



stepping up.

2020 Annual Report

still growing. still learning.



For the last 20 years I have watched Neighborhood Health grow, change and create space for new ideas and innovative services. In all these years, I never would have been able to anticipate the challenges we faced in 2020. I also never would have been able to anticipate the organizational growth we have had despite a global pandemic, or the way that these two things worked together to remind us once again why we exist.

We learned a lot this past year. We learned that our providers and Executive Leader staff are visionaries who quickly and creatively implemented new ways to serve our patients safely. We learned that our nurses and front-line staff have a unique sacrificial spirit, and they continued to show up greeting patients with a warm smile, patience, and understanding as so many were uncertain about what each day would hold. We learned that our patients needed us and truly appreciated our services when so many others were shut down. We learned that we DID and CAN continue to adapt to challenges that come our way, no matter how insurmountable they may feel.

I look back on this past year thinking about all the 'unknowns' we have had to walk through. A new-screening process for patients. A new sick-clinic for possible COVID-19 patients. A COVID-19 testing site. New social distancing procedures. Remote work for a portion of our staff. Our organization absorbed it all and is still growing and still learning.

I know it isn't happenstance that we are not only still standing but now standing stronger than ever. We have so much community support – both financially and otherwise. For that, I want to thank you. I know that as we continue to offer these vital services to our community you will be right here with us believing and investing in creating better healthcare for ALL.



Angie Zaegel
Angie Zaegel
President/CEO



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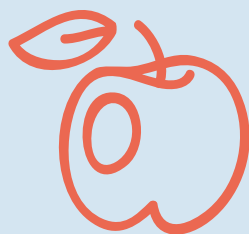
Our Leadership

comprehensive care.

Neighborhood Health is Allen County's *only* Federally Qualified Health Center. We are committed to providing *everyone*, regardless of their insurance status, with affordable, high-quality, head-to-toe healthcare services in five core areas:

141,859

women's, infants & children's
nutrition visits



1,613

behavioral health visits



795

optometry visits



33,003

medical visits

17,021

dental visits



care for all. and it shows.



Treating ALL with dignity and compassion is paramount. We are intentional about this from the front desk to the exam room. In surveying our patients, **99%** said they were respected and treated courteously by the front desk staff, and **90%** said they were respected and treated courteously by providers and nursing staff.



One of the top barriers to healthcare is having available appointments and hours of operation. Neighborhood Health is open until 7pm four days a week, and we often take walk-in appointments. In fact, **99%** of patients said they could get an appointment when they needed it, and **98%** said that the hours of operation meet their needs.



In this new age of information, having someone you trust endorse a product or service is almost a necessity. At Neighborhood Health, **97%** of patients say they would recommend our services to their friends and family.

panic. uncertainty. fear.

COVID-19 brought all of these emotions. Yet thousands of Neighborhood Health patients were still depending on our quality care. Our staff felt the pressure of keeping our patients and themselves safe. Within 48 hours of the world shutting down, our Executive Leadership staff had mobilized and created a plan.



**Proper PPE and additional
sanitation protocols**



**A screening process
for patients**



**A sick-patient clinic held
at our southeast location**



COVID-19 testing



**Restructuring of
waiting areas with social
distancing procedures**



We were one of the few health centers to remain open for safe in-person visits. Dental services that had to be suspended due to aerosol-producing equipment worked to prepare for safe protocols once they were allowed to reopen 6 weeks later. Even with maintaining nearly the same amount of medical and increased behavioral health in-person visits, we also offered virtual care – a service that was imperative for those deemed immunocompromised. As part of our collaborative services, we conducted 673 COVID-19 tests within our medical exams for those who may have been asymptomatic.

hope on the way.



As the community was in shock, Neighborhood Health sprang into action serving the most vulnerable and underserved populations:

- Patients with pre-existing conditions that may have led to COVID-19 hospitalization or death were given priority in order to provide an extra measure of protection.
- A COVID-19 response information campaign was implemented in three languages throughout our clinic, serving as a bridge of information to those who were uninformed or ill-informed about the virus.
- We provided follow-up care to all of our COVID-19 positive patients to ensure they safely recovered during that tenuous 10-14 day window.

