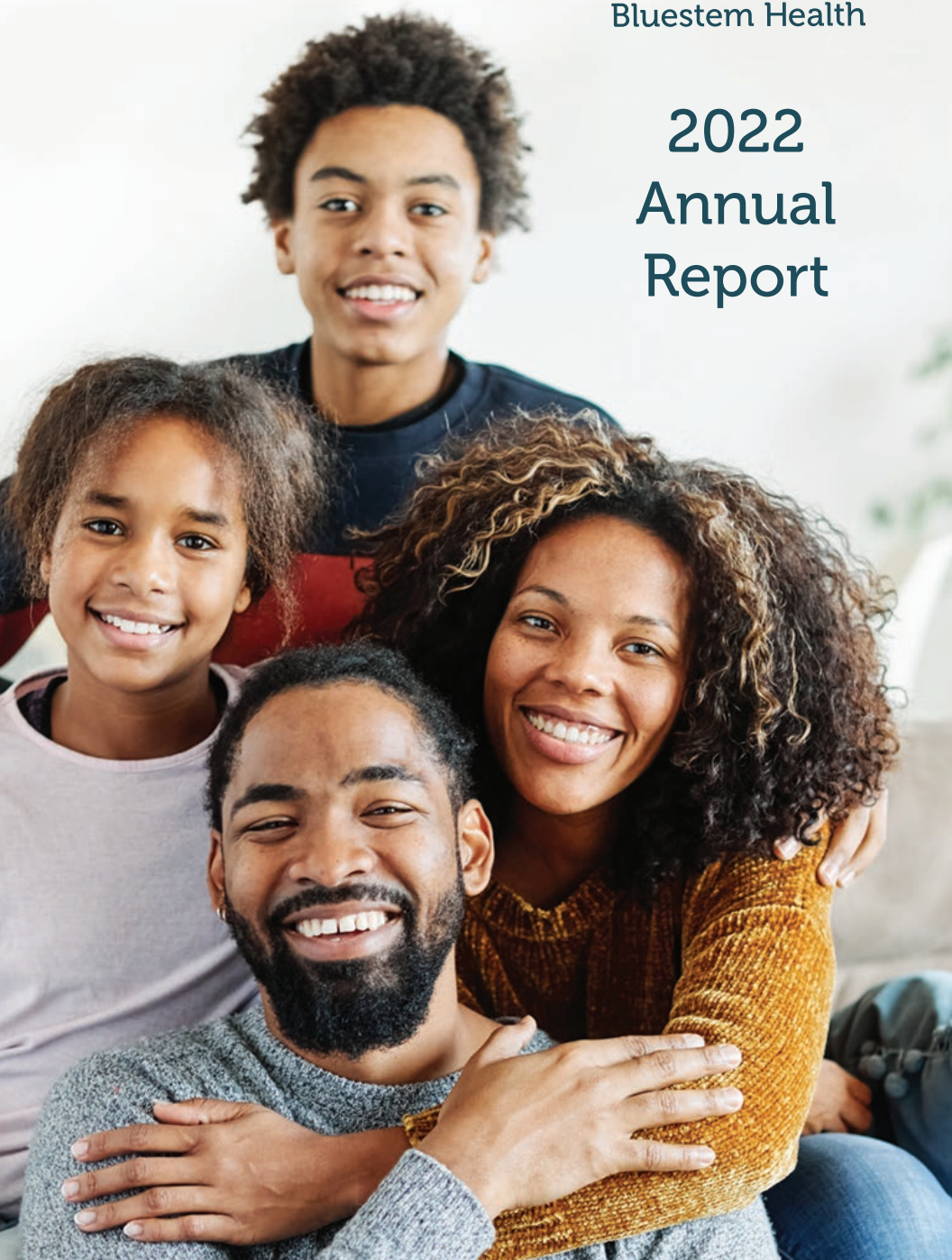




Bluestem Health

2022 Annual Report



From Our Board Chair and CEO

We are pleased to share some of the accomplishments Bluestem Health has made over the past year and the growth we've experienced. We also felt it was important to include challenges our organization will face going forward due to changes in Federal funding.

