



QUALITY CARE WITH A COMMUNITY FOCUS

2021-2022 REPORT TO THE COMMUNITY

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Chief Financial Officer

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Chief Medical Officer

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Chief Human Resources Officer

Cheryl Pollock, M.Ed., GPC
Chief Advancement & Community
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Rhonda Cameron, PhD
Director of Behavioral
Health Services

Travis Cox
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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 community health center a patient-centered medical home.

We are energized by the compassion and dedication of our volunteer leaders and 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 all 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

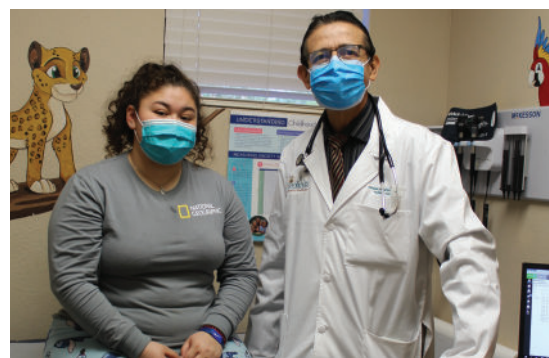
Teamwork: We collaborate within and outside the community health center to be our best.

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

First and foremost, as we look back over last year, I want to thank our care team members for their tireless dedication and hard work in providing high-quality and compassionate care to our patients. In addition, I would like to thank our Board members, Advisory Council members, Steering Committee and community partners for their continued support and passion for working with us.

We have continued to work on operational efficiencies to create a positive patient experience and invest in our sites to create an environment of healing and hope for our patients and our care team members.

I am blessed to be the leader of a phenomenal organization. We will continue expanding our services and increasing access to our community residents.

Our strategic investments to enable our future expansion are already yielding successful outcomes. A few of our 2021 highlights include opening our first pediatric health center, implementing School-Based Health Center Telemedicine, expanding behavioral health services, reaccreditation from AAAHC and furthering our journey of Equity, Diversity and Inclusion by piloting a staff-led committee.

We continue to celebrate our enthusiastic and caring team steadfastly beyond the walls of our clinics. I am humbled and amazed at how everyone has stepped up to provide extraordinary care

during these challenging years. Patient satisfaction and employee engagement scores also revealed our deeply rooted commitment to these efforts.

Our team is looking forward to next year, as we have plans to build a new facility on the west side of Pasco County in New Port Richey and another on the east side of Pasco County in Zephyrhills. We will also transition to a new electronic health record platform.

I sincerely appreciate our resilient care team, Board of Directors, Patient and Community Advisory Council members, Steering Committee and donors. Once again, together we have concluded another season of providing compassionate and quality care and unwavering efforts that contribute to our health center's success. With great excitement, we move into our 44th year of service with the promise of continuing to serve our patients, expand our care and ensure the quality outcomes we have historically delivered. Thank you for your partnership.