Through it all, staff were reporting stories of hope every week. A patient who was turned away at other clinics that were closed, a parent who could not get the vaccine for their son with an intellectual disability, and a patient whose social anxiety previously kept them from therapy – they all found Neighborhood Health. They all found *hope*.



safe-house.

Why do 97% of our patients recommend our services to family and friends? Our patient-centered approach plays a significant part. In a recent study, Patient-Centered Medical Homes were associated with higher rates for diabetes control, hypertension control, and colorectal cancer screenings. In addition, these centers lower acute care hospital spending and are associated with fewer emergency visits.



medical care



As a part of Neighborhood Health's COVID-19 response, our team of 12 physicians, nurse practitioners, and physician's assistants implemented a telehealth care program in addition to their on-site visits. Through this program, we followed up with patients for up to 14 days after a positive COVID test to make sure they were recovering safely. We also launched virtual health through our behavioral health team so patients could still be seen safely and conveniently. Our Chief Medical Officer, Dr. Singleton, was at the helm of research and CDC guidelines, ensuring that we were at the forefront of most recent and relevant healthcare recommendations.



I am incredibly proud of the way our team at Neighborhood Health responded to the pandemic. With every new challenge, our team remained flexible and changed our processes as needed. They have been, and continue to be, amazing. Thanks to them, we have continued to care for our patients at every step, and will continue to do so as needed.

Dr. Singleton, Vice President/Chief Medical Officer



vision care

According to the American Optometric Association, there are 48 million Americans affected by vision impairment that can be corrected with glasses or contacts. However, almost a third of those cases go undiagnosed or uncorrected in large part due to access to care (2020)¹. As with other health disparities, minorities of African and Hispanic descent have higher rates of unaddressed vision issues and are twice as likely to go blind from them. Proper eye health and monitoring can help uncover 24 different chronic diseases. What's more, proper vision is connected to success in school, the workplace, and maintaining a self-sufficient lifestyle.

Along with the challenges of access to care, there is also the challenge of access to choose. For those who have vision insurance through Medicaid, there are often limitations to what types of frames they can choose.



In 2020, we served 795 vision care patients.

¹ "Integrating Eye Health and Vision Care for the Underserved Populations into Primary Care Settings." Clinicians.org, American Optometric Association, Association of Clinicians for the Underserved, Centene Foundation for Quality Healthcare, Dec. 2020, [clinicians.org/wp-content/uploads/2020/11/Integrating-Eye-Health-and-Vision-Care-FINAL.pdf](https://www.clinicians.org/wp-content/uploads/2020/11/Integrating-Eye-Health-and-Vision-Care-FINAL.pdf).



A mom came to us who had just been to another optometry office and was shown a small half-full drawer with frames to choose from. When she saw our wall of Medicaid-approved frames, she was in disbelief.

Vanessa, Optometry Lead



dental care

Our Dental Sealant program is one of the pillars of our dental outreach for Neighborhood Health. For many of these students, it will be their only exam for the year. And, sometimes, their first exam ever. Even through the pandemic, we saw 1,145 students in the 2020–2021 school year, diagnosing 835 cavities and placing 2,656 dental sealants. Many of these students and their families become long-term patients. Dental care continues to be our fastest growing service — in fact, 40% of our patients are dental patients.



Leo has been going to the dentist at Neighborhood Health for years and absolutely loves it! He was excited this year because he got to sit in the “big chair” and wear cool glasses. I love taking him there.

Monique (mom)



After each dental exam, students get a dental goodie bag with a toothbrush, toothpaste, and floss. This particular day, a 7-year-old boy seemed overly excited about his goodie bag. He could not wait to see his very own toothbrush. A little surprised, I said to him, “You’re really excited about that Batman toothbrush, aren’t you?” Bursting with a smile, he exclaimed “Yes! Now I don’t have to share my toothbrush with my little sister; I have my very own.”

Keeighja, Dental Sealant Coordinator



behavioral health

Every day, behavioral health is being recognized as an integral part of overall health. As stigmas around seeking treatment have begun to deteriorate, our services are all the more relevant. In 2020, we expanded our staffing to include a total of three licensed clinical social workers to our behavioral health team. With this, we have also worked to integrate this service into our medical care. We have seen firsthand the effects of this integration of collaborative care across service lines — visits that previously would not have been possible became possible because of a familiar face and a warm handoff. Over 4,000 depression screenings allowed patients with immediate needs to connect with a licensed clinical social worker, even if just for a few minutes.