With regard to the Federal Government funds for COVID-19, they are officially being drawn down. Bluestem Health's American Rescue Plan funds ended on March 31, 2023. While we must continue reporting on the projects funded by the grant, the money is gone. However, we have achieved many great things to support our staff and improve our organization's infrastructure, including the following:

- Replaced the parking lots at the Kreshel and Main Clinics
- Purchased our first Mobile Medical Clinic
- Renovated the Main Medical and Dental Clinics
- Scanned most of the paper medical records into an electronic format
- Supported salaries and benefits due to the drastic drop in encounters and revenue during the last few years

Despite all of the pandemic issues and concerns, our medical, dental, and behavioral health teams provided excellent care for our patients. We were recognized as an Access Enhancer, Health Center Quality – Leader Gold, and Health Disparities Reducer. We were ranked 56th for health outcomes out of 1,375 Federally Qualified Health Centers in the country.

In 2022, we hit a milestone and recorded being entrusted with the lives of 21,116 patients. This is the first time in our 20-year history that we crossed that 20,000-patient threshold. Nearly 60% of our patients are at 200% or below the Federal Poverty Limit, 17% are uninsured, and 62% are Medicaid or Medicare beneficiaries.

We also saw tremendous growth within our organization regarding staffing. We have approximately 180 full- and part-time team members with a full-time equivalent (FTE) of 156.61 employees. We continue to recruit new physicians, advanced practitioners, and staff to accommodate the growth we've seen yearly. We know there will be more opportunities to serve new patients over the next few years, and we are doing our best to put our organization and its team in the best possible place to make those attempts successful.

Thank you for taking the time to read the 2022 Annual Report. Our community's support strengthens Bluestem Health's services. It helps to ensure we remain the healthcare provider patients prefer, and where employees refer their friends and families as patients and caregivers. Becoming a better organization also helps our Board of Directors recruit community and consumer board members who challenge us to be the best primary care clinic in the region serving medical, dental, and behavioral health patients.

Sincerely,



Vincent Paul Ramirez
Chair, Board of Directors



Brad L. Meyer, CMPE
Chief Executive Officer

Serving the Healthcare Needs of Our Community

Bluestem Health began serving the Lincoln area in September, 2003. Services were provided at 1021 N. 27th Street, the same location where our Main Clinic is still located today.

Over the years, we've continued to grow to meet the healthcare needs of our community. In 2014, we had one clinic site, 85 employees, 9,300 patients, and a budget of \$7.2 million. To contrast that, in 2022, we had a \$23+ million budget (\$11 million in salaries), 21,000+ patients, six locations, and nearly 180 employees. We are proud of the growth we've experienced and the integrated services we are able to offer our patients.


Much of our growth has been possible through the commitment and dedication of our employees. Every day, we witness their desire to provide high-quality care to our patients. Offering a positive and supportive work environment, ongoing educational opportunities, and exceptional benefits directly attributes to employee satisfaction and career longevity throughout our organization. Currently, there are 42 employees who have been employed five years or longer at Bluestem Health.

Our Mission

To be a trusted resource for excellent medical, dental, and behavioral health services.

Michael Israel, MD
Chief Medical Officer



A male doctor with a beard, wearing a white lab coat over a light blue shirt, is sitting and talking to a female patient. The patient is wearing a black top and blue jeans with a tear. They are in a medical office with dark wood cabinets, a countertop with various medical supplies, and a blue wall in the background. The doctor's lab coat has "Michael Israel, M.D." embroidered on it. The patient is looking at the doctor and has her hands clasped.

"Any experience with Bluestem Health
was amazing. Checking in online
was fast and effective, my time in the
waiting room was short, and the entire
staff was kind and knowledgeable."

