

# 2022 ANNUAL REPORT



## 25 YEARS STRONG



**25 YEARS STRONG**

# FROM THE CEO

## FROM THE DESK OF JEN PEARSON, CEO OF UCS HEALTHCARE

Thank you for joining me on this journey of growth and progress at UCS Healthcare. Our teams have made great strides toward building a brighter future, and we are well-positioned to achieve ambitious goals.

We look forward to continuing our positive momentum this year and are already making strides toward achieving our goals. Our team has identified several focus areas that will enable us to expand our reach, bring our health solutions to more lowans, create an improved experience for our clients, remain competitive in the market, and create even more value for customers.

First, we plan on implementing new care and client support technology. As we continue to grow, we realized we were pushing our existing system to the limit. The new system and technology will be implemented during the Spring. We look forward to greater flexibility, faster access, and improved security for our patient records.

Second, we are investing in expanding our care to more lowans. One example is our Mobile Healthcare Unit, which was put into service in 2022. During one of its first stops, UCS professionals provided a lifesaving dose of naloxone to reverse an overdose. We continue researching ways to offer our Medication-Assisted Treatment solutions via our Mobile Unit.

Finally, we will focus on leveraging emerging trends in harm reduction. This includes public awareness, education, and working with our partners across the state to build on the many successes we are experiencing in mental health counseling, substance

use prevention, our successful support groups, and expanded treatment options. The actual 'magic' at UCS is the people who work to bring the best treatment and treatment options to our patients. We are happy to report that even through a challenging labor market, we have recruited and hired top-caliber candidates.

As we look ahead to the future, I'm confident that with focus and dedication, we can continue building UCS Healthcare's success by creating innovative treatment solutions that better serve our clients and make a lasting impact in the communities we serve.

Thank you for your continued support and interest in our mission. I am excited to build upon our 25 years of success and look forward to a successful year for our organization and clients.