In health and with gratitude,



Joseph D. Resnick, MHA, FACHE
Chief Executive Officer

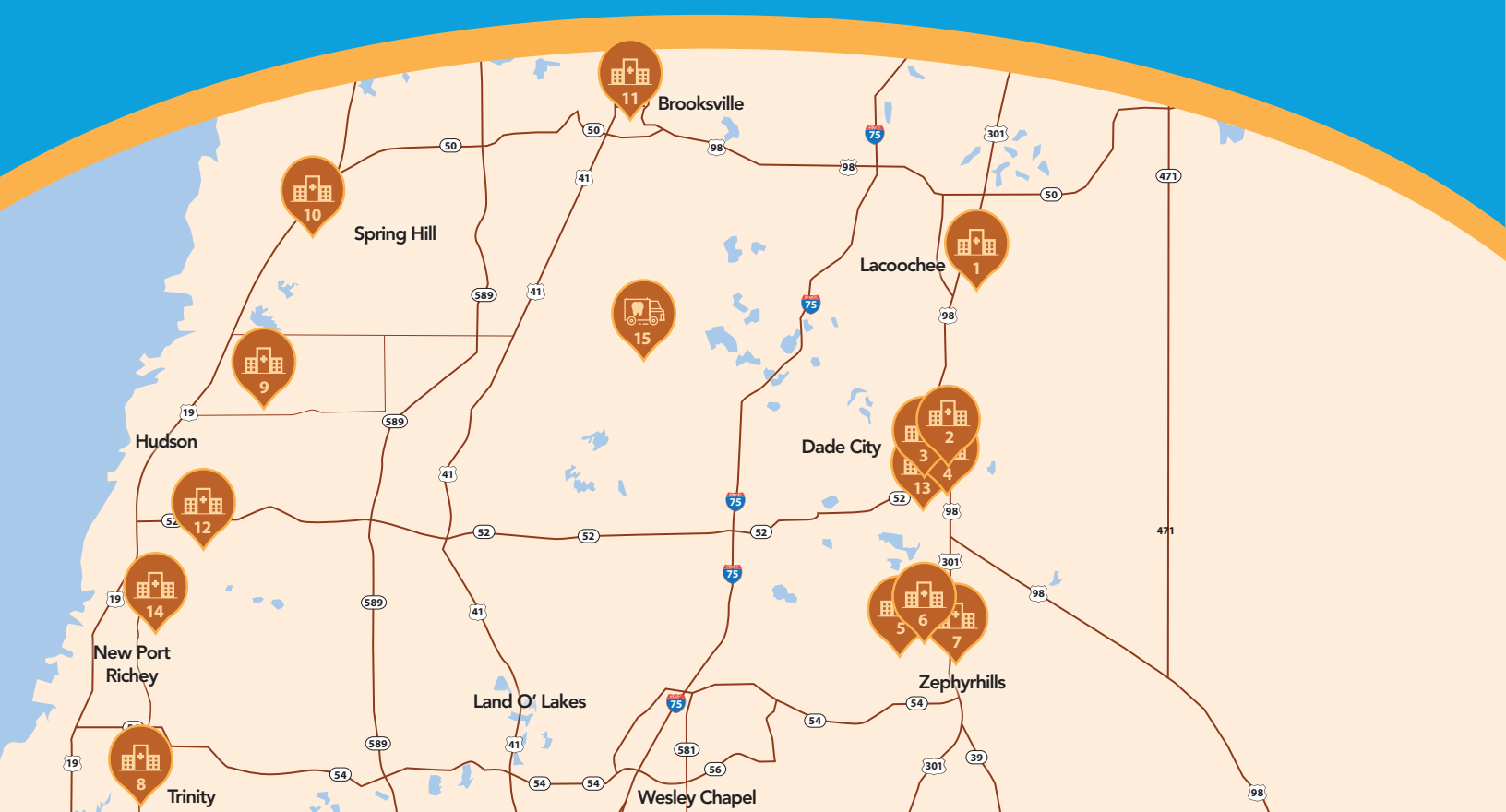
A handwritten signature in black ink that reads "Joey Resnick".

What started off as one grassroots medical clinic in the heart of Dade City, Florida, now extends its mission across two counties with multiple medical, dental and behavioral health clinics. We look forward to growing and improving access to quality and affordable healthcare for the

COMMUNITIES WE SERVE.

Premier Community HealthCare proudly calls Florida's Nature Coast home. Serving over 38,000 patients this past year, our model of care places patients' needs at the center of attention as we provide comprehensive and quality healthcare services, including medical, dental and behavioral health.

Through multiple locations strategically operating across Pasco and Hernando Counties, Premier provides its community with affordable and compassionate care. This annual report to the community provides a glimpse into the impact and patient stories that make our community health center a healthcare safety net for all.



1. Lacoochee Family Health Center
Family Medicine Health Services (Ages 4+)
38724 Mudcat Grant Boulevard
Dade City, FL 33523

2. Dade City Dental Center
Adult & Pediatric Dental Services
37944 Pasco Avenue
Dade City, FL 33525

3. Administrative Office
37912 Church Avenue
Dade City, FL 33525

4. Dade City Family Health Center
Family Medicine & Pediatric Health Services
14027 5th Street
Dade City, FL 33525

5. Zephyrhills Behavioral Health Center
Mental Health & Substance Use Services
37840 Medical Arts Court
Zephyrhills, FL 33541

6. Zephyrhills Family Health Center
Family Medicine, Pediatric Health,
Pediatric Dental & Podiatry Services
37920 Medical Arts Court
Zephyrhills, FL 33541

