

CULTIVATING A HEALTHY COMMUNITY

2019-2020 REPORT TO THE COMMUNITY

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Aaron Brandt
Chief Financial Officer

Rhonda Cameron, PhD
Director of Behavioral
Health Services

Travis Cox
Director of IT

Dinah Deal-Grant, RN
Nursing Director

Jackie Florez, MBA
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Director of Risk Management
& Compliance

Delisa Heron, MD
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Gabriela Herrera
Director of Operations

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Director of Quality and
Patient Experience

Jose Peralta, DDS
Dental & Associate Medical Director

Cheryl Pollock, GPC, BA, M.Ed.
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From our inception in 1979, Premier Community HealthCare has held true to its mission and vision of providing accessible healthcare services by providing high-quality and affordable care to those in need, regardless of their ability to pay.

Over the decades, we have increased our comprehensive medical, dental and behavioral health services to provide care for all ages, making our organization a patient-centered medical home.

We are energized by the compassion and dedication of our Care Team and the way we provide safe and secure care for our patients. In these uncertain times, Premier Community HealthCare renews its commitment to providing accessible, affordable and comprehensive care to the Pasco and Hernando County residents. We are in this together!



MISSION

To provide accessible healthcare services for all.



VISION

A community where everyone is healthy.



CORE VALUES

Teamwork: We collaborate within and outside the community health center to be our best.

Respect: We give respect to self and others to foster a positive environment.

Integrity: We adhere to ethical principles without compromising the truth.

Compassion: We show kindness, caring and a willingness to help others.

Excellence: We deliver world-class service each day.



LETTER TO OUR Community



Thank you for taking a moment to review our 2019 report to the community. It highlights the tremendous growth and outreach that has taken place over the past year and the dedicated work of our Care Team and Board members. I can proudly say that for over 41 years, Premier Community HealthCare has served as a source of hope, care, and opportunity while transforming lives, one patient at a time.

In the face of many challenges, the Premier Care Team has become even more resolute and grounded in the delivery of our mission – providing accessible healthcare services for all.

The strategic focus of our organization is guided by six pillars: growth, finance, service, quality, people, and community. As we prepare to continually improve access to care, we will strive even more to enhance the patient experience and care that all our health centers offer.

We cannot do this hard work alone. Beyond our team, we depend on you – our community, our advocates, our financial supporters, and those who help us sustain the delivery of services to those most in need. As we enter our 42nd year, we are grateful for your encouragement, assistance, and partnership throughout the year.

A handwritten signature in black ink that reads "Joey Resnick".

Joseph D. Resnick, MHA, FACHE
Chief Executive Officer



The governing Board of Premier Community HealthCare oversees and supports the outstanding team of primary care clinicians, social workers, dental providers, care coordinators, support personnel and administrators in their delivery of high-quality and compassionate care. The Premier Care Team has a laser focus on the dynamic needs of our patient population and seeks to break down barriers to care and to encourage patients to manage their health and well-being effectively.

At Premier, we pride ourselves on exceptional care that begins as soon as you enter our health centers and continues beyond the exam rooms.

As Chair of the Premier Community HealthCare Board of Directors, I hope that this annual report provides you an opportunity to appreciate the outstanding performance of our local health centers, Care Team and the critical services that we provide for Pasco and Hernando County residents.

As we look ahead, Premier is excited for future growth and increasing impact, while fostering healthier communities.

A handwritten signature in black ink that reads "Georgina Rivera-Singletary".

Georgina Rivera-Singletary
Board Chair

As a non-profit organization, Premier Community HealthCare has an established governing Board of Directors. The Board consists of active and diverse community volunteers who are dedicated to overseeing the development of the mission, vision and values of our organization. The Board is composed of at least 51 percent consumer users of Premier services. Members of the Board consist of a variety of professional backgrounds with wide-ranging expertise to ensure effective Board performance. These individuals are passionate about providing resources to the community and bringing healthcare services to all who are in need.

