

# 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**

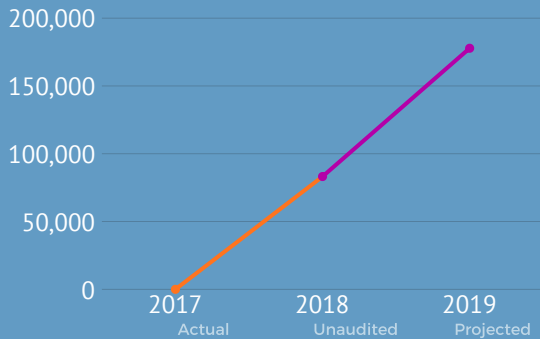
*Chief Executive Officer*

**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.

# OPEN DOOR HEALTH CENTER

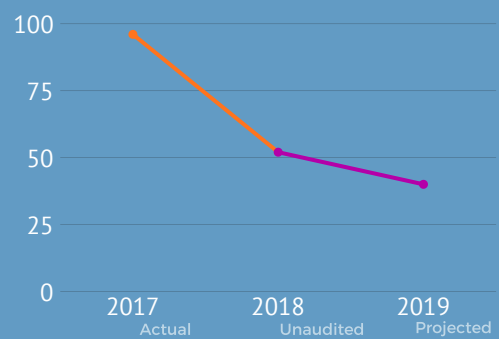
Building strength for future growth

## NET OPERATING INCOME



**Positive Outcomes:** Net operating income is trending up, while average days accounts receivable is trending down.

## DAYS ACCOUNTS RECEIVABLE



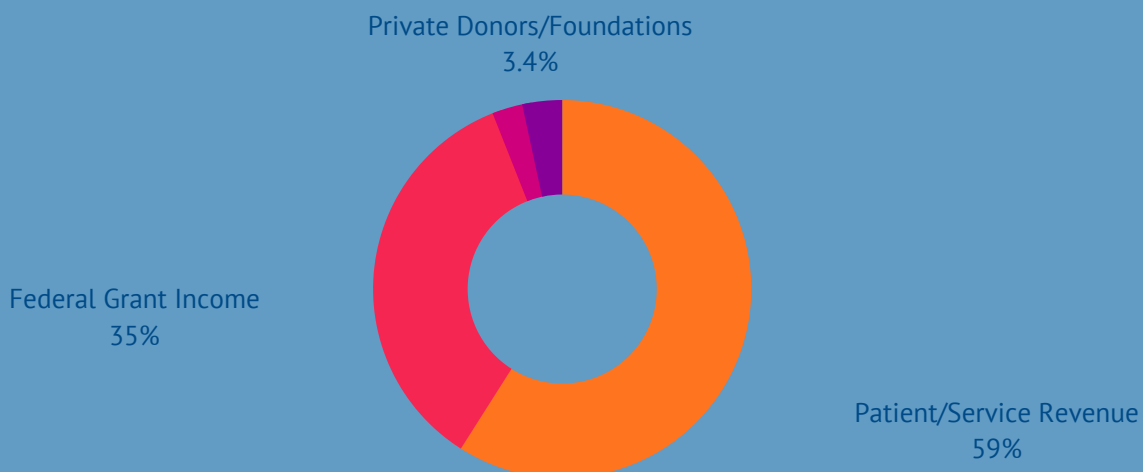
• 2018 ODHC Budget (operating expense)

**\$8.8 million**

• 2018 ODHC Employees

**106**

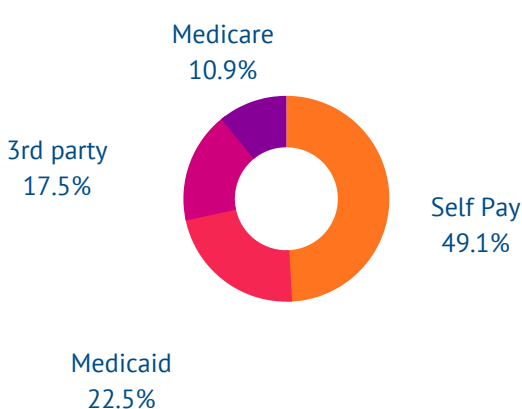
## HEALTHY PAYOR MIX



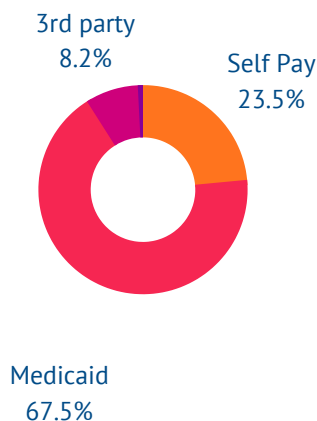
The Open Door purpose remains unchanged. ODHC will provide access to quality and affordable health care for all people in southern Minnesota, regardless of income or insurance. Sound financial strategies will ensure our ability to do so long term. Changes in fiscal strategy in 2018 impacted our bottom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

