



# Community Health Network



*Our Purpose:  
Patients & The Community*



## 2022 ANNUAL REPORT

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## MISSION

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



## VISION

The vision of MyCHN 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.

**Stephen F. Austin Community Health Network, Inc., dba Community Health Network (MyCHN) is built with exceptional leaders who lead the Center with encouragement, expertise and success. With program expansion, development and innovation, the Center is continuously evolving to better serve its population.**

### MyCHN Executive Team:

Mark Young	Chief Executive Officer
Dr. Yvette Poindexter	Chief Medical Officer
Linh Tran	Chief Financial Officer
Penny Pabst	Chief Administrative Officer
Dennis Shelton	Chief Information Officer
William Parker	Chief of Pharmacies Officer
David Lieske	Chief Strategy Officer
Sharon Barnes	Chief Human Resources Officer
Ezreal Garcia	VP, Govt Aff., PR, EP, PI Officer
Melialoha Bartlett	VP, Hea Syst & Tech Development

### MyCHN Board of Directors:

Gerald Roznovsky	Board Chair
Gina Adams	Vice Chair
Marbella Hooper	Secretary
Cornelia Jammer	Treasurer
Bel Sanchez	Board Member
Gilbert Romero	Board Member
Dr. Debra Fontenot	Board Member
Bonnie Horton	Board Member
Cheryl Seller	Board Member
Andrea Nguyen	Board Member
Adam Martinez	Board Member

# Putting Our Heart Into Your Care

MyCHN is proud to present the 2022 Annual Report, which contains highlights throughout the year of the Center’s successes and recognition, activities and performances, financials, patient testimonials, and future developments.



## *What does Whole Person Care mean at MyCHN?*

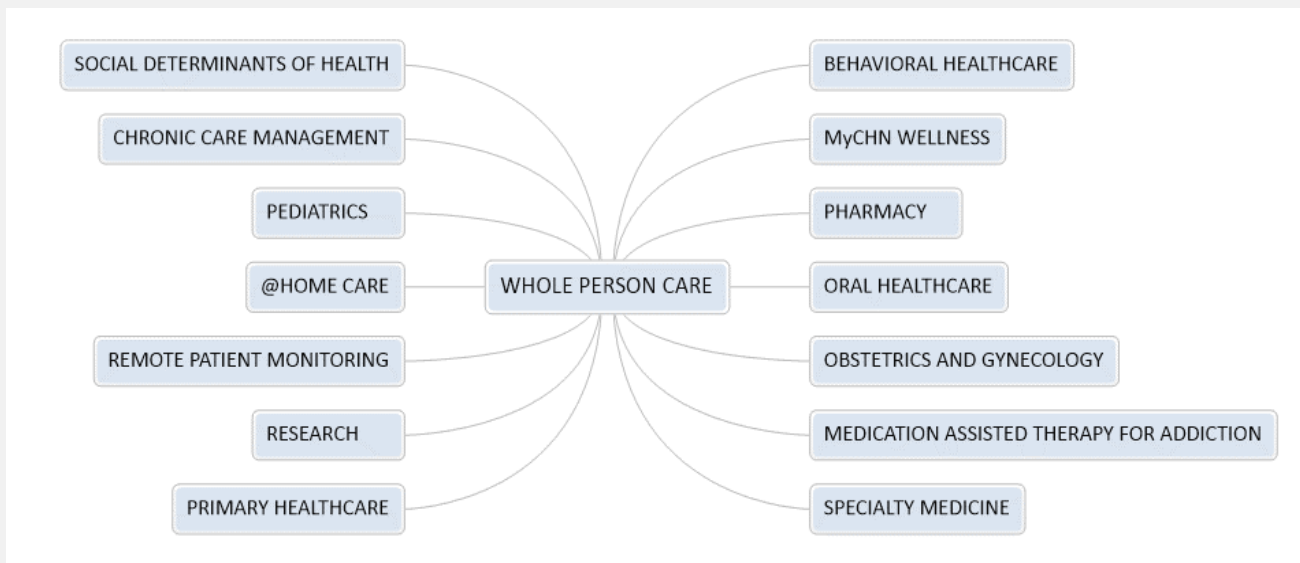
MyCHN’s many successes are due to the innovation, collaboration, and creativity of its technology projects, and the support of dedicated staff and leadership. Every day, the MyCHN Team works collaboratively to fulfill MyCHN’s mission to ensure all patients receive quality care and access to services from the moment they inquire about services. Providing excellent care and witnessing the transformation of its patients’ health and beyond is what drives MyCHN to evolve with each new endeavor.

MyCHN invest in new projects and programs only if it will enhance the patient experience and easier improved accessibility for quality healthcare so patients can feel empowered over their own health. The Executive Team uses clinical data and Social Determinants of Health (SDOH otherwise known as Non-Medical Drivers of Health measures to identify needs across its patient population and set goals to improve health outcomes. MyCHN creates community collaborations and commitments to address SDOH issues and remove barriers to care, transportation services, social services, food insecurities, and financial assistance.

Whole Person Care means: Linking patients to all aspects of healthcare to take care of their mind, body, and soul at the same time.



## **This is Whole Person Care**



# Community Health Network Services



Services provided by Community Health Network (MyCHN) include, but are not limited to the following:



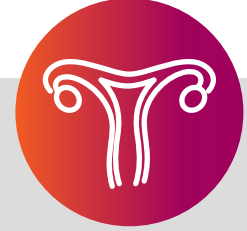
## Whole Person Care Services

- \*Primary Health
- \*Dental Health
- \*Behavioral Health
- \*Pharmacy



## Primary and Family Medicine

- \*Remote Patient Monitoring
- \*@Home Care
- \*Patient & Family Education
- \*Acute, Preventive & Chronic Care



## Women's Health

- \*Prenatal Care
- \*OB Delivery Services
- \*Well Woman Care
- \*Cervical Screens
- \*Breast Screens
- \*Contraceptives



## Pediatric Care

- \*Newborn Care
- \*Well Child Exams
- \*Immunizations
- \*Pediatric Dental
- \*Acute Care



## Medication-Assisted Treatment (MAT) Program

- \* Detoxification & Maintenance



## Dental Care

- \*Preventative:
  - Exams
  - Oral Health
  - Hygiene
- \*Endodontics
- \*Prosthodontics
- \*Pediatric Sedation



## Counseling

- \*Individual Therapy
- \*Therapy Support Groups
- \*Group Therapy
- Transportation
- \*Crisis Program



## Psychiatry

- \*Medication Management
- \*Substance Use Treatment Services



## Pharmacy Services

- \*Class A
- \*Telepharmacy
- \*URAC Specialty
- \*URAC Mail Order



### Social Determinants of Health (SDOH)

- \*Food Insecurity Screenings
- \* Prepare Screens/Referrals
- \*SDOH Platform
- \*Food for Change - Food Rx Program



### Care Coordination/Navigation

- \*Chronic Care Management
- \*Pediatric Care Coordination
- \*CPRIT Navigation
- \*Senior Medicaid/Medicare Advantage



### Insurance Enrollment

- \*HHSC Community Partner Program
- \*Medicaid, SNAP, TANF Application Assistance
- \*My Concierge Program



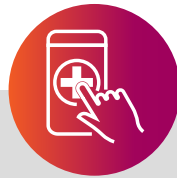
### Eligibility

- \*Financial Screenings -State/Federal funding programs



### After Hours Coverage

- \*Continuity of Care



### Virtual Care for Medical and Behavioral Health



### Student Health Services

- \*Medical Students
- \*Medical Residents



### Health Information Exchange

- \*Greater Gulf Coast Community Network



### Health in the Home Services

- \*Care Gap Closure
- \*Virtual Care



### Outreach and Enrollment



### Advances in Health Research

- \*Clinical Trials



### Immtrac Bidirectional Interface

- \*VFC Children
- \*Texas Adult Safety Net



### HIV Testing

- \*HIV Treatment
- \*PrEP Prescribing
- \*Patient Education



### Radiology

- \*Ultrasound Services



### CHN MSS

- \*Phone App
- \*SDOH Referral Network
- \*Remote Patient Monitoring



### Specialty Services

- \*Podiatry
- \*Wound Care



### Certified Community Behavioral Health Clinic (CCBHC)

- \*Screening, Assessment & Diagnosis
- \*Patient-Centered Treatment Planning
- \*Outpatient MH SUD (Brazos Place)
- \*Crisis Services (24Hr Mobile, Stabilization)(GCC/MyCHN)
- \*Peer Support
- \*Psychiatry Rehab (GCC)
- \*Targeted Case Management (GCC)
- \*Primary Care Screening & Monitoring
- \*Armed Forces & Services (GCC)

# 2022 Accomplishments

MyCHN achieved many milestones in 2022 and continues to remove barriers to care for its patients to receive essential and affordable services.

 **MyCHN Served 34,440 Unduplicated Patients with 156,440 Visits**

Breakdown:

MyCHN increased visits by **21%**, with 108,455 in-person visits and 47,949 medical and behavioral health virtual visits, culminating in a total of 156,404 visits in 2022,


*Versus*

71,225 in-person visits and 52,832 virtual visits, for a total 124,057 visits provided in 2021.

- ✓ MyCHN Scarsdale Class A Pharmacy received Utilization Review Accreditation Commission (URAC) for Specialty Pharmacy and Mail Service Pharmacy in early 2022.
  - The Specialty Pharmacy accreditation allows MyCHN to dispense high-priced, specialty drugs for diseases at affordable prices for patients who require maintenance medications with chronic conditions.
  - The Mail Service accreditation allows MyCHN to mail prescriptions directly to its patients.