7. Women's Health Center
OB/GYN Services
38030 Daughtery Road
Zephyrhills, FL 33540

8. New Port Richey Family Health Center
Family Medicine, Pediatrics
& OB/GYN Services
2114 Seven Springs Boulevard
Trinity, FL 34655

9. Hudson Family Health Center
Family Medicine Health Services
11611 Denton Avenue
Hudson, FL 34667

10. Spring Hill Family Health Center
Family Medicine, Dental & Podiatry
7551 Forest Oaks Boulevard
Spring Hill, FL 34606

11. Brooksville Family Health Center
Family Medicine & Dental Services
300 South Main Street
Brooksville, FL 34601

12. Dental Center
Pediatric Dental Services
10841 Little Road
New Port Richey, FL 34654

13. Cox Elementary Dental Center
Pediatric Dental Services
37615 Martin Luther King Boulevard
Dade City, FL 33523

14. Pediatric Health Center
Pediatric Medical & Dental Services
6906 Madison Street
New Port Richey, FL 34652

15. Mobile Dental Clinic
Adult & Pediatric Dental Services
Various locations throughout Pasco
and Hernando Counties

2021

HIGHLIGHTS

WINTER

In 2021, Premier Community HealthCare was selected as one of Tampa Bay Times Top Workplaces for the year. Creating a workplace culture where employees feel engaged, appreciated and fulfilled is essential, and we've done it amidst the current challenges we have all faced throughout the pandemic.



Children's Dental Day

Annually, Premier Community HealthCare serves thousands of children in the Pasco and Hernando communities with quality and compassionate oral health services. As a commitment to the mission of removing financial barriers to care, Children's Dental Day is held in February, as it relates to Children's Dental Month. In 2021, we served 120 children, of which 81 were new patients to Premier. Each participant received oral health education, a dental kit and a tooth timer. Families were engaged in a fun game of dental BINGO while waiting to be seen.



"This is awesome for families like mine. My three children all needed cleanings and sealants. As a single mother, it can be challenging, financially and with scheduling, to get them seen by a dentist. Thank you for making this possible, Premier," said Claudia S., Patient Caretaker.

Mt. Pleasant Missionary Baptist Church

In addition to many other initiatives to eradicate the COVID-19 pandemic, Premier Community HealthCare hosted COVID drive-thru testing sites throughout the community at no cost to patients. In February, Mt. Pleasant Missionary Baptist Church hosted the testing site, allowing congregation members and the community at large a safe way to test.

"This is my job and my church; I am so honored to be a part of serving this great community. I love what I do, and I am proud to be a part of this essential work," said Victoria Harris, RN.



Supporting Overall Wellness by Expanding Behavioral Health Services

Through CARES Act funding, Premier expanded its Behavioral Health Services in West Pasco County and hired a Licensed Clinical Social Worker (LCSW). This has greatly improved our services by allowing the new social worker to see all patients, whereas previously only the uninsured patients were being seen in Hernando.



Women's Health Day

Our annual Women's Health Day on Monday, May 10, was a great success. These health campaign initiatives aim to introduce Premier's spectrum of affordable care to as many patients as possible and give them the opportunity to receive life-saving screenings. Over 100 women were served across seven clinics in Pasco and Hernando counties with free health screenings and care.

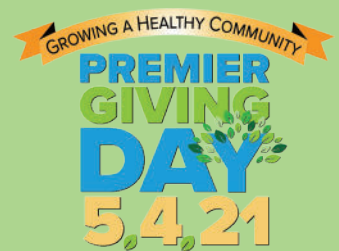


Give Day: Annual Giving Campaign

For our 2021 Give Day campaign designated to raise funds to support the uninsured and underinsured community, we set our sights high to “Grow a Healthy Community.” Premier Care Team members, Board of Directors, Advisory Council members and patients proved the power of unity, commitment and compassion by together raising \$27,362.49. These dollars are at work daily within and outside the Premier clinic walls.



Give Day “Grill & Chill” Giveaway Winners



SUMMER

Men's Health Day

We were proud to host our fourth annual Men's Health Day on June 21. Thanks to its success, we were able to offer free health screenings and resources and introduce affordable care to many men in the community.



