



Jane Pauley
Community
Health Center

2024

Building a Stronger Healthcare Home

2024 ANNUAL REPORT



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Mission, Vision & Values

Our Mission

The mission of Jane Pauley Community Health Center is to provide accessible, respectful, and integrated healthcare to all regardless of insurance status.

Our Vision

Jane Pauley Community Health Center will be the provider of choice in the communities we serve as responsible and compassionate leaders in health care.

Our Values

- Quality Care
- Integrity
- Community
- Stewardship
- Partnership
- Health Outcomes



>130K
Patient Visits



36,052
Unique Patients



13
Practice Locations



410
Staff Members



1
Pharmacy Location



\$54M
Annual Budget

Letter from our CEO

Dear Friends & Supporters,

This year has been one of unprecedented growth and transformation for Jane Pauley Community Health Center. Our mission-driven foundation to provide high-quality, accessible healthcare has now been built into a broader, more integrated system of care—one that is stronger and better equipped to be caring for our communities into the future.

A major milestone this year was the opening of our first JPCHC Pharmacy, allowing us to provide essential medications conveniently and affordably. This marks a significant step forward in our commitment to holistic, patient-centered care.

We also took an important leap toward ensuring the long-term sustainability of our mission with the launch of our JPCHC Foundation. This new initiative will allow us to expand programs like our Food Pantry and help us address whole-person health.

Perhaps most notably, we completed landmark expansion by taking on several Community Health Network pediatric locations as well as bringing Turning Point System of Care mental health and addiction services in as a JPCHC subsidiary. These partnerships broadened our impact, bringing together exceptional teams and services to improve the health and well-being of even more individuals and families.

Amidst this growth, our core vision to be our patients’ preferred healthcare home remains unchanged. As we reflect on this big year, I extend my deepest gratitude to our dedicated staff, board members, community partners, and—most importantly—our patients, who trust us with their care.

Together, we are not just growing; we are building a stronger healthcare home. Thank you for being part of this journey.

With gratitude,

Marc Hackett, CEO

Our Leadership

EXECUTIVE TEAM



Marc Hackett, CEO



Patrick Wooten, COO



Dr. James Bien, CMO



Michael Dale, CFO



In Memoriam: Bill Kaler

With heavy hearts we honor the legacy of Bill Kaler, our esteemed Board Chair. Through his almost 12 years of service on our board, including four as Chair, Bill's dedication and leadership has forever left an impact on our mission and communities served.

Thank you to our major local partners, also with board representation:



BOARD OF DIRECTORS

Bill Kaler, *Chair*

Rachel Burke, *Chair*

Stephanie Moran, *Vice Chair*

Kelly Dillon, *Secretary*

Tim Hanson, *Treasurer*

August Zehner, *Treasurer*

Dee Aime

Vickie Bannon

Mary Baker-Boudissa

Howard Dorsey

Krystal Hutchinson

Kathy Krusie

Erin Kuroiwa

Cynthia Parkes

Paul Wyman

FQHC Leadership

Congratulations to our CEO Marc Hackett on his new role as Secretary of the OCHIN/EPIC board of directors, where he will continue to help steer the direction of this crucial Electronic Health Record (EHR) system shared across FQHCs.

Strategic Plan Momentum

Our board and executives continue to mark progress against the Strategic Plan developed in 2023 and plan to communicate more measured major milestones into 2025. Read the entire plan at janepauleychc.org/strategic-plan.

Major Moves



JPCHC To Take On Four Community Health Network Locations, Starting a Nearly 50% Expansion in 2024

In January 2024, it was announced that several Community Health Network practices would transition to Jane Pauley Community Health Center. When complete, this will take JPCHC from 10 to 14 Practice Locations, add upwards of 100 staff members, and expand services into Kokomo, Greenwood, and additional Indianapolis and Anderson locations.

For the undertaking, JPCHC set up a Strategic Realization Office (SRO) under COO Patrick Wooten and led by outside entity, The Green Dot Group. The first official transition was Anderson Pediatrics in August 2024, followed by Washington Pavilion Pediatrics in October 2024. Plans slated for early 2025 include Kokomo and County Line Pediatrics (Greenwood).

This transition will enhance services and support for patients with or without insurance, enabled by JPCHC's

status as a Federally Qualified Health Center (FQHC). Patients will now have access to JPCHC Food Pantries at each location, new low-cost pharmacy services, as well as a range of community resource navigation assistance and language services.

The move was rooted in Community and JPCHC's long-shared history, including JPCHC's founding under Community and the Metropolitan School District of Warren Township, and years of subsequent collaboration.

"This transition will help these practices add even more resources for patients. Indiana communities have significant needs in addressing infant mortality, childhood asthma, behavioral health, immunizations and other pediatric issues. Community and [JPCHC] are determined to make a difference in these important areas, and this initiative will help us together fulfill our shared mission of improving the health of the communities we serve."

John Kunzer, MD, EVP
President, Community Physician Network





JPCHC Pharmacy Opens to Meet Medicaid & Commercial Demand

JPCHC’s first, full-service retail pharmacy opened its doors to JPCHC patients and the local community alike on Monday, January 15, 2024. Located at 5317 E. 16th Street, Indianapolis behind Community Hospital East, it shares a building with the 16th Street Practice Location.

An open house event in April 2024 celebrated the complete renovation of the former George’s Pharmacy space and operational plans several years in the making. Major year-one progress under Director of Pharmacy Aaron Knapp included:

- **Onboarded** two new staff Pharmacists and three Pharmacy Technicians
- Rolled out delivery of prescriptions to each JPCHC Practice Location by Spring 2024
- **Hired** a dedicated delivery driver and added vehicle, also in support of planned home delivery service launch for Feb. 2025
- **Expanded** open hours to 8:00a.m. – 6:00p.m. every week day and 9:00a.m – 1:00p.m. on Saturdays
- Started a partnership with Purdue School of Pharmacy, helping provide clinical pharmacy services at 16th Street Practice Location
- **With support from AndHealth (more on pg. 15), achieved** dual accreditation from Utilization Review Accreditation Commission (URAC) and the Accreditation Commission for Health Care (ACHC) to be able to be in network for the majority of specialty prescriptions

JPCHC PHARMACY IN THE NEWS



Patient story as shared in MIRRORINDY article, “‘I Was So Excited,’ New Eastside Pharmacy Accepts All Medicaid Plans,” Feb. 1, 2024.



