

2021 ANNUAL REPORT

★ 25 Years of Caring for our Community ★





As one of Central Indiana's leading nonprofit community health centers, we're dedicated to keeping patients healthy. We offer a variety of services to meet the needs of our patients, including adult and pediatric medicine, prenatal care, women's health, behavioral health services, and integrated specialty care.

At WindRose Health Network our healthcare team is committed to providing high-quality personalized care. Care teams are designed around the unique needs of our patients and consists of providers, nurses, pharmacists, medical assistants, patient support specialists, and eligibility navigators, who work together to achieve optimal health goals and help connect those needing insurance with appropriate coverage.

Last year we collaborated with various community agencies to maximize the depth of our care. Our care management services include disease management for those with chronic diseases and clinical pharmacy for those who must manage multiple medications.

To advance our mission of providing quality primary care, our Patient Specialists identify and link our patients to various health and social care programs for which they are eligible. In addition to accepting most insurance plans, we also offer a sliding fee scale for those who are without health insurance and do not qualify for available programs. At WindRose Health Network, all patients are cared for, regardless of ability to pay.

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★ Mission Statement

The mission of WindRose Health Network (WHN) is to improve the health of both its patients and the 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, WHN 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 Statement

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**

A MESSAGE FROM THE CEO

★ 25 Years of Delivering Personalized Integrated Healthcare ★

With great pride, 2021 marked WindRose Health Network's 25th year of service to our communities. What began in 1996 with 1 nurse practitioner, some volunteer physicians from Johnson Memorial Hospital and a 3-exam room clinic in Trafalgar, Indiana has grown into a total of 7 Health Centers located in the communities of Avon, Edinburgh, Franklin, Hope, and the South Side of Indianapolis in 2021. In all, our 14 Family Medicine physicians, 9 Pediatricians, 6 Nurse Practitioners, 2 Psychiatrists, and 7 Behavioral Health Providers served 19,700 unique patients, up slightly from Pandemic Year 2020's patient count of 18,977. The advancement of the overall health of our patients and their families signifies the timely and effective programs and integrated primary care services that we offer at WindRose Health Network (WHN) throughout our health centers. We continue to improve quality outcomes and patient satisfaction. We do this because our patients deserve the best quality of care available.

Prolonged COVID-19 pandemic challenges aside, we forged ahead on enhancing our operations and processes within the health centers. It certainly wasn't easy as COVID-19 surged and mutated from the Alpha variant to the Beta variant, to the Delta variant, and finally to the Omicron variant. Still, we persevered, we adapted, and we overcame. We were awarded grants in 2021 that allowed us not only to strengthen our existing operations but also to plan for new services, resources, and facilities for the future to better care for our patients and their families.

We also opened our first community pharmacy, WindRose RX – Epler Parke, in May of 2021 and began planning for a second pharmacy to be located in the town of Hope, Indiana. As access to affordable medication is key to good health & wellness, it has long been a dream of WHN's to do so.

I'm also exceedingly proud that WHN was amongst the first health care providers in the State of Indiana to start providing lifesaving COVID-19 vaccinations to the general public. Our staff had developed such a well-organized and smooth vaccination process that patients came from as far away as Kentucky & Ohio to get their vaccines. One gentleman flew up from Florida to get his COVID-19 vaccine due to the long lines he had experienced there. Once the weather warmed up, we took our Mobile Unit out into our communities and vaccinated the general public at churches, community events, County Fairs, minority neighborhoods, and various area employers. Overall, our Covid Team gave nearly 11,000 Covid vaccinations in 2021. Truly, to be part of a unified, national response to inoculate and protect our communities against a deadly virus was an honor, a privilege, and a responsibility that we took very seriously.

While we look forward to continuing our growth in 2022 and charting our future with the enthusiasm and commitment that has been the forefront of the WHN mission since its inception, we also pause to reflect on how far we have come. This annual report illustrates what we accomplished together in 2021.

In good health,



SCOTT ROLLETT, CEO
WINDROSE HEALTH NETWORK



★ Our History ★

Windrose Health Network (WHN) was established in the Fall of **1996** as a Rural Health Center in Trafalgar, Indiana. Leaders from the community and Johnson Memorial Health wanted to create an access point for primary medical care services for people in southern Johnson County.

2002

A second Rural Health Center was opened in a high-need area of Edinburgh, Indiana.

2006

At the request of community leaders in Hope, WHN opened a small clinic, establishing the first local medical provider in more than 20 years.

2010

WHN quickly outgrew its small clinic in Hope and broke ground on a new state-of-the-art, nine-exam room facility, creating the town's first permanent health center.

2003

WHN officially became a Federally Qualified Health Center. With grant support from the Bureau of Primary Health Care, WHN continued to grow and served approximately 5,700 patients in 2004.

2008

WHN noticed that large numbers of patients were coming from Greenwood and Indianapolis. As a result, leaders opened a fourth health center on the Southside of Indianapolis, which quickly grew to become its largest and most diverse.

2014

Responding to a growing physician shortage in the town of Franklin, Indiana, WHN relocated its Edinburgh practice to a larger, fully renovated facility in Franklin.



2015

After undergoing seven years of extensive growth at the Southside Indianapolis location, WHN divided the practice into two sites of care. One Health Center was opened near Community Hospital South and the second Health Center at Epler Parke in the plaza area at the intersection of Epler Road and US 31.

2019

The Edinburgh Center facility underwent a renovation and was scheduled to reopen later that winter but was delayed due to the COVID-19 pandemic.