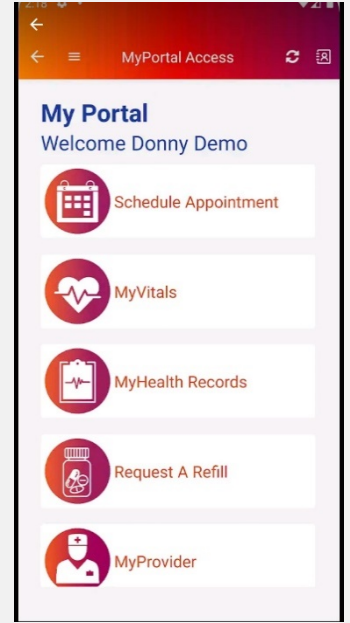
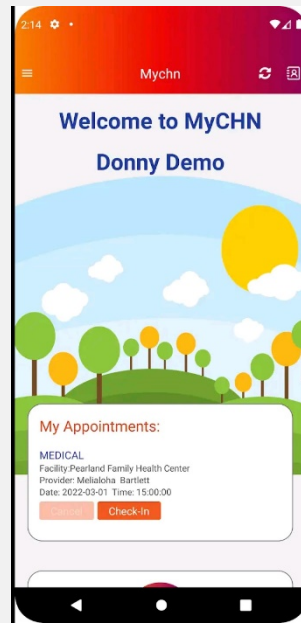
**ACCREDITED**


 **“These two URAC accreditations validate our ongoing commitment to specialty pharmacy excellence and high-quality mail service pharmacy services. I am proud of our accomplishment, which recognizes the quality work our organization is committed to on a daily basis.” – William Parker, MyCHN’s Chief of Pharmacies Officer.**



✓ CHN Medical Solutions Systems, a MyCHN subsidiary, developed a new and improved Phone Application during the Fall 2022 for MyCHN patients to seamlessly:

- Schedule face-to-face or virtual appointments with Primary Care Physician
- Schedule on-demand Virtual appointments
- Communicate with their PCP and support staff through their Patient Portal
- View Providers biographies
- Request refill prescriptions via mail or pick up at a MyCHN Pharmacy
- Access Medical Records and Lab Results
- Access Patient Education
- Track vitals using Remote Patient Monitoring devices.



 **The MyCHN app ensures patients have instant access to their health information and easy schedule and chat with medical providers of their choice.**

✓ Increased Outreach efforts promoted MyCHN’s Primary Care HIV Program within MyCHN clinics and during community events. The team promoted HIV testing for preventative care and educated patients on the importance of receiving testing.

✓ The Texas Association of Community Health Center (TACHC) made its rounds at Community Health Network and recognized Dr. Antonia Way, Director of Family Medicine at Scarsdale Family Health Center.


◆ TACHC stated,

“She (Dr. Way) is just one of so many amazing providers that serve TX communities every day!  
We appreciate you! #equityaccessquality  
#healthcareprofessionals #strengthenthenet.”



- ✓ Dr. Yvette Poindexter, Chief Medical Officer and Ms. Demeatraus Minter, Director, Behavioral Health Clinical Support were recognized as Brazoria County Black Living Legends at the Black History Month Kickoff: Celebrate Black Excellence event at Brazosport College.



 **League City Chamber of Commerce recognized MyCHN as a Non-Profit of the Year.**



 **The Brazoria County Hispanic Chamber of Commerce recognized MyCHN as Non-Profit of the Year.**



Darlin Rodriguez, Outreach Coordinator, was honored at the Brazoria County Hispanic Chamber of Commerce for Embajador of The Year and Ezreal Garcia was sworn in to represent MyCHN on the Brazoria County Hispanic Chamber of Commerce.

MyCHN's Chief Executive Officer, Mark Young accepting Non-Profit of the Year award from Brazoria County Hispanic Chamber of Commerce.

# Expansion of Sites and Services

MyCHN welcomed Spring 2022 with the fully remodeled Adoue Family Health Center in Alvin, Texas, and rebranding the location to **MyCHN Adoue**.

MyCHN Adoue has been the flagship location for the past 13 years. MyCHN's first clinic location kept the care engine going while MyCHN expanded to other regions in the community in need of services. The site underwent renovations over the last several years, but none as significant as those of late. Community Foundation of Brazoria County, HRSA (Health Resources and Services Administration), Direct Relief, and The United Way of Brazoria County provided MyCHN with grant funding that paved the way for the renovations.

- ✓ MyCHN Adoue was given a significant interior and exterior facelift; MyCHN expanded its parking lot, interior updates included removing old flooring, expanded the dental exam rooms, painted the building throughout, and renovated the administrative area to add a Class A Pharmacy. The Class A pharmacy will be a full-service pharmacy that will be integral to MyCHN's commitment to whole-person care.
  - ✓ In addition, the expansion of the dental exam rooms enables MyCHN to support its pediatric dentists and patients.
- ❖ These renovations enable MyCHN to provide current and future patients with a comfortable and visibly pleasing place to receive quality care.



**“The Adoue Family Health Center is being renamed MyCHN Adoue, and we are pleased that we have been able to give this facility some much needed improvements. We believe our staff and the people we serve deserve the best,” said Mark Young, MyCHN’s CEO**

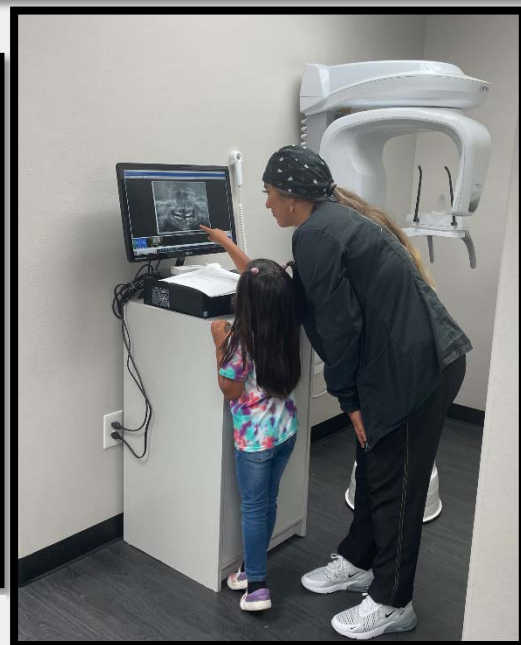


MyCHN Adoue received the **“Keep Alvin Beautiful, Business of the Month”** for the month of June 2022.

The Landscape designer and MyCHN Employees received a plaque from KAB members Alice Sloan, Nelva Urick and Marsha Crainer.



- ✓ MyCHN expanded dental services at its Scarsdale Family Health Center in early Summer. Expanding dental services will assist patients needing affordable and comprehensive dental services in the Southeast Harris County area. MyCHN and staff hosted a Grand Opening of the new dental clinic to inform patients of the new service and provided dental and eligibility screenings.



 Grand Opening: Scarsdale Family Health Center Dental Clinic

- ✓ MyCHN also enhanced its pediatric dental services by adding Dental Sedation for the pediatric population to allow peace of mind for pediatric patients, parents, and providers while providing quality care to pediatric patients who have fears related to dental treatment.



**“MyCHN is happy to provide this service to our community. Ensuring that our pediatric patients receive their full pediatric care without the need for referral is important to us. This service is currently available in Alvin, and we hope to move these services to our other dental sites,” said Mark Young, MyCHN’s CEO**

- ✓ In Early Spring 2022, MyCHN launched CHN@Home to offer whole-person preventative care for patients who receive virtual care in their homes by utilizing telemedicine appointments and remote patient monitoring services (RPM) to meet their care needs. CHN@Home program allows patients to take greater control of their preventative healthcare experience. Patients receive preventative care in the comfort of their own homes. The CHN@Home team is an extension of the patient's care team. They draw needed labs, administer immunizations, complete health screens (depression, tobacco, fall, SDOH, etc.), and completes identified care gaps.
- ✓ The CHN@Home team also delivers, educates and familiarizes patients with the Remote Patient Monitoring devices.
  - The RPM devices allow patients to send the CHN@Home care team readings of blood pressure, glucose monitoring, pulse oximetry, and daily weights.



“RPM is a fantastic way to enhance provider-patient communication through technology and monitoring high-risk care, such as diabetes, hypertension, and other chronic illnesses in real-time to improve whole person care,” said Dr. Yvette Poindexter, MyCHN’s CMO

- ✓ MyCHN expanded access to low-cost prescriptions during Spring 2022 opening a:
  - Telepharmacy at the Pearland Family Health Center location and a
  - Class A pharmacy at the MyCHN League City clinic site.
- ✓ MyCHN extended services in March 2022 by opening a second clinic site in the Pearland area:
  - The new **MyCHN Silverlake** clinic site will offer dental care, pediatric care, and OB/GYN services. Plans are underway to add a full retail pharmacy towards Summer 2023.
- ✓ The MyCHN Pharmacy expanded and opened a new in-clinic location at MyCHN’s Brazoria County Dream Center site. This pharmacy is a full retail pharmacy where patients can get their prescriptions and over-the-counter medications in the same place.
- ✓ MyCHN added Transportation services for behavioral health patients to attend their group sessions and provide prescription home delivery services.
- ✓ MyCHN expanded Dental Integration services at its Women and Children’s Health Center for pediatric and prenatal patients to emphasize whole person care.
- ✓ MyCHN integrated additional specialty care services into its primary care clinics, such as Podiatry and Cardiology once a week at the Scarsdale Family Health Center location.
- ✓ Developed a Crisis Prevention Service Program to support patients during hospital admission and discharge.
- ✓ Outreach efforts increased by promoting MyCHN’s new Primary Care HIV Prevention program.



