



ANNUAL REPORT 2019

CEO Statement

The Leadership team at Open Door Health Center recently changed the mission and vision statement to be more in line with our growth as an organization.

Our Mission statement is to provide access to integrated, patient-centered care for our communities. This is reflective of our team's focus on taking care of the whole patient. We work together (medical, dental, behavioral health, community health, enrollment, and legal services) to overcome all known barriers to health. We strive to become the healthcare home for individuals and families in our service area, regardless of their ability to pay.

The Open Door Health Center vision is to provide health equity for everyone. This is an ambitious goal, yet we intend to reach it. Our 25th anniversary year, 2019 has been a year of focus at Open Door.

We have intentionally concentrated on the strengthening of the integration of our current services rather than creating new programs.

Spending the year growing in our understanding of the unmet needs of the families in our service area has been an eye-opening experience. Right here in South-Central Minnesota, children and adults are going without even the most basic medical, dental, and mental health services. This is unacceptable, and Open door exists to change that. We need all the help and support of the community to make that happen.

Join us as we become an even more integral part of this area, and as we bring health to our communities.

Because everyone deserves an Open Door.



Douglas L Jaeger, II
Chief Executive Officer

Our Mission...

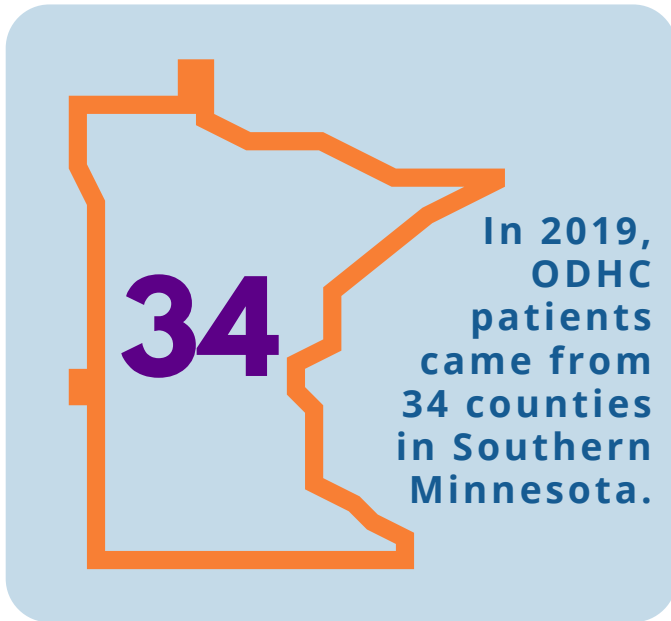
providing access to integrated, patient-centered care for our communities.

Our Vision...

