

# 2018 ANNUAL REPORT

DEDICATION. HARD WORK. GROWTH.

**PAN**CARE  
OF FLORIDA, INC.





# TABLE OF CONTENTS

**3 2018 BOARD OF DIRECTORS**

**3 CLINIC LOCATIONS & FUTURE OPENINGS**

**4 A NOTE FROM THE PRESIDENT/CEO**

**5 ABOUT US**

**2018 STATISTICS**

- 6** Patients by Race & Ethnicity
- 6** Patients by Income as Percent of Poverty Level
- 6** Patients by Principle Third Party Payer Source & Age Range
- 7** 2018 Encounters at a Glance
- 7** 2018 Financial Highlights
- 7** Growth Chart

**GRAND OPENINGS & COMING SOON**

- 8** Youngstown Grand Opening
- 8** New In-House Pharmacy

**GRANT IMPACT**

- 9** CARE
- 9** FOCUS
- 10** Quality Improvement
- 10** Ryan White Part C

**SPECIAL POPULATIONS**

- 11** Veterans
- 11** Migrants
- 11** Homeless

**12 HURRICANE MICHAEL**

**ECONOMIC IMPACT**

- 14** Impact Summary

**15** Employment

**16 MOBILE PROGRAM**

**CARING FOR OUR CHILDREN**

- 17** School Health Services Program
- 17** Telehealth Services

**PANCARE GIVES BACK**

- 18** Waller Elementary
- 18** Donations & Scholarships

**20 SITE VISIT ACCREDITATIONS**

**22 FUTURE PLANS**

**HEALTHCARE IN NWFL**

- 23** Percentage of Uninsured
- 23** Average Healthcare Costs

# BOARD OF DIRECTORS

## PRESIDENT/CEO

R. Michael Hill

## OFFICERS

### CHAIR

Ruth Phren

### VICE CHAIR

Ron Hardy

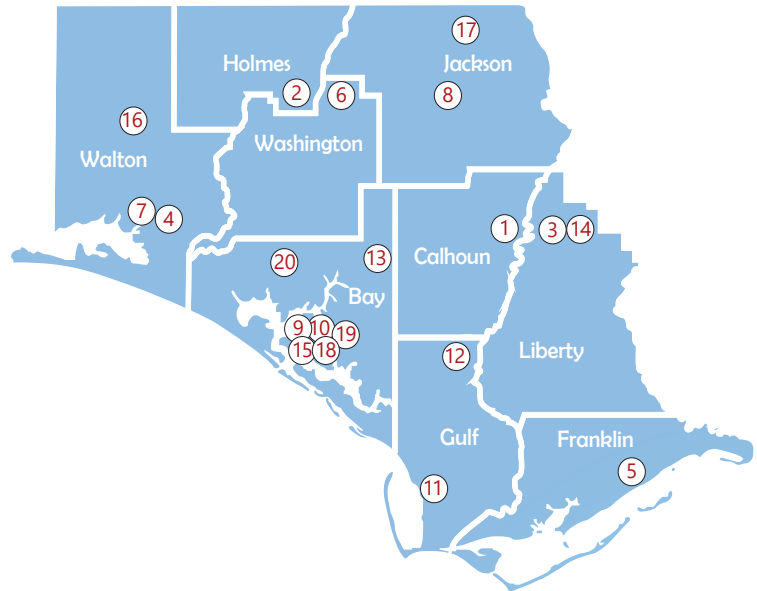
### SECRETARY/

### TREASURER

Hiep Le

## DIRECTORS

Dottie Avery  
 Mary Brewington  
 Judy Bryte  
 Kay Daniel  
 Jonas Douglas  
 Lucia Esquivel  
 Ward McDaniel  
 Leon Miller  
 Maria Pouncey  
 Willie Ramsey  
 Dave Rutenberg  
 Freida Thibodeau



# CLINICS & OPENINGS

## CURRENT CLINICS

### BLOUNTSTOWN (CALHOUN COUNTY)

- 1 PanCare Health (Medical & Behavioral Health)  
16875 North Cayson Street | (850) 674-2244

### BONIFAY (HOLMES COUNTY)

- 2 PanCare Health (Medical & Behavioral Health)  
495 St. Johns Road | (850) 547-5547

### BRISTOL (LIBERTY COUNTY)

- 3 PanCare Health (Medical & Behavioral Health)  
11033 NW State Road 20 | (850) 643-1155

### BRUCE (WALTON COUNTY)

- 4 Muscogee Creek Tribal Health Center (Medical & Behavioral Health)  
278 A Church Road | (850) 835-1015

### CARRABELLE (FRANKLIN COUNTY)

- 5 PanCare Health (Dental)  
106 NE 5th Street | (850) 697-5000

### CHIPLEY (WASHINGTON COUNTY)

- 6 PanCare Health (Medical & Behavioral Health)  
1414 Main Street, Suite 4 | (850) 676-4926

### FREEPORT (WALTON COUNTY)

- 7 PanCare Health (Medical, Dental, & Behavioral Health)  
479 East Highway 20 | (850) 880-6568

### MARIANNA (JACKSON COUNTY)

- 8 PanCare Health (Medical, Dental & Behavioral Health)  
4126 Independent Drive | (850) 394-4907

### PANAMA CITY (BAY COUNTY)

- 9 PanCare Health (Dental)  
403 East 11th Street | (850) 767-3350

- 10 PanCare Health (Medical & Behavioral Health)  
2309 East 15th Street | (850) 747-5272

### PORT ST. JOE (GULF COUNTY)

- 11 PanCare Health (Medical Dental & Behavioral Health)  
2475 Garrison Avenue | (850) 229-1043

### WEWAHITCHKA (GULF COUNTY)

- 12 PanCare Health (Dental)  
807 West Highway 22 | (850) 639-2028

### YOUNGSTOWN (BAY COUNTY)

- 13 PanCare Health (Medical, Dental, & Behavioral Health)  
12427 Highway 231 | (850) 753-3246