Care Beyond the Clinic

In collaboration with Athena Health and Feeding Tampa Bay, Premier provided over 500 boxes of delicious, fresh produce to community members of Pasco County. Despite the rain, our team rallied together to make this drive-thru giveaway event safe and successful.

“This was a beautiful way to support our patients beyond the clinic. We recognize the food insecurity in our neighboring communities and are dedicated to treating the entire patient. That means health education and providing resources for nourishment. It was a great way to wrap up National Health Center Week 2021,” said Brittany Burke, Sr. Communications Manager at Premier.



Noteworthy Accolades

Health Resources and Services Administration (HRSA) recognizes health centers that made “notable quality improvement achievements” with Community Health Quality Recognition (CHQR) badges. These badges acknowledge access, quality, health equity and health information technology achievements for the 2020 Uniform Data System (UDS) reporting period.

Premier Community HealthCare earned two badges. During the many challenges faced due to COVID-19, we managed to offer quality health care while expanding protection to our overall community. We are honored to have the opportunity to provide essential care to Pasco and Hernando Counties.



Community Give Back: Our Mission in Action

Philanthropy and community give-back efforts constitute a significant part of the culture at Premier Community HealthCare. Annually, a local charity is selected by our Employee Ambassador Council (EAC) for Premier to partner with and support. In 2021, care team members collected the most-requested hygiene and care items for those served by Jericho Ministries, Inc. Items included towels, toilet paper, laundry detergent, soap, combs and sanitary napkins for women.



EMPOWERING STUDENTS TO SUCCEED IN SCHOOL AND LIFE

Each day, thousands of Pasco County students arrive to school without access to the same health care opportunities their neighbors and peers may have. Our School-Based Health Centers (SBHCs) and Mobile Dental Program are about raising the floor of basic dental and health care, so these students can freely focus on their days at school.

In alignment with the Premier Community HealthCare mission, barriers to care are removed with on-site services through SBHCs and the Mobile Dental Program. Students and their families can even access much-needed resources and connections to address financial assistance needs as well as social needs, such as food security and housing.

Through our SBHC partnerships, we can provide affordable, equitable, integrated medical and dental services to elementary school students. Currently, we are partnered with Cox Elementary School (dental) and Gulfside Elementary School (medical and dental).

In tandem, our Mobile Dental Program brings dental care to even more children in need throughout Pasco County.

Cassidy, a six-year-old Pasco County student, had her first-ever dentist appointment on the Premier Mobile Dental Unit. She was excited to hop on the fully equipped 40-ft unit and meet her new dentist, Dr. Lisa Painter, DDS.

The dental team quickly noticed that Cassidy's oral health had been neglected, and she had significant tooth decay at six years old. The myth that rotting baby teeth have no lasting effects on a person is false and, by contrast, can be very harmful to speech development and gum health and permanent teeth that have not erupted yet.

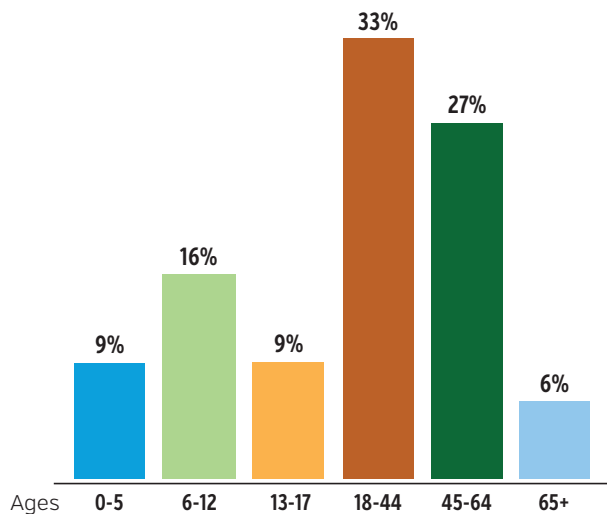
The Mobile Dental Care Team provided Cassidy with a full examination, cleaning, and fluoride treatment. The Mobile Dental Program aims to allow families to connect with a dental home and establish healthy oral hygiene habits from a young age.



