

DEAR FRIENDS,

2008 was marked by events that will have a lasting impact on our suburban New York communities and Open Door.

The Economy

We felt the economic downturn immediately. Patient volumes swelled in October and continued to increase in November and December as more and more local people lost their jobs and experienced anxiety and the physical symptoms of their lost livelihoods. Patients with compromised immune systems from heightened stress appeared with colds, sinus infections, sore throats and the like. Tension headaches, neck/back/shoulder pains, palpitations and panic attacks were common presentations. Our physicians, nurse practitioners, midwives, dentists and social workers became keenly aware of the economy's toll on our most vulnerable neighbors, including families living paycheck to paycheck with no savings to get them through. As always, we know that providing treatment along with emotional support is needed in our communities. In addition many new patients appeared at our doors in these troubled times—patients newly uninsured and uncertain of what to do. In 2007 we saw 36,000 patients; in 2008 that number swelled to 40,000 - an increase of over 11%. Indeed it was a trying time at every level of our organization as we grappled with surging demand and reduced patient payments.

A New American President

The 2008 Presidential Campaign and the election of President Obama had special significance at Open Door in light of our nation's need to deal with inequitable health care and increasing numbers of Americans without health coverage. The new administration is making leadership changes and providing new emphasis at the federal agencies with whom we work. Our partners at the National Association of Community Health Centers have given voice to our views on how to improve health care and make it more cost effective and accessible. It seems that the Obama Administration is listening, and that community health centers will receive unprecedented support.

Using Technology to Build a Patient Centered Medical Home

With our electronic medical record fully deployed, we are pursuing quality health care like never before, with the goal of being a formally recognized "patient centered medical home". ePrescribing is now a reality at Open Door as are interoperable laboratory orders and results; we can follow up with patients who have been lost and those for whom we are missing laboratory results or specialty consultations; we have the ability to scan thousands of patient visits with considerable ease and as a result know how well our patients are doing. With embedded clinical decision support that we developed thanks to funds from the federal Agency for Health Care Research and Quality, the electronic medical record supports our providers at the point of care and enhances planned care and evidenced based treatment. We look to the not too distant future when we can move standardized electronic information across the continuum of care: from Open Door to specialty practices, to the hospital and back on a "to-be-paved" health care information highway.

It was an unprecedented year and we have been truly fortunate to have the unwavering support of our community partners, donors and friends. For that, we extend our deepest appreciation.



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.

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ANNUAL
REPORT

20
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BUILDING
Healthier,
Stronger
COMMUNITIES.

In 2008, Open Door provided health care services to over 40,000 people in Westchester County – an 11% growth over the previous year.

As the number of individuals we serve increased over the year, we relied heavily on leveraging our investment in the health information technology platform we had purchased the year before. We established clear clinical guidelines and outcome goals.

It has been an exciting year and we put significant efforts into improving the functionality of our e-Clinical Works, electronic medical record system. A tremendous amount of work has gone into structuring data and we are now better aligned for a pay-for-performance model of reimbursement.

Clinical Accomplishments:



Caring for patients with chronic diseases is one of our signature accomplishments. At Open Door, we took care of 2,779 hypertensive patients and 1,271 diabetic patients throughout our facilities. The average blood pressure and sugar levels in these patients were better controlled than the national average.

Open Door participated in the Hudson Valley Asthma Collaborative, with a goal of establishing an asthma action plan for every patient. This action plan allows patients to avert severe asthma attacks by teaching them how to take their medications when well, when they are sick and in an emergency situation. Twenty-five percent of Open Door's asthma patients have an asthma action plan in place.

Our Dental Department has grown. In 2008 we served nearly 10,000 patients who made over 23,000 visits. Twenty-five percent of our dental patients are under the age of six.



Through focused intervention, we have reduced the percent of emergency visits among children from 38% in 2003 to 1% in 2008, teaching parents to be proactive with their children's oral health.

