

Hope in Setting Goals

A patient who had difficulty dealing with frustration and emotion regulation often reacted aggressively when he was irritated. His Skills Coach cued in on something they thought would help him practice some of the skills they were working with him on. He desperately wanted to have a frog for a pet. So every session they went to the park to try to catch one. Even though their efforts fell short there were many close calls trying to catch the elusive frog. Those occasions provided many beneficial opportunities to coach the patient on appropriate ways to deal with and express his frustration. One day on the way to the park, he excitedly discussed new strategies and methods to try to ensure a successful catch. During the conversation he unknowingly gave his Skills Coach a priceless gift when he nonchalantly said, "Well, if we are not successful today, we can always try again next time." This patient who at one time had expressed frustration with angry, aggressive behavior was now reassuring his Skills Coach with a positive, hopeful message.



Karla Benitez-Estrada
Director
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Mission Statement:

To strengthen our communities and to improve the health and well-being of those we are privileged to serve.

2021 ANNUAL REPORT

BOWEN CENTER FINANCIAL REPORT

(July 1, 2020- June 30, 2021)

FUNDING

Federal/State/Local Funds -----	\$14,470,168
Governmental/School Contracts-----	\$6,892,912
Medicare/Medicaid -----	\$160,071,226
Total Government Revenues -----	\$181,434,307
Patient Charges -----	\$20,841,994
Other Revenues (incl. gains/losses on investments) -----	\$5,231,264

TOTAL REVENUES ----- \$207,507,565

UNCOLLECTIBLES

Charity Care/Fee Assistance/Bad Debt -----	\$10,609,266
Other Contractual Agreements -----	\$79,440,264

TOTAL FUNDS AVAILABLE ----- \$117,458,035

USE OF FUNDS

Employee Salary -----	\$62,632,068
Employee Benefits -----	\$13,113,223
Facilities -----	\$5,783,482
Travel & Staff Development-----	\$2,183,844
Purchased Services -----	\$1,672,499
Operating & investment in Future Operations -----	\$32,072,922

TOTAL FUNDS UTILIZED ----- \$117,458,038

We're the hope.



BowenCenter.org (800) 342-5653



HOPE IN THE TIME OF COVID

Hope in Reunification

A patient's family was split apart when he and his wife were jailed due to substance use. With some of his children relocated with extended family members and others in the foster care system he was determined to get his family back together. Initially he grieved over the turn his life had taken, but after a short period of time working with his clinicians, he became enthusiastic and undeterred in his commitment to secure a job, find safe housing and transportation and to fulfill his court mandated obligations. He was driven to be successful with the reward of reuniting his family. During the arduous process, guided and supported by his clinicians, he found a renewed sense of purpose and learned that his unfortunate set of circumstances did not have to define him for life. In the end he was able to reunite with his family permanently and found the hope he had been missing.

Hope in Community

Some adult patients who were part of a regular weekly group who struggle with social issues, many of which have been diagnosed with autism spectrum disorder, managed to stay in contact during the pandemic lockdown and continued as precautions eased. That group became their lifeline and their sense of stability. It helped them process the challenges they were facing. They worked on getting ahead and held each other accountable. Prior to the pandemic these were individuals that society had forgotten. They did not fit in. They did not engage with others. They did not take risks like trying to work, move away, or take on responsibilities. In their own way, through a worldwide pandemic, they taught the "clinical experts" about the strength of community, how to get through unprecedented challenges, and to work together to provide support and encouragement to each other.

Hope in Fulfilling a Need

In October 2020, Bowen Center and Bowen Health Clinic opened a free drive-through COVID-19 testing site on behalf of the Indiana Department of Health and the Kosciusko County Health Department. It was opened to address the rise in COVID-19 cases and the increased need for testing. It quickly became one of the highest volume state-sponsored test sites in Indiana administering nearly 17,000 tests in its first eight months. Filling such critical need from scratch within days provided hope to the community during a frightening and uncertain time.



