



neighborhood
HEALTH



opening doors to **health access**

ANNUAL REPORT 2022



president's letter

In 1969, Neighborhood Health, then named Three Rivers Neighborhood Health Services, opened a narrow door on E. Berry Street to mothers in need. This opened door saw 1800 visits of mothers and children offering immunizations and wellness exams. The door became wider as Neighborhood Health began offering family planning and prenatal services throughout the 1970's. In 1995, our services expanded and so did the doors of opportunity. Medical services and primary care would be offered to all ages and genders. The more we got to know our patients, the more we understood their healthcare needs. Over the next twenty years, we began to unlock doors to provide dental healthcare, WIC (women's infants and Children's) wrap-around services, optometry, and behavioral health services. These opened doors meant expansions were needed both in terms of locations with a new access point off Paulding Road and in terms of additional providers and staffing.

In 2022, fifty-three years after the first opened door, our mission to open doors for quality care, health equity, and access is more prevalent than ever. And it is more important than ever. We know that a persons' environment -where they were born, where they live, where they work - can all have a profound bearing on their overall health. Neighborhood Health is committed to learning where these inequities exist and facing them head on. Our exponential growth in the past year is a testament to this commitment and our willingness to open doors of opportunity no matter how big they are or how long they have been closed.

I am excited to share with you the new doors we opened in 2022 from added service lines, key positions, and strategic partnerships including chiropractic, services and the addition of an on-site pharmacist. We are committed to serving our community and understand that it is not just about opening the door, but we must hold the door open if we truly want to make a difference. Through it all, however, we are confident and encouraged with unwavering support from the community and key stakeholders.

Angie Zaegel, President/CEO

our door holders

Neighborhood Health is led by a passionate team of leaders whose skills and expertise drive our mission and ensure our patients are met with a high-quality experience of care.

Executive Leadership Team

President/CEO: Angie Zaegel

Vice President/CFO: Mark Hamilton

Vice President/COO: Cindy Geisman

Vice President/CMO: Dr. Singleton

Chief Dental Officer: Dr. Tyler Kimmel

Chief Human Resources Officer: Bruce Hamilton

Chief Quality & Risk Management Officer: Krista Peak

Chief Behavioral Health Officer: Steve Possell

WIC & Social Services Director: Tiann Aughinbaugh

Executive Assistant: Trisha LaRowe



Our very own Board Chair, Melissa Bradberry, was nominated for the Foellinger Foundation's David A. Bobilya Excellence in Nonprofit Leadership Award in July 2022.

Neighborhood Health's Board of Directors are diverse and uniquely represent our patient population as over 50% of the members are patients themselves. They bring a wealth of knowledge and a commitment to healthcare services and excellence.

Board Leadership

Melissa Bradberry: Board Chair

Ben Eisbart: 1st Vice Chair

Heidi Fowler: 2nd Vice Chair

Matthew Sprunger: Treasurer

Cynthia Villaneuva: Secretary

Katherine LaPierre: Member at Large

Pamela Messman: Member at Large

Marcella Jackson: Member at Large

Denita Washington: Member at Large

Brooke Southivong: Member at Large

Aaron Robles: Member at Large

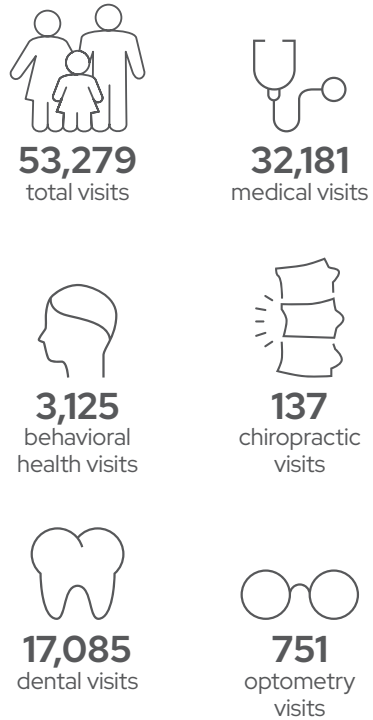
Raylene Rospond, Pharm D: Member at Large