This highlights the integrative and intentional care of what Neighborhood Health is all about, and it demonstrates why a department that began less than two years ago has already experienced over 2,300 visits since 2019.

As someone who has been at Neighborhood health for over 25 years, I can say that adding the behavioral health department has been one of the most transformative aspects of our comprehensive care. Previously, I was the 'catch-all' for any and all patient-related mental health concerns. Without the behavioral health team on-site, I had to refer individuals out of the building and was often unsure if they had the support or means to follow through. Now, I can quickly have them meet a professional while at NH and the continuation of care is seamless.

Belinda, Social Worker





women's, infants and children's (WIC) care

Neighborhood Health started off as a wellness clinic for uninsured women and children, and this service is still at the heart of all we do. This passion drives us to provide the highest levels of care, earning our WIC program well-deserved peer recognition. We received the 2020 Premier Loving Support Award of Excellence for providing exemplary breastfeeding promotion and support. This is the second time in three years that Neighborhood Health has been honored with a Loving Support Award. Despite being completely virtual for most of the year, the WIC program was still able to provide 861 women with live breastfeeding coaching and support.





wrap-around services

For Neighborhood Health, it is not enough to have comprehensive services. We also pride ourselves on wrap-around care that often goes unnoticed, but is crucial to providing our patients with the assistance they need. This includes interpretation services, insurance navigation, an on-site social worker, a pharmacy discount program, and transportation assistance through partnering organizations. Each of these wrap-around services is complex and necessary to overall care.

Last year **4,401 (23%) of our patients** were better served in another language. We implemented the use of the language line where we translated **28 different languages** that came to us. Along with this, we provided on-site interpreters for the two most concentrated languages – Spanish and Burmese. These interpreters are vital because they don't simply offer word for word translation, they also help with detailed follow-up care. Where do I take the bus to get my prescription? How do I read my prescription bottle? What prescriptions do I take and how many times a day? These conversations that often go under the radar are the very reason why our patients keep coming back and tell their friends and family to visit us.

Approximately 56% of patients use some type of public insurance including Medicaid and Medicare. Enrolling in and understanding services can be quite the challenge. Our insurance navigators took in **over 8,000 calls** last year related to insurance enrollment questions.

COVID-19 has had life-changing effects. For one wife that called our insurance navigation services, COVID-19 had devastating effects on their finances. Her husband, who was a painter by trade, had been out of work for almost a year. This, coupled with her husband's recent cancer diagnosis, left her distraught and unsure of where to turn. Through a series of conversations with our navigators, they were able to qualify her for marketplace insurance that would put both their mind and pocketbook at ease and could help them focus on the more important thing – her husband's health. Through tears, she shared with our navigator how grateful she was for this guidance and support. They had been patients at Neighborhood Health years ago and had not been back in some time. However, she said they would "definitely be coming back!"



stronger together.

We cannot and should not do our work without community support. Our neighborhood of support includes agency partners such as Wellspring Interfaith & Social Services, Indiana WIC, and Fort Wayne's Farmers Market that provide vital basic nutritional needs to our families on-site. Wellspring hosted a monthly food bank, and the Farmer's Market was open weekly throughout the summer.

In addition, we have support from organizations such as the South Side Rotary Club who provided a \$9,000 donation for PPE exactly when we needed it, and we have a unique partnership with the IU School of Dentistry that provides dental interns each year. As one of the most requested sites, we saw 60 interns who completed their community health education rotation at Neighborhood Health.

What is a Community Health Center? (2021). www.indianapca.org.
<https://www.indianapca.org/about-chcs/what-is-a-chc/>

executive leadership

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

Cindy Geisman Vice President/COO

Dr. Sharon Singleton Vice President/
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

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

Kayevonne Dailey

Heidi Fowler

Cindy Joyner

Katherine LaPierre

Pamela Messman

Matthew Sprunger, MD

Renetta Williams

Ben Eisbart

Marcella Jackson

board retirees

pictured from left to right:

Dennis Beck 9 years

Harout Kouyoumdjian 9 years





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

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2020 Grant Funders

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PHP Foundation

WIC

IN CHC Grant

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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