



GROWING

WITH

YOU

Lone ★ Star
Circle of Care

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2017
ANNUAL
REPORT

Lone ★ Star
Circle of Care



2017

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Circle of Care

ANNUAL

REPORT

LONE STAR CIRCLE OF CARE PROVIDES EXCEPTIONAL AND ACCESSIBLE PATIENT CENTERED HEALTHCARE FOR OUR TEXAS NEIGHBORS.



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PATIENTS AND KINDNESS

MISSION *Lone Star Circle of Care provides exceptional and accessible patient centered healthcare for our Texas neighbors.*



We're All About We. At Lone Star Circle of Care, we are dedicated to fostering a healthy and collaborative atmosphere for our staff in order to better connect our communities with exceptional, patient centered healthcare. Collaboration remains an integral part of Lone Star Circle of Care's model, and it is with that spirit that we approach each endeavor. Over the past year we have continued to enhance our relationships with all of the communities that we serve. Thanks to our innovative and collaborative model, we can continue to not only sustain our services but also further increase our capacity to serve and bring affordable healthcare to our Texas neighbors in the changing health care environment.



CREATING HEALTHY FAMILIES AND STRONG TEAMS

All Together Now. In 2001, Lone Star Circle of Care was founded on the promise to bring quality, affordable healthcare to all. Our goal is to provide care for our Texas neighbors regardless of their income or coverage status. We want to eliminate health inequalities to facilitate wellness and optimal living for all, helping to strengthen our communities.

EXECUTIVE TEAM

(L-R)
Jon Calvin
Chief Financial Officer
Tracy Angelocci
Chief Medical Information Officer
Denise Armstrong
Chief Dental Officer
Rhonda Mundhenk
Chief Executive Officer
Tillery Stout
General Counsel
Kathleen V. Butler
Chief Medical Officer / Chief Quality Officer