See more Pharmacy coverage from WFYI, “New East Side Pharmacy Aims to Accept All Medicaid Plans and Slash Drug Prices,” May 15, 2024.

Lauren Daniel tried to pick up her mental health prescription at Walgreens. But it didn’t take her Medicaid plan. Staring down a hefty copay, she told the pharmacist, “Put it back on the shelf.” ...she said [CVS] was weeks behind on filling her script.

On her first visit [to JPCHC], Daniel was in and out, medication in hand, in less than 10 minutes. “I was so overly excited,” Daniel said. “Just knowing I can go to the doctor and he’ll send the prescription to the same building is a breath of fresh air.”

PATIENT STORY



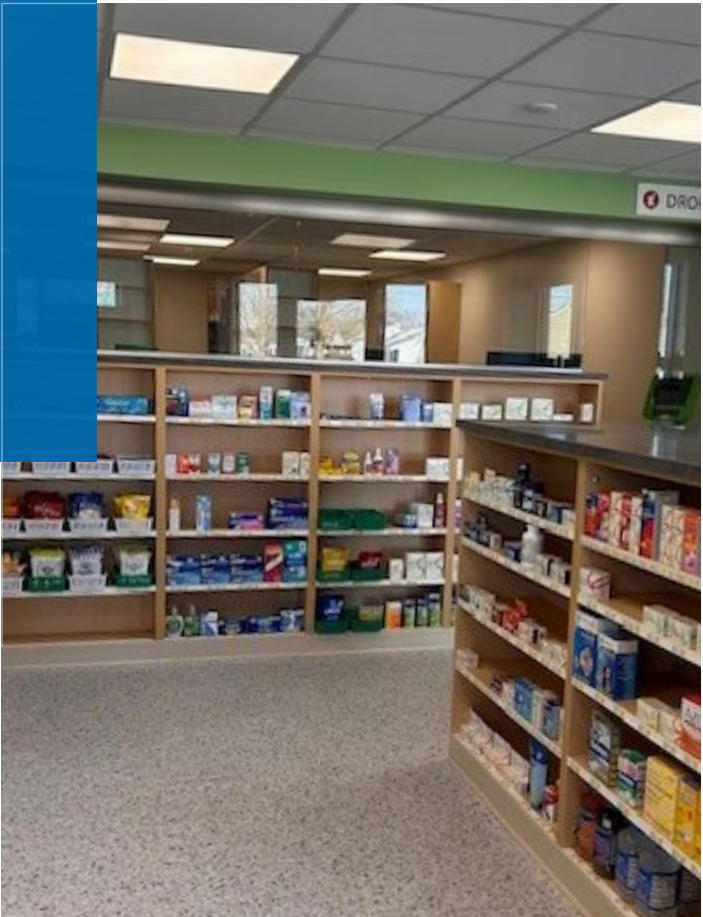
Pictured at ribbon cutting (from left): Aaron Knapp, Andrea Hunley (IN-Sen), Blake Johnson (IN-Rep), Judith Thomas (Deputy Mayor), Matthew Scantland (AndHealth CEO), Marc Hackett (JPCHC CEO)

6 Pharmacy Staff Members

34,507 Total Prescriptions

6,163 Total Uninsured Prescriptions

16.91% Uninsured Prescriptions
11.8% Of All Prescriptions Written at JPCHC Went to JPCHC Pharmacy





A New JPCHC Subsidiary Expands Mental Health & Addiction Support

In early 2024, the Boards of Directors for both JPCHC and Turning Point System of Care (TPSOC) voted to consolidate Turning Point, with a facility located in Kokomo, IN, as a subsidiary of JPCHC.

The objective being to expand access to local Behavioral Health care and addiction support with Turning Point's specialty services, under JPCHC's FQHC model.

Turning Point Services:

- Peer and Recovery Coaches
- Rapid Access crisis resource support
- Therapy and intensive outpatient addictions program (IOP)
- 12-bed, 24/7 walk-in Recovery Stabilization Center
- REACH youth services including member-based Discovery Café program hours
- Adult support groups, including member-based Recovery Café community hours offering a meal and programming (over 6K meals served/year)

As of July 2024, Turning Point and its 56 staff members were officially brought into JPCHC, with completed scope change for FQHC designation. Major initiatives included:

- JPCHC brought on Jerry Landers as Executive Director for Community Mental Health Center (CMHC) Services to oversee financial and operational integrations
- A new standing committee was established for the Behavioral Health leadership to meet regularly and ensure continuity of care in transition
- Added Associate Medical Director (Psychiatrist) and Director of Addictions roles to recruit in 2025, with goals to provide Medication-Assisted Treatment (MAT) and outpatient addiction services across JPCHC
- Added JPCHC Food Pantry to Recovery Café
- Requested a scope of work for new Community Mental Health module for OCHIN/EPIC
- Plans are underway to add on-site primary care at Turning Point by Q3 2025
- Efforts continue to integrate Turning Point's unique services into the JPCHC services

\$952,358 Awarded through 21 different grants

\$4,965 Drug Free Howard County

\$20,000 Health First Howard County

\$15,000 Center Township Trustee

\$100,000 OPIOD Settlement Grant

\$788,393 Mobile Integration Response Grant



Learn more about Turning Point Here!



