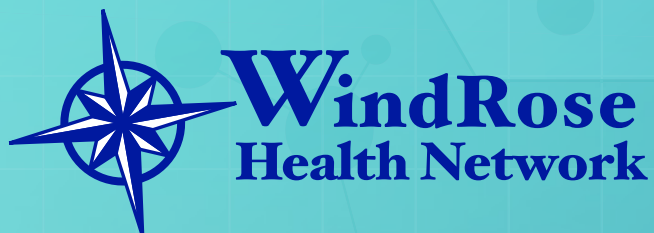
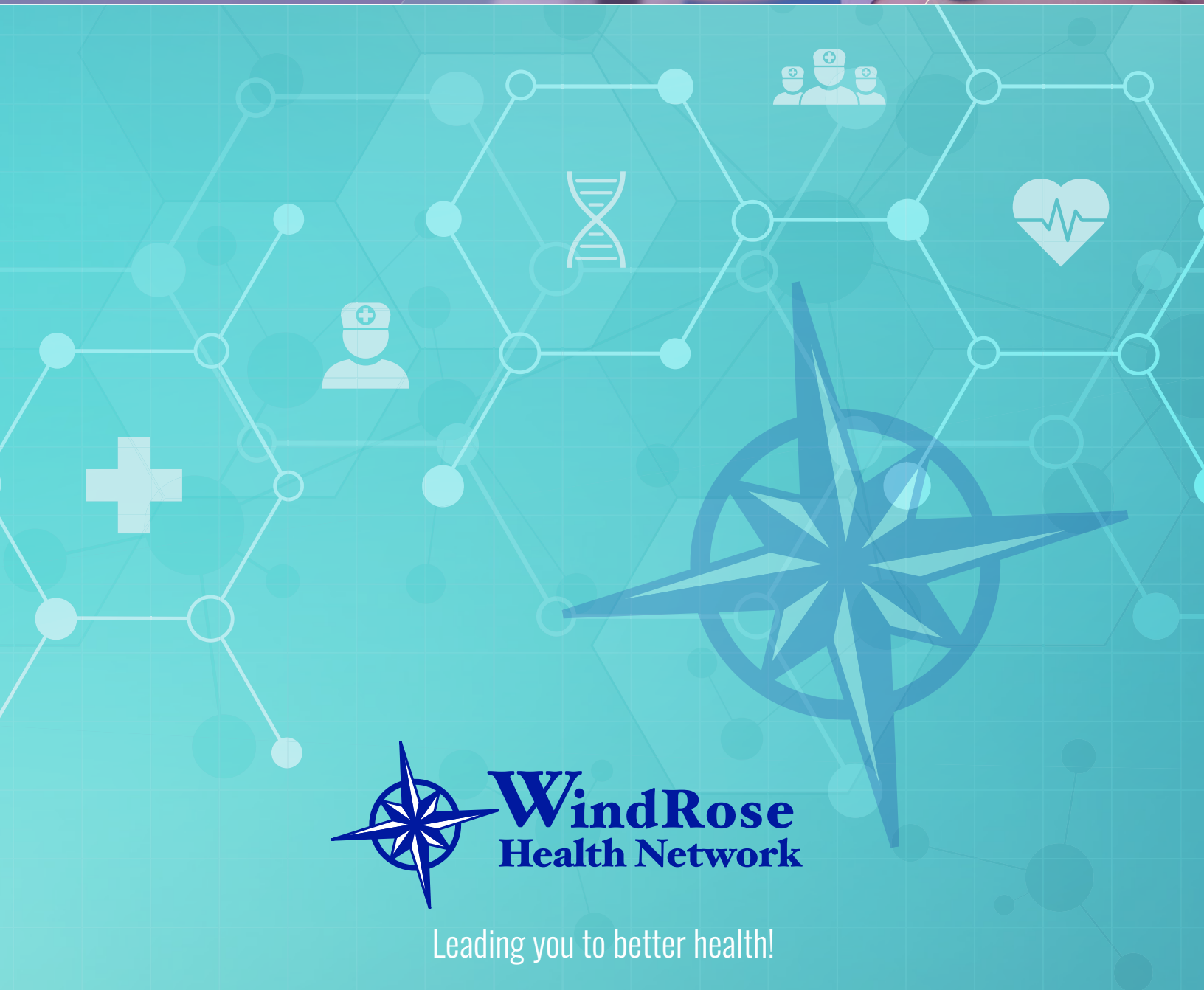