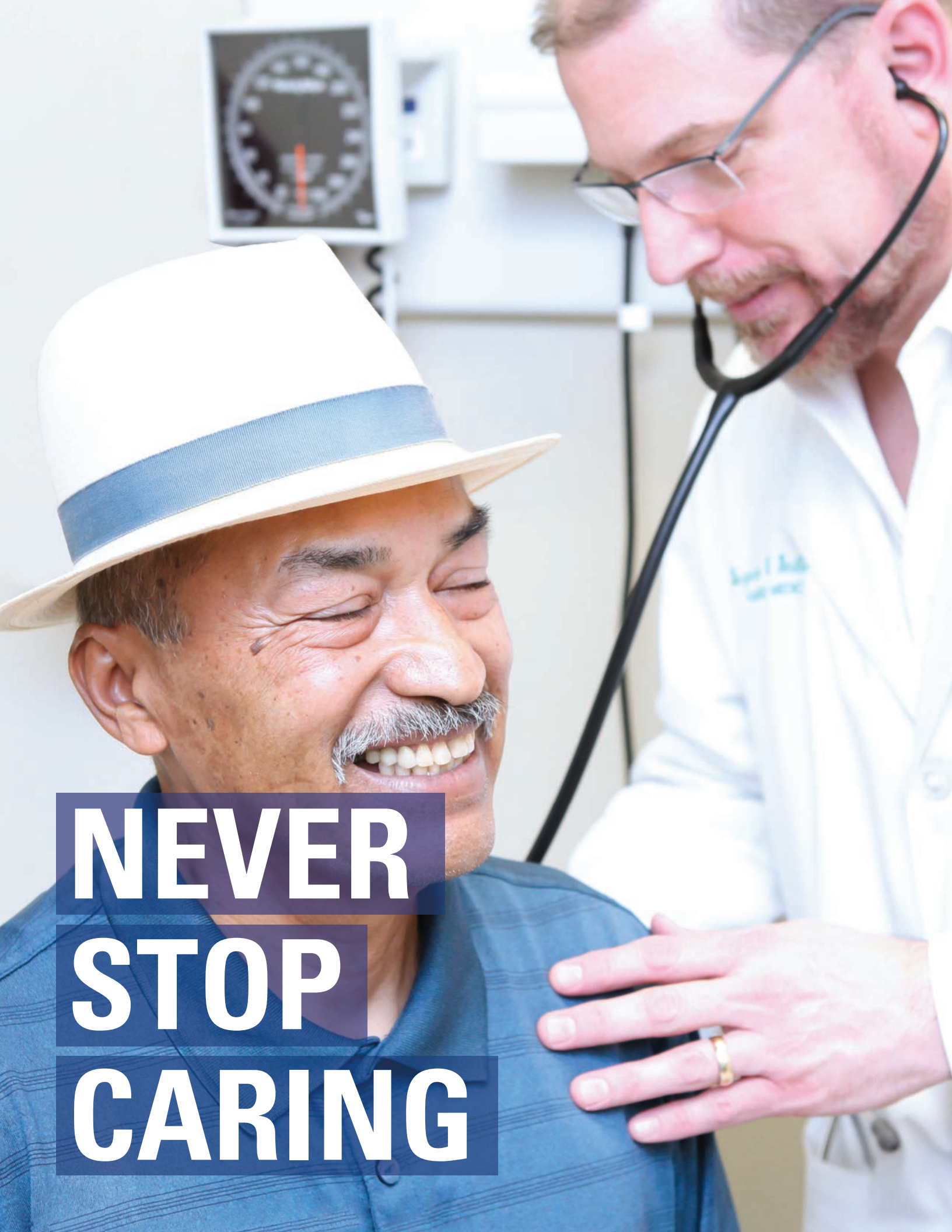
BOARD OF DIRECTORS

TOP (L-R)
Roland Valle
Cynthia Brien (Vice President)
Doak Fling
Karen Cole (Secretary)
Amy Medrano

BOTTOM (L-R)
Elizabeth Johnson
Jack Hunnicutt (Chair)
Sofia Nelson
Scott Alarcón (Vice President)

THE FOLLOWING BOARD MEMBERS ARE NOT PICTURED:
Steve Peña (Treasurer)
John Gustainis
Rudolph Metayer
Mark Schroeder





**NEVER
STOP
CARING**

Achieving Excellence. In 2017, Lone Star Circle of Care was awarded the Health Center Quality Leader Award by the U.S. Department of Health and Human Services. We beat the Texas average on 13 of 16 clinical quality indicators and improved performance on three metrics by more than 10% in a single year, helping us earn our ranking in the top 10% of community health centers nationwide.

- COMPASSION**
- INTEGRITY**
- RESPECT**
- SERVICE**
- INNOVATION**
- EXCELLENCE**



PARTNERS & GRANTORS

- American Heart Association
- Austin Radiological Association
- Austin/Travis County Health & Human Services
- Bluebonnet Trails Community Services
- Bastrop County Cares
- Bastrop County Indigent Health Care Program
- Bell County Public Health District
- Central Health
- City of Georgetown
- CommUnityCare
- The Community Care Collaborative
- Community Health Centers of South Central Texas
- Delta Dental Community Care Foundation
- El Buen Samaritano
- Episcopal Health Foundation
- Foundation Communities
- Fund for Shared Insight
- Georgetown Health Foundation
- Health Resources and Services Administration
- Highland Lakes Health Partnership
- Michael & Susan Dell Foundation
- National Association of Community Health Centers
- People's Community Clinic
- Seton Healthcare Family
- St. David's Foundation
- St. David's HealthCare Partnership
- Susan G. Komen Austin
- Texas A&M Health Science Center
- Texas Association of Community Health Centers
- Texas Health and Human Services Commission
- TMF Health Quality Institute
- Williamson County & Cities Health District



PROVIDING A CURE

A Prescription for Success. Once every three years, Lone Star Circle of Care participates in a three-day operational site visit (OSV) conducted by the Health Resources and Services Administration (HRSA). The HRSA OSV provides objective assessment and verification of Lone Star's compliance with Federally Qualified Health Center regulations and best practices. Lone Star's most recent performance resulted in a perfect score, a rarity in the healthcare world.

FAMILY MEDICINE

Primary and acute medical care for all ages, including prevention, diagnosis and treatment of chronic conditions.

PEDIATRICS

Primary and acute medical care for children and teens.

