



COMMUNITY HEALTH NETWORK

2017 Annual Report



***Yvette M. Poindexter M.D., F.A.C.O.G.
Chief Medical Officer***

Stephen F. Austin Community Health Network, Inc., dba Community Health Network (CHN), is a private, non-profit, Federally Qualified Health Center with progressive and innovative ideas designed to tackle the healthcare challenges facing individuals in Brazoria and Galveston County. The current chief executive officer, in place since 2010, leads the Center's executive team. The stability in leadership has helped forge the strong relationship the Center holds in the communities it serves to achieve the many organizational accomplishments.

CHN employs physicians, nurse practitioners, physician assistants, dentists, dental hygienists, licensed professional counselors, licensed chemical dependency counselors, social workers, and psychiatrists; and CHN also contracts with additional psychiatrists to provide direct billable services to patients. A team of nurses, medical assistants, care coordinators, dental assistants, outreach workers, and patient service staff supplement direct patient care with enabling services.

CHN operates six full-time clinic sites with each located in Freeport, Pearland and League City, and three in Alvin. The Center also has a Mobile Unit providing medical, dental and behavioral health services throughout Brazoria and Galveston Counties. The Freeport Family Health Center offers medical, dental and behavioral health services. In Alvin, the Adoue Family Health Center provides primary care, general dentistry and behavioral health. The Callaway Behavioral Health Center provides group counseling, psychiatry and substance use disorder services. The final Alvin location, the Women and Children's Health Center, provides women's health, pediatrics and behavioral health care. The Children's Clinic-League City provides pediatric care and behavioral health services. The Pearland location currently provides medical, dental and behavioral health services. The Center also operates in six intermittent primary care sites, three of which are mental health clinics operated by Gulf Coast Center in Galveston, Alvin and Angleton. CHN offers medical and behavioral health services at the social service agency, Brazoria County Dream Center, in Clute, Texas. CHN provides primary care and behavioral health services at Brazos Place, a substance use treatment center in Freeport, Texas. The final part-time site is The Salvation Army Shelter in Freeport, Texas, where behavioral health and primary care services are provided. CHN submitted changes in scope applications in Spring 2018 to add five behavioral health school-based health centers within the Brazosport Independent School District. CHN will soon open a full time, primary care and behavioral health site in Bacliff (Galveston County), Texas.



CHN's Children's Clinic in League City, Texas opened on January 1, 2018.



CHN's Pearland Family Health Center in Pearland, Texas opened with Dental services on January 31st, 2018.

Future Focus 2018

- CHN will open a new service delivery site, Bacliff Community Health Network, in Winter 2018/Spring 2019
- Beginning with the 2018-2019 school year, CHN behavioral health staff (LPC/LCDC) will provide counseling services on site and psychiatry by telehealth at five school campuses within the Brazosport Independent School District: Lake Jackson (Ney Elementary), Clute (Clute Intermediate, T.W. Ogg Elementary and Brazoswood High School) and Freeport (Brazosport High School); and at the CATS Academy in the Angleton Independent School District.
- Integration of Primary Health and Behavioral Health Services to Level 6 Substance Abuse and Mental Health Services Administration Model of Care, funded by \$400,000 multi-year Episcopal Health Foundation.
- Develop Medication Assisted Treatment (Substance Use Disorder) Program
- Expand Medical Mobile Unit (MMU) program throughout Brazoria and Galveston Counties
- Market Orthodontics program to surrounding community
- Renovate Adoue, Freeport, Callaway, and Women & Children's Centers with grant funding from HRSA FY 18 Capital Assistance for Hurricane Response and Recovery Efforts (CARES) Grant.
- Develop Value-Based Care System for delivering care
- Expansion of services to Angleton with permanent service site.
- Grow collaborations with new community partners to provide vision, podiatry, cardiology and other specialty care services

<p>Mission:</p> <p>The mission of Community Health Network is to make quality health care accessible to all people regardless of their ability to pay.</p>	<p>Values Statement:</p> <p>The values of the Center are quality care at reasonable costs, education to promote healthy living, access to needed care, transparency in all aspects of our operations, competent and empathetic staff, high professional standards and commitment to advances in healthcare.</p>
<p>Vision:</p> <p>The vision of CHN is to be a leader in providing quality services and programs that enhance the lives of the people in our community.</p>	

