



COMMUNITY HEALTH NETWORK

“Putting Our Heart into Your Care”

2019

Annual Report



Mission Statement

Quality Care

Our mission is to provide quality care that uplifts, supports, and shapes healthy communities while addressing financial and social barriers.

Vision Statement

Health for Our Communities

The vision of Community Health Network is to be a leader in providing quality services and programs that enhance the lives of the people in our community.



Values

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.



Enhancing Patient Access to Care

2019 was a transformative year for Community Health Network. The health center opened its largest full-service and administrative site in Southeast Houston expanding CHN's service area into Harris County. Community Health Network also added an in-house Class A pharmacy within the full service Freeport Community Health Center expanding prescription services on the West end of Brazoria County; implemented a referral platform in collaboration with the United Way of Brazoria County to address social determinants of health for CHN patients and the greater Brazoria County community; and increased the number of unduplicated patients served by 23.6% (15,256 to 19,831). CHN also promoted the Director of Information Technology to a Chief Information Officer role and named its first Chief Operating Officer to integrate the health center's clinical programs.

Community Health Network (CHN), a private, non-profit, Federally Qualified Health Center, uses progressive and innovative ideas to tackle the healthcare challenges facing individuals in Brazoria, Galveston and Southeast Harris Counties. The chief executive officer, Mark Young, has led the health center since 2010, and continues to be a key motivator of positive change, using technology to improve patient access to care. The stability in leadership has helped forge the many community collaborations that CHN holds in the communities it serves. The organization's many accomplishments are the result of Mr. Young's commitment to serving the patient first.

CHN operates nine full-time clinic sites in Freeport, Pearland, League City, Bacliff, Clute, Houston, and Alvin (3). The Center also has a Mobile Unit providing medical, dental and behavioral health services throughout Brazoria, Galveston Counties and the 77089-zip code in Harris County. Freeport Family Care offers medical, dental and behavioral health services. In Alvin, the Adoue Family Care provides primary care, general dentistry and behavioral health. The Callaway Behavioral Health provides integrated behavioral health. Behavioral health services include group counseling, psychiatry and substance use disorder services including an Intensive Outpatient Treatment program. The final Alvin location, the Women and Children's Health Center, provides women's health, pediatrics and behavioral health care. The League City Women and Children's Center provides pediatric care, prenatal services, and behavioral health services. The Pearland Family Health Center provides medical, dental and behavioral health services. CHN opened a clinic within the Brazoria County Dream Center in Clute, Texas in 2018. BCDC Family Care offers medical and behavioral health services. The Bacliff Family Care location in Galveston County offers primary care and behavioral health services. CHN also operates in four intermittent primary care sites; one is in a mental health clinic operated by Gulf Coast Center in Galveston. CHN provides primary care, substance use disorder and behavioral health services at Brazos Place, a substance use treatment center in Freeport, Texas. CHN also operates a part time site at The Salvation Army Shelter in Freeport, Texas. CHN operates one behavioral health school-based healthcenter within the Angleton Independent School District CATS Academy.

CHN's most recent addition is a full time, primary care and behavioral health site in the 14,500 square foot Scarsdale Family Care location, near Memorial Hermann Southeast Hospital. The facility is equipped for dental services and will open to patients soon.



"Putting Our Heart into Your Care"

This location houses CHN's administrative functions including the administrative staff, finance, billing, quality, development, medical records and all other non-clinical staff. CHN's plans for 2020 include opening the Angleton Internal Medicine and Primary Care site in January 2020 to provide primary care and mental health services in Angleton, Texas and the CHN at Brazosport College clinic on the campus of Brazosport College in Lake Jackson in Spring 2020. The campus location will provide primary medical and behavioral health services for registered college students and Brazosport College faculty and staff.



South Belt-Ellington Chamber of Commerce ribbon cutting ceremony at the Scarsdale Family Care with CHN Board Chair Gerald Roznovsky, Mark Young, CEO, Linh Tran, CFO, CHN staff and chamber members.



Certified Pharmacy Technician Javier Rangel prepares a prescription in the newly opened full service CHN Pharmacy at Freeport Family Care.

