



NEW
FRONTIERS

**2019
ANNUAL
REPORT**

Lone ★ Star
Circle of Care

OUR MISSION

PRIORITY

LSCC provides exceptional and accessible patient-centered healthcare for our Texas neighbors

COUNTDOWN TO SUCCESS

- 6... Compassion
- 5... Integrity
- 4... Respect
- 3... Service
- 2... Innovation
- 1... Excellence

BLASTOFF!

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 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.

PARTNERS & GRANTORS

- Ascension Seton
- Austin Physical Therapy Specialists
- 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
- Carl C. Anderson Sr. & Marie Jo Anderson Charitable Foundation
- Cedar Park Regional Medical Center
- Central Health
- City of Georgetown
- City of Taylor
- CommuniCare
- 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
- Georgetown Health Foundation
- Health Resources and Services Administration
- Michael & Susan Dell Foundation
- National Association of Community Health Centers
- Opportunities for Williamson & Burnet Counties
- People's Community Clinic
- Dr. Sridhar P. Reddy, M.D.
- St. David's Foundation
- St. David's HealthCare Partnership
- Texas A&M Health Science Center
- Texas Association of Community Health Centers
- Texas Health & Human Services Commission
- The University of Houston
- The University of Texas at Austin Dell Medical School
- U.S. Imaging, Inc.
- Williamson County & Cities Health District



EXECUTIVE TEAM



STELLAR LEADERSHIP

Standing (L-R)

Jon Calvin
(Chief Financial Officer)

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

Seated (L-R)

Tillery Stout
(General Counsel)

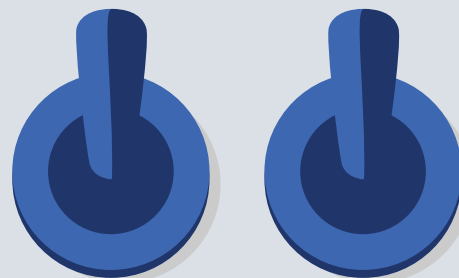
Rhonda Mundhenk
(Chief Executive Officer)

Lindsey Tippit
(Chief Operations Officer)

NOT PICTURED

Denise Armstrong
(Chief Dental Officer)

Tracy Angelocci
(Chief Medical
Information Officer)



BOARD OF DIRECTORS



OUR BRIGHTEST LEADERS WORKING TOGETHER

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

Cynthia Brien (Vice President)
John Gustanis
Rudy Metayer
Shirley Robinson
Mark Schroeder



