



2020 Annual Report

Open Door Health Center

Adapt. Innovate. Respond.



CEO Statement

The year 2020 has been one of dramatic change for all health centers. At Open Door Health Center, it has been all about the ability to adapt, innovate, and respond to things happening throughout the world.

In the spring of 2020 racial equity in Minnesota came under the spotlight with the murder of George Floyd. Open Door Health Center is an organization providing culturally appropriate care to a diverse population of patients. The national focus on racial tragedy and unrest gave us the opportunity to evaluate and proclaim our support of all people within our service area. A key strategy was learning more about the unique needs of our patients, as well as collaborating closely with community-based organizations that serve diverse populations.



The growing news of the pandemic early in 2020, put us on high alert. Many processes were changed overnight. Three levels of screenings were put in place to keep our patients, staff, and the community safe from infection. Telehealth was quickly put in place for all medical and behavioral health patients. Education and access to technology were key strategies making this successful. We followed closely all CDC, MDH, and industry guidelines to maintain quality care with minimal impact on the safety of all. The American Dental Association required the closing of our dental clinics in Mankato and Jordan. We were able to reopen in less than 4 months with the adoption of new technology (thanks in part to Delta Dental) and techniques to reduce aerosol production during procedures.

Ultimately 2020, though challenging, lead to increased flexibility, and the adoption of strategies to ensure long-term sustainability. The support of our donors, local corporation and foundations, and state and federal grant dollars was essential in our ability to weather the storms in 2020.

We hope you will join us as we continue to innovate, to bring greater health to all of our communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda Eastlund".

Rhonda Eastlund
CEO - July, 2021

Who We Are

Open Door Health Center is a non-profit, federally qualified, community health center (FQHC), providing quality affordable health care to everyone.

The Open Door team has an unwavering commitment to improving the quality of life for our patients and within our community. We do this by providing integrated health care services, regardless of the patient's ability to pay. With our cooperative, team-based approach, Open Door providers offer quality medical, dental, and behavioral health care all in one place. Open Door also offers insurance enrollment, legal assistance, and pharmacy services onsite at the main clinic in Mankato.

Our Mission

Our mission is to provide access to integrated, patient-centered care for our communities.

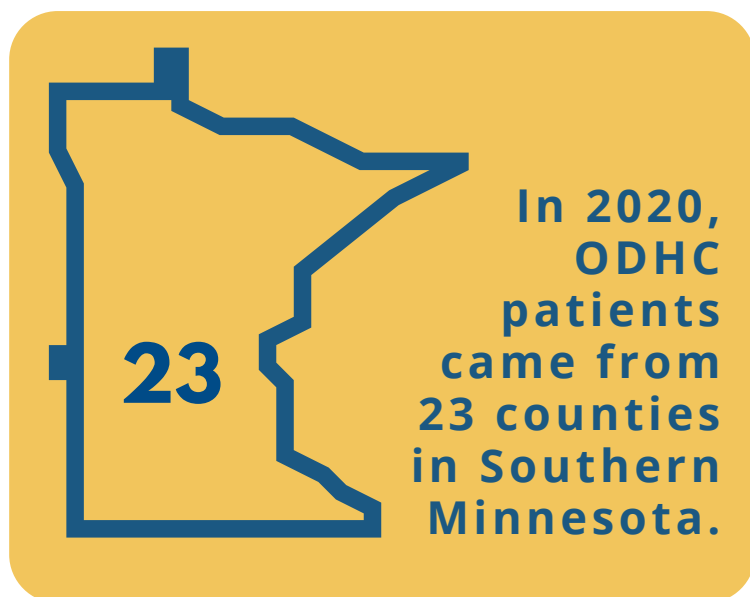
Our Vision

Our vision is to provide health equity for everyone.