## FUTURE 2019 OPENINGS

### BRISTOL (LIBERTY COUNTY)

- 14 Medical, Dental, Behavioral Health, & Pharmacy Services

### CORPORATE OFFICE (BAY COUNTY)

- 15 Administrative Services

### DEFUNIAK SPRINGS (WALTON COUNTY)

- 16 Medical, Dental, Behavioral Health, & Pharmacy Services

### MALONE (JACKSON COUNTY)

- 17 Medical, Dental, Behavioral Health, & Pharmacy Services

### MASTER CAMPUS (BAY COUNTY)

- 18 Regional Multi-Specialty Medical Center

### PHARMACY (BAY COUNTY)

- 19 PanCare Rx Panama City

### SAND HILLS (BAY COUNTY)

- 20 Medical, Dental, Behavioral Health, & Pharmacy Services

# A NOTE FROM THE PRESIDENT/CEO



Hurricane Michael inflicted major damage to three of PanCare's real properties and 15 vehicles. However, with the help and dedication of staff, our support organizations like FACHC, our fellow FQHC partners, Direct Relief International, Americares, FedEx, and International Medical Corp we have emerged from the destruction as the regions predominate

provider of primary healthcare and as a strong cohesive team. As we work with our employees, PanCare will emerge from this disaster stronger and better than ever. In spite of Hurricane Michael, we overcame many challenges and had many successes during 2018 as we expanded healthcare in our 10 county service area. Among our key activities in 2018, PanCare has:

- Grown to exceed 200 employees providing primary healthcare, dental, and behavioral health services in a network consisting of ten medical, seven dental and six mobile clinics.
- Celebrated the Grand Opening March, 2018 of our newly constructed 5,000 S.F. medical, dental, and behavioral health clinic in Youngstown, Florida.
- Entered into an agreement with Bay District Schools to provide school health services at 34 school sites and to implement telemedicine in several school locations.
- Expanded the mobile health program to eight mobile vehicles by adding a new 3 operatory dental unit.
- Employed pharmacy staff to expand services to include in-house and retail pharmacy to all clinics and two retail locations.
- Passed an operational site visit from HRSA for compliance with program requirements, hosted a Ryan White HIV/AIDS Part-C grant implementation site visit, received AAAHC re-accreditation as a Patient Centered Medical Home, and continued accreditation by the American Association of Diabetes Educators.

- Acquired \$1,456,000 in new grant funding as follows: \$300,000 grant Ryan-White Part-C grant to provide HIV/AIDS services in six Panhandle Counties; Received CARE- Disaster Impact Funding of \$280,000 to purchase building generators and satellites for emergency preparedness; Awarded \$500,000 USDA Distance Learning/Telemedicine grant to establish 23 end-user sites to provide primary and behavioral health services; Awarded \$250,000 in Opioid Addiction Education and Prevention funding, and received \$126,500 in Quality Improvement funding.
- Purchased the following sites for future growth that includes the following facilities: Malone, Jackson County, Pharmacy, Medical and Dental ; Bristol, Florida, replacement Medical, new Dental and Pharmacy expansion sites; Defuniak Springs, Florida, Medical and Dental service expansion site, Sand Hills- Hwy 77, Medical and Dental expansion site, 15th Street & Sherman Avenue, Panama City, Retail Pharmacy, multi-building medical complex and community/training facility, and New Corporate Office and Annex 11th Street and Harmon Avenue.

PanCare's Board and I remain deeply committed to supporting and benefiting our communities through planned growth and expansion while providing high quality healthcare to the communities we serve with outreach and strategic investment. We are most grateful for our employees' continued interest and work in helping PanCare achieve its goals and look forward to new opportunities in the New Year.

On behalf of the PanCare board and staff, I wish you happiness and good health in 2019.

Sincerely,

R. Michael Hill,  
President & CEO

# ABOUT US & MISSION



## ABOUT US

PanCare of Florida, Inc. (a.k.a. PanCare Health or PanCare) is a 501 (c) (3) nonprofit organization based in Panama City. PanCare is committed to providing affordable primary and specialty medical, dental, and behavioral health care services to rural communities throughout Northwest Florida. We operate Federally Qualified Health Centers (FQHCs) in Bay, Calhoun, Franklin, Gulf, Holmes, Jackson, Liberty, Walton and Washington counties primarily to serve people on Medicaid, Medicare, and those who are uninsured. Our clinics are located in Blountstown, Bonifay, Bristol, Bruce, Carrabelle, Chipley, Freeport, Marianna, Panama City, Port St. Joe, Wewahitchka and Youngstown. PanCare also operates mobile units since many families and assisted living/nursing home residents (especially Medicaid recipients who need dental services) are unable to travel to our facilities for needed care. In addition to Medicaid, Medicare,

and many private health insurance plans for adults and children, PanCare provides services on a sliding fee scale basis for those who are uninsured. In keeping with our commitment to providing services to those in need, we never charge travel or setup fees to any host organization or patient served.

---

## OUR MISSION

PanCare is committed to providing a comprehensive system of quality health care services which is easily accessed by all persons and families within our service areas through an efficient, community-based network of caring professionals who ensure the dignity and respect of each individual they serve.

# 2018 PATIENT ENCOUNTERS & PROFILES

## PATIENTS BY RACE & ETHNICITY

DEMOGRAPHIC CHARACTERISTICS				
RACE	HISPANIC / LATINO	NON-HISPANIC / LATINO	UNREPORTED / REFUSED TO REPORT	TOTAL
Asian	11	338	0	349
Native Hawaiian	0	24	0	24
Other Pacific Islander	8	72	0	80
Black/African American	51	4,917	0	4,968
American Indian/Alaska Native	12	254	0	266
White	522	19,369	0	19,891
More Than One Race	65	214	0	279
Unreported / Refused to Report Race	1,842	508	3,057	5,407
<b>TOTAL PATIENTS BY RACE</b>	<b>2,511</b>	<b>25,696</b>	<b>3,057</b>	<b>31,264</b>

## PATIENTS BY INCOME AS PERCENT OF POVERTY LEVEL

% OF POVERTY LEVEL	TOTAL
100% and Below	12,789
101 - 150 %	2,330
151 - 200 %	1,113
Over 200 %	2,372
Unknown	12,660
<b>TOTAL PATIENTS BY POVERTY LEVEL</b>	<b>31,264</b>