SENIOR HEALTH

Primary and acute medical care for patients age 55 and older, including diagnosis and treatment of chronic and complex conditions.

OBSTETRICS & GYNECOLOGY

Comprehensive prenatal care, labor and delivery, family planning, and well-woman exams.

BEHAVIORAL AND MENTAL HEALTH

Psychiatry, psychotherapy and counseling for seniors, adults, teens and children. Behavioral health services are integrated with primary medical care to provide seamless and holistic treatment for all patients.

DENTISTRY

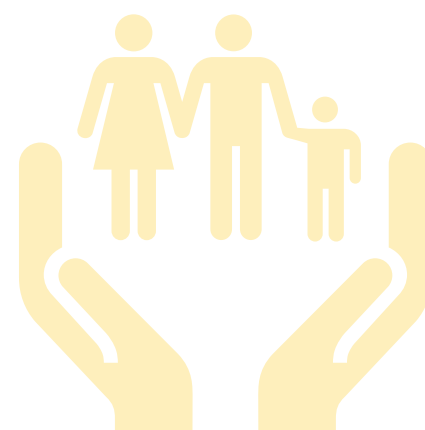
General dentistry for all ages.

VISION

General optometry for ages 5 and up, including glasses.

PHARMACY

Substantially discounted prescription medications available to patients at LSCC's Class A pharmacies and participating Walgreens.





**MORE PATIENTS,
MORE SMILES**

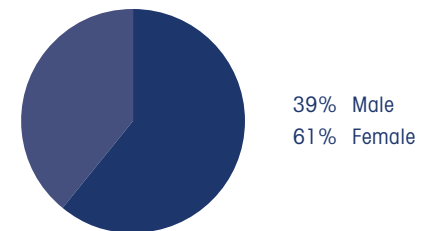
Growing Together From Day One. In 2017, Lone Star Circle of Care welcomed 1,648 babies into the world. Lone Star is dedicated to assisting our patients at every stage of life through our prenatal care, labor and delivery, family planning, and gynecological services, pediatrics, adolescent care, adult care and senior services. During pregnancy and after birth, Lone Star is there to help mothers make healthy choices for themselves and their babies.

OUR PATIENTS

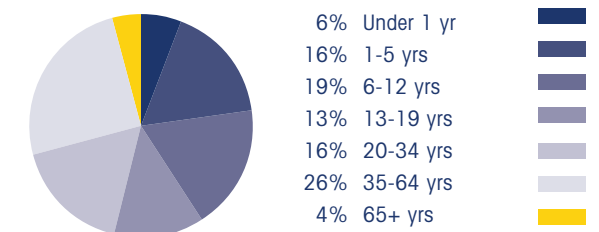
At Lone Star Circle of Care, we believe that offering comprehensive healthcare to patients in need helps to build healthy families and strong communities. Guided by our mission, LSCC delivers patient centered care to our Texas neighbors while embracing innovation

and evidence-based practices. Analyzing de-identified patient data allows us to examine our offerings and better tailor our healthcare experience to the communities we serve. At Lone Star, our goal is to build healthy relationships with every patient we serve.