2021

WHN employed more than 175 healthcare workers, including 36 clinical staff, and served 19,700 patients across six sites of care. In addition, the mobile unit was deployed as a mass vaccination unit for COVID-19 in the late winter/early spring. A sixth health center was established in Avon through a collaborative partnership with Cummins Behavioral Health Systems, LLC. This year marked 25 years of serving its mission and providing high-quality care throughout the community.

2017

In partnership with Johnson Memorial Health, WHN opened a pediatric clinic in Whiteland [subsequently closed during the 2020 COVID-19 pandemic]. WHN employed more than 150 people, including 28 clinicians, and served over 20,000 patients in Trafalgar, Whiteland, Franklin, Hope, and the Southside of Indianapolis, Indiana.

2020

WHN's Edinburgh Center was converted to a public COVID-19 testing facility. A 38-foot mobile unit was purchased in response to the worldwide COVID-19 pandemic to address the Coronavirus outbreak and provide mobile COVID-19 testing throughout the community. Furthermore, telehealth services were established to ensure patients had virtual access to care.



★ Health Centers and Providers

As a Federally Qualified Health Center, we focus on delivering exceptional care and patient satisfaction through working with our patients to achieve their health goals. Our Health Center's promote health and wellness through access and affordability for all members of our community, especially those who need us most.



AVON CENTER

6655 East U.S. 36 | Avon, IN 46123

P: 888.714.1927 Ext. 2013

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

▶ Laurie Goebel, MD

▶ Leticia Nunez De Perez, MD

▶ Behavioral Health

▶ Su Roth, LCSW



EDINBURGH COVID-19 CENTER & MOBILE UNIT

911 East Main Cross Street | Edinburgh, IN 46124

P: 317.680.9901

COVID-19 Vaccinations

10,721 vaccines were provided



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

▶ Internal Medicine

▶ Family Medicine

▶ Pediatrics

▶ Behavioral Health

▶ Pharmacy

PROVIDER

▶ Mitchell Krathwohl, MD

▶ Jennifer Hardisty, NP-C

▶ Richard Schwartz, MD

▶ Melanie Hayes, MD

▶ Dana Nezon, MD

▶ Darren Bray, MD

▶ Lisa Brownlee, LCSW, LCAC

▶ Shelley Landis, LCSW

▶ Mark Rueth, PharmD



Total Patient Visits: **61,596**

PATIENT VISITS PER HEALTH CENTER

- ▶ Avon Center – **4**
- ▶ Countyline Center – **8,957**
- ▶ Epler Parke Center – **15,882**
- ▶ Franklin Center – **12,599**
- ▶ Hope Center – **6,645**
- ▶ Trafalgar Center – **12,068**
- ▶ Behavioral Health – **4,496**
- ▶ Psychiatry – **945**

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
- ▶ Veronica Mosier, MD
- ▶ Jaimee Fenwick, LCSW



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
- ▶ Glenda Wendling, FNP-C
- ▶ Brooke Hansen, FNP
- ▶ Aubaine Woods, MD
- ▶ Heather Parker, LCSW



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
- ▶ Lori Rose, FNP-C
- ▶ Danielle Broshears, MD
- ▶ Mary Braden, LMHC



★ Mission in Action

TO PROTECT AND SERVE

WHN provided free suicide prevention QPR Institute Gatekeeper trainings throughout the community including the Southport Police Department new recruitment class of 2021. The Question, Persuade, Refer (QPR) training is designed to reduce suicidal behaviors and save lives through innovative, practical, and proven suicide prevention training. "We are called to protect and serve our communities. By training our officers with best practices in suicide prevention, we can better identify and understand those in crisis," said Southport Police Department Assistant Police Chief, Lossie Davis.

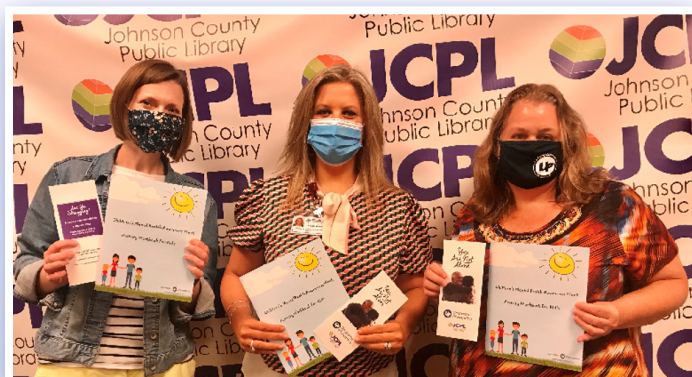


HABITAT FOR HUMANITY

WHN supported the Habitat for Humanity of Johnson County build of a three-bedroom, 1,500 square foot home for a single mother with two young children! As we continue to fulfill our mission throughout the communities we serve, we are especially grateful to have contributed in this way. This event was life changing for this family and will give them a place to call home.

SOCIALIZING MENTAL HEALTH AWARENESS FOR YOUTH

Positive mental health is especially vital to children's development. WHN collaborated with Upstream Prevention and the Johnson County Library to put an even greater emphasis on the emotional wellbeing of youth during Children's Mental Health Awareness Week by creating age-appropriate activity books for youth.