2020 ANNUAL REPORT

▶▶▶ Leading Integrated Health Care



Leading you to better health!



Established in 1996, WindRose Health Network is a 501(c)3 non-profit organization. Our Health Centers are comprised of six sites of care including a COVID-19 center and provide innovative comprehensive health care in accredited patient-centered medical homes. We are a community-based healthcare organization designed to deliver personalized integrated primary care.

Mission Statement

The mission of WindRose Health Network (WHN) is to improve the health of both its patient 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

TABLE OF CONTENTS

A letter from the CEO	1
Health Center Sites of Care	2-3
Living Our Mission	4-5
Quality of Care	6-7
Patient Insights	8-9
Extra Mile Fund	10
Our Team	11-12
Employee Excellence Award	13

A LETTER FROM THE CEO

► **What a year!** 2020 was to be a year of transformation for Windrose Health Network (WHN). It was to be the beginning of a period of growth and expansion that would take the organization to new heights. Indeed, the year started out with a roar and through the first two months of 2020, it looked as if WHN might experience one of its most successful years in its 20+ year history. But everything changed drastically in March 2020 as the United States was introduced to a novel virus called COVID-19. Like many other healthcare organizations, WHN was suddenly thrust into the unknown as we attempted to continue to provide health care services for our patients and our communities in the midst of a deadly, *Once-Every-100 Years* global pandemic. In the beginning, it felt like we were flying blind, fighting a virus about which very little was known and which was sweeping the globe and wreaking havoc in places like Seattle, New York, and Italy. As we watched the pandemic coming towards Central Indiana, we prepared as best we could with the knowledge and tools we had available and by absorbing new information as quickly as it was becoming available.

The safety of our staff, their families, our patients, and our communities became our top priority and we took immediate and swift actions. In late March, we closed five of our seven Health Centers to live patients and kept only two Health Centers open to patients that did not have COVID-type symptoms. But that was only a stopgap measure – we knew that in order to continue to serve our patients, we would have to do more. So like many other American healthcare organizations, in a period of about two weeks, WHN learned how to provide primary care services via tele-health. This was, indeed, challenging for everyone. While WHN had been providing tele-health visits for Behavioral Health and Tele-psychiatry for many years, we were not prepared to offer primary care medical services through these platforms. But we learned. We made changes, we adapted and we got better at it. By December 31, WHN had provided 9,925 Primary Care visits, or 19%, and 2,867 Behavioral Health visits, or 63%, through tele-health. Today, we're still offering tele-health services to patients with COVID-type symptoms or for those who prefer it and for which tele-health services are appropriate. Many industry experts believe that COVID-19 provided a catalyst for much-needed change with regard to the expansion of tele-health services. They are right.

► **The lessons WHN learned in 2020 will help shape how we can better-serve our patients through tele-health services in the future.**

As spring turned to summer, after more than two months of limited operations, we re-opened five of our Health Centers to patients that did not have COVID-type symptoms. Regrettably, our Whiteland Health Center remained permanently closed, and, in July, WHN began offering COVID-19 testing at our Edinburgh Health Center. In late August, we expanded our COVID-19 testing

► I am left with a profound sense of pride for how our staff members stepped up and came together each and every day to make sure that our patients' needs were met.



Scott Rollett, MBA, CMPE

abilities to four of our other Health Centers on a rotating basis through the use of a Mobile Unit that WHN was able to purchase with through HRSA grant funds designed for that purpose. Over the next six months, our COVID Team would test almost 3,600 people, nearly a third of which were minority groups, and which had COVID positivity rates ranging from 35% to 56% – more than double what we were seeing amongst our Caucasian patients.