**MyCHN is delighted to be at the forefront of making healthcare services even more accessible for the communities we serve.**



## **MyCHN received \$1,076,250 in Private Foundation Funding:**

- The Episcopal Health Foundation awarded \$500,000 in grant funding through the Clinical Pathways Approach program to support MyCHN's Value Based Care program for Year 2.
  - The funding supported internal staff development to implement and manage processes by focusing on patient empanelment to improve patient continuity.
- The Episcopal Health Foundation awarded \$150,000 to fund a planning year to evaluate the Community Centered-Health Home (CCHH) model and to explore ways to address lack of transportation resources available to low-income residents in MyCHN's service area.
- The Episcopal Health Foundation awarded \$120,000 to provide ConferMED eConsult primary care driven consultations with board-certified specialists for the uninsured patients residing in Brazoria and Galveston County.
- The Delta Dental Community Care Foundation awarded \$30,000 through the Access to Care program to assist MyCHN's low-income and uninsured adults and children with dental needs by offsetting the cost of dental services.
  - MyCHN assisted 267 unduplicated patients with 485 dental visits with 2022 Delta Dental grant funding.
- Houston Methodist awarded \$76,250 through the Community Benefits Grant (CBG) Program to support MyCHN's Diabetes Program for patients diagnosed with diabetes by offsetting the cost of diabetic medication and supplies purchased through MyCHN's Class A pharmacy.
  - With the CBG funding, MyCHN assisted 1,099 low-income and uninsured patients with diabetes with 3,918 diabetic medications and diabetic supplies.
- MyCHN also received a \$100,000 Houston Methodist Mental Health Innovation (MHI) award to partially fund two behavioral health therapists and a psychiatric nurse practitioner to provide direct patient care such as same day assessments, treatment, acute stabilization, and referrals for individuals in acute crisis; including individuals released from emergency rooms and/or the criminal justice department in need of stabilization, and those with a substance use disorder seeking Medication-Assisted Treatment (MAT) for alcohol, opioids and tobacco.
  - The MHI grant funding to support general operations assisted 1,058 unduplicated patients with 2,728 counseling and psychiatry visits through the MHI program.



- United Way of Brazoria County (UWBC) awarded \$100,000 towards MyCHN’s Integrated Behavioral Health Program and Collaboration with Communities in Schools (CIS) to provide after-school counseling services to CIS students in a Brazoria County school district.
  - MyCHN assisted 608 low-income, uninsured Brazoria County residents with 2,385 counseling and psychiatry visits with UWBC grant funding.



### **MyCHN received \$2,726,117 in State and Federal Funding**

- MyCHN received renewal Bureau of Primary Health Care, 330(e) health center funding in the amount of \$1,540,250.00 to serve individuals needing comprehensive health care services.
- MyCHN received a \$500,000 Federally Qualified Health Center Incubator Program Grant from the Department of State Health Services for a Capital Improvement construction and equipment project. \$65,000 HRSA American Rescue Plan (ARP) and Uniform Data Systems (UDS) to support health centers to respond to and mitigate the spread of COVID-19 and enhance health care services and infrastructure.
- \$629,867 Substance Abuse and Mental Health Service Administration (SAMHSA) Certified Community Behavioral Health Clinic Planning, Development, and Implementation (CCBHC-PDI) to help transform MyCHN’s behavioral health program and provide comprehensive, coordinated behavioral health care by establishing new CCBHC programs.
  - MyCHN’s CCBHC project intends to improve quality services and divert patients out of the emergency department for mental health and Substance Use Disorder (SUD) issues and reduce the mortality rate for all populations.

# Community Health Quality Recognition Awards

The Community Health Quality Recognition (CHQR) badges recognize Health Center Program awardees and look-alikes (LALs) that have made notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response for the most recent UDS reporting period.

**MyCHN received FIVE Community Health Center Quality Recognition (CHQR) awards in 2022 for the 2021 activities:**



### Access Enhancer:

Increases the total number of patients served and the number of patients who receive at least one comprehensive service (mental health, substance abuse, vision, dental, and/or enabling) by at least 5%.



### Advancing Health Information Technology HIT for Quality:

Meets all criteria to optimize HIT services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health data to increase access to care and advance quality of care.



### Access Enhancer:

Increases the total number of patients served and the number of patients who receive at least one comprehensive service (mental health, substance abuse, vision, dental, and/or enabling) by at least 5%.



### Covid-19 Public Health Champion:

Recognizes health center contributions to providing critical public health services to health center services during the COVID-19 public health emergency, and is awarded to the top 10% of health centers that provided COVID-19 vaccinations and/or COVID-19 diagnostic testing to the largest proportion of health center patients as defined in the [2021 UDS Manual](#).



**Designates Patient Center Medical Home Recognized clinic locations.**



# MyCHN by the Numbers



**Patients: 34,440**



**Visits: 156,404**



**55,447 In-Clinic Visits**

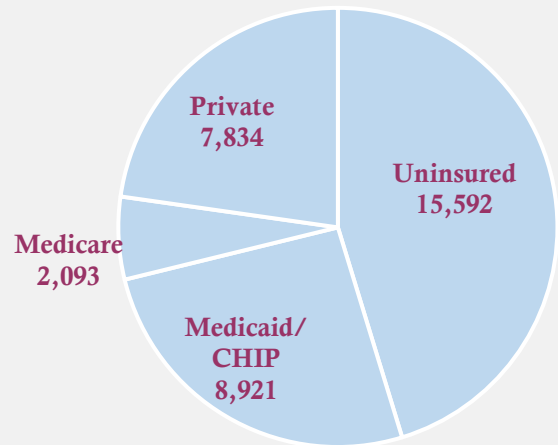


**41,880 Virtual Visits**

## Breakdown by Department:

2022			
Departments	# Patients	# In-Person Visits	# Virtual Visits
Medical	27,000	77,094	15,316
Behavioral Health	6,175	11,901	18,926
SUD	1,721	784	13,707
Dental	8,048	18,676	

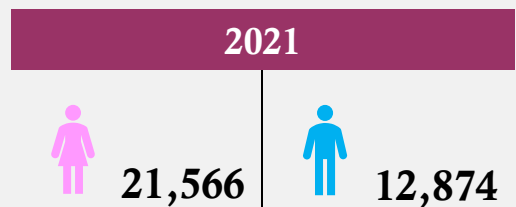
## Served by Insurance/Program:



## Top 10 Zip Codes Served:

Zip Code	City	Patients Served
77511	Alvin	7,575
77541	Freeport	3,531
77515	Angleton	2,240
77584	Pearland	1,850
77531	Clute	1,755
77566	Lake Jackson	1,550
77089	Houston	1,463
77581	Pearland	1,440
77583	Rosharon	1,407
77539	Dickinson	797

## Served by Gender

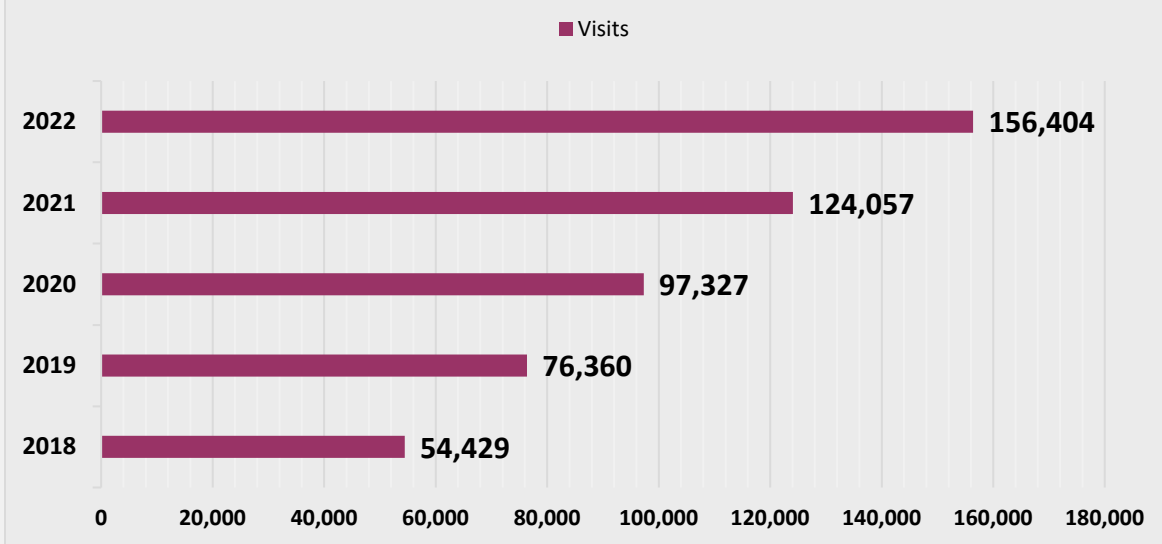


## Served by Age Range

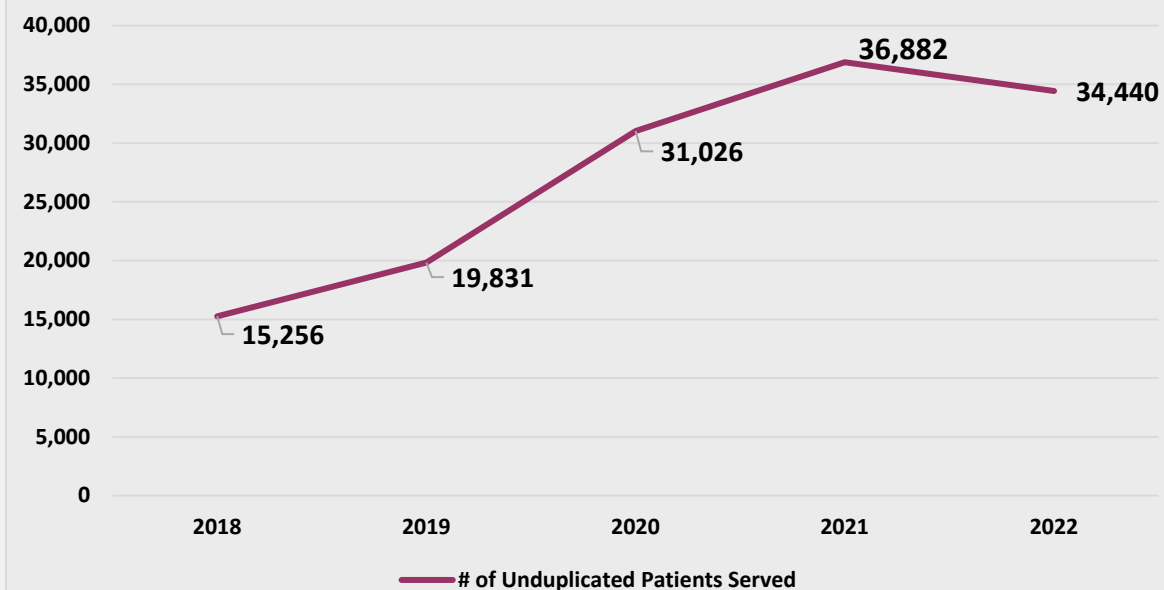
Ages	Patients
0 – 18	9,979
19 – 64	22,501
65+	1,831
85+	129



## MyCHN Visit Trend



## CHN's Unduplicated Patients Served Through the Years



The Data charts and graphs demonstrate exponential growth in all departments over the last few years.

