



2020

# ANNUAL REPORT

THE **HEART** OF THE COMMUNITY

## Board of Directors

Andrew Rand, President  
Janet Goldsworthy, First Vice President  
Alneida Ford, Second Vice President  
Dave Stenerson, Treasurer  
Laurie Covington, Secretary  
Janet Goldsworthy, Executive Committee Member  
Gale Thetford, Executive Committee Member  
Linda Fox, Executive Committee Member  
Todd Baker  
Antonio Banegas  
Stephen Bash  
Wayne Cannon  
Sally Cloyd  
Rob Grove  
Dr. Francis McBee-Orzulak  
Victor Noguera  
Jeanine Spain  
Craig Williams

## Executive Committee

Andrew Rand, President, Chair  
Janet Goldsworthy, First-Vice President  
Alneida Ford, Second-Vice President  
Dave Stenerson, Treasurer  
Laurie Covington, Secretary  
Gale Thetford, Director  
Linda Fox, Director  
Sally Snyder, Director  
Sharon Adams, Chief Executive Officer, Ex-Officio  
Nicole Stenzel, Executive Administrative Assistant

## Finance Committee

Dave Stenerson, Treasurer, Chair  
Sally Snyder, President, Ex-Officio  
Antonio Banegas, Director  
Andrew Rand, Director  
Rob Grove, Director  
Rob Quin, Non-Director (Community-Unity Point)  
Kevin Anderson, Non-Director (Community-PNC)  
Rick Cloyd, Non-Director (Community)  
Sharon Adams, Chief Executive Officer, Ex-Officio  
Mike Cohlman, Chief Financial Officer  
Angie Stock, Controller  
Dr. Gregg Stoner, Chief Medical Officer  
Nicole Stenzel, Executive Administrative Assistant

## QAUR Committee

Alneida Ford Second Vice President, Chair  
Dr. Rodney Lorenz, Non-Director  
Sally Snyder, Director  
Anthony Howard, Non-Director  
Wayne Cannon, Director  
Laurie Covington, Director  
Joan Ruppman, Non-Director  
Sharon Adams, Chief Executive Officer, Ex-Officio  
Dr. Gregg Stoner, Chief Medical Officer, Ex-Officio  
Sarah Payton, Patient Access Manager  
Tina Saddler, Advance Practicing Nurse  
Melody Shake, VP of Quality and Compliance  
Marjorie Parent, VP of Clinical Operations  
Cindy Jasberg, Clinical Administrative Assistant

## Nominating Committee

Janet Goldsworthy, 1st Vice President, Chair  
Sally Cloyd, Director  
Sally Snyder, Director  
Sharon Adams, Chief Executive Officer, Ex-Officio  
Dr. Stephen Bash, Director  
Craig Williams, Director  
Nicole Stenzel, Executive Administrative Assistant



### *A message from Dr. Gregg Stoner, CMO and Sharon Adams, CEO*

As we leave 2020, we certainly must recognize that this past year has been full of challenges and often frustrations. However, we would be remiss if we didn't mention the blessings of this year: the remarkable care and compassion all of you have given to our patients, your commitment to our mission, your dedication to Heartland, and your selfless acts given throughout 2020. This has been a true inspiration, and we want to say thank you to each and every one of you. We are so proud to be part of this healthcare organization and witness the good work that is being done every day regardless of the challenges put in front of us. Even with the unprecedented year that we have had, we believe that we have a lot to look forward to in 2021, especially with the COVID vaccine on its way here. It is our sincere wish that all of you have wonderful holidays filled with many blessings, comfort and joy. Please take time to focus on the many blessings that are right in front of you like family, friends, good health, faith, and zoom meetings (we had to throw that one in). When it comes to 2021 – WE GOT THIS! We wish you and your family a very happy holiday.



