



# Discover the UCS Healthcare Difference

2024 ANNUAL REPORT

# Building a Healthier Future:

## The Unique Elements of UCS Healthcare's Patient-Centric Approach

In the ever-evolving landscape of healthcare services, UCS continues to lead with its unique, patient-centric approach that reshapes how individuals receive care. This approach, rooted in a deep understanding of our patients' diverse needs, ensures that each individual receives personalized and compassionate care, providing a reassuring sense of quality and commitment.

This dedication to patient care is coupled with a strong emphasis on community support, fostering an environment where health and well-being are prioritized. This approach not only enhances patient experiences but also underscores the value we place on our community, fostering a sense of connection and mutual support.

Despite the challenges that 2024 brought, including the implementation of a new electronic health record system, a changing landscape in the distribution of opioid settlement funding, and the development of a new state-wide system to pay for behavioral health care, dedicated UCS team members worked tirelessly to meet

these challenges head-on. Their unwavering commitment and 'all-in' attitude inspire confidence in our capabilities and the quality of care we provide.

Examples of how our employees go 'all-in' can be found daily. We may take extra time with a client who is having a bad day. Our Peer Support Specialists focus on clients working to build better lives. Services provided under this program include helping clients identify goals, improving self-care, finding housing and transportation, and focusing on the 'building blocks' that build success and well-being. Twenty-five UCS employees volunteered on a Saturday and Sunday in June to spread the word about our services at Capital City Pride. We receive numerous 'Positive Notes' weekly highlighting how our employees have gone above and beyond. They are 'all-in.'

That's because UCS employees understand that patient care extends beyond individual treatment. It involves fostering outreach that builds strong community support. By integrating community resources and

support systems into care plans, UCS Healthcare ensures that patients receive holistic care that addresses broader social determinants of health.

A good example of this is how we partner to provide services throughout Iowa by partnering with community service organizations. At last count, UCS collaborates with eight organizations to provide medications for opioid and alcohol use disorder. This is truly a win for Iowa communities that struggle to provide resources for people battling addiction in remote areas of the state.

This approach involves collaboration with local organizations, creating a support network that clients can rely on during and after treatment. UCS Healthcare also hosts group sessions and community workshops to promote health education and community engagement. These initiatives provide patients with additional resources and peer support and contribute to community well-being. Through these efforts, UCS Healthcare reinforces its commitment to being a reliable healthcare provider prioritizing community health.

The UCS Healthcare difference is defined by unwavering dedication to patient-centric care, setting UCS apart in the healthcare industry. Our comprehensive approach to addressing medical and behavioral health needs reflects this commitment, ensuring patients receive integrated and holistic care. UCS Healthcare prioritizes accessibility, offering a wide range of services across multiple locations, making it easier for

patients to find the help they need close to home.

Our focus on proven treatment plans and community support reinforces our role as a leader in patient care. By continuously evaluating and enhancing services, UCS remains nimble to the evolving needs of our patients. This proactive stance assures quality care and instills patient trust and confidence. The UCS Healthcare difference can be characterized by our comprehensive, accessible, and patient-focused approach, where our 'all-in' employees strive to rise to meet healthcare challenges, improve health outcomes, and enrich patient experiences.

As you read about some of our highlights of 2024, rest assured we are excited about new opportunities in 2025. Please follow our social media channels and visit the UCS website for updates on how we continually work to make a difference in the lives of thousands of Iowans every year.