MISSION ACCOMPLISHED

YEAR IN REVIEW



OUR FINANCIALS

TOTAL PATIENT REVENUE

\$62,255,436

GRANTS, CONTRIBUTIONS & OTHER INCOME

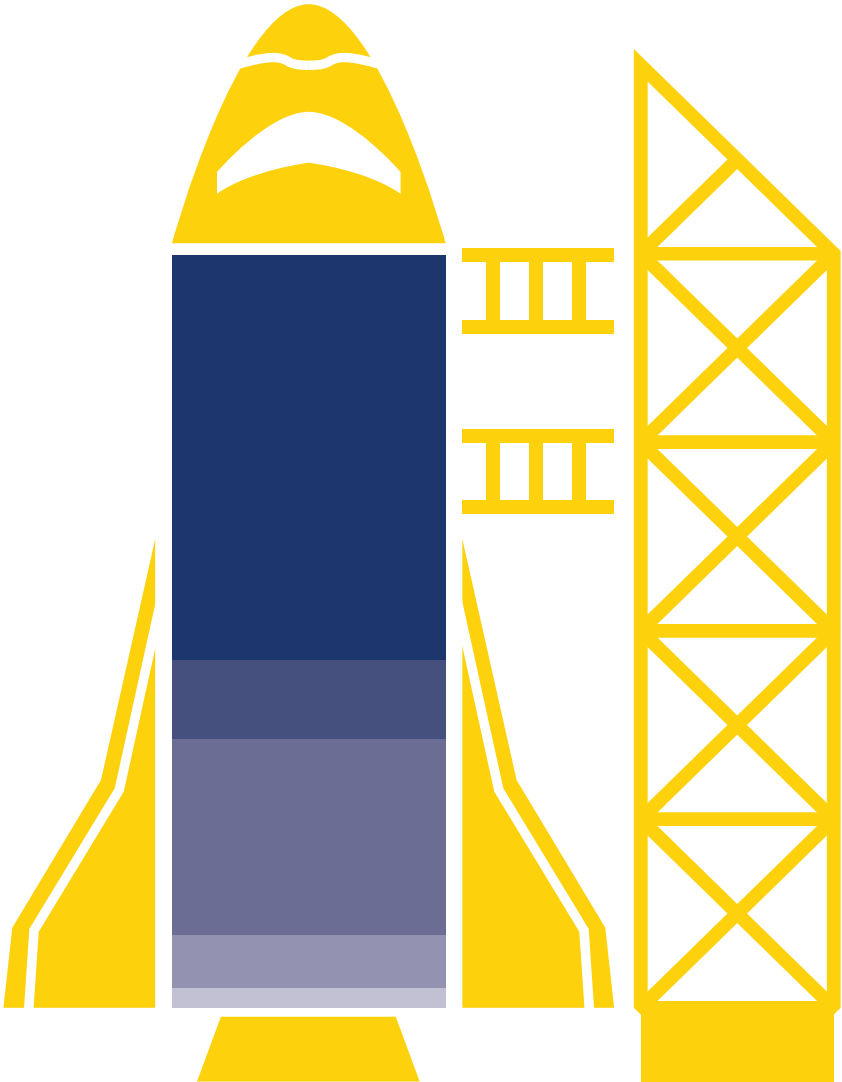
\$21,559,797

TOTAL OPERATING EXPENSES

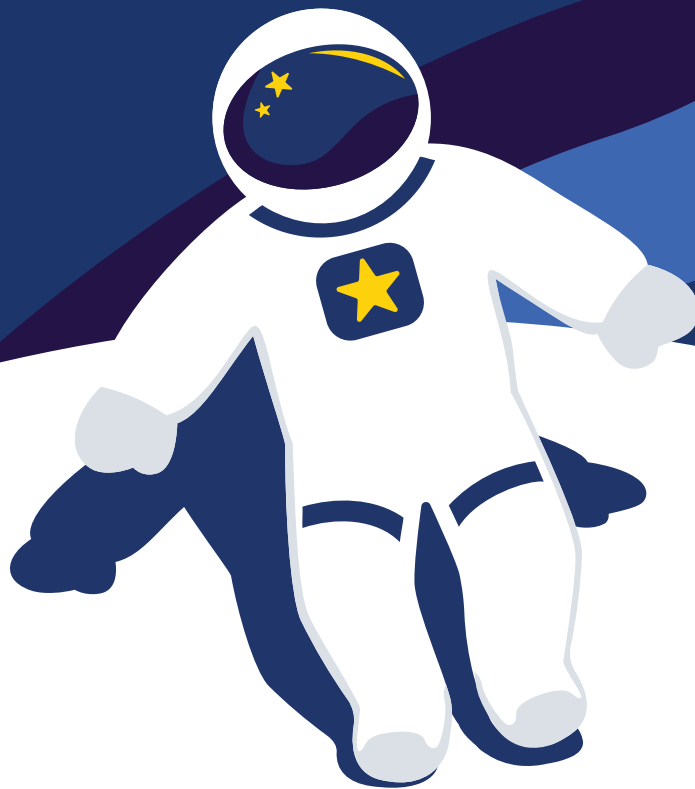
\$81,331,525

OPERATING EXPENSES BREAKDOWN

- 54% Salaries & Wages
- 10% Employee Benefits & Taxes
- 26% Supplies & Other
- 7% Rent
- 3% Depreciation & Amortization
- 0% Interest