# Heartland Health Services

## Locations

### **Administrative Offices**

2214 N. University St. Peoria, IL 61604

### **Garden**

1701 W. Garden St. Peoria, IL 61605

### **Knoxville**

1800 N. Knoxville Ave. Suite A, Peoria, IL 61603

### **Carver**

711 W. John H Gwynn Jr. Ave. Peoria, IL 61605

### **Olt**

19 Olt Ave. Pekin, IL 61554

### **Human Service Center**

228 NE Jefferson Ave. Peoria, IL 61603

### **East Bluff/After Hours**

2321 N. Wisconsin Ave. Peoria, IL 61603

### **Sheridan**

2116 N. Sheridan Rd. Peoria, IL 61604

### **Tazwood**

3248 Van Der Ver Ave. Pekin, IL 61554



Visit [www.HHSIL.com](http://www.HHSIL.com) for more information

Call us to Schedule an  
Appointment 309.680.7600

#TheHeartoftheCommunity

#### **Adult Care**

Acute and Chronic Illness Care

Counseling Services

Physical Exams

Prescription Medication Assistance

Referral Assistance

Medicated-Assisted Therapy

Hepatitis C Treatment

Psychopharmacology

PrEP

#### **Pediatric Care**

Well-Child Check- Ups

School and Sports Physicals

Immunizations

Child and Adolescent Telepsychiatry

Counseling Services

#### **Women's Health Services**

Childbirth and Parenting Education

Family Planning Services

Routine Gynecological Care

Obstetrical Care

Pregnancy Testing

STD Prevention and Treatment

Breast Feeding Support

#### **Specialty Services**

Behavioral Health

Diabetic Education and Case  
Management

Dietetic Services

Sports Medicine

Referral Assistance

Centering Pregnancy Program

Adult Tele-Psychiatry

Podiatry Services

Ophthalmology Services

Pulmonology Services

Enrollment and Supportive Services



# HEARTLAND PATIENTS

## Through The Years

**2020** # of Patients  
20,644

**2019** # of Patients  
22,254

**2018** # of Patients  
22,616

**2017** # of Patients  
20,418

### Visits Per Year

2020 - 92,068  
2019 - 82,367  
2018 - 83,170  
2017 - 75,241





# 2020 Highlights

- *Alignment of SMART Goals Throughout the Organization*
- *Moved Armstrong Location to Knoxville*
- *Addition of More After-Hours Availability*
- *Four COVID Testing Sites*
- *Appointed Medical Director of the Residency Program*
- *Social Media Expansion*
- *Carver Waiting Room Remodel*
- *Pulmonary Screening Program*
- *20,644 Total Patients Served*
- *132 Deliveries Performed By Health Center Providers*
- *4068 Mental Health Patients Served*
- *6974 Patients Screened for Cervical Cancer*
- *2604 Patients Screened for Breast Cancer*
- *5158 Patients Screened for Colorectal Cancer*
- *Administered 30,434 COVID Tests (April 16-December 31)*

## Outreach & Enrollment

### COMMUNITY ENGAGEMENT

*We are made up of Certified Community Health Workers who help meet the needs of the community. Our Community Health Workers can enroll patients in Health Insurance (Medicaid, Marketplace, or Medicare), assist with Social Determinants of Health (SDOH), and schedule patients for provider visits if needed. You will see our team out in the community participating in events, passing out information, or assisting off-site Community Based Organizations with community members.*

### SERVICES

- Medicaid
- Medicare/Medicare Savings Program
- Marketplace
- Social Security
- Food Pantry
- Heartland Financial Assistance Application
- OSF Financial Assistance Application
- UnityPoint Financial Assistance Application
- Safelink Application
- Housing Resources
- Transportation
- Primary Care
- Diabetic Education
- Benefit Access Assistance
- Legal Assistance
- Mental/Behavioral Health
- Health & Wellness Education
- Nutrition
- SNAP Benefits

Total Medicaid, Marketplace, Medicare Enrollments: **914**

Total Number Of Touches Or Engagements With The Community: **12,778**

In-Reach Activities: **9,824**



"The *Heart* of the Community"

# Introducing Our New Knoxville Location

**1800 N Knoxville Ave Suite A  
Peoria IL, 61603**

As Heartland continues to grow, we are excited to announce our location at 320 E Armstrong Ave, is moving to a new state-of-the-art facility!