## PATIENTS BY PRINCIPLE THIRD PARTY PAYER SOURCE & AGE RANGE

THIRD PARTY PAYER SOURCE	AGE RANGE IN YEARS		TOTAL
	0-17	18+	
<b>TOTAL NONE / UNINSURED</b>	<b>5,272</b>	<b>7,681</b>	<b>12,953</b>
Regular Medicaid (Title XIX)	5,731	5,519	11,250
CHIP Medicaid	108	8	116
<b>TOTAL MEDICAID</b>	<b>5,839</b>	<b>5,527</b>	<b>11,366</b>
Medicare (Title XVIII)	0	1,713	1,713
Dually Eligible (Medicare + Medicaid)	0	550	550
<b>TOTAL PRIVATE INSURANCE</b>	<b>411</b>	<b>3,650</b>	<b>4,061</b>
<b>DENTAL/VISION</b>	<b>154</b>	<b>1,017</b>	<b>1,171</b>
<b>TOTAL</b>	<b>11,676</b>	<b>19,588</b>	<b>31,264</b>

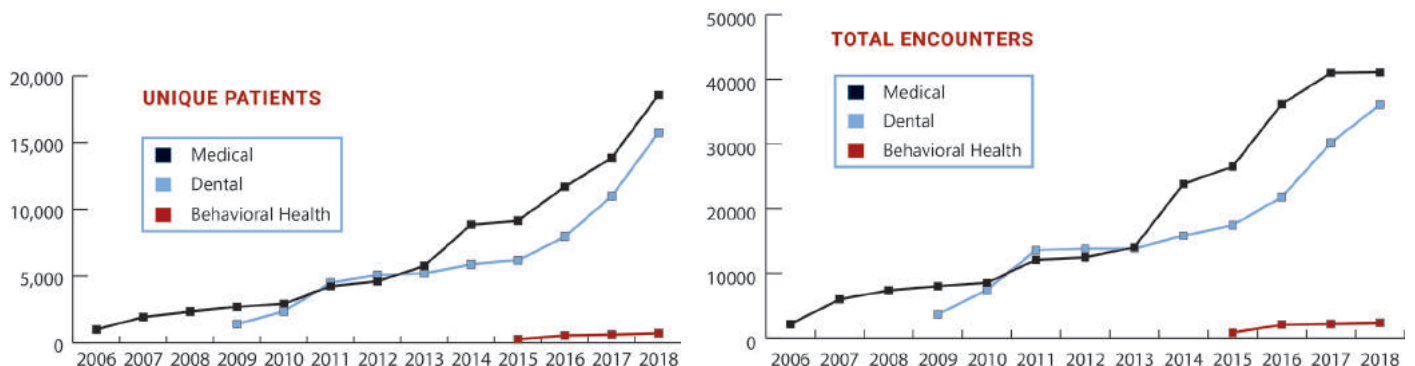
## PATIENT ENCOUNTERS AT A GLANCE

<b>MEDICAL</b>	<b>41,138</b>
<b>DENTAL</b>	<b>36,121</b>
<b>BEHAVIORAL HEALTH</b>	<b>2,369</b>
<b>TOTAL ENCOUNTERS</b>	<b>79,628</b>

## 2018 FINANCIAL HIGHLIGHTS

<b>HEALTH &amp; HUMAN SERVICES GRANT</b> (Medical, Dental & Behavioral Health)	<b>\$ 8,770,460</b>
<b>GIFTS / IN-KIND GOODS</b> (Direct Relief Supplies)	<b>\$ 1,032,753</b>
<b>ALLOWANCES / DISCOUNTS TO PATIENTS</b>	<b>\$ 11,650,483</b>

## GROWTH CHART



# GRAND OPENINGS & COMING SOON



PANCARE PHARMACY 15th STREET

## **NEW CLINIC OPENS IN YOUNGSTOWN, FL**

On March 24, PanCare of Florida celebrated the Grand Opening of their newest clinic at 12427 Highway 231 in Youngstown. This new \$1.25 million facility is approximately 4,300 square feet, will employ a staff of 9 including an Advanced Registered Nurse Practitioner, a Dentist, and a Licensed Clinical Social Worker.

Mike Hill, President and CEO, said, "We are excited to open the Youngstown clinic, as it will expand the supply of best-in-class and affordable medical, dental, and behavioral health care in Bay County."

Since opening, the Youngstown clinic has provided medical, dental, and behavioral health services to nearly 1,000 patients.

## **NEW IN-HOUSE PHARMACY COMING SOON TO PANAMA CITY & MALONE**

We at PanCare of Florida are pleased to announce that we are in the process of opening an in-house pharmacy in order to better meet our patients' healthcare needs and quality of life. This endeavor will help improve the communication between the patient and healthcare providers which will lead to increased compliance and better healthcare outcomes. The pharmacy will strive to provide patient education regarding medication, diet, and healthy lifestyles.

PanCare Pharmacy is aware of significant patient barriers with medication compliance due to the patient not knowing when, how, and why they are supposed to take their medicines. In addition to

these barriers, there is an even greater barrier which is the prohibitive cost of many medications. Our pharmacy will seek to overcome these impediments to proper healthcare by properly recognizing individual patient needs with each of these barriers. We will strive for genuine personal relationships and genuine care for each patient and will measure our success by improved health status, outcomes, and quality of life.

We will confront prohibitive drug cost by establishing comprehensive drug formularies and income-based sliding scales. Also, our providers will strive to provide excellent service in pursuing prior authorizations with third-party providers whenever necessary. Our goal is to provide each and every patient with good pharmacological care every time.



# GRANT IMPACT

---

## CARE GRANT

The purpose of the 2018 Capital Assistance for Hurricane Response and Recovery Efforts (CARE) funding opportunity is to provide one-time support for minor alteration/renovation and/or equipment costs to assist impacted health centers with their disaster response and recovery activities related to Hurricanes Harvey, Irma, and/or Maria in 2017. The project(s) supported with the CARE funding will help to ensure continuity of access to primary health care services in hurricane-impacted areas. PanCare sites did not experience significant damage as a result of the hurricanes in 2017 however, the emergency situation did reveal needs to ensure access to care during power outages. PanCare was awarded \$280,000 to address these needs, PanCare will purchase and install generators and broadband satellite Internet connections at clinic locations and on mobile units. The satellite Internet connections will ensure access during times when regular Internet connection is down. All of these improvements will allow PanCare to continue provision of care during emergencies.