ONE GIANT LEAP FOR OUR PATIENTS

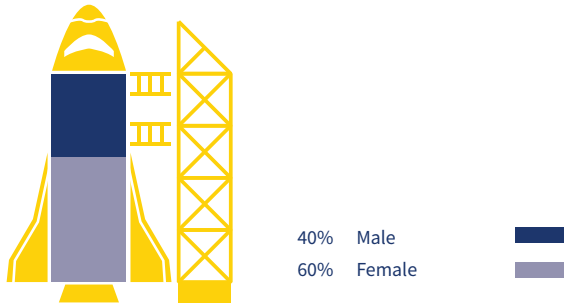


WHO WE SERVE

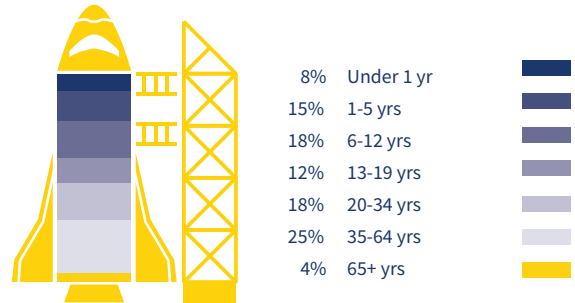
Offering comprehensive healthcare to patients in need builds healthy families and communities. It's why we do what we do. Lone Star Circle of Care delivers patient-centered care that embraces innovation and evidence-based practices.

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 - that is at the heart of everything we do.

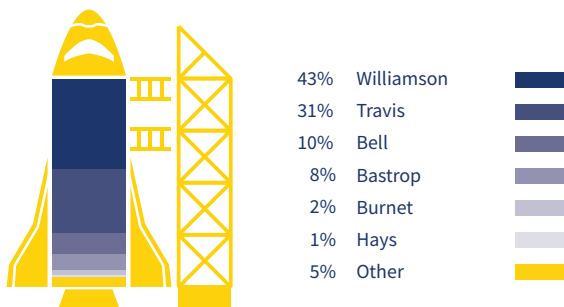
GENDER



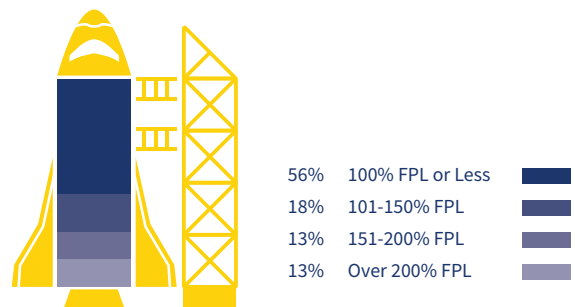
AGE



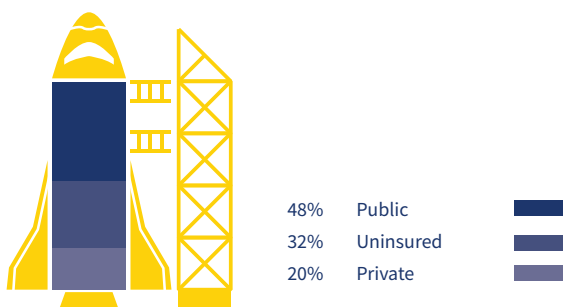
COUNTY OF RESIDENCE



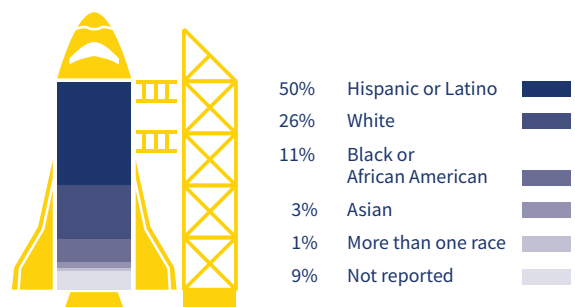
INCOME AS PERCENT OF POVERTY



INSURANCE STATUS



ETHNICITY



TOP 25 PATIENT ZIPCODES

- 78664
- 76574
- 78681
- 78745
- 76548
- 78626
- 78602
- 78613
- 76537
- 78612
- 78660
- 78628
- 78744
- 76542
- 78654
- 78665
- 78753
- 76549
- 78621
- 76543
- 78634
- 78641
- 78758
- 78728
- 78617

All patient demographic information above has been determined based on fiscal year 2019 data.