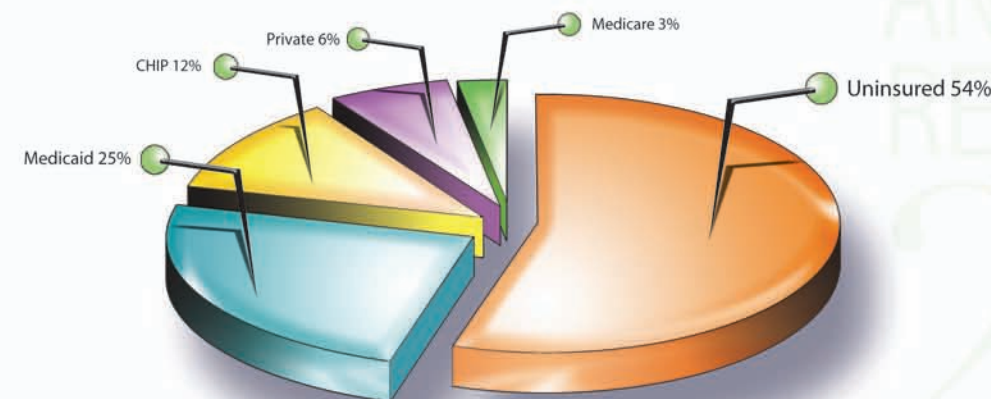
Through our 4 Our Children program, the Behavioral Health Department has focused on early identification of social, emotional and behavioral problems in the pediatric population served by Open Door. In 2008, this program was included in our internal Clinical Performance Improvement Program focusing on developmental screenings and the introduction of an autism screening tool for children 18 & 24 months (as recommended by both the Center for Disease Control and the American Medical Association). The initiative was a great success with 85% of our 18 and 24 month well child visits having had a developmental and autism screening.

In 2008, through Open Door's cancer screening initiative 25 uninsured women who were screened were diagnosed with cancer and referred for treatment. Early diagnosis can be life saving.

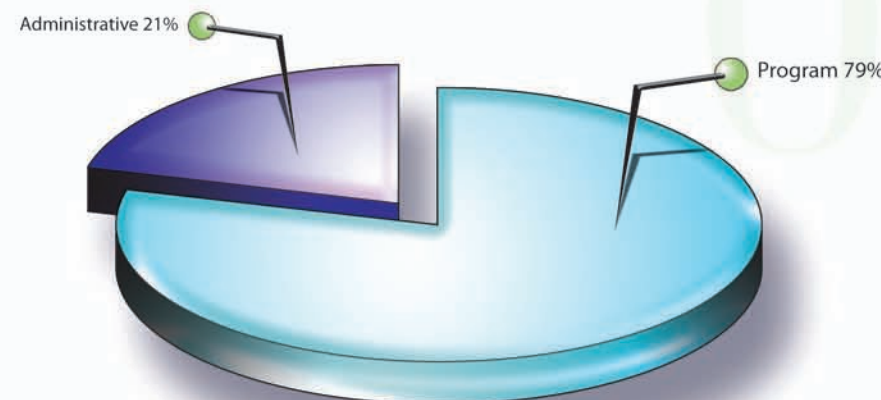
Our Women Infant & Children (WIC) program continues to draw record numbers of participants. In 2008 Open Door initiated a Peer Counselor Program engaging mothers in the breast feeding program to help build