Sincerely,



Jen Pearson  
Chief Executive Officer



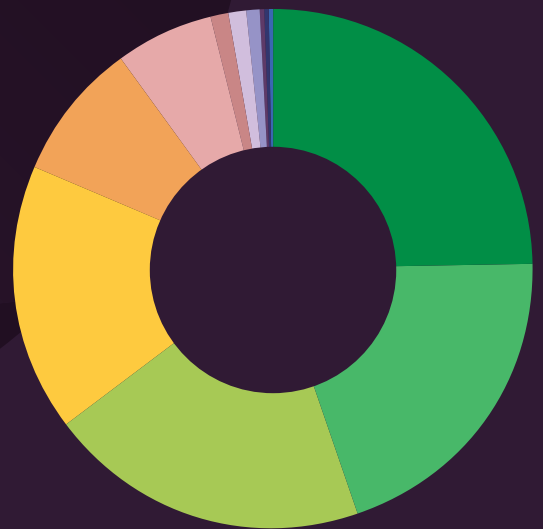
# Who We Are & Who We Serve

5,325

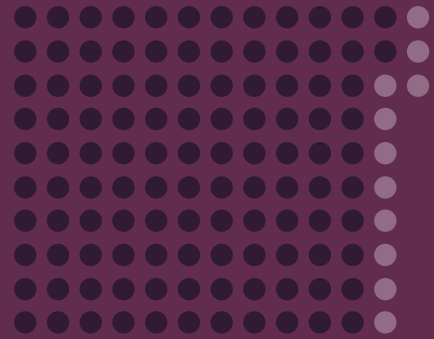
UNIQUE INDIVIDUALS  
SERVED

## Unique Patient Participation Per Program

- Primary Health - 2,338
- Assessment - 1,910
- Outpatient - 1,831
- Medication Assisted Treatment - 1,569
- Mental Health - 801
- Psychiatry - 579
- Peer Support - 109
- Groups - 99
- Grants - 89
- Substance Abuse Group Education - 26
- Relapse Prevention - 17
- Guest Dosing - 16
- Gambling - 9