CHN's 2017 Accomplishments

- Increased patient volume in 2017 by 11.97% over 2016 from 11,923 to 13,350.
- Increased overall access to care by 21.36% by providing 43,619 visits in 2017 compared to the 34,304 visits in 2016 (and 26,749 visits in 2015).
- Received a HRSA Quality Award of \$73,100 for displaying a high level of quality performance on the CY 2017 Uniform Data System report. CHN received "Access Enhancer", "Value Enhancer" and "Advancing HIT for Quality" awards.
- Received a federal counseling - substance use grant: Access Increases in Mental Health and Substance Abuse Services (AIMS) Supplemental Funding for \$175,700.
- Spread services to Galveston County with the addition of a 50-foot Medical Mobile Unit outfitted with a medical and dental exam room and a wheelchair lift.
- Received a \$150,000 grant from The Episcopal Health Foundation to expand the use of Telemedicine Technology to reach increased numbers of patients in Brazoria County with both medical and behavioral health services.
- Received a \$175,554 AmeriCares grant to fund Medical Mobile Unit activities to serve uninsured and underinsured individuals affected by Hurricane Harvey in Brazoria Counties.
- Received a Cullen Trust for Health Care grant to equip the Pearland Family Health Center dental clinic with a digital Panoramic dental x-ray, autoclave, digital x-ray system and partially covered the cost of a suction system.
- Became a United Way of Brazoria County grantee for the Behavioral Health program.
- Received a Community Services Grant from the Lowrey Foundation to outfit two dental operatories at the Adoue Family Health Center.
- Opened new collaborative sites at the Brazoria County Dream Center in Clute, The Salvation Army Shelter in Freeport, and Brazos Place Behavioral Health Center in Freeport. CHN also added orthodontia to its Scope of services.



United Way
of Brazoria County
uwbc.org



Hurricane Harvey Focus and Impact

CHN immediately responded to its community's needs after Hurricane Harvey made landfall on August 25, 2017. The Category 4 storm dumped up to 51 inches of rainfall on the South East coast flooding the small towns in Brazoria County. The accumulation of floodwaters that gathered in the Brazos, Colorado and San Bernard rivers from upstream later overflowed the rivers' banks as they wended through Brazoria County to empty into the Gulf of Mexico. Brazoria and Galveston Counties flooded and CHN deployed staff on Labor Day to attend to individuals that evacuated their flooded homes.

CHN used a borrowed mobile clinic from Clinica Sierra Vista in Fresno, California to care for individuals forced from their homes due to the flooding. CHN treated patients suffering from bug bites, pneumonia, and other wounds acquired from walking through flood waters as well as respiratory illnesses contracted from removing moldy sheetrock from flooded homes. CHN also received a huge demand for dental care which continues today. The nature of the medical need changed in the recovery phase to focus on chronic care interventions such as diabetes and hypertension as patients attempted to rebuild their lives. Acute Upper Respiratory Infection continues to be among the top diagnoses as individuals rebuild and remodel homes that have not been abated for mold.

CHN successfully served 862 unique individuals with 563 immunizations (Tetanus, Influenza and Pneumococcal), and provided 308 primary medical care visits, and 121 dental visits through February 27, 2018.

Per FEMA and the Brazoria County Long Term Recovery Committee, formed by the United Way of Brazoria County and community non-profits, tremendous numbers of individuals remain displaced due to the storm. Due in part to the continued need for care in the more rural areas of Brazoria and Galveston Counties, CHN purchased a mobile unit to deliver medical, dental and behavioral health care to Hurricane Harvey affected individuals that encounter obstacles accessing health care such as transportation, distance, insurance and income.

With generous financial support from the Americares Foundation, the United Way of Brazoria County and Dow Chemical, CHN continues to collaborate with community organizations to provide services to Hurricane Harvey affected individuals staying in hotels, mobile home parks, apartments, and shelter locations as they rebuild their lives and homes.



