prescriptions, or services. It is about people. It is about trust. It is about meeting individuals and families where they are and helping them move toward better health, greater stability, and a stronger future.

In 2025, WindRose Health Network cared for 21,989 patients. Each patient represents a life, a family, a challenge, a hope, and a reason our mission matters. Some came to us for primary care. Some needed prenatal care, behavioral health support, pharmacy services, pediatric care, financial assistance, chronic disease management, or help navigating the health care system. No matter how they entered our doors, our responsibility was the same: to connect them with compassionate, high-quality, patient-centered care.

Our vision is to be a catalyst for health, wellness, and positive change in the communities we serve. That vision requires more than clinical excellence. It requires access. It requires trust. It requires innovation. It requires equity. It requires listening to our patients, supporting our staff, strengthening our partnerships, and continuously improving the way we deliver care.

As a Federally Qualified Health Center, WindRose has a unique responsibility to serve the whole community, especially those who face barriers to care. We know those barriers are real. They may include cost, transportation, language, insurance, behavioral health needs, food insecurity, chronic illness, or uncertainty about where to begin. Our role is to make care easier to access, easier to understand, and easier to continue.

That is the purpose behind our work.

Care that connects means a mother receives prenatal support early in pregnancy. It means a child has access to pediatric care close to home. It means a patient managing diabetes or hypertension receives ongoing support. It means a person experiencing anxiety or depression can receive behavioral health care in a trusted setting. It means a patient can talk with a pharmacist, understand their medication, and take the next step with confidence. It means patients are treated with dignity, compassion, and respect every time they interact with WindRose.

This work is possible because of our extraordinary staff and providers. Every person at WindRose contributes to the patient experience. From the first phone call to the final follow-up, our teams help patients feel seen, heard, and supported. I am deeply grateful for the dedication, professionalism, and heart our employees bring to this mission every day.

I am also grateful for our Board of Directors, community partners, and supporters. Your leadership and collaboration help WindRose respond to changing community needs and remain focused on our long-term vision. Together, we are building a stronger, healthier, and more connected community.

As we look ahead, WindRose will continue to grow with purpose. We will continue improving access, strengthening quality, expanding services, supporting our workforce, advancing health equity, and building partnerships that help patients thrive. Our future will be guided by the same commitment that has always shaped WindRose: to provide compassionate, comprehensive care for the people and communities we serve.

Thank you for trusting WindRose Health Network. Together, we are creating Care That Connects.

A handwritten signature in black ink that reads "Scott K Rollett". The signature is fluid and cursive, with the first name "Scott" and last name "Rollett" clearly legible.

Scott Rollett, MBA, FACMPE, THDC
Chief Executive Officer
WindRose Health Network

CARE THAT CONNECTS



CARE THAT CONNECTS IS PERSONAL.

It begins when a patient calls to schedule an appointment. It continues when a provider listens, when a care team follows up, when a pharmacist answers a question, when a behavioral health professional offers support, when an interpreter helps a patient feel understood, and when community partners help meet needs beyond the walls of the clinic.

At WindRose Health Network, connection is how care becomes meaningful.

Our patients come to us with different needs, different backgrounds, different languages, and different life experiences. Some need a routine check-up. Some need help managing chronic illness. Some need prenatal care, pediatric care, behavioral health support, dental care, medication assistance, or help understanding their options.

No matter where care begins, WindRose works to connect each patient to the support they need to move forward.

Care that Connects reflects our promise to provide care that is accessible, compassionate, comprehensive, and centered on the dignity of every person.

2025 By The Numbers

In 2025, WindRose Health Network provided:

73,469

Patient Encounters



OUR IMPACT IN THE COMMUNITY

This number represents children, adults, expecting mothers, seniors, families, workers, new neighbors, and individuals managing complex health needs.

Behind this number are thousands of connections:

- A child receiving care close to home
- A mother receiving prenatal support
- A patient managing diabetes, hypertension, asthma, or obesity
- A family accessing pharmacy services
- A person receiving behavioral health support
- A patient receiving care in their preferred language
- A staff member helping someone overcome a barrier
- A provider building trust over time

WindRose continues to serve as a trusted health care home for the communities we are called to support.

PATIENT BREAKDOWN



11,798

Patients Served Below the Federal Poverty Level



8,018

Non-English Speaking



798

Patients Were Uninsured

403

Prenatal Patients



455

Veterans



33

Homeless



CARE THAT CONNECTS EVERYONE



At WindRose Health Network, we are committed to promoting health equity and eliminating health disparities in our community.

We believe every person deserves access to high-quality health care services and the opportunity to achieve optimal health outcomes, regardless of background, language, income, insurance status, or life circumstance.

Health equity is not a separate initiative. It is part of how WindRose connects patients to care every day.

Our commitment to health equity includes:

- Expanding access to primary and preventive care
- Supporting patients regardless of ability to pay
- Providing culturally responsive care
- Improving language access
- Addressing social drivers of health
- Strengthening community partnerships
- Listening to the voice of patients and families
- Using data to identify gaps and improve outcomes

When care is connected, patients are more likely to feel seen, heard, respected, and supported.

In February 2025, WindRose Health Network reintroduced psychiatry services with the addition of Lori Fishburn, PMHNP. This expansion has enhanced access to comprehensive behavioral health care for patients experiencing mental health conditions as well as those struggling with substance use disorders through Medication-Assisted Treatment (MAT).

