Building the Patient Centered Medical Home

2009 Annual Report
The mission of Open Door Family Medical Centers is to provide quality health care and human services at affordable prices to the community, particularly the economically disadvantaged.

Connecting people with coverage is an important part of what we do at Open Door.

Over 93% of our patients had incomes at or below 200% of the federal poverty level, earning less than $44,000 for a family of four.

53% of our patients had no health insurance of any kind.

60% were women

13,483 were children (an 8% increase over 2008)

1,031 expectant mothers received pre-natal care and treatment at Open Door.

607 babies were delivered

52,565 people have been seen since 2007 with 34,479 seen in 2009.

Open Door had 169,117 patient visits in 2009

Over 20,000 people were reached by outreach and education efforts aimed at eradicating the health disparities that exist for low-income and minority groups.
Putting the needs of patients first has always been our goal. In 2009 Open Door received the highest level Recognition (Level 3) as a Patient-Centered Medical Home™ (PPC-PCMH™) by the National Committee for Quality Assurance (NCQA). This is a significant achievement for Open Door as only 12% of medical practices in the country qualify for this Recognition. It means that we are a medical practice that consistently treats patients according to the best available scientific evidence as defined by the largest primary care groups in the country, including the American College of Physicians, The Academy of Family Physicians and the Academy of Pediatrics.

The medical home concept is not new, and is sometimes confused with institutional care or nursing homes. It is, in fact, a way for physician led medical practices to integrate health care services for patients, ensuring that they receive the right care at the right time. It broadens access and reduces the risk that their medical problems get worse or require a hospital visit. Patient centered systems deliver better health care. When patients are confronted with the complex and confusing health care system, having personalized, coordinated care when they need it can make a difference in health outcomes.

At Open Door, patients are at the center of their care team and communication is based on trust, respect and shared decision-making. In 2009, more than 80% of our patients had a visit with their primary care provider, receiving comprehensive medical, dental and social services. When there is good communication and health care is delivered in a timely and coordinated manner, patients are more likely to adhere to their treatment plans, fully participate in decisions and receive better care overall.

The benefits of delivering care in a patient-centered medical home include improved quality of care, lower costs and fewer disparities in health care delivery. Patient care is coordinated and integrated across all elements of the complex health care system and supported by a robust health information technology system. A medical home is able to track patient test results, review medicines and follow up with providers involved in the care of the patient. A medical home is about delivering the type of care everyone deserves. That’s what Open Door does every day for every patient.

### 2009 Highlights

**National Recognition**
- Open Door received the highest level Recognition (Level 3) as a Patient-Centered Medical Home™ (PPC-PCMH™) by the National Committee for Quality Assurance (NCQA). This distinguishes Open Door from medical practices across the nation as less than 12% are presently able to achieve this advanced standing.
- In 2009, more than 80% of our patients had a visit with their primary care provider, receiving comprehensive medical, dental and social services.

**Service Expansion**
- American Recovery and Reinvestment Act (ARRA) funding enabled Open Door to launch critically needed facility improvements in Ossining, Sleepy Hollow and Port Chester thereby expanding access to health care for an additional 5,000 patients and enhancing its health information technology platform.
- Open Door began construction on its fifth school-based health center in Port Chester.
- Access to dental care was expanded to Mt. Kisco through new mobile dental van. This unit will serve an estimated 1,200 people in Mt. Kisco and surrounding communities.

**Research**
- Open Door’s participation in a hypertension research project with the Primary Care Development Corporation (PCDC), New York University and Columbia University funded by the Agency for Healthcare Research and Quality (AHRQ) revealed measurable outcomes in the care of hypertension patients. The latest CDC statistics report that only 46% of patients with hypertension have their blood pressure controlled below 140/90. Sixty-two percent of Open Door’s hypertensive patients have blood pressure controlled below 140/90.
- Open Door joined a regional network to launch electronic exchange of information among multiple health providers caring for chronically ill patients. This effort to streamline efficiency is funded by the Health Efficiency and Affordability Law for New York (HEAL NY) Capital Grant Program.
- Open Door is participating in the Hudson Valley Diabetes Care Coordination project whose aim is to improve the quality, efficiency and coordination of care for persons with diabetes through the Patient-Centered Medical Home (PCMH) model.
- Open Door joined The Health Care Network of New York (HCNNY), a collaboration of community health centers located across New York State outside of New York City interested in implementing electronic health records and sharing ‘best practices’ for improving the use of the electronic clinical record, billing and practice operations.
- Open Door expanded its education affiliation with Monroe College to include a new clinical rotation program as part of the School of Allied Health Profession’s Nursing Program. This affiliation provides opportunities for students studying as licensed practical nurses (LPN) and registered nurses (RN) to rotate through three of Open Door’s four sites for clinical observations.
- Open Door Family Medical Centers was named the local lead agency of a $4.52 million, five-year Project LAUNCH (Linking Actions for Unmet Needs in Children’s Health) grant from The Substance Abuse and Mental Health Services Administration (SAMHSA) linking health and mental health services for children. The project was a collaborative effort among several state and local agencies including the Council on Children and Families, the Department of Health and Offices of Mental Health, the Office of Children and Family Services, as well as the Westchester County Department of Community Mental Health.
Women's Health: Prenatal Care:
• While across the county Cesarean Section rates have been increasing, and are currently an alarming 32%, inflating cost and in-
creasing maternal risk, the C-section rate for Open Door patients has remained stable at 18%, far lower than the national average.