★ Recognition of Terri Roberts-Leonard

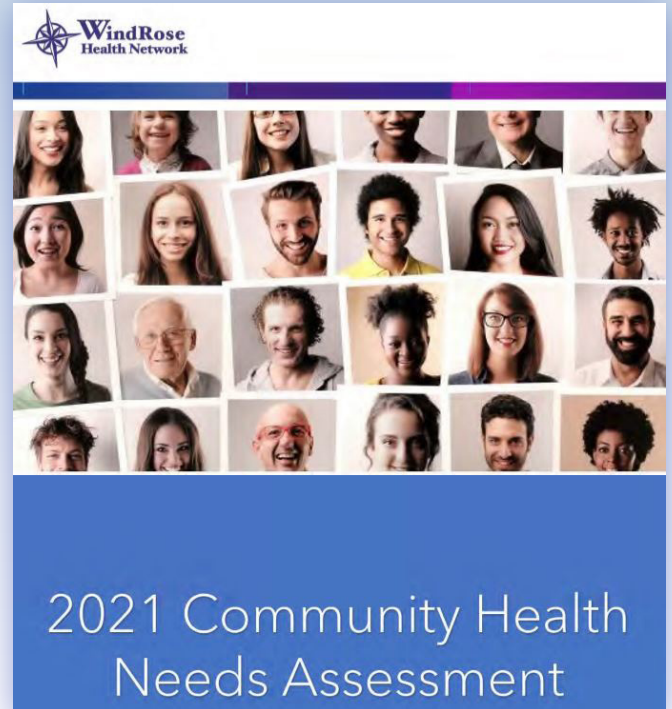


★ WHN Award - Received by Melanie Pumphrey

UNITED WAY OF JOHNSON COUNTY
RECOGNIZED WHN for the **most Outstanding Campaign in the Healthcare Division** and an **Employee Advancement Award** for increasing donations year-over-year. WHN board member and United Way board member, Terri Roberts-Leonard was also recognized for her service to United Way.

★ 2021 Community Health Needs Assessment

Every three years, FQHCs are required to conduct a Community Health Needs Assessment (CHNA) to identify community health needs in their service area. These assessments give insight to better understand the health-related issues and concerns impacting the well-being of area residents, which inform staff, guide partnerships, and support health initiatives. WindRose Health Network's (WHN) 2021 assessment, conducted during the Fall and Winter of 2021, included the WHN service area with a total resident population of 1,277,017 people. Assessment methods included: surveys of community residents; surveys of community leaders; and a review of available population demographics and health status indicators. The CHNA was completed by Triple Impact LLC and WHN. To learn more about the current health needs of the community, view the full CHNA report on the WHN website: WindRoseHealth.net/about#our-story.



COMMUNITY HEALTH NEEDS ASSESSMENT TARGETS

Focus areas:

- ▶ **Access to care**
- ▶ **Cancer**
- ▶ **Mental Health and Substance Abuse**
- ▶ **Obesity / Diabetes / Nutrition / Physical Activity / Cardiovascular Disease**

▼ OUR STAFF



PATIENT-CENTERED MEDICAL HOME

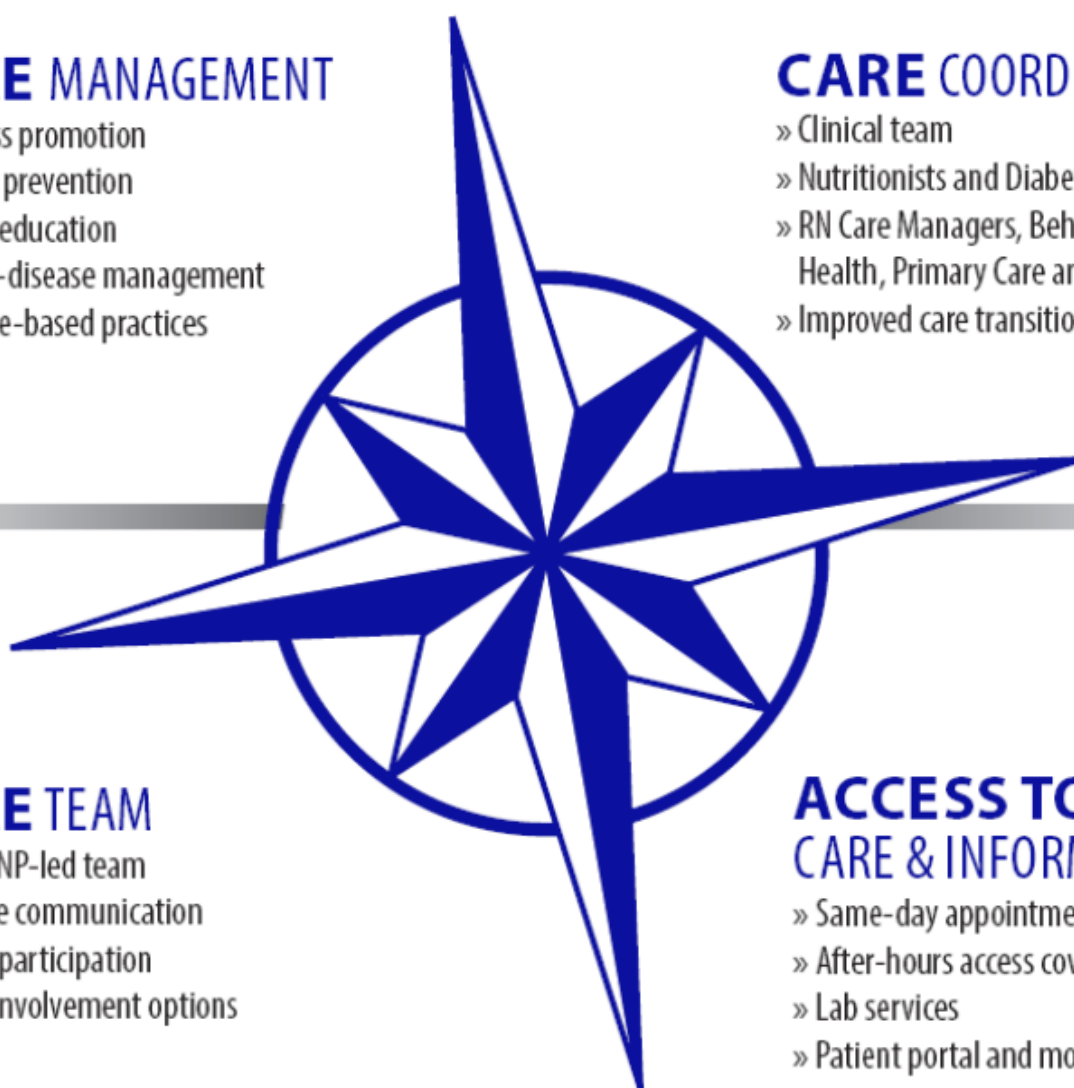
Proactive, Coordinated and Preventative Care
Delivered by Our Team