To further support individuals in recovery, WindRose also expanded Peer Recovery Services with Boy Lian, CAPRC, providing patients with valuable peer support, guidance, and connection to community resources throughout their recovery journey.

The integration of psychiatry services, peer recovery services, behavioral health, and primary care has strengthened WindRose's whole-person approach to care. Through close collaboration with primary care providers, consultation with Dr. John Wernert, and ongoing educational sessions for medical staff, the team has successfully enhanced coordination of care, improved access to behavioral health services, and supported better health outcomes for patients across the organization.

OUR PATIENTS ARE OUR LEADERS



Consumer-Governed, Community-Focused. As a Federally Qualified Health Center, WindRose Health Network is governed by a consumer-driven Board of Directors. This means the people we care for help guide the decisions that shape our organization.

This model matters because patient voice matters.

Our Board provides oversight and guidance to the leadership team while helping advance the mission, strategy, and goals of WindRose Health Network. Their service ensures that our organization remains accountable to patients, responsive to community needs, and focused on improving access to care.

A consumer-driven board helps WindRose stay grounded in:

- Patient experience
- Community need
- Financial stewardship
- Quality improvement
- Health equity
- Service expansion
- Long-term sustainability
- Mission-focused leadership

At WindRose, patients are not only recipients of care. They are central to our purpose, our governance, and our future.



Percentage of Board
Members Who Are Patients: **53%**

BOARD OF DIRECTORS

Leadership that Connects Mission to Community

WindRose Health Network is grateful for the leadership, guidance, and service of its Board of Directors. The Board's commitment strengthens the organization's ability to serve patients, steward resources, improve quality, and respond to community needs. Their leadership helps ensure WindRose remains mission-driven, patient-centered, and prepared for the future.

CURRENT BOARD MEMBERS

Thomas Weartz, Board Chair

Dr. Michael Kolenda, Board Vice Chair

Sharon Waltz, Secretary/Treasurer

Juan Ardila Zorro

Janet Buchanan

Angelica Caraballo Perez Sotomayor

Abby Clemens

Zachary Cram

Dr. Melissa Harrier

Mindy Mitchell

Naw Phaw

Richard Rahe

Jazmine Rivera Franco

Shirley Robertson

Rachael Rode

Sui Siang

Nicole Spears

Sharonda Stephens



Board Appreciation Statement

Thank you to our Board of Directors for your time, service, wisdom, and commitment to the patients and communities served by WindRose Health Network.



ADMINISTRATIVE LEADERSHIP

Leadership that Connects Strategy, Operations, and Care

WindRose Health Network's leadership team works together to support clinical operations, quality, finance, human resources, behavioral health, technology, risk management, community health, patient access, and organizational growth.

Strong leadership helps ensure WindRose remains mission-driven, financially responsible, quality-focused, and responsive to the changing needs of patients and communities.

Administrative leadership connects the daily work of care delivery to the long-term strategy of the organization.



Scott Rollett, MBA
Chief Executive Officer



Gregg Grote, MBA
Chief Financial Officer



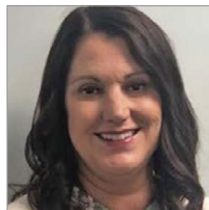
Matt Dingley, MS
IT Director



Kim Newlin, BS
Dir. of Risk Management



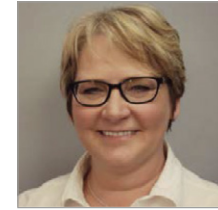
Brock McMillen, MD
Chief Medical Officer



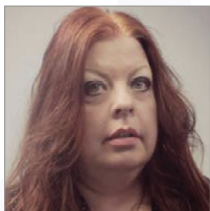
Jada Glanzman, BS
*Regional Operations
Director – N. Region*



Amanda Stropes, MSW
*LCSW – Director of
Behavioral Health*



Laura Pryor, MSN
Chief Quality Officer



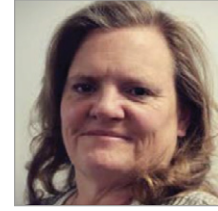
Kat Cooper, BS
HR Director



Rachael Hiday, PharmD
*Director of Clinical
Pharmacy*



Sarah Ward, DBA
*Director of Community
Health Affairs*



Teresa Horsley
Billing Director



Melanie Pumphrey, MS
*Regional Operations
Director – S. Region*

CONNECTS QUALITY OF CARE



Connecting Care to Better Outcomes

Quality is at the center of WindRose Health Network's mission.

At WindRose, quality means more than meeting standards. It means creating systems of care that are safe, effective, accessible, compassionate, and responsive to patient needs. It means using data to improve outcomes, supporting evidence-based practices, listening to patients, and strengthening the care experience across every location.

Our commitment to quality helps ensure that patients receive the right care, at the right time, from teams who are working together to support their health.

Quality in Action

WindRose connects quality to daily care through:

- Preventive screenings and follow-up
- Chronic disease management
- Care coordination
- Patient-centered medical home practices
- Behavioral health integration
- Medication support and pharmacy coordination
- Maternal and child health initiatives
- Patient experience improvement
- Staff training and process improvement
- Data-driven decision-making

Quality is not a single department or annual goal. It is a shared responsibility across the organization.

Building a Culture of Improvement

WindRose continues to strengthen a culture where teams ask:

What does the patient need?

How can we make care easier to access?

How can we improve outcomes?

How can we reduce barriers?

How can we support staff in delivering excellent care?

These questions guide improvement and help WindRose remain focused on meaningful results.