## FOCUS GRANT

PanCare was awarded Gilead's FOCUS grant for the 2018 year. The grant provides funding for routine HIV and HCV screening along with linkage to care. PanCare has received \$99,551.00 from Gilead with an additional \$24,888.00 still to be released for the final quarter of the grant period. We were able to perform 4,076 HCV screenings and 4,356 HIV screenings to patients throughout all of our clinics. Our staff was able to identify 214 patients that were positive for Hepatitis C. We had a 90% linkage to care rate for these patients. Also identified in our screenings were 13 HIV positive patients either newly diagnosed or out of care for a period of time. The linkage to care rate was 85% for these patients. The grant has allowed screenings and access to treatments for patients who would otherwise be unable to afford them. We are currently working on a renewal proposal for the 2019 year in order to continue to provide our patients with these screenings and access to available treatments.



The FOCUS Program is a public health initiative that enables partners to develop and share best practices in routine blood-borne virus (HIV, HCV, HBV) screening, diagnosis, and linkage to care in accordance with screening guidelines promulgated by the U.S. Centers for Disease Control and Prevention (CDC), the U.S. Preventive Services Task Force (USPSTF), and state and local public health departments.

FOCUS funding supports HIV, HCV, and HBV screening and linkage to the first medical appointment after diagnosis. FOCUS partners do not use FOCUS awards for activities beyond linkage to the first medical appointment.

### **QUALITY IMPROVEMENT GRANT**

Every day patients come to PanCare for treatment of conditions associated with acute, recurring, or chronic pain. Many have been taking opioids and are looking for more. Most have multiple medical conditions with complications or comorbidities ranging from anxiety and depression to compromised renal or hepatic function. Daily, we are challenged to effectively manage their complex conditions while effectively treating their pain. PanCare has established a Comprehensive Pain Rehabilitation Program in which the primary goal is to restore functioning and improve quality of life, emphasizing the discontinuation of opioids and the return to a fulfilling lifestyle. This \$250,000 grant has enabled us to purchase 10 LiteCure Medical laser systems for use in each of our medical clinics. LiteCure Medical lasers are cleared by the FDA and adhere to strict ISO standards in order to provide our patients with the safest non-invasive treatment option on the market. Laser therapy technology has been recently endorsed by professional organizations such as

the APTA, WHO, and IASP as Class IV Photobiomodulation efficacy and safety has been supported by numerous peer reviewed articles. Laser therapy is used in the treatment of pain relief for patients with chronic conditions, acute conditions, and post-surgical pain. Laser therapy can be safely used as an adjunct or replacement for pharmaceutical drugs. Patients generally see results after 3 to 5 treatments. With this grant, we have also employed a licensed clinical social worker and a case manager to help run the program to help combat the opioid crisis via better pain management.

### **RYAN WHITE PART C GRANT**

PanCare received \$300,000 from the Ryan White HIV/AIDS Program Part C HIV Early Intervention Services Program. PanCare will deliver high quality, culturally competent, cost effective Part C EIS primary care services through 7 geographically convenient, free-standing primary care practice sites and two dental sites. HIV primary medical care will be provided by family practice physicians and nurses, with support from an Infectious Disease Specialist. Other onsite services will include HIV/AIDS counseling and testing, medication/treatment adherence, medical case management, lab, outreach, oral health care, and mental health/substance treatment. New geographic service area funding is used to increase access to care for people living with HIV/AIDS in Bay, Calhoun, Gulf, Holmes, Jackson, and Washington counties, Florida. With a total population of 298,917 residents, including 900 people living with HIV, this 6-county region was unserved by any Ryan White Part C program. In response to the significant number of people living with HIV in the region and the lack of local resources to meet the tremendous needs, PanCare proposed to develop and implement a Ryan White Part C EIS program.



# SPECIAL POPULATION OUTREACH

## HELPING OUR VETERANS, MIGRANTS, & HOMELESS

PanCare Health does outreach to special populations on an annual basis, including veterans, homeless, and migrant workers. Northwest Florida has a significant veteran population and PanCare’s service area is no different— more than 40,000 veterans reside in the nine-county region. Nationally, HUD’s Annual Homeless Assessment Report found the total number of reported veterans experiencing homelessness in 2018 decreased 5.4% since 2017, falling to nearly half the number of homeless veterans reported in 2010.

Throughout 2018, PanCare reached out by providing complimentary medical and dental services. These services were available, free of charge, to veterans during *Stand Down* events throughout North Florida and during PanCare’s annual Veterans Day *Stand Up for Veterans* celebrations at PanCare Clinics throughout the Florida Panhandle. In addition, migrant workers received medical and dental services, free of charge, on our mobile medical clinics at health fairs for migrant workers in North Florida.

### VETERANS, MIGRANTS, AND HOMELESS THAT RECEIVED COMPLIMENTARY SERVICES IN 2018

DATE	EVENT	MEDICAL	DENTAL
April 20 - 21	<i>Stand Down</i> - Tallahassee, FL	29	35
April 23 - May 4	<i>Logistic Healthcare, Inc.</i> - Pensacola, FL	16	N/A
May 19	<i>Housing Authority</i> - Panama City, FL	6	17
May 19	<i>Early Education &amp; Care KidFest</i> - Panama City, FL	13	19
May 24	<i>Senior Citizen</i> - Graceville, FL	2	2
September 27	<i>Homeless Veteran Stand Down</i> - Tallahassee, FL	N/A	19
<b>TOTAL</b>		<b>66</b>	<b>92</b>

---

DATE	EVENT	DENTAL
June 25 - 28	<i>Migrant Summer Program</i> - Tallahassee, FL	104
<b>TOTAL</b>		<b>104</b>

---

DATE	EVENT	MEDICAL	DENTAL
September 27	<i>Homeless Veteran Stand Down</i> - Tallahassee, FL	N/A	19
1 Saturday/Month	<i>First United Methodist Church</i> - Panama City, FL	97	79
<b>TOTAL</b>		<b>97</b>	<b>98</b>

### TOTAL VETERANS, MIGRANTS & HOMELESS THAT RECEIVED COMPLIMENTARY MEDICAL & DENTAL SERVICES IN 2018

## TOTAL AT A GLANCE

	MEDICAL	DENTAL
Veterans	66	19
Migrant Workers	N/A	104
Homeless	97	98
<b>TOTAL</b>	<b>163</b>	<b>221</b>



