

# Annual Report

# 2022

## Board of Directors

Justin Miller - President

Maurice Cohagan - Vice President

Vicki White - Secretary

Melinda Straeter - Treasurer

Curt Haussmann

Janell Mulligan

Debbie Potter

Kenia Rosas

Nancy Waggoner

Woodlawn Hospital CEO

**PREPARED BY**

Mary Kay, Executive Director

Continual change seems to be the norm as we learn to navigate the pandemic world we live in. While we eliminated the mandatory mask mandate, we continue to ask the Covid screening questions and require masks on unvaccinated patients. We still continue to offer telemedicine but on a very limited basis.

2021 saw a decline in our total number of patients. This was due mostly to ClaimAid working with our patients who qualified for Medicaid but had not obtained coverage. The clinic has never required a patient to enroll in Medicaid, if eligible. In an effort to combat that decline, the board approved increasing the upper limit from 250% to 300% of the Federal Poverty Guidelines. This increase allowed us to better assist the 'working poor' who are employed but find it difficult to afford healthcare premiums.

Our number of visits saw just a slight decrease indicating that while the total number of patients has declined, the acuity of our patients has increased. We have seen a number of patients who have had serious health problems but had not followed up on them due to a lack of insurance.

Both of these trends have continued into 2022. We have just recently gone on a marketing campaign to ensure that small businesses are aware of what we can offer to their employees. The information has been well received and we have enrolled several new patients.

We were excited to announce the addition of Dr. Negreros as a volunteer provider. This was especially great news with the continual increase in Hispanic patients. He volunteered to work one Wednesday every other month. He was busy each visit but with the recent decline in the number of patients, it seemed prudent for us to not schedule him during the summer. We hope the numbers pick up and we will welcome him back in the fall.

## From our patients:

**\*Having good health and caring healthcare providers are very important to me. CHC is the most 'compassionate' and friendly healthcare environment. They always show they care about every person. They make you feel special and important.**

**\*I have tried everything I can, yet my health is on the decline. Having you help in any way is a blessing.**

**\*It gives me the opportunity to take care of my medical needs. Without Compassionate Health Center, I wouldn't be able to see a doctor or get any type of medical care.**

**\*Their care for my wellbeing has been one of the best things to happen to me.**

**\*They supply me with medicine and give me checkups that I need. They are an amazing staff.**

# BY THE NUMBERS

For 2021



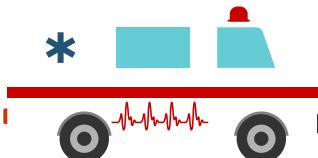
**149**

Number of patients



**760**

Number of visits



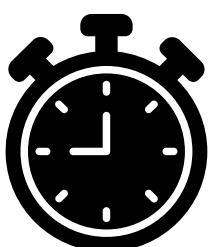
**50**

Number of ED visits



**102**

Avoided ED visits



**1528**

Volunteer hours

Saving the hospital  
at least \$100,000 of  
bad debt.



