

Lone ★ Star
Circle of Care

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Lone Star *Circle of Care*



MOVING HEALTHCARE FORWARD



TABLE OF CONTENTS

WORKING TOGETHER FOR SUCCESS	03-04
GUIDED BY COMPASSION	05-06
HEARTBEAT OF THE COMMUNITY	07-08
AN EYE ON THE NUMBERS	09-10
INHALE. EXHALE. LEAD.	11-12
OPENING NEAR & FAR	13-14
A HEAD FOR NUMBERS A HEART FOR PATIENTS	15-16
READY TO ANSWER THE CALL	17-18

WORKING TOGETHER FOR SUCCESS



EXECUTIVE TEAM

(L-R)

Jon Calvin
(Chief Financial Officer)

Tillery Stout
(General Counsel)

Kathleen V. Butler
(Chief Medical Officer /
Chief Quality Officer)

Rhonda Mundhenk
(Chief Executive Officer)

Lindsey Tippit
(Chief Operations Officer)

Not pictured: Denise Armstrong (Chief Dental Officer)
Tracy Angelocci (Chief Medical Information Officer)

OUR MISSION

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

OUR SERVICE LINES

We're working for a brighter future for all our Texas neighbors. That's why we offer complete patient care, including adult and pediatric primary care, senior care, comprehensive obstetric and gynecological services, vision, dentistry, psychiatry and behavioral health, and pharmacy services.

FAMILY MEDICINE

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

PEDIATRICS

LSCC offers primary and acute medical care for children and teens.

SENIOR CARE

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

OBSTETRICS & GYNECOLOGY

LSCC offers obstetrics and gynecology, including comprehensive prenatal care, labor and delivery, family planning and gynecological surgery

VISION

LSCC offers general optometry for ages 5 and up, including glasses.

DENTISTRY

LSCC offers general dentistry for all ages.

BEHAVIORAL AND MENTAL HEALTH

LSCC offers 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.

PHARMACY

LSCC offers substantially discounted prescription medications for patients of LSCC's providers at LSCC's pharmacies and participating Walgreens.

GUIDED BY COMPASSION



BOARD OF DIRECTORS

Standing (L-R)

Karen Cole (Secretary)
Jack Hunnicutt (President & Chair)
Steve Peña (Treasurer)
Sofia Nelson

Seated (L-R)

Elizabeth Johnson
Roland Valle
Amy Medrano
Scott Alarcón (Vice President)

NOT PICTURED

Doak Fling
Cynthia Brien (Vice President)
John Gustainis
Mark Schroeder
Rudy Metayer

ACHIEVING EXCELLENCE

In 2001, Lone Star Circle of Care was founded on the promise of bringing quality, affordable healthcare to all. Our vision of caring, regardless of income or coverage status, remains unchanged. And we're still striving every day to strengthen our communities by eliminating health inequalities to facilitate wellness and optimal living.