Jen Pearson  
Chief Executive Officer



# WHO WE ARE AND WHO WE SERVE

## UNIQUE PATIENT PARTICIPATION PER PROGRAM

**2,153**

PRIMARY HEALTH

**1,359**

ASSESSMENT

**1,234**

EXTENDED  
OUTPATIENT

**1,184**

MAT —  
METHADONE

Mental Health **936**

Continuing Care **737**

Psychiatry **581**

MAT — Suboxone **576**

Recovery Peer Coaching **103**

MAT — Naltrexone **66**

Substance Abuse Group Education **66**

National Guard **44**

Intensive Outpatient **41**

Relapse Prevention **19**

Gambling **4**

Guest Dosing **3**

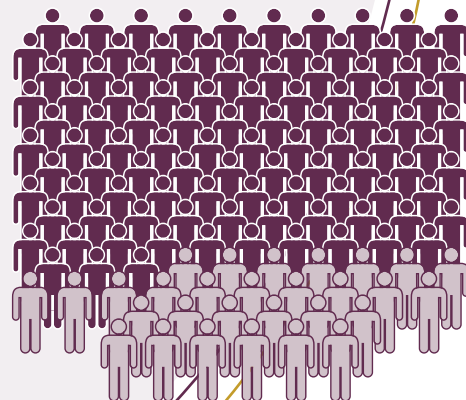
**132**

EMPLOYEES

WITH

**103** FULL-TIME

**29** PART-TIME/PRN



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# 5,074

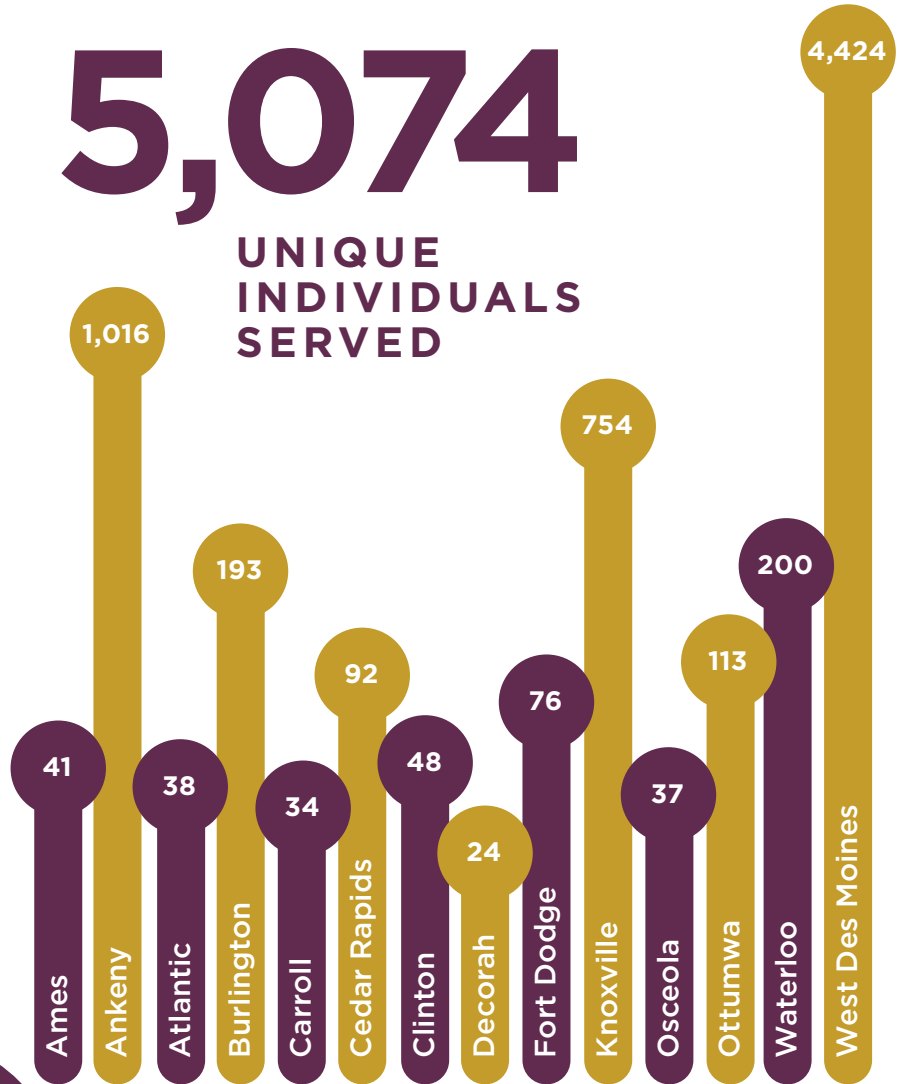
## UNIQUE INDIVIDUALS SERVED

### MAT PATIENT COUNT PER LOCATION

Ames = 41  
Ankeny = 285  
Atlantic = 38  
Burlington = 81  
Carroll = 33  
Cedar Rapids = 88  
Clinton = 46  
Decorah = 23  
Fort Dodge = 74  
Knoxville = 225  
Osceola = 37  
Ottumwa = 111  
Waterloo = 197  
West Des Moines = 1,211

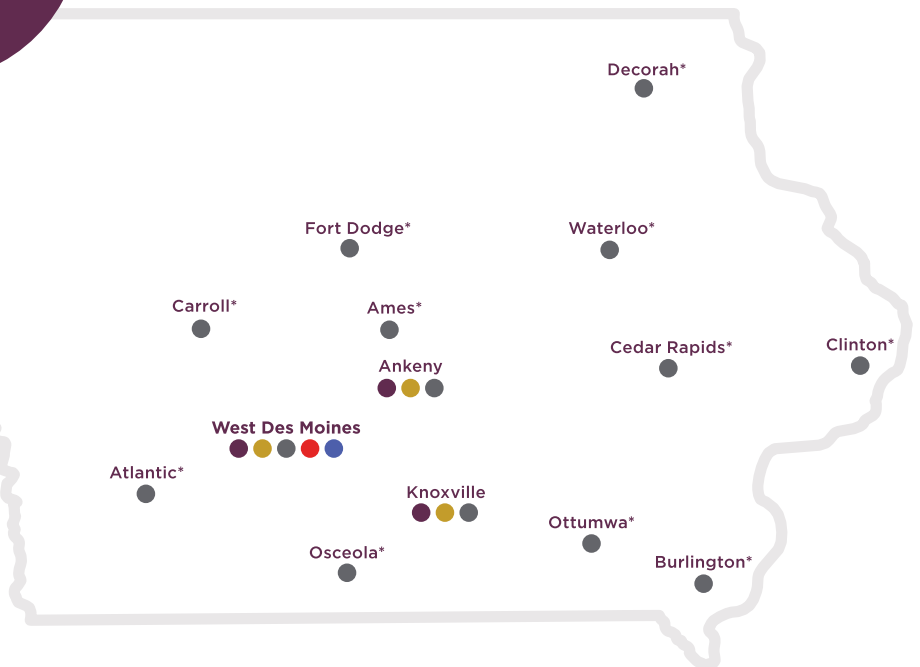
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## LOCATIONS



