



**2020**

# Annual Report

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**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, led 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 that reads "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.

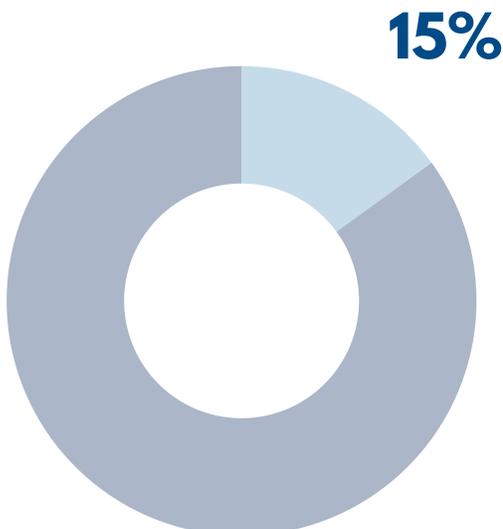
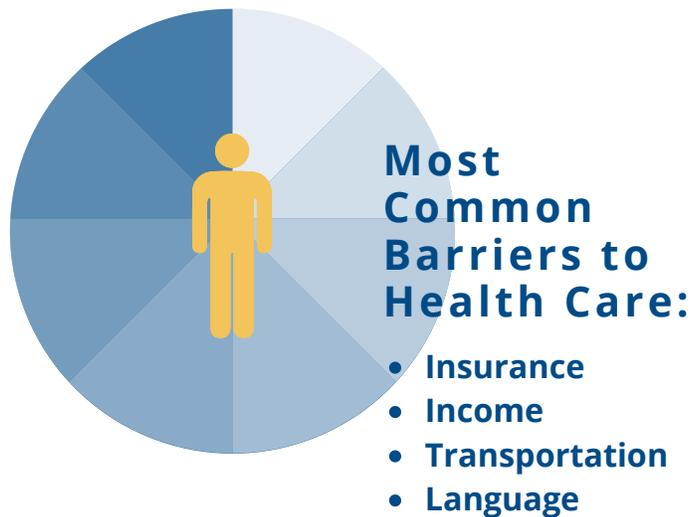
# What We Value

- 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.



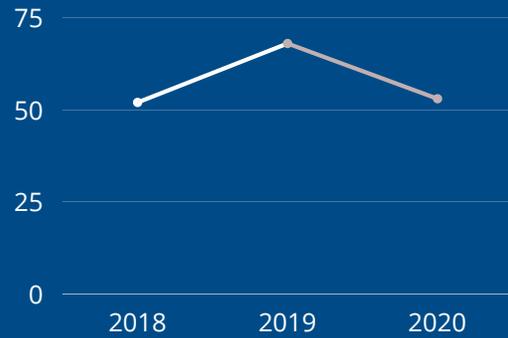
Approximately 15% of ODHC patients are best served in a language other than English.