COMPASSION

INTEGRITY

RESPECT



SERVICE

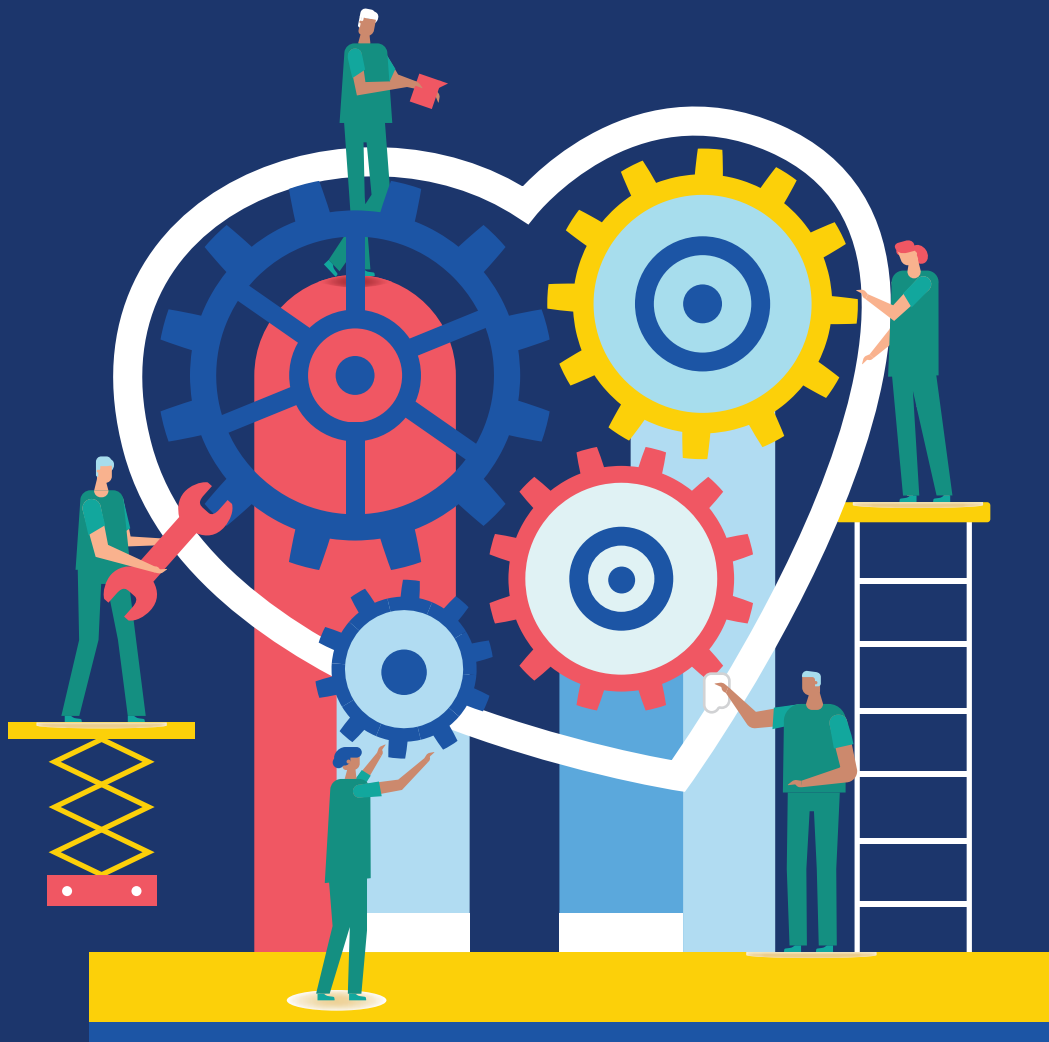
INNOVATION

EXCELLENCE

PARTNERS & GRANTORS

- American Heart Association
- Ascension Seton
- Austin Radiological Association
- Austin/Travis County Health & Human Services
- Bluebonnet Trails Community Services
- Bastrop County
- Bastrop County Cares
- Bastrop County Indigent Health Care Program
- Bell County Public Health District
- Central Health
- City of Georgetown
- City of Taylor
- CommuniCare Health Centers
- CommUnityCare
- The Community Care Collaborative
- Community Health Best Practices, LLC
- Community Health Centers of South Central Texas
- ConferMED
- Cullen Trust for Health Care
- Delta Dental Community Care Foundation
- El Buen Samaritano
- Episcopal Health Foundation
- Family Connects International
- 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
- Opportunities for Williamson & Burnet Counties
- People's Community Clinic
- 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
- The University of Houston
- The University of Texas at Austin Dell Medical School
- TMF Health Quality Institute
- Williamson County & Cities Health District

HEARTBEAT OF THE COMMUNITY

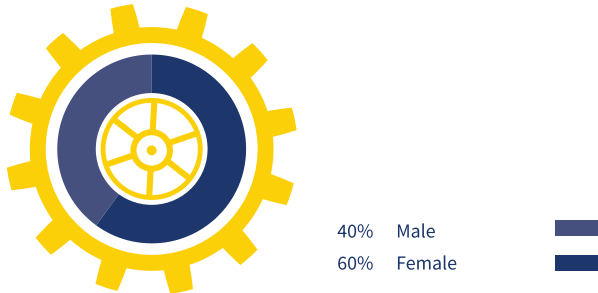


WHO WE SERVE

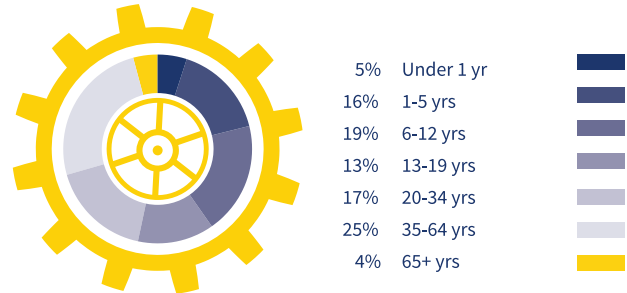
Offering comprehensive healthcare to patients in need builds healthy families and communities. It's why we do what we do. Lone Star Circle of Care delivers patient-centered care that embraces innovation and evidence-based practices.