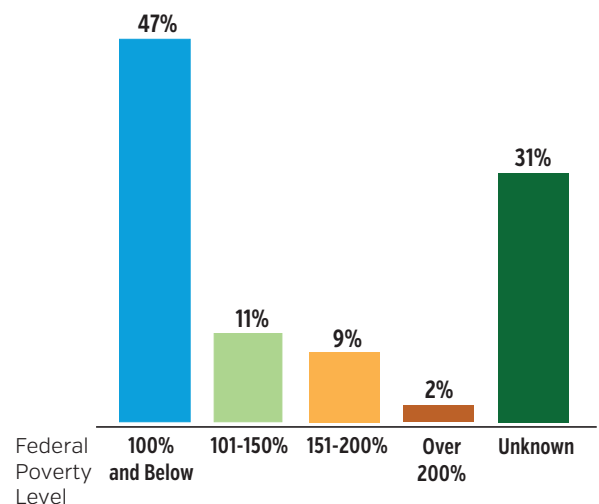
CARE BY THE NUMBERS

IN 2021, WE PROUDLY SERVED
38,767 PATIENTS.

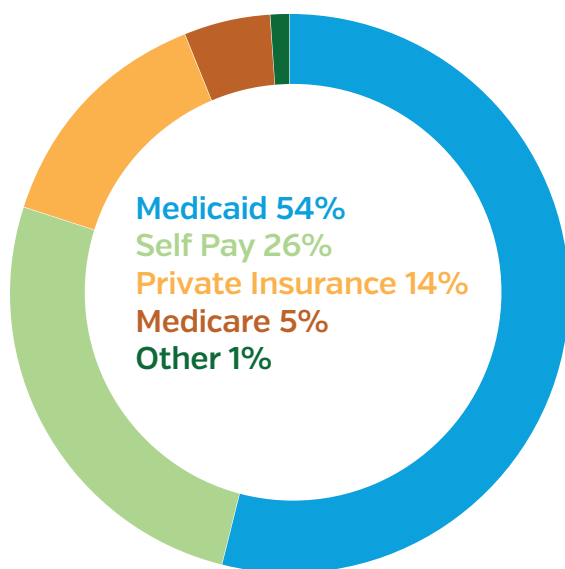
PATIENT AGES



PATIENT INCOME LEVELS



PAYOR MIX



COVID Tests
Completed:

11,300+

4,024
homeless
were served

1,355

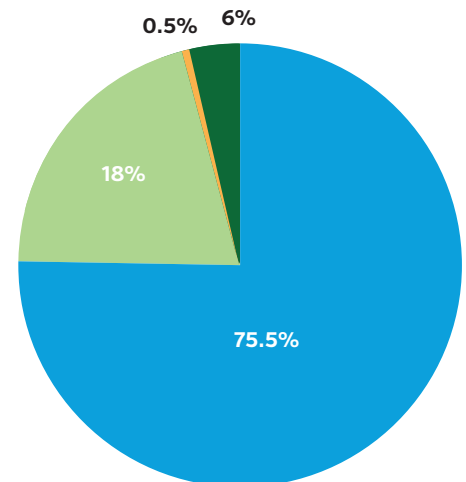
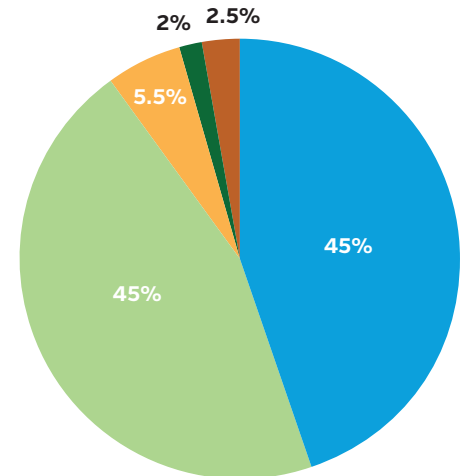
Migrant Seasonal Agricultural
Workers (MSAW) were served

FUNDING OUR

MISSION

OPERATING SUPPORT AND REVENUE	2020	2021
Program/Patient Service Revenue	\$12,780,081	\$14,376,978
Federal Government Grant Support	\$7,572,635	\$14,424,735
State and Local Grant Support	\$3,164,471	\$1,764,637
Contributions and Other Revenue	\$480,020	\$591,599
In-Kind Support	\$878,594	\$826,286
Total Operating Support and Revenue	\$24,875,801	\$31,984,235

