

ANNUAL REPORT



2022

PANCARE
OF FLORIDA, INC.

A NOTE FROM THE PRESIDENT & CEO



As one year welcomes the next, we take this time to reflect, assess what was, and envision the year ahead for what can be. PanCare is so fortunate to be surrounded by such a supportive and passionate community. I am grateful for our compassionate staff, who work every day with open hearts to continue meeting the many health needs of our community. My heart is full of gratitude to our Board of Directors, our passionate advocates and patients, the teams involved with our programs, and all of you who support our work in every way.

We continued to grow in 2022, providing more than 49,000 patients with over 100,000 encounters. Our services provided for Bay District Schools continued to expand as we assumed the Bay District Wellness Center operations in April. We were excited to open a medical clinic on the Gulf Coast State College campus in May, offering healthcare services to the general public. After much anticipation, the construction of a new pharmacy at our Regional Healthcare Center in Panama City began in June. We will end the year by opening our brand-new clinic in Port St. Joe, offering dental, medical, and behavioral health services.

As PanCare celebrates its 20th anniversary in 2023, we look forward to celebrating this milestone and each of you at our annual Employee Appreciation Event in June. The gratitude I have for each of you cannot be expressed enough. I am proud to stand with you, to work alongside you, and to know you are part of the PanCare family.

A handwritten signature in black ink, which appears to read "R. Hill". The signature is stylized and fluid.

R. Michael Hill
President & CEO

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2022 PanCare Employees

OUR MISSION

To provide 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 assure the dignity and respect of each individual they serve.

BOARD OF DIRECTORS

R. Michael Hill
President & CEO

Ron Hardy
Chair

Robert Arnold
Mary Brewington
Kay Daniel
Lucia Esquivel
Ward Mcdaniel
Maria Pouncey

Dottie Avery
Judy Bryte
Rev. Jonas Douglas
Roger King
Leon Miller
Dave Rutenberg

William Ramsey
Vice Chair

Hiep H. Le
Secretary / Treasure

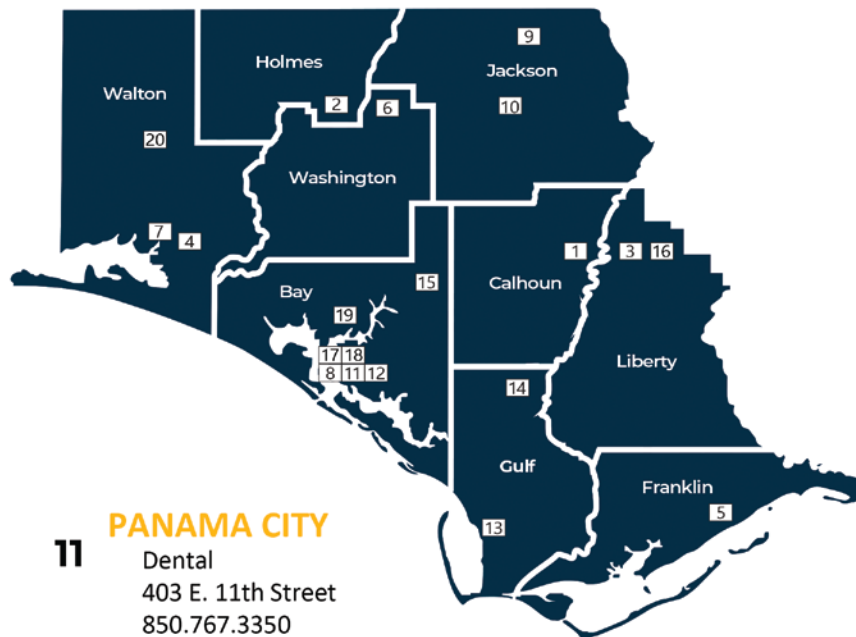


In memory of Leon Miller

Mr. Miller has served on PanCare's board of directors for the past 20 years. He was an integral part of our community and the growth of PanCare's access to those in need. His legacy lives on through his diligent efforts to improve the lives of those around him.

