

**COMPASSIONATE HEALTH CENTER**

# ANNUAL REPORT 2023



**PREPARED BY:  
MARY KAY  
EXECUTIVE DIRECTOR**





# FROM THE EXECUTIVE DIRECTOR

As we reflect on this last year, it has been one of challenges and growth. We have been able to serve our patients while expanding some of our in-house services and increasing our networking partners. We continue to offer an affordable approach to healthcare for residents of Fulton County who are medically uninsured. Our list of services while primarily focused on medical, includes limited dental, vision, mental health and more. Our expenses have increased as we assisted patients with medical costs which were incurred through surgical procedures or emergency department visits. We have been blessed with the support of our donors whose generosity allows us to continue our mission as we enter our 15th year of service.

**MARY KAY**  
EXECUTIVE DIRECTOR

## 2024 CHC BOARD OF DIRECTORS

Janell Mulligan, President Vicki White, Vice President Terry Ward, Treasurer Nancy Waggoner, Secretary  
Maurice Cohagen Alan Fisher Deb Walsh Angela Ramirez Curt Hausmann Debbie Potter

### STAFF

Dr. Kevin O'Brien Jayme Parker Mary Kay Linda Milliser  
Medical Director Nurse Practitioner Executive Director Office Manager

Our mission is to provide underserved and uninsured adults of Fulton County, Indiana and surrounding areas with high quality integrated healthcare

### VOLUNTEERS

Maureen Neeley, Barb Troyer, Debbie Potter, Brie Notz, Pat Hoover, Dr. Negreros, Claire Scott - Bacon, Jean Cloud, Joyce Sroufe, Juleen Newcomer, Linda Alley, Lottie Smoker, Deb Stevens, Therese German, Sharon Mutchler, and Val Conley

*Soften our hearts so that we might be compassionate toward the most vulnerable.*

### NETWORKING PARTNERS

Woodlawn Hospital, Woodlawn Medical Professionals, 4C Health, Webb's Family Pharmacy, Northern Indiana Community Foundation, Purdue Extension, Fulton County Health Department, Dr. Michael Laszynski, Rochester Dental Center, Rochester Family Dentistry, Family Eye Care, Summit Radiology, Great Lakes Anesthesia, Indiana Breast Cancer Awareness Trust, Implant & Cosmetic Dentistry of Northern Indiana, REAL Services and all of the businesses and private donors who continue to support our clinic.



740 N. State Road, Rochester, IN 46975



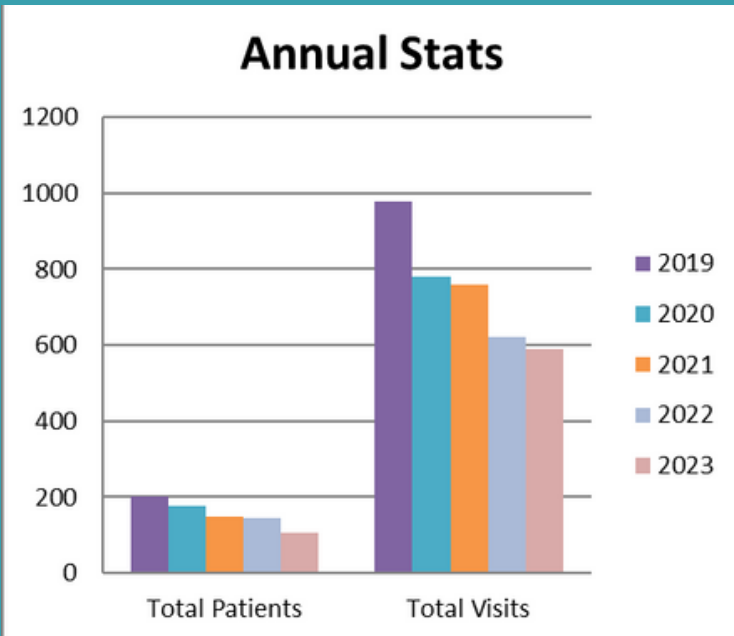
574-223-6080



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[www.chcfulton.org](http://www.chcfulton.org)



We started 2023 with 145 patients and ended with 105. We enrolled 40 new patients, re-enrolled 11 returning patients and 91 patients were disenrolled.

## NEW FINANCIAL PLAN

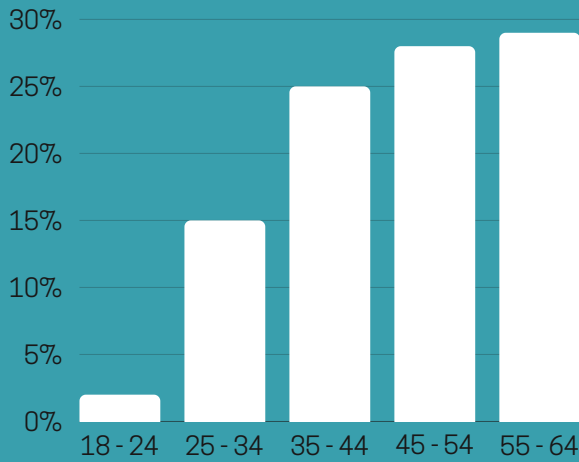
The Board of Directors approved an ambitious plan to financially assist our patients with services provided outside of the clinic. This plan was reviewed with each one of our patients. Our first effort was to ensure that our patients applied for Medicaid. Patients were instructed to contact ClaimAid at Woodlawn Hospital for assistance with the application. Patients were disenrolled from the clinic if they were approved for Medicaid. If the patient was not eligible for Medicaid, they remained our patient and were given a charity care application from Woodlawn. After completion of the paperwork, patients were given a discount on services provided by Woodlawn. The clinic helped patients with the remaining balances as outlined in the plan.