► **In spite of the restrictions to patient access that were necessary due to the dangers of COVID-19, WHN was able to serve 18,977 patients** – a drop of only 516 patients, or 2.5%, from 2019. However, the frequency of which we were able to see those patients dropped significantly. In 2020, WHN delivered only 56,560 in-person & tele-health visits which was a drop of 9,119 outpatient visits, or 14%, from 2019. Despite this sharp drop in face-to-face visits, WHN made sure our patients' health care needs were taken care of. Countless more were served through telephone triage and other patient engagement mechanisms.

Truly, 2020 was a challenging and difficult year for everyone at WHN. The stress of working in pandemic conditions for more than 10 months exacted a heavy toll on everyone – patients included. But as I think back over the daily trials and tribulations that made up 2020, I am left with a profound sense of pride for how our staff members stepped up and came together each and every day to make sure that our patients' needs were met. Despite the unknowns about the virus, despite our fears & anxieties, despite our physical and mental fatigue, despite the chaos going on around us at times, our clinicians and our staff never lost sight of what mattered the most: taking care of our patients and our communities. As we leave 2020 behind us in the rearview mirror, we will carry that same passion and commitment forward into 2021 and beyond!

Scott Rollett, CEO



HEALTH CENTER SITE'S OF CARE

We are a Federally Qualified Health Center delivering high-quality care and patient satisfaction through an integrated team approach. Our Health Center's promote health and wellness through access and affordability for all members of our community, especially those who need us most.



COUNTYLINE CENTER

8921 Southpointe Drive, Suite A-1 | Indianapolis, IN 46227

OUR PROVIDERS:

SPECIALTY

- ▶ Pediatrics
- ▶ Behavioral Health

PROVIDER

- ▶ Lourdes Geise, MD
- ▶ Laurie Goebel, MD
- ▶ Leticia Nunez De Perez, MD
- ▶ Su Roth, LSW



EDINBURGH COVID-19 CENTER & MOBILE UNIT

911 East Main Cross Street | Edinburgh, IN 46124

P: 812.526.9999

COVID-19 Tests Provided

July 1 – December 31, 2020

3,589



EPLER PARKE FAMILY/INTERNAL MEDICINE & PHARMACY

5550 South East Street, Suite C | Indianapolis, IN 46227

P: 317.534.4301

OUR PROVIDERS:

SPECIALTY

- ▶ Family Medicine
- ▶ Pediatrics
- ▶ Behavioral Health

PROVIDER

- ▶ Mitchell Krathwohl, MD
- ▶ Shashi Puttaswamy, MD
- ▶ Richard Schwartz, MD
- ▶ Melanie Hayes, MD
- ▶ Dana Nezon, MD
- ▶ Lisa Brownlee, LCSW, LCAC
- ▶ Shelley Landis, LCSW

5550 South East Street, Suite F | Indianapolis, IN 46227

▶ Prenatal Care

- ▶ Emily Gould, MD
- ▶ Ross Green, MD
- ▶ Daniela Lobo, MD
- ▶ Brock McMillen, MD
- ▶ Jonathan Moulder, MD
- ▶ Jacqueline Nonweiler-Parr, MD
- ▶ J. Brent Sneed, MD
- ▶ Bonnie Wong, MD



Total Patient Visits: **56,560**

PATIENT VISITS PER HEALTH CENTER

- ▶ Countyline Center – **7,672**
- ▶ Edinburgh Center – **1,081**
- ▶ Epler Parke Center – **16,423**
- ▶ Franklin Center – **12,306**
- ▶ Hope Center – **6,336**
- ▶ Trafalgar Center – **9,927**
- ▶ Whiteland Center – **1,983** (Closed)
- ▶ Tele-Psych – **832**

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

- ▶ Mark Stine, MD
- ▶ Julie Snyder, FNP-C
- ▶ Glenda Wendling, 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



LIVING OUR MISSION



WE CAN ALL SAVE LIVES

WHN provided free virtual suicide prevention QPR Institute Gatekeeper trainings throughout the community. The Question, Persuade, Refer (QPR) training is designed to reduce suicidal behaviors and save lives through innovative, practical

and proven suicide prevention training. We believe that education empowers all people, regardless of their background, to make a positive difference in the life of someone they know.