# 2022 Clinical Outcomes

MyCHN's patient centered, team-based approach to care results in proved patient outcomes demonstrated in the 2022 Uniform Data System Report submitted to the Health Resources & Service Administration (HRSA)

Measurement Title	Uniform Data System and Community Health Network Continuous Quality Improvement Performance Measure	CHN 2022	CHN 2021	Texas Average	National Average
Body Mass Index (BMI) Screening and Follow-Up Plan	% of patients 18 years of age and older with (1) BMI documented and (2) follow-up plans documented if BMI is outside normal parameters.	<b>97.38%</b>	88.16%	67.07%	61.04%
Breast Cancer Screening	% of women 51 – 73 years of age who had a mammogram to screen for breast cancer.	<b>31.27%</b>	16.59%	41.90%	50.28%
Colorectal Cancer Screening	% of patients 50 – 74 years of age who had appropriate screening for colorectal cancer.	<b>11.63%</b>	7.51%	34.89%	42.82%
Depression Remission at Twelve Months	% of adolescent patients 12 – 17 years of age and adult patients 18 years of age or older with major depression or dysthymia who reached remission 12 months (+/- 60 days) after an index event.	<b>40.78%</b>	23.47%	19.70%	13.64%
Early Entry into Prenatal Care (first visit in first trimester)	% of prenatal care patients who entered prenatal care during their first trimester.	<b>67.47%</b>	73.75%	66.29%	71.99%
HIV Screening	% of patients 15 – 65 years of age who were tested for HIV when within age range.	<b>23.41%</b>	13.45%	49.27%	43.82%
Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antiplatelet	% of patients 18 years of age and older with a diagnosis of IVD or AMI, CABG, or PCI procedure with aspirin or another antiplatelet.	<b>72.88%</b>	35.09%	74.51%	76.83%
Tobacco Use: Screening and Cessation Intervention	% of patients 18 years of age and older who (1) were screened for tobacco use one or more times and (2) if identified to be a tobacco user received cessation counseling intervention.	<b>83.14%</b>	53.08%	87.93%	84.60%

Community Health Network (MyCHN) 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](https://www.hrsa.gov).



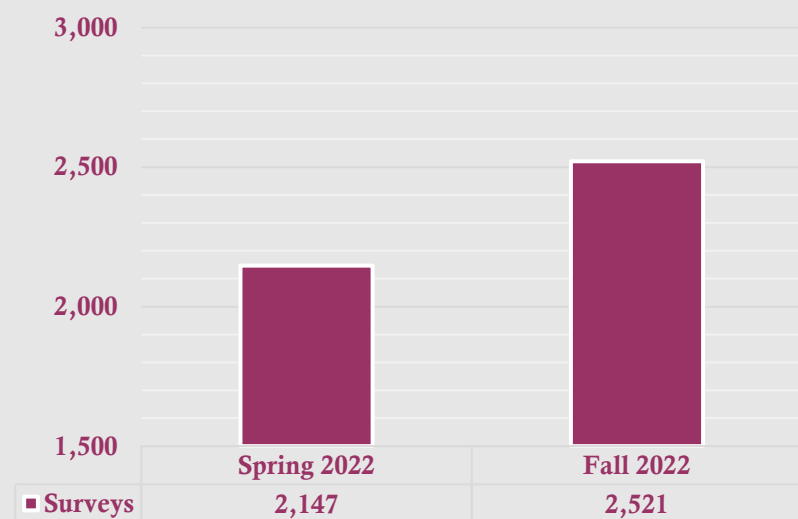
# Spring & Fall 2022 Patient Satisfaction Survey Results

MyCHN conducts the Patient Satisfaction Survey twice a year in the **Spring and Fall** to gather feedback from patients about the services provided; to learn how satisfied they are with their care, the time they spend waiting on services, the friendliness of staff, if they believe staff is keeping their information confidential and if they would refer friends and family to MyCHN among other things.

The survey identifies where MyCHN is **excelling** and where MyCHN needs to **close gaps** and implement corrective actions to **improve** processes or **implement** technology to serve patients better.

MyCHN Staff make the survey process successful each year with their efforts to collect the surveys.

### Patient Satisfaction Survey Trend



Would you recommend MyCHN to you friends and family?

**99.2%**

Responded "Yes"

How satisfied are you with the services and care you received at CHN?

**96.5%**

Rated their satisfaction as Great 75.3% or Good 21.2%

Do you consider MyCHN as your regular source of care?

**97.2%**

Responded "Yes"

How is the provider at listening to your needs?

**96.4%**

Rated their provider as Great 75.3% or Good 21.1%

Are the charges for your care reasonable?

**97.3%**

Responded "Yes"





## Patient Comments:

- ★ “Adoue Family Health Center provides the best quality healthcare at such an affordable price. This is my go-to clinic and as a student/part-time worker with no insurance, I get my health care needs from here w/out worrying much about the cost. The staff are nice, welcoming and very accommodating. So far, any health issues I've had have been taken care of in this clinic. I bring my dad here too and referred it to some of my friends.”
- ★ “All of the medical staff @ Pearland & Silverlake locations have given me amazing health service. They really listen to my health concerns.”
- ★ “All the staff and Doctors make you feel comfortable. 😊”
- ★ “Amazing staff. Love Scarsdale and love what they have to offer to the community.”
- ★ “Been with CHN for 7 years and each year CHN gets better and better. Thank you all for what you do!”
- ★ “Desde la recepción, las enfermeras y la doctora – excelente servicio. Todas las persona me atendieron con amabilidad. Si regresare.” (*“From the reception, the nurses and the doctor – excellent service. Every person assisted me with kindness, I will return.”*)
- ★ “Dr. Way [*Family Practice Physician*] and staff are awesome. They make you feel at ease while assessing your medical needs.”
- ★ “Dr. Badawi [*Pediatric Dentist*] was amazing. Kind, courteous and caring. The whole staff is wonderful!!!”
- ★ “Isaac Dike [*Family Nurse Practitioner*] is the best medial provider I've ever had. He listens, answers all questions and is very easy to open up to.”
- ★ “Dr. Shari Jackson [*Pediatric Physician*] and her staff are amazing!”
- ★ “Ms. Carmen Garza [*Family Nurse Practitioner*] is really helpful and explains about the treatment very carefully, takes her own time to advice and guides you properly including the front desk and all the other staff really awesome.”
- ★ “Ms. Faith Worley [*Therapist*] is an awesome counselor and I enjoy each session we have and feel that counseling is a very important and effective way for me to keep my mind positive and my life going in the right direction.”
- ★ “En este lugar siempre he recibido la atención necesaria, en mis embarazos y ahora mis hijos son pacientes aquí. El personal y doctores siempre son muy amables y profesionales, Gracias!” (*“Here at this place, I have always received all the necessary medical attention, with my pregnancies, and now my children are patients here. The staff and doctors are always so kind and professional. Thank you!”*)
- ★ “Excellent service. I will be transferring medical and behavior health of my family to CHN. I was also able to receive my medications at the pharmacy on site. Talk about convenience!!!”
- ★ “I absolutely love the behavioral medicine, Ms. Stokes [*Psychiatric Nurse Practitioner*] and Ms. Littles [*Therapist*]. They are wonderful to work with and actually listen and genuinely care. I appreciate the call center and their promptness to respond and answer questions and scheduling. My experience has been wonderful and I would highly recommend CHN.”

# Employee Recognition

MyCHN recognizes its employees for the mission-minded dedication they embody in and improving the health of the communities MyCHN serves.

Each year MyCHN's staff are given the opportunity to elect their colleagues for  
**Employee of the Year and Outstanding Leader of the Year**

*CONGRATULATIONS* to the following:

**Employee of the Year:** Jules Rangel, Whole Person Care Associate Director

**Outstanding Leader of the Year:** Claudia Rodriguez, Dental Operations Director



MyCHN's Executive Team with Jules Rangel, Employee of the Year and Claudia Rodriguez, Outstanding Leader of the Year

MyCHN also celebrated employee loyalty by recognizing those employees who have been with the Center for **10 years or more.**

Below are the dedicated employees who have grown with MyCHN throughout the years.

Diana Liguez, Compliance/Quality Coordinator  
Erica Hernandez, Whole Person Care Associate Director  
Lucia Tran, Physician Assistant  
Jennifer Coogan, Whole Person Care Virtual Associate Director  
Elizabeth Martinez, Medical Assistant

MyCHN also recognized 9 employees as Empathy Champions. This is a recognition and gratitude award program for exceptional and unique heartfelt heroes at MyCHN.

### MyCHN's Empathy Champions:

- Esmeralda Trujillo, Medical Assistant Site Lead
- Desiree Castillo, Pharmacy Revenue Coordinator
- Dr. Yvette Poindexter, Chief Medical Officer & Principal Investigator for AIH Research
- James Simmons, Behavioral Health Program Manager
- Kennatha Kim, Patient Experience Supervisor
- Raquel Reyes, Referral Coordinator
- Royella Brown, Integrated Dental Hygienist
- Yuri Rodriguez, Medical Assistant
- Zipporah Brown, Family Nurse Practitioner



# 2022 MyCHN Empathy Champion Awards

The dedicated staff of MyCHN work hard to positively impact change the communities and patients they serve.

The Empathy Champion Award program began in May 2022 and continues to this day. Below are the recognized staff and their Empathy Champion Story.



## May 2022:

Yuri Rodriguez  
Medical Assistant



### Empathy Champion's Story:

Yuri stayed past her shift to help coordinate care for one of MyCHN's MAT (Medication-Assisted Treatment) patients. Yuri also reached out to a medical provider to take care of the patient's MAT needs to receive the appropriate care. Yuri demonstrated her dedication by going above and beyond to assist this specific patient.