Care that Connects to Quality

Quality connects patients to better care by improving communication, reducing gaps, coordinating services, and supporting whole-person health. WindRose is proud of its commitment to quality, access, and patient-centered care. When care is connected, patients are more likely to understand their care plans, complete screenings, manage chronic conditions, receive timely follow-up, and feel supported by their care team.

WindRose's commitment to quality reflects our promise to keep improving for the patients and communities we serve.

QUALITY OF CARE

Clinical Performance: WindRose targeted the following clinical performance measures for improvement in 2025:

Measure	2024 Result	2025 Result
Completion of Medicare Annual Wellness Visits	35.4%	43.8%
Diabetes A1c > 9 or Untested <i>(Striving for lowest number)</i>	15.2%	14.3%
HIV Screening	62.8%	69.6%
Hypertension Control	68.7%	72.4%
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	85.1%	88.3%

Clinical performance measures comparison via the Uniform Data System submissions for 2025 are presented below:

Measure: Screening and Preventive Care	WHN Result	Ind. Average	National Average
Early Entry into Prenatal Care	69.59%	67.93%	70.64%
Low Birth Weight Babies <i>(Striving for lowest number)</i>	7.53%	8.79%	8.53%
Childhood Immunization Status	53.87%	22.34%	28.01%
Cervical Cancer Screening	56.11%	53.57%	55.37%
Breast Cancer Screening	61.29%	48.15%	53.96%
Weight Assessment & Counseling for Nutrition/Physical Activity for Children/Adolescents	82.92%	69.65%	72.57%
Body Mass Index Screening and Follow-Up Plan	59.21%	66.66%	67.63%
Tobacco Use: Screening and Cessation Intervention	86.76%	84.83%	84.24%
Colorectal Cancer Screening	55.78%	39.00%	42.71%
HIV Screening	69.61%	48.53%	51.84%
Screening for Depression and Follow Up Plan	76.24%	68.06%	73.70%



QUALITY OF CARE

Measure: Chronic Disease Management	WHN Result	Ind. Average	National Average
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	88.26%	79.845%	78.18%
Ischemic Vascular Disease: Use of Aspirin or Another Antiplatelet	83.77%	77.10%	74.69%
HIV Linkage to Care	50.00%	66.34%	80.49%
Depression Remission at Twelve Months	5.18%	7.21%	13.83%
Controlling High Blood Pressure (Patients with high blood pressure whose blood pressure is <140/90)	72.37%	68.47%	67.42%
Diabetes Poor Control - Patients with diabetes whose A1c > 9% or no test was done during the year (<i>Striving for lowest number</i>)	14.30%	28.46%	28.13%

PATIENT SATISFACTION SURVEYS

WHN patient satisfaction surveys are completed quarterly. WHN's survey vendor aggregates results from participating community health centers across the nation and provides those numbers for benchmarking.

Measure	2025 WHN Mean Score	2025 National Benchmark
Overall Satisfaction	95.6%	92.0%
Loyalty Intention	97.4%	95.8%
Referral Intention	92.1%	89.4%

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

MEDICAL PATIENT SURVEYS

- Appointment Wait
- Center Hours Convenience
- Cultural & Language Needs Met
- Overall Satisfaction
- Overall Provider Rating
- Provider Knowledge of Health History
- Provider Listening
- Provider Wait
- Quality of Care
- Referral Intentions
- Info Received about Weekend, Holiday or Evening Care
- Specific Health Goals Discussed

Behavioral Health Client Surveys

- Center Hours Convenience
- Overall Satisfaction
- Provider Listening
- Provider Explanation
- Reception Staff Courtesy & Helpfulness
- Info Received about Weekend, Holiday or Evening Care



CARE THAT CONNECTS PATIENTS TO PRIMARY CARE



A Health Care Home for Every Stage of Life

Primary care remains the foundation of WindRose Health Network.

Through family medicine, pediatric health, prenatal care, chronic care management, preventive care, and patient education, WindRose supports patients throughout every stage of life.

Primary care connects patients to:

- Preventive screenings
- Annual wellness visits
- Immunizations
- Chronic disease management
- Medication support
- Health education
- Referrals and follow-up care
- Behavioral health support
- Social and community resources
- Long-term relationships with trusted providers

At WindRose, care is not limited to a single appointment. It is an ongoing relationship built on trust, access, and continuity.

Why Primary Care Matters

Primary care helps patients identify health concerns early, manage ongoing conditions, and build a trusted relationship with a provider who understands their history and needs.

For many patients, WindRose is the first place they turn when they have a concern. It is also the place they return to for ongoing care, support, education, and connection.



Primary care: 21,696



Behavioral health: 1,667



**In-person visits: 72,435
or 98.6%**



Virtual visits: 1,034 or 1.4%

CARE THAT CONNECTS FAMILIES

Supporting the Whole Household

WindRose Health Network continues to support families by offering care for children, adults, and expecting mothers.

Family-centered care is especially important because health needs are often connected across generations. When one family member receives support, the whole household can benefit.