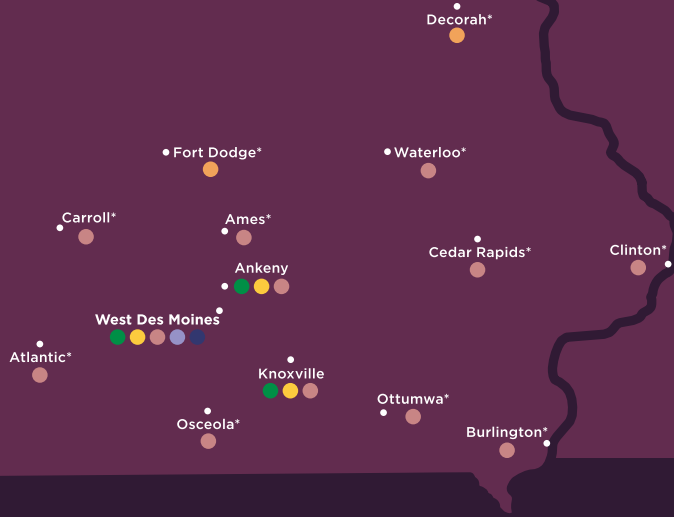
123 EMPLOYEES WITH  
112 FULL-TIME AND  
11 PART-TIME/PRN



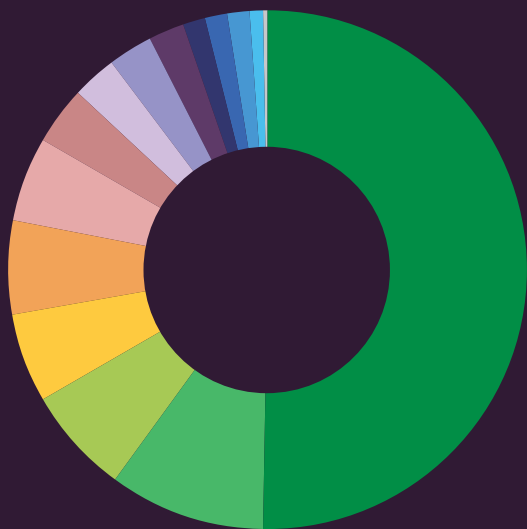
14

LOCATIONS

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



## MAT Patient Count Per Location



- |  |  |  |
|--|--|--|
| <span style="color: lightcoral;">●</span> Ames - 111   | <span style="color: lightblue;">●</span> Cedar Rapids - 60 | <span style="color: blue;">●</span> Osceola - 29             |
| <span style="color: green;">●</span> Ankeny - 202      | <span style="color: darkblue;">●</span> Clinton - 48       | <span style="color: yellow;">●</span> Ottumwa - 119          |
| <span style="color: lightblue;">●</span> Atlantic - 28 | <span style="color: lightgrey;">●</span> Decorah - 18      | <span style="color: lightgreen;">●</span> Waterloo - 134     |
| <span style="color: darkred;">●</span> Burlington - 56 | <span style="color: lightpurple;">●</span> Fort Dodge - 74 | <span style="color: green;">●</span> West Des Moines - 1,051 |
| <span style="color: blue;">●</span> Carroll - 29       | <span style="color: lightcoral;">●</span> Knoxville - 118  |  |

*\*Substance use disorder treatment services provided by certified treatment provider partners in these locations.*

# New Patient Portal Empowers Health Management

In today's fast-paced world, managing one's health efficiently and effectively is more critical than ever. UCS Healthcare's new Patient Portal, designed with this in mind, offers a user-friendly platform that empowers patients to take charge of their health management. With convenient features that allow clients to pay bills, send messages, view upcoming appointments, make appointment requests, and sign consents, the portal provides comprehensive tools to streamline the healthcare experience.

Once clients sign up, they can access MyHealthPoint. This furthers UCS Healthcare's commitment to enhancing patient experience through innovative solutions. Rest assured, the Patient Portal is equipped with robust security measures to protect personal health information, ensuring privacy and data security.

Managing appointments is often a daunting task. The UCS Healthcare Patient Portal simplifies this process by providing a seamless way to view and request appointments. Through the portal, clients can access the list of upcoming appointments, reducing the risk of missing

essential appointments. Additionally, the system allows clients to request new appointments without phone calls or in-person visits, saving valuable time.

This feature is especially useful for individuals with busy schedules, offering flexibility and control over healthcare management. The intuitive design of the portal ensures that patients can easily navigate appointment-related tasks, making healthcare management less stressful. By integrating these functionalities, UCS Healthcare is committed to allowing clients to focus more on their health and less on administrative tasks, giving clients more control over their time and relieving them from the burden of managing appointments.

Effective communication with healthcare providers is crucial for managing health. The UCS Healthcare Patient Portal enhances this by offering a secure messaging feature. This allows patients to directly communicate with their healthcare team, ensuring that questions and concerns are addressed promptly.

Clients who need to discuss symptoms, seek advice, or clarify treatment instructions can

use this tool as a safe and efficient channel for communication. The portal saves time and provides peace of mind by eliminating the need for phone calls or physical visits for minor queries. The secure messaging system is designed with robust security measures to protect patient privacy, ensuring that all communications remain confidential.

*With this feature, UCS Healthcare extends the collaborative relationship between patients and providers, enhancing the overall quality of care and patient satisfaction and giving clients peace of mind about the security of their personal information.*

Handling medical bills can be overwhelming, but the UCS Healthcare Patient Portal simplifies this process significantly.

The portal provides a straightforward way to view and pay bills online, offering transparency and ease of access.

Patients can easily track their billing history and see detailed statements, which helps them understand charges and manage finances effectively.

The online payment feature eliminates the need for mailing checks or visiting the clinic to settle bills, saving time and reducing hassle. Additionally, the portal supports requests for financial assistance, making it easier for patients to seek support. By integrating these financial tools into the patient experience, UCS Healthcare ensures that the billing process is as stress-free as possible, allowing patients to focus more on their health than administrative burdens and giving them more control over their time.