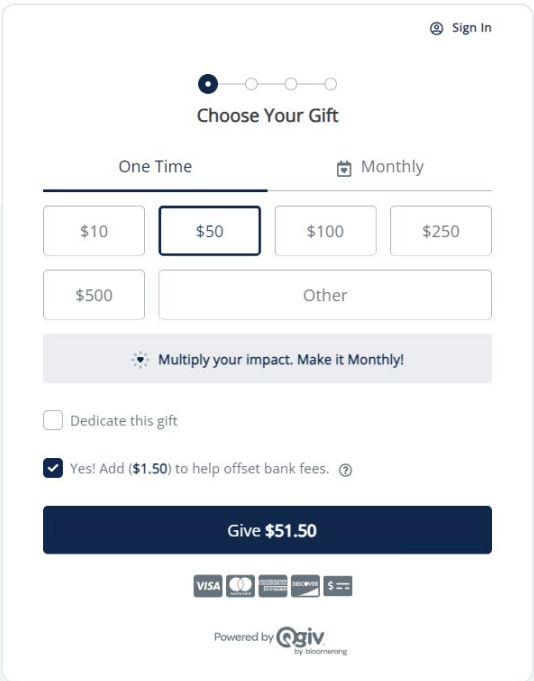
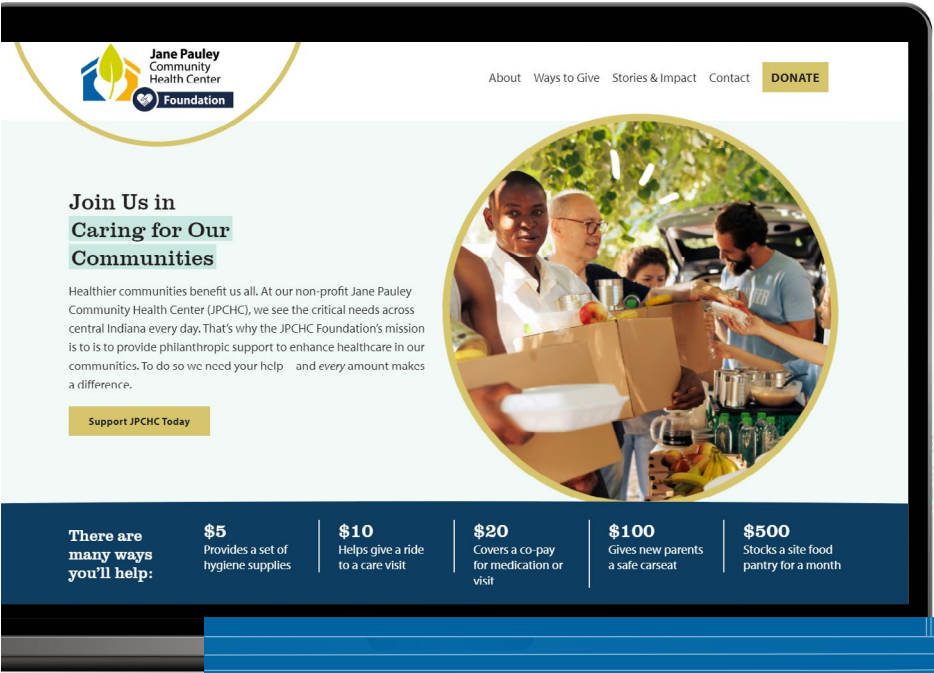
Adding Philanthropic Support to JPCHC's Mission

JPCHC sees the critical needs impacting whole-person health across central Indiana every day. That's why, in May of 2024, the JPCHC Foundation was launched with the mission to provide philanthropic support to enhance healthcare in our communities.

A new Foundation website and accompanying brand guide was created for the Foundation, including selection and integration of donor management software tool, Qgiv. Interested parties can donate on the website, by

check, or by phone, and can choose to direct their gift towards: Food Pantry, Greatest Needs Annual Fund, or as an employee, The JPCHC for Me: Staff Support Fund. A grateful patient designation allows past patients to thank JPCHC and staff.

Search for a Director of Foundation & Fundraising is slotted for 2025 to be able to drive efforts forward. For more, visit: www.jpchcfoundation.org



"The pantry has definitely made an impact on my life. It helps out a whole lot. My wife passed away in 2018. I'm on SSDI and I get the bare minimum so it's just enough to cover the bills. This pantry keeps me going."

Anonymous Visitor Feedback

Our Patients

27.8%

increase in total patient appointments YOY

38.8%

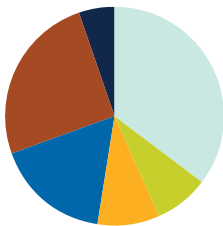
increase in total patients

35.1%

NEW patients

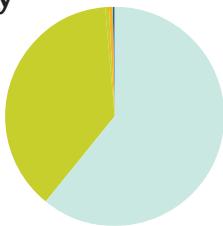
Age Range

- 0-12: 35%
- 13-17: 8%
- 18-26: 9%
- 27-39: 17%
- 40-64: 25%
- 64+: 5%



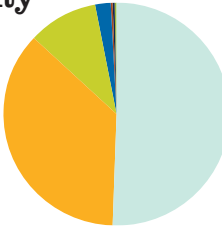
Gender Identity

- Female: 61%
- Male: 38%
- Did Not Disclose: .4%
- Non-binary/Genderqueer: 0.4%
- Transgender Male or Female: 0.2%
- Questioning: .03%
- Other: 0.02%
- Two Spirit: 0.02%



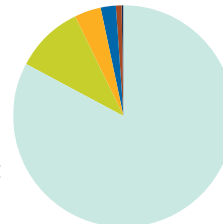
Race & Ethnicity

- White: 50%
- Black/African American: 36%
- Don't Know: 10%
- More Than One Race: 2%
- Did Not Disclose: .3%
- Asian Indian: 0.4%
- Other Asian: 0.4%
- American Indian: 0.1%



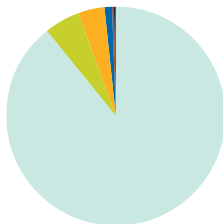
Hispanic or Latino/a

- Non-Hispanic or Latino/a: 83%
- Not Collected/Unknown: 10%
- Another Hispanic or Latino/a: 4%
- Multiple or Unknown Origins: 2%
- Mexican, Mexican American, or Chicano/a: 1%
- Puerto Rican: .08%
- Cuban: .01%
- Hispanic or Latino/a: .01%



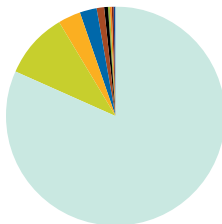
Top Languages

- English: 88%
- Haitian Creole: 5%
- Spanish: 4%
- Unknown: 1%
- Punjabi: 0.2%
- Creole French: 0.1%
- French: 0.08%
- American Sign Language & Sign Language: 0.1%
- Arabic: 0.06%
- Dari: 0.06%
- Vietnamese: 0.06%
- Hindi: 0.06%
- Creoles and Pidgins, French-Based: 0.05%
- Swahili: 0.05%
- Chinese-Mandarin: 0.05%
- Burmese: 0.03%
- Gujarati: 0.03%
- Russian: 0.03%



Sexual Orientation

- Heterosexual: 59%
- Don't Know: 6%
- Did Not Disclose: 2%
- Bisexual: 2%
- Lesbian: 1%
- Gay: .1%
- Pansexual: .4%
- Lesbian or Gay: .2%
- Asexual: .1%
- Queer: .1%
- Something Else: .07%



Patient Experience

Collecting feedback from our patients is not only important to our organization to ensure quality of care and support, but also a requirement for FQHC reporting. Patients are texted a short, new patient scheduling survey as well as post-appointment satisfaction surveys.