2019 ACCOMPLISHMENTS

- CHN increased the number of unduplicated patients served in 2019 by 23.6% over 2018 from 15,256 to 19,831.
- CHN completed the HRSA Site Audit July 16th – 18th, 2019 and PASSED with 3 findings resolved to no conditions against CHN’s federal grant.
- CHN passed a Texas State Department of Health and Human Services Financial Audit held July 23rd through July 25th, 2019.
- In 2019, CHN received PCMH recognition for three sites. CHN anticipates receiving PCMH for the following five sites in 2020:
 - ❖ Bacliff Family Care
 - ❖ BCDC Family Care
 - ❖ Callaway Behavioral Health Care
 - ❖ League City Women and Children’s Center
 - ❖ Pearland Family Health Center
- CHN opened its first full-service Class A Pharmacy in Freeport on October 15, 2019. The Class A Pharmacy accepts Medicaid, CHIP, Medicare, private insurance, and cash payments for uninsured individuals and families.
- Scarsdale Family Care opened its doors to the community of the South Belt-Ellington area on September 24, 2019 and provided medical services to five patients on the first day. Ribbon cutting with the South Belt Chamber of Commerce was held on November 7th, 2019.
 - ❖ The Scarsdale Family Care site provides primary care services including prenatal and pediatrics, counseling and TelePharmacy services. CHN anticipates expanding to a full-service health center by adding additional exam rooms, oral health and a full line of behavioral health services that includes psychiatry, substance use disorder (SUD) treatment, outpatient detox and group therapy.



“Putting Our Heart into Your Care”

- CHN held a grand opening at Scarsdale Family Care with community partners on November 9th. CHN provided clinic tours, eligibility resources, learning and interactive activities, and two Tumble buses for the community. The Harris County Constable and police officers attended the event to support CHN's new service area and gave tours of their police vehicles.
- CHN partnered with The United Way of Brazoria County (UWBC) to contract with Signify Health with the goal to bring a multitude of health and community partner organizations together on a single platform focused on addressing Brazoria County individuals' SDoH needs. The Signify Health platform enables organizations to refer, track and share data among both health and non-health entities.



- CHN partnered with the Houston Food Bank to participate in the Food for Change program, a Hunger Initiatives program to screen for food insecurity within the patient visit. Healthy People 2020 (www.healthypeople.gov/2020) defines Food Insecurity as “the disruption of food intake or eating patterns because of lack of money and other resources”. CHN patients identified as food insecure are enrolled in the Houston Food Bank and received enhanced food package.
- Extended after hours at Pearland Family Health Center through the Houston Methodist Mental Health Innovation to provide counseling services and care coordination.
- CHN's MAT Program offered a Collaborative Training- SUD Workshop at Pearland Family Health Center on September 21, 2019. MAT is a Medication Assisted Treatment for certain addictions including opioids. Dr. Poindexter designed the training with Dr. Mahar Hage-Karam, a volunteer with the Opioid Response Network and faculty at MD Anderson Cancer Center where his addiction interest is in the area of alcohol, tobacco and comorbid disorders. Dr. Poindexter anticipates that the collaboration will result in Tobacco Cessation Certification for CHN providers and clinical support staff, an Internal ECHO Project with Dr. Hage-Karam and many other future partnerships. This collaboration led to further advancements of CHN's Tobacco Cessation program and oral health innovation program.
 - ❖ The need for MAT services in the general community and CHN's commitment to serving those with limited resources led CHN to open the program to new patients in early 2019.
 - ❖ In CHN's first year of offering MAT services, served 28 patients with 11 (39%) uninsured.



“Putting Our Heart into Your Care”



- CHN's Executive leadership grew to encompass new officers in 2019. Dennis Shelton, the Director of Information Technology, was promoted to the Chief Information Officer role; and William Parker, Chief Pharmacy Officer stepped into the Chief Operations Officer position.

- ❖ The new team members enhanced the existing leadership team of Mark Young, Chief Executive Officer, Yvette Poindexter, M.D., F.A.C.O.G., Chief Medical Officer, Linh Tran, Chief Financial Officer, and Penny Pabst, Chief Administrative Officer.

CHN received almost \$1 Million (\$948,743) in private foundation funding:

- 2019 Houston Methodist Mental Health Innovation Grant for expanded after hours counseling services using telehealth and face-to-face services (\$100,000).
- Direct Relief \$653,395 for renovations, parking lot expansion, and Trauma Informed Care Collaborative (\$36,960).

United Way Brazoria County - \$125,348 for Behavioral Health services for the low-income, uninsured, individuals in Brazoria County.

- AmeriCares \$10,000 funding:

- ❖ Hurricane Harvey Disaster Health Community Education Program funding covered resiliency and preparedness training for community members in the event of future disasters.