WE HAVE LIFTOFF



NEW LOCATIONS SERVING NEW COMMUNITIES



NEW LOCATIONS & SERVICES

LONE STAR CIRCLE OF CARE AT STASSNEY

In January 2019, LSCC opened dental services at its LSCC at Stassney clinic and quickly experienced significant dental growth. By the end of 2019, LSCC had added a second dentist for this growing practice.

LONE STAR CIRCLE OF CARE AT THE UNIVERSITY OF HOUSTON

In April 2019, LSCC at The University of Houston (UH) opened on the UH campus. LSCC and UH will work together at this site to teach the next generation of primary care-focused health professionals the clinical, data analysis, and population health skills needed to serve patients with pressing medical and social needs. LSCC is collaborating with multiple UH departments to offer student training, faculty and staff health services, and research opportunities focused on value-based payment models.

LONE STAR CIRCLE OF CARE AT EL BUEN SAMARITANO

In July 2019, LSCC assumed operation of the primary care clinic on the El Buen Samaritano campus in South Austin. LSCC at El Buen Samaritano provides medical and behavioral health services as well as clinical support services from a Dietitian and Community Health Workers to approximately 6,000 patients. Adjacent to the clinic site, El Buen Samaritano continues to implement community programs such as English as a second language, computer literacy classes, GED programs, parent-child classes, after-school tutoring, emergency food assistance, and a community garden. The patients of LSCC at El Buen Samaritano may access these community programs that directly address social determinants of health.

LONE STAR CIRCLE OF CARE AT TEMPLE

In November 2019, LSCC at Temple opened with support from Health Resources and Services Administration New Access Point funding. LSCC was one of only 77 health centers nationwide selected for such funding, which provides operational support for community health centers to establish new service delivery sites. Once fully operational, LSCC at Temple will serve an estimated 6,000 patients.