UCS WELCOMES

# International Visitors

*UCS Healthcare hosted delegation groups from Germany (top photo) and Egypt (bottom photo) in July 2024.*

UCS Healthcare was honored to host a delegation from Germany in July as part of its LGBTQI+ Policy Engagement and Community Support project. Our work to support LGBTQ+ Iowans is garnering international recognition, and it's all thanks to our collective efforts. The group, sponsored by the Department of State's International Visitor Leadership Program, toured our facilities and met with Jen, Missy, and Craig. We proudly showcase our commitment to inclusive healthcare on a global stage.

The delegation has spent time in Washington D.C. and Philadelphia, and after Des Moines, they are headed to San Diego.



*UCS Healthcare is proud to be spreading the word about our services globally! In July, UCS hosted a delegation from Egypt at our West Des Moines office. We are immensely grateful to the Iowa International Center for making this possible. We had an insightful discussion on the delivery of services with the help of 'mobile clinics' like our RV.*



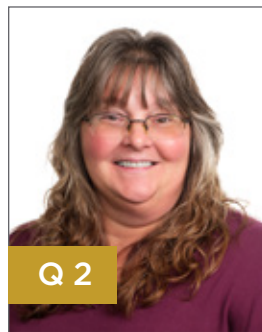


# Congratulations to Our 2024 Living Our Values Award Recipients

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.



**Q 1**  
*Kelly Goshon*  
Nursing Supervisor



**Q 2**  
*Deborah Hough*  
Intake Coordinator



**Q 3**  
*Emily Lyman*  
Registered Nurse



**Q 4** UCS  
healthcare  
your partner in total health  
*Cindy Vanhaaften*  
Revenue Services Coordinator

## 2024 Staffing Growth

### 3 Newly Created Roles

- PT MOUD Nurse to assist the pharmacy on weekends. Currently staffing another PT one for during the week.
- Problem Gambling Outreach Coordinator
- SUD Counselor Float providing coverage for all clinic locations.

### 3 Additional Roles

- UCS Healthcare Iowa National Guard (IANG) SBIRT Counselor
- Nurse to staff in our newly opened Iowa City Medication Unit.
- Peer Recovery Coach in West Des Moines.

### 14 Internships, Residents, and Preceptors

- 5 for SUD Counseling/ Mental Health
- 9 for Medical/ Psychiatry

### 3 Rehires

- Domino Brundage, Nurse Medication Unit (Fort Dodge FT)
- Jennifer Dolf, Nurse MOUD (West Des Moines PT)
- Kat Hunter, SUD Counselor (Ankeny FT)

# UCS Healthcare's New Approach to Donation Efforts

## A Simplified Solution for a Maximized Impact

UCS Healthcare is taking significant strides in enhancing community support through its innovative approach to donation efforts by partnering with Bloomerang, a renowned platform for non-profit fundraising. This collaboration aims to streamline healthcare donations, ensuring funds are efficiently and effectively directed to support UCS Healthcare's various initiatives.