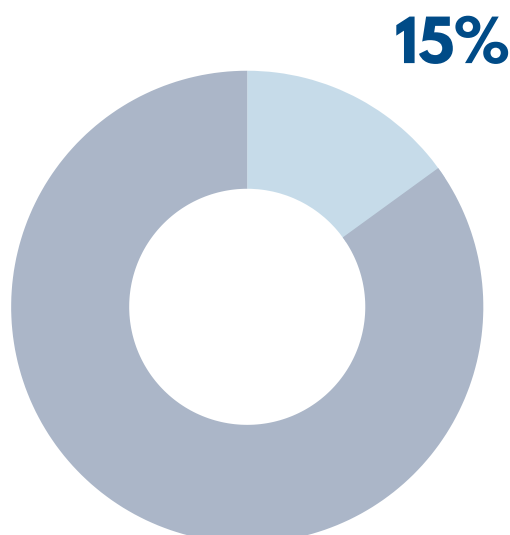
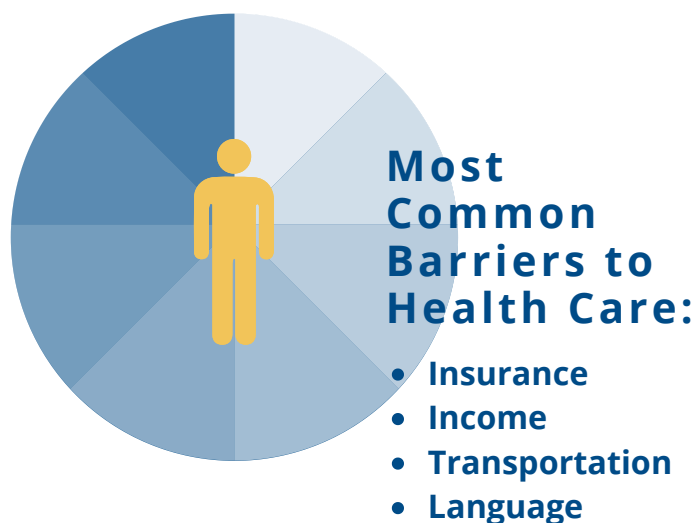
What We Value

- Patient-centered Care
- Integration of Services
- Health Equity
- Reduction of Social Risk Factors

Access for All



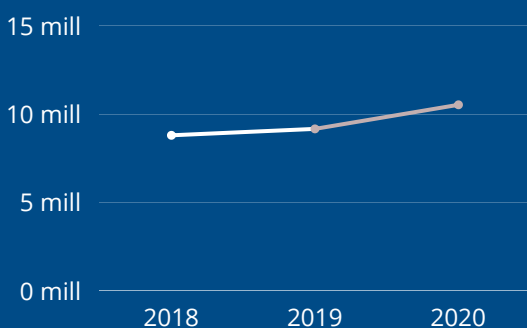
Open Door provides access for patients who may not otherwise get the health care they deserve. By overcoming barriers to care, we move closer to providing health equity for our whole community.



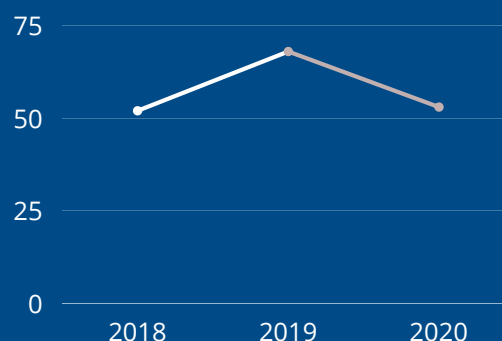
Approximately 15% of ODHHC patients are best served in a language other than English.

