



# HOPE, HEALTH, & RECOVERY

IMPACT REPORT 2022



**BOWEN**  
CENTER

# INTEGRITY

**Building on our strong history and earned integrity, we are fully embracing this moment of transition.** At the end of fiscal year 2022 the baton was passed to Dr. Rob Ryan, formerly Bowen Center senior vice president of operations, when our long-time president and CEO, Kurt Carlson, retired. The transition was set in motion five years prior allowing the in-coming CEO to lay the groundwork for continued success with an eye toward innovation and an aggressive new strategy to expand patient access to care and influence healthy outcomes.

With a seasoned executive team in place, an engaged and supportive board of directors, and a dedicated staff, Bowen Center welcomes change and will preserve the integrity of its 62-year history of patient-centered care through a philosophy of treating every patient well, every time. Because as strong we are today, we will be stronger tomorrow.

*Front row left to right: Jay Baumgartner, CFO; Mary Gerard, VP Human Resources; Dr. Rob Ryan, President/CEO; Shannon Hannon, COO*

*Back row left to right: Dan Carey, SVP Health Care Quality; Andrew Grimm, VP IT; Dr. Siquilla Liebetrau, VP Clinical Services; Tim Nussbaum, VP Business Development; Tess Ottenweller, VP Intensive Services*



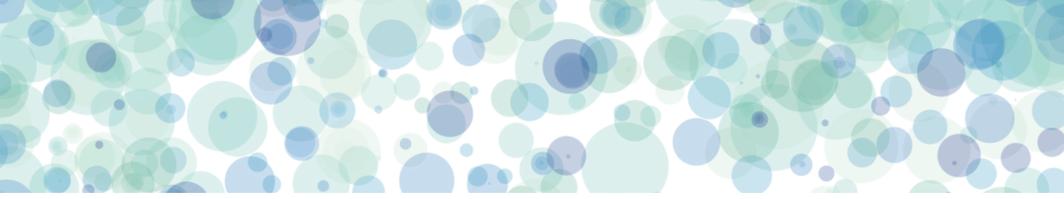
# STEWARDSHIP

**Responsible stewardship is a pillar of Bowen Center's history and remains one of our core values.** Strengthening our communities and improving the health and well-being of those we are privileged to serve is what we do. By properly allocating and managing our resources, we provide sustainable value to our patients, employees, and the communities we serve. That deeply held sense of obligation to the common good and the weight of treating each person as a precious and vital resource of great potential, drives us to higher levels of service, innovation, and invention.

When a patient walks through our doors in need of mental health care, primary health care and/or addiction recovery treatment, we serve them with the best possible care, attention, and dignity because they deserve nothing less, no matter their ability to pay. Being entrusted with their care is an awesome responsibility and we are privileged serve as good and faithful stewards of their well-being.



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# STEWARDSHIP

Our challenge in fiscal year 2022 was recruiting enough staff to meet the extraordinary need. The Center increased wages and benefits to help improve our staffing numbers. Despite that challenge we were still able to provide nearly \$200M in care to our patients.

## **BOWEN CENTER FINANCIAL REPORT**

(July 1, 2021- June 30, 2022)

### **FUNDING**

Federal/State/Local Funds	\$17,905,840
Governmental/School Contracts	\$5,939,042
Medicare/Medicaid	\$150,660,375
Total Government Revenues	\$174,505,257
Patient Charges	\$19,947,086
Other Revenues ( <i>incl. gains/losses on investments</i> )	(\$700,864)
<b>TOTAL REVENUES</b>	<b>\$193,751,479</b>

### **UNCOLLECTIBLES**

Charity Care/Fee Assistance/Bad Debt	\$15,474,579
Other Contractual Agreements	\$64,739,178
<b>TOTAL FUNDS AVAILABLE</b>	<b>\$113,537,722</b>

### **USE OF FUNDS**

Employee Salary	\$67,002,170
Employee Benefits	\$14,090,730
Facilities	\$6,699,480
Travel & Staff Development	\$2,523,762
Purchased Services	\$1,426,829
Operating & investment in Future Operations	\$21,794,751
<b>TOTAL FUNDS UTILIZED</b>	<b>\$113,537,722</b>

# RESPECT

**Respect must be earned and that's why we work so hard to meet each of our patients and staff where they are and accept them for who they are.** By treating them with dignity, grace, and a great appreciation for what they contribute to our communities and each other, we create a culture of trust, safety, and wellbeing. With respect as our default setting, we help those we touch live their best life.