### PATIENT COUNT PER LOCATION

- Substance Use Disorder Treatment
- Mental Health Treatment
- Medication Assisted Treatment
- Medical Treatment
- Psychiatric Care



Substance use disorder treatment services provided by certified treatment provider partners in these locations. As of January 2023.

# CELEBRATING

# 25

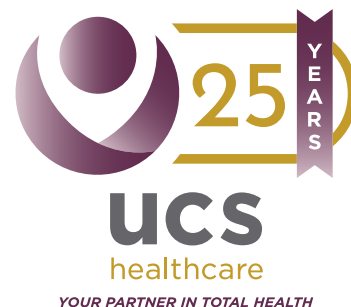
UCS Healthcare hosted a 25th Anniversary Open House in August 2022. Friends and families, community partners, board members, and business partners gathered on site to get a closer look at our facility and meet with UCS team members.

UCS moved to its current location at 1300 Woodland Avenue, West Des Moines, in September 2020. Due to the pandemic, plans for an open house were put on hold.



**SINCE DAY ONE, OUR MISSION TO CREATE HOPE FOR HEALING AND LIFELONG WELL-BEING HAS BEEN MADE POSSIBLE BY OUR TALENTED TEAM MEMBERS. OUR OPEN HOUSE WAS AN OPPORTUNITY TO SHOW OUR FACILITIES AND HIGHLIGHT MANY INDIVIDUALS WHO FULFILL THE UCS MISSION DAILY.** ”

— Jen Pearson, CEO of UCS Healthcare.



YOUR PARTNER IN TOTAL HEALTH



# YEARS

During the event, guests toured the building and learned about UCS's services. Short presentations and Q&A sessions included:

- A demonstration of how we work with our patients participating in medication-assisted treatment by Cory, our pharmacy supervisor.
- Career opportunities at UCS by our HR team of Lisa and Colton.
- Patient services team members assisted with the celebration and still covered our phones during the event to care for patients.
- Substance use disorder counselors and mental health therapists showcased our group therapy rooms and resources and informed guests about our breadth of services. David, Maddie, Ellaine, Sevlija, Rachel & Theresa were on hand to meet with attendees.
- Grants help fund many UCS programs, and our grants team was on hand to highlight the critical work they do. Grants team members Edward, Martha, Lorena, and Julie greeted guests in our board room, discussed how grants allow us to provide care to all regardless of income or insurance, and how our peer recovery and care coordination wrap-around services help persons in recovery set and achieve their quality of life goals. (Beautiful mural by Cat Rocketship)
- Dr. Frank Filippelli greeted guests in our South Lobby and talked about Medication Assisted Treatment. Angie and Terri discussed integrated care that treats the whole patient, mind, and body. They met with guests in our medical clinic area and discussed the importance of this care model. Tonya and David showcased one of our group rooms for our transgender support groups. UCS sponsors groups for teens, parents, partners, and adults 18+.

After the tour, guests gathered on the back patio for Totally Rolled Ice Cream and music by members of Girls Rock! Des Moines. "We appreciate the community's support for the past 25 years and will continue to provide inclusive, integrated healthcare and wrap-around services for years to come," added Pearson. "A strong foundation exists so we can continue growing and meeting client needs."



# ON THE ROAD WITH THE UCS HEALTHCARE MOBILE UNIT

In 2022, mobile healthcare reached new heights with the introduction of the UCS Healthcare Mobile Unit. UCS employees respectfully named this new vehicle 'Betty White' in honor of the legendary actress and comedian.

## QUALITY HEALTHCARE AT ANY LOCATION

This mobile unit is equipped with a custom-designed exam room, allowing for quality healthcare almost anywhere. For medically underserved communities, this mobile unit made a huge difference in 2022 by providing on-the-spot services needed to care for acute illnesses.