Through de-identified patient data, we can better examine our offerings and tailor the healthcare experience to those we serve. Building healthy relationships with our patients is at the heart of everything we do.

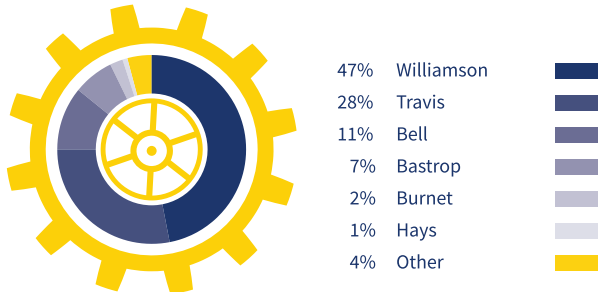
GENDER



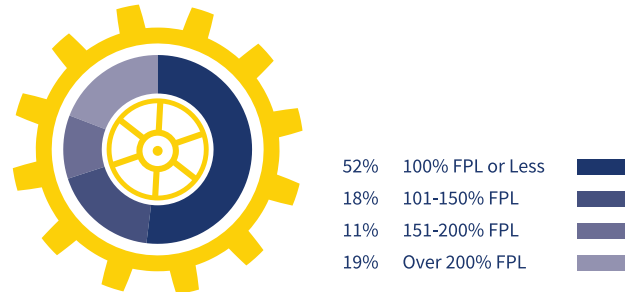
AGE



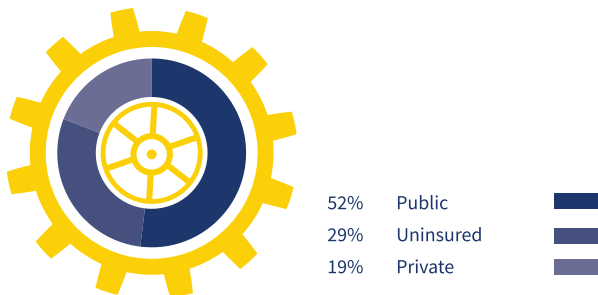
COUNTY OF RESIDENCE



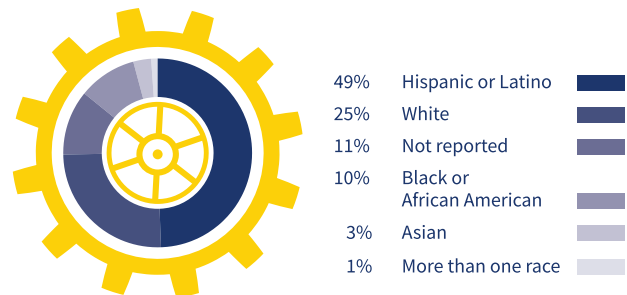
INCOME AS PERCENT OF POVERTY



INSURANCE STATUS



ETHNICITY



TOP 25 PATIENT ZIPCODES

- 78664 • 76574 • 78641 • 76537 • 78728
- 78626 • 78628 • 78613 • 78621 • 76543
- 78660 • 78602 • 76549 • 78744 • 78729
- 78634 • 78681 • 76542 • 78745 • 78612
- 78665 • 78753 • 78758 • 76548 • 76541

All patient demographic information above has been determined based on fiscal year 2018 data.