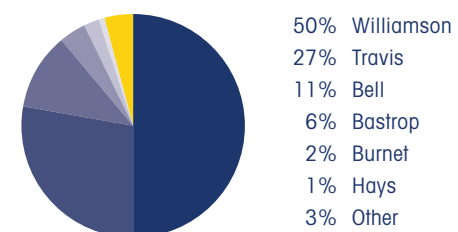
GENDER



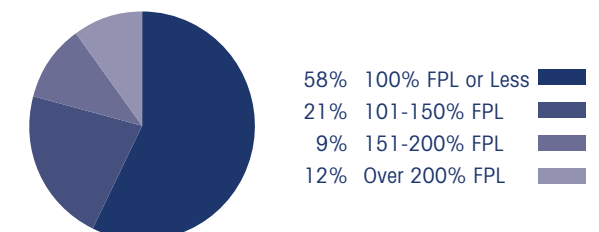
AGE



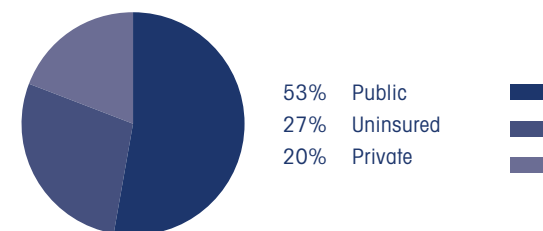
COUNTY OF RESIDENCE



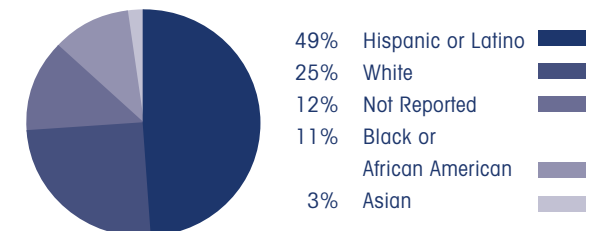
INCOME AS PERCENT OF POVERTY



INSURANCE STATUS



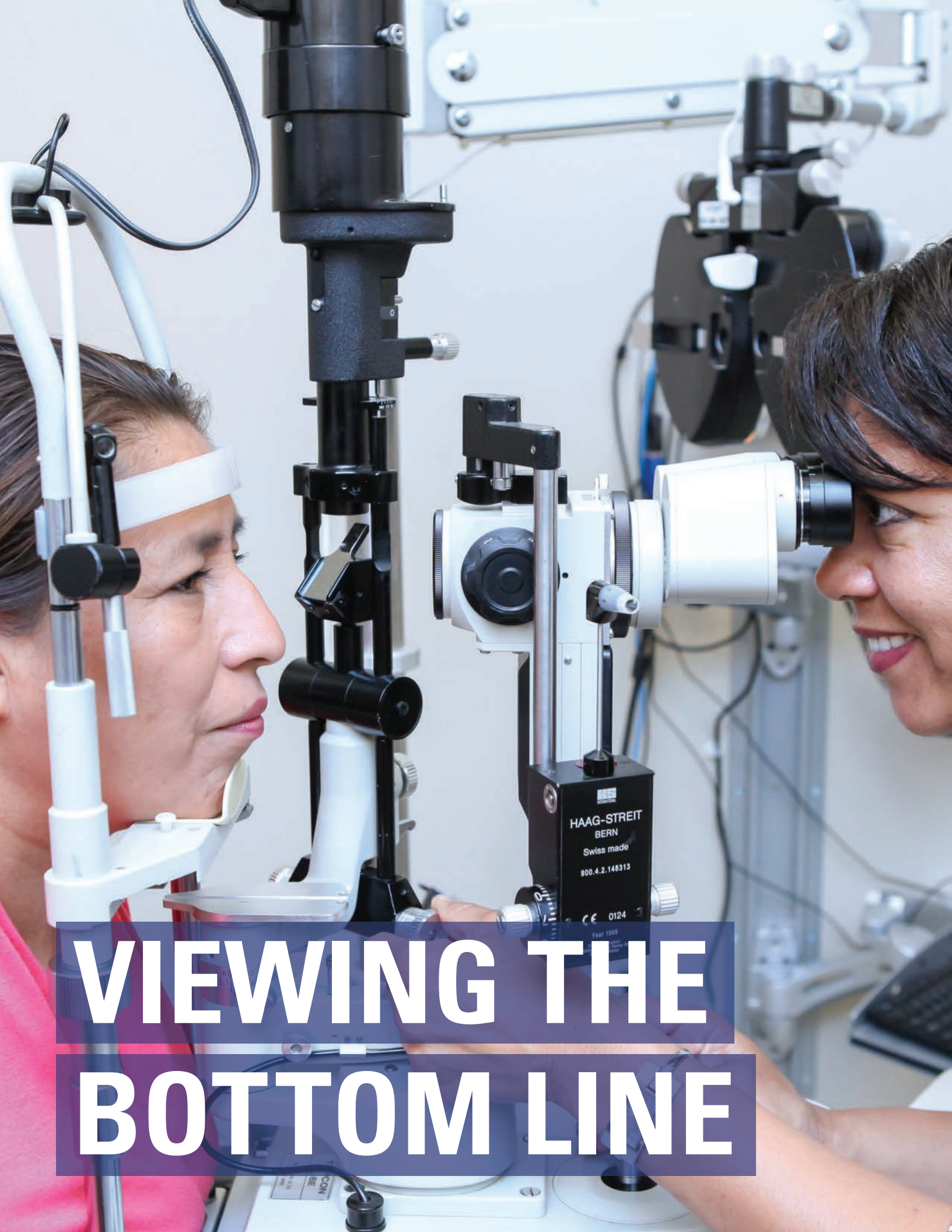
ETHNICITY



TOP 25 PATIENT ZIP CODES

- | | | | | |
|---------|---------|---------|---------|---------|
| • 78664 | • 78665 | • 78753 | • 76548 | • 78758 |
| • 78626 | • 78628 | • 78602 | • 78728 | • 78744 |
| • 78634 | • 78681 | • 76549 | • 78621 | • 76541 |
| • 78660 | • 78613 | • 76542 | • 76543 | • 78729 |
| • 76574 | • 78641 | • 76537 | • 78745 | • 76527 |

All patient demographic information above has been determined based on fiscal year 2017 data.



VIEWING THE BOTTOM LINE

Focus On Providing Quality Eyecare. In 2017, Lone Star Circle of Care provided 1,691 vision visits at our Lake Aire Medical Center facility. Vision services are just one of the many ways Lone Star Circle of Care is committed to providing comprehensive healthcare to all of our Texas neighbors.

PEOPLE

TOTAL PATIENT VISITS

292,819

UNDUPLICATED PATIENTS SEEN

75,205

NUMBER OF PEDIATRICS VISITS

