LETTER FROM OUR CEO

As our children grow, sometimes it’s the friends and family that aren’t around every day that are most astonished by the changes. The ones closest to the growth everyday don’t fully appreciate it. At Heartland, we are hearing those kinds of comments. As you come for a tour or as we make presentations, I’m grateful for your feedback and recognition of how we are changing.

Why is growth so important to us? Based on socio-economic data, there are more than 36,000 people in and around Douglas County who could benefit enormously from the services offered by those of us who are in the health care industry.

And yet at the same time, what we do at Heartland isn’t just good for this population alone. According to a colleague of mine from Virginia, “Community health centers (CHCs), sometimes seen as the last stop for individuals who cannot afford medical care, are emerging as the first stop for innovative approaches, quality of patient care, and employee engagement.” I’ve stopped referring to us as the health care safety net which implies that we are a reactive protection against calamity. Instead, we are on the front lines of health care where innovation and early adoption occurs. Based on what I know to be true in this colleague’s statement, I describe us as the innovators on the front lines of health care.

Thank you for believing in this cause and this mission.

Jon Stewart, CEO

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VELOcity CHURCH

North Lawrence Christian Church
Indian Avenue Baptist Church

OTHER CHURCH SUPPORT

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Christ Covenant RPC
First Baptist Church
First Christian Church
First Church of the Nazarene
First Presbyterian Church
First Southern Baptist Church
First United Methodist Church
Grace Evangelical Presbyterian Church
The Greenhouse Culture
Lawrence Free Methodist
GROWING PROVIDER TEAM
In order to provide quality care to more patients, Heartland added additional providers in 2015. A.J. Strickland, MD, and Lisa Russell, APRN joined our team of providers, as well as Greg Stueve, MD, who is our new Director of Primary Care. In addition, Karin Denes-Collar, LSCSW, was promoted to the role of Chief Clinical Officer.

THE MOVE
In July of 2015, Heartland made the move from the Riverfront Plaza to the Medical Arts Building at 346 Maine St. This move positions Heartland closer to many of its community partners and other health care providers, makes it more accessible for patients, and gives the organization room to grow over the next several years.

QUALITY IMPROVEMENT AWARD
This year, Heartland was awarded $133,036 in a grant from the Health Resources and Services Administration (HRSA) for continuing to improve the high quality care it offers. This funding was awarded to health centers like Heartland for achieving “the highest levels of clinical quality performance and improvement” according to HRSA’s Acting Administrator, Jim Macrae.

NEW EXAM ROOM FURNISHINGS
Thanks to Vintage Church and McDaniel-Knutson Financial Partners, Heartland was able to refurnish two of its exam rooms with brand new, top of the line medical equipment. The new equipment in these exam rooms helps Heartland to provide the highest quality of care to its patients.

DEDICATED VOLUNTEERS
Heartland’s volunteers play an essential role in accomplishing our mission. This year, Heartland’s 86 volunteers spent 1,674 hours serving at Heartland, which is worth approximately $16,740 of in-kind support.
2015 BY THE NUMBERS

10,358 Patient Encounters
2,505 Unduplicated Patients
1,865 Food Pantry Visits
180 Families Helped with Rent and Utilities
224 Prayer Requests
The following stories reflect the typical experience of patients who are making strides in their care. This is the slow, hard work of chronic condition management and prevention that makes for a reformed health care system.

Cassie* came to Heartland with a chip on her shoulder. Though Heartland had been highly recommended to her, Cassie’s experiences with medical providers had left her jaded. She had continuously been made to feel like she was more of a burden and a number to be counted, than a person that mattered. At the time, Cassie was reeling from her brother’s tragic death and her uninsured status left her suffering without proper care. She weighed 465 pounds and relied on a walker to walk even short distances.

Cassie decided to give Heartland a try after she watched a few patient story videos online. By the second time she visited the clinic she was surprised to find that the front desk staff knew her name and greeted her warmly.

Cassie is now down to 382 pounds and is continuing to lose weight. She no longer needs her walker or cane, except to walk long distances. She is still a Heartland patient and has continued meeting with Heartland’s mental and behavioral health consultant to work through her brother’s death, deal with her anxiety disorder, and form healthier habits like consistently making better diet choices. Her husband and her daughter are also Heartland patients who trust their providers. Her eleven year-old daughter even leaves the clinic “excited” and Cassie says her and her family are “in a much better place than we were a year ago.”

Monica* felt stuck when she started struggling to maintain her focus in school. She was 22 years-old, uninsured, and felt like she didn’t have any options. She first heard about Heartland through an ad in the local paper. Even though she was hesitant at first because she didn’t know very much about Heartland, she decided to call and make an appointment with Karin Danes-Collar, Heartland’s coordinator of integrated mental health services.

Monica started seeing Karin on a regular basis and she was able to teach Monica strategies to help her focus on her studies.

Monica has been a Heartland patient for more than a year now. She is doing well in school with only occasional support. Her experience at Heartland has helped her function more effectively in her day-to-day life.

*Names changed to maintain confidentiality.
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Wayne Pearse

We have made every effort to ensure that each gift is properly recorded. If your name is misspelled, listed incorrectly, or inadvertently omitted, please notify us at heartland@heartlandhealth.org.

REVENUE & EXPENSES

REVENUE: $2,523,666  EXPENSES: $2,192,618

2015 Financial information was prepared in accordance with Generally Accepted Accounting Principles, and includes In-Kind Donations of $35,788 and $45,853, for rent and food pantry, respectively.