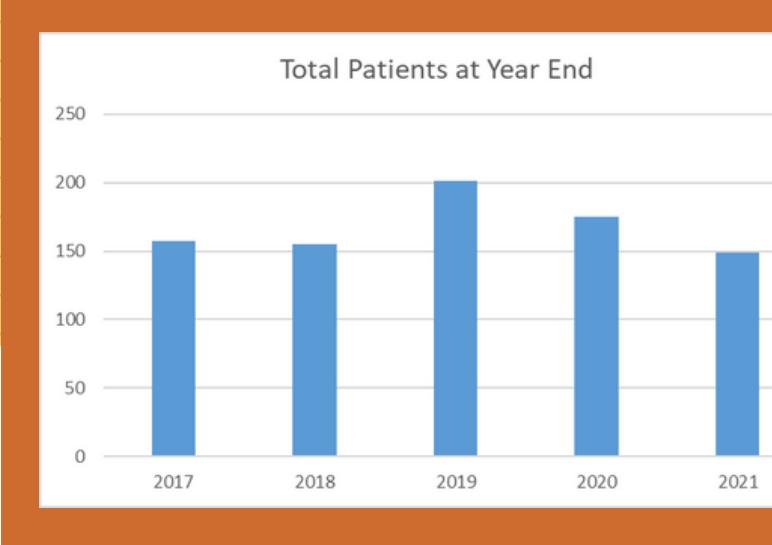
**12**

Years of Service to Fulton County



**>16,000**

Total Patients Served



## Demographics

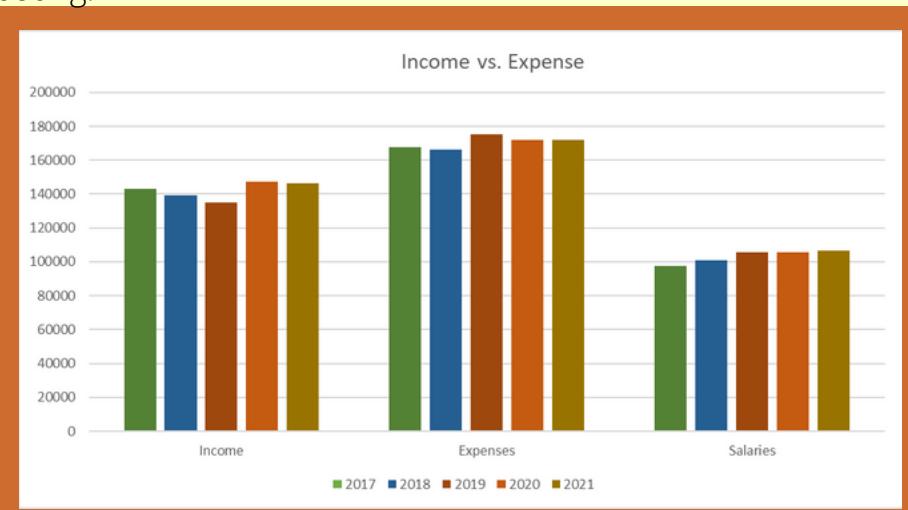
- \*Male - 46% Female - 54%
- \*Employed - 52% Unemployed - 41%
- \*Caucasian - 59% Hispanic - 38%
- \*Rochester - 57% Akron - 29% Kewanna - 8%

# FINANCES

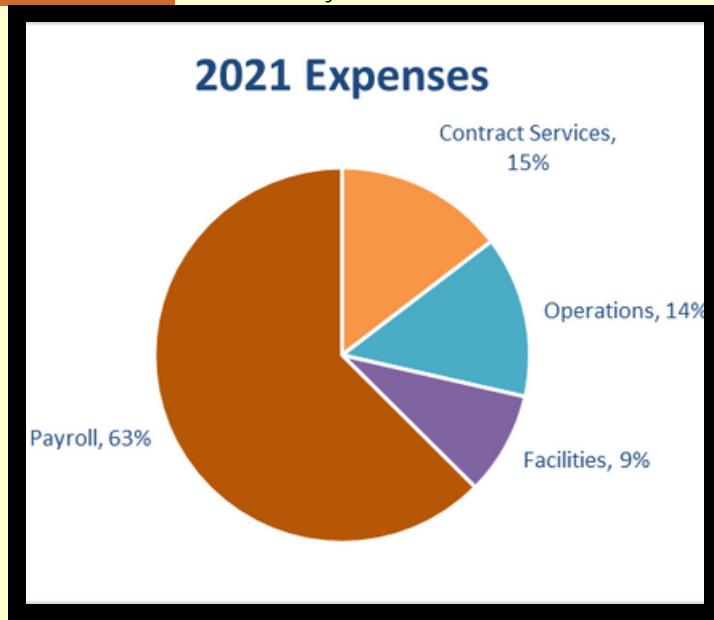
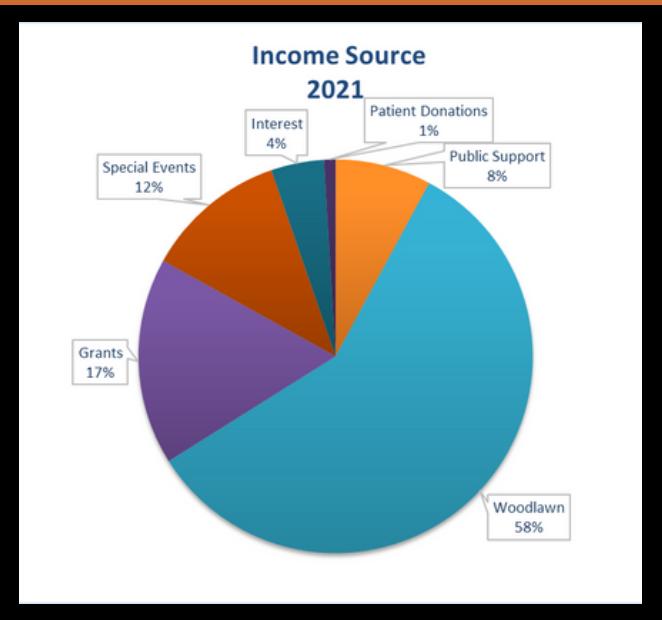
Our income and expense have remained constant for the last five years with the distribution fairly consistent. Payroll continues to be more than 50% of our total expenses. The clinic employs three part-time staff consisting of the Executive Director, Office Manager and Nurse Practitioner. The clinic is staffed four days per week with patients seen by appointment on Tuesdays and Thursdays. Our mental health counselor sees patients on Tuesdays. Evening hours are covered by a volunteer Nurse Practitioner one evening per month. The staffing is completed with clerical and nursing volunteers.