# HURRICANE MICHAEL

---

Hurricane Michael wreaked havoc on PanCare facilities and operations on October 10th, despite advance preparation for the anticipated storm. The magnitude of the damages to buildings, contents, and vehicles exceeded 3.5 million dollars. Damages included the loss of three facilities; the corporate office, Panama City dental clinic, and the Marianna medical and dental clinic. Additionally, 15 vehicles were damaged including the total loss of a mobile dental clinic and one tow vehicle. In spite of the damages and due to staff's dedication to the organization's mission on October 16th, six days after Michael made landfall, PanCare opened its clinics in Bonifay, Carrabelle, Chipley, Freeport, and the medical clinic in Panama City and opened mobile medical clinics in Blountstown at Magnolia Square and at the Callaway Walmart in Panama City. Additionally, a mobile dental clinic was established at the Panama City medical clinic. On October 17th, Port St. Joe clinics opened followed on the 18th by the re-opening of the Youngstown medical and dental clinics. On October 19th, mobile medical and dental services

were established in the parking lot of the Marianna facility. On Saturday, October 20th, PanCare hosted a community event in Youngstown that provided a free spaghetti lunch, hygiene supplies, a live band and inflatables for the children's entertainment. From October 22nd, through October 26th the following clinics became operational; Bristol, Wewahitchka, and Blountstown, mobile medical services were also established at the Lynn Haven Walmart. On Tuesday, October 30th, a mere 20 days after the impact of Hurricane Michael it was business as usual at all PanCare locations. Without the tremendous assistance of our FQHC partners, Direct Relief International, AmeriCares, FedEx, and International Medical Corp, PanCare's rapid recovery would not have been possible, the staff and administration thanks them profusely. During the course of Hurricane Michael recovery, AmeriCares donated over \$1.5 million in medications and medical supplies. Direct Relief International also sent medications and medical supplies through 8 shipments totaling \$438,614. These vital donations allowed our clinics to provide



crucial medical care within our devastated communities. It should be noted that all medical and dental services immediately following the hurricane and until November 1st were provided at no cost to the public. Additionally, the mobile clinics operating at Walmart in Callaway and Lynn Haven were open six days a week and provided free services to 629 patients. Also of note, during the week of and the week after the hurricane all PanCare employees received their regular pay. As a result of Hurricane Michael PanCare has begun an active program of hardening its facilities against natural disasters, working closely with its counties' Emergency Management organizations and conducting annual Hurricane Preparedness workshops and drills. Additionally, PanCare is available to share its experiences pre-hurricane, during recovery, and its lessons learned with other FQHCs and organizations.

## **IMPACT OF HURRICANE MICHAEL ON HEALTHCARE PROVISION**

In December 2018, Bay Medical Sacred Heart announced they were planning to lay off approximately half of their workforce- or an estimated 800 workers - once they fully re-opened the hospital after Hurricane Michael. In Bay County, that is a loss of approximately one-quarter of the jobs in that industry sector.

There are several impacts from the loss of that many jobs in a major industry. If the removal of 800 jobs in the healthcare industry is entered in an input-output model of the Bay County economy, it shows a total potential loss of 1,452 jobs. This is because the loss of spending by these workers affects the revenue of other businesses where they shop - forcing those businesses to reduce staff as well. The industries most impacted, besides the healthcare industry, would include real estate, retail, accommodations, and food services. Because all these businesses were harmed by the storm, the impact of reduced future spending by this industry after they rebuild may have some choosing to now close that might have rebuilt otherwise. There is a multiplier effect involved - every dollar that leaves an economy affects all those where the dollar would be spent.

While the loss of those jobs is devastating for community members, it may also open a labor pool that is otherwise very difficult to access with a virtually full-employment economy. Nationally, it's estimated that the unemployment rate for health service workers is only 2.3%. It also provides expansion opportunities for PanCare, as other regional hospitals scale down or potentially move away from many of the competing services offered in the region.

# ECONOMIC IMPACT

The past several years have seen tremendous growth for PanCare. This is particularly evident in the results of the economic impact analysis of the organization. In total, the non-profit supports 335 jobs in their nine-county market area, the majority of which are in Bay County. These operations are also responsible for growth in population, with 104 residents and 103 in the labor force.

In summary, the total sales or output supported by PanCare Health operations in 2018 is \$36.9 million. The GDP or Value Added is just over \$23 million. The healthcare network also generated nearly \$17 million in personal income, \$14.4 million of which is considered disposable personal income.

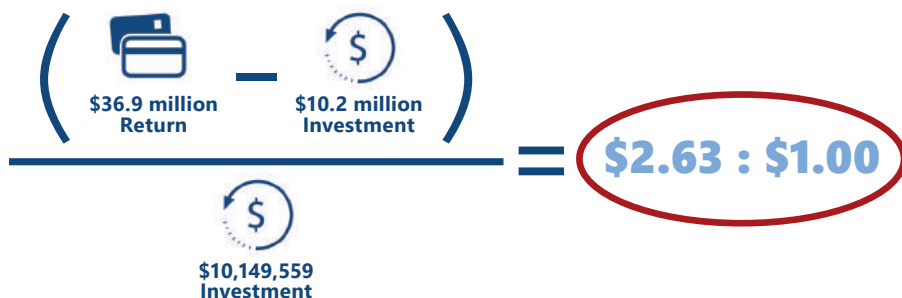
Overall, the economic impact of PanCare in Northwest Florida is significant, producing a **2.6:1 return on investment** for every dollar spent by the organization in the local economy. Economic impact can be modeled in various ways, we have chosen to model employment by county as the input. Spending patterns include national supply chain logistics, but direct spending is mostly retained in the local economy.

Specifically, a single-year economic impact of the operation of PanCare results in:

- 135 additional jobs on top of the 200 directly employed by the group- a majority located in Bay.