WindRose helps connect families to:

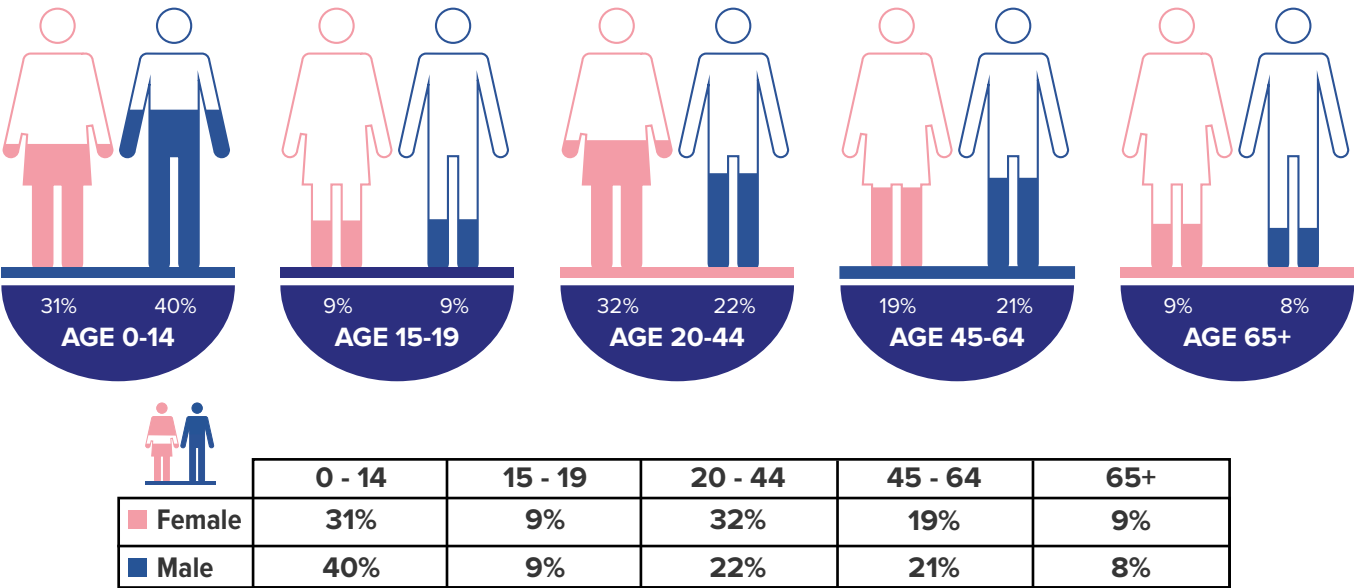
- Pediatric care
- Family medicine
- Prenatal care
- Chiropractic care
- Behavioral health support
- Pharmacy services
- Health education
- Community resources
- Financial care assistance

By serving families in a coordinated way, WindRose helps patients feel known, supported, and connected.

CARE CLOSE TO HOME

Families need care that is convenient, respectful, and responsive. WindRose’s clinics provide access points where families can receive care, ask questions, address concerns, and build long-term relationships with care teams.

Our goal is to make health care easier for families to understand, access, and continue.



CARE THAT CONNECTS MOMS AND BABIES

Healthy Beginnings, Stronger Futures

WindRose continues to place strong emphasis on maternal and child health.

Prenatal care, postpartum education, breastfeeding support, pediatric care, and dental services for expecting mothers and children help families build a healthy foundation from the very beginning.

WindRose connects mothers and babies to:

- Early prenatal care
- Ongoing education and support
- Postpartum resources
- Breastfeeding assessments and guidance
- Pediatric follow-up care
- Oral health support
- Community resources that support family stability



Healthy beginnings matter. WindRose is proud to walk alongside families during some of the most important moments of their lives.

Supporting Mothers Before and After Birth

Pregnancy and the postpartum period can bring many questions, concerns, and needs. WindRose provides education, support, and care coordination to help mothers feel prepared and supported. This care helps connect expecting and new mothers to services that support both maternal health and infant well-being.

CARE THAT CONNECTS PATIENTS

WindRoseRx filled **39,106** scripts in 2025; 4,952 more than in 2024. This represents a 14.5% increase over 2024.



Behavioral Health (Whole-Person Care)

Health includes the mind, body, and spirit.

WindRose's behavioral health services help patients address mental health needs as part of whole-person care. This integrated approach supports patients who may be experiencing anxiety, depression, trauma, stress, substance use concerns, or other behavioral health challenges.

Behavioral health connection means a patient does not have to navigate care alone. It means support can be coordinated with primary care, medication management, community resources, and ongoing follow-up.

For many patients, access to behavioral health services can be life-changing.

Integrating Behavioral Health and Primary Care Integrated care helps reduce barriers and stigma by making behavioral health part of the broader care experience. Patients can receive support in a trusted setting where their needs are understood and coordinated.

WindRose's behavioral health approach reflects the belief that mental health is health.

Pharmacy Support - WindRoseRx

WindRoseRx strengthens the connection between patients, providers, and medications.

Pharmacy services help patients better understand their medications, improve adherence, reduce barriers, and receive support from trusted pharmacy professionals.

WindRoseRx connects patients to:

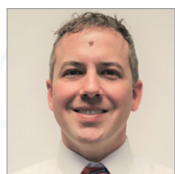
- Medication counseling
- Prescription support
- Care coordination with providers
- Chronic disease medication management
- Affordable medication access when available
- A more convenient health care experience

Pharmacy care is an important part of patient-centered care because medications are often where treatment plans become daily routines.

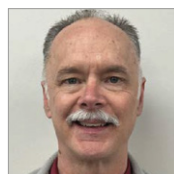
More Than Filling Prescriptions

WindRoseRx is part of the care team. Pharmacists and pharmacy staff help patients understand their medications, ask important questions, and feel more confident in managing their health.

This connection supports safer care, better communication, and improved access.