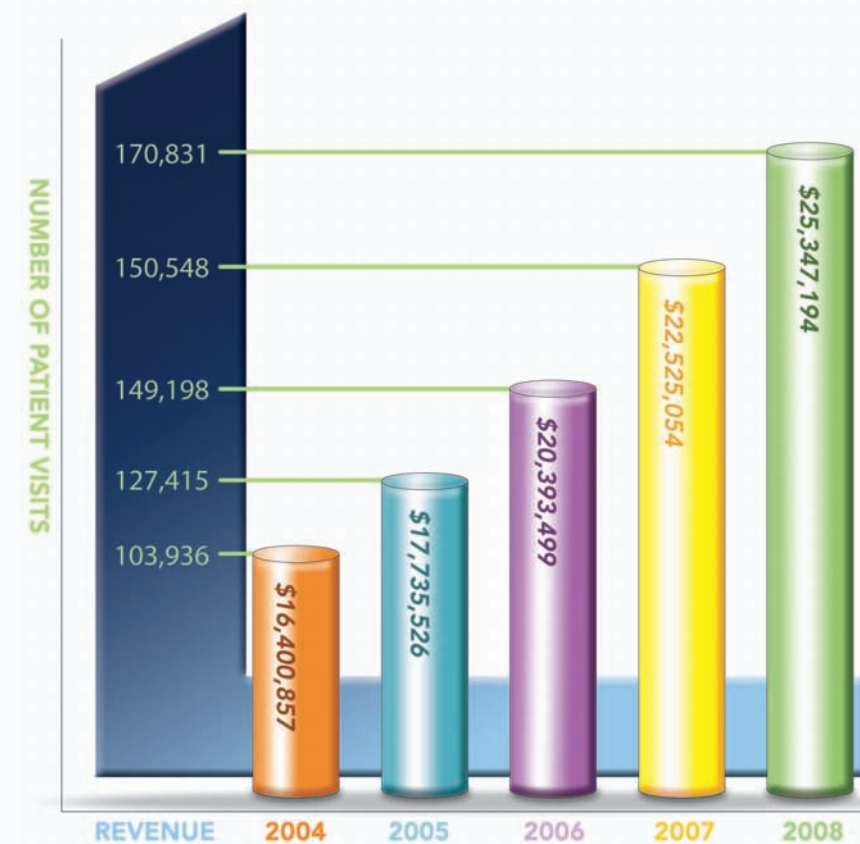
2008 PATIENT REVENUE:



2008 ALLOCATION OF RESOURCES:



TOTAL PATIENT VISITS & REVENUE 2004-2008



OUR PATIENTS AT A GLANCE

- 60% Female
- 40% Male
- 39% Children under age 19
- 68% at or below 100% of the Federal Poverty Level earning \$21,200 for a family of four
- 606 Babies delivered in 2008



GIFTS THAT SUPPORT OPEN DOOR

Donors to Open Door contribute in a variety of ways. Many donors participate in more than one way of giving.

- Outright Gifts**
To help provide access to essential primary and preventive health care services, gifts can be made for unrestricted support or for a specific purpose.
- 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.
- Gifts On-line**
To use our convenient and secure Web site to make a gift, log on to www.opendoormedical.org/support/?c=10.
- Sustaining Gifts**
Make a commitment to become a friend of Open Door through monthly gifts transferred directly from your bank account or credit card.
- Gifts of Publicly Traded Stock**
Receive a charitable deduction for the full fair market value of your gift, along with an exemption from capital gains tax, on shares that you have owned for over one year.
- Memorial or Honorary Gifts**
Celebrate the lives and achievements of special individuals by making gifts in their honor.
- Matching Gifts**
Your employer may double or even triple the value of your gift. Your company's human resources office can provide appropriate information.

For additional information contact the Development Department at (914) 502-1410.



awareness of the value of breast feeding and provide support and counseling to new mothers. In 2008 Open Door's average breastfeeding initiation rate was 87.9% - the third highest initiation rank of all WIC agencies in New York State.

- The value of nutrition is a lesson we share with our patients. As a participant in the state-wide Farmers Market Nutrition Program, Open Door's WIC program distributes checks to its participants to purchase fresh fruits and vegetables at local markets during the summer months. In 2008 we had the third highest farmer's market check redemption rate in New York State.
- We expanded our reach into the Port Chester School District, opening up two more school-based health centers in the Port Chester Middle school and the Port Chester High School.