Results from our patient satisfaction surveys:

85

2024 NPS Score (improved from 80 in 2023)

4,864

surveys completed (51% of them with comments)

91%

surveyed gave the highest rating to their overall experience with their provider

91%

surveyed gave the highest rating to respect shown by the care team

91%

surveyed gave the highest rating to the quality of care provided

87%

surveyed gave the highest rating to the discounted services available through our sliding fee program

How did new patients hear about us?

23%

referred by a friend or family member

15%

through insurance provider

11%

google or internet search

35%

referred by urgent care, hospital or other healthcare provider

90%

found our website to be Excellent or Good

50%

visited our website before scheduling

95%

said we did Excellent or Good scheduling their appointment

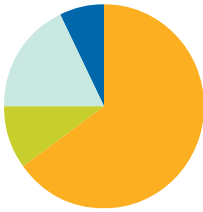
I was in two serious car accidents within two years and have needed a lot of physical rehabilitation. I had some concerning areas on my back, so I went to see Dr. Downard. He and his medical assistant listened non-judgmentally to my concerns and my previous attempts at treatment. As this concern had been dismissed by a previous provider, I was impressed that Dr. Downard took it seriously, ordered tests, and then advised on next steps. He and his assistant were open and supportive of all my choices and were able to clearly explain all my options. I felt like I was speaking with people who care. I chose the treatment recommended by Dr. Downard and am on my way to fully healing.

—Grace A.

Financials

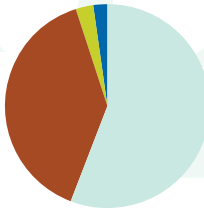
Income Sources

- Patient Service: 65%
- Pharmacy: 18%
- Grants: 10%
- Other: 10%



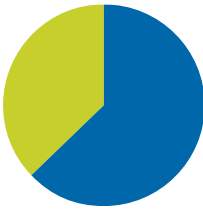
Payment Sources

- Medicaid: 59%
- Private: 39%
- Medicare: 3%
- Self Pay: 2%



General Expenses

- Salaries/ Benefits: 63%
- Other: 37%



31% of patients received support regarding our Sliding Fee Scale discount, the internal program to help costs for our underinsured or uninsured patients.



Grant Funding

\$3.46M *Annually*

U.S. Dept of Health & Human Services, Health Center Program

Base federal funding to provide services to our uninsured populations.

\$200,000

Federal–Early Childhood Development Grant

A grant that helps enhance the screening for developmental capabilities and concerns and linkage to therapies and intervention for children identified to benefit from them.

\$42,982

U.S. Dept of Health & Human Services, QIA-UDS+ Award

A 2024 operational grant to support programs and technologies to ensure high-quality, patient-level data submission as part of the modernization of the UDS+.

\$25,000

Exact Sciences–FOCUS Grant

Funding for health equity in colorectal screening through patient outreach awarded late 2023.

\$392,114

Federal–Ending the HIV Epidemic Grant

This grant helps us provide appropriate screenings, preventive care, and treatment to support new federal goals to prevent HIV and save on lifetime medical costs.

\$15,000

Columbus Foundation

Support for our JPCHC Food Pantry program.

\$100K *Annually*

Indiana Department of Health (ISDH), Community Health Center

Annual state grant supporting our OB/GYN services.

\$1,500

Delta Dental Foundation Mini-Grant

A partnership for our Pharmacy to help promote dental care via information in prescription bags; awarded in 2024 to kick off in 2025.

See additional grants under the Turning Point subsidization, page 8.



JPCHC’s Patient-Centered Medical Home certification from the National Committee for Quality Assurance (NCQA) was maintained from a demonstrated commitment to putting patients first.

\$117,000

Cradle Indy

This group partners with local organizations to fight against infant mortality in Marion County, Indiana.

\$26,955

Blue River Community Foundation Funding

Annual funding to support uninsured services at our Shelbyville Practice Location.

\$152,120

Indiana State Department of Health, Health Issues and Challenges Grant

Completion of second-year support for the roll-out of patient Food Pantries across all our Practice Locations.



Our Services

2024 Growth

46%

increase in pediatric visits with the start of our Community Health Network expansion

15%

growth in Behavioral Health appointments

17%

increase in vaccines administered, with a 10% increase in Childhood Immunization Status

92%

in-person | 8% virtual visits across JPCHC



Primary Care

- 13,037 visits & 9,930 patients seen for well checks & annual exams
- 23,395 visits & 11,152 patients with vaccines administered
- 73% of vaccines were given to un- and under-insured patients
- 4,590 HIV tests given
- Top five needs by the numbers:
 - 13,072 visits covering hypertension
 - 7,113 visits addressing diabetes
 - 4,686 visits addressing obesity
 - 3,468 visits covering tobacco use disorder
 - 3,254 visits for asthma



OB/GYN

- 1,813 GYN screenings
- 3,641 contraceptive care visits
- 4,417 visits & 731 patients seen for pregnancy care at our Shadeland and Anderson locations
- 166 babies welcomed



Pediatrics

- 37,103 visits and 14,984 patients seen under 18
- 4,273 visits and 1,370 newborns seen (age 0)
- 1,583 childhood developmental screenings completed



Behavioral Health

- 42,219 visits & 6,024 patients seen
- 12,369 patients screened for depression and alcohol abuse
- Top 5 needs by the numbers:
 - 30,952 visits covering depression and other mood disorders
 - 34,234 visits covering anxiety disorders, including post-traumatic stress disorder (PTSD)
 - 11,435 visits addressing attention deficit and disruptive behavior disorders
 - 15,421 visits supporting other mental disorders, excluding drug or alcohol dependence
 - 5,534 visits covering alcohol and substance abuse



Dental

- 2,330 oral exams given at our 16th Street and Wigwam dental clinics
- 1,571 visits for prophylaxis
- 1,074 restorative services provided
- 859 fluoride treatments given after relaunching fluoride application in the medical setting
- 406 oral surgery patients
- 219 rehabilitative services patients



2024 marked our first full year of partnership with AndHealth to offer their in-house specialty care and specialty pharmacy services. Utilizing JPCHC's FQHC model, this partnership lets us dramatically improve access and outcomes for the most challenging chronic health conditions while giving patients support for Social Drivers of Health (SDOH).