NIKKI, PATIENT



Integrated Healthcare Team and Services

Bluestem Health continues to be the only healthcare center in Lincoln that uses an integrated care model to offer individuals and families Family Medicine, Behavioral Health, and Dental services through one organization. Managing the continuum of care for our patients helps to improve their health and quality of life.

From acute care to disease management, individuals and families have access to Family Medicine and Pediatric care staffed by Family Practice and Pediatric Physicians, Nurse Practitioners, and Physician Assistants.

Whether it's routine care or emergency dental services, our Dentists, Dental Hygienists, and Dental Assistants provide patients with state-of-the-art dental care.

Our team of Psychologists, Post-Doctorate Psychology Graduates, and Psychology Students collaborate with our Family Medicine and Pediatric providers to ensure continuity of care for all patients.

In addition to medical, dental, and behavioral health programs, we also offer many services that are unique to Bluestem Health, such as:

- Chronic Disease Case Management
- Chronic Care Management (Medicare)
- Diabetic Education
- Interpreter Services
- Outreach Department (Formerly Patient Support Services)
- 340B Pharmacy Program
- Medication Assistance
- Legal Services Through Legal Aid Of Nebraska

Other departments which support the day-to-day operations of Bluestem Health include:

- Hospital Tracking And Referral
- Information Technology
- Compliance
- Medical Records
- Revenue Cycle Management

Caring for All People

In 2022, Bluestem Health experienced a significant increase in total patients and patient visits than in previous years.



21,116

Total Patients



63,319

Total Patient Visits

Breakdown of Patient Visits

	Clinic	Virtual	Total Patients
Medical	52,938	87	19,907
Dental	6,037	0	2,509
Mental Health	337	0	188
Case Management	1,088		
Patient Education	2,919		

Breakdown by Insured, Uninsured, Medicare/Medicaid

Medicaid	Medicare	Uninsured	Private Insurance
9,509	2,638	3,593	5,376

Many of our patients in 2022 were some of the most vulnerable in our community.

Income at 200% or below the federal poverty limit	Homeless	Veterans	Patients served in a language other than English
14,573	1,320	430	4,461

2022 Quality Recognition



Expansion of New Services

Mental Health

In 2022, we hired our first Behavioral Health Director, Dr. Michael Judson, to build and integrate behavioral and mental health into our primary care clinics. We added two University of Nebraska-Lincoln Ph.D. students to our centers: one of them focuses on adult therapies and the other has an emphasis on childhood and pediatric therapies.

We continue to build out programs. Our Behavioral Health team is committed to identifying those individuals struggling with behavioral health and mental disorders and getting them seen early on to have remarkable outcomes with their healthcare needs.

Mobile Clinic

A survey conducted in 2022 revealed there was a lack of healthcare clinics in some areas of Lincoln to care for populations that struggle with access and transportation. Bluestem Health decided to bridge that gap in care by

implementing a mobile service that could travel throughout the area and bring healthcare to those people.

Our Mobile Medical Unit (MMU) will serve an essential role for our organization and its patients. The MMU will be staffed with a Nurse Practitioner or Physician Assistant and a nursing support person, and it will provide primary medical care, including X-ray and pharmacy services, to some of the most vulnerable populations of Lincoln. This will be a walk-in clinic where patients cannot schedule an appointment but can be seen at their convenience.

Nearly 20 community partners have come together to collaborate on this project and to offer their locations as sites where individuals and families can access our MMU. We plan to implement this new service in the summer of 2023. Information regarding the schedule and locations will be made available on our website.





Our Vision

Making a Difference

To create
a healthy
community.

Chronic disease management is one area where Bluestem Health is making a significant impact on the health and well-being of our patients who have two or more chronic diseases. Our team is able to spend time meeting with individuals and providing them with patient education specific to their chronic diseases so they can make healthy lifestyle choices and improve their quality of life.