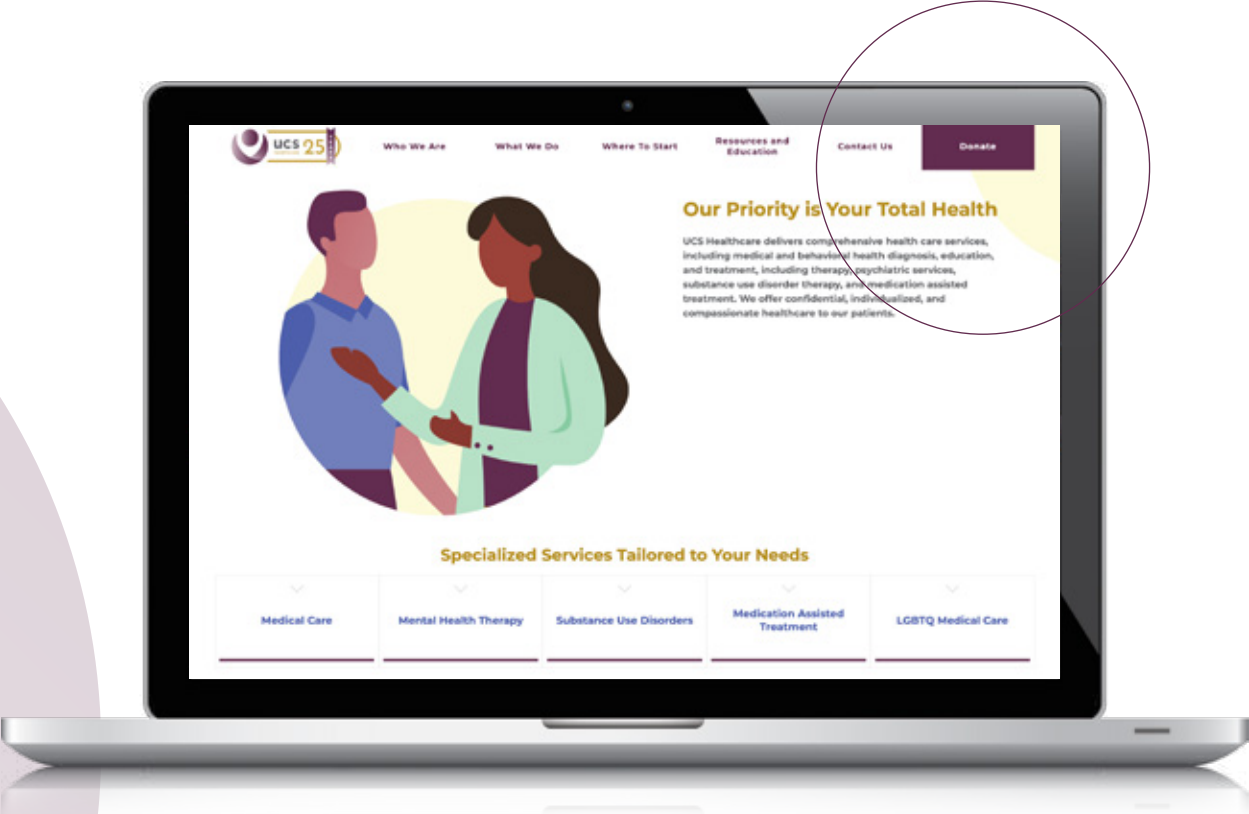
UCS Healthcare's partnership with Bloomerang marks the beginning of a transformative journey that will revolutionize the way we collect and manage healthcare donations. Bloomerang's advanced donor database and fundraising tools are the backbone of this initiative, helping deliver a seamless experience for donors and maximizing impact of their donations.

With features such as easy-to-use donation forms and peer-to-peer fundraising capabilities, Bloomerang equips us with the necessary tools to engage and expand our donor network.

***This initiative strengthens our financial foundation and reinforces our commitment to fostering community support and improving patient care.***

By utilizing Bloomerang's comprehensive suite of fundraising tools, UCS Healthcare can achieve greater transparency and productivity in healthcare donations. This includes accurate reporting and analytics capabilities that provide insights into

The donate feature is located on the UCS homepage, or by visiting: [ucsonline.org/donate](https://ucsonline.org/donate)



donation trends, allowing optimization of funding strategies. The donation process is designed to be user-friendly, which encourages community support by making it easier for donors to contribute, thereby increasing the potential for sustained financial backing. Enhanced donor engagement features such as automated communication and personalized outreach help build stronger donor relationships,

fostering loyalty and long-term support. Additionally, integrating volunteer management with donor profiles allows UCS Healthcare to identify and cultivate high-potential donors. Overall, these enhancements not only bolster the financial health of UCS Healthcare but also reinforce its mission to deliver comprehensive, patient-centered care.