- Residence-adjusted employment - employment figures that consider the presence of strong commuting patterns -suggests 298 of those jobs are held by residents from within the region.
- In addition, about 96% of these jobs are private-sector positions (about 322 jobs), suggesting that only about 13 of these jobs are attributed to local or federal government.
- Personal income is \$16.9 million higher, \$14.4 million of which is disposable personal income.
- Bay County generates much of that new personal income - approximately \$13.6 million.
- Output is nearly \$37 million higher.
- Gross Domestic Product, as well as Value Added, is \$23 million higher.
- There are 104 additional regional residents than there would be otherwise -virtually all of whom are in the labor force.

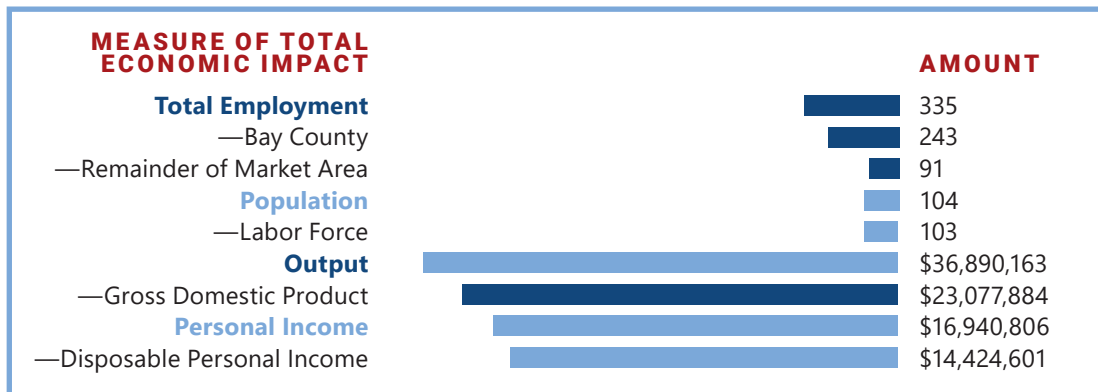
As a result of these changes, the forecasted trajectory of the regional economy is altered as investment, jobs, and migration patterns change.



## IMPACT AT A GLANCE



### TOTAL ECONOMIC IMPACT OF PANCARE



### ECONOMIC IMPACT OF PANCARE BY COUNTY

COUNTY	JOBS	OUTPUT	GDP
Bay	243	\$28,470,859	\$17,792,238
Walton	28	\$2,964,309	\$1,860,255
Gulf	25	\$2,330,523	\$1,464,484
Jackson	12	\$924,200	\$579,458
Liberty	8	\$544,955	\$342,152
Calhoun	6	\$432,405	\$270,782
Holmes	5	\$368,042	\$231,628
Franklin	4	\$469,602	\$294,670
Washington	4	\$385,269	\$249,216
<b>TOTAL</b>	<b>335</b>	<b>\$36,890,164</b>	<b>\$23,084,883</b>



# MOBILE PROGRAM

---

PanCare’s mobile medical and dental fleet had a very busy 2018. By the end of 2018, PanCare was operating 3 dental buses and 3 medical buses. We also acquired two more medical buses that should be up and running in early 2019. This gives PanCare a total of 8 mobile units to provide much needed medical and dental care to our ten county service area.

We had a tremendous response from several athletic directors and coaches. Our mobile units attended many back to school events during the months of July and August where we offered school physicals, sports physicals, dental exams, and dental cleanings. Our medical buses provided lead testing and other services for the head start programs all throughout the Panhandle.

PanCare’s mobile buses were utilized to provide free medical and dental care to our homeless population one Saturday each month in the Panama City community. Another area where we saw a large uptick in demand was with the Assisted Living Facilities (ALF’s) and Nursing Homes throughout our area. The ALF’s were very pleased to have both our medical and dental buses come directly to the facility. Many of the ALF’s we provided service to are located in very rural, hard to reach areas of the Panhandle. Most of the residents have not seen a dentist in years and were not getting proper dental care, so these facilities were very pleased to have our dental bus come right to them.

By the Fall of 2018, both our mobile medical and dental buses were providing care to the entire Bay County School District. As we continue to grow our mobile fleet and services, we look forward to being able to provide much needed medical and dental care to our residents in the Florida Panhandle.

## 2018 MOBILE UNIT STATISTICS

	PATIENTS	VISITS
DENTAL	3,377	5,830
MEDICAL	1,568	1,709
TOTAL	4,945	7,539



# CARING FOR OUR CHILDREN

---

## PANCARE SCHOOL HEALTH SERVICES PROGRAM

The PanCare of Florida, Inc. School Health Services Program goal is to protect and promote the health of students by providing the highest quality of health care in the school environment. Using the latest research and best practices in children's health, the PanCare School Health Services Program administers a wide range of preventive and emergency health care services throughout Bay District Schools delivered by registered nurses, licensed practical nurses, and school health technicians.

PanCare school nurses play a critical role in ensuring that all children experience a safe and stable learning environment. They attend school meetings with parents and school staff to develop individual student health plans, they intervene with actual and potential problems, and actively collaborate with others to build students' capacity for self-management and learning.

Working under the supervision of the school nurses, PanCare School Health Technicians further support students' health care by administering first aid and dispensing medications according to physician instructions.

The PanCare School Health Program is committed to providing timely access to health care services to all students.

## PANCARE NOW OFFERING TELEHEALTH SERVICES

PanCare's Distance Learning and Telemedicine Grant funds amounting to \$499,961, will establish one telemedicine hub and 23 end-user sites to improve access to primary care, behavioral health, and opioid counseling and education via telemedicine for children and youth in rural, underserved service area. The end user sites will be located in schools in Bay, Calhoun, Franklin, Gulf, Liberty, Holmes, Jackson, and Washington counties. School sites will be staffed with a school nurse, who will assist students in accessing primary medical care and behavioral health services via medical and behavioral health providers based at PanCare's hub site. This approach will increase access to needed services for rural students while leveraging PanCare's existing resources including 18 primary care providers, 5 behavioral health counselors, one psychologist, and one psychiatric nurse practitioner. The telemedicine services proposed by PanCare will help to alleviate health care shortages by allowing PanCare providers to expand their reach in the local communities with the assistance of school nurses. Enrolling additional patients in primary care is expected to significantly decrease medical costs in the region by preventing the use of more costly resources such as hospitals and improving overall patient outcomes. Equipment includes, a mobile telehealth cart that is integrated with a codec, camera, microphone and display, along with a speaker system, will provide the ability to connect schools to the consulting site for the delivery of school-based health services in real time, interactive sessions. Both behavioral health, which includes substance counseling and education, as well as primary care services will be provided. A peripheral scope package, paired with a scan converter, will allow patient imaging to be delivered to a health professional at the far site to assess ENT, Dermatology, and Cardiac/Pulmonary indicators in real time. Telemedicine will improve patient access and satisfaction by reducing travel time and related stresses, improving outcomes, and reducing costs for both patient and provider. It is estimated that the telemedicine component will expand PanCare's reach to approximately 6,500 students by the end of the three-year project period.