Comprehensive Disease Management Program:

- 146 patients by end of 2024
- 61 were new to JPCHC
- 85 existing patients were able to stay at JPCHC for this care

Specialty Care:

- 461 specialty care visits referred by AndHealth
- 292 of those visits were completed

Pharmacy:

- 138 patients supported by AndHealth pharmacy services
- 82 of whom are being helped in the in-house pharmacy
- 159 specialty prescriptions filled by JPCHC Pharmacy

"Our new on-site AndHealth team, a CNP, CMA and Site Leader, have added much-needed dermatology, rheumatology, and neurology care."

James Melton, Practice Manager

PATIENT STORY

Stacy F. had psoriatic arthritis that was impacting her work. After past insurance issues, the pharmacy team navigated appeals to get Stacy on medication that works for her. Her care team also helped manage food sensitivities, reducing inflammation to an overall "76% improvement in ability to perform activities" and "100% improvement in impact of skin conditions on overall life."



A Culture of Quality

Thanks to our dedicated health care provider teams, a growing quality and population health department, grant funding, and a Strategic Plan focus to “Create a Culture of Quality,” JPCHC continues to make marked strides in enhancing our quality of care.

These highlights from 2024 best reflect the teamwork it took from everyone on the clinical teams, from PSRs to MAs to Providers, to see improvement:

- ~10% increase in HIV Screenings
- 9% increase in Controlling Hypertension
- ~3% increase in Depression Screening and Follow-up Plan
- 4% improvement in Diabetes A1C

Quality improvement projects:

- Implemented new Hypertension Protocol, aligning JPCHC protocol with the American Heart and American Medical Associations
- Colorectal Cancer Screening follow-ups via Exact Sciences partnership for un-completed labs
- Process Improvement for Provider Credentialing to drastically reduce write-off costs
- Improved utilization of data through site-specific dashboards and routine collaboration between sites and quality for understanding and improving metrics

New Population Health Coordinator Role

Added at the Shadeland practice, this role is called “the visit between the visits.” It’s designed to work with patients with chronic conditions (like hypertension and diabetes) to coach them about diet, nutrition, taking medications, coming to appointments, monitoring their health at home, and reporting changes to their providers. The goal will be to learn from and potentially expand these services.

Grant Work Highlights



Early Childhood Development Cradle Indy

JPCHC saw a 24% increase in developmental screenings in ages 0-3 and 1K referrals for early intervention; launched a safe sleep video series for patients, new online ECD resources, partnership with Cribs for Kids; Book, Brush, Bed; Reach Out & Read programs and more.



Contraceptive Care, Upstream Partnership

JPCHC added IUD services at one additional site and contraceptive implant services to five sites; did staff training on person-centered contraceptive counseling services and started screening for contraceptive need.

Communications in Care

AMN Language Services

This marked the second full year offering the AMN “green machines” to call live virtual interpreters (VRI) at check-ins and during appointments across all locations and via dedicated phone numbers (OPI). Support in over 90 languages is available at the push of a button.

87%

increase in VRI calls YOY

>45

languages supported

16,645

OPI voice calls

12,232

VRI video calls

272,477

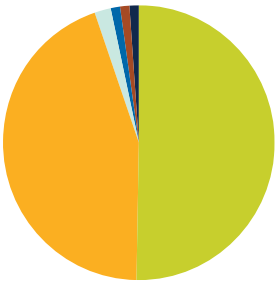
VRI minutes of in-practice translation support

22

minutes average VRI duration

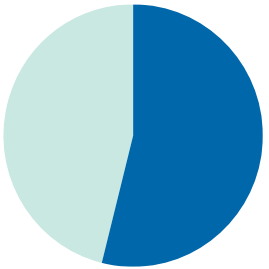
Top Five Languages by VRI Minutes Used

- Haitian Creole: 49%
- Spanish: 43%
- ASL: 2%
- Punjabi: 1%
- Arabic: 1%
- All Other Languages: 1%



MyChart Use

- Patients w/ JPCHC MyChart Account: 54% (up 4% from last year)
- Patients without an Account: 46%



3,940

Patients Activated on MyChart

8,089

Messages Sent on MyChart

Artera Text Messaging Enhancements

Also in its second full year, the Artera communications platform enables both live and automated patient text messaging for scheduling and other communications. Expanding utilization of this tool, the marketing and quality teams collaborated on outreach text campaigns to lapsed patients and those newly assigned to JPCHC by insurance that haven’t scheduled:

	Patients Reached	Replies	Rate of Replies
Adult Annual	6,672	545	9%
High BP	1,143	69	6%
Diabetes	410	38	9%
Well-Child	2,376	187	8%

53%

appointment confirmation response rate via text

669,357

total text messages sent to patients



As a success story, JPCHC was a featured Artera case study - read it here!



Enabling Services

The Community Resource Navigators (CRNs) at each Practice Location are certified Indiana insurance counselors and play an important role helping patients with free insurance enrollment and sliding fee scale discount applications alongside other community resources they may need.

2024 Numbers for Community Resource Navigators:

- 932 Medicaid Applications Submitted
- 498 Medicaid Applications Approved
- 641 Presumptive Eligibility Applications approved
- 196 SNAP applications submitted
- 37 TANF applications submitted
- 143 Marketplace consultations
- 18 Medicare consultations
- Assisted 3,390 patients with health coverage (questions, applications etc.)
- Assisted 11,298 patients with the sliding fee scale (questions, processing etc.)