CHN clinical staff providing services to Hurricane Harvey affected individuals

Medical Mobile Unit (MMU)

CHN acquired a 50-foot medical mobile unit (MMU) in December 2017. The unit is equipped with two exam rooms to provide medical and dental services and a wheelchair lift for greater accessibility. CHN expanded services into Galveston County when it obtained the MMU. The MMU will deliver care in 2018-2019 to Hurricane Harvey affected areas to ensure individuals impacted by the storm and subsequent flooding are accessing needed care through an American Red Cross Hurricane Harvey Relief grant. The MMU will operate on a rotating schedule of locations to provide face to face primary care and telehealth services to low-income individuals in various locations including the Brazoria County Dream Center in Clute, Holiday Lakes City Hall, Children's Center on Galveston Island, Bacliff Community Health Network and other identified areas of need such as Dickinson, Texas City, FEMA sponsored hotels, trailer parks and other rural areas.



From left to right: Mark Young (CEO), Linh Tran (CFO), Penny Pabst (CAO), and Gerald Roznovsky (Board Chair)



Immunizations and Dental services provided to local residents at Brazoria County Dream Center during Back-to-School Bash on July 19th, 2018

Dewayne's Story

A variety of circumstances bring people to seek care at one of Community Health Network's (CHN) locations. Dewayne sought care at CHN's Medical Mobile Unit following Hurricane Harvey while spending time at The Salvation Army Shelter in Freeport, Texas. Dewayne is a commercial truck driver. His health issues interfered with his ability to do his job. He did poorly on the TXDOT physical due to uncontrolled blood pressure and diabetes, and the State of Texas did not renew his commercial driver's license permit. As a result, Dewayne lost his job, his income, and became homeless. Without a steady income, Dewayne could not afford his medications and his condition deteriorated. Despite everything, he was optimistic and hopeful. He knew if he could find the right help, he could get his life back in order.

Nurse Practitioner, Laura Gordon, treated Dewayne Bergen at The Salvation Army for 5 months due to his uncontrolled Hypertension and Diabetes Type 2. Dewayne was out of medication for 3 months prior to his appointment in December 2017, and recently had a heart attack in October of 2017 in Arkansas. Dewayne started seeing Ms. Gordon for his blood pressure and diabetes conditions. Dewayne's blood pressure reading on the first visit was 155/105 (the American Heart Association parameters for controlled blood pressure is 130/80 for patients with diagnosed hypertension); and his blood glucose level was 547, non – fasting (normal is considered 200 or below). Clinical laboratory tests were performed, and his results were extremely high; his hemoglobin A1c – a long-term measure of blood glucose - was at 11.3. Ms. Gordon obtained prescription medications at no cost to Dewayne through funding from an American grant. Dewayne returned for a one week follow up visit to discuss lab results, a medication regimen, and healthy eating habits. Ms. Gordon suggested that Dewayne begin a DASH diet. The DASH Diet (Dietary Approaches to Stop Hypertension, www.dashdiet.org) was created to lower or control high blood pressure. The DASH diet consists of low-fat or fat-free dairy products, fruits, vegetables, whole grains, meat, poultry and fish, nuts, seeds and dry beans. After one week of taking his medication, Dewayne's blood pressure reading at his next office visit was down to 146/96, and his blood glucose level was 230 non – fasting!

Dewayne followed up with Ms. Gordon every week for the next two months, and his health continued to improve. He remained compliant in taking his medications, continued healthy eating habits, and incorporated exercise into his daily routine. By the beginning of May 2018, Dewayne's blood pressure was controlled at 120/70, and his blood glucose was steady at 273.

Dewayne is very appreciative of the care he received from his care team. He is especially grateful to Ms. Gordon, Max, the Medical Mobile Unit Coordinator, the two medical assistants and the clinic staff at the Freeport Center where he later returned for blood pressure checks. In his words, "I praise your team. It's very hard when you're at rock bottom and you've lost everything. To come back to where I am now, writing this has brought tears to my eyes. GOD BLESS SFA AND ALL THAT HELPED (me). I now have a life to look forward to."



Dewayne Bergen

Dewayne's physical health continued to improve, but his financial situation remained dire. Dewayne passed his TXDOT physical upon his next attempt, and successfully renewed his commercial driver's license to obtain a job. He is now gainfully employed in another state. CHN stressed a patient-centered approach to care with all of Dewayne's needs- physical, financial, social, behavioral, family and assessed and addressed to ensure positive outcomes.