Mark Rueth, PharmD
Pharmacist in Charge



Jim Carper, RPh
Pharmacist



Za Lian
Pharmacy Clerk

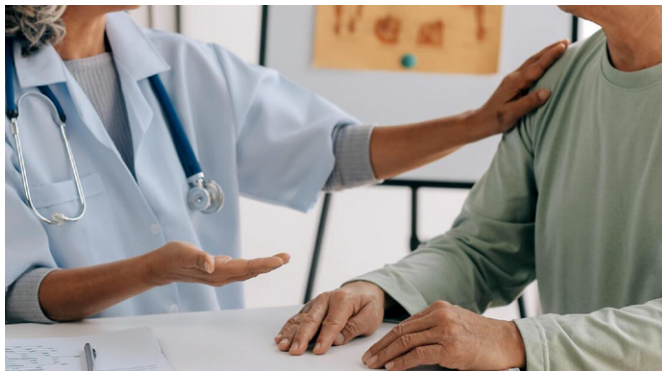


Emily Jackson, CPhT
Pharmacy Tech



Ariana Shugars, CPhT
Pharmacy Tech

CARE THAT CONNECTS PATIENTS TO FINANCIAL CARE & LANGUAGE



Reducing Barriers to Access

Access to health care should not depend only on a patient's ability to pay.

WindRose offers financial care services that help patients understand options, apply for available programs, and access care in a way that supports dignity and reduces barriers.

Financial care is more than paperwork. It is a bridge to access.

Helping Patients Understand Their Options

For many patients, navigating health coverage, eligibility, documentation, and financial assistance can feel overwhelming. WindRose helps connect patients to information and support so they can receive needed care.

Financial care services may include:

- Sliding fee scale information
- Eligibility navigation
- Medication assistance support
- Insurance enrollment support
- Referrals to community resources
- Help understanding available care options

When financial barriers are reduced, patients are more likely to seek care, continue care, and manage their health.



CARE THAT CONNECTS THROUGH LANGUAGE ACCESS

Helping Patients Feel Seen, Heard, and Understood
WindRose serves a diverse patient population. Language access is essential to care that connects. Patients should be able to ask questions, understand instructions, participate in decisions, and feel respected during each interaction.

WindRose continues to support patients through culturally responsive communication and language access efforts that help ensure patients are seen, heard, and understood.

When communication improves, trust improves.
When trust improves, care improves.

Communication as Care Language access helps patients:

- Schedule appointments
- Explain symptoms and concerns
- Understand diagnoses
- Follow care plans
- Ask medication questions
- Participate in preventive care
- Feel respected during visits
- Build trust with their care team

At WindRose, communication is not separate from care. It is part of care.

CARE THAT CONNECTS COMMUNITIES



Beyond the Walls of the Clinic

WindRose Health Network's impact extends beyond clinic walls. Our clinics belong to the communities they serve. Through partnerships, outreach, education, health screenings, community events, and resource connections, WindRose works with others to improve health and well-being across Central Indiana.

Beyond the Walls of the Clinic

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Community connection helps WindRose:

- Understand local needs
- Build trusted partnerships
- Expand access to education and resources
- Support vulnerable populations
- Strengthen referral pathways
- Respond to emerging community health concerns
- Align programs with real patient needs

Care that connects is not only clinical. It is relational, local, and community-centered. Partnership as a Pathway to Better Health Community partnerships help address needs that cannot be solved by health care alone. Food access, housing stability, transportation, education, behavioral health support, family resources, and cultural connection all influence health.

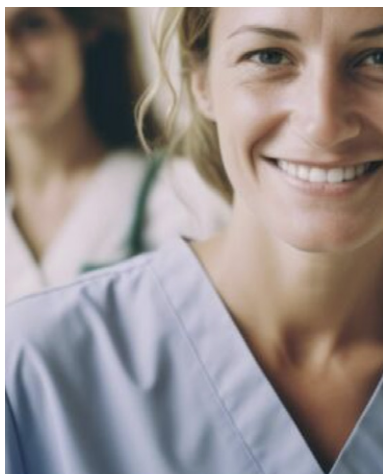
WindRose is grateful for the partners who help make care more complete.

Gleaners 2 Go Program

Gleaners Food Bank collaborates with WHN offering patients access to the Gleaners 2 Go program. This initiative enables our patients to order groceries twice a month. Our goal is to serve approximately 60 patients at each center of care on a biweekly basis.



CONNECTING THROUGH STAFF



The People Behind the Mission

The people of WindRose are the heart of the organization.

Providers, nurses, medical assistants, front desk teams, behavioral health professionals, pharmacists, care coordinators, eligibility navigators, billing staff, operations leaders, community health staff, and administrative teams all play a role in connecting patients to care.

- Each greeting matters.
- Each phone call matters.
- Each follow-up matters.
- Each patient interaction matters.

The strength of WindRose is found in the people who choose to serve.



A Culture of Care

WindRose staff members show up each day to help patients navigate needs that are often complex and personal. Their work requires skill, patience, flexibility, teamwork, and compassion.

Care that connects is only possible because of the people who make those connections every day.



Connecting Through Innovation

Improving Access, Experience, and Care Delivery.

WindRose continues to use innovation to improve access, communication, patient experience, and care coordination.

Innovation is not only technology. It is the willingness to improve systems, test new ideas, listen to feedback, and respond to patient needs in practical ways.

WindRose's future will continue to include thoughtful innovation that supports patients, strengthens staff, and improves care delivery.