2024 Numbers for Social Services Coordinator/Specialist (non-clinical social worker)

- 136 in-person appointments
- 461 phone appointments
- Followed up with 790 patients for assistance
- Provided 1,370 people with appropriate resources

The CRN team also visits the following locations monthly to assist members in the community:

- Christian Center/Eleos–Madison Co.
- Gennesaret Center–Marion Co.
- Excel Center–Madison Co.
- Wheeler Mission–Marion Co.
- Family Resource Center–Madison Co.
- Essential Senior Connections Movie Event–Madison Co
- Lil Miracles–Madison Co.

And, attended 79 community events in 2024, including county fairs and festivals, wellness and other major city-sponsored events.



The JPCHC Food Pantry program continues to be a utilized support for our patients' whole-person health and, as noted in JPCHC's Strategic Plan, helps meet local needs around food insecurity. Last year marked the full roll-out of food pantries in each JPCHC Practice Location and the build of a new food storage facility with commercial refrigeration.

This year, the program continued to be complimented by a full-time dietician and Supporting Wellness at Pantries (SWAP) education in our pantries, which labels food for making balanced choices. A 'Food Pantry Policy & Program Guidelines' document was created for patient use. And, further partnership development efforts were made with Food Finders and Community Foundation of Hancock County. 2025 plans include opening pantries in each of JPCHC's newly acquired sites.

Thank you to our food pantry partners:



FOOD PANTRY SURVEYS

- "Very helpful with suggestions and understanding the food limits. Never feel judged."
- "It helps me to put food on the table for my child during this hard time."
- "It helps me out a lot because I... have no alternatives for food when I am out of money. Thank you for helping me."

Food Pantry Stats

6,126
Total Patients Served

1,196
Total Children Served

5,920
Bags of Food Given

3,221
Total Visits Over 10 Clinics

Dietitian Stats

278
In-person Appointments

141
Phone Appointments

142
Patient Follow-ups



Treats on Main, Hancock County
October 26, 2024

Practice Locations

MARION COUNTY

Shadeland Avenue



Practice Manager:
Neema Mayenga

Practice Coordinator: Ursula Morman

- Hired one Psychologist, two Nurses (PCCs), three PSRs, and one MA
- Added Population Health Coordinator, also a new JPCHC service offering
- Practice Manager Neema Mayenga joined under Community expansion (see p. 5) in July; Dr. Brouger was appointed site Medical Director
- Strengthened Residency program between Community Health Network & JPCHC

16,494 **5,206**
Appointments Completed Unique Patients

1,542
New Patients



Post Road



Regional Manager:
James Melton

Practice Coordinator: Ashley Dugan

- Expanded leadership structure with new Regional Manager & Site Leader roles (also at Castleton)
- Brought on a new CMA with a focus on Behavioral Health (BH) support, and two PSRs, including one fluent in English, French, and Haitian Creole
- Began offering same-day patient self-scheduling for patients with acute needs

6,437 **2,311** **1,219**
Appointments Completed Unique Patients New Patients

Castleton



Regional Manager:
James Melton

Practice Coordinator: Ashley Dugan

- Welcomed Pediatrician Dr. James Walters along with many patient families from Community Health Network
- Welcomed HSPP Provider for integrated care between Behavioral Health and Family Medicine, also providing therapy for ages 16 and up
- Added BH Therapist for much needed therapy as a transfer from Community County Line location
- Staff helped Gleaners Mobile Food Pantry distribute over 3.9M meals

7,056 **2,562** **935**
Appointments Completed Unique Patients New Patients



16th Street



Regional Manager:
Paige Stillson

Practice Coordinator: Brenda Holifield

- Onboarded a new Medical Assistant team
- Steadily increasing use of adjoining JPCHC Pharmacy
- Onboarded a new NP
- Achieved re-certification of our Patient Centered Medical Home Status
- Welcomed National Association of Community Health Centers (NACHC) and Johnson & Johnson representatives for a site visit to share operations and community impacts

12,026 **3,740**
Appointments Completed Unique Patients

1,246
New Patients



Arlington



Regional Manager:
Paige Stillson

Practice Coordinator: Shelby Bridgewater

- Added a new RN Patient Care Coordinator
- Participated in an HRSA site visit
- Onboarded a new NP

17,794 **6,209**
Appointments Completed Unique Patients

3,396
New Patients



Washington Pavilion Pediatrics



Practice Manager:
Ashley Hudson

Practice Coordinator: Andriana Barnes



Welcome to JPCHC!

Spotlight on our new location from the Community expansion (see p. 5), officially joining the JPCHC network as the second location to transition in October 2024:



OUR LOCATIONS

MADISON COUNTY

Alexandria



Regional Manager:
Erika Breen

Practice Coordinator: Kerri Fuson

- Hosted one Behavioral Health practicum student at Alexandria Schools
- Supported community stability with the continued service of Dr. Todd Duerfeldt
- Remained open through the “Washington Street” construction project

4,918 1,150 686
Appointments Completed Unique Patients New Patients



Anderson 1210B



Regional Manager:
Erika Breen

Practice Coordinator: Natalie Maxwell

- Hosted multiple students: three PA Students for Pediatrics rotations, one PA student for Family rotation
- Welcomed an NP for Family Medicine and Dr. Christian Calma for OB/GYN
- Brought on six new hires for 2024

14,800 3,184 1,115
Appointments Completed Unique Patients New Patients

Wigwam, Anderson



Practice Manager:
Heather Waymire

Practice Coordinator: Gabrielle Dilullo

- Onboarded four new hires
- Started a crochet club for the community
- Continued to host students for dental, PMHNP, Psychiatry Residents, and Psychology Practicum
- Offered Empowered Relief for non-pharmacological pain management

12,279 2,492 1,246
Appointments Completed Unique Patients New Patients

Welcome to JPCHC!