Our most common service previously provided by Woodlawn Hospital was laboratory testing. We signed a contract with Quest Laboratories which allowed us to draw bloodwork at the clinic and send it out to be processed at Quest. The clinic pays for the lab tests at a negotiated rate. Our phlebotomist draws blood for clinic patients twice a month and results are reported back through our electronic medical record by the next day. In addition, the clinic applied for a CLIA license which allows us to do some rapid lab testing in house like strep tests and pregnancy tests. These were totally new procedures for the clinic and we managed the change extremely well.

The clinic informed patients that some financial assistance could be provided for surgical and radiologic services. Any approved Woodlawn Hospital Emergency Department visit would be paid for in full by the clinic after the charity care discount was applied. We encouraged our patients to apply for this discount but many failed to complete the required paperwork, therefore we were unable to financially assist them due to their lack of follow-through.

All of these changes added to the operational expense of the clinic. We anticipate these expenses will continue to increase during 2024. Our mission is to provide affordable healthcare to our patients and we are committed to assisting our patients with the financial burdens incurred with services provided by our networking partners.

# DEMOGRAPHICS



## Age Groups

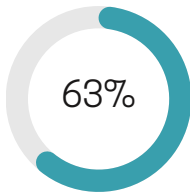
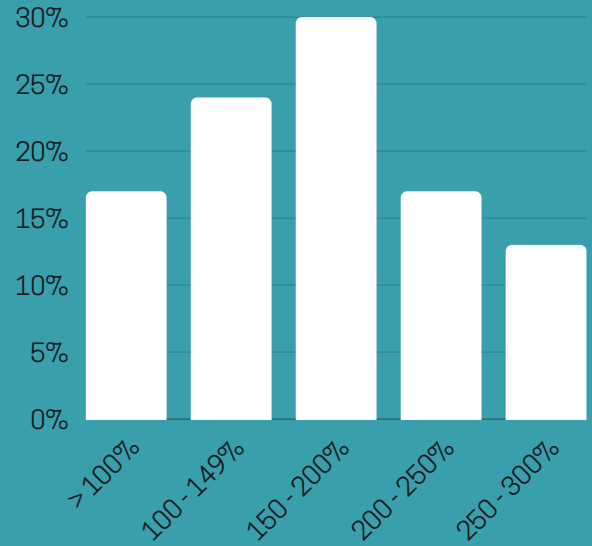
Our age percentage stays fairly static. Well over 50% of our patients are above the age of 45.



## Federal Poverty Percentages

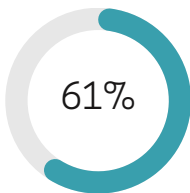
Our patients must be under 300% of the Federal Poverty Guidelines. We have seen the largest decrease over the past 5 years in the less than 100%.

Many of these patients have transitioned to Medicare. The majority of our patients are in the 200% range - working but not earning enough to afford healthcare premiums and large deductibles.



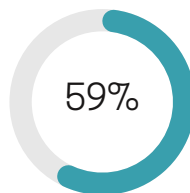
## Employment Status

63% of our patients are working. The percentage of those working has been consistently around 60%.



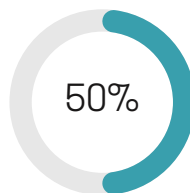
## Gender

61% of our current patients are female. We have seen a slight increase in the number of female patients.



## Ethnicity

While 59% of our current patients are Caucasian, we continue to see an increase in Hispanics.

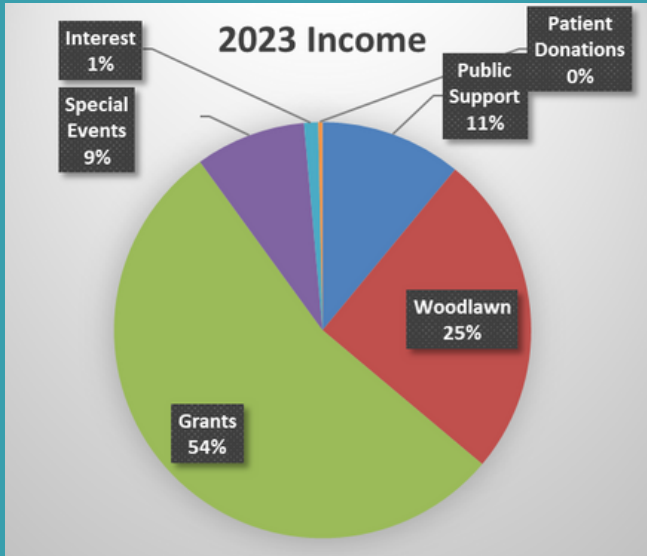


## Location

50% of our current patients live in Rochester but we continue to see an increase from Akron which correlates to the increase in Hispanic patients.



