

# ANNUAL REPORT

# 2020



Dedication. Community. Growth.

**PAN**CARE  
OF FLORIDA, INC.

Magazine Title

# A NOTE FROM THE PRESIDENT/CEO



In this time of uncertainty with the ever-evolving COVID-19 pandemic, like never before, the world sees the contribution and value of healthcare workers. I could not be more proud of the level of coordination and care the PanCare team has shown. Working together, with the ongoing goal of providing high-quality, accessible healthcare, our team has navigated an environment previously unseen and has done so with adaptability, innovation, and as always, integrity. It is often in times of crisis that our humanity, resiliency, and compassion shine brightest.

We have persevered through these difficult times and have risen to the occasion to diligently ensure the well-being of our employees, patients, and the community. I'm proud to highlight some achievements this year.

## COVID-19

While the concept of mass drive-thru testing was an idea for many, we immediately took action and made this idea a reality.

- We were the first organization to develop COVID-19 drive-thru testing sites in our service area. We established a total of seven locations providing over 53,000 tests throughout our communities.

- Throughout this year, PanCare has invested over \$2 million on COVID-19 related expenses, and will continue to invest until this pandemic comes to an end.

## GROWTH

We have remained strategic to ensure growth and innovation during this challenging year.

- Provided over 80,000 healthcare encounters to over 40,000 patients in 2020.

- Exceeded 300 employees.

- Early in the pandemic, we made the decision not to lay off or furlough any employees. We have retained a dedicated and talented workforce and expanded our team to include Directors of Emergency Management, Quality, and Risk Management.

- In early 2020, our newest clinic in Malone opened to provide Medical, Dental, Behavioral Health, and Pharmacy services.

- Our TeleHealth and School-Based Health programs have expanded to include additional schools in multiple counties.

- Optometry services have been added as a part of our scope of practice.

## GRANTS

Grant funding strengthens our ability to provide innovative care and programs to the communities we serve. This year, we have received over \$4.6 million through additional funding opportunities.

Thank you to our team for your dedication to PanCare, but more importantly, your commitment to our community. Providing care in a time like this is exactly why we chose careers in healthcare. PanCare's board and I remain genuinely appreciative and grateful for your hard work and loyalty.

Wishing you and your family good health and happiness in 2021.

**R. MICHAEL HILL**



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# LOCATIONS

## 1 Blountstown

Medical & Behavioral Health  
16875 North Cayson Street  
850.674.2244

## 2 Bonifay

Medical & Behavioral Health  
495 St. Johns Road  
850.547.5547

## 3 Bristol

Medical & Behavioral Health  
11033 NW State Road 20  
850.643.1155

## 4 Bruce

Medical & Behavioral Health  
278-A Church Road  
850.835.1015

## 5 Carrabelle

Dental  
106 NE 5th Street  
850.697.5000

## 6 Chipley

Medical & Behavioral Health  
1414 Main Street, Suite 4  
850.676.4926

## 7 Freeport

Medical, Dental & Behavioral Health  
479 East Highway 20  
850.880.6568

## 8 Malone

Medical, Dental, Behavioral Health  
& Pharmacy  
5336 10th Street  
850.569.2053