COVID-19 Test Equipment

Thank you **Johnson County Community Foundation** for funding the purchase of COVID-19 test equipment. This equipment aided frontline workers to identify people testing positive for COVID-19. In addition, it allowed people within our community who tested positive get care earlier, contacts to be traced, and self-isolation or quarantine started sooner to help stop the spread of the virus.

Personal Protective Equipment

We are grateful to the **Indiana Dental Association** for the generous donation of personal protective equipment that enabled our providers to continue caring for our patients throughout the pandemic. In addition, **United Way of Central Indiana** donated \$10,000 to purchase PPE. Their generosity kept staff and patients safe. We are sincerely thankful.



5,000 Pounds of Fresh Harvest ▶▶▶

WindRose Health Network sponsored the garden volunteers at the annual Bethany Garden's event. The 2020 season produced over 5,000 pounds of harvest for our community. Neighbors who joined in to help plant, cultivate, and harvest received the produce free as well as donations to area food pantries. We are pleased to support **Bethany Community Garden's team** and are appreciative for all that they do to serve our community.



◀◀◀ Helping Patients See

Sue Topf of **Lions Club of Indiana** donated more than 60 pairs of adult and pediatric reading glasses to help under-resourced patients. We are ever grateful for the donation that served WHN patients in Marion, Johnson, and Bartholomew counties.



Serenity Room ▶▶▶

Hope Academy High School is a recovery school where the primary purpose is to educate students who are in recovery from, or struggling with, substance use. WindRose donated the supplies to create a chalkboard in their Serenity Room. This space is designed for students to relax and calm themselves. The chalkboard allows the students to write their feelings and release any stress they might be experiencing.



◀◀◀ Franklin College Physician Assistant Collaboration

WindRose Health Network partners with the **Franklin College Physician's Assistant (PA) Program** to provide immersive student internships in Family and Pediatric care. The PA collaboration offers students an opportunity to engage with providers and clinical staff in a work environment focused on personalized innovative patient care, with exposure to safety protocols, sanitation requirements, specific terminology, ethics in care, and more.

WHN was proud to train the Franklin College inaugural class of PA's and are dedicated to supporting this program today and into the future.



QUALITY OF CARE

The COVID-19 pandemic has negatively impacted access to healthcare for many Americans. Since the beginning of the pandemic, primary care and specialist visits have declined. There are many factors which have contributed to this phenomenon. In the early months of the pandemic, hospitals, offices and outpatient services were fully or partially closed to limit the spread of infection. This caused a backlog of appointments.



Staffing in primary care, specialist offices, and hospitals was highly unpredictable due to employee absences related to individual or family member illness and the lack of childcare secondary to school and daycare closings. In addition, patients' fear of contracting COVID-19 in a healthcare office, as well as patients' inability to work, with subsequent losses of income and health coverage have all been factors cited by our patients as reasons not to complete preventive health screenings.

► **Despite these limitations, WHN was able to maintain relatively stable outcomes for our preventive health measures, with most measures remaining within 3% of 2019 outcomes.**

MEASURE	2020 RESULT	CHANGE SINCE 2019
Adult Weight Screening and Follow-Up	64.6%	-1.4%
Breast Cancer Screening Ages 50-74	51.1%	-3.3%
Cervical Cancer Screening	52.9%	-1.4%
Child Weight Screening & Nutritional / Physical Activity Counseling	81.3%	-2.3%
Colorectal Cancer Screening	54.4%	+1.0%
Depression Screening and Follow-Up Plan	68.2%	-3.3%

Patient Centered Medical Home designation

Research shows that Patient Centered Medical Homes (PCMHs) improve quality, patient experience, and increase staff satisfaction – while reducing health care costs. Windrose Health Network has made a commitment to continuous quality improvement and a patient-centered approach to care. To that end, WHN has been recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home with Distinction in Behavioral Health Integration.