## June 2022:

Kennatha Kim  
Patient Experience Supervisor



### Empathy Champion's Story:

Kennatha helped a 17-year-old Vietnamese patient who was in need of medical attention due to pain and also going through a difficult situation. The patient came in with severe pain and was distressed due to a personal life situation. Kennatha was able to translate for the patient and get him scheduled to receive both medical and mental health services.

## July 2022:

Raquel Reyes  
Referral Coordinator



### Empathy Champion's Story:

Raquel ensured that a patient received a much needed referral in minutes by personally navigating them to the referred service. The patient received an appointment the next day without any anxious moments. The referral service helped with proper payor alignment. Raquel boosted the patient's experience by reducing costs and worry and ensuring the patient's adherence to treatment.

## August 2022:

James Simmons  
Behavioral Health Program Manager



### Empathy Champion's Story:

A new Behavioral Health patient enrolled into MyCHN's Care Coordination program in March 2022 due to struggling with major behavioral and anger outbursts towards his family. The patient had a history of drug use, not wanting to listen, and moving between his mother's and father's house for care. The patient had been hospitalized for violent outbursts several times and arrested for breaking into homes. During his treatment, the patient worked with Jon Benefield and Victor Varghese continuously and placed at high monitoring risk due to being a more complex case. James, the patient's father, mother and stepmother worked continuously to provide as many services as possible to get the patient at a sustainable level. James and his family are in contact every week to schedule emergency appointments to this day.

## September 2022:

Dr. Yvette Poindexter  
Chief Medical Officer & Principal Investigator for AIH Research



### Empathy Champion's Story:

Dr. Poindexter was informed of a staff member's diagnosis of a life threatening illness. The employee was having difficulty getting specialized care through MyCHN's insurance provider. Dr. Poindexter was in the middle of taking care of business, handling her daily tasks and meetings, but when she heard the employee was struggling with the new diagnosis and denied insurance coverage for the specialist referral. She immediately went into action. She personally took time out of her busy schedule, did a little research and made phone calls. She reached out to a former colleague who specialized in the diagnosis, made a referral directly from her, and got the employee scheduled for an appointment within days. It turned out the colleague she referred to was expected to go on leave and booked with patients. But because of the personal referral from Dr. Poindexter, the specialist made time available for the employee. The employee reports feeling safe, valued, and relieved not to have to navigate the system and figure everything out independently. What a burden lifted in a heavy time of need. Dr. Poindexter goes above and beyond regularly to take care of others, but in this case, she used the heart-head-heart method, which made all the difference to the employee.



### September 2022:

Desiree Castillo  
Pharmacy Revenue Coordinator



#### Empathy Champion's Story:

A particular patient was upset and unsatisfied that his medications had not yet been sent to the pharmacy. Desiree went above and beyond to make a swift patient recovery and reached out to the patient's provider to get the patient's missing scripts re-sent to one of MyCHN's pharmacies. Desiree provided the patient with superior empathetic customer service using our new service recovery protocols.

### October 2022:

Esmeraldo Trujillo  
Medical Assistant Site Lead



#### Empathy Champion's Story:

A patient came to MyCHN looking for an alternative provider and second opinion for her women's health needs. She had already been through so much trying to obtain referrals and information from a prior provider. Esmeralda called the patient personally and listened with compassion and empathized with what the patient was going through. Esmeralda reassured the patient that she would follow her through the process at MyCHN and get in contact with the new referral location. Esmeralda then gave the patient her number to reach out if she had any questions. The patient ended the conversation and thanked Esmeralda for hearing her out, finding a solution, and reassuring her that everything would be okay. Since then, the patient has called Esmeralda several times, from confirming her appointments to requesting records. Esmeralda displayed patience from the beginning to end. Esmeralda took time from her busy day to answer the patient's questions and showed compassion throughout the entire care. To this day the patient reports how amazing Esmeralda is and how she deserves a 5-star review.

### November 2022:

Royella Brown  
Integrated Dental Hygienist



#### Empathy Champion's Story:

Royella was called on her extension in reach for a patient's daughter. The patient wanted to know if Royella could see her on the same day as her medical appointment. The patient stated this was the only day she was able to come because she had a special needs daughter and had a sitter for that day only. Royella immediately told her Yes. The patient was thankful that Royella was able to squeeze her in on the same day. The patient began cry and explained how she doesn't work and takes care of her grown special needs daughter full-time, that's why she could only afford to pay \$10 on her payment plan. Royella finished up and told her she did not have to pay today. The patient was placed on Delta Dental grant program to help cover the cost of her dental appointment. The patient was so happy and in return the patient wrote a nice Google review thanking Royella for her kindness and service.

### December 2022:

Zipporah Brown  
Family Nurse Practitioner



#### Empathy Champion's Story:

A patient initially came into MyCHN exhibiting stroke-like symptoms and Zipporah immediately stressed the importance of going to the Emergency Room (ER) for further follow-up and testing. The patient was adamant that he did not want to go to the ER. Zipporah and the medical assistant spoke with the patient and continued to advise that he could be actively having a stroke. The patient finally agreed to go the ER. A few days later he returned to the clinic to refill a prescription and reported that he was close to having a stroke. He said he was treated and released and will continue follow up with MyCHN. The patient expressed his gratitude to Zipporah for stressing that he go in for immediate attention.

MyCHN Staff receiving their Empathy Champion award during the 2022 Christmas party hosted at the Lone Star Flight Museum.

Left to Right: Dr. Yvette Poindexter, Mariela Salgado, Kennatha Kim, Royella Brown, Raquel Reyes, Desiree Castillo & James Simmons.

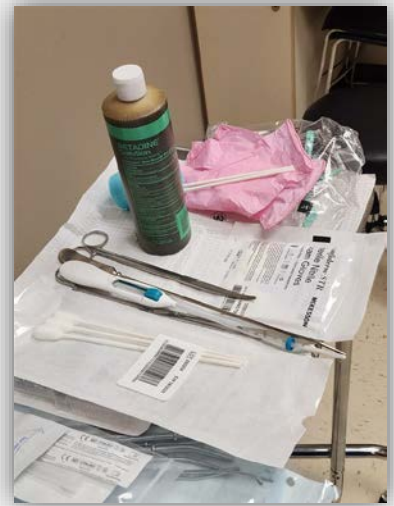


## Clinical Operations conducted an in-depth Obstetrics/Gynecology Skills Training for the Medical Assistants in November 2022.



“I had the pleasure of participating in a Women's Health Workshop for our medical assistants. We reviewed subject matter ranging from anatomy to MyPrenatal patient care, to prepping and assisting with some of CHN's most complex procedures. Their enthusiasm fueled the day and was a true demonstration of their passion to care for our patients.” – Sherrell Gibson, MSN, APRN, FNP-C, Women's Health Associate Clinical Director.

Sherrell Gibson, MSN, APRN, FNP-C, Women's Health Associate Clinical Director, demonstrated standard clinical procedures that the MAs set up for the providers for patient appointments.



In 2022, MyCHN served 691 prenatal patients!



## Dental, Integrating Care:

During the grand opening of the Scarsdale Family Health Center) Dental clinic, the Outreach staff had the pleasure of assisting a mother of six (6) children who traveled from Freeport, 42 miles away, for medical visits for two of her children. The Outreach staff approached the mother while she waited in the lobby area and informed her of MyCHN's Freeport site. They "walked" her through MyCHN's website to show her the variety of services and clinic sites she has access to for any of her needs and future appointments. With the mother's consent, the Outreach team also took the opportunity to schedule the two children for a dental check-up with Dr. Venkat Veerisetty, D.M.D, dentist, while they waited for their medical visit. The Dental team efficiently verified the children's Medicaid insurance and were able to switch their previous dental provider to one of MyCHN's dental providers. Not only did the two children receive medical care, but also a dental check-up during the same visit, saving the mother return trips. The other 4 children were scheduled for dental visits at the Freeport clinic site, a few miles from the family's home. The MyCHN Team were pleased to assist the family, and happy that the children received appropriate care while integrating both services into ONE visit. Talk about Whole Person Care!

## Medical, Patient Success Stories:

### *CHN@Home Team:*

The CHN@Home team was notified of a patient who struggled with transportation services to attend his follow-up medical appointments and receive medication refills for his diabetes. The CHN@Home team identified this patient as an ideal candidate for MyCHN's Diabetic program, a Houston Methodist Community Benefits grant funded medication assistance program, and refilled his diabetic medications at no cost to him. Lastly, the CHN@Home team transported his medications to his home during his CHN@Home visit where they attended to his patient needs related to his diagnosis of diabetes. The patient received a virtual care visit with his medical provider from his home and received needed enabling services with the team's assistance. The staff were glad to help him, and the patient expressed his gratefulness for their kindhearted services.

### *CHN@Home and Remote Patient Monitoring Team:*

An established medical patient with a diagnosis of Hypertension, Diabetes and Hyperlipidemia had a scheduled CHN@Home visit. During the visit, the patient was educated and informed of the Remote Patient Monitoring (RPM) program. After further counseling, the patient agreed she was ready to begin using the devices the same day. The patient was already documenting her blood pressure readings on a paper log and she felt that by using the RPM devices, the process would become much easier for her to keep track of her readings. The patient's two oldest daughters moved into take care of her after she recently experienced the loss of her husband. Her two daughters were her caregivers and understood the importance of taking care of their mother's health, especially after losing one parent. The mother verbalized how much she loved having the clinical staff team come to her home and teach her how to use the RPM devices, and she wanted them to stay longer. The patient even asked them if they could pray together before leaving. MyCHN's clinical staff were thankful to encourage and support the mother's two daughters who were caring for their mom and providing compassionate care to the mother.