Spotlight on our new location from the Community expansion (see p. 5), officially joining the JPCHC network as the first location to transition in August 2024:

Anderson Pediatrics



Practice Manager:
Lori Reynolds

Practice Coordinator: Vanessa Kennedy

SHELBY COUNTY

Shelbyville



Regional Manager:
Dawn Houchin

Practice Coordinator: Julie Slinker

- Piloted site for patient same-day self-scheduling project
- Accepted new patients for primary care and psychiatric medication management
- Served as a JPCHC student training site for a CMA and FNP Provider
- Updated referral voucher program with Major Health Partners Emergency Department
- Welcomed one new hire in the year

8,667 1,681 700
Appointments Completed Unique Patients New Patients



HANCOCK COUNTY

Greenfield



Regional Manager:
Dawn Houchin

Practice Coordinator: Julie Slinker

- Transitioned to a regional model with Shelbyville site
- Welcomed a new FNP as an added primary care provider
- Accepted new patients for primary care and psychiatric medication management
- Onboarded a total of six new hires

11,452 2,688 1,210
Appointments Completed Unique Patients New Patients

Two Onsite Dental Clinics
16th Street & Wigwam Anderson



Dental Director:
Dr. Jason Hua



Practice Manager:
Stefanie Vestal

- Started Book, Brush, Bed program in 16th Street Dental location
- Trained all sites on dental scheduling
- Continued partnership with Ivy Tech college hygiene program
- Relunched fluoride application in the medical setting
- 37.8% improvement of sealant measure from 2023, thanks to significant process improvements by our leaders and team

Wigwam Anderson

1,939 **920** **421**
Appointments Unique Patients New Patients
Completed

16th Street

3,142 **1,780** **1,164**
Appointments Unique Patients New Patients
Completed



Coming Soon to JPCHC!

In early 2025, JPCHC looks forward to officially welcoming these locations as part of our Community Health Network expansion:

- Kokomo Pediatrics
- County Line Pediatrics (Greenwood)



Meet our Medical Directors

As part of the operational updates made for 2024 transitions, these lead physicians were appointed under a new leadership structure to help build on the care quality processes already in place:



Dr. Daniel Frick
Alexandria, Anderson 1210B, Wigwam



Dr. Kevin Downard
Greenfield, Shelbyville



Dr. Meredith Taylor
Arlington, 16th Street



Dr. Andrew Brougher
Shadeland



Dr. Jaime Stelzer
Anderson Pediatrics



Dr. Appolinia (Abby) Stephenson
Washington Pavilion Pediatrics

Joining in 2025:



Dr. Donita Roettcher
Kokomo Pediatrics



Dr. Kathryn (Katie) Kasyjanski
County Line Pediatrics

More Happenings

Celebrating National Health Center Week (NHCW)

Every August our teams join the the National Association of Community Health Centers (NACHC) in celebrating and increasing awareness of America’s 1,400 Community Health Centers (CHCs)... this year with tie-dye t-shirts!

Flu Fighters Boosts Vaccinations

To help increase flu shot rates, the monthly, internal JPCHC “Flu Fighter” award went to the practice with the biggest increase in flu vaccines administered versus that month last year. The big wins were Shelbyville for outlying counties with an 18% increase and Shadeland for Indy Metro with a 43% increase—and of course helping prevent the most severe illnesses.



Giving Books Through Reach Out & Read

Program Launched at Arlington, Shadeland, Castleton, Washington Pavilion, Anderson Pediatrics and Anderson 1210B

In partnership with clinicians, Reach Out & Read leverages the well-child visit to foster early literacy and healthy relationships with infants and young children. JPCHC was able to launch this project with grant funding and support from the American Academy of Pediatrics. A huge thanks as well to the Indy Book Project for donating 700 books.

More New & Noteworthy

Continuing Six Sigma

JPCHC carried on its leadership training for Six Sigma, a set of methodologies and tools used to improve business processes. One cohort was held in April 2024 led by The Green Dot Group, who also employed Six Sigma in the Community Health Network expansion Strategic Realization Office (see page 5).

Logo Asset Protection

Working with trademark attorneys, the executive team finalized a several-year process to receive approvals on trademarks for the health center, pharmacy, foundation, and food pantry logo marks, including the marquee house icon. And, updated name usage agreements with *the* Jane Pauley who continues to lend her name in support of the mission.

Opening a Line To Executives

In efforts to better connect growing JPCHC staff to executives, the leadership and marketing team lead a series of monthly, virtual all-staff meetings as well as weekly Friday newsletters.



WHAT'S NEW AT JPCHC

WEEKLY NEWSLETTER

Here's what you need to know this week to support our patients, coworkers, and the community around us.



Message from COO, Patrick Wooten

Hello, colleagues. Thank you to everyone who was able to attend our Town Hall yesterday. As always, you can find all the [recap materials](#) in our [Communications Center](#). We were so proud to welcome the Washington Pavilion Pediatric team in the Town Hall. So far, there have been minimal interruptions to patient care, though we continue to pursue excellence and learn from each location's needs and population. Many at Community and JPCHC have put in long hours to make sure these patients have the care they need long-term. Thank you for all you do!

RECOVERY CAFE NETWORK

The Recovery Cafe Kokomo is now an official full member of the Recovery Cafe Network! Congratulations Kokomo on your 2 year pursuit! The Recovery Cafe Network has grown to include more than 65 Cafes. Each Cafe belongs as part of this growing movement putting Recovery Cafe Network low-barrier model into practice. We will wear this logo in our Recovery Cafe Kokomo with pride.



SPICE DRIVE: ENDS NEXT WEEK!

Don't forget to bring in your donations of seasoning, spices, and seasoning mixes for the Spice Drive being conducted by our CRNs through next week. Their goal is to make sure patients have not only fresh and nutritious food in our pantries, but also DELICIOUS food! Your contributions are much appreciated.



SIDS Facts To Remember

African American and Black American/Alaskan babies die at a rate more than twice that of white babies.

The AAP recommends sharing a room with your baby for at least the first six months to a year of life, this can decrease SIDS by 50 percent.

According to the AAP, when your baby sleeps on a couch or soft surface, their chance of dying from SIDS increases by 67 times.

About 50% of SIDS deaths in Indiana occurred while babies were sleeping in beds with adults.

2020 infant mortality rate in Indiana was 8.4 deaths per 1,000 live births, which was higher than the national rate of 5.4 deaths per 1,000 live births.



SIDS Awareness Month

Awareness month. SIDS is Sudden Infant Death Syndrome and can occur during a baby's first year of life of caregivers aren't using safe sleep practices. The SIDS infant mortality rate in Indiana is higher than the national rate and has continued to show steady increases over time. To prevent infant deaths from SIDS, it's important to educate patients on practicing the ABCs of Safe Sleep. Babies should always sleep Alone, on their side, every nap and every night. Jane Pauley has partnered with Cuddlebug to bring our patients more information about safe sleep practices.