AN EYE ON THE NUMBERS



2018 VITALS

THE BIG PICTURE

Patient Visits

321,959

Patients Seen (Unduplicated)

83,126

New Patients Added in 2018

24,385

Uncompensated Care Spending

\$13,894,669

A CLOSER LOOK

Family Medicine Visits

68,051

Pediatrics Visits

118,933

Senior Care Visits

8,903

OB/GYN Visits

45,403

Babies Delivered

1,370

Vision Visits

2,023

Dentistry Visits

17,531

Behavioral Health Visits

61,114

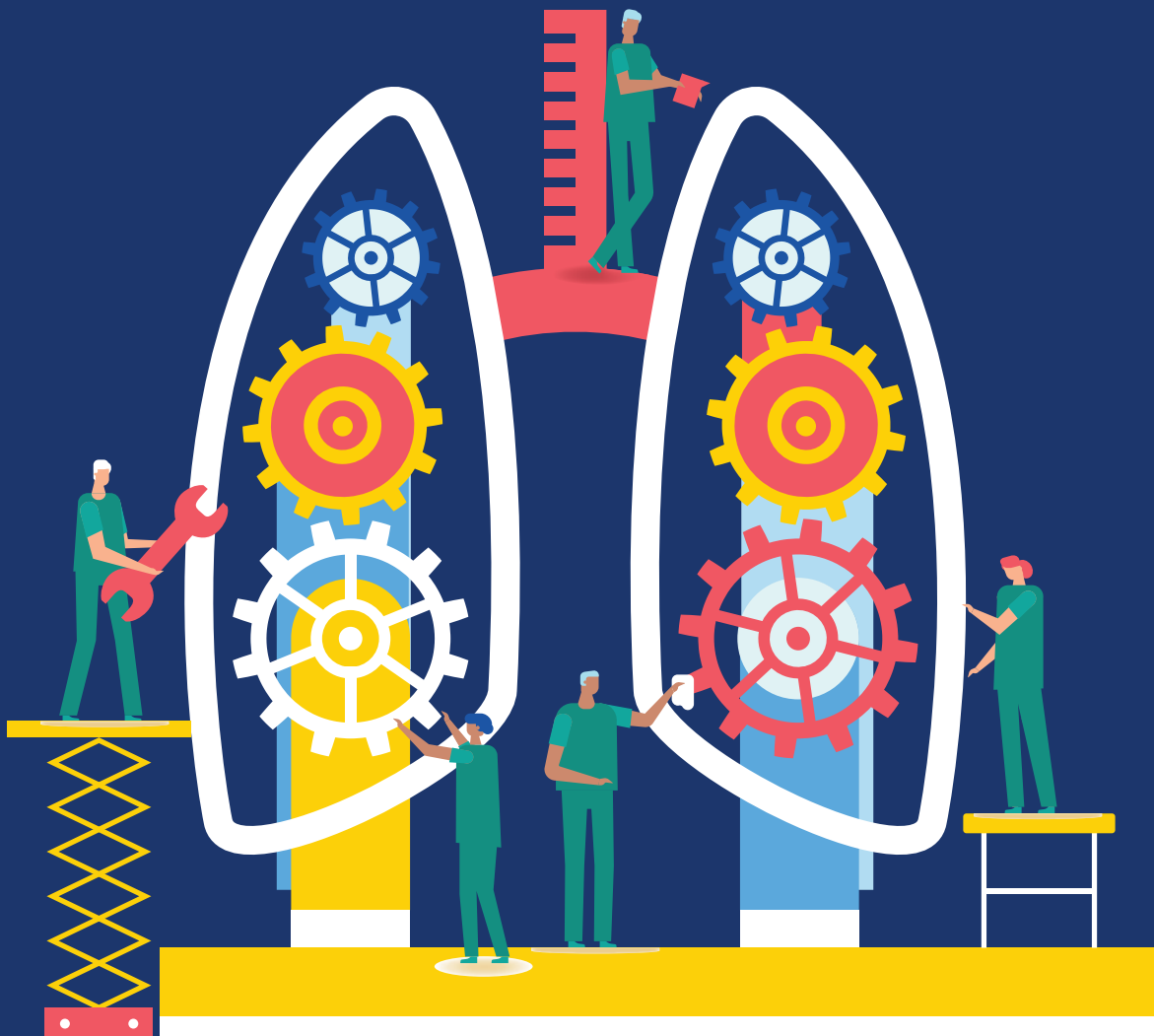
Pharmacy Services (Prescriptions)

96,523

Value of Prescriptions Dispensed

\$33,138,184

INHALE. EXHALE. LEAD.