Pediatrics:
• Open Door’s childhood immunization rates are far above the national average. Ninety-two percent of our two-year-olds are up to date with their immunizations.

Women, Infants & Children (WIC):
• Our breastfeeding initiation rate now is 93.8% placing Open Door as the second highest in New York State.

Open Door has taken a leadership role in the Hudson Val-

ue Asthma Collaborative for children. Eighty percent of Open Door has a unique patient advocate program that provides education and support to patients including those who visit the dentist's office.

• 100% of all pregnant women are tested for HIV twice before delivery to reduce the possibility of transmitting HIV to new-
borns.

• 95% of all patients with sexually transmitted diseases are tested for HIV.

• 36% of all adult patients have been screened and high risk patients are screened annually.

• 62% of Open Door patients who have hypertension are well controlled.

• 62% of Open Door patients with diabetes are controlled with A1c levels less than 9%, reducing their chance of secondary com-

plications.

• 62% of Open Door patients who have hypertension are well controlled.

HIV:
• Universal HIV screening was adopted in 2009. Rapid HIV test-

ing is now available to all patients including those who visit the dentist's office.

• 100% of all pregnant women are tested for HIV twice before delivery to reduce the possibility of transmitting HIV to new-
borns.

• 95% of all patients with sexually transmitted diseases are tested for HIV.

• 36% of all adult patients have been screened and high risk patients are screened annually.

• Over a third of the HIV positive patients in central Westchester receive care at our facilities.

School-Based Health Programs:
• 9,559 children were served through Open Door’s four school-
based health centers in 2009.

• Asthma-related missed school days were reduced by 75% in the school-based health centers in 2009.

• Open Door began construction on its fifth school-based health center at the Park School in Port Chester.

Hypertension & Diabetes:
• The National Committee for Quality Assurance (NCQA) goal for excellence in diabetes care is that 40% of diabetic patients should have A1c control less than 7%. After 8 years of participa-
tion in a national Diabetes Collaborative, 46% of Open Door patients have achieved the recommended control of less than 7%.

• The focus in 2009 was on patient empowerment through group education.

• 75% of Open Door patients with diabetes are controlled with A1c levels less than 9%, reducing their chance of secondary com-