Quality Designation

The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), recognized Windrose Health Network (WHN) as a 2020 quality improvement health center awardee. Of the 25 Federally Qualified Health Centers (FQHC) in Indiana, WHN is one of two HRSA 2020 quality improvement awardees. The HRSA's quality improvement award recognized WHN among the top 30% for highest performing health centers nationwide as well as a health center that made significant quality improvements from the previous year.



▲ OUR STAFF

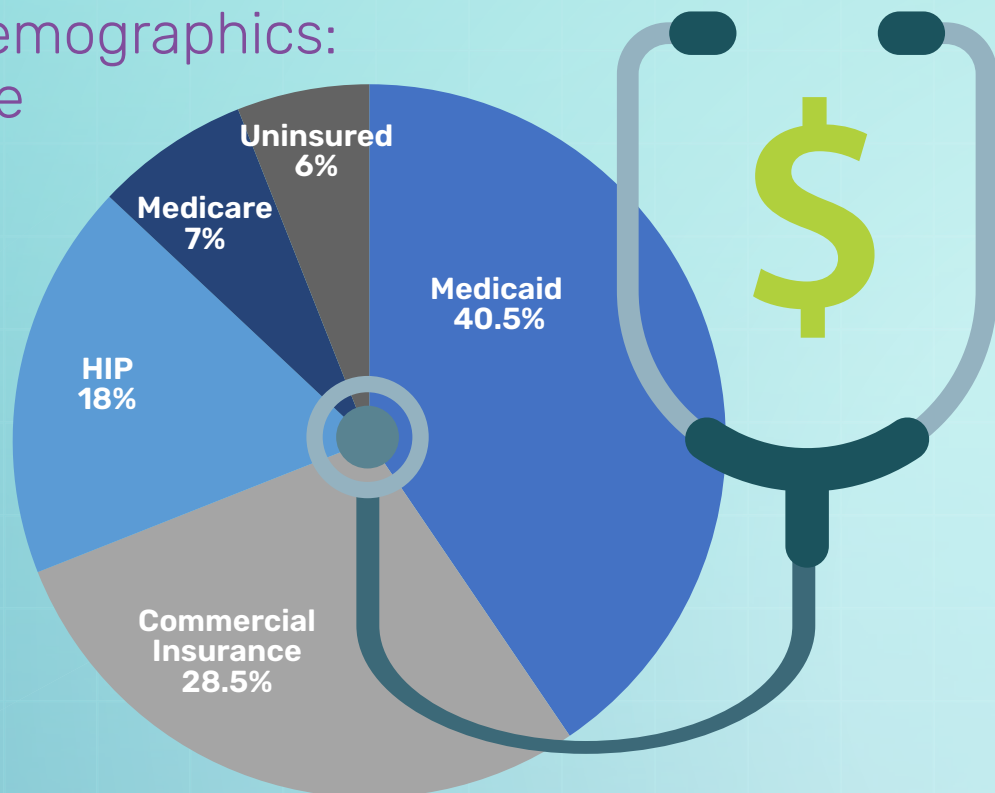


PATIENT INSIGHTS

TOTAL COMMUNITY BENEFIT VALUE

Sliding Fee Scale Patient Discounts = \$388,153

Patient Demographics: Payer Type



Patient Visits by Type:

Behavioral Health or Primary Care = Total Encounters



Total Primary Care Encounters = **52,077**



IN PERSON ▶ **8%**
VIRTUAL ▶ **63%**

Total Behavioral Health Encounters = **4,483**

Patient Centered Care

18,977

Patients served
(2020 data)