# UCS Healthcare's Path to Excellence in Patient Care

UCS Healthcare proudly hosted the Commission on Accreditation of Rehabilitation Facilities (CARF) at all our locations in October, marking a significant milestone in our unwavering commitment to excellence in patient care.

*The prestigious CARF accreditation underscores our dedication to providing top-tier healthcare services and maintaining rigorous quality and safety standards.*

As a licensed healthcare provider, UCS Healthcare is deeply committed to building trust and delivering exceptional care, ensuring our patients' peace of mind.

CARF accreditation is not just a one-time event, but a continuous journey of improvement. It is a comprehensive evaluation process that healthcare organizations undergo to ensure they meet rigorous standards of quality and service. CARF assesses various aspects of healthcare services, including patient care, safety protocols, staff qualifications, and administrative practices. Achieving CARF

accreditation means a healthcare provider, like UCS Healthcare, has demonstrated a commitment to continuous improvement, patient-centered care, and adherence to the highest industry standards. This ongoing commitment to excellence and regular reviews and updates ensure that UCS Healthcare is dedicated to delivering exceptional and trustworthy healthcare services.

CARF accreditation is essential in the healthcare sector. It serves as a benchmark for quality and safety, guiding healthcare providers to enhance their service delivery continuously. For UCS Healthcare, CARF accreditation means aligning with best practices that elevate the standard of care for substance use treatment and other healthcare services. This rigorous accreditation process helps identify areas for improvement, ensuring that patient care remains at the forefront.

Moreover, the accreditation builds trust with patients and the community by demonstrating a commitment to excellence and ethical practices. For healthcare professionals, CARF accreditation provides



a framework that supports professional development and enhances the quality of patient interactions. Ultimately, it reassures patients that UCS Healthcare is a reliable and expert provider dedicated to their well-being and the community's health needs.

CARF accreditation offers numerous benefits for patients, ensuring they receive high-quality and reliable healthcare services. At UCS Healthcare, this accreditation translates into a patient-first approach, focusing on comprehensive care and safety. Patients can expect consistent, evidence-based treatment methods that are regularly updated to reflect the latest advancements in healthcare. This level of care fosters trust and confidence in the healthcare services provided. Moreover, CARF accreditation means that UCS Healthcare is committed to transparency and accountability in its operations, giving patients peace of mind.

The structured framework of CARF, which UCS Healthcare is proud to be a

part of, supports personalized care plans, addressing individual needs effectively and compassionately. By choosing a CARF-accredited provider like UCS Healthcare, patients are assured of a supportive environment prioritizing their health and well-being, ultimately leading to better health outcomes and a more positive healthcare experience. Our commitment to personalized care is a testament to our dedication to our patients' well-being.

As a result of the comprehensive visits, UCS has once again attained CARF certification. As with most visits of this type, UCS must now 'fine tune' areas based on feedback from the CARF team. These improvements must be completed within the next nine months.



# UCS and Steps of Hope Work Together to Reduce Opioid Overdoses



After losing her son to an overdose, Ann Breeding of Ankeny sought a way to bring awareness and honor those lost to the opioid epidemic. While in recovery, Ann's son suggested she start some outreach efforts to help those struggling with addiction. Out of that, the Steps of Hope Walk was created.

Each year on May 20th (Daniel's birthday), hundreds of individuals who have lost friends and family to addiction gather on the DMACC Campus in Ankeny to actively engage in finding support and resources and to honor their loved ones with a walk around the lake. Their active participation is a testament to the community's commitment to addressing the opioid epidemic.

UCS Healthcare has proudly attended each step of the Hope Walk to provide information and education and to provide the opioid reversal nose spray Narcan. In May, UCS provided more than 150 boxes of the life-saving drug. Two UCS pharmacists and one counselor were also on hand to provide instruction and information on UCS services.





# Recovery Month

On September 20, UCS Healthcare hosted a recovery month event. More than twenty community partners were on hand, providing outreach to our clients and neighbors seeking services. Our large parking lot provided the perfect space for such an event.