## 9 Marianna

Medical, Dental & Behavioral Health  
4126 Independent Drive  
850.394.4907

## 10 Panama City

Dental  
403 East 11th Street  
850.767.3350

## 11 Panama City

Medical, Behavioral Health  
& Pharmacy  
2309 East 15th Street  
850.747.5272

## 12 Port St. Joe

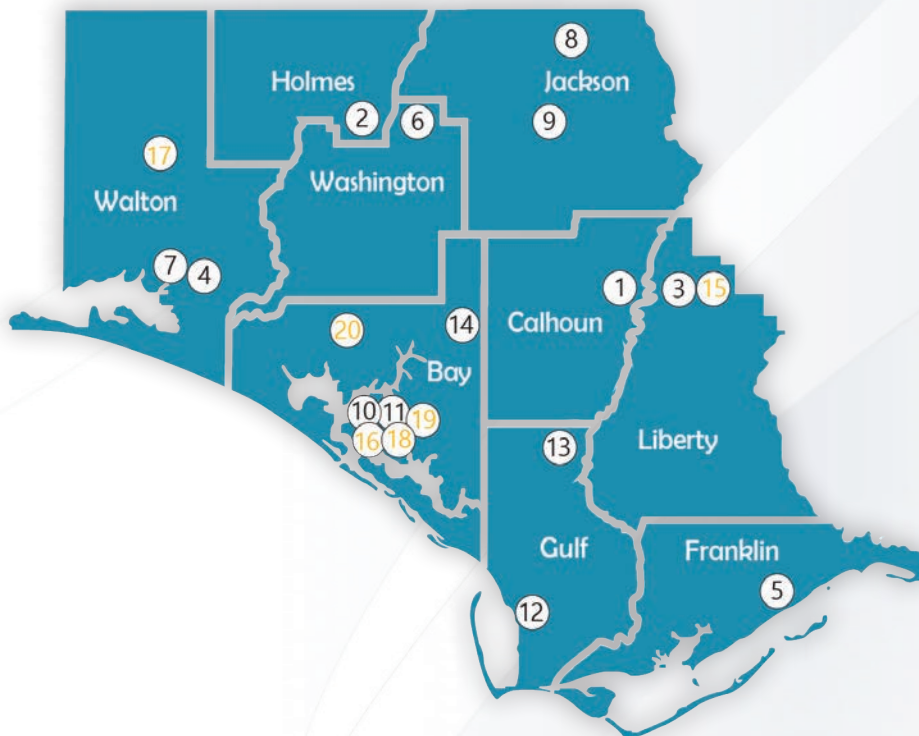
Medical, Dental & Behavioral Health  
2475 Garrison Ave  
850.229.1043

## 13 Wewahitchka

Dental  
807 West Highway 22  
850.639.2028

## 14 Youngstown

Medical, Dental & Behavioral Health  
12427 Highway 231  
850.753.3246



## FUTURE OPENINGS

### 15 Bristol

Medical, Dental, Behavioral Health  
& Pharmacy

### 16 Corporate Office

Administrative Services

### 17 Defuniak Springs

Medical, Dental, Behavioral Health  
& Pharmacy

### 18 Regional Healthcare Center

Regional Multi-Specialty  
Medical Center

### 19 Pharmacy

PanCareRx Panama City

### 20 Sand Hills

Medical, Dental, Behavioral Health  
& Pharmacy

**OUR MISSION** IS 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

## PRESIDENT/CEO

R. Michael Hill

## OFFICERS

### CHAIR

Ron Hardy

### VICE-CHAIR

Willie Ramsey

### SECRETARY/TREASURER

Hiep H. Le

## DIRECTORS

Robert Arnold  
Dottie Avery  
Mary Brewington  
Judy Bryte  
Kay Daniel  
Rev. Jonas Douglas  
Lucia Esquivel  
Roger King  
Ward McDaniel  
Leon Miller  
Maria Pouncey  
Dave Rutenberg

# 2020 PATIENT ENCOUNTERS AND PROFILES

## PATIENTS BY RACE & ETHNICITY

Race	Hispanic/ Latino	Non-Hispanic	Unreported/ Refused to Report	Total
Asian	25	511	0	536
Native Hawaiian	4	19	0	23
Other Pacific Islander	28	108	0	136
Black / African American	101	6,619	0	6,720
American Indian / Alaskan Native	23	287	0	310
White	2,079	32,141	0	34,220
More than One Race	86	394	0	480
Unreported / Refused to Report Race	1,791	944	1,253	3,988
<b>Total Patients by Race</b>	<b>4,137</b>	<b>41,023</b>	<b>1,253</b>	<b>46,413</b>