CARE MANAGEMENT

- » Wellness promotion
- » Disease prevention
- » Patient education
- » Chronic-disease management
- » Evidence-based practices

CARE COORDINATION

- » Clinical team
- » Nutritionists and Diabetic Educators
- » RN Care Managers, Behavioral Health, Primary Care and more
- » Improved care transition



CARE TEAM

- » MD- or NP-led team
- » Effective communication
- » Patient participation
- » Family involvement options

ACCESS TO CARE & INFORMATION

- » Same-day appointments
- » After-hours access coverage
- » Lab services
- » Patient portal and mobile app

MEASURE	2021 RESULT	CHANGE SINCE 2020
Adult Weight Screening and Follow-Up	60.5 %	-4.1%
Breast Cancer Screening Ages 50-74	56.2%	+5%
Cervical Cancer Screening	53.0%	+4.6%
Child Weight Screening & Nutritional / Physical Activity Counseling	89.8%	+8.5%
Colorectal Cancer Screening	59.8%	+5.3%
Depression Screening and Follow-Up Plan	73.9%	+5.7%

Overall, WHN is doing well in its clinical performance measures, despite challenges from working during a global pandemic.

WHN recognized a small decline (4.1 %) for the BMI Screening and Follow-Up for patients aged 18 years and older.

Medical chart audits show that patients who are not meeting this measure either did not have an in-person follow-up visit or were not provided with a referral for counseling or prescription for weight reduction medication (Please note that it would not be clinically appropriate for all overweight patients to be prescribed medications to reduce their weight. In addition, not all patients who are overweight are interested in weight loss). WHN will continue to address this issue with individual patients. WHN recognized significant improvements in our outcomes for breast, cervical, and colorectal cancer screenings. Patient education, along with increased availability at local hospital systems has helped in this achievement. More patients are reporting symptoms of depression since the start of the pandemic. Despite increased numbers of patients with depression diagnoses, WHN has been able to improve the number of patients with follow up plans. The biggest improvement was seen in the number of children who have received screening for weight and counseling for nutrition and physical activity. This activity typically occurs during well child visits, which WHN has also been able to increase over the last year.



★ Quality Designations

The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), recognized Windrose Health Network (WHN) by way of the Community Health Center Quality Recognition (CHQR) initiative as a 2021 quality improvement health center awardee.

CHQR awarded WHN four designations 1.) Health Center Quality Leader – Silver Awardee, 2.) Advancing Health Information Technology (HIT) for Quality, 3.) COVID-19 Data Reporter, and 4.) Patient Centered Medical Home. The thoroughness WHN places around quality of care is strategic and patient centered. Our patients deserve exceptional healthcare at every encounter. Quality is everyone's responsibility throughout WHN and we continue to lead the way.

The CHQR's quality improvement award recognized WHN among the top 11-20% for highest performing health centers nationwide as well as a health center that made significant quality improvements from the previous year. WHN uses a patient-centric approach to help improve its patient outcomes overall.

Health centers are recognized for achievements in various areas:

- ▶ Improving cost-efficient care delivery;
- ▶ Increasing quality of care;
- ▶ Reducing health disparities;
- ▶ Increasing the number of patients served;
- ▶ Increasing patients' ability to access comprehensive services;
- ▶ Advancing the use of health information technology;
- ▶ Achieving patient-centered medical home recognition; and
- ▶ Providing COVID-19 response data.

DESIGNATIONS:

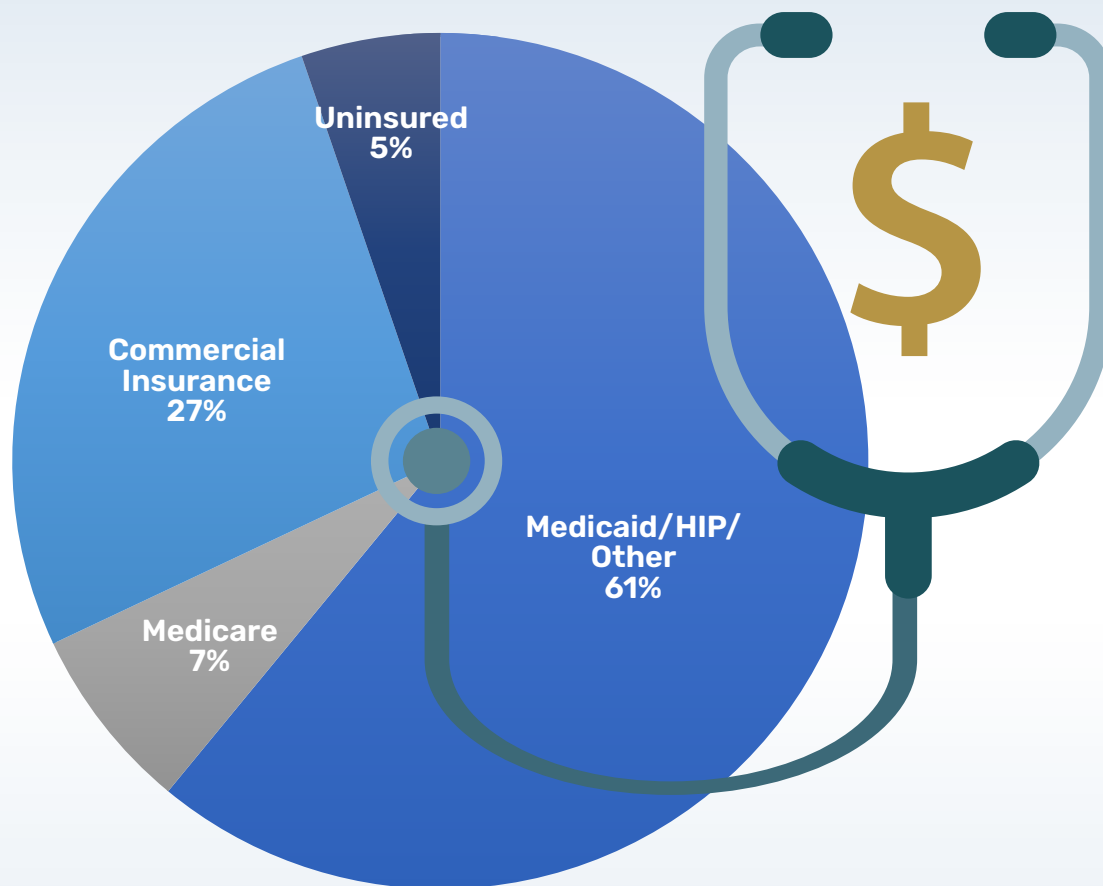


★ Patient Insights

TOTAL COMMUNITY BENEFIT VALUE

Sliding Fee Scale Patient Discounts = \$400,646

★ Patient Demographics PAYER TYPE



2021 WHN PAYER MIX

Medicaid/HIP/Other	12,011	61%
Medicare	1,382	7%
Commercial Ins.	5,272	27%
Uninsured	1,035	5%
Total Patients	19,700	

★ Patient Demographics

PATIENT VISITS BY TYPE

The health of our patients is our top priority. WHN provides primary and preventive healthcare services, including treatment of acute illnesses; management of chronic illnesses; annual physical exams and immunizations for children and adults; perinatal care, and dietician services. By choosing WHN as a permanent medical home, patients have a dedicated, board-certified provider along with a medical team designed to support the patient's health goals and keep them on the path to wellness. Patients can also access other WHN services such as behavioral health and pharmacy, making our health centers a one-stop shop of truly integrated care.



PRIMARY CARE = **IN-PERSON VISITS 84%**
VIRTUAL VISITS 16%

Access to behavioral health care remains a challenge throughout the state of Indiana and the counties we serve. Many private behavioral health providers do not accept Medicaid, Healthy Indiana Plan patients or the uninsured. As a result, WHN is one of the only safety net providers for all patients with behavioral health issues.

WHN offers a range of support therapies through individual counseling services. Our skilled counselors work together with medical providers to diagnose and treat a variety of conditions for all ages.