Often, our patients reach out to us with urgent needs that they struggle to get resolved. In one instance, a patient contacted our Chronic Care Manager, stating that she needed food assistance and only received \$25 per month for nutrition assistance. She wasn't able to use public transportation as it would require her to take two different buses to and from the food pantry. With her health concerns, that was not a viable solution for her. Our Care Manager was able to help get this patient set up with Tabitha Meals on Wheels. The Tabitha representative was very willing to help, including assisting the patient with documentation for state approval that will allow the meals and delivery to be free of charge.

"I am always taken care of and heard.
They explain things well and are
always great at supporting my health."

APRIL, PATIENT



Bluestem Health provides services to many people whose first language is not English. During a monthly outreach call with a husband (he has cancer) and his wife whose primary language is Spanish, his wife explained that her husband would be having a procedure done but she did not have all of the details from the urologist's office due to the language barrier. She asked if we could call the office to get more information.

We contacted the urologist on behalf of the patient and were able to determine the procedure and post care. We then informed his wife who was very thankful to have this information translated for her. She then expressed her concern about making a mistake while caring for him. We explained that members of our care team would be there for them and a phone call away to help.



In November, we helped a patient who didn't receive his test strips as scheduled. The staff member discovered that the mail-order pharmacy delivered them to the wrong address. The pharmacy required the patient to call them and verbally confirm his correct address, so we helped him navigate that process.

For many of our patients who struggle with access to services, assisting them in every way we can is a tremendous benefit to them. It's what our caring employees do, every day.

Andrew Shahan, MD
Deputy Medical Director





Our Locations

Main Clinic

Family Medicine • Pediatrics
Behavioral Health • Dental Care

Kreshel Clinic

Family Medicine • Obstetrics
Behavioral Health • Pharmacy

Pediatrics at Kreshel Clinic

Pediatrics • Pharmacy

Piedmont Clinic

Family Medicine • Pediatrics

Thompson Clinic

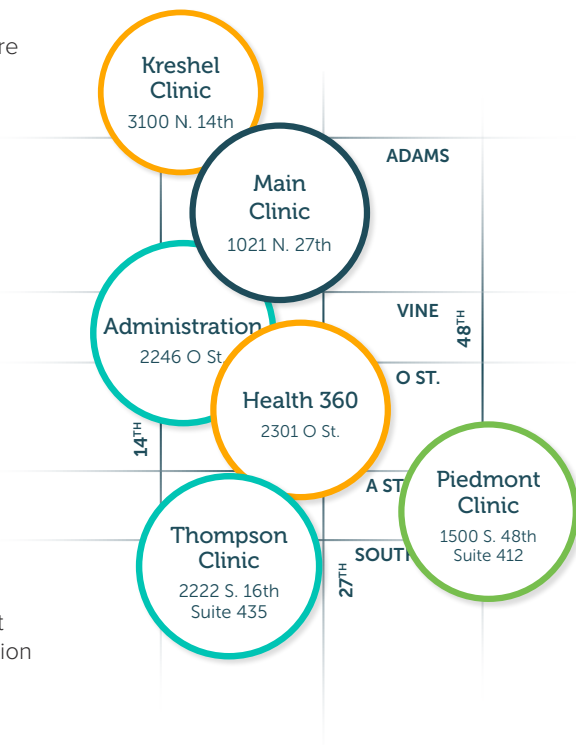
Family Medicine • Pediatrics

Health 360

Family Medicine • Pediatrics
Obstetrics • Pharmacy

Administration

Chronic Disease Management
Diabetes and Nutrition Education



2022 Financials



Revenues

Net Patient Service Revenues	\$11,616,571	48.7%
Grants	\$6,012,975	25.2%
Pharmacy 340(B)	\$5,021,983	21.1%
Incentives	\$924,037	3.9%
Donations	\$8,459	0.0%
Interest	\$36,173	0.2%
Medicare Cost Report Settlements	\$66,690	0.3%
Recovery of Bad Debts	\$137,235	0.6%
Other	\$22,445	0.1%
Total Revenues	\$23,846,568	100%