Health Information Technology:



Our success in improving the clinical care environment can in large part be attributed to our move to an electronic health information platform. This technology platform has enabled us to support clinical care delivery, improve operational efficiencies and engage in research, setting an infrastructure in place to prepare us for the pay-for-performance environment over the horizon.

Our early foray into the health information technology platform has placed us among a select group of early adopters in the community health center world. We continue to share what we learn with our peers across the country and use this technology in ways that benefit the community we serve as well as the broader health delivery service community.

Research:

In 2008 we completed the second year of a three year research project through our partnership with Columbia University, New York University and the Primary Care Development Corporation. The project studies the impact of clinical decision support imbedded in Open Door's electronic medical records.

2008

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Every effort has been made to ensure the accuracy of this list. However, if a name has been omitted or printed in error, please accept our sincere apologies and contact the Development Department at 914.502.1410.

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OPEN DOOR FAMILY MEDICAL CENTER, INC.

2008 CONSOLIDATED FINANCIAL REPORT

CONSOLIDATED BALANCE SHEET FOR TWO YEARS ENDING DECEMBER 31,

	2008	2007
ASSETS		
Cash and Other Current Assets	\$ 9,883,759	\$ 6,594,044
Property and Equipment, net	12,991,271	13,559,113
Investments, at market	1,520,446	1,898,469
Pledges Receivable - Long-Term Portion	200,000	325,000
Debt Service Reserve Fund	644,830	644,830
Other Assets	60,774	60,774
Total Assets	\$ 25,301,080	\$ 23,082,230

LIABILITIES AND NET ASSETS

Current Liabilities	\$ 2,276,166	\$ 2,075,526
Accrued Pension - Unfunded	2,203,589	899,976
Long-Term Liabilities	5,091,751	5,502,177
Total Liabilities	9,571,506	8,477,679
Unrestricted Net Assets	15,729,574	14,604,551
Total Liabilities and Net Assets	\$ 25,301,080	\$ 23,082,230

STATEMENT OF OPERATIONS FOR TWO YEARS ENDING DECEMBER 31,

	2008	2007
PATIENT REVENUE		
Medicaid and Insurance Payments	\$ 9,646,105	\$ 9,624,647
Net Self Pay Billings (After Discounts)	3,073,561	2,614,340
Other Operating Revenues	96,923	50,181
Total Patient Revenue	12,816,589	12,289,168

WE ALSO RECEIVED SUPPORT FROM

Federal Grants	3,641,257	3,528,514
New York State Grants	6,739,893	4,674,251
Westchester County Grants	622,022	579,089
Other Grants	1,115,487	1,128,791
Donated Goods and Services	411,946	325,241
Total Federal, State, Local and Other Support	12,530,605	10,235,886
Total Patient Revenue and Support	25,347,194	22,525,054

OPERATING EXPENSES

Personnel Salaries and Fringe Benefits	14,602,344	13,763,613
Laboratory Charges and Supplies	1,541,820	1,493,659
Bad Debt Expense	951,220	971,004
Other Direct Expenses	2,443,140	2,551,071
Facility and Other Indirect Expenses	3,086,074	2,902,140
Total Operating Expenses	22,624,598	21,681,487

Operating Income	2,722,596	843,567
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NON-OPERATING INCOME/(EXPENSES)

Federal Expanded Medical Capacity Grant	0	150,000
Westchester County CDBG Grants	250	122,000
Primary Care Development Corp Grant	31,250	18,750
Twigs of Westchester Grant	25,000	0
NYS Department of Health Grant	20,000	0
Net Foundation Income/(Loss)	(392,739)	439,989
Leasing Corp Income/(Loss)	(2,797)	12,174
Capital Campaign Contributions	156,167	168,677
Pension Related Changes Other Than Net Periodic Pension Cost*	(1,434,704)	(1,186,010)

Net Results	\$ 1,125,023	\$ 569,147
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* 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.