- Delta Dental awarded \$30,000 in July 2019 to supplement the cost of dental treatments for low-income, uninsured adults and children.
- Listen4Good awarded CHN a \$30,000 grant to purchase tablets and cover staffing costs to redesign its patient satisfaction survey feedback loop and make qualitative changes in services.
- CHN received a subcontract through the University of Texas/M.D. Anderson Cancer Center for a Cancer Prevention Research Institute of Texas Grant. The five (5) year \$195,000 grant funds CHN to provide HPV vaccines, cervical cancer screenings, pays for a patient navigator position to provide in-reach education and scheduling of preventive cancer service; and provide outreach to the community about cancer preventive screenings.

● CHN received \$467,000 in federal funding:

- ❖ CHN was only one of 10 health centers in Texas to receive a competitive Oral Health Infrastructure grant for \$300,000. CHN is using the funding to increase access to prosthodontic services by making the services more affordable. This is accomplished by building an in-house lab and using a 3D printer to build crowns, partials and dentures on-site and making these items at a lower cost. CHN is also using the funding to integrate medical and oral health systems including interfacing the electronic medical and dental systems, extending hours of operation at the Pearland location and purchasing new dental chairs for the Pearland location.
- ❖ Integrated Behavioral Health Services (IBHS): \$167,000 to cover salary and benefits of a psychiatric nurse practitioner to expand mental health services in the CHN service area.

CHN FALL 2019 PATIENT SATISFACTION SURVEY RESULTS

86% OF ALL PATIENT SURVEYED (875 / 1021) RATED THEIR SATISFACTION WITH THE SERVICES AND CARE THEY RECEIVED AT CHN AS GREAT OR GOOD. (85.4% GREAT AND 10.3% GOOD)



OF THE 1021 PEOPLE WHO RESPONDED TO THE SURVEY QUESTION, 86.0% (881 / 1021) SAID THEY WOULD REFER CHN TO FAMILIES AND FRIENDS



89% OF PATIENTS (904 / 1021) RATED THEIR PROVIDER AS GOOD OR GREAT AT LISTENING TO THEIR NEEDS. (76.1% GREAT AND 20.1% GOOD)



91.0% OF PATIENTS (927 / 1021) RATED THE COST OF CARE REASONABLE.



92% OF PATIENTS (943 / 1021) SURVEYED BELIEVE THAT CHN STAFF IS GREAT OR GOOD AT KEEPING PATIENT INFORMATION PRIVATE. (81.26% GREAT AND 16.36% GOOD)



COMMUNITY
HEALTH NETWORK

“Putting Our Heart into Your Care”

2018 Collaborative Partnership

- Alvin Community College
- Alvin Independent School District
- AmeriCares
- Angleton Independent School District
- Bassem Maximos, M.D.
- Brazosport College
- Brazoria County Head Start Early Learning Schools, Inc.
- Brazoria County Dream Center
- Brazoria County Office of Emergency Management
- Brazoria County Homeland Preparedness Project
- Brazos Place
- Brazosport Medical Center
- Christus Point of Light
- Direct Relief
- Greater Houston Health Connect
- Houston Food Bank
- Houston Methodist Hospital
- Houston Sonogram
- Kingsley Asumghe, M.D.
- M.D. Anderson Cancer Center
- Memorial Hermann Hospital System
- The Rose
- Texas A&M University, Health Science Center
- United Way of Brazoria County
- United Way Galveston County Mainland
- YMCA of Greater Houston



GREATER HOUSTON
PARTNERSHIP.



CHN and Brazosport College entered an agreement to provide primary care and counseling services on the college campus. Pictured above are CHN's Mark Young, CEO, and Brazosport College President, Dr. Millicent Valek.

CHN supports local businesses

- Alvin-Manvel Chamber of Commerce
- Angleton Chamber of Commerce
- Brazoria County Hispanic Chamber Commerce
- South Belt Ellington Chamber of Commerce
- League City Chamber of Commerce
- Pearland Chamber of Commerce



"Putting Our Heart into Your Care"

United Way Brazoria County partnered with other local industries to benefit Community Health Network on the Day of Action June 21st, 2019