On one of the UCS Mobile Unit's community visits to Anawim Housing, an individual requiring assistance flagged down one of the UCS providers. A medical provider on board provided a critical dose of naloxone to an individual who had overdosed. Being at the location at the right time with this life-saving drug helped reverse the overdose.

It also enabled people to get specialized tests or other treatments not typically found in their community, allowing them to control their health more without traveling. The goal of the UCS Healthcare Mobile Unit was to further expand the reach of top-tier services and health treatments. In the fight against drug addiction, mobile healthcare has become an invaluable resource.

Mobile health technologies allow people to access critical resources they may not have been able to before. With mobile healthcare being easily accessible, more people can sign up for medical services, rehab programs, and resources for healthy lifestyle changes, which are essential for breaking free from substance use disorders.

Mobile healthcare is relatively new, allowing people access to essential medical services even in remote locations. The mobile unit supports UCS's efforts by increasing its community visibility. Leveraging the mobile unit provides an opportunity for increased outreach and access to existing programs, as well as expanding the community's awareness of issues related to health and wellness. The mobile unit will also help improve patient outcomes with greater continuity of care. This outreach initiative provides individuals with an easily accessible resource to learn more about preventative measures and take control of their overall health and well-being.



## DRIVING AHEAD IN 2023

Looking ahead, 'Betty White' has more miles in store for 2023. A grant proposal to provide additional services was approved before the new year. The UCS mobile unit's mission will be expanded in the coming year with new treatment options and a pilot program to further our services.



# UNDERSTANDING

# GAMBLING ADDICTION

AND  
ITS

# TREATMENT IN IOWA

Gambling addiction is a serious issue that can dramatically impact one's life. In Iowa, the advent of sports betting has created an increased need for those seeking help. UCS is one of twenty organizations in Iowa contracted to provide gambling services as part of the Integrated Provider Network (IPN) from the Iowa Department of Health and Human Services. Treatment for problem gambling is available for individuals experiencing problem gambling, as well as concerned families and friends.

## SIGNS OF GAMBLING ADDICTION

Understanding the signs of gambling addiction and learning what treatment options are available can make a big difference for those affected. Gambling addiction is often easy to spot due to the behavior changes accompanying it. These include changes in attitude or mood, sudden changes in financial status, secretive behavior regarding finances and gambling activities, preoccupation with gambling activities, an inability to control one's urge to gamble, and an inability to stop despite negative consequences. If you or someone you know has these signs or behaviors, it may be time to seek help.

## GAMBLING ADDICTION HELP AND TREATMENT IS AVAILABLE

Many resources are available to help those struggling with gambling addiction, including counseling and support groups. During counseling sessions, individuals can explore the triggers and motivations behind these addictions. Additionally, they will learn how to manage their urges more effectively and develop healthier habits that will help them understand addictive behaviors. They may also be provided with support resources such as self-help books or online forums that can provide additional guidance during difficult times. Cognitive Behavioral Therapy (CBT) is a common form of treatment

for gambling addiction. It works best when the person struggling with the addiction is willing to change their behaviors and attitudes about gambling.

It's important to note that while treatment for gambling addictions in Iowa can be effective, it's not a quick fix. This takes time and hard work for individuals struggling with this addiction. However, there have been many success stories of individuals overcoming their addictions through counseling and other treatment services offered in Iowa. With dedication and commitment to recovery, individuals can regain control over their lives and lead more fulfilling lives outside of the clutches of their addictions. There is hope for those living in Iowa suffering from a gambling addiction or suspect they have an issue with problem gambling! With dedicated treatments such as counseling available throughout the state and strong personal commitment, those dealing with gambling problems can begin the path toward recovery.

If you or someone you know is showing signs of a possible gambling problem, do not hesitate to reach out for help. UCS Helathcare treatment counselors have numerous resources available thanks to our partnership with The Iowa Department Health and Human Services.

## FINANCIAL ASSISTANCE IS AVAILABLE

There are no income limits for this grant funding. There is no reason somebody cannot receive treatment for problem gambling.