# PANCARE GIVES BACK

---

## PANCARE LENDS HELPING HAND TO WALLER ELEMENTARY

It takes a village to raise a child and an even bigger one to help supply a school.

Over Labor Day weekend in 2018, Waller Elementary was ransacked and burglarized. PanCare was one of the first to reach out by donating a van load of crayons, binders, and snacks for the school children.

“We are extremely humbled and proud of the community outreach. We are grateful and the teachers and students are extremely grateful,” said Waller Principal Gina McNally.

Other schools and donors from all over Bay County also helped with the cause and donated school supplies, snacks, and gift cards to help replenish the classrooms affected.

## PANCARE PROVIDES SPONSORSHIPS & DONATIONS TO LOCAL SCHOOLS

PanCare sponsored several programs and made donations amounting to over \$363,000 to our communities throughout 2018. Community partners include:

- Basic of NW Florida
- C.C. Washington Academy
- Cedar Grove Elementary
- Florida Chautauqua Assembly school transportation
- Habitat for Humanity
- Holmes County Quarterback Club
- Jinks Middle School
- Lucille Moore Elementary
- Marianna Quarterback Club
- Mosley High School Athletic Department
- Oscar Patterson Elementary
- Rosenwald High School
- Rutherford High School
- Springfield Elementary
- Walton High School
- Wewahitchka High School





## DONATIONS AT **A GLANCE**

WITH OUR DONATIONS, WE WERE ABLE TO PROVIDE:



877  
Uniform  
Tops

+



1,008  
Packs of  
Paper

+



504  
Packs of  
Colored Pencils

+



768  
Composition  
Notebooks



528  
Packs of  
#2 Pencils

+



4,200  
Folders

+



340  
Backpacks

+



1,200  
Glue  
Sticks

# SITE VISIT ACCREDITATIONS

---

## **AAAHC AMBULATORY CARE AND PATIENT CENTERED MEDICAL HOME SITE VISIT/RE-ACCREDITATION**

Our Accreditation Association for Ambulatory Health Care (AAAHC) site visit held in July 2018 provided consultative, peer-based guidance to PanCare of Florida, Inc. (PanCare) in a patient-centered approach to managing and ensuring quality and patient safety. We were scored on all core standards, Patient Rights and Responsibilities, Governance, Administration, Quality of Care Provided, Quality Management and Improvement, Clinical Records and Health Information, Infection Prevention and Control and Safety, and Facilities and Environment. In addition, we were also scored on the standards that were relevant to the services we provide. These included Anesthesia Care Services, Surgical and Related Services, Pharmaceutical Services, Pathology and Medical Laboratory Services, Diagnostic and Other Imaging Services, Dental Services, Health Education and Health Promotion, Behavioral Health Services, Teaching and Publication Activities, and Medical Home. The survey preparation and process was truly a team effort and that is what made this survey a success. The surveyors were very complementary of PanCare and our mission. PanCare received re-accreditation through September 2021 for both Ambulatory Care and Patient Centered Medical Home.

## **HRSA SITE VISIT**

The HRSA Operational Site Visit (OSV) held in May 2018 focused on our compliance with program requirements. These program requirements include, Needs Assessment, Required and Additional Health Services, Clinical Staffing, Accessible Locations and Hours of Operation, Coverage for Medical Emergencies During and After Hours, Continuity of Care and Hospital Admitting, Sliding Fee Discount Program, Quality Improvement/Assurance, Key Management Staff, Contracts, Conflict of

Interest, Collaborative Relationships, Financial Management and Accounting Systems, Billing and Collections, Budget, Program Monitoring and Data Reporting Systems, Board Authority, Board Composition, Federal Torts Claims Act (FTCA) Deeming Requirements, and Performance Analysis. These requirements form the foundation of the health center program and support the core mission of this innovative and successful model of primary care. The surveyors provided an objective assessment and verification of the status of PanCare's compliance with the statutory and regulatory requirements. We had a very successful survey with only 5 conditions found. Each of these has been addressed.

## **RYAN WHITE HIV/AIDS HRSA SITE VISIT**

The Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV Primary medical care, medications, and essential support services for low-income people living with HIV who are uninsured or underinsured. PanCare of Florida, Inc. (PanCare) was very fortunate to receive funding for this program which will help us better assist the patients in our community. The purpose of the HRSA diagnostic site visit held in August of 2018 was to ensure that PanCare, as a newly funded RWHAP Part C Early Intervention Services (EIS)

recipient, had the foundational tools necessary to successfully implement the RWHAP Part C Program. The site visit team provided technical assistance on PanCare's management infrastructure and its ability to deliver high quality HIV and primary care treatment and services to persons living with HIV for the clinical, administrative and fiscal service components. The clinical review included HIV Care/Other Services to Support HIV Care, and Clinical Quality Management. The administrative review included Administrative Structure & Management, Client Eligibility, Consumer Involvement, System Coordination, IT Systems and Structure, Data Systems, Data Reporting, Accessibility and Confidentiality, ADA, Cultural Competent Services, and HIPAA. The fiscal review included Program Budget, Third Party Billing & Reimbursement, Program Income, Fiscal Oversight, Sliding Fee Scale, and Patient Caps on Charges. This was a learning experience that will be very helpful as we move forward with our Ryan White Part C Program.

## **AMERICAN ASSOCIATION OF DIABETES EDUCATORS (AADE) RE-ACCREDITATION**

Our Diabetes Self-Management Education (DSME) program achieved accreditation from the American Association of Diabetes Educators (AADE) in June of 2016. In order to maintain that accreditation, we are required, on an annual basis, to provide evidence of continual implementation of the National DSME Standards and other requirements for maintaining accreditation. One of the requirements is submission of a status and performance measurement report. In preparing the report, we were excited to see that many of our patients, who have participated in our DSME program, have taken the education to heart and applied what they have learned. These patients have had great improvement in their overall health and management of their diabetes.