The support from Woodlawn Hospital still makes up more than half of our income. Our annual golf outing is our only fundraiser and our grants support our dental procedures and mammograms. In January of 2021, we moved \$100,000 into LPL Financial in an effort to earn more than current CD interest rates. While we were seeing great gains in 2021, by the end of the year, our fund had suffered losses as the market declined and that continues to worsen in 2022.

We applied for a grant from the Fulton County commissioners ARP funds and were awarded \$15,000. The utilization of those funds is offsetting the expense to provide the Abbott Freestyle Libre system for our diabetics and the course fees at Mill Creek for our golf outing. We applied for NAP credits but were denied. Our NICF fund continues to grow and provides us with the returns on our fund. Corporate and individual donations are rare other than the great support of the golf outing.

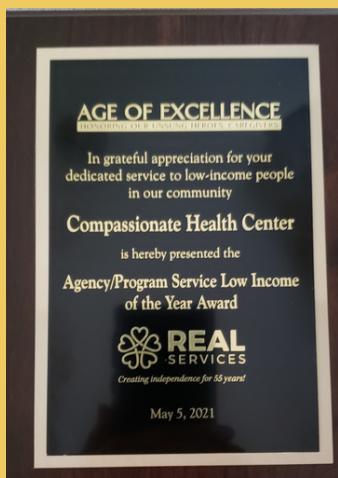


The graph illustrates a pattern of expenses outpacing our income. We strive to keep within a very lean budget but we still end up with a yearend deficit. While we have more than one year's expenses in reserve, we can't continue to incur losses each year. Our board has a committee which is focusing on stewardship. Many nonprofits are struggling for funding in this tight economy.



# OUR PERFORMANCE

The clinic strives to provide quality healthcare to our patients. We have several internal quality indicators which include No Show Rate, ED Diversion, Blood Pressure Improvement and BMI. The clinic also reports outcomes to the National Association of Free Clinics. We were awarded Gold Status for 2021 and again in 2022. Gold status is the highest designation and assures the community that the clinic is providing excellent care for our patients.



REAL Services awarded the clinic with the Agency of the Year award in 2021. There were many deserving agencies who were nominated for this award. The clinic was so proud to accept this wonderful honor. We were an honoree again in 2022. The nomination was based on our annual report to the board of directors of REAL Services. Board members commented that our innovative dental program is an excellent example of community networking for the good of the underserved. We appreciate the support of our local dentists who make this a successful project.

THANK YOU!

The clinic couldn't continue to provide the current level of care without our community partners. While it is impossible to list them all, there are a few that stand out.

- First of all, our generous donors and volunteers who give freely of their time, talent and treasure.
- Local service providers who network with us to provide dental, vision, mental health and specialty referrals.
- Webb's Pharmacy who provides us with vouchers for prescription medications through the 340 B program.
- REAL Services and Indiana Breast Cancer Awareness Trust for their grant dollars which provide dental procedures and mammograms.
- Northern Indiana Community Foundation who continues to support us.
- Walgreens and Woodlawn Hospital for providing flu shots for our patients.
- The Fulton County Chamber of Commerce and H.O.P.E. committee who provide networking opportunities for us to get our message out.
- And most important of all is our amazing support from Woodlawn Hospital.