2018 ACHIEVEMENTS

HRSA Quality Improvement Awards

LSCC was awarded \$261,557 by the Health Resources and Services Administration (HRSA) based on its calendar year 2017 performance on the Uniform Data System clinical quality metrics. Notably, based on these quality metrics, HRSA ranked LSCC in the Top 10% of all community health centers. Highlighted awards earned include:

- **Health Center Quality Leader** – For the second year in a row, LSCC ranks in the top 10% of all community health centers in terms of clinical quality metrics performance.
- **Enhancing Access to Care** – LSCC earned this award for the first time since HRSA began the award program five years ago. This award is based on achieving a 5% or more year-over-year increase in the number of patients served, as well as at least 5% growth in at least one comprehensive service category. Nationwide, 37% of community health centers earned this award.
- **Addressing Health Disparities** – This is the first time that LSCC has received this award, given to health centers that meet, exceed, or make at least a 10% improvement toward Healthy People 2020 goals regarding low birthweight, diabetes control, and/or blood pressure control across different racial and ethnic groups. For calendar year 2017, only one-quarter of community health centers earned this award.

Target: BP Recognition

LSCC earned national recognition in 2016 and again in 2017 for efforts aimed at reducing heart attack and stroke. For calendar year 2017, the American Heart Association and American Medical Association recognized nearly 800 physician practices and health systems nationwide for their commitment to reducing the number of Americans who have heart attacks and strokes. LSCC maintained its Gold Status in the Target: BP Recognition Program, awarded to practices that have 70% or more of their adult hypertensive population with controlled blood pressure.

SERVING THE COMMUNITY

More access for uninsured & underserved populations

- LSCC patient encounters and unduplicated patients grew 10% over FY2017.
- LSCC launched a pilot project providing specialty care to its patients and the patients of two other Central Texas FQHCs. The pilot project is sponsored by St. David's Foundation.
- Based on unduplicated patients served annually, LSCC is the third largest FQHC in the State of Texas (3 out of 72).

OPENING NEAR & FAR



NEW LOCATIONS & SERVICES

LONE STAR CIRCLE OF CARE AT COLLINFIELD

LSCC assumed ownership, management and operation of the Austin-based clinic from Ascension Seton, which owned and operated the clinic for over 15 years as Seton Topfer Community Health Clinic. In addition to providing direct primary and behavioral health care, LSCC at Collinfield serves as the focal point for LSCC's collaboration with UT Austin's Dell Medical School to test future innovative care delivery and value-based care initiatives, including those that address social determinants of health. Additionally, LSCC introduced its first medical-legal partnership (MLP) at LSCC at Collinfield in cooperation with the Texas Legal Services Center. MLPs embed attorneys or paralegals within healthcare teams to help detect, address, and prevent health-harming legal issues of people and communities.

LONE STAR CIRCLE OF CARE AT JONESTOWN

In partnership with the Community Care Collaborative, LSCC established LSCC at Jonestown to increase access to primary care for underserved residents of Northwest Travis County. The site has five exam rooms, houses two family medicine providers, and functions largely as a walk-in, open access clinic to provide basic preventive and acute health care services quickly and conveniently at a relatively low-cost. LSCC at Jonestown is LSCC's first clinic to operate on this type of convenient care model.

DENTAL SERVICES IN MARBLE FALLS

Dentistry was added to the service offerings at LSCC Family Care Center in Marble Falls following the completion of a \$1 million renovation to the site, which included construction of three dental operatories. The renovation was supported by the Health Resources and Services Administration's Health Infrastructure Investment Program.

FAMILY CONNECTS NURSE HOME VISITS PROGRAM

LSCC was selected to implement nurse home visiting services supported by funding Bastrop County received from the Texas Department of Family and Protective Services (DFPS). Bastrop County was identified as a focus area for early childhood research and intervention due to adverse factors including the number of low-birthweight babies, births to teen mothers, and children in subsidized child care. DFPS required that the funding be invested in evidenced-based, best practice maternal, infant, and early childhood home visiting programs and Bastrop County stakeholders chose to implement Family Connects, a program developed by Duke University. All Bastrop County families with a newborn are eligible to receive a home visit that responds to the family's immediate needs for support and guidance, links families to community services based on their needs and preference, and helps new parents connect with their infant.