Mickey's Story

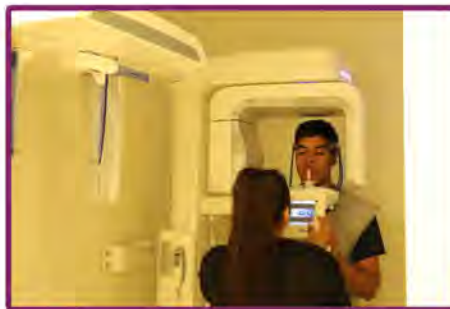
Mickey is a female patient of Le Truong, NP. She is a new patient of CHN since April 2018. Mickey came in on April 13 for a well adult exam and had routine lab work that included a Hemoglobin A1c test. The medical assistant contacted Mickey about her lab results a few days later, informing her that her Hemoglobin A1c result was 12.1. The American Diabetes Association guidelines indicates anything greater than 6.5% is positive for a diagnosis of diabetes. Mickey returned to speak with Ms. Truong a week later to review her lab results and discuss a course of treatment. Ms. Truong provided Mickey with a formal diagnosis of Diabetes Mellites Type 2 with Hyperglycemia. They agreed to a treatment plan that included a regimen of Metformin, Glipizide, Lovastatin; daily monitoring of blood sugar checks; lifestyle modifications to include exercise and healthy eating. Mickey was advised to follow-up in four (4) weeks. When she returned at the end of May, lab work was repeated and her Hemoglobin A1c dropped to 10.2 indicating a positive trend but still uncontrolled disease. Ms. Truong altered one of medications and asked Mickey to return in 2 months. In late August, Mickey returned for another follow-up visit and additional lab work. At this visit, her Hemoglobin A1c was 6.9! Ms. Truong was pleased to inform Mickey that her diabetes was better controlled and advised her to continue her current course of treatment. Medication, healthy diet and exercise were the key to Mickey's success. She was compliant with all three components. Perhaps the easiest was the exercise. While Mickey noted that she does not engage in regular exercise, she reported that she is constantly on the move because she takes care of her two small grandchildren.



Le Truong, NP, examines patient, Mickey during routine follow-up visit



CHN dental assistant uses Cullen Trust for Health Care funded autoclave sterilizer to clean dental instruments



Patients have x-rays taken by Cullen Trust for Health Care funded digital Panoramic X-ray machine and digital x-rays sensors



Thanks / Collaborations

The success and growth at CHN are not possible without its community partnerships that enable The Center to expand services to new patient populations. CHN thanks Alvin-Manvel Chamber of Commerce, Angleton Chamber of Commerce, Angleton Independent School District, Brazoria County Hispanic Chamber of Commerce, Brazoria County Dream Center, Brazos Place, Brazosport Independent School District, Children's Center in Galveston, Clinica Sierra Vista, Gulf Coast Centers, Holiday Lakes City Hall, League City Chamber of Commerce, MD Anderson Cancer Center, Pearland Chamber of Commerce, Scenic Bluff Community Health Centers, The Salvation Army, and the Thelma Ley Anderson Family YMCA.

CHN would also like to thank its funders, AmeriCares Foundation, Cullen Trust for Healthcare, Community Foundation of Brazoria County, Delta Dental, Direct Relief, DOW Chemical Company, Episcopal Health Foundation, Google AdWords, Henry Schein, and the United Way of Brazoria County.



*Scenic Bluffs Thank You from
Freeport Family Health Center*



Donations from Boys & Girls Club

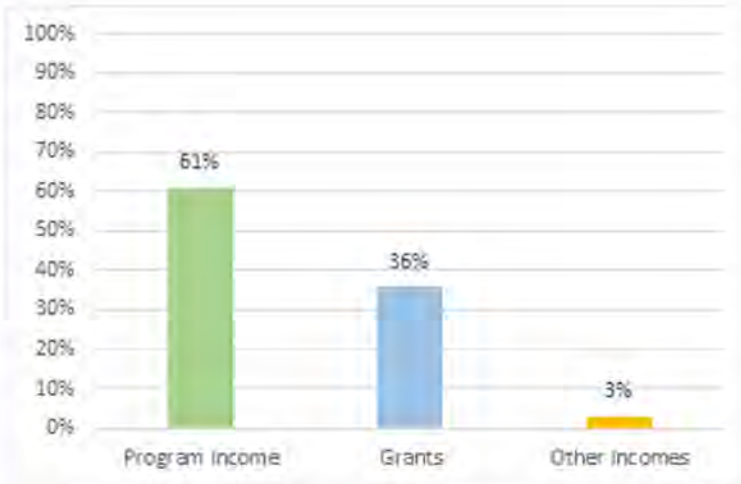
Patient Satisfaction Results – Spring 2018