Here are just a few of our success stories:

- Female patient who lost 18 pounds and her A1C dropped from 8.9 to 7.1
- Male patient who's A1C went from 13.4 to 7.4 in 3 months
- Male patient who has lost 23 pounds and A1C dropped from 7.0 to 6.4 in 4 months
- Male patient who has lost 17 pounds in 4 months
- Male patient who has lost 14 pounds in 3 months and lowered A1C from 9.8 to 6.3

The AADE completed the annual review of our DSME program and report. The review process revealed that our DSME program remains in compliance with the National Standards. Therefore, our program was granted continued accreditation through June of 2019.



# PLANNING FOR THE FUTURE

---



PanCare is a forward thinking organization and as such is always looking to the future by planning for its growth through assessing the healthcare needs of its service area based on current health data and identified gaps in healthcare services needed to serve the area as its patient centered medical home. As northwest Florida's predominate provider of healthcare services, during 2018 PanCare embarked on an aggressive program of investing in site acquisitions and service expansions, that includes adding pharmacy, telemedicine, and the purchase of seven future sites and facilities. Purchases include investment in the following: Malone, Jackson County, a 5,500 SF building to house pharmacy, medical, dental, and behavioral health services scheduled to come on line during 2019; Panama City, Bay County, a new 3,000 SF pharmacy building, 11,250 SF corporate office building, and 5,500 SF corporate annex building. Pharmacy is anticipated to open early 2019, corporate office and annex buildings anticipated late 2019. Acquired a replacement facility in Bristol, Liberty County, consisting of two buildings totaling 6,500 SF to replace an existing medical clinic with added dental, behavioral health, and pharmacy services. We anticipate pharmacy coming

on line mid 2019 and other services early 2020. Acquired a six-acre site adjunct to PanCare's medical facility in Panama City, Bay County, to build a regional medical specialty complex and multiuse facility. This multi-year project is in plan development stage, it is anticipated to have the master plan and conceptual drawings completed by 2020. PanCare purchased an existing medical office building in Defuniak Springs, Walton County. This 4,200 SF building will be renovated to add dental and behavioral health suites to serve north Walton County patients. Renovations should begin in early 2020 and it is anticipated operations will occur in early 2021. In the Sand Hills area of north Bay County, PanCare purchased a one and a quarter acre site adjunct to the Regional Army Reserve Center to construct a new medical, dental, and behavioral health facility to serve patients residing in the Lake Muriel and south Washington County areas. This project is in the early stages of development and no anticipated opening date has been established.

Two new mobile medical vehicles and a three operatory mobile dental trailer have been added to the existing fleet of six mobile units. The new mobile units will be used to add a mobile vision clinic and

expand medical and dental services to schools, nursing homes, and businesses within the surrounding counties beginning during the second quarter of 2019.

PanCare is Florida's first Federally Qualified Health Center to use telemedicine technology to expand healthcare delivery. Using a USDA Distance Learning/ Telemedicine grant awarded late 2018, PanCare is building a network that will provide telemedicine services to its entire ten county service area and nine mobile units. PanCare will begin use of telemedicine to deliver primary care and behavioral health services in two Bay District schools during the second semester of the 2018-19 year and the telemedicine network consisting of 23 end-user sites will be phased in over the next three years.

PanCare's continued forward thinking, planned growth, and the use of available technology insures it will be among Florida's healthcare leaders. The Board and staff of PanCare are deeply committed to its mission of providing the highest quality of healthcare to the patients we serve and the citizens in its 10 county service area. PanCare is committed to remaining the regions predominate provider of primary healthcare.

# HEALTHCARE IN NORTHWEST FL

Over the past ten years, nationwide uninsured rates for low-income adults in rural areas declined three times faster in states that expanded Medicaid compared to non-expansion states, according to a Georgetown study. Florida, a non-expansion state, remains one of the states with the highest rate of uninsured low-income adults in small towns and rural areas.

PanCare’s mission is to provide affordable healthcare services to such rural communities throughout Northwest Florida. The uninsured population for the service area – Walton, Holmes, Washington, Bay, Jackson, Calhoun, Gulf, Liberty, and Franklin counties – is presented in the table to the right.

The table below details the average household expenditures on healthcare in the nine-county area, as well as the project rise in household healthcare costs by 2023. Figure 2 on page 8 identifies community health centers and comparable facilities that currently serve the community.

## % UNINSURED IN SERVICE AREAS

COUNTY	% UNINSURED	COUNT
Bay	15%	26,312
Calhoun	19%	2,364
Franklin	18.9%	1,891
Gulf	14%	1,899
Holmes	18.7%	3,307
Jackson	11.9%	4,878
Liberty	21.7%	1,504
Walton	16.3%	10,003
Washington	13.3%	2,937

## AVERAGE HOUSEHOLD ANNUAL HEALTHCARE COSTS

COUNTY	HEALTHCARE INSURANCE	MEDICAL SERVICES	MEDICAL SUPPLIES	TOTAL	PROJECTED 5 YEAR GROWTH
Bay	\$2,775	\$615	\$118	\$3,928	21%
Calhoun	\$2,626	\$578	\$112	\$3,737	21%
Franklin	\$2,791	\$596	\$118	\$3,976	19%
Gulf	\$2,808	\$608	\$121	\$3,983	20%
Holmes	\$2,574	\$554	\$115	\$3,687	22%
Jackson	\$2,680	\$587	\$117	\$3,816	22%
Liberty	\$2,690	\$597	\$112	\$3,817	19%
Walton	\$3,004	\$652	\$129	\$4,238	21%
Washington	\$2,652	\$587	\$113	\$3,787	21%



403 East 11th Street  
Panama City, FL 32401  
(850) 747-5599

[WWW.PANCAREFL.ORG](http://WWW.PANCAREFL.ORG)



*Pancare of Florida, Inc. is a 501(c)(3) nonprofit organization which operates Federally Qualified Health Centers (FQHCs) throughout Northwest Florida.*