Innovation in Action

Innovation at WindRose includes:

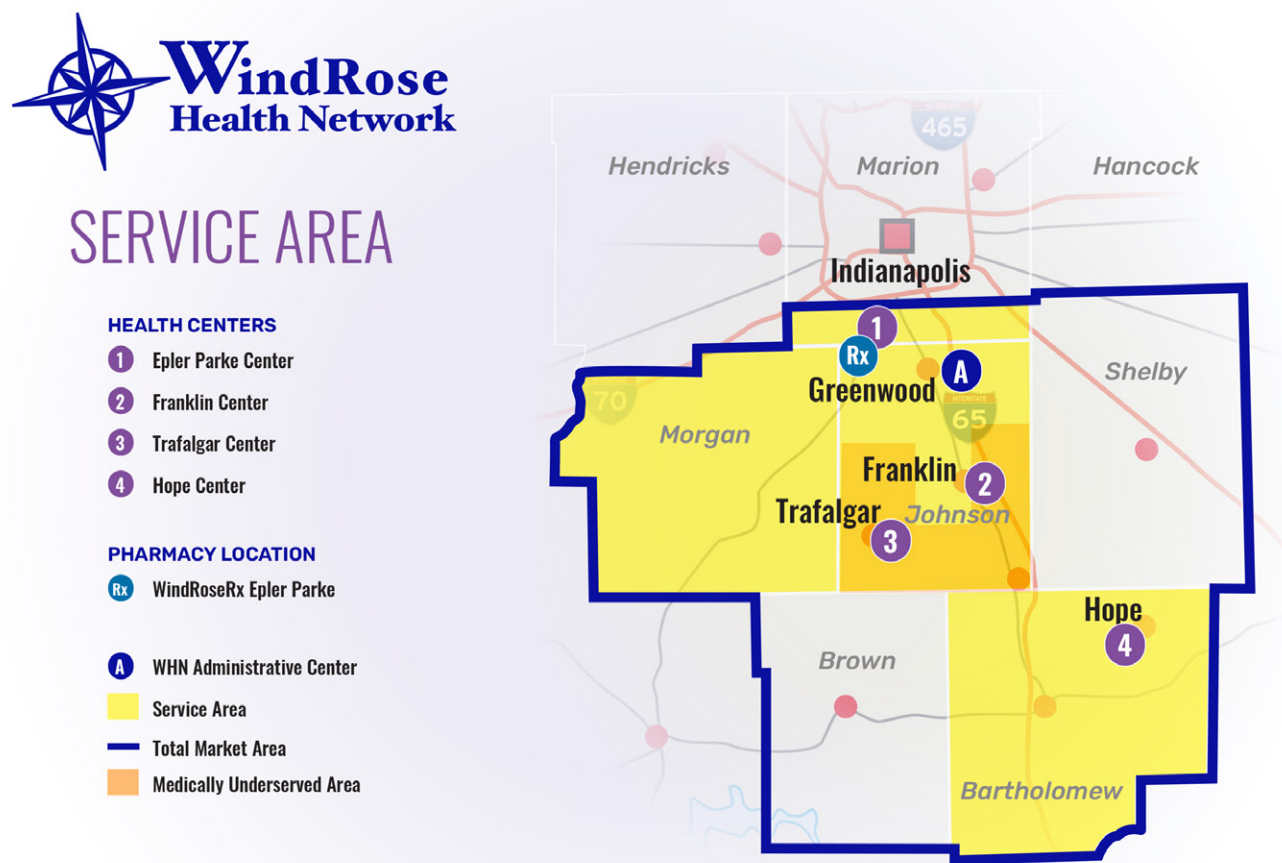
- Improving patient access and scheduling
- Expanding digital tools and communication
- Strengthening care coordination workflows
- Enhancing language access
- Supporting quality improvement initiatives
- Using data to identify patient needs
- Improving staff systems and internal communication
- Expanding services in response to community need

The goal of innovation is not change for the sake of change. The goal is better connection, better access, and better care.



WINDROSE SERVICE AREA

Understanding the needs of our patients begins with understanding the communities we serve. WindRose’s service area spans urban and rural regions of central Indiana, where diverse populations bring unique challenges and opportunities for care. In 2025, we continued to respond to these needs with flexible services, expanded clinics, and outreach efforts tailored to local priorities. By staying rooted in community context, WindRose ensures care is relevant, equitable, and impactful.



LOCATIONS AND CARE TEAMS

Healthcare is personal, and so are the people behind it. WindRose’s four clinic locations and pharmacy with dedicated providers anchor our mission in neighborhoods across the service area. In 2025, our team of physicians, nurse practitioners, chiropractors, dentists, therapists, and support staff worked tirelessly to ensure seamless, coordinated care. Each provider embodies the values of stewardship, compassion, and quality—transforming clinic visits into trusted patient relationships.