## PATIENTS BY INCOME AS PERCENT OF POVERTY LEVEL

% of Poverty Level	Total
100% and Below	22,640
101 - 150 %	3,478
151 - 200 %	1,440
Over 200 %	2,190
Unknown	16,665
<b>Total Patients by Poverty Level</b>	<b>46,413</b>

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

Third Party Payer Source	0 - 17	18+	Total
Total None / Uninsured	6,881	8,674	15,555
Regular Medicaid (Title XIX)	7,090	6,008	13,098
Non-Chip Medicaid	4	147	151
<b>Total Medicaid</b>	<b>7,094</b>	<b>6,155</b>	<b>13,249</b>
Medicare (Title XVII)	49	2,912	2,961
<b>Total Private Insurance</b>	<b>2,440</b>	<b>12,208</b>	<b>14,648</b>
<b>Total</b>	<b>16,464</b>	<b>29,949</b>	<b>46,413</b>

# PATIENT ENCOUNTERS AT A GLANCE



MEDICAL: 42,602

DENTAL: 37,606

BEHAVIORAL HEALTH: 3,847

TOTAL ENCOUNTERS: 84,055

## FINANCIAL HIGHLIGHTS

Health and  
Human  
Services  
Funding

**\$6.42  
MILLION**

Gifts and  
In-kind  
Goods

**\$760  
THOUSAND**

Allowances  
and Discounts  
to Patients

**\$8.82  
MILLION**

# COVID-19 RESPONSE



## PREPARED TO RESPOND QUICKLY TO MEET THE NEEDS OF OUR COMMUNITIES

As the SARS-CoV-2 Coronavirus began to spread globally and enter the United States, PanCare strategized how best to serve the people in our communities during this crisis. We understood from the beginning that the need for COVID-19 testing would be immense, but it was a challenge we were ready to take on. In March 2020, we secured FDA-EUA approved tests and established the first drive-thru testing sites in our 10-county service area.



**53,000+ COVID-19  
TESTS PROVIDED**



The health and wellbeing of the people in our communities is our primary focus; we have invested over \$2 Million in COVID-19 related expenses.





## COMMUNITY DRIVE-THRU SITES

PanCare opened seven Community COVID-19 testing sites in rural and populated areas to provide a wide-reaching response effort.



## MULTI-PURPOSE DRIVE-THRU SITES

As we approached this year's flu season, we expanded our existing drive-thru COVID-19 tests sites to also accommodate flu vaccine distribution.



## MOBILE RESPONSE TEAMS

To continue operations for essential businesses and organizations, there was a significant need for on-site COVID-19 testing. To help these organizations identify positive cases quickly, PanCare established teams to disseminate throughout our service area.



## ON-CAMPUS TESTING

As schools reopened, PanCare established COVID-19 testing service accessibility to students and staff at each of our existing school-based health sites, providing thousands of students with immediate access to on-site testing with parent permission. These efforts on campus have helped keep infection rates low amongst students and staff within each school district.



# SCHOOL-BASED HEALTH PROGRAMS



## SCHOOL HEALTH

Studies have shown that healthy children get better grades, attend school more often, and behave better in class. Our on-campus school health rooms provide a space for children to receive medication distribution and basic first aid services throughout the school day. With the rise in illness due to the COVID-19 pandemic, we took action prior to the start of the 2020-2021 school year and doubled our school health technician staffing at each school to implement our advanced safety protocols.

## TELEHEALTH

Telehealth works hand-in-hand with our School Health Program to provide students with access to primary medical care and behavioral health therapy with parental consent. PanCare remains committed to expanding services to youth and have added 20 new on-campus clinics to provide services at no cost.

## MOBILE HEALTH

PanCare continues to operate Florida's largest mobile healthcare fleet comprised of medical units, dental units, an optometry unit, semi-tractors, chase vehicles and a new mobile command line. Our mobile command line includes a command center, response unit, and rapid transport vehicles to be deployed during disasters and emergencies.