[Learn more about SIDS Awareness Month](#)

[CLICK HERE](#)

A Collaboration With Other FQHCs

This was JPCHC’s first full year as part of the Medical Home Network. This nonprofit’s mission has JPCHC partnering with a number of clinics around the country to improve the care of Medicaid patients and save collective costs.

Supporting Our Upcoming Behavioral Health Professionals

Training across three sites: Arlington, Wigwam, and Alexandria schools

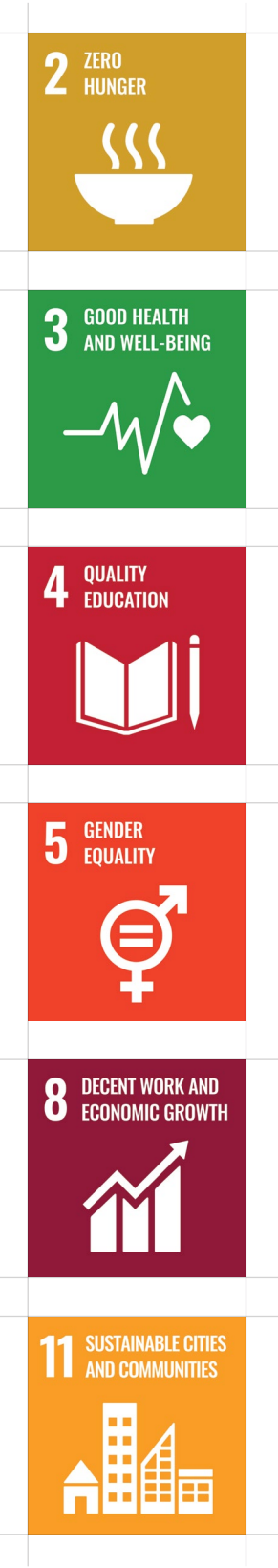
JPCHC’s BH arm supports the practical experience training required for doctoral degrees and licensure. The 2024 class saw four practicum students; and in August, welcomed a class of five, and expanded training into psychological assessment. These include University of Indianapolis, Clinical Psychology and Ball State University, Counseling Psychology students. One Post-Doctoral Fellow (working towards independent licensure) also continued services at Wigwam. Trainees from JPCHC have gone on to provide BH services in New York, Indiana, Florida, Illinois, Louisiana, and (soon) Guam and there are plans underway to significantly expand this program in the future.

CMA Career Ladder Program

JPCHC continued the CMA Career Ladder program, providing Certified Medical Assistants with a variety of paths to career advancement opportunities. They can apply to be a “preceptor” that helps train new CMAs, work as a “float CMA” at different locations, or both. Each step of the ladder comes with added responsibilities and compensation.



In 2022, JPCHC leaders selected the following United Nation’s SDGs to track progress against these international goals for the greater good, in alignment with the Strategic Plan. Here were some points of progress for 2024:



Reduce Patient Food Insecurity

- Served 6,126 patients, including 1,196 children across Food Pantries at each site
- Castleton staff helped Gleaners Mobile Food Pantry serve over 500 cars in their parking lot every Wednesday, June–August 2024
- Grew partnerships with Food Finders and Community Foundation of Hancock County

Healthcare Access for All

- Expanded FQHC model and support services to new locations and regions
- Added addiction treatment and recovery services through Turning Point
- Trained medical “dental champions” at each site to increase fluoride applications
- Increased site vaccination rates with Flu Fighters internal competition

Ongoing Learning for Patients, Teams & Partners

- Continue offering staff Six Sigma certification opportunities
- Produced infant safe sleep video series and launched new Early Childhood Development online resources
- Expanded nutrition education via Dietician and pantry SWAP food labeling

Equal Empowerment & Access

- Promotion of four women into broader regional/site management roles
- Held Centering Pregnancy open house in Anderson for this group care program
- Improved access to contraceptive care and expanded IUD and contraceptive implant services through Upstream partnership

Keeping Our Team Top of Mind

- Supported practical training for nine Behavioral Health doctoral students
- Provided CMA career advancement opportunities via CMA Career Ladder Program
- Deployed a mid-year cost of living wage increase organization wide
- Established new internal communications hub, increased staff-to-exec touchpoints

Caring for Our Communities

- CEO Marc Hackett took new seat as Secretary of the OCHIN/EPIC board
- Assisted 3,390 patients with health coverage
- Provided 1,370 people with outside community resources they needed
- Continued collaboration with other FQHCs through Medical Home Network

Visit Us at Any of Our Locations

MARION COUNTY

16th Street

5317 E. 16th St.
Indianapolis, IN 46218

Arlington Ave.

1315 N. Arlington Ave.
Indianapolis, IN 46219

Castleton

7481 N. Shadeland Ave.
Suite A
Indianapolis, IN 46250

Post Road

8931 E. 30th St.
Indianapolis, IN 46219

Shadeland Ave.

2040 N. Shadeland Ave.
Suite 300
Indianapolis, IN 46219

Washington Pavilion Pediatrics

7910 E. Washington St.
Suite 300
Indianapolis, IN 46219

SHELBY COUNTY

Shelbyville

1818 E. St. Rd. 44
Suite B
Shelbyville, IN 46176

JOHNSON COUNTY

County Line Pediatrics

333 E. County Line Rd.
Greenwood, IN 46143

MADISON COUNTY

Alexandria

121 W. Washington St.
Alexandria, IN 46001

Anderson 1210B

1210B Medical Arts Blvd.
Suite 300
Anderson, IN 46011

Anderson Pediatrics

1629 Medical Arts Blvd.
Suite 200
Anderson, IN 46011

Wigwam

1229 Lincoln St.
Anderson, IN 46016

HANCOCK COUNTY

Greenfield

1107 N. State St.
Greenfield, IN 46140

HOWARD COUNTY

Kokomo Pediatrics

3611 S. Reed Rd.
Suite 108
Kokomo, IN 46902

Turning Point System of Care

1234 N. Courtland Ave.
Kokomo, IN 46901



Jane Pauley
Community
Health Center

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