# UCS Live on WHO-TV

In a significant development, the UCS Mobile Clinic was featured on WHO-TV in July. WHO-TV's Teodora Mitov conducted interviews with UCS Healthcare's July Spicer and Sarah High, bringing the community closer to the clinic's mission and services. This feature not only increased awareness about the clinic but also inspired community members to get involved in healthcare initiatives.

These broadcasts, which were live from the WHO-TV parking lot, provided a unique opportunity for the community to actively participate in the event. The morning news featured multiple live broadcasts, with a recorded package also available on WHO-TV's noon and five o'clock shows,



and website, ensuring that the community's engagement was at the heart of the initiative.

The segments, which provide a comprehensive understanding of the UCS Healthcare mission and the Mobile Clinic's service, are now easily accessible on the WHO-TV website at [who13.com](http://who13.com). This accessibility not only empowers the community to learn more about the services UCS provides but also ensures that they are well-informed about the healthcare options available to them.



# New Art at UCS Healthcare

## 'Everyone is Welcome'

As part of the UCS participation in Capital City Pride in June, we hosted a 'Paint Our Mural' project again. This is the third mural designed for UCS by local artist Cat Rocketship. Cat and partner Dani have become local celebrities.

Our latest mural by Cat was built around the words, 'Everyone Is Welcome.' The mural visually represents this concept based on the UCS value of diversity. The central focus is an image of Iowa, symbolizing the state's history of welcoming residents worldwide. The mural serves as a powerful reminder of our inclusive values and the welcoming nature of Iowans.

The mural was a collaborative effort, with people who visited our display at Capital City Pride in June contributing to its creation. Cat then took the panels and put some final touches on them to ensure they looked cohesive and visually appealing. This process involved the artist's vision and the

community's participation, making the mural a true reflection of our shared values and inclusivity.

Cat was impressed with the skill level of the painters this year: intense shading on some of the elements and a gem placed on the wet paint that became part of the artwork. Cat pointed out these and other unique details that can be seen when you come closer to experiencing the art.

The UCS board room is now home to the mural completed at Capital City Pride. Previous completed by Cat are hung in a group therapy room and the family practice hallway in our building at 1300.

As part of our ongoing commitment to art and diversity, we have added the new mural and moved Cat's first mural to the Family Practice Hallway.

*Artist Cat Rocketship and her partner Dani pose with Cat's beautiful reminder that Everyone is Welcome at UCS Healthcare.*



# UCS at Capital City Pride

UCS Healthcare sponsored the Health and Fitness Zone for the 45th annual Capital City Pride in June 2024. The highlights included fantastic weather and a dramatic increase in attendance. A record number of 130,000 people attended the celebration.

UCS employees volunteered to work at our space during Pride weekend, and walked in the Sunday Parade. Many clients we serve thanked UCS for being a significant event sponsor. One outstanding moment occurred when a woman approached our display, picked up one of the 1,000 first aid kits we gave away, and said,

*“UCS is my health care provider (pointing at the first aid kit). I was a patient elsewhere for 20 years; they did nothing for me. I came to UCS and met with my provider, who set things in motion and got my medical issues figured out. I LOVE UCS!”*

This testimonial not only shows the impact of our work but also the profound love and appreciation our community has for UCS. It’s moments like these that make us proud of the work we do and the difference we make in people’s lives.

The photo booth and temporary tattoo stations on our display were a hit. We are excited about the future and look forward to partnering with Capital City Pride during future events, continuing to engage with our community and promoting our shared values of diversity and inclusivity.





# Discover the UCS Healthcare Difference



**UCS**  
healthcare

*your partner in total health*

## **WEST DES MOINES**

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West Des Moines, IA 50265

## **ANKENY**

1555 SE Delaware Ave., Suite M  
Ankeny, IA 50021

## **KNOXVILLE**

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Knoxville, IA 50138

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