**The @Home and RPM services are a wonderful collaboration by building together to improve the care of patients in the comfort of their homes. MyCHN @Home and the RPM program are making a difference for families and care givers.**

### **Mental Health, Patient Success Story:**

An unemployed, uninsured 32-year-old woman with a history of depression and anxiety sought counseling services with MyCHN's therapist, Elizabeth Adeseke, LCSW/LCDC. The patient was previously seeing a private practice counselor, but due to the high cost of insurance and loss of finances, she was unable to keep her insurance and stopped seeing her therapist. The patient was identified as a candidate for therapy, and immediately placed in MyCHN's Integrated Behavioral Health program funded by United Way of Brazoria County to receive counseling and psychiatry services at no cost. At the time of her visit, the patient stated she struggled with traumatic life events that led to recent life-threatening events and hospitalization. During her initial counseling visit, a GAD-7 anxiety screen was conducted to determine the severity of her anxiety; she scored an 18-Severe Anxiety. She also completed a depression screen, and scored a 25 on the Patient Health Questionnaire, indicating Severe Depression. Ms. Adeseke focused on Cognitive Behavioral techniques such as creating goals, journaling, self-talk, and helping the patient engage in positive activities. After a couple of sessions with Ms. Adeseke, the patient began to improve and stated that being in a routine helped her to focus more. Additional activities that helped her were spending time with her dog, cleaning, and listening to music. The patient was also referred to MyCHN's Crisis Prevention program for additional support given her background history, considering her a high-risk patient. The patient never previously took medication for her anxiety or depression, and due to the severity of her symptoms, she was referred to psychiatry for medication management to assist with her depression.

After several weeks of consistent counseling and psychiatry sessions, the patient denied any concerns about low self-worth, motivation, energy or concentration. The patient stated although she had some "off days", she felt "more balanced" in life and was pleased with the services she received at MyCHN and with Ms. Adeseke. The Patient discussed the great improvement she has made since she began with the Crisis Prevention program and MyCHN providers and the importance of maintaining all appointments with providers.



**MyCHN is committed to expanding and improving access for mental health services to meet the community's demand for care. MyCHN is honored to be able to serve its community through its Behavioral Health Program. The United Way of Brazoria County's support extends MyCHN's ability to reach those individuals who are unable to afford these services. Together we break down barriers to care to improve patient outcomes.**

### **Patient Testimonial:**

“I would like to say that at SFA [MyCHN] you all have an awesome team of providers!!!! Greg and I have appreciated everyone that has worked with our son. The team of experts has reached out to us and helped guide us and give excellent customer assistance. Both of us feel that everyone has given Tyler outstanding care. James Simmons is a remarkable person. He has went above and beyond to help Tyler and us as parents. Keep up the good work. There is a bunch of people that need you all as a team!!!! Have a blessed day! And thank you for everything!!!!!!!!”

# 2022 Event Highlights

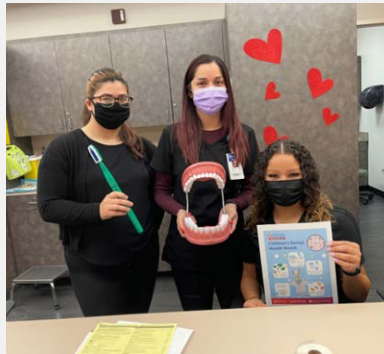
- ❁ Where We've Been
- ❁ Where We Are &
- ❁ Where We're Going

The year 2022 was the most productive year to this day. The MyCHN Outreach staff and Team overcame its biggest obstacles between 2020 & 2021 while the Pandemic slowly diminished to normalcy going into 2022. The MyCHN Outreach Team represented MyCHN at various community outreach events and partner meetings throughout its service area. The dedicated staff at MyCHN also participated in many on-site events, which helped boost employee morale and build relationships among staff members.

- ◆ **National Awareness** holidays were celebrated at MyCHN clinic sites throughout the year to educate and raise awareness in the community about preventative health with an emphasis on scheduling their routine health visits:

- ❑ Cervical Cancer Awareness Month, educating women on the importance of cervical cancer screenings @ the MyCHN League City, Pearland and Women & Children's clinic sites.
- ❑ Children's Dental Health Month, educating parents on the importance of dental hygiene for kids at the MyCHN League City, Pearland, Scarsdale clinic sites.

- ◆ MyCHN held a site tour for students and faculty staff at its MyCHN at Brazosport College clinic. The staff were stationed at two different locations on campus with a resource table promoting MyCHN health services information. They distributed 135 COVID Test kits and raffle tickets for an iPad giveaway. A total of 83 tours were provided during the event.



MyCHN Staff supporting the events during National Awareness Month!

- ◆ MyCHN announced free curbside diabetes screenings in partnering with Coastal Bend Health Education Center at Texas A&M University to bring A1C testing to the Brazoria County Dream Center on February 22nd, 2022. Participants signed a consent form and waited in their vehicles to receive the results. The partnership came at the perfect time with 1 in 5 adults living with diabetes and unaware that they have the disease. Early detection is vital to preventing the disease from becoming more severe. MyCHN is grateful to provide accessible diabetes screenings to our community.

❁ "We value our partnership with the Diabetes Education division at Coastal Bend Health Education Center, Texas A&M University, and believe the event is a wonderful way to extend services to the community at large with convenient, no cost diabetes screenings," said Penny Pabst, MyCHN's Chief Administrative Officer-Compliance Officer

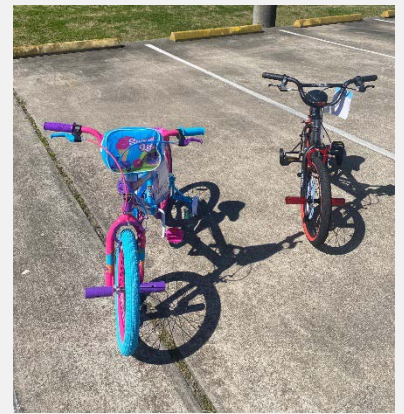


- ◆ MyCHN hosted two **Community Carnival Block Parties** on March 12<sup>th</sup> at the Oasis Church in Webster and March 19<sup>th</sup> at Bates Park in Angleton. MyCHN showcased medical, dental and other resources to the community. The Community Carnival was a great success with lots of family fun and great community impact. MyCHN served food and provided games, music, crocodile encounter, an inflatable obstacle course, children’s train ride, face painting, Prize giveaways including 2 bikes, dental screenings and Covid-19 vaccinations to the community.



MyCHN would like to thank the following vendors for participating in joining MyCHN at its community event:

- ◆ BACODA
- ◆ Bay Area – Turning Point
- ◆ BCAC
- ◆ Change Happens
- ◆ Cornerstone Learning Academy
- ◆ Galveston WIC
- ◆ Innovative Alternative
- ◆ MLK
- ◆ Odyssey Academy
- ◆ STOP
- ◆ Texas A&M
- ◆ Texas Health
- ◆ Texas Steps/STAR
- ◆ University of Houston – Clear Lake
- ◆ WIC



- ◆ Harvest of the Hungry Tour with Chiefs and Managers  
“Thank you MyCHN Leadership team for visiting H4H and brainstorming on how we can partner together to serve our community.”



- ◆ MyCHN staff participated in Hitchcock Elementary’s Career Day. The staff shared information about their job and explained the education and skills that are required for a successful career. The staff also educated the students on the importance of brushing off “all the critters” daily to have healthy teeth.



- ◆ MyCHN’s pediatric dentist, Dr. Badawi, visited Parker William Library for Dentist Day! It was a great experience for kids and parents learning about dental health.
- ◆ MyCHN loves being part of the Clear Lake and UHCL student community. MyCHN announced a movie night at the University of Houston-Clear Lake. The Movie night was held on Friday, April 1st, 2022, in the UHCL Rec Center Backyard. This event was opened to the public and it was a great way to kick off the Spring.




- ◆ MyCHN was back at CW39’s morning show, “Houston Happens.” A segment featured MyCHN’s #PediatricDentist, Dr. Badawi, discussing the importance of bringing children for dental check-ups at an early age. Dr. Badawi reminded parents that allowing children to create a relationship with their dentist eases worries, anxiety, and concerns children might have during their dental visits!

- ◆ MyCHN celebrated Juneteenth and remains motivated to keep working for healthcare equality.
- ◆ MyCHN sponsored 6 Shining Stars Students from Pasadena ISD with \$500 Scholarships!
- ◆ MyCHN participated in the Steward Little’s First Back to School Bash at Newman Park in Alvin giving away backpacks, snow cones, snacks and activities for kids.
- ◆ MyCHN’s Outreach team had the opportunity to volunteer at Pasadena’s Fill the Bus School Supply Drive. Every year teachers are forced to subsidize supplies for their classrooms personally. The city of Pasadena runs this event to provide school supplies for teachers in the community. As an organization, MyCHN enjoys giving back to the community in ways other than healthcare.
- ◆ MyCHN held a resource table at the Back 2 School Drive Thru @ Grace Episcopal Church in Alvin
- ◆ MyCHN celebrated National Health Center Week on 8/7 – 8/13 by releasing a podcast on Whole Person Care. MyCHN is using the power of information. Individuals listened in to learn about MyCHN and all the amazing providers committed to giving their community the best care.



Ezreal Garcia speaking at the CIS Community of Support Resource Fair

- ◆ MyCHN participated in the Communities in Schools Community of Support Resource Fair. Many programs were given the opportunity to partner with several organizations within their service area.


**“As a board member for Communities in Schools of Southeast Harris and Brazoria County and employee of Community Health Network I was proud to speak to the AMAZING staff members of Communities in Schools about Community Health Network and all that we do to help save lives and expand access to primary care, mental health, dental and pharmacy services. Community Health Network is a proud partner of CIS, and we were thrilled to be present,” said Ezreal Garcia, VP, Govt Aff., PR, EP, PI Officer**

- ◆ MyCHN sponsored the Back-to-School event at The Brazos Mall. Brazosport Symphony Orchestra’s Gulf Winds Quintet played lovely music for attendees and our friends with Brazosport Planetarium manned a table with information about the planetarium and its programs.
- ◆ MyCHN team attended the State of Education Membership Luncheon Food Market Trailer at St. Andrew’s Episcopal Church , Tom Reid Library, Pearland Chamber of Commerce
- ◆ MyCHN hosted Pool Days from June-July at Walker Street Municipal Pool and Bob S Owen Pool in Alvin.
- ◆ MyCHN attended the Angleton ISD/UTMB Community Health & Wellness Fair at the AISD CTE Center.
- ◆ MyCHN wants to say a big thank you to the Angleton Fire Department. Our staff had the opportunity to get some basic fire drills training and learned a lot of valuable skills.