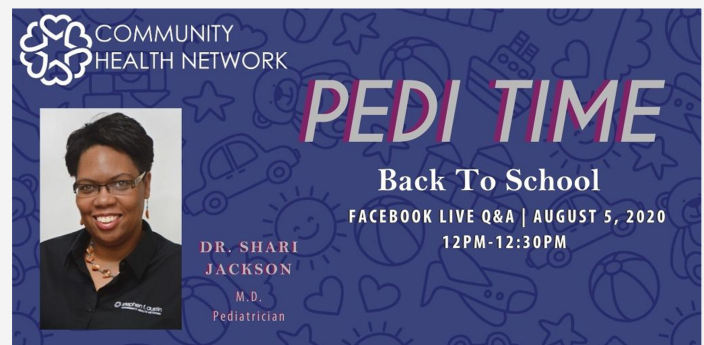
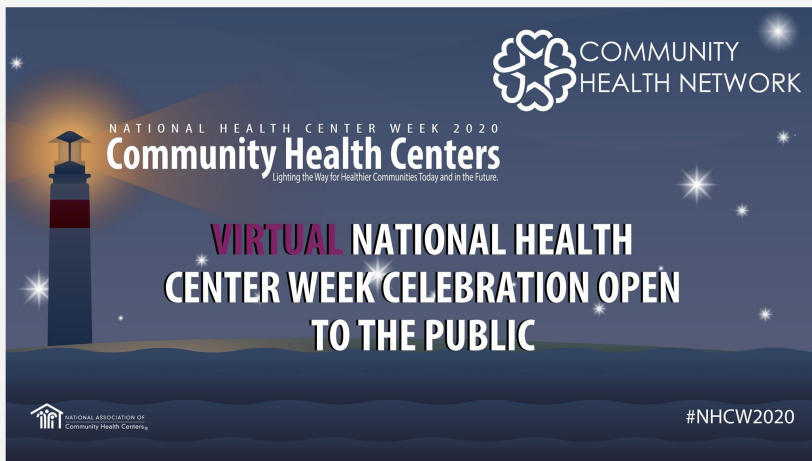
CHN is Grateful to each Industry and Individual that Participated:

- ❖ The Ascend Materials company for providing CHN's Women and Children's Health Center with 50-75 stuffed diaper bags to distribute to prenatal patients.
- ❖ United Way of Brazoria County for sponsoring CHN's planting project at Adoue Family Care and the Americorp Volunteers for providing landscaping and planting roses.
- ❖ CHN is grateful for Norrell Construction purchasing the paint and supplies and to paint areas in CHN's Freeport Family Center.



Future Focus 2020

- Partner with Brazosport College to provide primary care and mental health services to students and staff in Spring 2020.
- Open new site in Angleton for internal medicine and primary care with behavioral health.
- Cultivate a strong workforce of new employees through partnerships with local high schools, junior and community colleges in 2020.
- Integrate oral health into primary care services to emphasize whole person care.
- Develop Value Based (incentive based) programs to enhance quality for the Medicare population.
- Invest in technology to connect and engage patients through patient portal capabilities, SMS texting, and electronic health record data exchange.
- Expand Women and Children programs to other clinic locations.
- Expand virtual care to enhance service delivery for medical and behavior patients.
- Expand access to low cost prescriptions at Scarsdale location using Telepharmacy service.
- Obtain Substance Abuse Facility license for Pearland Family Health Center and Scarsdale Family Care Center.
- Greater collaboration with Brazos Place for detox services.



"Putting Our Heart into Your Care"

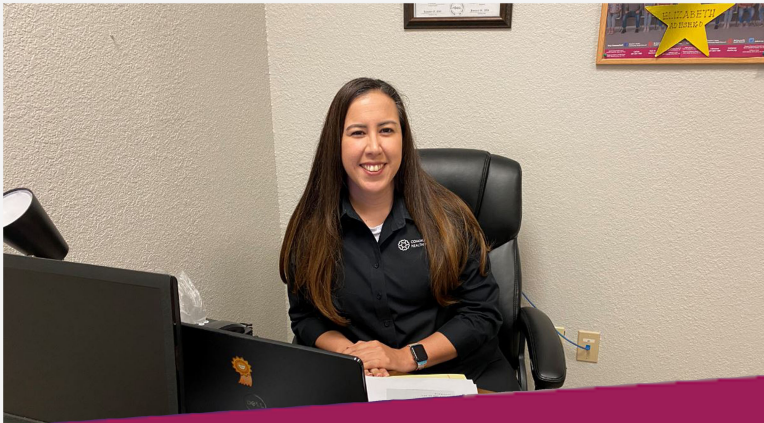
Recovery is a Family Affair, a Behavioral Health Success Story