Dr. Brian Zehr: Member at Large



opening the door of access to care

patient visits 2022

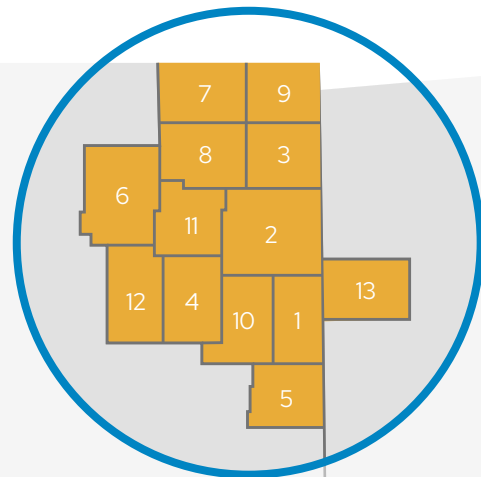


wic



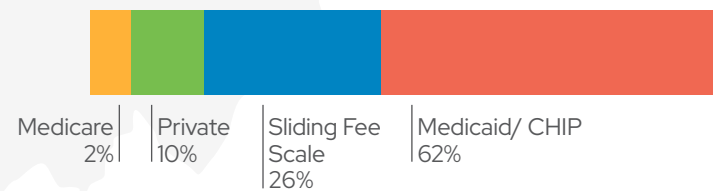
our reach

50 zip codes **13** counties

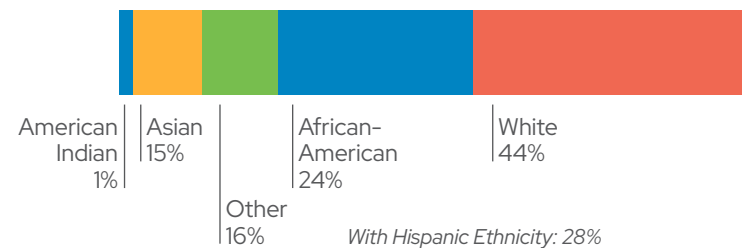


- | | | |
|-----------------|-------------|--------------|
| INDIANA: | | OHIO: |
| 1. Adams | 7. LaGrange | 13. Van Wert |
| 2. Allen | 8. Noble | |
| 3. DeKalb | 9. Steuben | |
| 4. Huntington | 10. Wells | |
| 5. Jay | 11. Whitley | |
| 6. Kosciusko | 12. Wabash | |

payment type



demographics



WHAT IS NEIGHBORHOOD HEALTH DOING WELL?

"Getting appointments for my needs and always very welcoming when I come in."

95% got an appointment when needed

66

serving those in other languages

Approximately one in four patients who enter the doors of Neighborhood Health are better served in another language. Though our most common languages include Spanish and Burmese, Neighborhood Health provides interpretation services for 48 languages and dialects throughout the year. Some of these individuals are first-generation refugees who are not only navigating unfamiliar healthcare systems but are also navigating a new country and a new home.

This organization-wide commitment is important to what we do on a daily basis.

In serving a multi-lingual population we are committed to

- On-site interpretation
- Translation services
- Video interpretation services
- Telephone interpretation services
- Pictorial communication displays

The language barriers that accompany this population's healthcare challenges can feel particularly overwhelming. It is at these critical moments that our staff are there - to guide, direct, educate, and provide reassurance throughout their experience at Neighborhood Health. It is because of this commitment to care that patients keep coming back.



5,867 (30%)