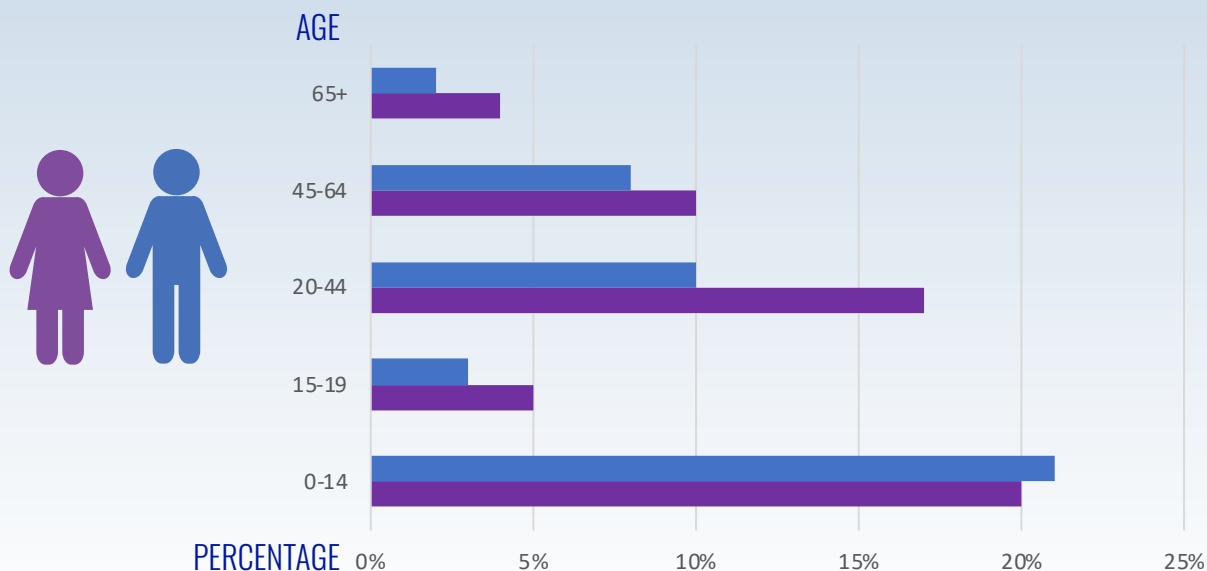
BEHAVIORAL HEALTH SERVICES = **IN-PERSON VISITS 57%**
VIRTUAL VISITS 43%

PATIENT CENTERED CARE



★ Patient Demographics

AGE AND GENDER



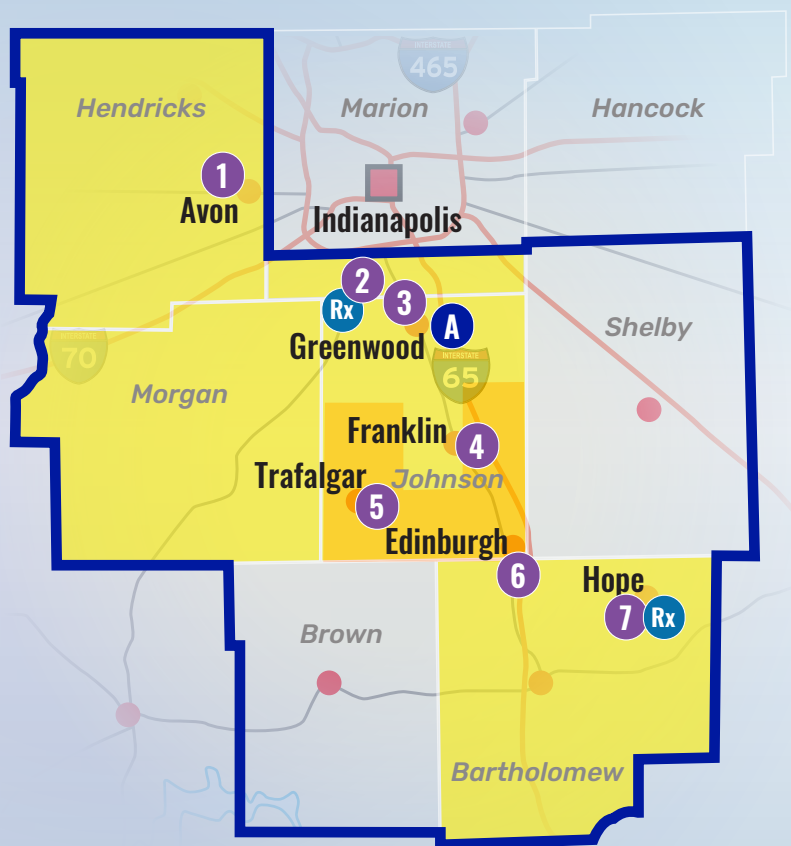
SERVICE AREA

HEALTH CENTERS

- 1 Avon Center
- 2 Epler Parke Center
- 3 Countyline Center
- 4 Franklin Center
- 5 Trafalgar Center
- 6 Edinburgh Center
- 7 Hope Center

PHARMACY LOCATIONS

- Rx WindRoseRx Epler Parke
- Rx WindRoseRx Hope
- A WHN Administrative Center
- Service Area
- Total Market Area
- Medically Underserved Area



★ A Helping Hand

For more than a decade the Extra Mile Fund (EMF) has met the needs of struggling patients.

Subsidized by staff and the community, the EMF finances medical labs, medications, transportation, food, and other basic needs. Today the fund has expanded to serve under-resourced patients in Marion, Johnson, Bartholomew, and Hendricks counties. In 2021, the EMF raised over \$11,000 to purchase PediaSure nutrition formula, glucometers and diabetic test strips, emergent shelf stable foods, baby diapers, and blood pressure cuffs for patients for home monitoring. These funds also paid for critical labs, specialty care medical appointments, transportation, medication, and much more.

Having the spirit to improve the lives of others is, to many people, a privilege, and one that comes with its own sense of duty. When you support the EMF, you can rest assured your donation goes to meeting the needs of someone who is struggling. We encourage you to help someone by visiting WindRoseHealth.net/donations and make a tax-deductible donation today.



GRATEFUL PATIENTS

In some cultures, bed-sharing is common. Health experts often recommend parents not to sleep with their infants in the same bed due to serious safety risks. Bed-sharing increases the chance of suffocation, strangulation, and sudden infant death syndrome (SIDS). Upon learning a vulnerable new mother and her infant were bed-sharing, WHN purchased a portable multi-use pack and play to ensure safe sleep for Mom and baby.

Taking your medicine as prescribed is important for controlling chronic conditions, treating temporary conditions, and overall long-term health and well-being. A patient had trouble sorting and keeping their medication routine in accordance with the doctor's orders. WHN purchased a specialized pillbox to help the patient with medication adherence. This gave the patient peace of mind and much needed assistance.



▼ OUR STAFF



★ Growth

LOCAL NEIGHBORHOOD PHARMACY

WINDROSERX – EPLER PARKE opened its doors in May offering personalized service, prescription education, and free USPS medication delivery (not including controlled substances). The pharmacy was established to meet the needs of WHN patients and the surrounding community. Both WindRoseRx – Epler Parke pharmacy and WindRose Health Network are committed to serving its customers on a local level and creating convenient access for everyone.