Fiscal Statement

NET OPERATING INCOME



DAYS ACCOUNTS RECEIVABLE



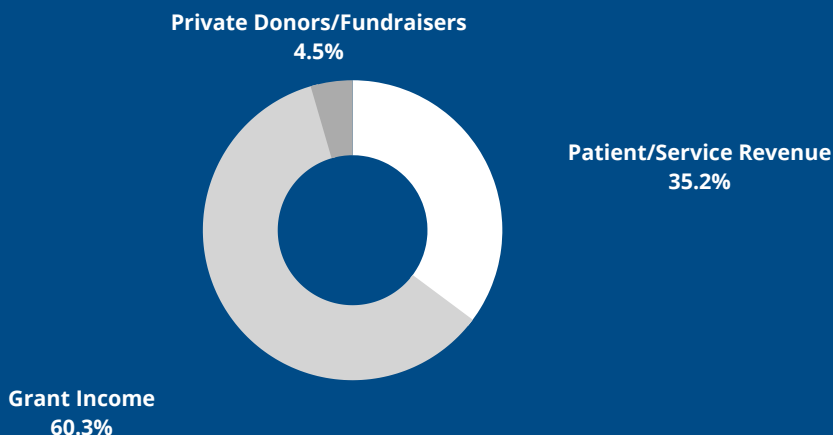
2020 Expendable Budget

\$10.286 million

2020 Employee Count

128

HEALTHY PAYOR MIX



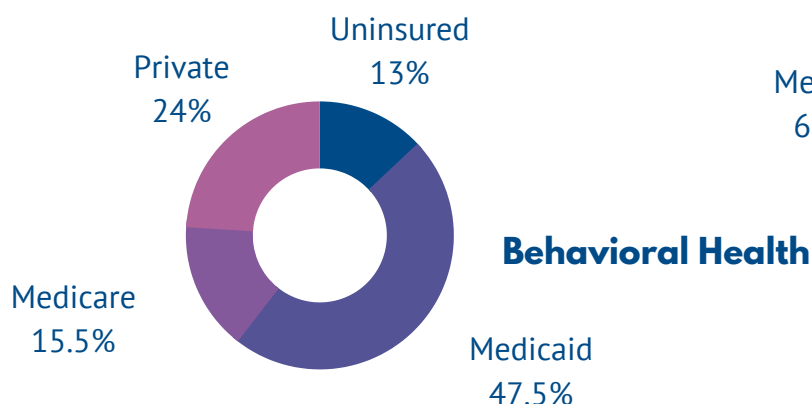
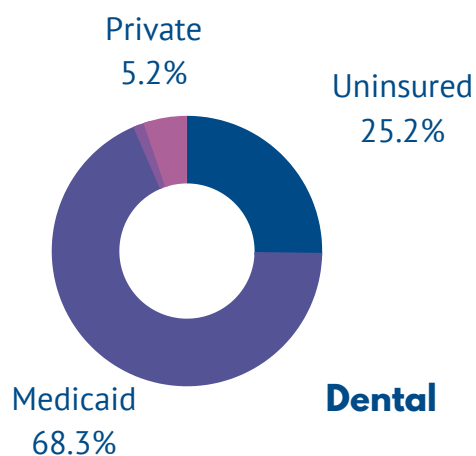
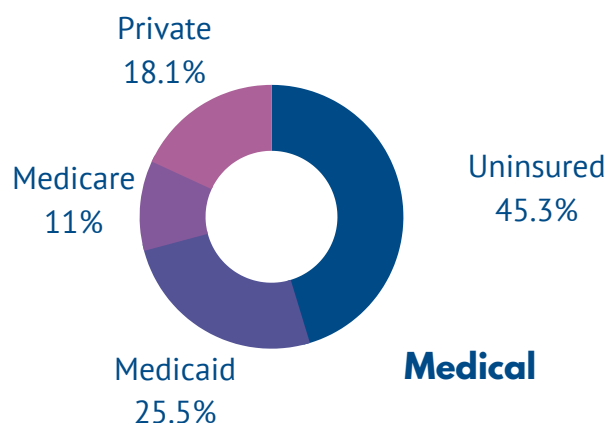
As a Federally Qualified Health Center, the purpose of Open Door remains unchanged. ODHC provides access to quality affordable health care for all people in our service area, regardless of their ability to pay.

Under the leadership of our co-acting CEOs, we adapted to crisis and engaged with local, state, and federal grantors and donors to maintain operations and provide quality services to our communities throughout the crises of 2020.