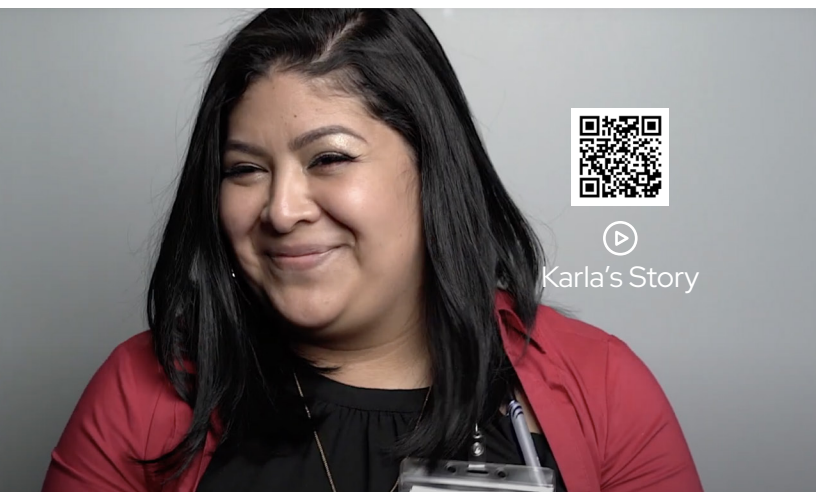
better served in another language

"Todo está bien de la manera que lo hacen, agradezco mucho su ayuda."

66



Karla's Story

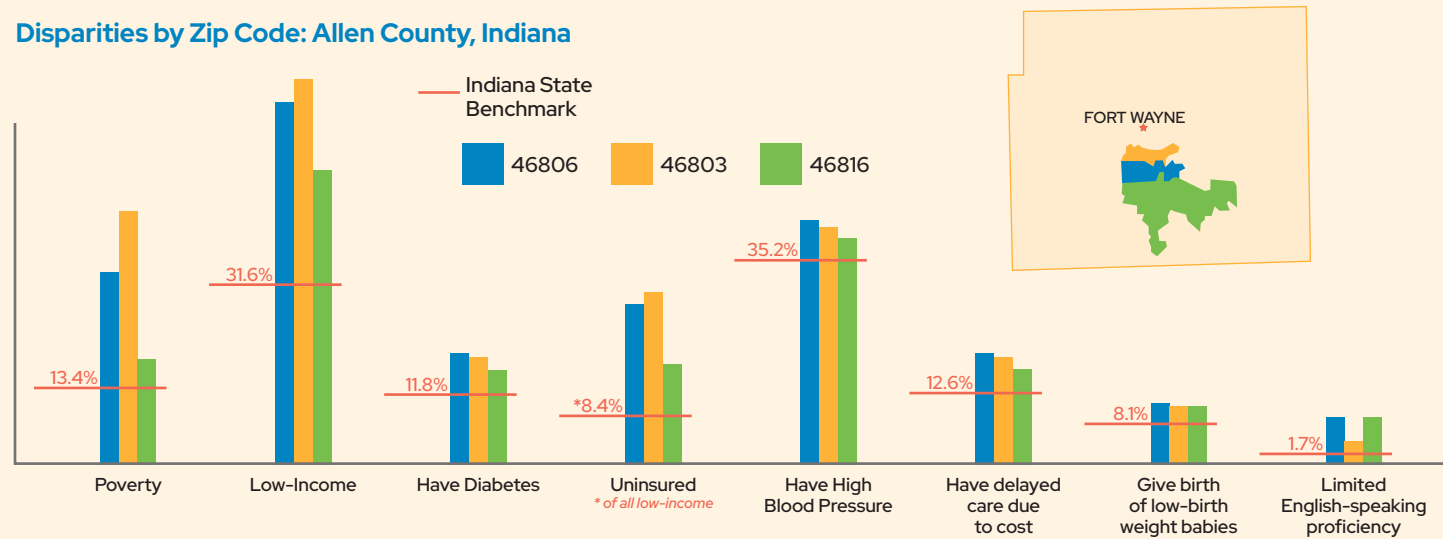


opening the door to **transformative care**

Pharmacy + Medication Management

According to the American Public Health Association, pharmacists play an important role in the management of chronic diseases, minor disease diagnosis and treatment and primary prevention through health education. This is especially true in communities where health disparities are rampant. Three of our largest service areas are communities where health disparities far exceed the state benchmark.