HEALTH & WELLNESS COMMUNITY EVENTS

Health and Wellness Events are opportunities for Premier Community HealthCare to educate and serve uninsured and underinsured community members. The events specifically seek to close care gaps and address the critical wellness needs of our population. The 2019 Health Events included:

Women's Health Day | January 18

Children's Dental Day | February 8

Community Baby Shower | May 14

Men's Health Day | June 17

Migrant Seasonal Agricultural Worker Dental Day | December 16



2019 Community Baby Shower

COMMUNITY GIVE BACK PROJECT

Our commitment to serving our communities extends beyond our clinic walls. The Care Team-led Employee Ambassador Council collected hundreds of canned goods and non-perishable food items across all sites during the Community Give Back Drive to provide nourishing meals for those in need.

2019 Beneficiaries: Samaritan Project and People Helping People.



STAFF TRAINING AND DEVELOPMENT

As we focus our efforts on being accessible, comprehensive, innovative, and compassionate, we also balance a culturally sensitive environment that instills a strong sense of trust and respect. In order to accomplish this mission, Premier has dedicated resources and began concentrated efforts to make sure this is embraced by all Care Team members. The Premier Care Team is the force of the organization's ability to make a positive impact in our community. In order to achieve the best outcomes, we bring the entire Care Team together on a bi-annual basis to instruct, encourage, and develop their skills at all levels throughout the year.

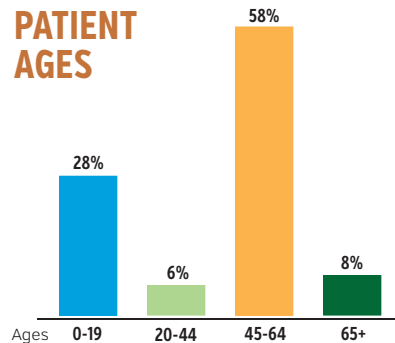
March 1, 2019 – Sport-Themed Meeting



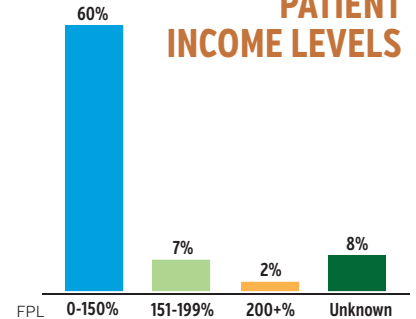
CARE BY THE Numbers

**In 2019, we proudly served
37,370 PATIENTS.**

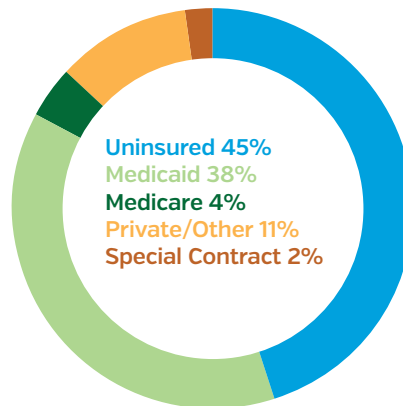
PATIENT AGES



PATIENT INCOME LEVELS



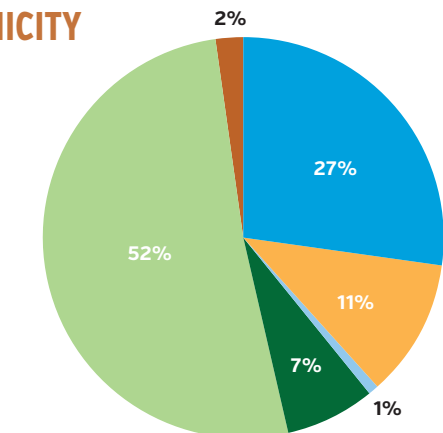
PAYOR MIX



Of the patients served in 2019:

45% were uninsured
26% were children
8% were homeless
5% were Migrant Seasonal Agricultural Workers (MSAW)