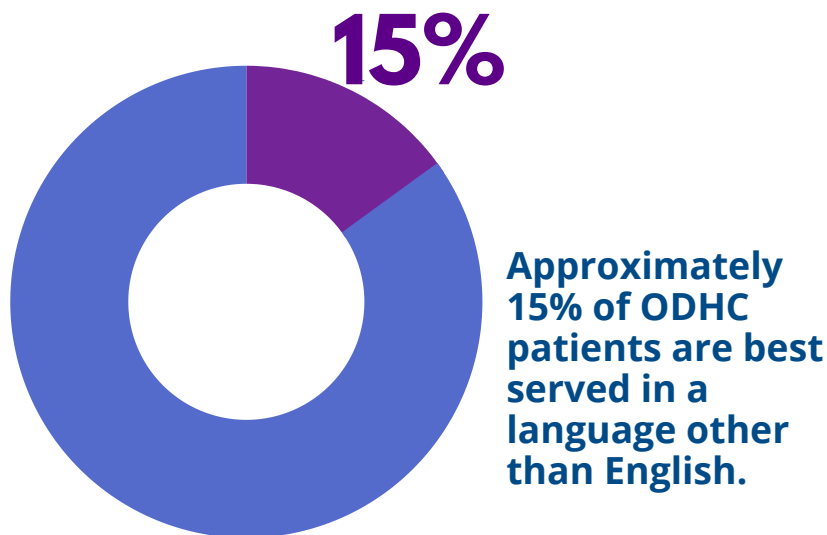
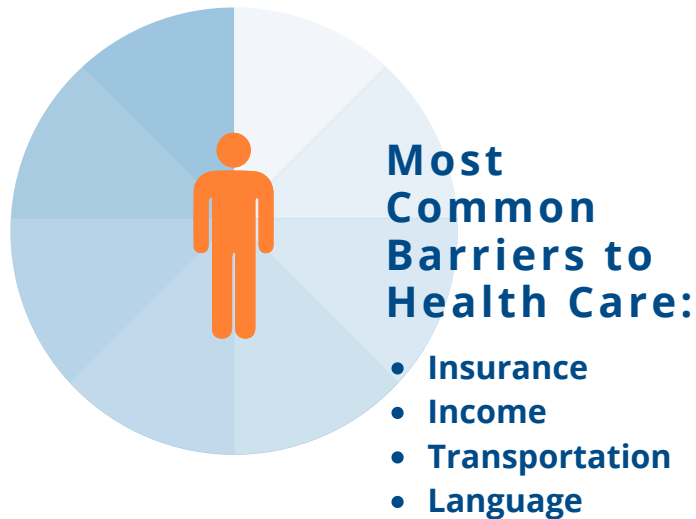
to provide health equity for everyone.



Access for All

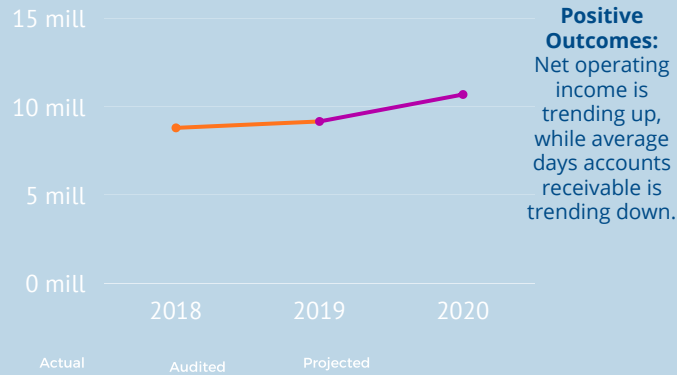


Open Door provides access for patients who may not otherwise get the health care they deserve. By overcoming barriers to care, we move closer to providing health equity for our whole community.