Disparities by Zip Code: Allen County, Indiana



In 2015, Neighborhood Health established a relationship with Manchester University’s Pharmacy residents. This program helps connect residents with patients who may have questions about medication, who can improve from managed care services or who need preventive education. In 2022 we hired our own Director of Pharmacy who gives an additional level of guidance, leadership, and support to the program. Under the supervision of the Director of Pharmacy, students help the providers manage patients with diabetes mellitus, high blood pressure, high cholesterol, and smoking cessation along with providing answers to drug information questions inquired by the provider, complete comprehensive medication reviews with actionable steps for treatment.

Their relationship-building with patients along with their knowledge base is a key factor in improving health conditions such as diabetes. Left untreated or poorly managed, diabetics are in grave danger of severe health issues, even death. Due to multiple medical conditions that many diabetics face, they are often on several medications that can have converse effects if not properly implemented. As you may imagine, medication management is not a one-time event and requires ongoing care and close attention that our pharmacist and partnership provide.



opening the door to **integrative care**

Chiropractic Care + Behavioral Health

More often than not, healthcare provided to individuals who are uninsured or underinsured is limited to basic primary care services. While primary care is a fundamental building block of healthy communities, coupling this with additional medical treatments will only better the outcomes of patients short- and long-term well-being.

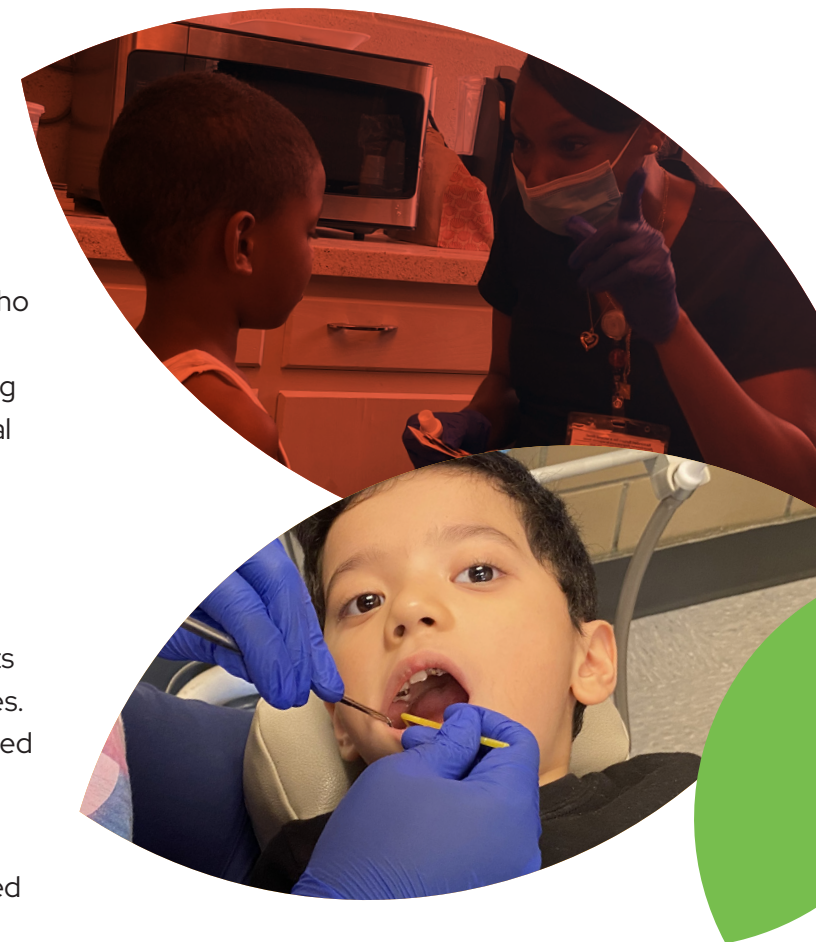
In the fall of 2022, Neighborhood Health began offering Chiropractic services to all patients – insured, uninsured and underinsured. Medical providers help to refer patients they feel are good candidates for these additional services. This collaborative spirit and a holistic health mindset allowed Neighborhood Health to conduct 137 visits in its first 45 days of chiropractic care.

Since then, the service line has flourished and has provided new opportunities to connect patients with additional Neighborhood Health services, especially behavioral health.