# FINANCIALS



**\$162K**

Grants were the number one source of income including REAL Services, IBCAT, NICF and Lafayette Diocese of the Catholic Church. Woodlawn’s support was 25%. Our golf outing contributed nearly 10% and our patients donated slightly under 1%.



**\$196K**

Payroll continues to be our largest expense with 3 employees. Contract Services includes payments for services outside of our clinic. Facilities includes our rent and maintenance.

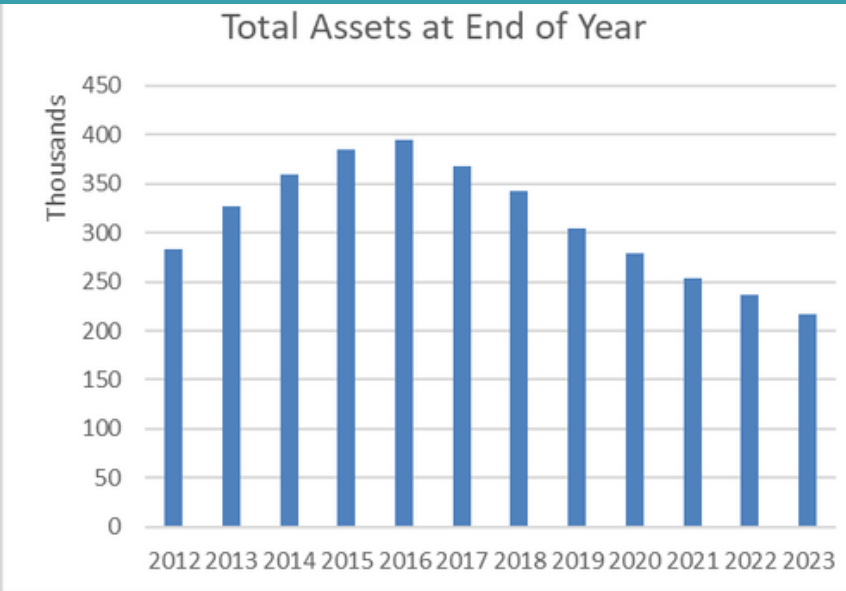


Our income was down from 2022 but still very comparable to previous years. With the decrease in support from Woodlawn Hospital, we looked for other sources including a request for support from the Rochester City Council who awarded us \$15,000. Donors were very generous to our golf outing making it a successful event.



The increase in expenses was driven by the cost of our audit (\$8,500) and payment of services outside of the clinic.

Expenses continue to exceed income each year. During 2023, we only had a slight increase in expenses which had remained stable for several years. We anticipated spending an additional \$100,000 in 2023 to cover services outside of the clinic, but the actual amount was much less. Cash on hand on 12/31/23 was \$202,108. Our investments continued to decline in 2023 so in September, the board approved a withdrawal of \$50,000 to invest in a CD with favorable interest.



We are a member of National Association of Free and Charitable Clinics (NAFCC). We received a gold quality seal from NAFCC last year which is the highest quality distinction they award. This was based upon different quality indicators which were reported to the association in our annual report. This was our third year in a row for this ranking. We were also nominated again as REAL Services Agency of the Year.

# CLINIC IMPACT

## Ever wonder if we make a difference beside Medical?

- What would you do if you woke up with a swollen jaw that was so bad you were barely able to speak or eat? You would go see your dentist because you have dental insurance. This is a common issue for our patients who have no dental coverage. We are able to assist our patients with serious dental issues through our REAL Services grant.
- What would you do if you were having headaches because your vision had declined? You would go see your eye doctor because you have vision insurance. This is a common issue for our patients who have no vision coverage. We are able to send our patients to Family Eye Care to get free eye exams and if needed, new glasses are provided to our patients through the generosity of the Akron Lions Club.
- What would you do if you were having mental health issues? You would go see a counselor because you have insurance. This is a common issue for our patients who suffer from depression. We have an in-house mental health counselor through our partnership with 4CHealth.

# MOVING FORWARD

2024 promises to bring some challenges as we continue to implement new plans to continue our mission. We anticipate that our expenses will increase to meet the demands of financially assisting our patients with services provided outside of the clinic. The clinic will be even more dependent on the generosity of donors to fund this plan. In addition, it is projected that many current Medicaid patients might lose their coverage which would mean an increase in patients for the clinic.

While the number of patients in the clinic is not all that high, for those people we care for, we are their only hope for affordable quality medical coverage. Please consider a donation to Compassionate Health Center. It will help us to continue to change lives in Fulton County.