ETHNICITY

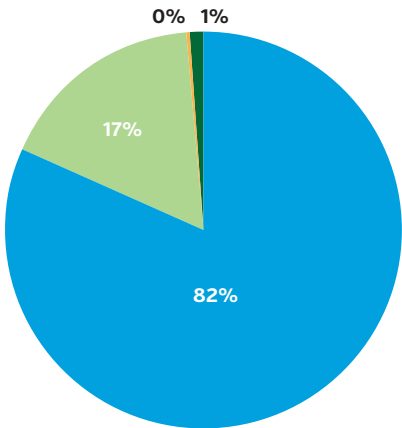
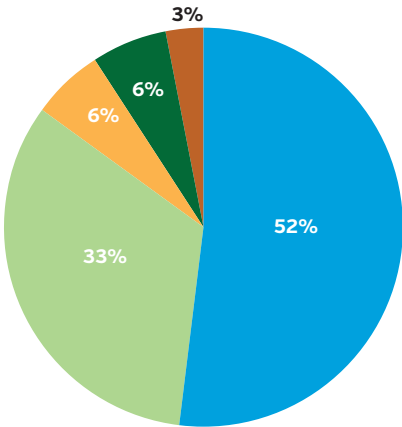




FUNDING OUR MISSION

OPERATING SUPPORT AND REVENUE	2019
Program/Patient Service Revenue	\$11,451,601
Federal Government Grant Support	\$7,285,152
State and Local Grant Support	\$1,354,813
Contributions and Other Revenue	\$1,326,375
In-Kind Support	\$641,617
Total Operating Revenue	\$22,059,558

OPERATING EXPENSES	2019
Direct Care/Program Services (Medical, Dental, Behavioral Health, Patient Support)	\$17,976,579
General/Administrative	\$3,770,281
Fundraising/Development	\$86,680
Reinvestment in Health Center Services, Programs, and Clinics	\$226,018
Total Operating Expenses	\$22,059,558



VOICES OF OUR PATIENTS

“I was referred to Premier, and I have been coming ever since. The doctors and staff are so friendly, helpful, and caring. They go above and beyond to keep me comfortable during my visits. Premier is truly a blessing.”

“I was introduced to Premier Community HealthCare through a Back to School event. They provided my boys with physicals, dental exams, free helmets, and a backpack. I have been taking them to the Dade City Dental Center ever since. They really do a lot to help families in our community.”

“When you are sick and scared, one of the worst things is to be fearful of the emergency expenses. Thanks to the team at Premier, I was able to be seen on the same day and treated despite not being insured. My children and I are so grateful.”

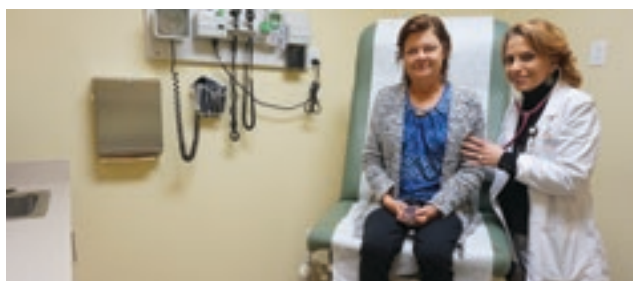
Connecting Patients to Affordable, Lifesaving Resources

When Marie R., 46, was prescribed a new medication to manage her diabetes, she wasn't sure how she was going to afford it. In addition to her other medications, her monthly supply would cost nearly \$300, and she did not have health insurance to offset the expense.

Marie was referred to Premier Community HealthCare's 340B program and learned she was eligible for discounted medications through the partnership with Walgreens. With the help of the Discounted Medication Program (340B), she was able to get her prescriptions at a fraction of the cost.

"I had applied for many other programs and stipends in the past, and I was declined. Even though I met the income requirements, I did not fit into some of the non-financial eligibility categories. Each time that I was declined, I was losing hope until I encountered Premier."

Marie is now managing her diabetes with a personalized treatment plan and able to receive the medications critical to her health. Connecting patients and community members to lifesaving resources is just one of the many ways our organization identifies and reduces barriers to care for the vulnerable population in Pasco and Hernando counties.



CELEBRATING 40 YEARS OF CARE

Inaugural Community Impact Breakfast

Thursday, September 19, 2019, marked a monumental day for Premier Community HealthCare, commemorating 40 years of care. The celebration reaffirmed Premier's commitment to providing high-quality, patient-centered, and accessible healthcare services to the Pasco and Hernando communities.

Decorative pillars of blue, green, and gold filled the Hyatt Place Wesley Chapel's Sierra Hall for the celebratory breakfast as we welcomed community members, policymakers, and key leadership to share the decades of impact and vision for the future.