**Thank you to Angleton Fire Department for the opportunity and fun experience!**

MyCHN Staff at the Angleton Fire Department



- ◆ MyCHN participated in the Welcome to the Out of the Darkness Pasadena Texas Walk by providing information on Mental Health services from counseling, therapy and psychiatry.

- ◆ The Cervical Cancer Prevention Conference at UT Tyler, sponsored by MD Anderson, was a great educational experience. The MyCHN staff experienced the process of diagnosing an abnormal pap smear during a Well Women Exam, the biopsy process to the performance of the LEEP procedure. Every day we work on improving our communication with patients and the community and assisting them with local resources to remove financial and social barriers to preventative care.



MyCHN Medical Providers, VBC BH Care Coordinator, and Outreach Team attended the conference and had an amazing experience by building extra knowledge on the importance of Cervical Cancer Prevention. The staff experienced hands-on training on what MyCHN patients experienced in the Colposcopy/LEEP Procedure and reviewed case studies for the diagnosis.



- ◆ MyCHN participating in the annual Brazoria County Fair parade with Millie the Tooth!
- ◆ Millie the Tooth had a blast interacting with the kids and families.



- ◆ MyCHN participated in the Taste of the Space Festival.
- ◆ MyCHN participated in the Scare on the Square movie night and fest at the University of Houston – Clear Lake along with Food trucks, activities, face paintings, costume, competition and more were provided to the students and families.
- ◆ MyCHN partnered with Communities In Schools, Adult Education Center, BACODA to attend the Bob & Betty Nelson Elementary School Open House. Each agency participated by providing key resources to attending families. CIS provided six (STEM) stations where interactive learning and fun challenges took place for the whole family! During the event, families took advantage of signing up their children to be part of the Communities In Schools program! The event was very successful and it was a simple reminder of how important we all are to our students and families.

- ◆ MyCHN held its 1st Annual Chili Cookoff! Who wouldn't love to kick off the fall season with a warm bowl of chili? Yum! There were many yummy entries, but there could only be one 1st-place winner. Penny Pabst, Ezreal Garcia and David Lieske had the honors of judging all chili entries!



- ★ Congratulations to our 1st-place winner Heaven Carter and her Spicy Meat Chili!



- ★ In 2nd place, we have Dr. Antonia Way & her Green Hatch Chili (Vegetarian) New Mexico Style Chili.



- ★ Last but not least, in 3rd place, we have Dr. K Saeed for her Muslim-style Chili.

### Congratulations to all our winners!

- ◆ MyCHN attended several Halloween, Trunk or Treats and Fall Festival community events in 2022:
  - Stress Less Fest at the National Oak Park in Alvin.
  - Trick or Treat event at Burnett Elementary.
  - City of Freeport Fight Night. The biggest Halloween Party in Town
  - Sam Rayburn Highschool's Trick or Treat Yourself event by providing resources & Covid kits.
  - New Jerusalem Baptist Church-Freeport for their Seasoned Saints Event.
  - South Houston High School's Trunk or Treat event
  - Zion Lutheran Church for Old Fashioned Fall Festival event
  - ACC Fall Festival. Family fun night with costume contests, food vendors, games and live music.
  - Fall Festival with the Crossroads UMC Community
- ◆ MyCHN attended the Taste of the Town festival for Pasadena Chamber of Commerce at their "Deep in the heart of Texas" theme.
- ◆ MyCHN's Outreach Team @ Alvin Senior Center for monthly Potluck Bingo.
- ◆ MyCHN thanks San Leon Elementary School and Communities In Schools - Bay Area for helping supply Thanksgiving food boxes your families. MyCHN couldn't have done it without you!
- ◆ MyCHN's Dental and HIV team participated at the ACC Dolphin Health Fair in December 2022.
- ◆ MyCHN held an HIV Drive with HIV testing at the Scarsdale Family Health Center.
- ◆ MyCHN attended the Galveston County Health District's World's Aid Resource Fair.



- ◆ MyCHN partnered with Pasadena Public Library to host the Grinch Family Night, Crafts and story time. This Monday, MyCHN was at the Pasadena Public Library. The Grinch got a chance to visit the library and bring some joy to the children.

- ★ A massive shoutout to Kaeside Unachukwu (psychiatrist) for dressing up as the Grinch and bringing holiday joy to the library! Thanks to Pasadena Public Library For hosting the Storytime - How The Grinch Stole Christmas. Huge shoutout to our very own Dr. Badawi (Dental Pediatric Doctor) for "sleigh-in" it and bringing holiday cheer to 45 families in attendance.



- ◆ MyCHN partnered with Fairmont Library to host the Grinch Family Night, Crafts and story time
- ◆ MyCHN participated in the Alvin Lights Parade, Home for the Holidays along with the Grinch!



- ◆ MyCHN sponsored the Kids Jingle Jamz Holiday Party at the Bay Area Community Center. MyCHN invited all the kids in the Bay Area community to enjoy activities, desserts, and singing.
- ◆ MyCHN brought holiday Cheer at Women and Children's Clinic by providing craft activities and an opportunity for patients to take a picture with the Grinch at a photo booth.

- ◆ MyCHN donates toys to the Brazoria County Dream Center Dream Gifts program during the Holidays.

MyCHN's Outreach team, Max Garcia, Miriam Guzman and Jennifer Fields with Terri Willis BCDC's CEO/Executive Director.



**MyCHN's Outreach goal for 2023 is to partner with new community stakeholders with the same mission to increase access to care for its community and beyond MyCHN's service area.**

# Collaborative Partnerships

## THANK YOU TO OUR SUPPORTERS!

Collaboration is at the core of MyCHN's work to **improve** health outcomes, **remove barriers** to care, and **save lives** through the power of **partnerships**.

### MyCHN's Collaborative Partnerships:

#### 2022 CHAMBERS:

- ♦ Alvin-Manvel Chamber of Commerce
- ♦ Angleton Brazoria County Chamber
- ♦ Brazoria County Hispanic Chamber of Commerce
- ♦ Clear Lake Chamber of Commerce
- ♦ Dickinson Chamber of Commerce
- ♦ Galveston Island Regional Chamber of Commerce
- ♦ Houston Hispanic Chamber of Commerce
- ♦ League City Regional Chamber of Commerce
- ♦ Pearland Chamber of Commerce
- ♦ South Belt-Ellington Chamber of Commerce

#### 2022 PARTNERSHIPS:

ActionS, Inc.  
Advances in Health Research  
Alvin Community College  
Alvin Independent School District  
Alvin Sunrise Rotary Club  
AMACC Toastmasters  
American Cancer Society  
Americares  
Angleton Independent School District  
Archangel of Texas  
BakerRipley  
Bassem Maximos, M.D.  
BayTran – Bay Area Houston Transportation Partnership  
Brazosport College  
Brazosport Independent School District  
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  
Clear Lake Independent School District  
Communities in Schools  
Direct Relief  
Episcopal Health Foundation  
Freeport Police Department  
Galveston County Health District  
Greater Houston Health Connect

#### 2022 GRANT SUPPORTERS:

- Delta Dental Community Care Foundation
- Episcopal Health Foundation
- Houston Methodist Community Benefits
- United Way of Brazoria County
- HRSA (Health Resources & Services Administration)
- SAMHSA (Substance Abuse & Mental Health Services Administration)

#### 2022 PARTNERSHIPS CONT.:

Gulf Coast Center  
Gulf Coast Transit  
Harvest for the Hungry  
Hitchcock Independent School District  
Houston Business Women's Association  
Houston Food Bank  
Houston Methodist Hospital  
Houston Sonogram  
Kingsley Asumugha, M.D.  
M.D. Anderson Cancer Center  
Memorial Hermann Hospital System  
Pasadena Independent School District  
Pearland Community Coalition  
San Jacinto College  
St. John the Baptist Catholic Church  
The Rose  
The Salvation Army  
Texas A&M University, Health Science Center  
Texas WIC  
The University of Texas at Austin  
United Way of Brazoria County  
United Way Galveston County Mainland  
University of Houston – Clear Lake  
UTMB Health  
YMCA of Greater Houston



# MyCHN's Annual Fundraiser



Community Health Network's  
3<sup>rd</sup> Annual Fundraiser  
July 23<sup>rd</sup>, 2022  
Alvin Community College

MyCHN is grateful to *ALL* community sponsors who donated, came out to play and volunteered to make the annual fundraiser a success and support MyCHN's purpose. The contributions from community sponsors went towards expanding access to quality health services at MyCHN Freeport clinic site in Freeport, Texas by covering the cost of care for low-income medical, dental, and mental health for uninsured patients.

## SPONSORS:

### Business Sponsorship

Patient Physician Cooperative (PPC)	\$1,500.00
UTMB Health Angleton Danbury Campus	\$1,500.00

### Community Sponsorship

Cayla Meyers for District Clerk	\$500.00
Clinical Pathology Laboratories (CPL)	\$500.00
Texas Advantage Community Bank	\$500.00
Williams Medical Technologies, Inc. (WMT)	\$500.00

### Team Participation

1820 Marketing	\$100.00
Angleton Fire Department	\$100.00
Angleton Police Officer Association	\$100.00
Brazoria County Hispanic Chamber	\$100.00
Brazoria County Young Republicans	\$100.00
CHN Team #1, sponsored by Penny Pabst	\$100.00
CHN Team #2, sponsored by Ezreal Garcia	\$100.00
Community First Emergency Room	\$100.00
Freeport Police Department	\$100.00
Gotcha Covered Insurance	\$100.00
Judge Roy Castillo	\$100.00
Lake Jackson Fire Department	\$100.00
MG Promotions	\$100.00
The Warrior Refuge	\$100.00
Tuff Love Recovery	\$100.00
TXO Academy	\$100.00
Sweeny Community Hospital	\$100.00
United Way of Brazoria County	\$100.00
VOW22	\$100.00

### Donations

McMurrey	\$500.00
DAAS Hospitality LLC	\$20.00

**Total Donations: \$10,357.40**

### The following Teams participated at the Dodge for a Cause fundraiser:

- 1820 Marketing
- Angleton Fire Department
- Brazoria County Hispanic Chamber
- CHN Dirty Dodger
- CHN Dodge Fathers
- CPL Mother Duckers
- Dodgeball Jedi
- MG Promotions
- PPC 1
- PPC 2
- TXO
- UTMB 1
- UTMB 2
- Warriors

In the end, teams 1820 Marketing & the Angleton Fire Department were battling for first place!