The model was so successful that the planning and implementation for a second pharmacy located in Hope, Indiana is underway with a May 2022 opening. Our patients and neighbors can count on great service, genuine care, and overall commitment to each customer.

WHN established a partnership with Cummins Behavioral Health Systems, Inc. to add primary care services to enhance its focus on whole person care in addition to its behavior health services. The innovative collaboration provides the Cummins Avon clinic access to primary care through WHN medical clinicians.



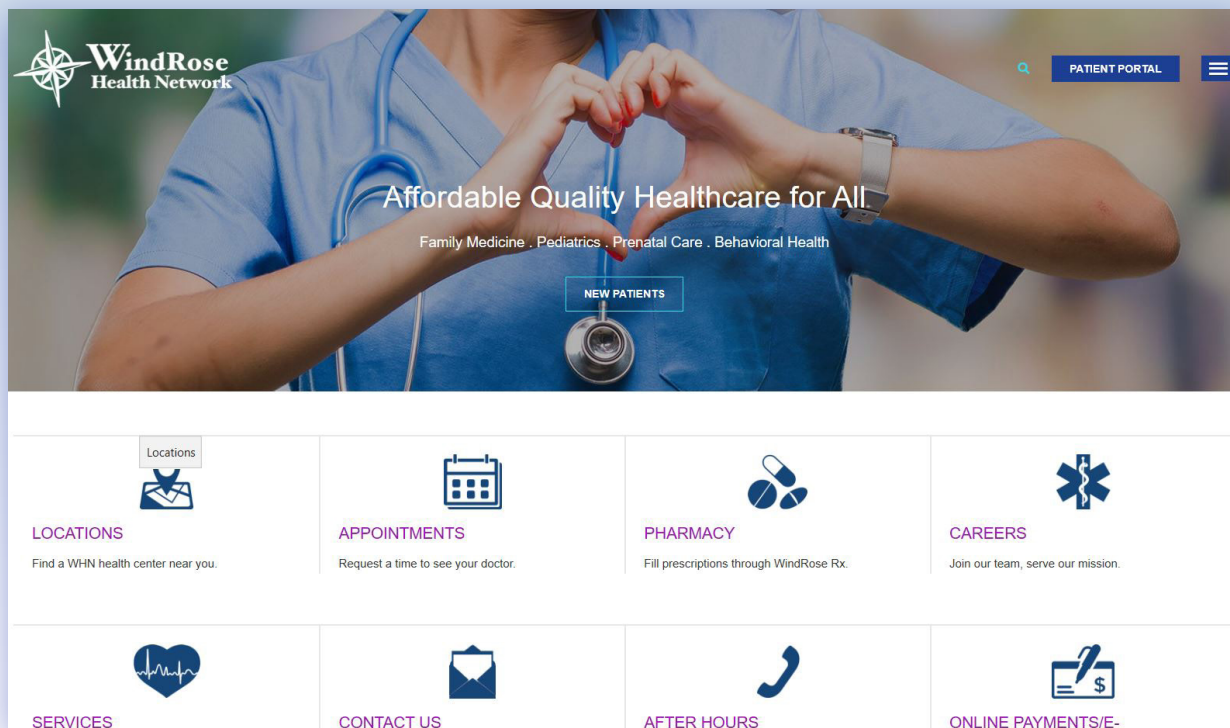
Together the organizations deliver collaborative care, a model proven to significantly improve mental health and wellness outcomes. Lack of primary care access and availability can create huge barriers that leave many patients with no support. Together the two organizations set out to change that for Avon residents.

▼ OUR STAFF



★ Innovation

WE CLICK WITH OUR PATIENTS



INFORMATION AT THE CLICK OF A BUTTON. WHN launched a new navigation friendly website offering patients 24/7 access to information for all integrated primary care programs and services, health center locations, COVID-19 resources, news and events, and providers. The website includes Google Translate, a platform offering content in 133 languages, to ensure real-time access to information for everyone. The site also connects patients to Healow, a health portal, where they can review their medical information, refill prescriptions, update appointments, and view test results.

▼ OUR STAFF



★ Administrative Team



Scott Rollett, MBA, CMPE
CHIEF EXECUTIVE OFFICER



Gregg Grote, MBA
CHIEF FINANCIAL OFFICER



Cindi A Yantz MD, MSPH
CHIEF MEDICAL OFFICER



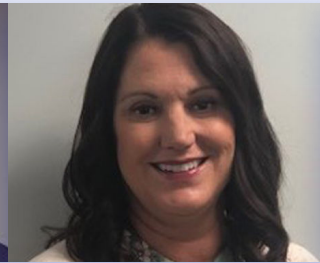
Laura Pryor, RN, MSN
CHIEF QUALITY OFFICER