OPERATING EXPENSES	2020	2021
Direct Care/Program Services [Medical, Dental, Behavioral Health, Patient Support]	\$19,555,778	\$24,136,769
General/Administrative	\$4,298,452	\$5,852,063
Fundraising/Development	\$138,025	\$166,508
Reinvestment in Health Center Services, Programs, and Clinics	\$883,546	\$1,828,895
Total Operating Expenses	\$24,875,801	\$31,984,235



VOICES OF OUR PATIENTS

"I was a recipient of fresh produce at the Athena Health giveaway hosted by Premier. The food was for my kids. My salary does not always allow for the healthiest options. Fruit and vegetables are expensive, and they spoil quickly. This was a bigger blessing to me and my family than I can express."

– Gina R.

"Everyone here goes above and beyond to get you where you need to go. I feel safe and truly cared for."

– Tim K.

"My son Angel is in the Kid Shape program, and he loves it. Each session is fun and engaging. He makes recipe suggestions at home and is more mindful about staying active and healthy habits for the spirit, mind, and body. Thank you for doing something for this age group, Premier."

– Daniel M.



A STEP TOWARDS HEALTH WITH

PODIATRY CARE

Premier Community HealthCare launched podiatry foot and ankle care in the fall of 2021 with Podiatrist Dr. Bahaa Amer, DPM, DABPM, in Spring Hill and Zephyrhills. Since then, Premier has received over 1,000 referrals and served over 800 patients with podiatry services.

Dr. Amer graduated from Cairo University School of Medicine in Egypt and is board certified. He received his DPM from the New York College of Podiatric Medicine. Dr. Amer is a highly trained physician that treats all aspects of podiatry medicine including, but not limited to, general

podiatry, wound care, forefoot, and rear-foot pathology. He has several publications addressing diabetic foot treatment and other standard foot and ankle disorders.

Maintaining healthy feet is the cornerstone of living well with diabetes. Annually, nearly 70% of lower limb amputations in the United States are due to diabetes complications. Regular examinations allow your podiatrist to assess nerve damage and identify foot health risks.

FEEDBACK FOR GOOD

hundredx[®]

With your help and support, we reached our goal! On August 31, we concluded our “Express Feedback for Good” campaign powered by Hundred X. With just your feedback, we generated more than \$25,000 for patients financially supported by our Care Fund. A total of 534 staff members, board members, community members, and patients participated in the 30-day program.

The funds generated through this campaign will allow Premier to continue responding to our community's most significant health needs. During this campaign, impact data, patient testimonials, and progress updates were shared across social media, encouraging stakeholders to turn their voices into impact. We experienced an inspiring collaborative effort; our team is grateful for those who served as ambassadors and made this fundraising initiative a success.

DEDICATED DONORS & PARTNERS

GIFTS RECEIVED IN 2021

\$75,000

BayCare – Morton Plant North
Bay Hospital

\$50,000

Direct Relief

\$20,000+

United Way of Pasco County

\$10,000+

Anonymous
Gulfcoast North Area Health
Education Center
Moffitt Cancer Center Community
CARES Project

\$1,000-\$9,999

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Valerie Anderson-Stallworth
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Dr. Farhan Rehman
Joseph & Erika Resnick
Susan Roberts

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We are very grateful for the support of the 291 donors at this level who gave to Premier's Give Day campaign with contributions and event participation. Unfortunately, due to limited space, we are unable to name them all, but we thank them all.

In Memory of:

Joyce & Chuck Austin –
Deborah Montopoli
Amy Bennett – Becky Bennett
Robert & Jamilah Burgos –
Laila Burgos
Nathan Burrell – Chelsey Walker
Ronnie Frye – Bailey Staving
Charlie Grant, Jr. – Brian &
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Cheryl Pollock

In Honor of:

Terrie Buczek – Dr. Rhonda Cameron
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Dawn Smith – Samantha Guilarte

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Care Administration

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1979 Monthly Giving

Founding Members:

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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 or emailing Becky Bennett at 352-518-2000 or emailing RBennett@HCNetwork.org

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

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



Premier Community HealthCare is a 501(c)(3) non-profit organization.

PO Box 232, Dade City, FL 33526 / p: 352-518-2000 / f: 352-567-5193 / www.premierhc.org