



2019 annual report





celebrating a historic year for neighborhood health

2019 was an incredibly momentous year for all of us here at Neighborhood Health for a number of reasons. And while 2020 has been a historically challenging year in its own right, we don't want to lose sight of what made 2019 so special for our organization – and of how it propels us forward.

For starters, 2019 was our 50th anniversary as an organization. In March 1969, the Fort Wayne Medical Society and a group of volunteer physicians came together to found the Three Rivers Neighborhood Health Services and address the need for quality, affordable health care in our community. Over the years, the organization grew to offer more services to meet the community's needs, and it evolved into Neighborhood Health Clinics in the 1990s.

Which brings us to our second big milestone of 2019 – our new name and brand identity. Our 50th anniversary wasn't the only reason we felt it was time to update and enhance our brand. Our continued growth and evolution over the years played a big part as well. We felt the time was right to refine our identity to better reflect not just who we are – but who we envision ourselves growing into over the next 50 years and beyond. And while the shift from Neighborhood Health Clinics to Neighborhood Health may seem subtle, it's also pivotal – it captures our modern, comprehensive and passionate approach to care in an engaging and welcoming way.

As you can see, 2019 was a big year for Neighborhood Health – one certainly benefitting of our 50th anniversary. And while much has changed, much has stayed the same – most importantly our focus: caring for our patients. On behalf of everyone at Neighborhood Health and our board of directors, I thank you for your continued support and hope you enjoy this look at everything we accomplished in 2019.



Angie Zaegel

Angie Zaegel
President / CEO

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a health care home for everyone

1969

Fort Wayne Medical Society opened a well-baby clinic named Three Rivers Neighborhood Health Services



mid 1970's



Family planning and prenatal programs were fully established in collaboration with area hospitals



1987

Moved to the newly renovated One Canal Place in Downtown Fort Wayne



1989

Became the local headquarters for the WIC program (women, infants & children)



1994

Reincorporated as Neighborhood Health Clinics

1995

Relocated to the former Lutheran Hospital Building on Fairfield Avenue

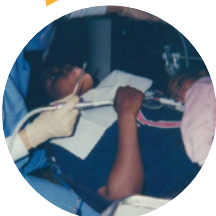


late 1990's

Since our founding in 1969, we've grown to become a health care home for everyone, continuing to fulfill the need for affordable, high-quality care for residents across northeast Indiana.

As it has been since the beginning, our mission is to provide access to quality health services. In addition to medical, dental and vision care, our range of services includes behavioral health, nutrition education, prescription programs, insurance-enrollment support and much more.

Our comprehensive services and supportive programs are delivered by an experienced team of board-certified physicians, dentists, dental hygienists, nurse practitioners, registered dietitians, registered nurses and licensed social workers. Together, we are committed to building healthier communities and lives regardless of socioeconomic or insurance status.



Became a federally qualified health center and opened a dental clinic

2000

Moved into our current home on Calhoun



2014

Satellite location established on Paulding Road with the assistance of Parkview Health



2012

Construction unified the new WIC clinic and the main Neighborhood Health Clinics building