CURRENT LOCATIONS

- 01 BLOUNTSTOWN**
Medical & Behavioral Health
16875 N. Cayson Street
850.674.2244
- 02 BONIFAY**
Medical & Behavioral Health
495 St. John Road
850.547.5547
- 03 BRISTOL**
Medical & Behavioral Health
11033 NW State Road 20
850.643.1155
- 04 BRUCE**
Medical & Behavioral Health
278-A Church Road
850.835.1015
- 05 CARRABELLE**
Dental
106 NE 5th Street
850.697.5000
- 06 CHIPLEY**
Medical & Behavioral Health
1414 Main Street, Suite 4
850.676.4926
- 07 FREEPORT**
Medical, Dental & Behavioral Health
479 E. Highway 20
850.880.6568
- 08 GULF COAST STATE COLLEGE**
Medical
5230 W. Highway 98
850.873.3535
- 09 MALONE**
Medical, Dental, Pharmacy
& Behavioral Health
5336 10th Street
850.569.2053
- 10 MARIANNA**
Medical, Dental & Behavioral Health
4126 Independent Drive
850.394.4907



- 11 PANAMA CITY**
Dental
403 E. 11th Street
850.767.3350
- 12 PANAMA CITY**
Medical, Pharmacy & Behavioral Health
2309 E. 15th Street
850.747.5272
- 13 PORT ST. JOE**
Medical, Dental & Behavioral Health
2475 Garrison Avenue
850.229.1043
- 14 WEWAHITCHKA**
Dental
807 W. Highway 22
850.639.2028
- 15 YOUNGSTOWN**
Medical, Dental & Behavioral Health
12427 Highway 231
850.753.3246

FUTURE LOCATIONS

- 16 BRISTOL CLINIC** **19 SAND HILLS CLINIC**
- 17 REGIONAL CENTER** **20 DEFUNIAK SPRINGS**
- 18 CORPORATE OFFICE**

GULF COAST STATE COLLEGE CLINIC OPENING



A new clinic, open to everyone!

PanCare and Gulf Coast State College (GCSC) partnered to bring an affordable healthcare solution to the GCSC campus for students, staff, and the surrounding community by opening a clinic on the GCSC Panama City campus.



“Our partnership with PanCare will have a positive impact on the GCSC campus and community. The clinic will provide our students and staff a source where they can receive affordable healthcare services right here on campus, which has previously been a barrier for many. It will also serve as a location for our health sciences students to conduct clinical rotations and training; a win-win for us and the community.”

**Dr. Holdnak, President
Gulf Coast State College**

REGIONAL HEALTHCARE CENTER

Northwest Florida's only Specialty Care Center on a Sliding-Fee Scale

North Florida will have access to superior specialty care at PanCare's Regional Healthcare Center. Our specialty clinics will accept Medicaid, Medicare, and private insurance, as well as provide services on a sliding fee scale for uninsured patients for the first time in our region. With expedient funding approval, our goal is to complete this campus in 4 years with an anticipated budget of 30 million dollars. We are actively seeking funding sources to make this Healthcare Center a reality.



CONSTRUCTION UPDATE



On September 9, 2022, PanCare of Florida held the groundbreaking ceremony for the PanCare Regional Healthcare Center in Panama City, Florida. Construction quickly began on the first building, encompassing a Pharmacy, Ophthalmology Center, and Walk-In Clinic.

FUNDING IMPACT



Health & Human Services

\$12,821,658



Gifts & In-Kind Services

\$2,522,970



Allowances and Discounts to Patients

\$11,600,000

GRANT AWARDS

American Rescue Plan
\$5,480,555

Bay Health Foundation
\$20,000

COVID-19 Vaccination Expansion
\$450,175

Florida Association of Community Health Centers
\$23,001

Health Center Program
\$7,494,168

Health Center Program Service Expansion
\$200,000

RCORP Behavioral Health Grant
\$500,000

RCORP Implementation Grant
\$333,300

Ryan White Part C
\$272,720

Substance Abuse and Mental Health Services Administration
\$778,600

COMMUNITY SUPPORT

13.4 MILLION DOLLARS Invested in our community in 2022

No Cost Services and Events



Stand Up For Veterans

Veterans have given so much for our country. PanCare is honored to give back annually through our Stand Up For Veterans Event. During this event, Veterans are able to receive no cost services at all of our medical and dental clinics.

World AIDS Day

Community health and education is at the center of PanCare's mission. Along with community partners we hosted our third annual World AIDS Day Event. HIV testing was offered by partners, while PanCare provided medical, dental, and vision services at no cost to the community.