These numbers have not officially been audited

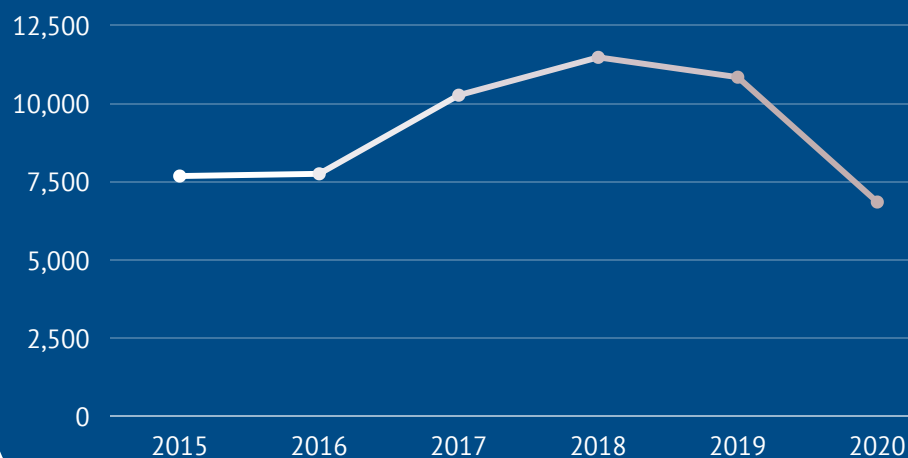
Revenue Streams

PAYOR MIX BY DEPARTMENT



STRENGTH IN NUMBERS

In 2020, Open Door Health Center treated 6,993 unique patients. Not including the nearly 5,000 students served in school-based dental outreach.



6,993

Graph at left is reflective of unique patients (only counted once each). They visited one or more clinics at any of the Open Door Health Center locations.

5,000

This does not include the 5000 resource bags distributed to children through our school-based dental outreach program.

785

Almost eight hundred additional patients were assisted with enrollment in MNsure.

Patient Stories in 2020



INTEGRATED CARE

"I first moved to MN with my family in 2005 after Hurricane Katrina hit Louisiana, we left after a couple of years, but just recently moved back. I first heard about Open Door as a recommendation from the County because I needed to get my medications refilled and couldn't afford to do it at the other clinics or hospitals. When I came in I was desperate and felt like a wreck. It had been 5 to 6 days without my medications and I felt manic, was shaking, and couldn't sleep. I came into Open Door and was unsure of what to do. One of the staff must have realized that I was unwell and she brought me back to her office and helped me figure out what I needed to do. She helped me meet with the enrollment navigators to get my family enrolled with MNSure, got my prescriptions filled, and set up future appointments. Now I keep bringing my family back because Open Door is a "one-stop-shop" for all my healthcare needs. I can get all of my appointments and medications in one place, and at a more affordable price for my family. The providers and staff are so friendly and always so helpful. I will always be grateful for the help and support that Open Door has provided my family and me."

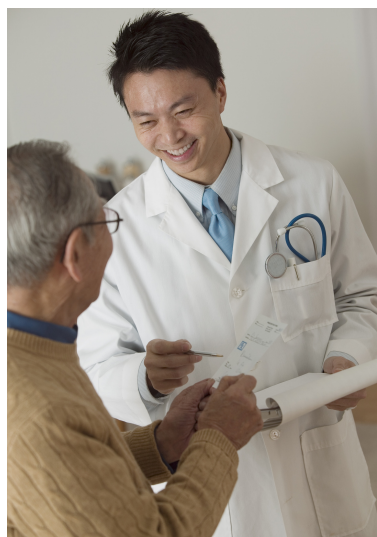
QUALITY, FAMILY CARE

"I first came to Open Door in 2009, my family and I were in dire need of a dental provider. We chose to come to ODHC due to the accommodations, level of service, and empathy that the staff displayed towards us. Before coming to OD, I had a low opinion of dental providers based on previous experiences of them talking down to me. At OD the dental team has always been incredibly nice and does a fantastic job explaining what they are working on and why as they go. Based on the continued positive interactions that my family has experienced here, my opinion of dental providers has completely changed. No matter what your income level is, they treat you with dignity and kindness and give you the utmost quality care"