1,815

10%
uninsured

11,285

58% at or below
Federal Poverty
Level

281

1.5% veterans

148

<1% LGBTQ

79

<1% homeless

194

1% migrant workers

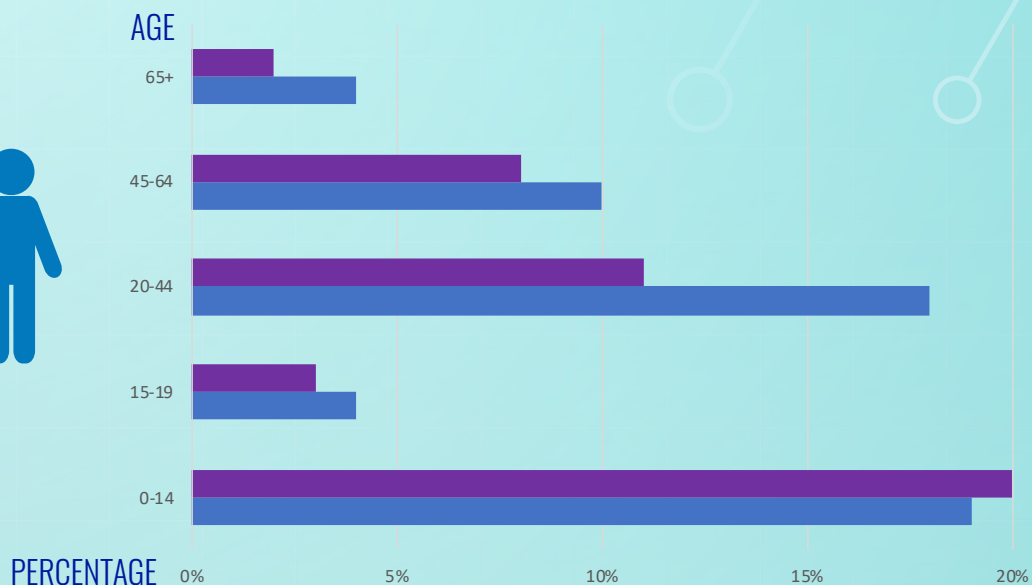
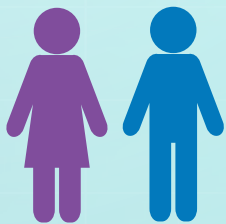
9,367

49% minority base
(1% unknown status)

7,183

38% non-English
speaking

Patient Demographics: Age and Gender



EXTRA MILE FUND

We care for our patients beyond a traditional office visit. The Extra Mile Fund (EMF) began over a decade ago through staff donations to support vulnerable patients. Today the fund has expanded to serve under-resourced patients in Marion, Johnson, and Bartholomew counties.

In 2020, the EMF provided \$9,105 to purchase much needed medical equipment, glucometers and test strips, a battery for a mobile wheelchair, and blood pressure cuffs for patients for home monitoring. These funds also paid for critical labs, specialty care medical appointments, transportation, medication, nutrition, and much more. Charitable donations have a huge impact on the lives of our neighbors in need and their health. When you support the EMF, 100 percent of your donation goes to meeting the needs of someone who is struggling. We encourage you to help someone by visiting WindRoseHealth.net/donations and donate today.

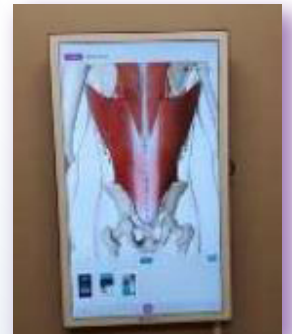
▶ Grateful Patient

During the winter months with freezing temperatures underway, a patient found themselves in dire need of seasonally appropriate clothes. The patient arrived for their appointment wearing shorts and sandals without the means to buy winter clothing. The EMF provided warm winter clothing to this especially grateful patient.



▶ Growth & Innovation

The Franklin Health Center initiated an innovative multi-lingual patient engagement visual educator. These digital Outcome Health boards offer patients an interactive educational experience and identifies various body systems, anatomical models, and other patient education screens.