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In-kind Contributions

A Nu Toy Store
Mr. & Mrs. Abri at MBIA Inc.
Ms. Cynthia Bonsuul Alman
Andrea Saposnik Voice Studio
Anonymous
Dr. and Mrs. Peter Auster
Ms. Alison Banks
Mr. and Mrs. James Bartlett
Mr. and Mrs. Tyler H. Berbe
Ms. Elizabeth J. Bourse
Mr. William Bozzone and Dr. Janet Bozzone
Bradford Renaissance Paints
Mr. and Mrs. Oren Bronson
Brischoff Manor Union Free School District
Mr. and Mrs. Geoffrey W. Brodowski
Brookside School
Mrs. D. Elizabeth Brown
Brunswick School
Mr. and Mrs. James Burnett
Mr. and Mrs. Nicholas Canco
Ms. Priscilla M. Carroll
Ms. Carol Carter
Mr. and Mrs. Wendy Cassar
Ms. Tess Cerra
Mr. and Mrs. Jonathan Carter
Ms. Anna Child at MBIA Inc.
Children For Children
Christ Church of Rye
Mr. Jean Camline at MBIA Inc.
Ciribirn
Ms. Amy Courtney
Mr. and Mrs. Gene Costi
Cotton Community Nursery School
Mr. and Mrs. John P. Curran
Ms. Jeni Czabarka
Ms. and Mrs. Terrance R. D’Atore
Mr. and Mrs. Eric DeGroaw
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Ms. Marjorie Dosh
Ms. Andrea Eckerly
Ms. Debe Emerson
Ethical Culture Society of Westchester
Ms. Edan
Ms. Lindsay Farrell
Mr. and Mrs. Jerome I. Feldman
Mr. Ruth Fraen
Ms. Sara Fischer at MBIA Inc.
Mr. and Mrs. Desmon D. Fitzpatrik
Ms. Rosanne Fleur at MBIA Inc.
Mr. and Mrs. Michael Fox
Ms. Kathryn Frates
Ms. Carol Frato at MBIA Inc.
Furnace Woods Elementary School
Ms. Connie Gaffkovich
Ms. Gail Gaf and Ms. Elizabeth A. Gilbert
Ms. Barbara Gilbert
Mr. and Mrs. John A. Glasscott
Glencroy Golf Club
Mr. and Mrs. Gregory J. Godwin
Good Shepherd Early Childhood Center
Mr. and Mrs. Alan D. Grant
Greater Hudson Valley LINKS
Ms. Jean Greco at MBIA Inc.
Hailey School
Mr. and Mrs. Thomas E. Hales
Ms. Margo L. Hale
Mr. and Mrs. Jeremy P. Hardisty
Ms. Jenna Hendriks at MBIA Inc.
Mr. Jean Hely
Ms. Erin Holliday at MBIA Inc.
Mr. and Mrs. Michael W. Holmes
Ms. Sandra M. Huntington
Mrs. Judy Huiston
IBM
Iona Preparatory School
Jodi’s Gym
Mr. John Jordan at MBIA Inc.
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Kohl’s Department Store
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Mr. and Mrs. Joseph A. Mangalam, Jr.
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Ms. Lois O. Mariano
Marine Toys for Tots
Mr. Max K. Manterer
Mr. John McDonald
Mr. and Mrs. John McLaughlin
Mr. Allan Morjikian and Ms. Cherry Talbot
Mr. and Mrs. Jerome P. Morrison
Mr. and Mrs. Mal Nitch
Mrs. Catherine Nebeh
Mr. Raul A. Nichols
Mr. Rita Nidda
Ms. Ann Nicoletti at MBIA Inc.
Mr. Mike Norris at MBIA Inc.
Oswego High School: The Prestigious
Oswego Public Library
Ladies of Power
Mr. and Mrs. Bernard O’Sullivan
Ms. Linsey Parker
Mr. and Mrs. Roger Parker
Mr. and Mrs. Edwin Payne
Mr. Winifred S. Pease
Ms. Maria M. Perez
Pound Ridge Newcomers Club
Bever Piresi at MBIA Inc.
Pro Bono Partnership
Ms. Joanne Pagli at MBIA Inc.
Dr. Samantha Rae
Mr. Ruth L. Reddy
Mr. Aiden Reilly
Mr. and Mrs. David Ross at Abbe Rosmarin
Rippanawau School
Mr. Iris Rosson
Mr. David Ross and Ms. Abby Rosmarin
Rippanawau School
Mr. and Mrs. Daniel W. Smith
Rye Presbyterian Church
Ms. Cynthia P. Summio
Mr. and Mrs. Andrew Saunders
Mr. and Mrs. Larry Savell
Scarsdale Presbyterian Children’s Center
Scarsdale Public Library
Ms. Jackie M. Schoenbuch
Mr. and Mrs. David Sherman
Mr. James Simons and Ms. Kelly Dwyer
Mr. and Mrs. Eleanor Soucy
Mr. Nick Soubris at MBIA Inc.
Mr. Anson Spitzer
St. Thomas Mar Thoma Church
Youth Fellowship
Mr. Chas Staub at MBIA Inc.
Mr. and Mrs. Philip P. Strozzi
Mr. and Mrs. Andrew Sparrow
Mr. and Mrs. Larry Savell
Scarsdale Presbyterian Children’s Center
Mr. and Mrs. John R. Stewart
Mr. Lawrence D. Stewart
Mr. and Mrs. John Stockton
Mr. and Mrs. Nicholas E. Stolaris
Ms. Maureen A. Stoll
Ms. Elaine N. Stone
Mr. and Mrs. Alan N. Sura
Michael S. Suzman, MD
Mr. and Mrs. Mary Ann Swanson, Jr.
Mr. Robert Tabory
Mr. and Mrs. Josh Tan
Mrs. Mauriece and Glorie Tannenbaum
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Mr. and Mrs. John Tassiss
Mr. Paul Tattum
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Mr. and Mrs. Edward T. Thompson
Mr. and Mrs. Timothy J. Thornton
Mr. Robert Tippett
Mrs. Nancy R. Trainer
Ms. Dianne Tistico
Ms. Angela Truglio
Mr. and Mrs. Robert Tucker
Mr. and Mrs. Anthony Tuozzino
Mr. and Mrs. Tim Tudu
Mr. and Mrs. Charles G. Ughta
Mr. and Mrs. Albert M. Van Wagten
Ms. Cheryl Vanvoorde
Mr. Eugene Vatoala and Ms. Anna Bogdanow
Ms. Francine M. Vernon
Mr. and Mrs. Samuel E. Vieira
Ms. Madeline Vogt
Mr. and Mrs. Karley Voytek
The Wachosia Foundation
Mr. and Mrs. Louis Wachtz
Mr. and Mrs. Edward J. Walker
Mr. and Mrs. Robert D. Wallis
Mr. Amy Waltham
Mr. and Mrs. Brian Walsh
Mr. and Mrs. Michael L. Ward
Mr. and Mrs. Nathan Wasserman
Mr. and Mrs. Kevin Waterhouse
Mr. and Mrs. Russell E. Watson
Mr. and Mrs. Jay D. Waxenberg
Ms. Maxine Weiner
Ms. and Mrs. Ira Weinbaum
Mr. and Mrs. Gary Weinste
Ms. Nina Weizman
Ms. Denise D. Wenaus
Ms. Robin Westa
Westover Landscape Design
Miss Helen White
Ms. Patricia A. Williams
Mr. and Mrs. Edward D. Williamson
Mr. and Mrs. Katie Wintringen
The Hon. and Mrs. Richard G. Wolin
Mr. and Mrs. Philip Wolffthal
Mr. and Mrs. Kenneth L. Woodward
Mr. Alan Wojtow
XL America
Mr. and Mrs. Joseph J. Yasinski
Mr. and Mrs. David Taskovic
Ms. Barbara R. Zinke
Mr. Bryan Zimmerman
Mr. and Mrs. Michael Zucht
Ms. Theresa M. Zuckierger
*Decedent