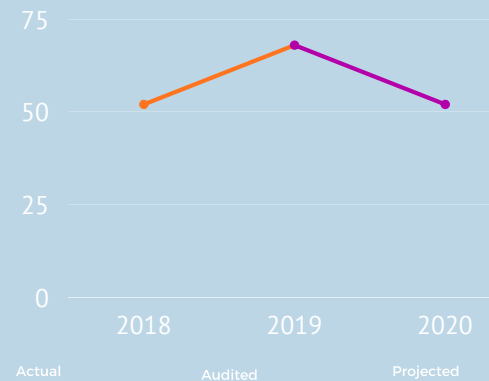


Fiscal Statement

NET OPERATING INCOME



DAYS ACCOUNTS RECEIVABLE



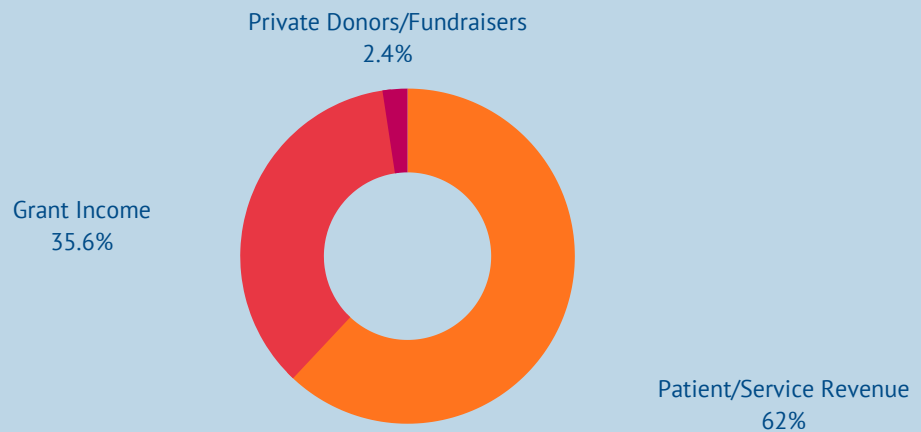
2019 ODHC Budget

\$9.06 million

2019 ODHC Employees

104

HEALTHY PAYOR MIX

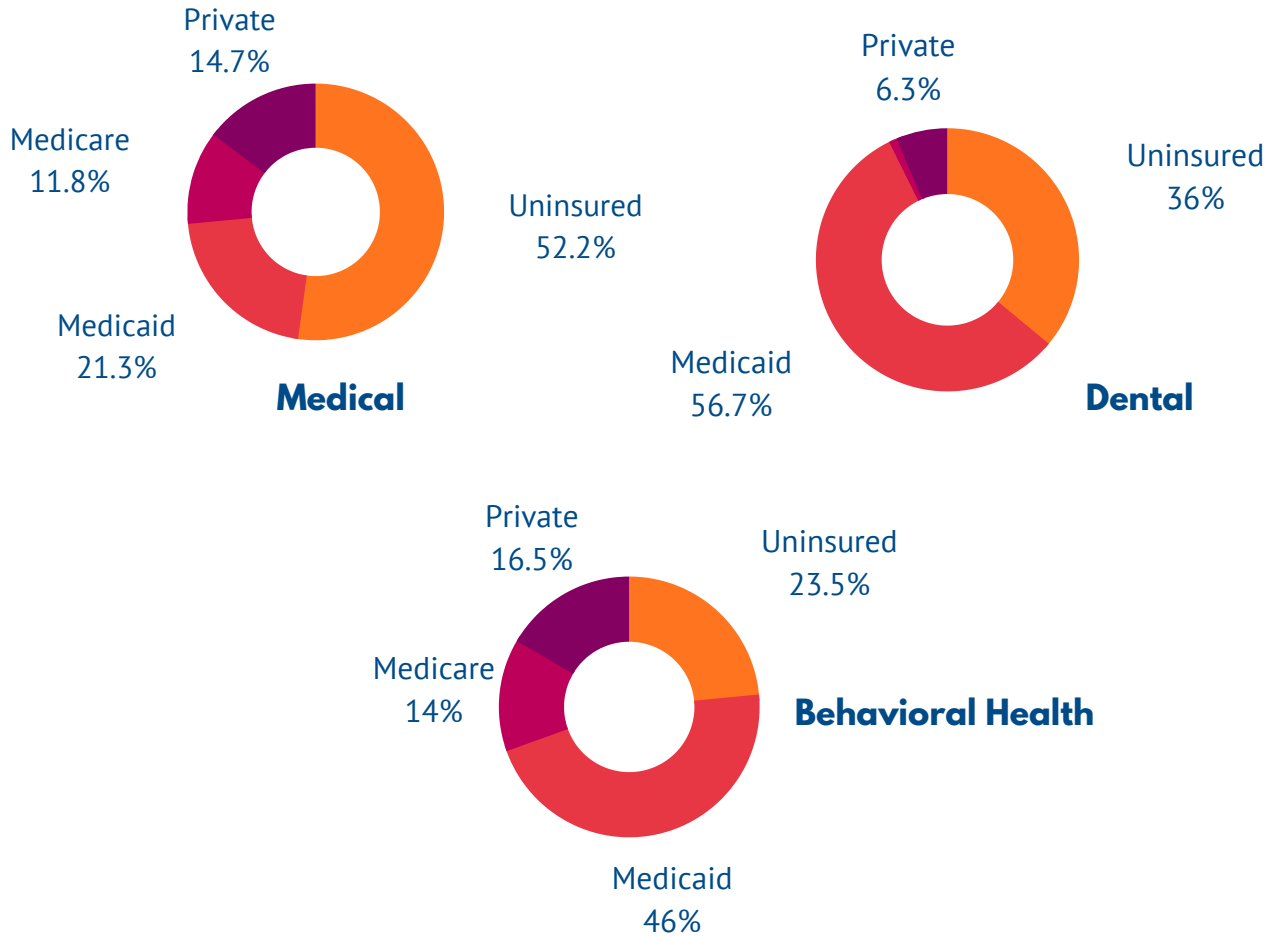


As a Federally Qualified Health Center, the purpose of Open Door remains unchanged. ODHC provides access to quality affordable health care for all people in Southern Minnesota, regardless of their ability to pay.

In 2019, under the leadership of our new CFO, we employed new fiscal strategies to ensure our ability to provide for the unmet healthcare needs in our community for decades to come. The ODHC Board of Directors and the Executive Leadership Team set financial goals in 2019 that included: increasing our profit margin to 2%, increasing days cash on hand by 10%, and increasing the number of uninsured patients receiving coverage. The impact of reaching each of these goals, allows us to meet the challenges of 2020 head on.

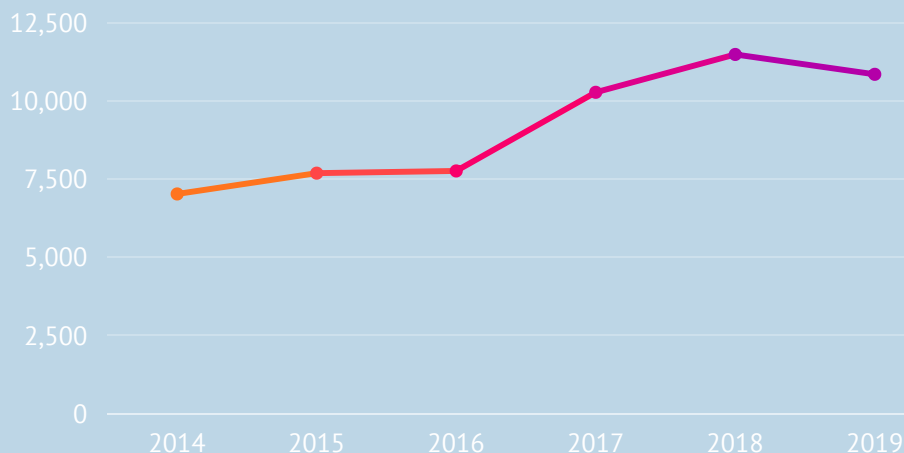
Revenue Streams

PAYOR MIX BY DEPARTMENT



STRENGTH IN NUMBERS

In 2019, Open Door Health Center treated 10,845 unique patients. This is an increase of 28.5% over 2016.



10,845

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

1001

This does not include the 1001 children seen in 16 area elementary schools through our free School-Based Dental Outreach Program.

2,812

Or the almost three thousand patients assisted with enrollment in MNsure.

Patients in 2019



AFFORDABLE CARE FOR THE WHOLE FAMILY

"One of the staff members at Open Door brought me back to her office and listened to my needs. She took me to enrollment to get my family enrolled with MNsure. I got my prescriptions filled and set up my next visit.

Now I bring my whole family back because this is a "one-stop-shop" for all our healthcare needs. I can get all of my appointments and medications in one place, and at a more affordable price. The providers and staff are friendly and always helpful. I am grateful for the help and support that open door has provided to my whole family."

RESPECT, REGARDLESS OF INCOME

"We first started bringing our sons to Open Door for dental care in 2009. My husband started to use their services around 2017. And finally, I started seeing the medical providers in 2019. Part of the reason that my husband and I switched to your dental providers is that they've always been so accommodating. I am always able to get an appointment later in the day so my sons don't have to miss any school. The dental technicians and dentists have always been incredibly nice and they do a fantastic job explaining what they are working on and why. I really appreciate that open door staff do not talk down to you. It doesn't matter what your income is, they treat you with dignity and kindness and give you quality care."