## **SERVICES**

### **ADULT CARE**

*Acute and Chronic Illness Care*

*Counseling Services*

*Psychopharmacology*

*Physical Exams*

### **PEDIATRIC CARE**

*Acute and Chronic Illness Care*

*Immunizations*

*School and Sports Physicals*

*Well-Child Check Ups*

*Child and Adolescent Telepsychiatry*

*Counseling Services*

### **WOMEN'S HEALTH**

*Gynecological Care*

*Obstetrical Services*

*Pregnancy Testing*

*STD Prevention and Treatment*

*Breast Feeding Support*

### **SPECIALTY SERVICES**

*Diabetic Education and Case Management*

*Podiatry*

*Sports Medicine*

*Outreach and Enrollment Assistance*

*Referral Assistance*

*Adult and Pediatric Case Management*

# UNIFORM DATA SYSTEM (UDS)

## 2020

<u>UDS Measure</u>	<u>National 2020</u>	<u>Illinois 2020</u>	<u>HHS 2020 Final</u>
Prenatal Care	73.48%	77.16%	77.32%
Low Birth Weight**	8.18%	8.43%	10.70%
Colorectal Cancer Screening	40.09%	37.90%	51.04%
Cervical Cancer Screening	51.00%	55.30%	70.20%
Adolescent Weight Screening	65.13%	71.68%	81.83%
Adult BMI with Follow-up	65.72%	67.21%	86.42%
Tobacco Screening	83.43%	82.99%	99.14%
Childhood Immunizations	40.42%	34.92%	39.62%
Depression Screening	64.21%	70.49%	92.38%
Cholesterol Treatment	71.92%	71.77%	79.18%
Heart Attack/Stroke Treatment	78.80%	83.01%	94.05%
Blood Pressure Control	57.98%	55.77%	73.86%
Diabetes **	35.60%	38.50%	27.92%
HIV Linkage to Care	81.41%	86.24%	100.00%
HIV Screening	32.29%	40.01%	42.52%
Depression Remission	13.69%	12.69%	7.31%
Breast Cancer Screening	45.34%	39.03%	61.41%

\*\* Reverse Measure

HHS score is better than State AND National Averages

# Financials

**Heartland Health Services**  
**Annual Report**  
**Financial Statements**  
 (\$000's)

**Statement of Position**

	<b>2020</b>	<b>2019</b>
<b>Assets</b>		
Cash	\$6,064	\$1,312
Patient Receivables	822	1,075
Grants and Other Receivables	1,121	974
Other Current Assets	498	482
<b>Total Current Assets</b>	<b>8,505</b>	<b>3,843</b>
Investments	6,437	6,780
Property, Plant and Equipment	2,743	2,428
<b>Total Assets</b>	<b>17,685</b>	<b>13,051</b>
<b>Liabilities and Net Assets</b>		
Current Liabilities	2,756	1,370
Long-term Liabilities	0	0
<b>Total Liabilities</b>	<b>2,756</b>	<b>1,370</b>
Net Assets - without Restrictions	14,906	11,611
Net Assets - with Restrictions	23	70
<b>Total Liabilities and Net Assets</b>	<b>\$17,685</b>	<b>\$13,051</b>