103,152

NUMBER OF IMMUNIZATIONS ADMINISTERED

83,032

NUMBER OF FAMILY MEDICINE VISITS

63,470

NUMBER OF PRESCRIPTIONS DISPENSED

153,964

NUMBER OF BEHAVIORAL HEALTH VISITS

60,174

VALUE OF PRESCRIPTIONS DISPENSED

\$27,352,260

NUMBER OF OB/GYN VISITS

46,402

NUMBER OF INBOUND CONTACTS
ANSWERED BY PATIENT NAVIGATION CENTER

619,420

NUMBER OF DENTISTRY VISITS

10,094

NUMBER OF OUTBOUND CALLS MADE
BY PATIENT NAVIGATION CENTER

24,971

NUMBER OF SENIOR HEALTH VISITS

7,836

NUMBER OF OUTBOUND TEXT MESSAGES
FOR APPOINTMENT CONFIRMATIONS

224,560

NUMBER OF VISION VISITS

1,691

TOTAL OUTBOUND CONTACTS

249,531

NUMBER OF BABIES DELIVERED

1,648



SEEING THE NUMBERS CLEARLY

More Patients, More Grants, More Possibilities. Thanks to Lone Star Circle of Care's strong operating performance coupled with substantial grants, contributions, and other income, a \$5,838,898 net margin was generated in 2017. The improvement in financial health allows Lone Star to better serve its communities and extend access to care to more Texas neighbors. Lone Star is grateful for the financial support that has made the mission to provide quality, accessible healthcare possible.