# Fiscal Statement

## NET OPERATING INCOME



## DAYS ACCOUNTS RECEIVABLE



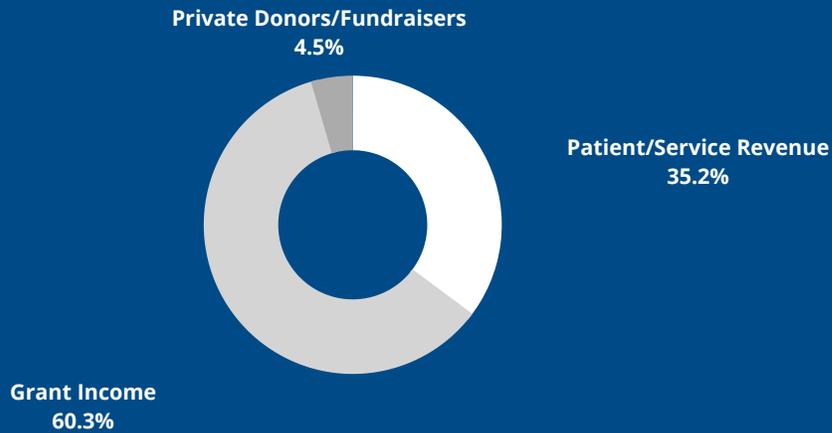
### 2020 Expendable Budget

**\$10.286 million**

### 2020 Employee Count

**128**

## HEALTHY PAYOR MIX



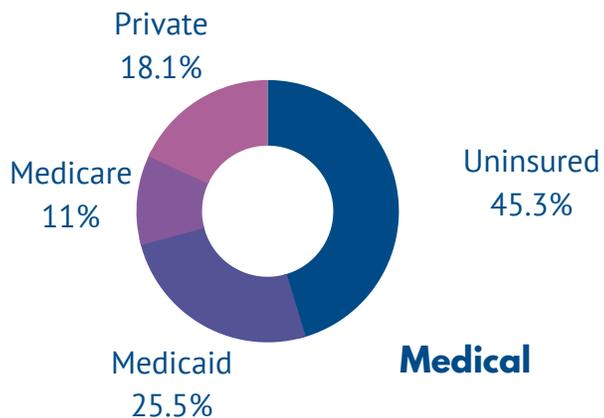
As a Federally Qualified Health Center, the purpose of Open Door remains unchanged. ODHC provides access to quality affordable health care for all people in our service area, regardless of their ability to pay.

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.

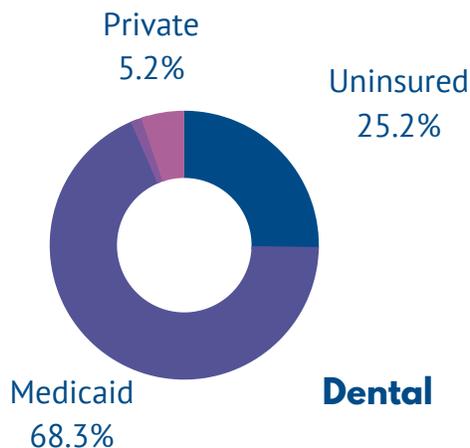
\*These numbers have not officially been audited\*