Ms. Elise Santos
Mr. and Mrs. Alan C. Santenocher
Mr. and Mrs. Andrew J. Savacellia
Mr. and Mrs. Frank A. Sarcinella
Mr. and Mrs. Marshall S. Schiff
Ms. Karen Schodl
Ms. Sabrina Schmid
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Consolidated Financial Report

OPEN DOOR FAMILY MEDICAL CENTER, INC.

Consolidated Balance Sheet for Two Years Ending December 31,

<table>
<thead>
<tr>
<th>2009</th>
<th>2008</th>
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<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Cash and Other Current Assets</td>
<td>$12,056,985</td>
</tr>
<tr>
<td>Property and Equipment</td>
<td>12,390,408</td>
</tr>
<tr>
<td>Investments</td>
<td>5,010,793</td>
</tr>
<tr>
<td>Pledges Receivable – Long-Term Portion</td>
<td>100,000</td>
</tr>
<tr>
<td>Debt Service Reserve Fund</td>
<td>555,778</td>
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<td>Other Assets</td>
<td>60,774</td>
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<td><strong>Total Assets</strong></td>
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<td>Accrued Pension – Unfunded</td>
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<td><strong>Total Liabilities</strong></td>
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Statement of Operations for Two Years Ending December 31,

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<td>Medicaid and Insurance Payments</td>
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<td>Net Self Pay Billings (After Discounts)</td>
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We also received support from

Federal Grants | 3,973,937 | 3,641,257 |
New York State Grants | 7,697,498 | 6,739,893 |
Westchester County Grants | 642,236 | 622,022 |
Other Grants | 1,094,626 | 1,115,487 |
Donated Goods and Services | 197,880 | 411,946 |
**Total Federal, State, Local and Other Support** | 13,606,177 | 12,530,605 |

**Total Patient Revenue and Support** | 27,746,270 | 25,347,194 |

**Operating Expenses**

Personnel Salaries and Fringe Benefits | 16,010,874 | 14,602,344 |
Laboratory Charges and Supplies | 1,570,445 | 1,541,820 |
Bad Debt Expense | 885,227 | 951,220 |
Other Direct Expenses | 2,178,825 | 2,443,140 |
Facility and Other Indirect Expenses | 3,116,487 | 3,086,074 |
**Total Operating Expenses** | 23,761,858 | 22,624,598 |