Dental + Behavioral Health

Dental patients account for approximately one-third of Neighborhood Health’s services. This includes routine cleanings, exams, and extractions to more detailed care such as crowns bridges, fillings, and other restorative work. Last year we were the dental home to 7,274 patients in two locations in medically underserved areas.

Through the National Network for Oral Health Access, Neighborhood Health participated in its first learning collaborative that provided an intentional framework for depression screenings and integrative care for dental patients. Through this collaborative, one of our care teams was committed to asking each patient screening questions that allowed our team to recognize the need for a referral behavioral healthcare service. Based on the results, we were able to provide a warm handoff to individuals who may have never considered these services.



opening the door to opportunity

We continue to open access to services through expanding to additional locations throughout the years. This timeline represents the most recent expansion of location including our acquisition of the future Oxford Clinic and our fifth WIC site.

August 2020

Neighbors protest to save school from demolition



June 2021

With Board approval, Neighborhood Health accepts the title to the former Ward School Building



June 2022

Media Day – announced to the community



December 2022

WIC opens their 5th location in Whitley County



June 2020

During a carwash rotary service day Angie Zaegel, President/CEO learned from Oxford residents about their desire to save an old school building in the neighborhood

January 2021

FWCS considers resolution to transfer title to Neighborhood Health



September 2022

Fundraising efforts begin. Some of the first foundations to donate include: St. Joe Community Health Foundation, Do It Best Foundation, and Delta Dental Foundation



1969: NH begins as "Three Rivers Health Services" with 1,800 visits their first year

1989: NH became a WIC provider in Allen, Whitley, DeKalb, Noble, and Steuben counties.

2014: NH expanded to a 2nd clinic location on E. Paulding Road



May 2022

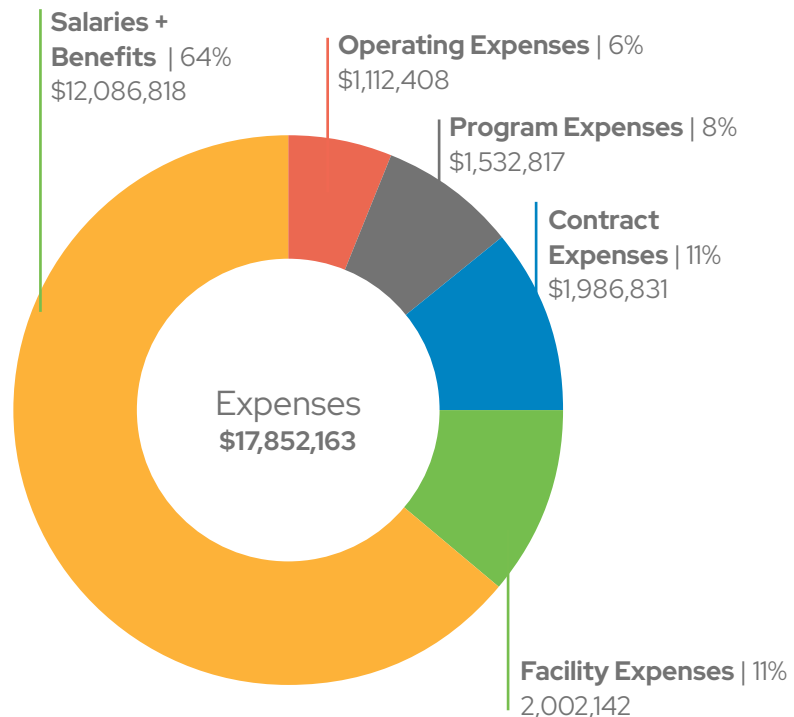
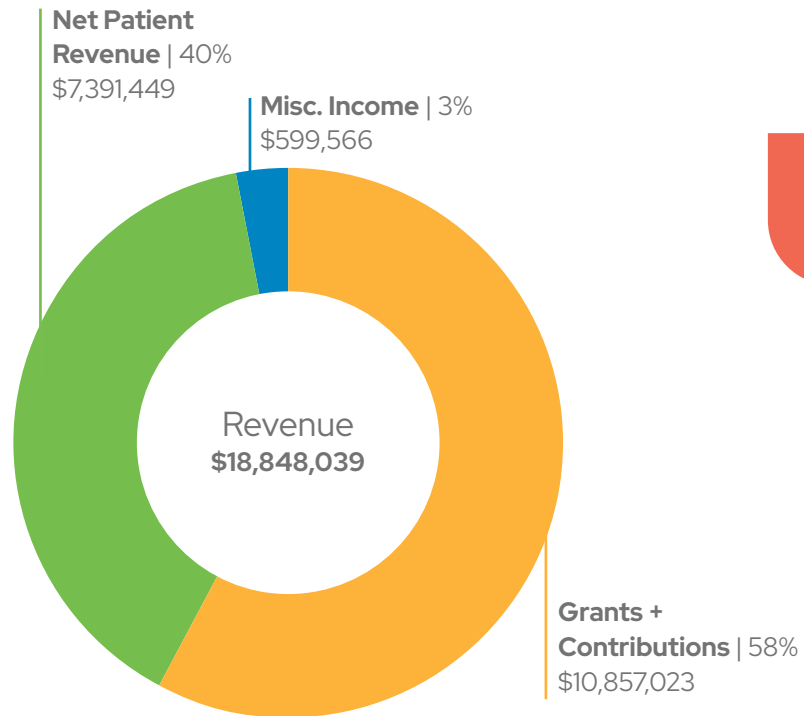
Project goes before city council for zoning approval (previously held community meetings were done to get the neighborhood's thoughts)