2017

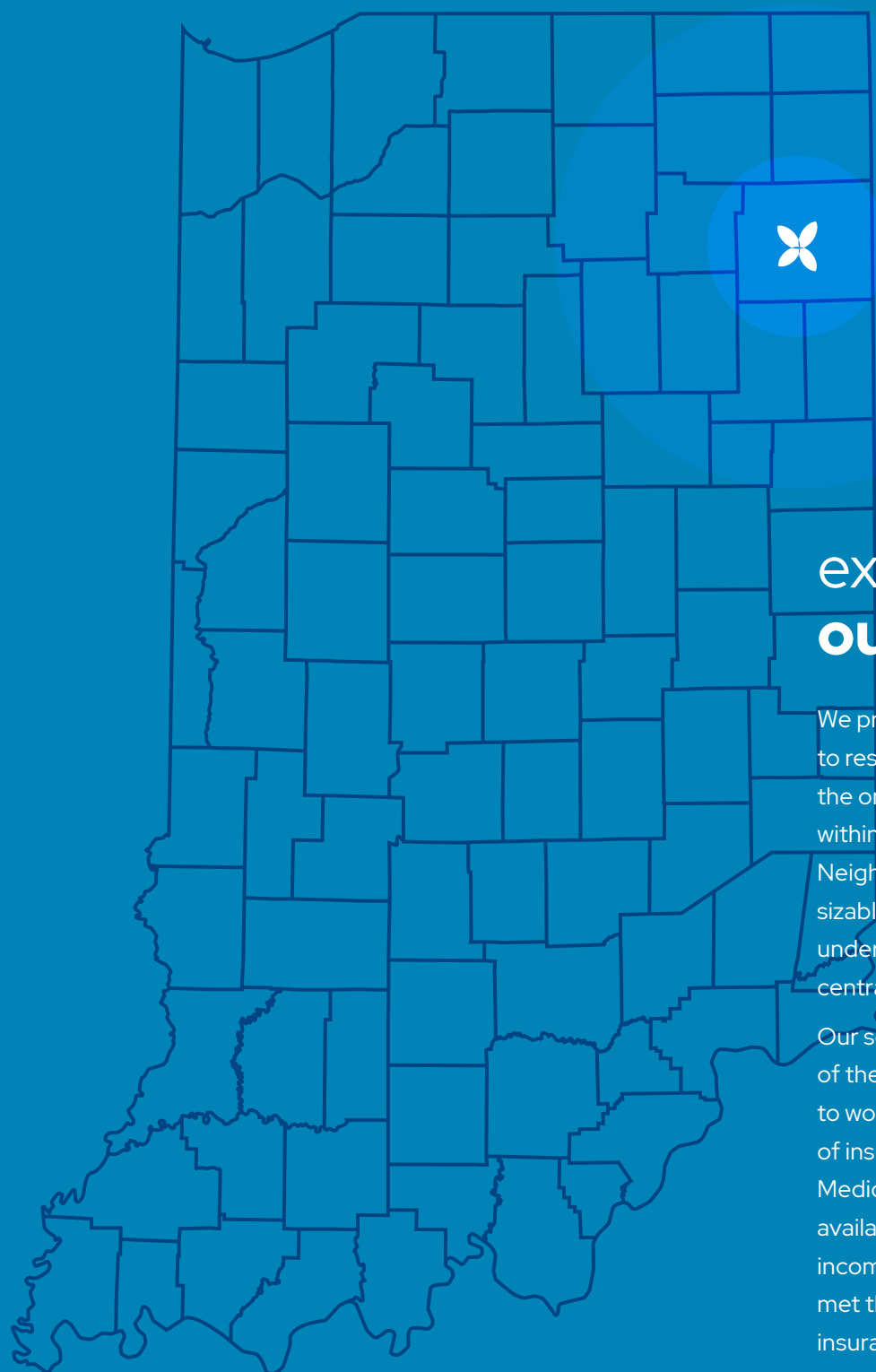


Expanded to include onsite vision services

2019

Celebrated 50 years with new branding and expanded to include Behavioral Health services





expanding our reach

We provide affordable, high quality care to residents across northeast Indiana. As the only Community Health Center (CHC) within a 50-mile radius of Allen County, Neighborhood Health specifically serves a sizable target population living in medically underserved areas – primarily south central and southeastern Fort Wayne.

Our services are for everyone, regardless of their insurance status. In addition to working with patients with all types of insurance – private, Medicaid, Medicare – our sliding-fee discount is available to those who meet specific income guidelines and may not have met their insurance deductible, whose insurance does not cover the service provided, or are uninsured.



19,351
unduplicated patients



31,210
medical visits



21,076
dental visits



712
behavioral health visits



1,205
optical visits



6,950
sliding fee patients

In 2019, we served nearly 7,000 patients through our sliding-fee discount program, totalling more than \$2.9 million in discounts.

focused on quality care and patient satisfaction

At Neighborhood Health, we regularly measure patient satisfaction. Highlights from our 2019 patient-satisfaction scores include:

99%

agree they obtained an appointment when needed

93%

agree their call was directed to the correct person or department they need

90%

agree they were treated with respect and courtesy by providers and nursing staff

93%

agree our hours of operation meet their needs

99%

agree they were treated with respect and courtesy by reception or front desk staff

90%

agree their condition, treatment, procedure, or available benefits and services were explained in a way they easily understood

80%

agree they received clear instructions for new medication or understood information regarding laboratory and diagnostic results

97%

reported they would recommend NH services to their friends and family



same mission, new brand

Neighborhood Health celebrated our 50th anniversary in 2019. And while a milestone as momentous as this one is a natural opportunity to reflect on the past, we also saw it as an important chance to look to the future.