▶ Convenient Pharmacy Services

The planning and design of WindRose Rx – Epler Parke began in 2020 to better meet the pharmacy needs of the local community and the surrounding area. The pharmacy will open in May of 2021 offering free mail and courier medication delivery. The model will provide customer centered service, genuine care, and overall commitment to each customer.



▲ OUR STAFF

ADMINISTRATION 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



Donna Vaughan, DBH, LMHC
**DIRECTOR OF BEHAVIORAL
HEALTH**



Matt Dingley
**DIRECTOR OF INFORMATION
TECHNOLOGY**



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



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



Kathleen Cooper
**HUMAN RESOURCES
DIRECTOR**



Sarah Ward, BSBA
**DIRECTOR OF COMMUNITY
HEALTH AFFAIRS**



Teresa Horsley
BILLING DIRECTOR



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

▼ OUR STAFF





WINDROSE HEALTH NETWORK BOARD OF DIRECTORS

OUR PATIENTS ARE OUR LEADERS

As a Federally Qualified Health Center (FQHC), we are governed by a consumer-driven Board of Directors. The Board of Directors is a governing body of a non-profit organization and an FQHC. Individuals who sit on a Board of Directors provide oversight and guidance to the WindRose leadership team. They meet throughout the year to discuss and vote on the affairs of our organization, the mission, strategy and goals.

LEADERSHIP

- ▶ **Michelle Bisesi**, Chairman
- ▶ **A. Nicole Spears**, Vice Chairman
- ▶ **Sharon Waltz**, Secretary Treasurer

- ▶ **Scott Rollett**, Chief Executive Officer
- ▶ **Cindi Yantz, MD**, Chief Medical Officer
- ▶ **Laura Pryor**, Chief Quality Officer
- ▶ **Gregg Grote**, Chief Financial Officer

Members

- ▶ **Linda Adams**
- ▶ **Monica Anderson**
- ▶ **Janet Buchanan**
- ▶ **Dennis Chasteen**
- ▶ **Esmeralda Gonzalez**
- ▶ **Melissa Harrier**
- ▶ **Jason Jones**

- ▶ **William Mink**
- ▶ **Terri Roberts-Leonard**
- ▶ **Shirley Robertson**
- ▶ **Alejandro Rosales**
- ▶ **Hlalum Thangmatu**
- ▶ **Atin Tandon**
- ▶ **Thomas Weartz**



OUR STAFF



Amy Shidler

EMPLOYEE EXCELLENCE AWARD

The WindRose leadership team is passionate about honoring and recognizing outstanding team members. In a year like 2020, narrowing this down to a single person felt like a monumental task given the multitude of deserving people who stepped up to meet the challenges of providing healthcare during a worldwide pandemic. Healthcare Heroes is what we call them, and there are many among us.

But in 2020, we posthumously awarded the WindRose Employee Excellence Award to Amy Shidler. Just as our network was gearing up to fight COVID-19, Amy was fighting a battle of her own. This battle she ultimately lost in April of 2020. Amy was truly an exceptional WindRose team member.

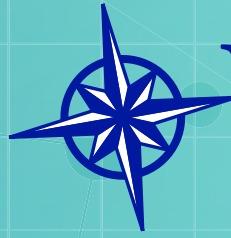
► She embraced our mission and lived our core values. She was hardworking and dedicated to providing top-notch customer service to everyone whether they were patients or fellow staff members.

Amy started working for WHN in 2013 and worked in referrals, human resources and ultimately in administration. Amy was a hardworking, dedicated, and loyal staff member. She embraced our mission and lived our core values. She was hardworking and dedicated to providing top-notch customer service to everyone whether they were patients or fellow staff members.

Although we could not celebrate her at an award banquet or even shake Amy's hand to congratulate her, we remember her.

We will *always* remember her.





WindRose Health Network

Leading you to better health!



▲ OUR STAFF

www.windrosehealth.net

