ANNUAL REPORT 2018
OPEN DOOR HEALTH CENTER

The year of
STRENGTH FOR FUTURE GROWTH
CEO'S STATEMENT

In 2018, Open Door Health Center treated 11,480 unique patients from 55 counties across southern Minnesota. This is a dramatic increase of 48% over 2016.

Our clinicians and staff have been busier than ever providing integrated patient-centered health care. As a result, we were honored again this year to be recognized as a designated Minnesota Health Care Home.

Unfortunately, there is still a growing number of individuals and families with unmet health care needs. In 2018, we purposely strengthened our financial standing in order to expand our capacity to meet these needs in our communities.

Open Door Health Center will continue to evolve, to expand our mission by offering a full range of medical, dental, and behavioral health services to all people across southern Minnesota, regardless of a patient’s ability to pay.

In 2019, we will continue to think innovatively, increasing access, and eliminating obstacles to quality healthcare for the good of southern Minnesotans and the prosperity of our region.

Beginning with the 25th anniversary celebrations in 2019, you will see even greater things from Open Door.

DOUG JAEGER
Chief Executive Officer

Our Mission: To advance access to quality, affordable, culturally appropriate health care through patient-centered collaborative, medical, dental, and behavioral health services for all people across southern Minnesota.
Positive Outcomes: Net operating income is trending up, while average days accounts receivable is trending down.

Healthy Payor Mix

<table>
<thead>
<tr>
<th>Private Donors/Foundations</th>
<th>3.4%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Grant Income</td>
<td>35%</td>
</tr>
<tr>
<td>Patient/Service Revenue</td>
<td>59%</td>
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</tbody>
</table>

The Open Door purpose remains unchanged. ODHC will provide access to quality and affordable health care for all people in southern Minnesota, regardless of income or insurance. Sound financial strategies will ensure our ability to do so long term. Changes in fiscal strategy in 2018 impacted our bottom line in a positive way. The ODHC Board of Directors and the Executive Leadership Team will continue to focus on these fiscal improvements.
STRENGTH IN NUMBERS

In 2018, Open Door Health Center treated 11,480 unique patients. This is a 48% increase over 2016 and an increase of 12% over 2017.

Patients on the graph at left are unique (only counted once each). They visited one or more of the departments at any of the three Open Door Health Center locations.

This does not include the hundreds of children seen in School-Based Dental Outreach -- 866.

Or the almost 4,000 individuals (including children) assisted with the public health coverage enrollment process -- 3,816.
In order to protect patient privacy and confidentiality this photo is not of an ODHC patient family. The name of this patient has been changed to protect his privacy.

FINDING A HEALTH CARE HOME

Mr. C* is a gentleman with a progressive condition that impacts his mobility, and his ability to work. After losing his job, Mr. C moved back to MN to be closer to family. This caused relationship issues, frustration, and depression. Despite healthcare insurance, he was unable to find a clinic that could resolve his complex health needs. The ODHC care team worked together to relieve his muscle pain, weakness, and imbalance. Mr. C’s care coordinator referred him for individual and family therapy. His whole family now treats at ODHC: medical, dental, and behavioral health. They volunteer and refer others to Open Door. Mr. C believes that everyone deserves an affordable Health Care Home.

PATIENTS AT THE CENTER

BRIGHTER SMILES ACROSS THE MILES

ODHC offers free dental treatment to children in 13 elementary schools in South Central Minnesota. Many of these rural school kids have significant barriers to traditional dental care. Hundreds of these children have never been to a dentist. The fluoride treatments and dental sealants provided are essential to oral health. Our outreach dental coordinator has treated many older children with extensive painful tooth decay. She feels strongly that this preventive care makes it easier for children to grow and learn. Basic oral care education and dental supplies are sent home with every child.

The school-based team treated 866 children in 2018.

In order to protect patient privacy and confidentiality this photo is not of an ODHC patient.
**FROM ANXIOUS TO AWESOME**

Amber* is a wonderful young woman that has treated at Open Door Health Center for many years. She first came to the behavioral health office as a young adult with autism. Amber was struggling to find direction in her life. Through cognitive behavioral therapy and individual counseling with a licensed therapist, she has been able to find smarter ways to cope with her depression and anxiety. Since then, she has been able to pursue a degree in mass media and to achieve success at her job. Amber feels the staff at ODHC are both patient and kind. They took the time to help her find her true self. (Which we think is awesome!)

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**Access for All**

ODHC patients come from 55 counties in Southern Minnesota

- **Most Common Barriers to health care:**
  - Insurance
  - Income
  - Transportation
  - Language

- **29%** of ODHC patients are best served in a language other than English

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*In order to protect patient privacy and confidentiality this photo is not an ODHC patient. *The name of this patient has been changed to protect her privacy.*
Open Door Health Center is able to serve patients in 55 counties because of the generosity of our partner organizations and individual donors. ODHC receives funding from federal, state, and private grants, as well as many donations from generous individuals and families.