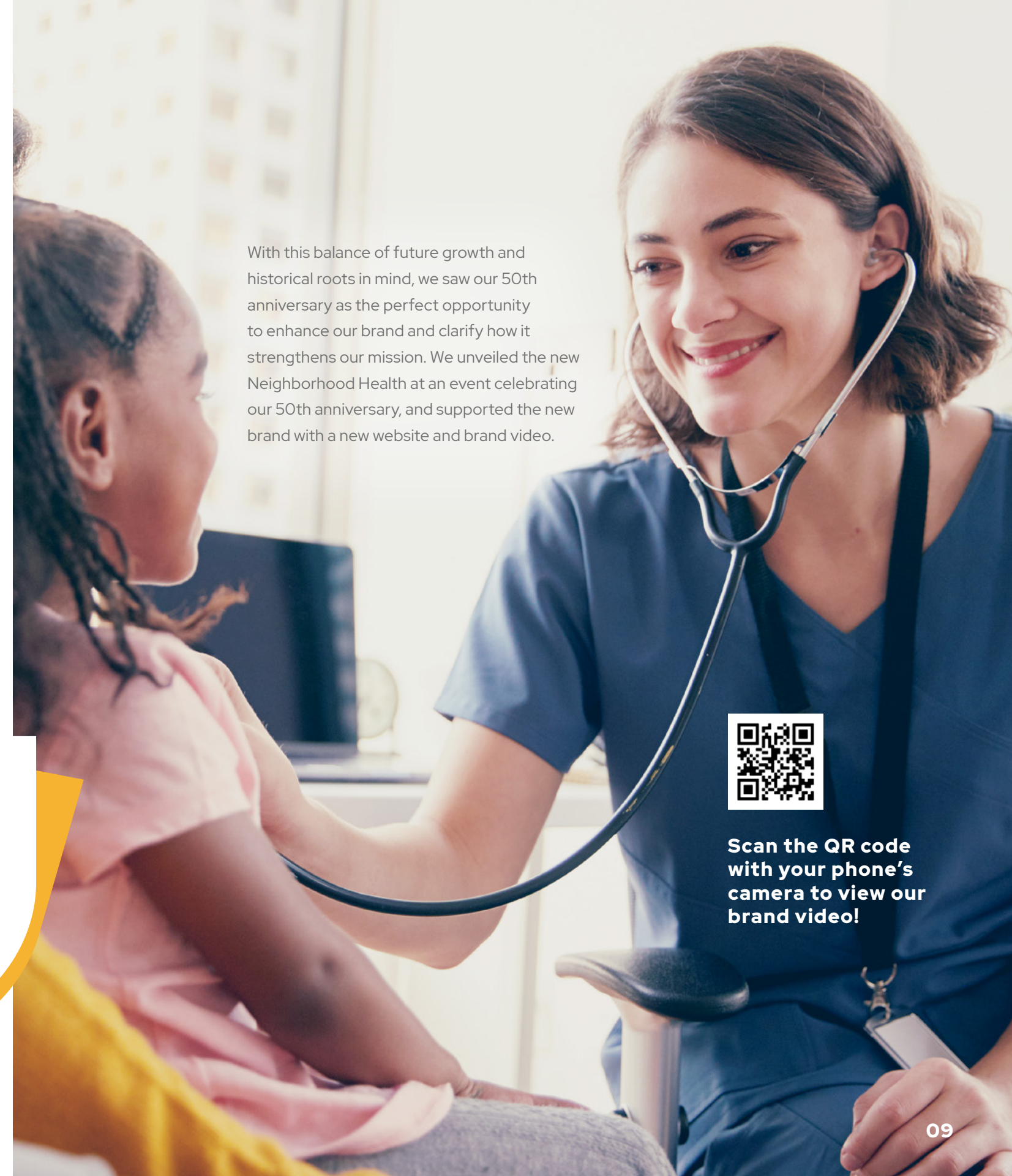


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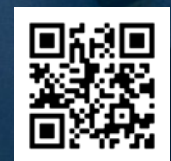
At Neighborhood Health, everyone is always trying to do their best to offer medical care at an affordable price to everyone no matter what race or color we are. They have treated me with efficiency, respect, compassion, and most of all, they treat me as a human being.

Neighborhood Health Medical Patient

”



With this balance of future growth and historical roots in mind, we saw our 50th anniversary as the perfect opportunity to enhance our brand and clarify how it strengthens our mission. We unveiled the new Neighborhood Health at an event celebrating our 50th anniversary, and supported the new brand with a new website and brand video.



**Scan the QR code
with your phone's
camera to view our
brand video!**



Thank you for your daily support and dedication to making so many families better here in Fort Wayne.

Neighborhood Health Dental Patient

comprehensive care for all

When we say we're a health care home for everyone, we mean it. We offer a multitude of services all under one roof for your convenience. Our vision is to build a healthier community by making access to services easier for those who need it most. For the convenience of our patients, these are provided in a centralized location for a smoother transition between services to provide care for the whole person.