Our mobile clinics have been well utilized in 2020 to provide COVID-19 testing, dental care, and medical care. Throughout our service area these units are dispatched to meet the needs of the community, and provides services to schools, community events, assisted living facilities, and more.

"We strive to meet our communities' health care needs by providing no-cost services on school campuses through our school health clinics, telehealth clinics, and our mobile medical and dental program. It is our calling to help people in our communities, and have a positive impact in their lives."

**LEE STAFFORD,**  
DIRECTOR OF SCHOOL HEALTH

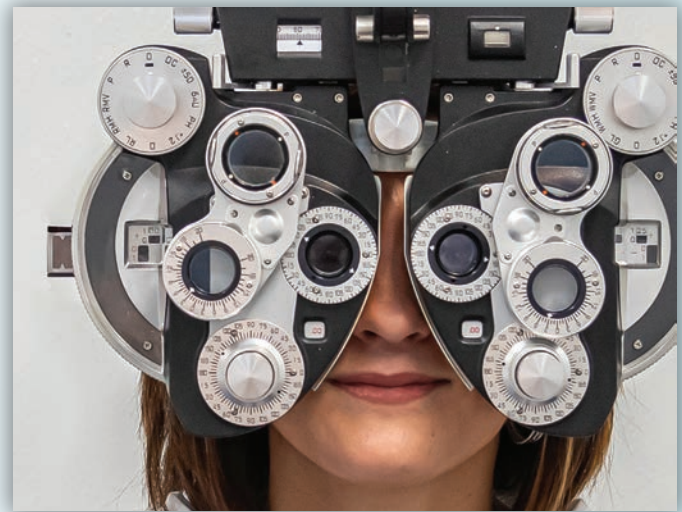
MOBILE DATA	PATIENTS	ENCOUNTERS
DENTAL	6,007	9,605
MEDICAL	8,259	9,217
<b>TOTAL</b>	<b>14,266</b>	<b>18,282</b>

# MOBILE EYE CLINIC



PanCare Health has expanded healthcare services to include optometry on our new mobile eye clinic. According to the American Optometric Association, uncorrected vision affects one in every four children in the United States. Each year PanCare's mobile medical program visits schools throughout our 10-county service area to provide health and vision screenings for students.

Following the vision screenings, PanCare's staff will now be able to coordinate with school staff to schedule one or more visits from our mobile eye clinic. A Board-Certified Optometrist will provide eye exams for all students who have failed the initial vision screening. Our optometrist specializes in complete eye exams, eye emergencies, the treatment of eye diseases, and more. As with all of PanCare's mobile services, there will be no cost for any student to receive services. Our mobile eye clinic will also schedule events throughout the year at each of our clinics to provide eyecare on-site to PanCare patients.



# GIVEBACK EV

MAKING A DIFFERENCE IN THE LIVES OF THE PEOPLE IN OUR COMMUNITIES

## 9.6 MILLION DOLLARS



### WOMENS' WELLNESS DAY

On Friday October 2, 2020 PanCare partnered with the Florida Department of Health to provide wellness exams and mamograms at no cost to the community.

"I was so happy to receive these services at no cost. I would not have been able to do this without the support of PanCare. Thank you for your dedication to our community."

- PANCARE PATIENT



### WORLD AIDS DAY

PanCare partnered with BASIC of Northwest Florida and the Florida Department of Health in Bay County to hold the annual World AIDS Day Event on December 4th and 5th. HIV testing, and Hepatitis A vaccines were offered by partners, while PanCare provided flu shots and dental services at no cost to event attendees. PanCare performed 36 dental exams, 33 cleanings, and 23 flu vaccinations



### GULF WORLD WITH ANCHORAGE CHILDRENS HOME

PanCare partnered with Gulf World to sponsor a field trip for youth from Anchorage Children's Home and the Transitional Living Program. Youth spent the day experiencing the attractions and learning about marine life.