FOCUS ON THE FOURTH

LSCC was awarded a grant under St. David's Foundation's Focus on the Fourth initiative to address women's health during the year after giving birth. With the funding, LSCC hired a Mother/Baby Care Coordinator to reduce health disparities during pregnancy and the year following delivery and developed a mother/baby registry in the Electronic Health Record to better track the dyad to determine how care and interventions affect both mother and baby. During the grant period, LSCC expects to increase the number of women who have postpartum visits, receive postpartum depression screening and intervention, if indicated, and transition to ongoing preventive and primary care services.

A HEAD FOR NUMBERS A HEART FOR PATIENTS



OUR FINANCIALS

TOTAL PATIENT REVENUE

\$58,002,731

GRANTS, CONTRIBUTIONS & OTHER INCOME

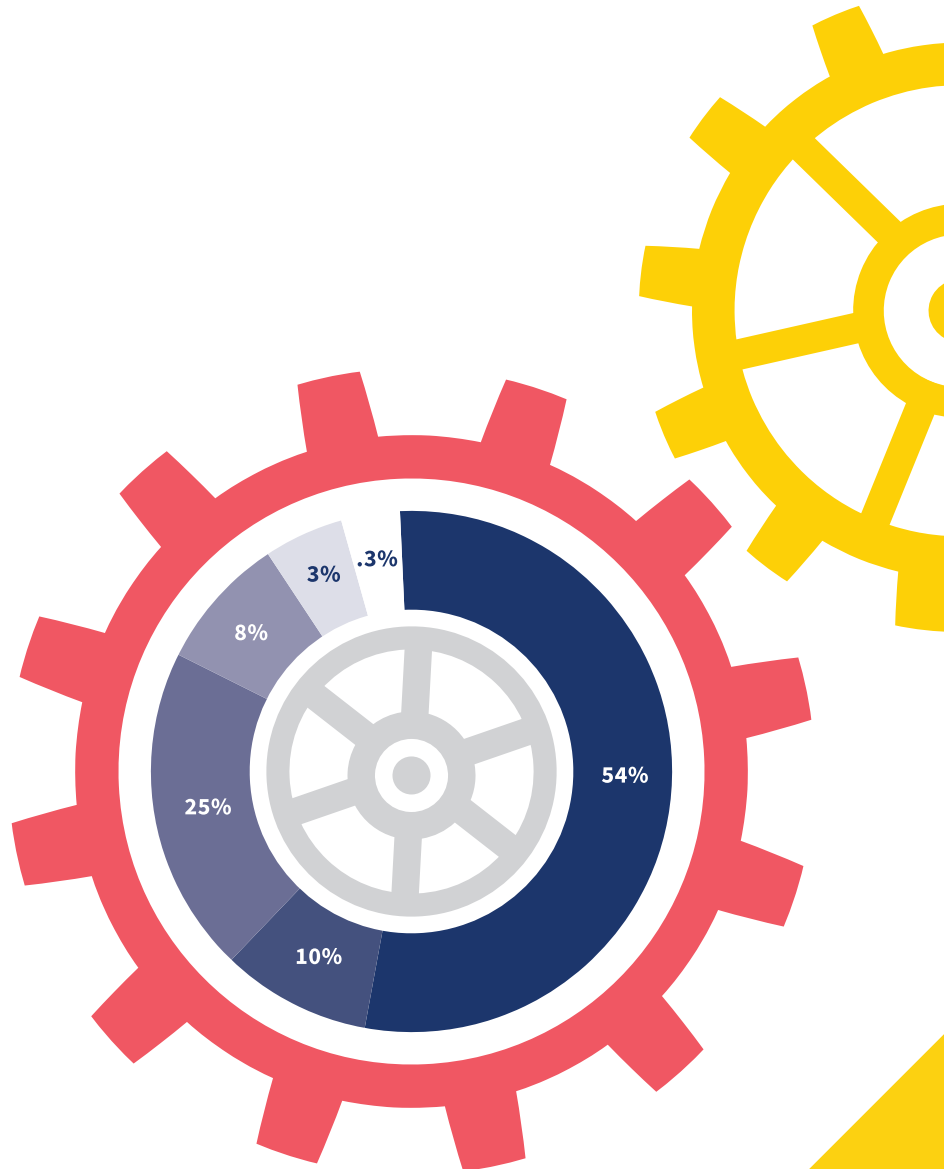
\$18,196,098

TOTAL OPERATING EXPENSES

\$70,387,229

OPERATING EXPENSES BREAKDOWN

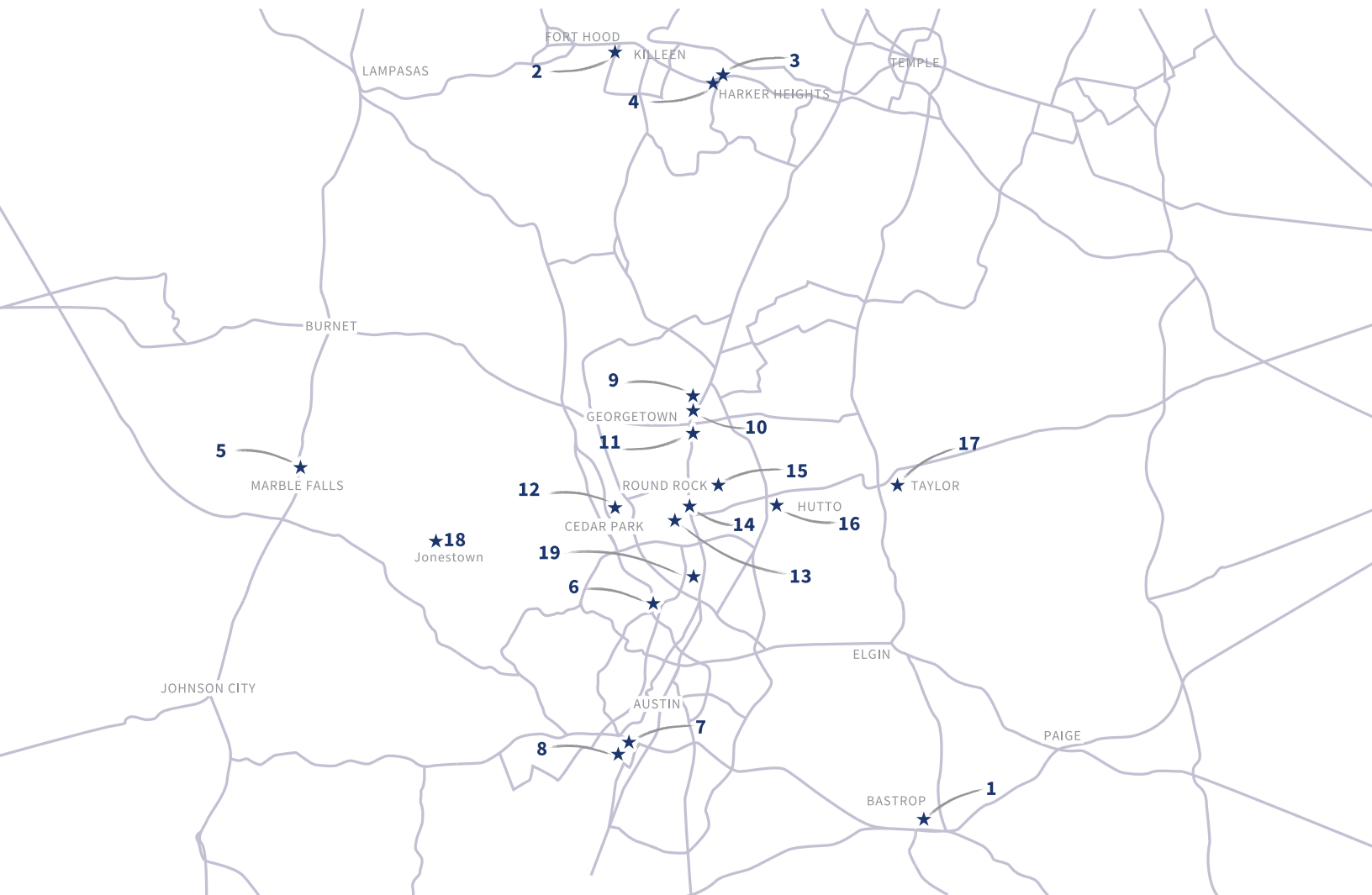
.3%	Interest
3%	Depreciation & Amortization
8%	Rent
25%	Supplies & Other
10%	Employee Benefits & Taxes
54%	Salaries & Wages



READY TO ANSWER THE CALL



OUR CLINICS



LOCATIONS

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