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Joanne Mickley
Director of Nursing

Hope in Finding Boundaries

We worked with a patient to help her cope with the effects of trauma and to create boundaries as it pertained to her family. Because COVID-19 allowed clinicians to assist patients by phone and video conference, we were able to support the patient remotely when she visited family. She said those phone calls gave her the strength to set important boundaries, identify how her body was responding, and to leave when she felt she needed to. Being there for the patient in those difficult moments and see the progress she made was a privilege. The patient recently moved out of state heading to graduate school. She left with the tools and confidence to protect her mental health and personal safety, and the strength, skills, and peace of mind to break the cycle of negative family patterns. Walking beside her on that journey was an honor.

Hope in a Crisis

When a patient is admitted to the Bowen Center Psychiatric Hospital in Pierceton, they are in crisis. It could be for substance use, suicidal thoughts or actions, it could be because they need their medication adjusted or they have stopped taking it. While there, the patients are stabilized and matched with supports for when they leave after a few days. There was a shift soon after the COVID-19 pandemic began where some of Bowen Center's long-term, seriously mentally ill patients were repeatedly being admitted to the hospital. Some of the patients being admitted had gone a long time without having a crisis admission. COVID-19 was taking its toll on their mental health due to new fears, isolation, and instability. During that time, we expanded our hospital capacity by 25% to meet the increased community need and will sustain that added bed count to continue offering hope to those in crisis.

Hope in Healthy Living

Patients with severe mental health disorders on average die prematurely with a 10-25-year life expectancy reduction. That's why in January 2020 Bowen Center formally moved into integrative healthcare combining mental health care with primary healthcare for our patients. One of Bowen Center's Transitional Living patients perfectly illustrates what integrative care can do. The patient was referred to Bowen Health Clinic for the treatment of several chronic health issues including morbid obesity. After seven months working with the medical care team and the Transitional Living staff, she lost 50lbs. Educating her on healthy lifestyle changes and walking with her shoulder to shoulder to help navigate that new way of living has improved her health and her quality of life. She has come a long way and is buoyed by a hopeful outlook as she lives her best life.



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Medical Director
Psychiatric Hospital



Alisa Briones
Nurse Practitioner
Bowen Health Clinic
Warsaw

Hope in Advocacy

A new patient with type 2 diabetes struggled to consistently attend school due to health concerns and they were often suspended for poor attendance. As soon as the patient was assessed, a therapist stepped in to help advocate for the student at school. As a result, the school began to closely follow the patient's Individualized Education Plan and made accommodations for the patient's health issues by moving them to online classes and allowing a variety of options to catch up on missed work. The patient's Skills Coach worked with the student to make a plan and create a routine, so their schoolwork was completed and turned in on time. The Skills Coach also helped the family shop for and prepare healthier food options and connected them with important community resources including rental assistance to help ease some of the life stressors they were experiencing. Through one patient Bowen Center clinicians were able to positively impact an entire family by offering help and hope.

Hope in Facing Fears

A patient who struggles with anxiety was terrified to go out in public. With the encouragement and guidance of their clinicians they took small steps over the course of the year to become more independent and less anxious. They started by setting a 10-minute timer and walking around the neighborhood with their Skills Coach. Slowly they took longer and longer walks, farther and farther away. Eventually they were willing to venture out to go shopping or get coffee. The Skills Coach made sure the patient placed their own order and conversed with salespeople as needed. Finally, after months of discussion and role-playing possible scenarios, the patient realized their dream and went away on vacation. At Bowen Center the smallest milestones are celebrated because one tiny step leads to another and that moves a patient closer to their goal. We never underestimate the power of hope.

Hope in Play

Before the pandemic clinicians struggled to get a new patient to open-up and participate in sessions. The patient was referred to Bowen Center because he struggled with social skills and poor school performance. During the COVID-19 lockdown the patient's clinician had to get creative. Working with him virtually over Zoom they started playing a video game online. The patient thrived! While playing the game he opened-up in ways he struggled to in-person. For the very first time he was talking about his fears and desires. Playing the game his clinician reinforced the social skills and problem-solving lessons he was learning. After the lockdown was lifted, the patient put into practice everything that he had been learning while playing the video game. Sometimes it takes working on something from a different angle to accomplish it. That new perspective can make all the difference in finding the hope that was there all along.



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