COMPASSIONATE PROVIDERS

"Ever since moving to Minnesota in 2012, I've been using Open Door as my primary care facility. When I first moved here I was a mess. I had just lost my job and moved to a brand new place where I didn't know anyone. When I shared this diagnosis with the staff here they told me, "You'll get as much out of life as you put into it", and that made all the difference in my life. During that time I cannot explain the hardship that this diagnosis put my family through and the stress that it caused me. Before coming to Open Door, I've always felt like just a number in healthcare facilities, but that's not the case here and that's why my family and I keep coming back. Around two months ago, my physical health finally stabilized and I believe that a lot of that has to do with having such an integrated care team supporting me. ODHC helped with my health, mentality, and my family life. I appreciate that ODHC treats me like family, while still being professional. ODHC taught me how to believe in my own strength while making me feel special. Open Door changes lives, providing their patients with quality and affordable healthcare. I would recommend ODHC to anyone who struggles with both physical and mental health, it's a great place to bring family, and I'm proud of how ODHC supports our community."



Community Support

Private Grantors

America's Toothfairy

Blue Cross and Blue Shield

Blue Earth County

City of Mankato, Minnesota

Delta Dental of Minnesota Foundation

Greater Mankato Area United Way

Mankato Area Foundation

Mayo Foundation for Medical Education and Research

Minnesota Dental Foundation

Medica

Minnesota River Area Agency on Aging

Supporting Health Partnerships

Mayo Clinic Health System

Mankato Clinic

Genoa Healthcare

State Grant Programs

Minnesota Department of Health

FQHC Subsidy

MNsure - Outreach & Enrollment

Sage/Scopes cancer screening programs

Minnesota Department of Health Healthcare Response

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

In 2020, many champions came forward to highlight the importance of Open Door Health Center as the community health center. It became a mantra within the health center and within our communities... that we would only survive the pandemic if all had access to quality healthcare and accurate healthcare information. The Governor's office, local politicians, and community leaders spoke of the importance of health equity. Open Door became an example of access for everyone. We worked diligently to overcome the barriers caused by geographic isolation, lack of insurance, poverty, and language differences. As businesses closed and jobs were lost, isolation, uncertainty, and loss made our services crucial for the survival of many.

This donor said it best ...

"We have always been aware of the good work that Open Door does for our community. This is the first year we felt compelled to personally support their work. This pandemic has been a great leveler. Our family has done well. We give so that other families can also have one of the basic elements of a happy life, quality health care services."

Thank you!

\$5,000 +

City of Mankato

Mayo Clinic Health System

Olseth Family Foundation

\$1,000 - \$5,000

Virginia Johnson

Judith Lloyd

United Way of Brown County

Genoa Healthcare

Marco

Community Bank

Anne LaPorte

Edwin D Harrington

Rice County Social Services

Mutual of America

\$500 - \$1,000

Erik Olson

Orthopaedic and Fracture Clinic

Ann Thompson

Rhett Waldock

Weichert Realtors

Dan Bastian

Mankato Kiwanis

US Bank

Connie Pomranke

Betty Winkworth

Mankato Clinic

Brown and Brown

AM club of Mankato

Lynette Dauffenbach

Orthodontic Specialists

Amy Dauffennach

Susan Olson

Vicki Lauruhn

Donor Support

\$500 or
Less

Becky Blanck
Kendrick Daum
Alex Ek
Justin Ek
Ann Obernolte
Brian Frink
Abby Daleki
Dunkin Donuts
Starbucks
Bamco, Inc.
Tandem Bagels
Kate Pattison
Mankato Elks Lodge #225
Kathy Blooflat
Patricia Paterson
CLIF Bar Family
Foundation
M. Hanson
Get Mankato PPE
Michelle Schultz
Heidi Johnson
Nicole Gartner
Jayme Enamorado
Amy Nelson
Emily Rush
Danielle Stedman
Jacilyn Sprauge
Tamera Saar
Kia Reuter
Renee Peterson
Jennifer Murphy
Valora A Reid
Nancy Frink
Sarah Kruse
Jennifer Ek
Char Benzanson
Steve Carlson
Alexandria Montesanto
Lisa Soupir
Mary Lou Kudela
Lynn Ries