The Oxford Clinic is slated to open their doors in 2025



keeping the doors open

Financials: Twelve Months Ending December 31, 2022



The James Foundation was a new supporter to Neighborhood Health in 2022

our community door holders

Community Partners

- Ten Pointe Coalition / Fort Wayne United
- Health Visions
- Healthier Moms & Babies
- Amani
- Oxford Association
- Destiny Life Church
- Positive Resources

Local Support

- Do It Best Foundation
- Community Foundation of Greater Fort Wayne
- Parkview Foundation
- St. Joe Community Health Foundation
- James Foundation
- PHP Foundation
- Isaac Knapp Foundation
- Delta Dental Foundation
- City of Fort Wayne – ARPA funding

awards/recognitions

This past year, the organization has been recognized on both local and national levels for our quality care and welcoming spirit. Here are a few highlights:

September 2022

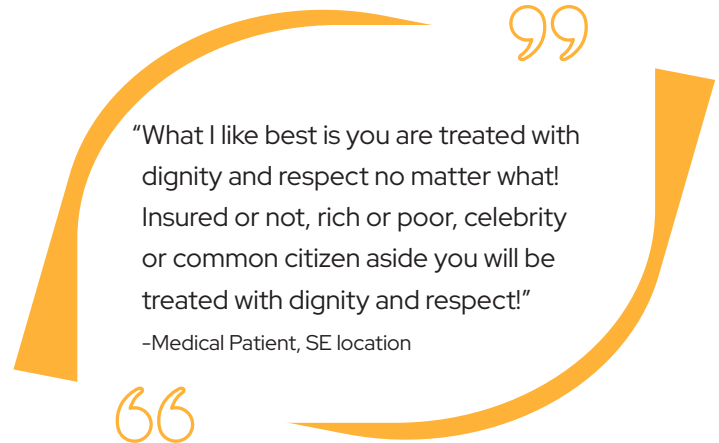
Neighborhood Health received four community health resource badges from the Department of Health Resource Services Administration (HRSA) including: Access Enhancer, Health Disparities Reducer, Advancing HIT for Quality, and Patient Centered Medical Home.

October 2022

Neighborhood Health received local recognition as the “Most Welcoming Non-Profit Organization” to immigrants and refugees.

November 2022

Neighborhood Health received the Founder Award, Outstanding Healthcare Facility, and several summit and pinnacle awards from Custom Learning Systems (CLS) – an organization that engages hundreds of healthcare organizations across the country.



“What I like best is you are treated with dignity and respect no matter what! Insured or not, rich or poor, celebrity or common citizen aside you will be treated with dignity and respect!”
-Medical Patient, SE location



Most Welcoming Non-Profit Organization Award



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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