The Winner for the 2022 Dodge for a Cause tournament:

### 1820 Marketing



MyCHN provided games for kids; snacks and drinks, and snow cones from Texas Sno Fruit for all guests and team players.

MyCHN also hosted a Silent Auction during the fundraiser event. The items for the Silent Auction were donated by staff and local businesses.

**MyCHN would like to thank everyone who donated and participated in the bidding!**



Millie the Molar also came to visit and dance during the game and interacted with the audience!

**Auction Items:**

- Back to School Basket
- Back to School Basket
- Grill Set
- Kendra Scott Set
- Kids Swim Basket
- Lush Cosmetics
- Lush Cosmetics & Massage Basket
- Police Basket
- Texas Sno Fruit & 1820 Coffee
- Summer Fun Basket
- Veteran Cross 1
- Veteran Cross 2
- Veteran Cross 3
- Wine Basket
- Yellow Stone Basket 1
- Yellow Stone Basket 2

**Donor:**

- Pearland Town Center
- Community Health Network
- Community Health Network
- Kendra Scott
- Community Health Network
- Lush Cosmetics
- Mariela Salgado & Jeneesa Jackson
- Jolie Gilmore
- Texas Sno Fruit & 1820 Coffee
- Community Health Network
- Jolie Gilmore
- Jolie Gilmore
- Jolie Gilmore
- Community Health Network
- Jolie Gilmore
- Jolie Gilmore & Lush Cosmetics



MyCHN's Dodge Fathers Team



Texas Sno Fruit handing out delicious snow cones!



2022 Dodge for a Cause Team Group Picture



Chiefs: David Lieske & William Parker against their very own CEO, Mark Young!

- ❁ Upgraded Integrated Care EHR System
- ❁ Resource Manager
- ❁ Customer Resource Manager
- ❁ Phase 2 Development of MyCHN Phone App with:
  - Vonage virtual care
  - Patient engagement chat
  - Group visits by diagnosis
  - Face recognition and
  - Artificial Intelligence
- ❁ Increase Transportation Services
- ❁ Open a new, 2<sup>nd</sup> Angleton site, MyCHN Technology Drive in the Spring 2023.
- ❁ Open a new, 2<sup>nd</sup> Lake Jackson site, MyCHN Lake Jackson in the Spring 2023.
- ❁ Increase services in Harris County by opening a new, full-service Pasadena site in the Summer 2023.
- ❁ Extend Remote Patient Monitoring (RPM) devices into Behavioral Health.
- ❁ Enhance MyCHN's referral system.
- ❁ Expand dental services at the League City clinic site in the Summer 2023.
- ❁ Enhance the GCCHC network to better track SDOH screens and monitor referral reports to identify the greatest needs for MyCHN's patients.
- ❁ Certified Community Behavioral Health Center
- ❁ Commission on Accreditation of Rehabilitation Facilities



# 2022 Financials

<i>REVENUE</i>	<i>2022</i>	
	Amount	%
<i>Program Income</i>	\$28,137,283.91	78.3%
<i>Grants</i>	\$5,458,765.80	15.2%
<i>Other Income</i>	\$2,357,531.51	6.6%
<i>Total Revenue:</i>	\$35,953,581.22	

<i>EXPENSE SUMMARY</i>	<i>2022</i>	
	Amount	%
<i>Program</i>	\$21,742,712.09	64.4%
<i>Administration</i>	\$12,003,474.72	35.6%
<i>Total Expenses:</i>	\$33,746,186.81	

<i>DETAILED REVENUE</i>	<i>2022</i>	
	Amount	%
<i>Grants</i>	\$5,458,765.80	15.2%
<i>Medicaid</i>	\$15,989,610.12	44.5%
<i>Medicare</i>	\$495,546	1.4%
<i>CHIP</i>	\$424,081.28	1.2%
<i>Private</i>	\$6,420,492.41	17.9%
<i>Self-Pay</i>	\$2,378,784.84	6.6%
<i>Medicare Advantage</i>	\$1,010,616.62	2.8%

## Affordable Care for All

With the cost of health insurance increasing and an increasing percentage of uninsured and underinsured individuals, MyCHN has found a way to help. As a Federally Qualified Health Center, MyCHN is awarded federal funding to offer sliding fee discount programs for eligible individuals.

MyCHN accepts most private insurances, Medicaid, Medicare, and CHIP. Uninsured individuals may be eligible for discounted self-pay services based on their family size and household income. MyCHN strives to provide the highest value of care and therefore offers substantial benefits for people who are uninsured and self-pay. MyCHN has controlled the cost of office visits and maintained lab and pharmacy costs far below other providers. Low-income, uninsured patients may apply for discounts to the cost of their care. MyCHN does not turn away anyone away due to an inability to pay.

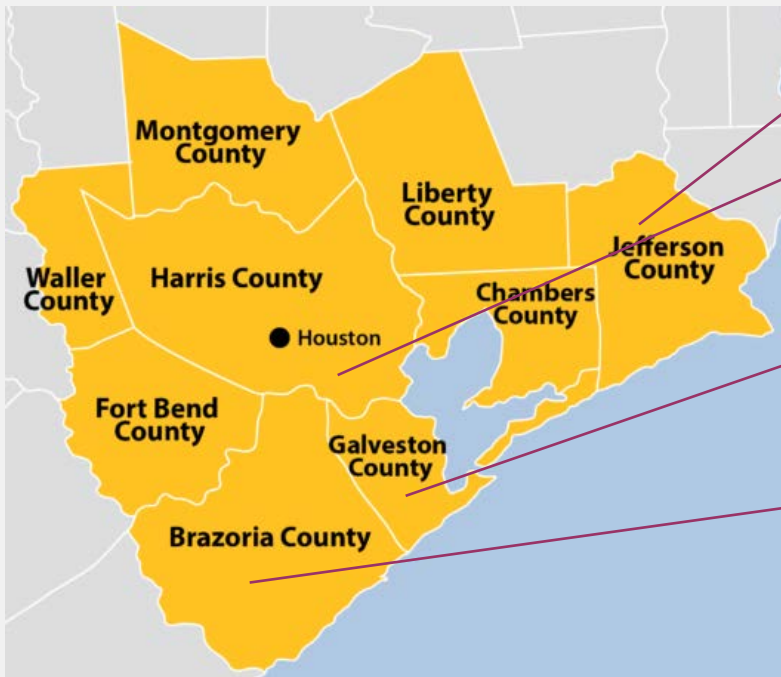
All patients enter the Center through the Patient Eligibility Department. Uninsured individuals may be eligible for discounted self-pay services based on their family size and household income. The patient and household are screened using the board-approved Patient Fee Procedures to determine the household's 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. MyCHN uses the poverty levels according to the Federal Poverty Guidelines as published in the Federal Register each January.



# MyCHN Clinic Sites & Location

15 years ago, MyCHN was formed as a private, not-for-profit FQHC in April of 2008 with a single clinic and administrative site. Today, MyCHN operates 14 full time, full-service health centers, two mobile units and transportation vans. **MyCHN's mission is to provide high quality, compassionate care to all patients and families served.**

MyCHN is a thriving community care provider delivering a wide array of integrated primary care, oral health and behavioral health services to anyone in need of health care including the low-income, uninsured and underinsured with household incomes below 200% poverty level population of Brazoria, Galveston and Southeast Harris Counties and across multiple counties in southeast Texas along the Gulf Coast and the Greater Houston Metro Area.



-  Established Sites
-  2023-2024 Anticipated Sites

-  New Beaumont Site (2024)
-  Scarsdale Family Health Center
  - ◆ 10851 Scarsdale Blvd Suite 160, Houston, TX 77089
-  MyCHN Pasadena (Summer 2023)
  - ◆ 6243 Fairmont Pkwy Ste 203 & 204, Pasadena TX 77505
-  Bay Area Family Care
  - ◆ 1136 Grand Avenue, Bacliff, TX 77518
-  MyCHN League City
  - ◆ 2360 Gulf Fwy S#100-C, League City, TX 77573
-  Adoue Family Health Center
  - ◆ 1111 W. Adoue St., Alvin, TX 77511
-  Angleton Internal Medicine & Primary Care
  - ◆ 2020 E. Mulberry St., Angleton, TX 77515
-  Brazoria County Dream Center
  - ◆ 792 Brazosport Blvd S, Clute, TX 77531
-  Freeport Community Health Center
  - ◆ 905 N. Gulf Blvd, Freeport, TX 77541
-  Lake Jackson Family Care (inside Brazos Mall)
  - ◆ 100 Hwy 332 W. Suite 1404, Lake Jackson, TX 77566
-  MyCHN at Brazosport College
  - ◆ 500 College Blvd B112, Lake Jackson, TX 77566
-  MyCHN Silverlake
  - ◆ 9430 Broadway St. Suite 120, Pearland, TX 77584
-  Pearland Family Health Center
  - ◆ 2552 E. Broadway St. #102, Pearland, TX 77581
-  Women & Children's Health Center
  - ◆ 218 E. House St., Alvin, TX 77511
-  MyCHN Lake Jackson (Spring 2023)
  - ◆ 120 Flag Lake Drive #2, Lake Jackson, TX 77566
-  MyCHN Technology Drive (Spring 2023)
  - ◆ 4005 Technology Dr. Suite 1190, Angleton, TX 77515
-  New Freeport Site (Fall 2023)
  - ◆ Freeport, TX 77541



**In-Person Hours:**  
 Monday-Friday: 8am – 6pm  
 Saturday: 9am – 3pm  
 Sunday: Virtual Care



**Virtual Care Hours:**  
 Monday-Friday: 8am – 9pm  
 Saturday: 8am – 5pm  
 Sunday: 8am – 5pm





Follow MyCHN on Social Media:



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MyCHN Podcast, Health Conversations Without Barriers



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