Carol Frederick
Donna Mertesdorf
Donna Zeidler
Jeanette Barsness
Jessica Martinez Alvear
Mylene Holmes
Anne Kruse
Loretta Sigafus
Arlyce M. Anderson
MGM Wine and Spirits
Jennifer Vaubel
LaVone Goodell
Steven Donald Goodell
Target Mankato
Forsee Studios
Joellen Preston
Trinity Blowers
Kylie Cabasal-Anderson
Mindy Pitzner
Judy Ringler-Mountain
Nancy Eilbert
Sally Coomes
Lynda Jacobsen
Alice Weydt
Linda Wenkel
Jane Friedman
Timothy Berg
Jennifer Dumdei
Jennifer Beckius
Sherry Caplan
Sarah Kerich
Iris Blooflat
Brad Krier
Julie Gerndt
Heidi Dauffenbach
Karen Foreman
Alissa Huhn
Darlene Rush
Jaclyn Bromeland
Megan Kehr
Bob Qualset
Robert Meier
Gail Robertson

AFSCME Local 1856
Kathy Piehl
Valerie Easterlund
Marlys Jorgenson
Hy-Vee - Hilltop
Joyce Findley
Bill Manahan
Susan Baarts
Margery Anderson
Karen Reid
Rachel Evans
Terry Dahl
Sarah Petersen
Katie Smentek
Carolyn Workman
Jo Guck Bailey
Marjean Hendrycks
Nancy Meyer
John Brady
Clyde Cutting
Roberto Cansino
Frandsen Bank and Trust
Cathleen Ahern
Jonathan B Watson
Michael Ryan
Deanna Fried
Barbara Bergman
Anne Tower
Patricia Lovick
Liz Peltola
John Winkworth
Dawn Campbell
Patricia Anderson
Josephine Ann Frederick
Margaret Naslund
Julie Frederick
Sierra Sellers
Helen Peterson
Penelope Tower
Samantha Rush
Cameron Pettis
M Mandy Gault
Ercka Haggenmiller

Teresa Vaubel
Old National Bank
Ryan Foley
Joanne Genewick
Winnebago Mfg Co
Merry Finseth
Joe Bohrer
Gary Hagen
Waseca County
MN Valley Federal Credit
Union
Rachel C Schmitz
Bonnie Doering Gallagher
Carol Lee
James Folden
Marilyn Birbeck
Leigh Pomeroy
Samantha L Schmitz
Nancy and Harlan
Compton
Eugene Biewen
Zion Lutheran Church
Women
Karen Knox
Charles Piehl
Trinity Lutheran WELCA
Maschka, Riedy, Ries &
Frentz
Timothy J. Anderson
Theresa Bjorklund
Jodi Meerbeek
Ken Anderson
Pat Conn
Jessa Ellingsworth
Louis Schwartzkopf
Professional Cleaning
Services Plus
Denise Thompson
Darel Jacobsen
Amanda Vaubel
Patricia Wines
Sarah Manes

Leadership

2020 Board of Directors

Val Reid

Board Chair

Steve Carlson

Treasurer

Robert Cansino

Secretary

Dr. Katie Smentek

Anna Dolores de Cerritos

Samantha Frederick

Amanda Vaubel

Carol Lee

Sherry Kaplan

John Brady

Executive Leadership

Jennifer Beckius

Co-Acting CEO & Chief Financial Officer

Lisa Soupir

Co-Acting CEO & Chief Operating Officer

Ann Thompson

Behavioral Health Director

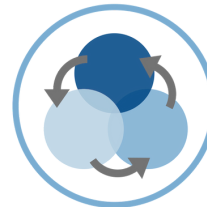
Sierra Sellers

Human Resources Director

Mandy Gault

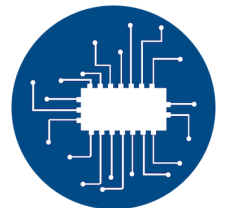
Marketing & Development Director

Growth Strategies in 2021



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.





Open Door Health Center

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