**Private Grantors**

**America’s Toothfairy**  
Funding supports efforts to provide dental care for underserved Minnesotans.

**Compeer Financial/AgStar**  
Grant funding supports our efforts to increase health and therefore quality of life across rural Minnesota.

**Delta Dental of Minnesota Foundation**  
Has been generously funding ODHC School-Based Dental programs for several years.

**Greater Mankato Area United Way**  
GMAUW generously supports the integration of medical, dental, and behavioral health in the region.

**United Way of Brown County**  
This organization funds our efforts to serve the uninsured residents of Brown County, Minnesota.

**The Otto Bremer Foundation**  
Generously funded the purchase of new equipment in our Western Minnesota Clinic.

**Zonta Club of Mankato**  
This chapter of Zonta funds the improvement in the health of area families, particularly women and children.

**State Grant Programs**

**Minnesota Department of Health**  
Clinical Dental Education Innovations (CDEI)  
Community Clinic  
Medical Education & Research Costs (MERC)  
MNsure - Outreach & Enrollment  
Office of Rural Public Health  
Sage/Scopes cancer screening programs

**Sponsoring Health Partners**

**Mayo Clinic Health System**  
**Mankato Clinic**  
**Orthopedic & Fracture Clinic**  
**Pediatric Therapy**  
**Rasmussen College**

**Local Donors**

**Jones Page Jacobsen Family Foundation**  
**Olseth Family Foundation**  
**Nate & Lori Gardner**  
**Vincent Vanguard LaPorte**  
**Brunton Architects & Engineers**  
**Sandford C Bernstein & Company**  
**United Prairie Bank**

**Annette McBeth**  
**Rod & Gayle Hansen**  
**Paul & Virginia Johnson**  
**Lloyd Management Company**  
**In Honor of Karen Baldwin**  
**David & Carol Lee**  
**Minnesota Valley Federal CU**  
**Valley News Company**  
**Maschka, Riedy, Ries & Frentz**  
**Sheels - Mankato**  
**Frandsen Bank**  
**Community Bank**

**Val Reid**  
**Iris Blooflat**  
**Theresa Bjorklund**  
**Laurie Ramy**  
**Phil Bachman**  
**Renaissance Charitable Foundation**  
**Christ the King**  
**Trinity Lutheran WELCA**  
**Zion Lutheran Church Women**  
**Bruce & Diane Lombard/Winegar**  
**Bruce & Linda Smith**  
**Drew & Dawn Campbell**  
**Louis & Rebecca Schwartzkopf**  
**William & Marcia Chalgren**  
**Calvin & Sue Baarts**  
**Dennis & Joyce Findley**  
**Michael & Ann Ryan**  
**Michael & Lyn Dauffenbach**  
**AFSCME Local 1856**  
**Pier Pleasure, Inc**  
**Community Bank**

**Roberto Cansino**  
**Allen Sigafus**  
**Owen & Dorothy Viker**  
**Anne Frederick**  
**Steven & Maureen Carlson**  
**Bryan & Ann Johnson**  
**Vicky Lauruhn & Thomas Hager**  
**Keepers RV Center**  
**Lloyd Lumber Co.**  
**Gag’s Camper Way**

As a Federally Qualified Health Center (FQHC), Open Door Health Center is eligible for Federal Tort Claims Act (FTCA) medical malpractice liability protection. Open Door Health Center is a Health Center Program grantee under 42 U.S.C. 254b, and deemed Public Health Service employee under 42 U.S.C. 233(g)(n).
Leadership for Growth
Opening the door to quality and affordable care for all people in Southern Minnesota, Since 1994.

2018 Board of Directors
Valora Reid: Chair
Gayle Hansen: Vice Chair
Steve Carlson: Treasurer
Annette McBeth: Secretary
Carol Lee
Katie Smentek
Tim Strome
Bob Quasius
Robert Cansino
Anna Dolores de Cerritos

Strategies for Growth in 2019
Increase patient utilization so that more individuals benefit from integrated services at ODHC.

Enhance technology by upgrading hardware and increasing software integration.

Build sustainability through improvement of payor mix, increasing development, and managing revenue cycles.

Attract and retain quality team members by bringing compensation closer to industry averages and improving benefits.

Clarify ODHC brand by overcoming misperceptions and reaching out to population groups with unmet health needs.

Increase access for patients with social barriers to affordable quality health care.

Executive Leadership
Douglas L. Jaeger II -- Chief Executive Officer
Lisa Soupir -- Chief Operating Officer
Jennifer Beckius -- Chief Financial Officer
John Brady, D.O. -- Chief Medical Officer
Terri Bell D.D.S -- Director, Dental Services
Ann Thompson LMFT -- Director, Behavioral Health
Sierra Sellers -- Director, Human Resources
Mandy Houk -- Director, Marketing & Development