**UCS OFFERS INDIVIDUAL COUNSELING  
AND PROBLEM GAMBLING-SPECIFIC GROUPS.**

**IF YOU THINK  
YOU OR A LOVED  
ONE MAY BE  
EXPERIENCING  
A PROBLEM WITH  
GAMBLING,  
CALL  
1-800-  
BETS OFF  
FOR FREE,  
CONFIDENTIAL  
SUPPORT.**

**YOU CAN  
ALSO VISIT  
YOURIFEIOWA.ORG/  
GAMBLING  
TO SEEK HELP.**

# ENHANCING EMPLOYEE RETENTION

With a tight labor market and ever-increasing competition in applicant pools, it's essential for healthcare organizations like UCS to remain on top of their game, retaining employees for long-term success. Innovative practices such as staying current on industry changes and consistently communicating with staff about opportunities within the organization are crucial to retention.

Also, providing learning opportunities to employees to help them grow their careers and adding new roles as work changes and our organizational needs evolve is a continual focus. UCS is committed to retention practices, and here are a few ways we are leading in today's challenging environment. We thank employees for going above and beyond through kudos cards that are entered into a drawing for gift cards.

## EMPLOYEE APPRECIATION

Employees stick around when they feel appreciated — it's as simple as that. Creating an environment where employees are valued, respected, and supported greatly enhances employee retention rates. At UCS, our quarterly "Living Our Values" award allows peers to nominate their coworkers who best reflect the values of UCS Healthcare. Living our Values nominees receive certificates from their supervisors, and the winners receive a plaque and gift card for UCS-branded gear.

Human resource experts suggest that today's supervisors must provide feedback regularly and ensure the

employees have the resources they need to do their jobs. Exceptional communication is critical, and UCS prides itself on supporting open and honest feedback, awarding bonuses when possible, and researching existing benefits to show our employees that their contributions are recognized and appreciated.

“**UCS MAKES GREAT STRIDES TO ENSURE EVERYONE IS REPRESENTED AND MADE TO FEEL BOTH WELCOME AND ACCEPTED FOR WHO THEY ARE AND WHAT THEY ARE CAPABLE OF.**”

We demonstrate our commitment to our employees' well-being and success by offering comprehensive health insurance plans, retirement savings programs, flexible work hours, etc. UCS Healthcare is an industry leader, providing 95% health insurance premiums.

## WORK-LIFE BALANCE

Being named "Best Place for Working Parents" three years in a row reflects family-friendly benefits and policies. The UCS wellness group, diversity group, and fun committee events are also noted as activities that consistently receive positive feedback.



“EVERYONE WHO WORKS HERE  
GENUINELY CARES.”

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IN  
THE

## AGE OF RECRUITING CHALLENGES

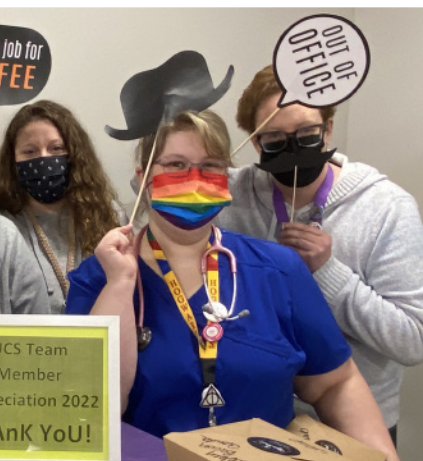
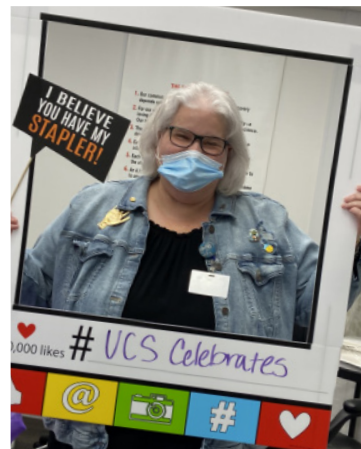
### PROFESSIONAL DEVELOPMENT

Opportunities for professional development at UCS are another excellent employee benefit. Whether it's skills training, CPR certification, or other educational opportunities, UCS provides many learning options. Having well-trained team members makes good business sense, increasing efficiency and enhancing employee productivity.

### UCS EMPLOYEE SURVEY

In 2022, UCS Healthcare partnered with Energage™, a culture technology company. This is the first year that UCS has used the CultureTech platform to survey employees in the workplace. All employees participated in the survey, and the results will be used as a baseline for future surveys. We are encouraged by what our employees noted and think these responses speak for themselves.