LOCATIONS AND PROVIDERS



EPLER PARKE CENTER & PHARMACY

(10,217 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

► Chiropractor

PROVIDER

► Bonnie Wong, MD
 ► Lauren Connell, MD
 ► Brock McMillen, MD
 ► Neema Mohammed Nader, FNP-C
 ► Ann Adebusiye, MD
 ► Lourdes Geise, MD
 ► Rachel Greenfield, MD
 ► Melanie Hayes, MD
 ► Joshua Herber, MD
 ► Lisa Brownlee, LCSW, LCAC
 ► James Tluang, LMHCA
 ► Sekufe Akhter, MD
 ► Jon Moulder, MD
 ► Emily Gould, MD
 ► Savanna Bruski, DO
 ► Katie Buel, DO
 ► Rachael Hiday, PharmD
 ► Kaytlyn Kryshak, DC



FRANKLIN CENTER (6,131 Patients)

55 North Milford Drive

Franklin, IN 46131

P: 317.739.4848

OUR PROVIDERS:

SPECIALTY

► Family Medicine

► Pediatrics

► Behavioral Health

► Clinical Pharmacist

► Chiropractor

PROVIDER

► Joy Odeta, MD
 ► Matthew Feeney, MD
 ► Jennifer Hardisty, NP-C
 ► Amber Perry, FNP-C
 ► Veronica Mosier, MD
 ► Rachel Bennett, LMHC
 ► Jessie Johns, LSW
 ► Amanda Stropes, LCSW
 ► Cathy Walker, LMHC
 ► Rachael Hiday, PharmD
 ► Taylor Schaub, DC



HOPE CENTER (2,100 Patients)

163 Butner Drive

Hope, IN 47246

P: 812.546.6000

OUR PROVIDERS:

SPECIALTY

► Family Medicine

► Pediatrics

► Behavioral Health

PROVIDER

► Hideki Tsunoda, MD
 ► Melissa Hoeping, FNP-BC
 ► Ivana Radovanović, MD
 ► Ashley Pinegar, LSW



TRAFALGAR CENTER 3,046 Patients)

14 Trafalgar Square

Trafalgar, IN 46181

P: 317.412.9190

OUR PROVIDERS:

SPECIALTY

► Family Medicine

► Internal Medicine

► Pediatrics

► Behavioral Health

PROVIDER

► Mirela Ungureanu, MD
 ► Brittany Martin, FNP-C
 ► Randy Lee, MD
 ► Amanda Gu, MD
 ► Dana McGrath, LMHC



PATIENT ED. & CARE COORDINATION

► Julie Leap, RN – Manager of Care Coordination
 ► Stacie Heffernan, RN – Care Coordinator
 ► Boy Lian, CAPRC – Peer Recovery Specialist
 ► Albanely Martinez, MA – Population Health Specialist
 ► Hannah Rollett, CCHW – HIV/PrEP Coordinator
 ► Stephanie Walker, MA – Population Health Specialist

EMPLOYEE OF THE YEAR



2025 Employee of the Year - ABBIE KUMAR

Turning Initiative Into Access

When Johnson County Health Department discontinued funding for its free mammogram program, many WindRose patients were at risk of losing access to an essential preventive health service. For uninsured and underinsured patients, the program had often been their only affordable option.

Abbigail “Abbi” Kumar, WindRose’s Spanish Patient Navigator, immediately began searching for a solution. Without being asked, she identified and established a collaboration with Pink-4-Ever, an organization dedicated to reducing breast cancer disparities through advocacy, research, education and empowerment. Through its free mammogram program, eligible patients once again had access to potentially lifesaving breast cancer screenings.

Abbi’s impact extends well beyond this partnership. She consistently helps Spanish-speaking patients navigate referrals, responds to patient needs and steps in wherever support is needed. Her initiative, compassion and commitment exemplify WindRose Health Network’s call to excellence and its mission to ensure that every patient can access high-quality care.

“Abbigail consistently goes above and beyond. She took the initiative to find a free mammogram program available to all WindRose patients, and she is always jumping in to help reschedule patients and support them with whatever they need.” — Anonymous Coworker, Employee of the Year Nomination

Congratulations!

Congratulations To ALL The Nominees

Ni Par Sung	Epler Parke	Erica Bramble	Franklin
Carson Martinez	Franklin	Hailey Lane	Franklin
Adriana Chavez	Administration	Jessica Morris	Franklin
Staci Brandenburg	Administration	Leticia Ortiz-Lira	Hope
Kayla Smiley	Trafalgar	Taylor Wilson	Hope
Kelsie Betts	Trafalgar	Cassandra Nicholson	Hope
Rachelle Minor	Trafalgar	Matt Dingley	Administration
Niang Lian	Epler Parke	Frank Amaya	Epler Parke
Par Lian	Epler Parke	Teresa Horsley	Administration
Stacy Couch	Administration	Sunny Hall	Administration
Michelle Orman	Trafalgar	Kayla Hardy	Administration
Amandeep Silva	Epler Parke	Kat Cooper	Administration
Boy Lian	Epler Parke	Brett Deckard	Trafalgar
Cheryl Janis	Franklin	Doug Leece	Hope
Alba Castillo	Administration		



2025 PROVIDER OF THE YEAR



Honoring Excellence in Patient-Centered Care

WindRose Health Network is proud to recognize a provider whose clinical excellence, compassion, and commitment have made a meaningful difference for patients and families.

The Provider of the Year represents the best of patient-centered care. This provider builds trust, listens with empathy, supports whole-person health, and works collaboratively with care teams to improve outcomes.

Through every visit, conversation, diagnosis, treatment plan, and follow-up, this honoree demonstrates the power of Care that Connects.

2025 Provider of the Year - LOURDES GEISE, MD

With more than 20 years of experience, Dr. Lourdes Geise exemplifies clinical excellence, thoughtful leadership and an unwavering commitment to improving patient care across WindRose Health Network.