PATIENT ENCOUNTERS



65,089
MEDICAL



8,193
BEHAVIORAL HEALTH



46,304
DENTAL



1,576
OPTOMETRY

TOTAL: 121,162

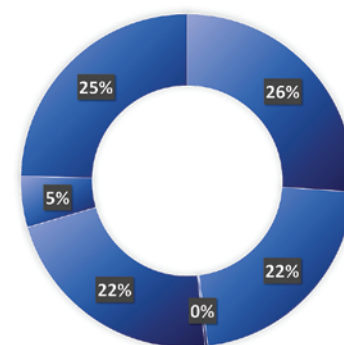
PATIENT PROFILES

PATIENTS BY RACE AND ETHNICITY

Race	Hispanic / Latino	Non-Hispanic	Unreported / Refused to Report	Total
Asain	22	570	0	592
Native Hawaiian	3	12	0	15
Other Pacific Islander	48	112	0	160
Black / African American	177	8,073	0	8,250
American Indian / Alaskan Native	44	263	0	307
White	3,592	31,433	0	35,025
More than One Race	79	479	0	558
Unreported / Refuse to Report Race	1,743	837	1,383	3,963
Total Patients by Race	5,708	41,779	1,383	48,870

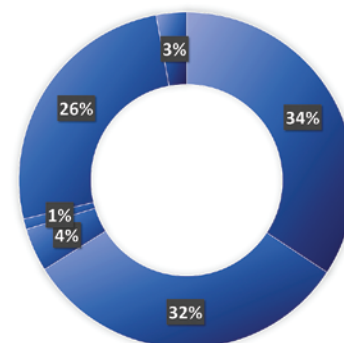
PATIENTS BY INCOME AS A PERCENT OF POVERTY LEVEL

% of Poverty Level	Total
100% and Below	23,867
101-150%	3,328
151 - 200%	1,534
Over 200%	3,527
Unknown	16,614
Total Patients by Povert Level	48,870



PATIENTS BY THIRD PARTY PAYER SOURCE & AGE RANGE

Third Party Payer Source	0-17	18+	Total
Total None / Uninsured	7,772	9,129	16,901
Regular Medicaid (Title XIX)	8,745	6,977	15,722
Medicare (Title XVIII)	11	2,057	2,068
Dually Eligible (Medicare & Medicaid)	0	498	498
Private Insurance	3,749	8,984	12,733
Dental / Vision	97	1,351	1,448
Total	20,374	28,996	49,370



EMPLOYEE APPRECIATION EVENT & CONFERENCE

Each year we look forward to a day of celebration at our annual Employee Appreciation Event. We held our event at the Sandestin Golf and Beach Resort this year with 320 employees. It was a day full of fun and games where everyone could come together and celebrate the year's accomplishments. In addition to this celebration, we hosted a two day continuing education conference for all our 150 medical, dental, behavioral health, pharmacy, and optometry professionals.

Scan this QR code to watch our highlight video!



MIKE HILL

Founder
Leader
Friend

1943-2023

PanCare of Florida's beloved Founder, President and Chief Executive Officer, Mike Hill passed on Monday, January 16, 2023 after withstanding prolonged health issues. PanCare has lost a true visionary, and the world has lost an amazing human being. Those of us who have been fortunate enough to know and work with Mike have lost a dear friend and an inspiring mentor. Mike leaves behind a company that only he could have built, and his spirit will forever be the foundation of PanCare.

“ How lucky we are to have someone that makes saying good bye so difficult. ”



Mike's legacy is rooted in the love he had for Northwest Florida. Early in his career, Mike served on the School Board for Bay District Schools. He was also the CEO over the Big Bend and Northwest Florida Heath Councils. Throughout Mike's career he noticed the gap in affordable healthcare and in 2003, he opened the first PanCare clinic bringing quality healthcare on a sliding fee scale; affordability to everyone. As his vision for a better community grew, so did the reach of PanCare; now with 14 clinics and 126 access sites across Northwest Florida, and operating Florida's largest mobile clinic fleet, PanCare is able to provide no-cost medical, dental, behavioral health and vision care through our School Health, TeleHealth, and Mobile programs. Mike devoted himself to our community bringing affordable healthcare to all in need. We will always remember his efforts to make this organization successful. We will honor his memory by dedicating ourselves to the work he loved so much.



You can be a part of Mike's dream by making a donation in his memory to build the PanCare Regional Healthcare Center by scanning this QR code.



PAN CARE

OF FLORIDA, INC.

403 East 11th Street
Panama City, FL 32401

Serving Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes,
Jackson, Liberty, Walton, & Washington Counties



PanCareFL.org
[@PanCareHealth](https://www.instagram.com/PanCareHealth)