INTEGRATED PATIENT-CENTERED CARE

An older gentleman came into the clinic upset and clearly in pain. Although he was a medical patient at Open Door, he was looking for quick relief from a severe toothache. We could not see him that day but scheduled him for a dental appointment later in the week.

This gentleman struggled with anxiety related to dental care. Because he was familiar and comfortable with our medical team, we made immediate arrangements for one of our dentists to examine him in a medical care suite. She was able to help him by pulling two teeth, right there in medical where he was most comfortable.

Following his appointment, he was able to see a community health worker and to seek insurance with an enrollment specialist. He was surprised and grateful that our integrated team accommodated his needs.





PROVIDING ACCESS

Open Door had a patient travel from out of town with a worrisome mass growing on her face and neck. She was an undocumented immigrant, uninsured, and could not speak English. With the help of our community health workers and medical team, we were able to provide translation, ease her fears, and make the patient feel comfortable. She was able to receive a specialty referral, transportation, and emergency insurance coverage.

Ultimately the patient was diagnosed with Lymphoma and was able to begin affordable treatment. She was very thankful that we had provided all the help she needed to get tested and treated right away. This is patient-centered care.

COMPASSION & UNDERSTANDING

"I recently met a new patient with significant anxiety that impacted their daily life and relationships. The patient spoke about going to another local clinic and being so overwhelmed with a stack of paperwork that they were never able to follow through to get the care they needed. Before their first appointment in our behavioral health department, a community health worker met with them to assist them in completing the paperwork. They were so grateful that we had listened to their needs and understood how to assist them. Not only did this patient become successful in behavioral health appointments, but they have also transferred their dental and medical care to Open Door.

This patient has expressed gratitude for the special care the community health worker took in understanding their needs. They feel they are in good hands and they trust Open Door."



CONNECTING WITH RESOURCES

"We had a 19-year-old patient who presented to the clinic in her 8th month of pregnancy. She had seen a doctor in her ninth week, but only once. She had no prenatal vitamins and no OB/GYN or family care for her pregnancy. She didn't even know her due date. Our medical team got her set up for a high-risk pregnancy visit with an OB/GYN at Mankato clinic for the following day. While still at Open Door she was able to work with enrollment for insurance, discuss transportation, and receive a doctor's note to leave work early for her specialty appointment. Before she left Open Door that day, One of our providers got out a Doppler so the patient could hear her baby's heartbeat for the very first time. As a nurse at open door Health Center, it is stories like these that make my career so rewarding."



Community Support

Private Grantors

America's Toothfairy

Funding supports efforts to provide dental care for underserved Minnesotans.

Delta Dental of Minnesota Foundation

Has been generously funding ODHC School-Based Dental programs for several years.

United Way of Brown County

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

Minnesota Dental Foundation

In 2019, MDF provided funding for ODHC School-Based Dental Programs that serve over 1,000 children per year.

Compeer Financial

Grant funding supports our efforts to increase health and therefore quality of life across rural Minnesota.

Greater Mankato Area United Way

GMAUW generously supports the integration of medical, dental, and behavioral health in the region.

The City of Mankato

The city of Mankato is a valuable partner. Open Door has benefitted from Community Development Block Grants as well as a collaboration with strategic issues and initiatives.

State Grant Programs

Minnesota Department of Health

FQHC Subsidy

Clinical Dental Education Innovation

Medical Education & Research Costs

MNsured - Outreach & Enrollment

Sage/Scopes cancer screening programs

Sponsoring Health Partners

Mayo Clinic Health System

Mankato Clinic

Genoa Healthcare

Open Door Health Center is a Federally Qualified Health Center (FQHC). Open Door Health Center receives HHS funding and is a Health Center Program grantee under 42 U.S.C 254b, and is deemed a Public Health Service Employer under 42 U.S.C. 233 (g)-(n)