- 94.4% (491 of 520) of patients rated their provider as good or great at listening to their needs.
- 96.4% (521 of 540) of patients rated the support staff as friendly and helpful.
- 96.9% (504 of 523) of patients rated the cost of their care as reasonable.
- 98.6% (431 of 437) of patients surveyed reported they would recommend CHN to friends and families.

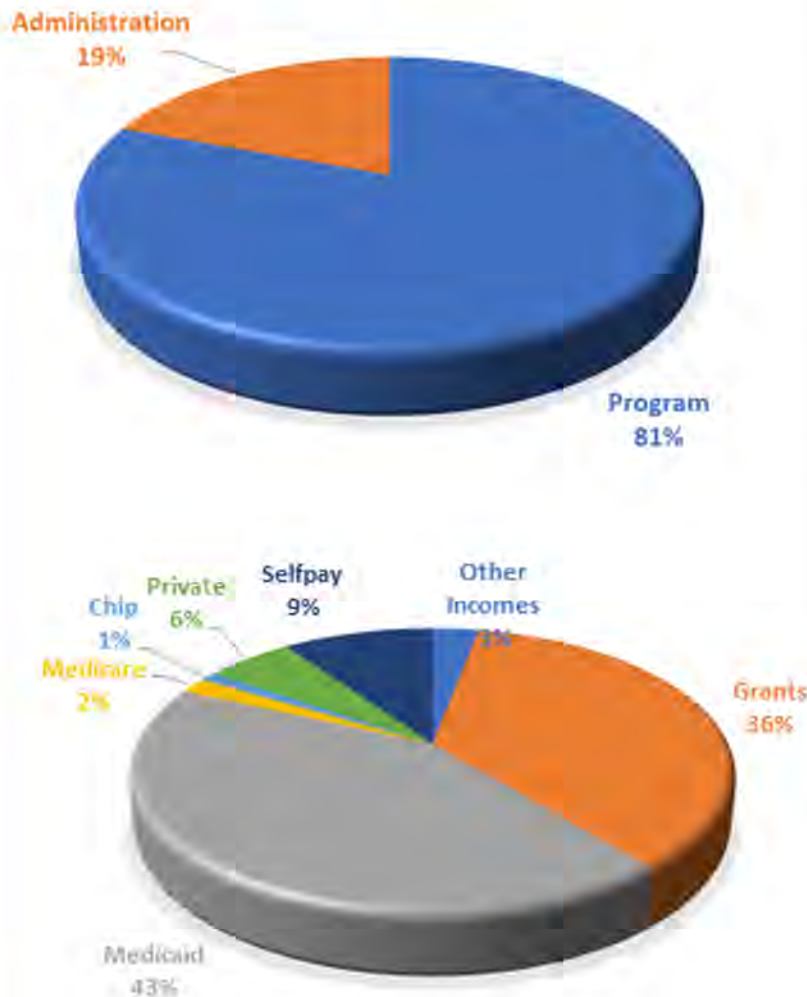
Financials

Total Revenue 2017 \$8,960,395

Revenue Summary 2017



Summary of Expenditures (\$8,665,765)



It is CHN's vision to be the leader in providing quality health care in Brazoria and Galveston Counties. Services are provided at considerable savings to patients that qualify for sliding fee discounts.

All patients enter the Center through the Patient Eligibility Department. Patient information is collected upon intake, including patient demographic, provider choice, contact information, race/ethnicity, insurance information (policy number and group number), household information and reason for the appointment. The patient's insurance is verified prior to the visit to confirm an active status. If the patient has no insurance, the patient and household is screened using the board-approved Patient Fee Procedures to determine the household's poverty level and establish the appropriate patient fee for services. Household size and income are used to calculate the patient and patient household's poverty level and corresponding sliding scale fees for services. CHN uses the poverty levels according to the Federal Poverty Guidelines as published in the Federal Register each January.