# STRENGTHENING REVENUE

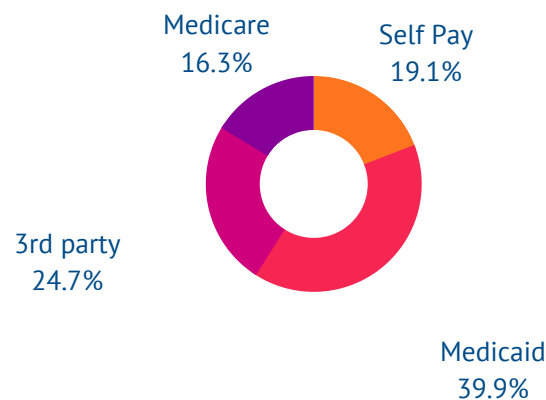
## Payor Mix by Department



Medical



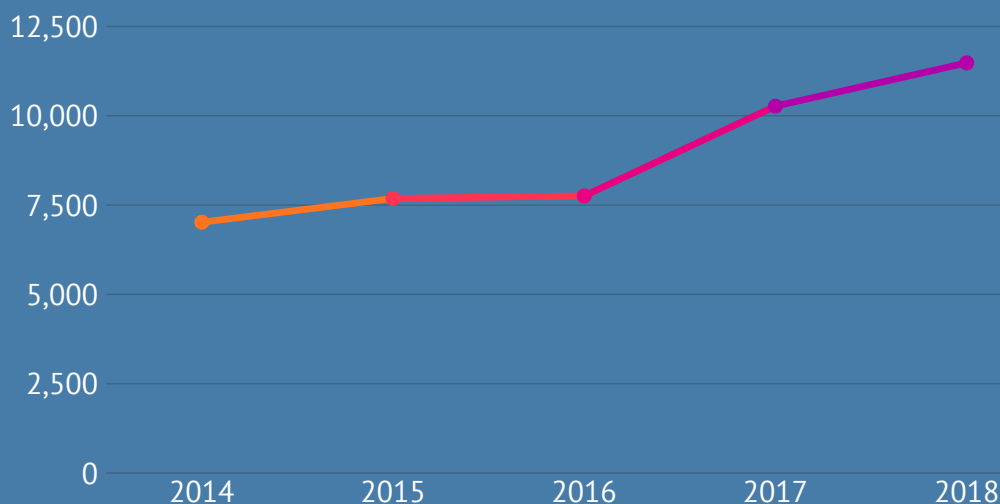
Dental



Behavioral Health

## 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 --

Or the almost 4,000 individuals (including children) assisted with the public health coverage enrollment process--

**866**  
**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 an ODHC patient.



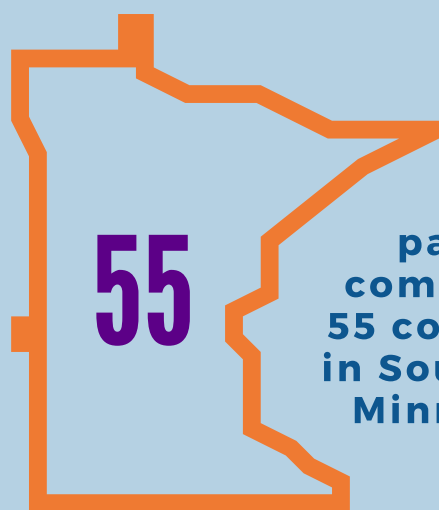
In order to protect patient privacy and confidentiality this photo is not an ODHC patient. \*The name of this patient has been changed to protect her privacy.

## 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!)

## 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**

**29%**



# Together We Can

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  
Scheels - 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

# 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 Stromer

Bob Quasius

Robert Cansino

Anna Dolores de Cerritos

## Executive Leadership

Douglas L. Jaeger II -- Chief Executive Officer

Lisa Soupier -- 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

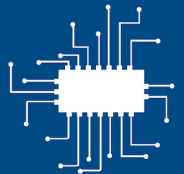
Mandy Houk -- Director, Marketing & Development

## 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.