**Statement of Activity**

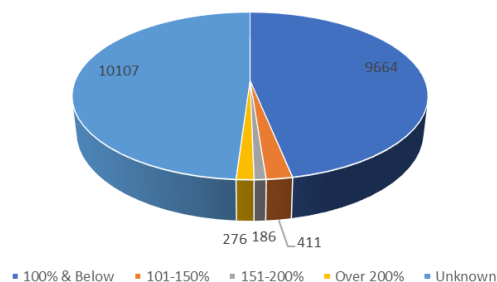
	<b>2020</b>	<b>2019</b>
<b>Revenues</b>		
Patient Services	\$14,913	\$14,089
Grant Funding	6,640	5,575
Contributions	1,181	1,258
Other	2,081	402
<b>Total Revenues</b>	<b>24,815</b>	<b>21,324</b>
<b>Expenses</b>		
Program Services	18,585	18,007
General Administrative	3,177	3,130
<b>Total Expenses</b>	<b>21,762</b>	<b>21,137</b>
<b>Operating Income/(Loss)</b>	<b>3,053</b>	<b>187</b>
Investment Return	170	198
<b>Net Income/(Loss)</b>	<b>\$3,223</b>	<b>\$385</b>



# Patient Demographics



Income As Percent Of Poverty Guideline



## Income as Percent of Poverty Guideline

**100% & Below 47%**

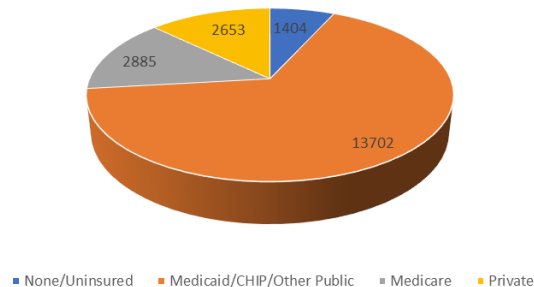
**101-150% 2%**

**151-200% 1%**

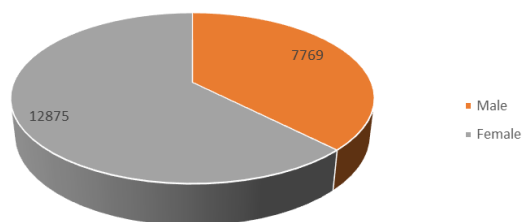
**Over 200% 1%**

**Unknown 49%**

Patients By Insurance Coverage



Patients By Gender



## Patients by Gender

**Male 38%**

**Female 62%**

## Patients by Insurance Coverage

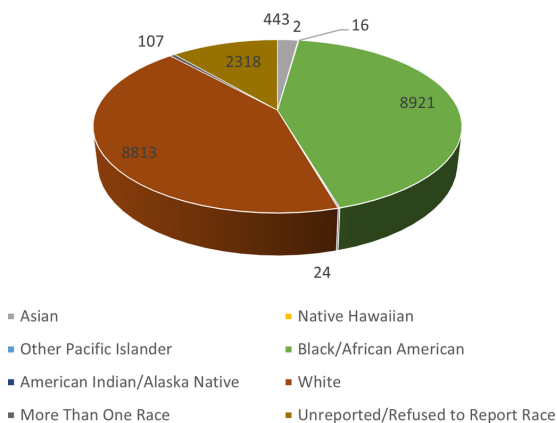
**None/Uninsured 7%**

**Medicaid/CHIP/Other Public 66%**

**Medicare 14%**

**Private 13%**

Patients By Race



## Patients by Race

**Asian 1%**

**Native Hawaiian 0%**

**Other Pacific Islander 0%**

**Black/African American 43%**

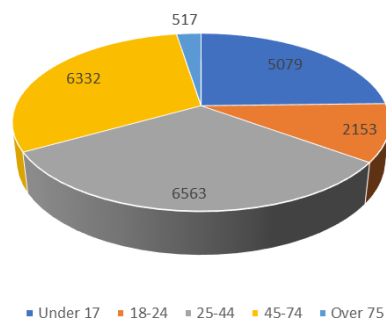
**American Indian/Alaska Native 0%**

**White 43%**

**More Than One Race 2%**

**Unreported/Refused to Report Race 11%**

Patients By Age



## Patients by Age

**Under 17 25%**

**18-24 10%**

**25-44 32%**

**45-74 31%**

**Over 75 3%**

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*For more information and updates visit [www.hhsil.com](http://www.hhsil.com) or call (309)-680-7600*



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