Expenses

Salaries/Wages/Benefits	\$13,576,580	62%
Staff Appreciation/Training/Travel/Hiring	\$135,533	0.6%
Supplies/Medications/Small Equipment	\$2,472,151	11.3%
Legal/Accounting/Consulting Services	\$235,945	1.1%
Business Insurances	\$101,090	0.5%
Facilities Rent/Utilities/Maintenance	\$1,242,988	5.7%
Contracted Services	\$2,604,421	11.9%
Bad Debts and Collections Services	\$405,813	1.9%
Depreciation and Amortization	\$397,814	1.8%
Promotion and Outreach	\$213,729	1.0%
Memberships/Licenses/Fees	\$189,528	0.9%
Communications Services	\$308,249	1.4%
Total Expenses	\$21,883,841	100%
Change in Net Assets	\$1,962,727	





"The nurses and doctors are great.
Not only am I listened to but actually heard.
It's affordable, quality healthcare and the
best place in Lincoln by far!"

TRENTELL, PATIENT



Bluestem Health Board of Directors

Paul Ramirez, Chair

Andrew Schill, Vice Chair

Betsy Tonniges, Secretary

Niki Stehlik, Treasurer

Galen Bernadt

Dr. Bob Bleicher

Dr. Derek Blumenstock

Lucy Flores

Romeo Guerra

Kevin Karmazin

Michelle Roberts

Tyler Strong

Shirley Terry

Lecia Ann Vitosh

Janice Walker

Beth Whitaker

David Wisch

Bluestem Health Leadership Team

Brad Meyer

Chief Executive Officer

Shane Ludwig

Chief Operations Officer

Jacque Fanning

Chief Financial Officer

Ashlee Dickinson

Chief Human Resources Officer

Michael Israel, MD

Chief Medical Officer

Andrew Shahan, MD

Deputy Medical Director

Rebecca Brodecky

Dental Clinic Administrator



Bluestem Health Providers



Bich Chau, MD
Family Medicine



Michael Israel, MD
Family Medicine
Chief Medical Officer



Heather Kleeman, DO
Family Medicine



Charles Kreshel, MD
Family Medicine



Horacio Alvarez
Ramirez, MD
Family Medicine



Adam Rasmussen, MD
Family Medicine



Andrew Shahan, MD
Family Medicine
Deputy Medical Director



Sally Clark, DDS
Dentist



Reba Cooksley, DNP,
APRN-NP, FNP-C
Family Nurse
Practitioner



Anthony Cox, PA-C
Physician Assistant



Kelsa DeGarmo, PA-C
Physician Assistant



Marissa Ebel, APRN-NP
Family Nurse
Practitioner



John Grandgenett,
APRN-NP
Family Nurse
Practitioner



Arianne Hollman, PA-C
Physician Assistant



Michelle Krumland,
APRN-NP
Family Nurse
Practitioner



Julia Lainhart, PA-C
Physician Assistant

"All the staff treat you with kindness and respect. I fully trust my care team and feel they are totally capable."

OLIVIA, PATIENT



Erica Peterson, MD
Pediatrician



Humaira Qasimyar, MD
Pediatrician



Arathi Reddy, DMD
Dentist



Dr. Michael Judson
Clinical Psychologist
Director of Behavioral Health



Trishia Frost, APRN-NP
Family Nurse
Practitioner



Sarah Grady, PA-C
Physician Assistant



Caitlin Neukirch, PA-C
Physician Assistant



Michele Overhalser,
APRN-NP
Family Nurse
Practitioner

Our Values

Diversity

Equality
with Dignity

Acceptance

Quality Care



Building a more vibrant,
healthy community
for everyone.



Bluestem Health

bluestemlincoln.com