“BY HAVING AN OPEN DOOR POLICY  
WITH MANAGEMENT & SUPERVISORS,  
I FEEL LIKE I CAN TELL THEM MY  
IDEAS WITHOUT BEING TOLD THAT  
WON'T WORK, AND TRYING NEW  
IDEAS OUT.”





# CONGRATULATIONS TO OUR 2022 LIVING OUR VAULES AWARD RECIPIENTS

Each quarter, we ask UCS Healthcare employees to nominate a colleague who they believe best exemplifies our core values. Each winner received a \$50 gift card to the UCS Healthcare company store, a plaque for their office plus one to be added to the display in the West Des Moines office.

## OUR CORE VALUES

- People
- Trust
- Diversity
- Privacy
- Health
- Commitment
- Respect



### Q1

**LISA HAEFNER**  
Human Resources Director



### Q2

**THERESA COLEMAN**  
Clinical Supervisor



### Q3

**EDWARD WOLLNER**  
Peer Recovery Coach



### Q4

**TONYA CRAWFORD**  
Substance Use  
Disorder Counselor



# THE UCS HEALTHCARE SURVEY SAYS

Surveys have become essential as healthcare organizations work to provide better services and improve the flow of communication between providers and patients. Data collected can provide valuable insights into the health and well-being of their patients.

At UCS healthcare, we strive to provide the best possible care for our patients. We know that quality feedback from those who use our services is essential to make improvements and offer a consistently high standard of service. With this goal in mind, UCS Healthcare launched a brief survey with the help of the Qualtrics platform to better understand what our patients think about their experience at UCS. Data is entered into the platform weekly, beginning with surveying clients receiving substance use disorder or mental health assessments.

The survey is then sent to clients either by text message or email. In 2023 the survey will be sent to all UCS Healthcare patients. In addition, a marketing program

to increase the number of respondents is underway. Most large facilities use a Value Based Care model, often referred to as the Quadruple Aim in value-based health care. The phrase seems complex, but a simple way to describe it is a goal-based strategy that:

- 1 **IMPROVES THE PATIENT EXPERIENCE.**
- 2 **IMPROVES THE HEALTH OF POPULATIONS.**
- 3 **REDUCES THE COST OF CARE.**
- 4 **IMPROVES THE PROVIDER EXPERIENCE.**

Gathering and evaluating feedback through multiple methods, including surveys, is essential to ensure that we provide the best possible care for our patients. Ongoing surveys offer a constant flow of communication between providers and the patients served. This data helps us understand what areas we need to improve and how we can better serve our patients. Surveys also let patients know that their opinions matter and that we are serious about providing them excellent care.

## VALUE BASED CARE FOCUS: THE QUADRUPLE AIM

### IMPROVING POPULATION HEALTH

Preventing and managing prevalent, costly and chronic diseases

*Effectiveness  
DLA-20*

### REDUCING COST OF CARE

Reducing resource utilization and readmissions while assuming greater risk

*Efficiency Clinical  
Standardization*

### ENHANCING PATIENT EXPERIENCE

Motivating and engaging patients to play an active role in their care to improve outcomes and safety

*Patient Satisfaction  
Survey*

### IMPROVING PROVIDER SATISFACTION

Providing access to tools and resources to address provider burden and burnout

# COMMUNITY MINDED CAPITAL CITY

UCS Healthcare was the presenting sponsor of the Health & Fitness Zone at the Capital City Pride Festival June 10-12. We partnered with the amazing Cat Rocketship and On Pitch to create a crowdsourced mural. It was a hit as hundreds of people stopped by to see us and help paint parts of what turned out to be an incredible work of art. Now completed, it resides in a very prominent place at UCS in the Board Room. It was such a success we have asked Cat to be our artist in residence again for Capital City Pride June 9-11, 2023, at the East Village in Des Moines.





# PRIDE



**WE WERE ALSO ABLE  
TO SHOW OFF THE  
UCS HEALTHCARE MOBILE  
UNIT/CLINIC ON WHEELS.**

It allowed attendees to learn  
more about the services UCS  
and our partners offer.





### **WEST DES MOINES**

1300 Woodland Avenue  
West Des Moines, Iowa 50265

### **ANKENY**

1555 SE Delaware, Suite M  
Ankeny, IA 50021

### **KNOXVILLE**

813 N. Lincoln Street, Suite #9  
Knoxville, IA 50138

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