REVENUE

NET PATIENT SERVICE REVENUE

\$50,928,262

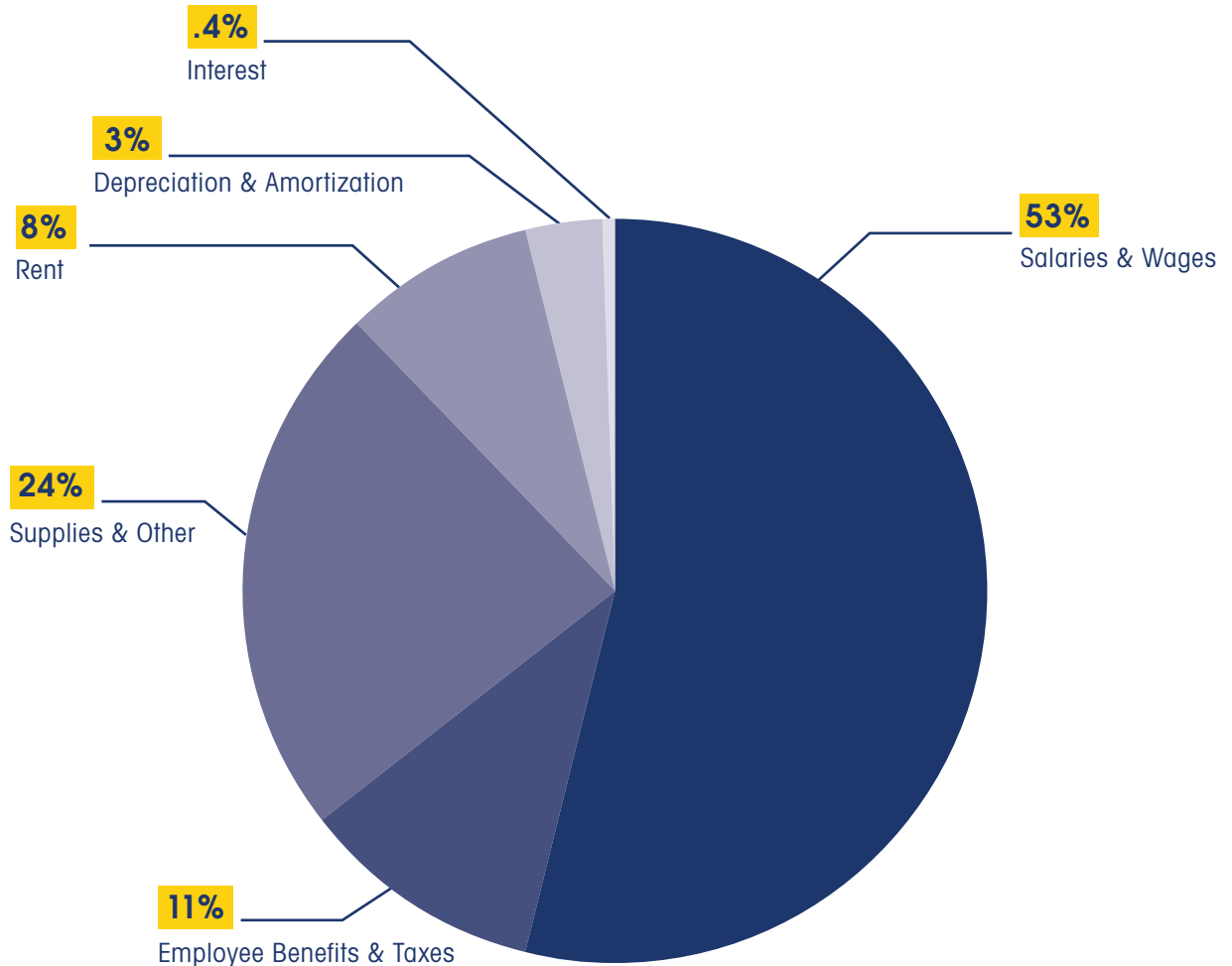
GRANTS, CONTRIBUTIONS & OTHER INCOME

\$18,949,795

TOTAL OPERATING EXPENSES

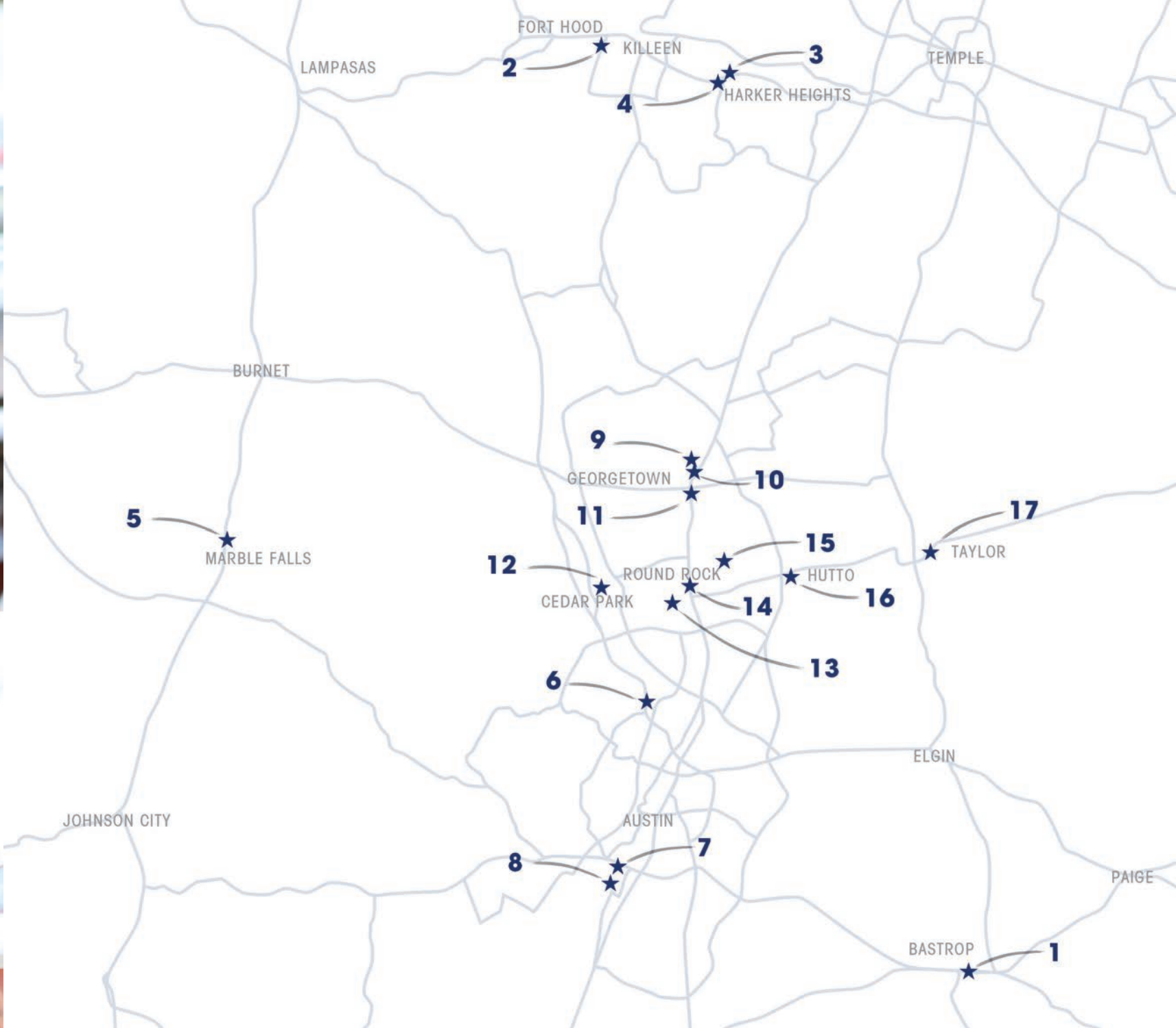
\$64,038,926

BREAKDOWN OF OPERATING EXPENSES





NOW OPEN



LOCATIONS

- | | |
|--|---|
| 1. Community Health Center of Bastrop County | 10. LSCC Georgetown Dental Center |
| 2. LSCC Pediatrics at Clear Creek | 11. Georgetown Women's Center |
| 3. LSCC Pediatrics at Harker Heights | 12. Dell Children's Circle of Care Pediatrics at Whitestone |
| 4. LSCC Behavioral Health at Harker Heights | 13. Round Rock Lone Star Circle of Care OB/GYN |
| 5. LSCC Family Care Center at Marble Falls | 14. Round Rock Health Clinic |
| 6. LSCC at Seton Northwest | 15. LSCC at Texas A&M Health Science Center |
| 7. Ben White Health Clinic | 16. Dell Children's Circle of Care Pediatrics at Hutto |
| 8. LSCC at Stassney Pediatrics | 17. LSCC at Taylor |
| 9. Lake Aire Medical Center | |



**MORE TO COME
IN 2018**

2017 ACHIEVEMENTS

MARBLE FALLS RENOVATIONS

In September 2017, Lone Star Circle of Care (LSCC) completed clinic renovations to expand services in Marble Falls. LSCC Family Care Center at Marble Falls now utilizes 8,000 square feet for adult and pediatric primary care, dental health services, and behavioral health care services. LSCC utilized a Health Infrastructure Investment Program funding award, authorized under Section 330(e)(3) of the Public Health Service Act, to complete the renovations.