The event agenda showcased homage to our 1979 inception; included inspiring community partner sentiments, a resolution from Pasco County Commissioner Mike Wells, and a powerful keynote from Chief Executive Officer Joey Resnick; and concluded with a compelling patient testimony by Christine Collins.

"Our leaders, providers, and Care Team members have embraced the changes over the years, as we have grown and continue to grow in response to the community's needs. We look forward to the next 40 years – and beyond," Resnick said.

The celebratory theme embraced education, advocacy, and inspiration as Premier continues improving the quality of life for our community residents through our dedicated supporters.

BETTER NUTRITION FOR CHILDREN AND FAMILIES THROUGH KID SHAPE 2.0

Premier Community HealthCare believes that disease prevention and health habits begin in the adolescent phase of life. Proper nutrition plays an important role in one's health and overall well-being. With the support of the Gulfcoast North Area Health Education Center grant, Premier launched the Kid Shape 2.0 program in the spring of 2019. Following a kid-friendly routine and curriculum, this program promotes healthy and mindful eating, stress management, and fitness.

"The hands-on cooking time was a class favorite. Whether the kids were practicing literacy by reading the recipe or brushing up on their math skills with the measurements, they were engaged and learning new healthy foods while

having fun. Because the parents were sitting by their sides, it created an opportunity for them to bond and recreate some of the meals they tried in class." – Robmarys Espada-Rodriguez, Community Services Representative

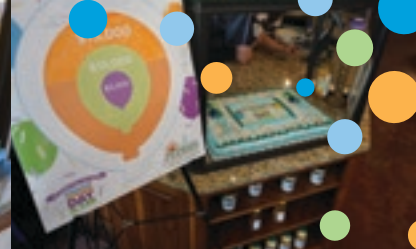
"I saw a complete transformation in my son. He walked into the session the first day very shy and ashamed of his weight, but by the final session, he was jumping out of his chair to respond to questions and share what he learned. He really enjoyed the physical activity portion; the coaches taught him how to do a proper push-up and easy at-home exercises. I promised to help him make better decisions, starting with less fast food." – Kid Shape Parent

This program is in partnership with AdventHealth Zephyrhills and is free to our patients. Participants receive a workbook, backpack, and light meal at each session.

"At the end of each class, the kids are always excited to return. It makes me feel good to know that we are making a difference in the lives of these families."

– Jane Kelly, RN, Kid Shape Instructor





DEDICATED DONORS & PARTNERS

\$80,000

BayCare HealthCare Systems

\$50,000

United Way of Pasco County

\$40,000+

Morton Plant North Bay Hospital

\$10,000+

Delta Dental Community
Care Foundation
Gulfcoast North Area Health
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\$1,000-\$9,999

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Dr. Donna E. Conners
Dr. Delisa G. Heron
Patrick and Cheryl Pollock
Joseph and Erika Resnick

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\$25-\$99

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Larry's Auto Service Center
Winn-Dixie Community
Bag Program

\$1-\$24

We are very grateful for the support of the 274 donors at this level who gave to Premier's Give Day campaign with contributions and event participation. Unfortunately, due to lack of space, we cannot name them all, but we thank them all.

In Memory of:

Mr. Ronnie Fry – Anonymous
Al and Joan Skupas –
Dr. Rhonda Cameron

In Honor of:

The Surita Family – Yanira Surita

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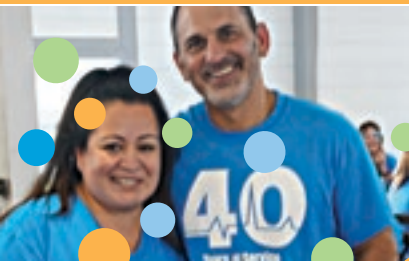
This annual report was prepared by the Premier Community HealthCare Development & Communications office. We sincerely apologize for any name we may have misspelled or inadvertently omitted from the donor list. Please advise us of any error by calling 352-518-2000 or emailing LJDemello@HCNetwork.org.

Some names and photos have been curated to protect the privacy of our patients.

Editors: Cheryl Pollock, Rachel Blaasch & Lisa DeMello / Photography: Brittany Burke & Lourdes Saenz / Design & Printing: image.works



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