**Operating Income** | 3,984,412 | 2,722,596 |

**Non-Operating Income/(Expenses)**

Federal ARRA Grant – Capital Improvement Program | 58,567 |
Westchester County CDBG Grants | 250 |
Primary Care Development Corp Grant | 31,250 |
Twill of Westchester Grant | 25,000 |
NYS Department of Health Grant | 20,000 |
Unrealized Gain/(Loss) on Investments, net | 231,635 | (609,357) |
Net Foundation Income | 1,335,818 | 216,618 |
Leasing Corp Income/(Loss) | (1,358) | (2,797) |
Capital Campaign Contributions | 156,167 |
Pension Related Charges Other Than Net Periodic Pension Cost* | 470,313 | (1,434,704 |
**Net Results** | $6,077,387 | $1,125,023 |

*FASB Statement No. 158 requires an employer to recognize the funded status of a benefit plan, which is measured as the difference between the plan assets at fair market value and the benefit obligation.

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Westchester County Grants | 642,236 | 622,022 |
Other Grants | 1,094,626 | 1,115,487 |
Donated Goods and Services | 197,880 | 411,946 |
**Total Federal, State, Local and Other Support** | 13,606,177 | 12,530,605 |

**Total Patient Revenue and Support** | 27,746,270 | 25,347,194 |

**Operating Expenses**

Personnel Salaries and Fringe Benefits | 16,010,874 | 14,602,344 |
Laboratory Charges and Supplies | 1,570,445 | 1,541,820 |
Bad Debt Expense | 885,227 | 951,220 |
Other Direct Expenses | 2,178,825 | 2,443,140 |
Facility and Other Indirect Expenses | 3,116,487 | 3,086,074 |
**Total Operating Expenses** | 23,761,858 | 22,624,598 |

**Operating Income** | 3,984,412 | 2,722,596 |

**Non-Operating Income/(Expenses)**

Federal ARRA Grant – Capital Improvement Program | 58,567 |
Westchester County CDBG Grants | 250 |
Primary Care Development Corp Grant | 31,250 |
Twill of Westchester Grant | 25,000 |
NYS Department of Health Grant | 20,000 |
Unrealized Gain/(Loss) on Investments, net | 231,635 | (609,357) |
Net Foundation Income | 1,335,818 | 216,618 |
Leasing Corp Income/(Loss) | (1,358) | (2,797) |
Capital Campaign Contributions | 156,167 |
Pension Related Charges Other Than Net Periodic Pension Cost* | 470,313 | (1,434,704 |
**Net Results** | $6,077,387 | $1,125,023 |

*FASB Statement No. 158 requires an employer to recognize the funded status of a benefit plan, which is measured as the difference between the plan assets at fair market value and the benefit obligation.
Supporting Open Door

You have the power to make a difference in the lives of thousands of uninsured men, women and children in our community. Open Door Family Medical Centers is a private, not-for-profit organization, registered 501c3 with the Internal Revenue Service. Tax-deductible gifts ensure that our services are available to all of those who need them enabling Open Door to fulfill its mission.

Become an Open Door Volunteer

Volunteers at Open Door are an integral part of the Open Door culture. They represent the core values of Open Door. They are diverse, spanning a wide range in age, interest, and time commitment. What they all share is a generosity of spirit, the conviction that they can make a difference and a commitment to the community.

What motivates our volunteers is the personal contribution they make from meaningful work that contributes directly to their community. For more information on how you can make a difference contact us at (914) 502-1468 or email development@ood.org.

Make a Donation to Open Door

Donors to Open Door contribute in a variety of ways. Many donors participate in more than one way of giving. Your gift can be mailed to Open Door at:

Open Door Family Medical Centers
Development Department
2 Church Street, Suite 201
Ossining, NY 10562

Gifts can also be made on-line through Open Door’s secure website at www.open-doomedical.org.

Outright Gifts
Help provide access to essential primary and preventative health care services. Gifts can be made for unrestricted support (greatest need) or for a specific purpose. Gifts can be made by check or credit card.

Sustaining Gifts
Make a commitment to become a friend of Open Door through regular and automatic recurring charges to your credit or debit card at the frequency of your choice.

Gifts of Stock
Receive a charitable deduction for the full fair market value of your stock gift along with an exemption from capital gains tax on shares that you have owned for at least one year. To discuss a gift of securities, please contact Desta Lakew, Director of Development, at (914) 502-1416 or by email dlakew@ood.org.

Planned Gifts
Bequests and life income gifts help ensure vibrant healthy communities for future generations. Charitable gift annuities, pooled income fund gifts and charitable trusts can also provide lifetime payments to you.

Memorial or Honorary Gift
Celebrate the lives and achievements of special individuals by making gifts in their honor.

Matching Gifts
Your employer may match, double or even triple the value of your gift. Your company’s human resources office can provide appropriate information.