EXPANDED DENTAL SERVICES

St. David's Foundation (SDF) awarded LSCC an expansion grant to add a new dental team at LSCC's existing Georgetown dental clinic. Addition of the new dental team has greatly reduced wait times for patients seeking dental services. SDF also generously provided funding for LSCC to hire a dental team to open the dental suite at LSCC Community Health Center of Bastrop County, providing first-time access to affordable, coordinated dental care at the site.

LONE STAR CIRCLE OF CARE AT TAYLOR

In September 2017, LSCC re-established a clinic in Taylor, Texas. Lone Star Circle of Care at Taylor is within one mile of LSCC's former Taylor clinic and provides family medicine services. LSCC continues to review opportunities that will allow LSCC to accommodate more patients and provide additional services to meet complex health care needs in Taylor.

SENIOR HEALTH AT LAKE AIRE MEDICAL CENTER

As part of LSCC's commitment to create better healthcare solutions, LSCC reintroduced Senior Health services in Georgetown, Texas. LSCC's Senior Health services provide this target population with immediate accessibility to healthcare services.

AMERICAN HEART ASSOCIATION

In early 2016, LSCC received an American Heart Association (AHA) grant to participate in a hypertension control project. With a baseline of 66%, LSCC's goal was to achieve a minimum hypertension control rate of 70% among patients with diagnosed hypertension. LSCC received \$60,000 to improve EHR templates and point-of-care decision support tools to facilitate care team adherence to AHA's hypertension algorithm and to capture new data points on intervention components and their effect on blood pressure control. At grant conclusion in 2017, 73% of LSCC's hypertensive patients had controlled blood pressure, which surpassed LSCC's 70% goal.

PROVIDER RECRUITMENT AND RETENTION

Following LSCC's 2014 restructuring, LSCC struggled to build on its provider core. However, at the conclusion of 2017, LSCC employed over 100 full-time equivalent (FTE) providers. Growth of 10% in provider count over the previous year reflects both effective provider recruitment and effective retention of provider employees satisfied in their LSCC positions. With over 100 FTE providers, LSCC is better positioned to meet the needs of its abundant underserved population.

TOP 10% OF HEALTH CENTERS NATIONWIDE

In 2017, The U.S. Department of Health and Human Services (HHS) awarded LSCC the Health Center Quality Leader Award. This prestigious award is earned by health centers with outstanding performance and clinical outcomes. LSCC now ranks in the top 10% of community health centers nationwide. In addition to the distinction and recognition of the Health Center Quality Leader Award, LSCC earned financial incentives for improving performance on three metrics by more than 10% in a single year. LSCC beat the Texas average on 13 of 16 clinical quality indicators.

19/19 PERFECT SCORE ON HRSA SITE VISIT

In late March 2017, LSCC participated in a three-day Operational Site Visit (OSV) conducted by the federal Health Resources and Services Administration (HRSA). OSVs are conducted once every three years and provide objective assessment and verification of a Federally Qualified Health Center's (FQHC) compliance with 19 program requirements. At conclusion of the visit, LSCC met all 19 program requirements with no corrective action needed, which, according to the lead reviewer, is an extremely rare occurrence. The HRSA representatives applauded LSCC for its knowledgeable, caring, and effective key management staff. LSCC was additionally commended for its incredible system of data dashboards and commitment to use data to make decisions at the highest level, its tight controls in financial collections and its thorough needs assessment.

NEW WEBSITE | LONESTARCARES.ORG

In 2017, LSCC completed a rebuild and redesign of its website. LSCC's new website features modern and secure accessibility for both desktop and mobile devices. The new site comes with a new name and destination – LoneStarCares.org – which precisely reflects LSCC's mission to provide exceptional and accessible patient centered healthcare for our Texas neighbors. The new website makes it easy to find a provider by location, language or specialty. With many new website capabilities and enhancements, patients can now pay their bill online, access the patient portal or communicate with their care team.