# EVENTS



2020 HIGHLIGHTS

## INVESTED IN THE COMMUNITY IN 2020 THROUGH SPECIAL EVENTS AND NO COST SERVICES

### STAND UP FOR VETERANS

We proudly support our US Military Veterans. As our way of saying thank you, each year we provide healthcare services at no cost to veterans at our annual Stand Up For Veterans event. At each of our dental clinics, we provided veterans with a dental exam plus a cleaning, filling or an extraction. At each of our medical clinics, we provided a medical exam consisting of an ear and eye exam, oxygen level check, blood sugar test, blood pressure check, and hemoglobin test.



“ I'm thankful that we have opportunities to give back to veterans who have given so much for us.

-Megan Redding / Dental Assistant ”



# GRANT IMPACT



April Wilkes of the St. Joe Foundation presents PanCare with grant funding for COVID-19 response efforts.

"Grants enhance our current programs and services, and empower us to develop new and innovative methods to strengthen the community."

**MIKE HILL,  
PRESIDENT/ CEO**

Grants enhance our ability to address important issues within our communities. They effectively fuel our non-profit mission and significantly invoke change to benefit persons and groups in our service area. "Grants enhance our current programs and services, and empower us to develop new and innovative methods to strengthen the community."

In 2020, PanCare received over 4.6 Million dollars in grant funding. This funding supported initiatives such as COVID-19 response, mobile healthcare services, and expanded clinical services.

## 2020 GRANT AWARDS

- |   |  |    |  |
|---|--|----|--|
| 1 | Bay Health Foundation<br>[\$10,000]                            | 7  | HRSA COVID-19 Response Grant<br>[\$2,000,000]            |
| 2 | CARES Act Grant<br>[\$1,350,110]                               | 8  | HRSA RCORP Opioid Misuse Planning Grant<br>[\$200,000]   |
| 3 | Community Services Foundation of Bay County<br>[\$22,000]      | 9  | Mutual of America Grant<br>[\$100,000]                   |
| 4 | Delta Dental Community Care Foundation Grant<br>[\$50,000]     | 10 | Oral Health Foundation Grant<br>[\$10,000]               |
| 5 | Direct Relief COVID-19 Response Fund<br>[\$50,000]             | 11 | St. Joe Foundation COVID-19 Response Grant<br>[\$62,340] |
| 6 | HRSA Expanding Capacity for Coronavirus Testing<br>[\$735,049] | 12 | HRSA Coronavirus Supplemental Funding<br>[\$97,607]      |

# PANCARE REGIONAL HEALTHCARE CENTER



PanCare's proposed Regional Healthcare Center in Panama City will provide superior specialty care to North Florida. These specialty clinics will accept patients with Medicaid, Medicare, and private insurance, as well as be the only specialty provider in our region that provides services on an affordable sliding fee scale for uninsured patients. This project will cost approximately 30 million dollars to complete, we are actively seeking funding sources to make this Healthcare Center a reality, and with expeditious funding approval, we hope to have this campus completed in 5 years.

## BUILDING USE CONCEPTS



**MULTI-USE FACILITY**

- Special Needs Shelter
- Meeting / Training Space
- Infusion Therapy
- Cardiology / Lab
- Radiology
- Cafeteria



**WOMEN'S HEALTH**

- Mammography
- Gynecology
- Hormone Therapy



**SPECIALTY CARE 1**

- Physical Therapy
- Gastroenterology
- More TBA



**PHARMACY**

- 340B Accredited Pharmacy
- Ophthalmology Center
- Walk-In Clinic
- Snack Bar



**PRIMARY CARE**

- Internal Medicine
- More TBA

**TO BECOME A FUNDING PARTNER  
CONTACT 850.747.5599**



403 East 11th Street  
Panama City, Florida 32401  
850.747.5599  
[PanCareFL.org](http://PanCareFL.org)

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