Amanda Stropes, LCSW
**DIRECTOR OF BEHAVIORAL
HEALTH**



Matt Dingley, AS, BLS
**DIRECTOR OF INFORMATION
TECHNOLOGY**



Jada Glanzman, BS
**HEALTH CENTER OPERATIONS
DIRECTOR, REGION 1**



Melanie Pumphrey, MHA
**HEALTH CENTER OPERATIONS
DIRECTOR, REGION 2**



Kathleen Cooper, BS
**HUMAN RESOURCES
DIRECTOR**



Sarah Ward, BS, MS
**DIRECTOR OF COMMUNITY
HEALTH AFFAIRS**



Teresa Horsley
BILLING DIRECTOR



Kimberly Newlin, BS
**DIRECTOR OF RISK
MANAGEMENT AND STAFF
DEVELOPMENT**

★ WindRose Health Network Board of Directors

PATIENT GUIDED CARE

Our Board of Directors (BOD) plays a critical role in the governance, monitoring, and strategic planning for Windrose Health Network. As a Federally Qualified Health Center (FQHC), Board Members are especially important as the Health Resources and Services Administration (HRSA)'s expectation is for FQHCs Boards to maintain a patient-centric focus. WindRose Health Network is very fortunate to have very dedicated and engaged Board Members who work collaboratively with WHN's Leadership Team and in the best interest of our patients and our staff. The results of this successful collaboration by WHN's Board Members and Leadership over the past 25 years speak for themselves. Furthermore, WHN is also very fortunate to have numerous long-serving Board Members, some of which have served for nearly a decade or more. We appreciate our Board Members and thank them for their dedication and commitment to Windrose Health Network and our patients.

1 YEAR OF SERVICE:

- ▶ Juan Ardila Zorro
- ▶ Van Piang
- ▶ Rob Young

3+ YEARS OF SERVICE:

- ▶ Linda Adams
- ▶ Esmeralda Gonzalez
- ▶ William Mink
- ▶ Alejandro Rosales
- ▶ Helen Thangmatu

5+ YEARS OF SERVICE

- ▶ Monica Anderson
- ▶ Michelle Bisesi
- ▶ Dr. Melissa Harrier
- ▶ Terri Roberts-Leonard
- ▶ Nicole Spears
- ▶ Atin Tandon

10+ YEARS OF SERVICE

- ▶ Janet Buchanan
- ▶ Sharon Waltz
- ▶ Tom Weartz

15+ YEARS OF SERVICE

- ▶ Shirley Robertson

▼ OUR STAFF



★ Legacy Staff

LAURA PRYOR

As WHN celebrated its 25th Anniversary, we would be remiss if we didn't take a moment to recognize Laura Pryor, RN, MSN, who has been at WHN for 20 of those 25 years.

At this point in our history, Laura holds the distinction of being WHN's longest-serving staff member. She is also the sole remaining person who has seen Windrose Health Network at all stages of our growth over the past 20 years – from the original 3-room Trafalgar Clinic to the expanded and remodeled Trafalgar Clinic to Edinburgh to Hope to Countyline to Epler Parke and finally to our new pharmacy and our Avon Clinic. Laura has been here to see it all.

Laura began her career here as a Registered Nurse (RN) running patients for a Nurse Practitioner who worked for us at the time. As she will tell you herself, she was just looking for a job at the time, but she quickly fell in love with our mission and our patients. When former CEO, Mike Kolenda, came on board in late 2003, he quickly recognized Laura's talent, skill, and leadership abilities. He promoted her to a Care Coordinator, which at the time, as a newly minted, two-clinic FQHC, was the equivalent of a Nurse Manager role with the additional responsibilities

of developing and managing WHN's State and Federal Health Plans (which were the precursor to modern-day Clinical Performance Measures). As WHN continued to grow and her responsibilities increased, Laura transitioned full-time into our Director of Quality & Disease Management and finally into her current role as WHN's Chief Quality Officer.

Although Laura's professional contributions to WHN are numerous, immeasurable, and quite significant, perhaps her most invaluable trait is who she is as a person. Laura's values, her high ethics & moral standards, and her absolute insistence on fairness and egalitarianism has strongly shaped WHN's own corporate culture. Indeed, we are thankful every day for Laura's hard work, commitment, and dedication to WHN, our patients, and our staff.

CONGRATULATIONS ON YOUR 20TH ANNIVERSARY, LAURA!



★ Laura Pryor – RN Nursing Graduation circa. 1991



★ 2021 Employee Excellence Awards



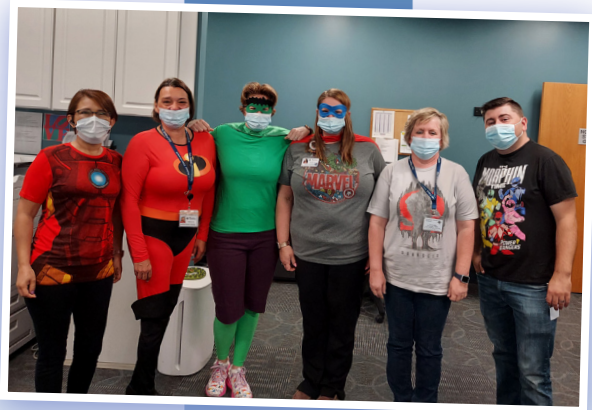
WindRose Health Network is proud to recognize the commitment of our staff's invaluable support in caring for our patients.

Each year we select an employee who has made outstanding contributions to the advancement of healthcare and recognize them for embracing the organization's mission, vision, and values. As we considered candidates for this prestigious honor, it was an overwhelming decision to recognize all staff for their excellence, outstanding value, and commitment to rigorous quality standards.



In a lingering pandemic environment, our team members cared for 723 more patients than the year prior, earned four quality designations, and continued to provide a patients first approach to care. We were honored to celebrate 175 employees for their exemplary contributions.

**IT IS WITH SINCERE GRATITUDE THAT WE
RECOGNIZE THE ENTIRE WINDROSE HEALTH
NETWORK STAFF IN 2021.**



▲ OUR STAFF



▼ OUR STAFF