Dr. Geise consistently remains current with the latest medical research and clinical guidelines, carefully incorporating new evidence into her practice. Her influence, however, extends far beyond her individual patient encounters. She routinely offers insightful recommendations, raises important questions and initiates meaningful conversations about how WindRose can strengthen care delivery throughout the organization.

Known for her approachable and collaborative spirit, Dr. Geise generously shares her knowledge with colleagues. Team members frequently seek her guidance on complex clinical and system-related challenges, knowing she will respond with clarity, kindness and a steadfast focus on what will best serve patients.

Her depth of expertise, forward-thinking perspective and dedication to supporting both patients and colleagues make Dr. Geise an exceptional provider and a deserving recipient of the 2025 Provider of the Year Award.

“Dr. Geise is truly a provider of excellence—knowledgeable, forward-thinking, supportive and relentlessly committed to improving patient care. I can think of no one more deserving of this recognition.”
— Anonymous Coworker, Provider of the Year Nomination

Congratulations!

PROVIDERS WHO WERE NOMINATED:

Amber Perry, FNP	Franklin
Jennifer Hardisty, FNP	Franklin
Rachael Hiday, PharmD	Administration
Lauren Connell, MD	Epler Parke
Ann Adebuseyi, MD	Epler Parke
Jessie Johns, LSW	Franklin
Veronica Mosier, MD	Franklin
Brittany Martin, FNP	Trafalgar
Joshua Herber, MD	Epler Parke
Amanda Gu, MD	Trafalgar
Brock McMillen, MD	Epler Parke





CLOSING REFLECTION

Together, We Are WindRose

Care that connects is personal.

It is the moment a patient feels heard.

It is the relief of finding affordable care.

It is the trust built between a provider and family.

It is the support of a team working together.

It is the partnership between a clinic and community.

It is the belief that every person deserves dignity, compassion, and access to care.

In 2025, WindRose Health Network cared for **21,989** patients.

We are honored by the trust our patients place in us.

We are grateful for the staff who carry this mission forward.

We are strengthened by partners who believe in healthier communities.

We are guided by a Board that keeps patients at the center.

Together, we are WindRose Health Network.

Together, we provide Care that Connects.



A LEGACY OF COMPASSION, CONNECTION AND CARE

WindRose Health Network lovingly dedicates this page to **Julie Snyder, FNP-C**, whose compassion, clinical excellence and commitment to others left an enduring mark on our organization, our patients and the Hope community.

Julie joined the WindRose medical staff in 2011, as the newly expanded Hope Center opened its doors. For more than a decade, she helped shape the center into a trusted source of care and connection for individuals and families throughout the community. She remained with WindRose until March 2024, when she stepped away from her role for health reasons.

Before becoming a family nurse practitioner, Julie served as a registered nurse at Columbus Regional Hospital. Throughout her nursing career, she was guided by a deep calling to care for others. She brought professionalism, knowledge and thoughtful attention to every patient interaction. She was also a member of the American Academy of Nurse Practitioners, reflecting her dedication to the nursing profession and continued professional growth.

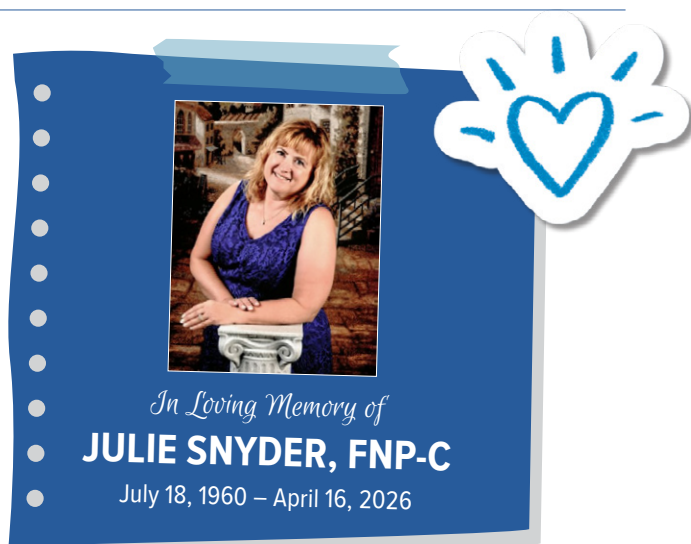
Julie understood that excellent health care begins with listening. She took time to hear her patients' concerns, understand their circumstances and help them feel comfortable and respected. Many came to know her not only as a skilled provider, but also as a trusted source of reassurance, encouragement and strength during some of life's most difficult moments.

Her patients remember her as compassionate, kind and thorough. One patient shared:

“I always felt heard and cared for.”

— A Grateful WindRose Patient

Julie's influence extended far beyond the examination room. She built lasting relationships with patients, supported her colleagues and embodied WindRose's commitment to compassionate, personalized care. Her steady presence helped strengthen the Hope Center and contributed to the foundation upon which it continues to serve the community today.



Julie lived a life centered on family, faith and service. These values were evident in the sincerity with which she approached her work and in the warmth she extended to everyone she encountered.

Although Julie is deeply missed, her legacy continues through the patients whose lives she improved, the colleagues she inspired and the community she served so faithfully. She demonstrated what it means to provide Care that Connects—care grounded in dignity, trust, kindness and genuine human connection.

We are forever grateful that Julie chose to share her talents, her heart and so many years of service with WindRose Health Network.

Her Legacy Lives On.

More than a decade of service.

Countless lives touched.

A lasting example of compassionate care.



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.

WindRoseHealth.net      

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