# Revenue Streams

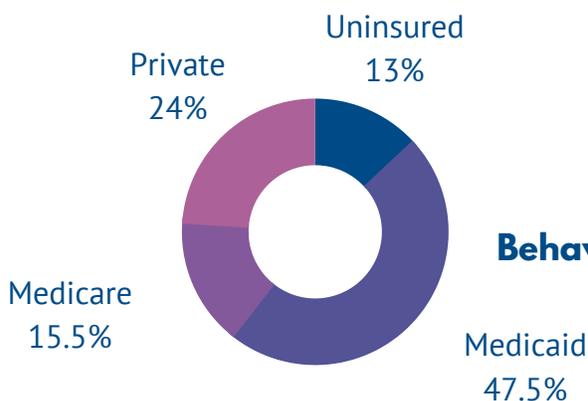
## PAYOR MIX BY DEPARTMENT



**Medical**



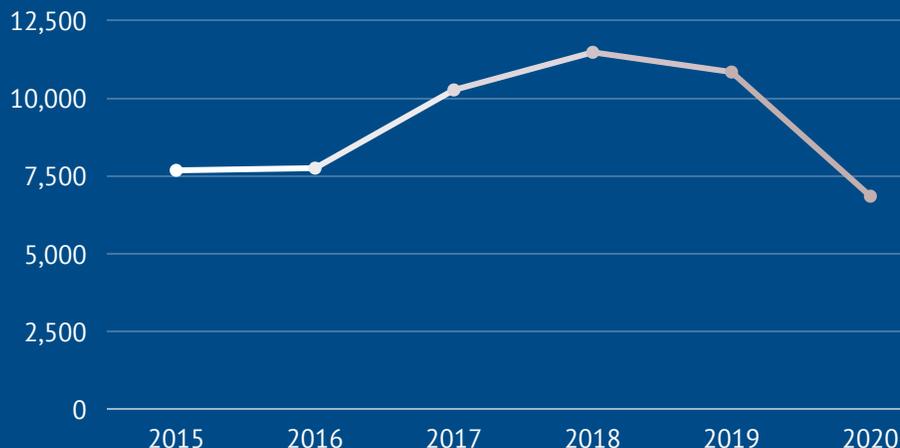
**Dental**



**Behavioral Health**

### 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."

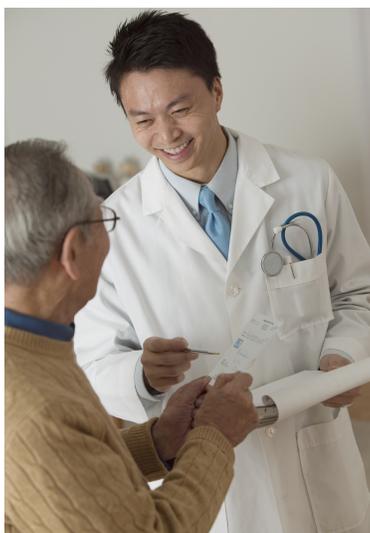
## QUALITY, FAMILY CARE

"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	Carol Frederick	AFSCME Local 1856	Teresa Vaubel
Kendrick Daum	Donna Mertesdorf	Kathy Piehl	Old National Bank
Alex Ek	Donna Zeidler	Valerie Easterlund	Ryan Foley
Justin Ek	Jeanette Barsness	Marlys Jorgenson	Joanne Genewick
Ann Obernolte	Jessica Martinez Alvear	Hy-Vee - Hilltop	Winnebago Mfg Co
Brian Frink	Mylene Holmes	Joyce Findley	Merry Finseth
Abby Daleki	Anne Kruse	Bill Manahan	Joe Bohrer
Dunkin Donuts	Loretta Sigafus	Susan Baarts	Gary Hagen
Starbucks	Arlyce M. Anderson	Margery Anderson	Waseca County
Bamco, Inc.	MGM Wine and Spirits	Karen Reid	MN Valley Federal Credit
Tandem Bagels	Jennifer Vaubel	Rachel Evans	Union
Kate Pattison	LaVone Goodell	Terry Dahl	Rachel C Schmitz
Mankato Elks Lodge #225	Steven Donald Goodell	Sarah Petersen	Bonnie Doering Gallagher
Kathy Blooflat	Target Mankato	Katie Smentek	Carol Lee
Patricia Paterson	Forsee Studios	Carolyn Workman	James Folden
CLIF Bar Family	Joellen Preston	Jo Guck Bailey	Marilyn Birbeck
Foundation	Trinity Blowers	Marjean Hendrycks	Leigh Pomeroy
M. Hanson	Kylie Cabasal-Anderson	Nancy Meyer	Samantha L Schmitz
Get Mankato PPE	Mindy Pitzner	John Brady	Nancy and Harlan
Michelle Schultz	Judy Ringler-Mountain	Clyde Cutting	Compton
Heidi Johnson	Nancy Eilbert	Roberto Cansino	Eugene Biewen
Nicole Gartner	Sally Coomes	Frandsen Bank and Trust	Zion Lutheran Church
Jayne Enamorado	Lynda Jacobsen	Cathleen Ahern	Women
Amy Nelson	Alice Weydt	Jonathan B Watson	Karen Knox
Emily Rush	Linda Wenkel	Michael Ryan	Charles Piehl
Danielle Stedman	Jane Friedman	Deanna Fried	Trinity Lutheran WELCA
Jacilyn Sprauge	Timothy Berg	Barbara Bergman	Maschka, Riedy, Ries &
Tamera Saar	Jennifer Dumdei	Anne Tower	Frentz
Kia Reuter	Jennifer Beckius	Patricia Lovick	Timothy J. Anderson
Renee Peterson	Sherry Caplan	Liz Peltola	Theresa Bjorklund
Jennifer Murphy	Sarah Kerich	John Winkworth	Jodi Meerbeek
Valora A Reid	Iris Blooflat	Dawn Campbell	Ken Anderson
Nancy Frink	Brad Krier	Patricia Anderson	Pat Conn
Sarah Kruse	Julie Gerndt	Josephine Ann Frederick	Jessa Ellingsworth
Jennifer Ek	Heidi Dauffenbach	Margaret Naslund	Louis Schwartzkopf
Char Benzanson	Karen Foreman	Julie Frederick	Professional Cleaning
Steve Carlson	Alissa Huhn	Sierra Sellers	Services Plus
Alexandria Montesanto	Darlene Rush	Helen Peterson	Denise Thompson
Lisa Soupir	Jaclyn Bromeland	Penelope Tower	Darel Jacobsen
Mary Lou Kudela	Megan Kehr	Samantha Rush	Amanda Vaubel
Lynn Ries	Bob Qualset	Cameron Pettis	Patricia Wines
	Robert Meier	M Mandy Gault	Sarah Manes
	Gail Robertson	Ercka Haggenmiller	

# 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

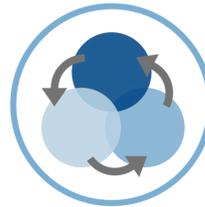
**Sierra Sellers**

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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