We hold a Level 2 Patient-centered Medical Home Accreditation (PCMH) – the highest level of achievement from the National Committee for Quality Assurance (NCQA). Our team of experienced staff members makes sure every patient receives one-on-one care in a compassionate and respectful manner.

primary services



medical

primary medical for people of all ages



dental

dental care for the whole family



vision

affordable exams and glasses



behavioral

integrated mind and body health



nutrition

access to nutritious foods and education

support and supplemental services

We offer a wide range of wrap-around services for those who need additional support:

- Quick onboarding of new patients
- Health insurance enrollment assistance
- Affordable care and sliding-fee discount program
- After-hours care
- Same-day appointments
- Medical walk-in hours
- On-site interpretation assistance for Spanish and Burmese
- Chronic care management
- Pharmacy discount program

strengthening our community

We're proud to support and give back to the people and communities we serve in many different ways throughout the year. Here are a few highlights of our community involvement and support from 2019.

Fort Wayne Medical Education

Through our partnership with the Fort Wayne Medical Education Program, medical residents participate in and manage high-risk obstetric patients at Neighborhood Health. During this time, residents spend three half-days per week at Neighborhood Health doing exclusively prenatal care, managing a variety of both routine and complex pregnancies, as well as obstetric deliveries. This partnership expands our expertise and resources, as well as our ability to provide these critical services to at-risk patients.

Fort Wayne United Walk

Created in 2018, the Fort Wayne UNITED TenPoint coalition influences the lives of young people, families, local businesses and neighborhoods by implementing proactive strategies to reduce violence. As part of its efforts, the coalition holds Fort Wayne UNITED walks, where foot patrol members visit local neighborhoods to improve conditions and the quality of life for residents. In February 2019, we participated in one of these walks in southeast Fort Wayne to connect with residents and raise awareness of the medical services available to them through Neighborhood Health.

School Sealant Program

Good dental hygiene starts early – when kids turn six, for example, it's time for a dental sealant to prevent cavities as permanent molars start to show up. In 2019, we partnered with Fort Wayne Community Schools to provide free sealants and a dental check-up to students at 35 FWCS schools.

National Health Center Week

Each August, we join more than 1,400 health centers across the country in celebrating National Health Center Week, an annual event raising awareness of the mission and accomplishments of organizations like Neighborhood Health.

Indiana WIC Fort Wayne Farmer's Market Vouchers

As the proud administrator for the Indiana WIC program that allows low-income families access to healthy, wholesome food, we wanted to take it beyond the supermarket. Neighborhood Health worked with the Fort Wayne Farmer's Market to offer Farmer's Market vouchers for local Indiana WIC families.



executive leadership

Our day-to-day operations are led by a team that's passionate about our mission.



Pictured from left to right:
Cindy Geisman Vice President/COO
Dr. Michael Morhman Chief Medical Officer
Rick Yergler Vice President/CFO
Dr. Tyler Kimmel, DDS Chief Dental Officer
Angie Zaegel President/CEO
Tiann Aughinbaugh WIC Director
Trisha LaRowe Executive Assistant
Shalon Johnson-Taylor Quality & Risk Management Director

board of directors

Neighborhood Health is led by a patient-majority board which reflects the diversity of the communities we serve.

- Melissa Bradberry** Chairperson
- Dr. Benjamin Yoder, DDS** 1st Vice Chair
- Johnathan Liechty** 2nd Vice Chair
- Donna Spina** Secretary
- Dennis Becker**
- Kayevonne Dailey**
- Heidi Fowler**
- Cindy Joyner**
- Harout Kouyoumdjian**
- Katherine LaPierre**
- Pamela Messman**
- Matthew Sprunger, MD**
- Renetta Williams**
- Ben Eisbart**
- Marcella Jackson**

hours & locations

downtown

**1717 S. Calhoun Street
Fort Wayne, IN 46802**

Monday & Wednesday:
8:00am – 7:00pm
Tuesday, Thursday
& Friday:
8:00am – 5:00pm

- medical
- dental
- vision
- behavioral
- nutrition

southeast

**3350 E. Paulding Road
Fort Wayne, IN 46816**

Monday, Tuesday,
Thursday & Friday:
8:00am – 5:00pm
Wednesday:
10:00am – 7:00pm

- medical
- dental
- nutrition



This program is partially supported by a grant from the PHP Foundation.

Funded by Parkview Hospital's Community Health Improvement program.

2019 Grant Funders

United Way
Mark Sudehoff Trust
Isaac Knapp Dental Foundation
McCampbell Enterprises
Jerome Henry Foundation

50th Anniversary Gala Donors

Mainstay Solutions
Tasty Treats
Anthem Blue Cross
Philip & Carolyn Tyndall
The Wachtman/Skillman Charitable Fund
Greg Risley & Marlona Harting
Bobby & Julie Inskeep Simpson
Janet & Michael Bangert
Josh & Sara Quintana

Neighborhood Health is governed by a Board of Directors who either work or live in the neighborhood, are current patients, or work for other businesses in the community. This group of people set the policies that govern Neighborhood Health.

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For Patient Rights & Responsibilities, visit mynhfw.org.

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