## **Family Preservation**

When the Department of Child Services refers a family to us, the hope is always to keep children in the home with their caregivers when it is safe to do so. Through our Family Preservation Services, we provide life skills training, behavior modification, and connect families to resources for food assistance, home repairs, job training, transportation, and more, to prevent the removal of their children. These parents love their children, but life has become overwhelming, and they just need someone to help them find a better path. It is our privilege to step in and provide the guidance needed to effect positive change and keep families together.

**400+ Families Served**



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# RESPECT

## **Crisis Hospitalization**

Bowen Center Hospital in Pierceton, IN provides crisis intervention and stabilization for patients suffering with severe mental illness, suicidal thoughts or behaviors, and detoxification for substance use disorder and alcohol addiction. Our 20-bed hospital provides a safe, welcoming environment in which to heal. After discharge, patients continue services with the Bowen Center medical team, therapists, and other clinicians to ensure a smooth transition. That continuum of care and respect helps ensure positive outcomes down the road.

**4,038 Hospital Patient Days**

## **Transitional Living**

Our Transitional Living services are designed to equip patients with the skills and resources necessary to achieve maximum independence. Adults living with a serious mental illness can live in a group home setting that is safe, and supportive. They receive life skills training, medication management, assistance with community services, transportation, job assistance, crisis hospitalization stabilization and more so they can live their best life.

**18,316 Transitional Living Patient Days**

## **Addiction Recovery Services**

Sometimes a car accident can lead to an injury. Sometimes the treatment involves strong pain medication. A few days and doses later, that pain relief could mean an opioid addiction. The simple fact is addiction can happen to anyone. So can recovery. When a person is in recovery it isn't really about a person quitting drugs or alcohol, it's about a person finding their worth, their value, connections, purpose, safety, compassion, and forgiveness. Recovery works. Respecting the process and those going through it takes compassion and hope.

**35,386 Outpatient Addiction Recovery Services**

**771 Opioid Use Disorder Patients**

# MISSION

***Our mission is to strengthen our communities and to improve the health and well-being of those we are privileged to serve.***

Generally, a mission statement should be a concise explanation of a company's purpose. Ours is simple and concise but behind those few words are 1,400+ dedicated, compassionate, and determined individuals driven by a shared purpose to help others live their best life. That's a powerful calling and we work hard every day to live up to that promise.

**35,072 Patients Served**

## **Emotional Health Care**

Our team of mental health professionals work collaboratively to deliver comprehensive care and treatment for persons diagnosed with mental health conditions like depression, anxiety, ADHD, Bipolar Disorder, Schizophrenia, PTSD, eating disorders, and more. Each patient has a treatment care team who works with them to develop a well-rounded care plan that may include psychiatric medication management, psychological testing, counseling and more.

**159,070 Outpatient Therapy Services Provided**

**96,272 Medical Services Provided**

## **Life Skills Coaching**

Our Skills Coaches help patients modify their behavior, adjust their lifestyle, and learn the skills necessary to achieve success and independence based on the goals each patient sets for themselves. Skills Coaches work with children and adults in the community, at home, and in the classroom where they can apply the skills they are learning.

**491,092 Skills Coaching Services Provided**

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# MISSION

## **Employee Assistance Programs & Student Assistance Programs**

Everyone can hit a rough patch. Bowen Center partners with employers and schools to offer pre-paid, confidential counseling sessions to employees and students.

**92 Businesses**

**51,000 Lives Covered**

**56 Indiana School Districts & Universities**

**163,000 Lives Covered**

## **Integrated Healthcare**

While our mission has not changed, we've expanded access to care for our patients by integrating primary health care into our services. At the beginning of fiscal year 2022 our health clinics in Warsaw and Fort Wayne were seeing a steady increase in patients. In February we added a Bowen Health Clinic in our Huntington location along with pharmacy services and we included emotional health care services in Fort Wayne at our Bowen Health Clinic Rudisill Plaza location. Rapid growth is planned in the next five years co-locating health clinics in our outpatient offices and building new locations. Offering mental health care, primary health care, and addiction recovery services (and soon dentistry and optometry services) together under one roof helps every patient live their best life, longer.

**5,460 Health Clinic Services Provided**