Donor Support

Over 150 Generous Donors Supported Open Door in 2019

\$5,000 +

Olseth Family Foundation

Mary Rosalie Mortier

Zonta Club of the Mankato Area

\$1,000 - \$5,000

Orthopaedic & Fracture Clinic
Mankato Free Press
Sign Pro
Lynette Dauffenbach

Advanced Pain Management (APM)
Community Bank
Brunton Architects and Engineers
Mayo Clinic Health System

Genoa Healthcare (Pharmacy)
Marco
Mankato Clinic
Mutual of America

Minnesota Dental Foundation
Kay & Lyle Jacobson Family Fund
Paul L Johnson
United Way of Brown County

\$500 - \$1,000

Kathy Sheran
Judith Lloyd
Vanda Galen
Valley News Company
K2 Capital Group

Glen A. Taylor Foundation
James Tarasovitch
Vicki Lauruhn
Carol Lee
Mankato Downtown Kiwanis

Gallagher Insurance / AJG
Corey Brunton
James Turk
Greater Mankato Area Rotary Club
City of Mankato

Clifton Larson Allen (CLA)
Brown & Brown
Emily Schoper
Blue Cross Blue Shield Foundation
Annette McBeth

\$1 - \$500

Allison Zelms
Heidi Jaeger
Bukata Hayes
Laraine Fraley
Pamela Riquelme Paredes
Ann Thompson
Sally Coomes
Pub 500
Jennifer Kolstad
Jessica Brase
Josephine Ann Frederick
Jessa Ellingsworth
Roland Bice
Theresa Bjorklund
Paul Gault
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Cassandra Reasor
Amanda Hoehn
Roberto Cansino
Eh-den Perlove
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Dean Saxton
Timothy Berg
M Mandy Gault
Nancy Eilbert
Diane Benson
Donna Mertesdorf
Mary Louise Topp Revocable Trust
Joseph Willaert
Marilyn Birbeck

Joan M Krikava
Christ King Lutheran Church
Susan Olson
Jon Thompson
Bobbi Nawrocki
Joseph Gabrielsen
3M (Dental Adhesives Composite
Restoratives)
Ed Tchida
Ann Vogal
Marcia Olason
Cathleen Ahern
A R Fitness for Women
Lloyd Management, Inc.
Old National Bank
Jay Weir
Dick Ernst
Ryan Foley
Sarah Kruse
Joanne Genewick
Liz Peltola
Melanie Kleiss
Valerie Defor

Joe Bohrer
Annette Benson
Mankato Moon Dogs
Jill Frentz
Amy Deehr
David Coleman
Valora A Reid
Eide Bailly
Mary Lou Kudela
Corporate Graphics
Zion Lutheran Church Women
Maschka, Riedy, Ries & Frentz
Charles Piehl
Marjean Hendrycks
Amy Daufenbach
Sara Traylor
Brooklyn Braun
Peter Seiler
Louise Sturm Hendrycks
Nancy Meyer
Amy Haycraft
Josh Wallen
Cristen High
Network For Good

Leadership

2019 Board of Directors

Val Reid

Board Chair

Sherry Kaplan

Vice Chair

Steve Carlson

Treasurer

Dr. Katie Smentek

Robert Cansino

Anna Dolores de Cerritos

Samantha Frederick

Amanda Vaubel

Executive Leadership

Douglas Jaeger II

Chief Executive Officer

Lisa Soupir

Chief Operating Officer

Jennifer Beckius

Chief Financial Officer

Ann Thompson

Behavioral Health Director

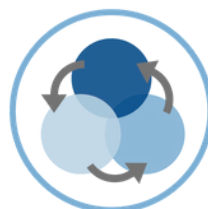
Sierra Sellers

Human Resources Director

Mandy Gault

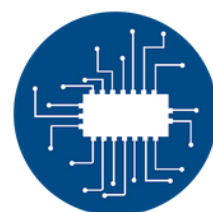
Marketing & Development Director

Growth Strategies in 2020



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.



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Open Door Health Center

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