by Veronica Cavazos, LPC

Therapy is not just about the patients we serve but also about the families that come in with them. I would like to take the opportunity to share the success of a parent of one my teenage clients. Amanda L. came in reporting struggles with depression and anxiety related to sexual trauma and bullying at school; she is currently being home schooled as a result. As time went on anger and aggression began to surface towards herself and there were repeated hospitalizations. It was at this point her mother's own health began to fail due to the stress and fear of what Amanda L. was experiencing. As time went on and we worked on building mom's self-esteem and focusing on goals, Amanda L. began to improve. Journaling and art were used to help with self-expression; 2 things mom enjoys doing. She showed some progress and would come in feeling better, however just as quickly as mom improved Amanda L. would resort back to old self harming behaviors. With each set back came new symptoms or some which were more intensified. Each time there was a fall back, mom also struggled but refused to give up, she wanted to know what was triggering her daughter and how to tackle it with her.

For over a year, this mother struggled to not only understand what her daughter was going through but also how to help her. Throughout the past year and a half, therapy sessions were scheduled weekly and Amanda L. received medication management from our psychiatric department. As time continued to pass and the symptoms reported by Amanda L. began to appear scattered- the behavioral health team (myself the therapist and the psychiatric nurse practitioner) discussed the case and realized the patient was actually dealing with borderline personality disorder. This is not an easy matter to tackle or manage at times and it really requires the patient to acknowledge her role in difficult situations. When this came to light mom stepped up and began to not only ask questions about what she could do to help her daughter but began researching the personality disorder as well. This mother was able to recognize where she needed to give more but also where she needed to step her interventions back. I have seen how she has improved emotionally; she is no longer afraid of making a situation worse but fighting to make things better. I applaud this parent for not giving up on her child and stepping up to the challenge of helping a teenager learn how to help herself and not give up.

Being a parent is not easy but being a parent of a child with mental health struggles can be a great challenge. This mother did not let her child go through something alone but helped to fight with her child to work on overcoming a tremendous struggle.



Ms Cavazos joined CHN in 2019 as part of the Methodist Hospital Mental Health Innovation grant to provide extended hour behavioral health services. Ms. Cavazos provides evening and weekend counseling services and was one of the CHN first therapist to provide regular virtual therapy sessions to provide ready access to patients



"Putting Our Heart into Your Care"

The Mind-Body Connection, Medical Patient Success Story

CHN medical provider Le Truong, FNP-C, Family Nurse Practitioner, practices at the Scarsdale Family Care location. She cared for a male patient for a new patient appointment at the Pearland Family Care on a Saturday where she was providing coverage several months ago. The patient complained of a history of choking on food. He reported he went to the emergency room twice for the issue and was afraid to eat for fear of choking. His fear of choking while swallowing led to extreme anxiety and resulted in a weight loss of 30 pounds over several months. He could tolerate eating smoothies but no solid foods. Ms. Truong carefully reviewed his case, considering various diagnostic options while considering his limited financial resources as an uninsured, low income individual. The patient's severe reflux led Ms. Truong to order a laboratory test for H.Pylori. Helicobacter pylori (H. pylori) infection occurs when the H. pylori bacteria enters the stomach. Fever, heartburn, stomachache, nausea, weight loss and burping are common symptoms of H. pylori infection. Trouble swallowing is a more severe symptom that sends individuals to the exam room. Peptic ulcers are a common result of H.Pylori infection.

The patient's lab results returned positive. Ms. Truong prescribed the appropriate medication and the symptoms were controlled. Following a few months of treatment, he returned for a follow-up visit and reported he no longer requires the medication and is eating with no problems.



Le Truong, FNP-C



Le Truong, FNP's support staff, Diana Valdez and Cassandra Padierna, at work at the Scarsdale Family Care clinic workstation.

CLINICAL OUTCOMES

CHNs patient centered, team-based approach to care results in improved patient outcomes demonstrated in the 2019 Uniform Data System Report submitted to the HRSA

Measure Title	Uniform Data System and Community Health Network Continuous Quality Improvement Performance Measures	CHN	Texas Average	National Average
First Trimester Entry into Care	Percentage of prenatal care patients who entered prenatal care during their first trimester.	78.6%	67.1%	73.82%
Screening for Depression and Follow-Up	Percentage of patients 12 years of age and older who were (1) screened for depression with a standardized tool <i>and</i> , if screening was positive, (2) had a follow-up plan documented	85.8%	74.08%	70.57%
Tobacco Use: Screening and Cessation Intervention	Percentage of patients aged 18 years of age and older who (1) were screened for tobacco use one or more times within 24 months, <i>and</i> (2) if identified to be a tobacco user received cessation counseling intervention	94.1%	89.93%	88.09%
Diabetes: Hemoglobin A1c Poor Control	Percentage of patients 18–75 years of age with diabetes who had hemoglobin A1c (HbA1c) greater than 9.0 percent during the measurement period (by race and ethnicity). Inverse measure	40.8%	37.03%	32.83%
Use of Appropriate Medications for Asthma	Percentage of patients 5 through 64 years of age identified as having persistent asthma and were appropriately ordered medication	97.1%	84.59%	86.58%
Child Weight Assessment & Counseling	Percentage of patients 3-17 years of age with a BMI percentile <i>and</i> counseling on nutrition <i>and</i> physical activity documented	80.6%	74.65%	69.16%
Adult Weight Assessment & Counseling	Percentage of patients 18 years of age and older with (1) BMI documented and (2) follow-up plans documented if BMI is outside normal parameters	67.9%	73.82%	70.15%

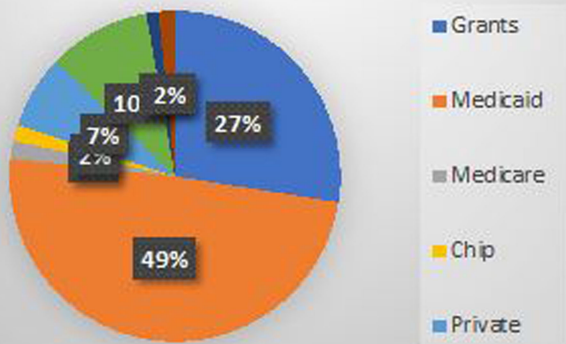
Community Health Network is a federally qualified health center (FQHC) and is required to submit an annual report of quality, financial and productivity data to the Bureau of Primary Health Care division of the Health and Human Services Administration. Data for each FQHC is available to the public at HRSA.Gov through <https://data.hrsa.gov/tools/data-reporting/program-data/national>



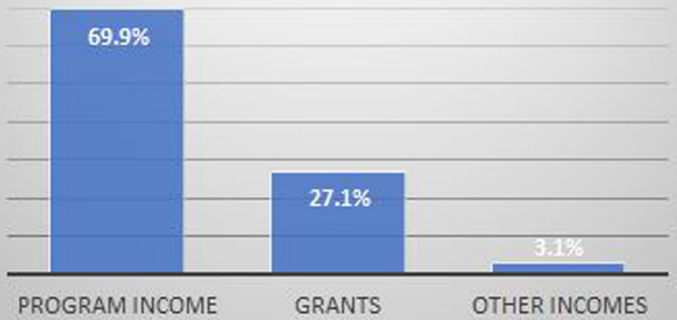
“Putting Our Heart into Your Care”

FINANCIALS

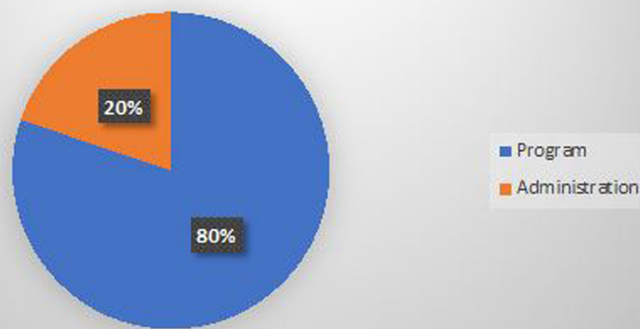
Detail of Revenue by Categories 2019



Community Health Network- Revenue Summary 2019



Community Health Network-Expense Summary 2019



2019 by the Numbers: Patients and Visits



COMMUNITY HEALTH NETWORK

“Putting Our Heart into Your Care”

Dodge for a Cause

CHN would like to extend a very heartfelt thank you to everyone that came to Community Health Network's first Community Dodge Ball Tournament on Saturday, August 3rd!

A big thank you to our generous sponsors, Texas Advantage Community Bank, Patient/Physician Cooperatives, Methodist Hospital, Texas Gulf Bank, Communities in Schools, DSM Nutritional Products, Clinical Pathology Laboratories, and Dental Fix



Dodgeball participants and CHN leadership pose at the end of the tournament. Mark Young, CEO, played for one of the CHN teams.

PPC both sponsored CHN's Dodgeball Tournament and enthusiastically competed in the event.



COMMUNITY
HEALTH NETWORK

"Putting Our Heart into Your Care"