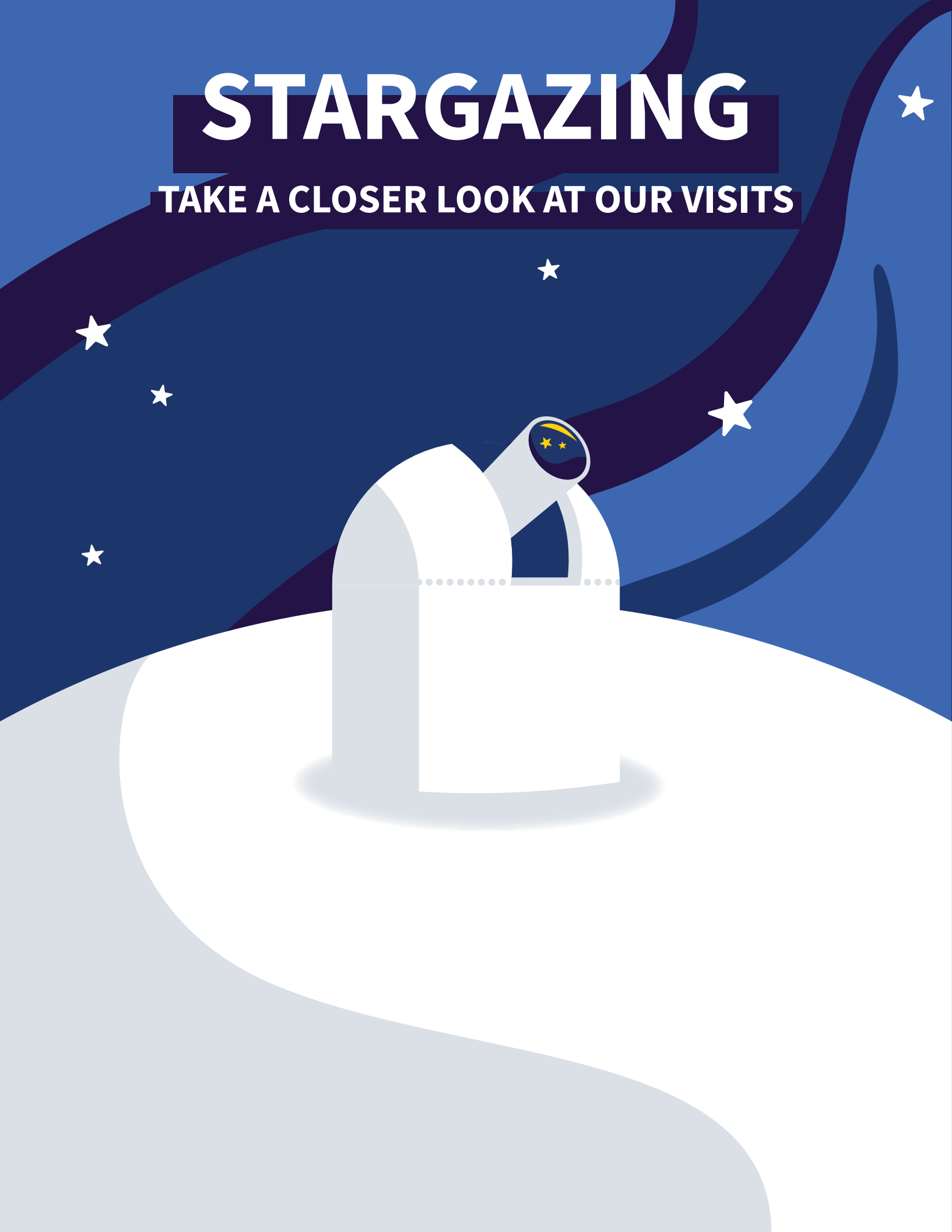
LONE STAR CIRCLE OF CARE AT CEDAR PARK

In December 2019, LSCC at Cedar Park opened offering pediatrics, OB/GYN services, family medicine, and integrated behavioral health care. Cedar Park Regional Medical Center provided significant funding to support the opening of LSCC at Cedar Park, which will service an estimated 4,400 patients once fully operational.



STARGAZING

TAKE A CLOSER LOOK AT OUR VISITS



2019 VITALS

THE BIG PICTURE

Patient Visits

353,674

Patients Seen (Unduplicated)

92,801

Net New Patients Added in 2019

9,675

Uncompensated Care Spending

\$19,076,090

A CLOSER LOOK

Family Medicine Visits

82,288

Pediatrics Visits

127,812

Senior Care Visits

10,111

OB/GYN Visits

46,358

Babies Delivered

1,831

Vision Visits

1,840

Convenient Care Visits

649

Dentistry Visits

21,203

Behavioral Health Visits

63,413

Pharmacy Services (Prescriptions)

180,739

Value of Prescriptions Dispensed

\$41,663,915



REACHING INCREDIBLE NEW HEIGHTS



2019 ACHIEVEMENTS

In February 2019, LSCC once again received accreditation from The Joint Commission (TJC) for Ambulatory Care and Behavioral Health Care. LSCC is one of only three FQHCs in Texas to receive accreditation for both Ambulatory Care and Behavioral Health Care. Additionally, LSCC earned its initial Primary Care Medical Home Certification from TJC. TJC accreditation and certification are recognized nationwide as symbols of a commitment to providing safe and effective health care of the highest quality and value.

HRSA Quality Improvement Awards

LSCC received \$319,223 in 2019 Health Resources and Services Administration Quality Awards. Recognitions included:

- **Health Center Quality Leader** – LSCC remains in the top 10% of health centers nationwide according to clinical quality indicators.
- **Access Enhancer** – LSCC experienced at least a 5% increase in total patients (2017 to 2018) and at least a 5% increase in three comprehensive service categories.
- **Health Disparity Reducer** – For each race/ethnicity group reported, LSCC either met or exceeded the Healthy People 2020 goals or improved by 10% or more (2017 to 2018) low birth weight, hypertension control, and diabetes control.
- **Advancing Health Information Technology (HIT) for Quality** – LSCC provided all five HIT services and telehealth services, which include e-prescriptions, clinical decision support, health information exchange, health IT – patient engagement, and health IT – patient portal.

Dell Medical School's Health Leadership Awards: Transformational Health Leader

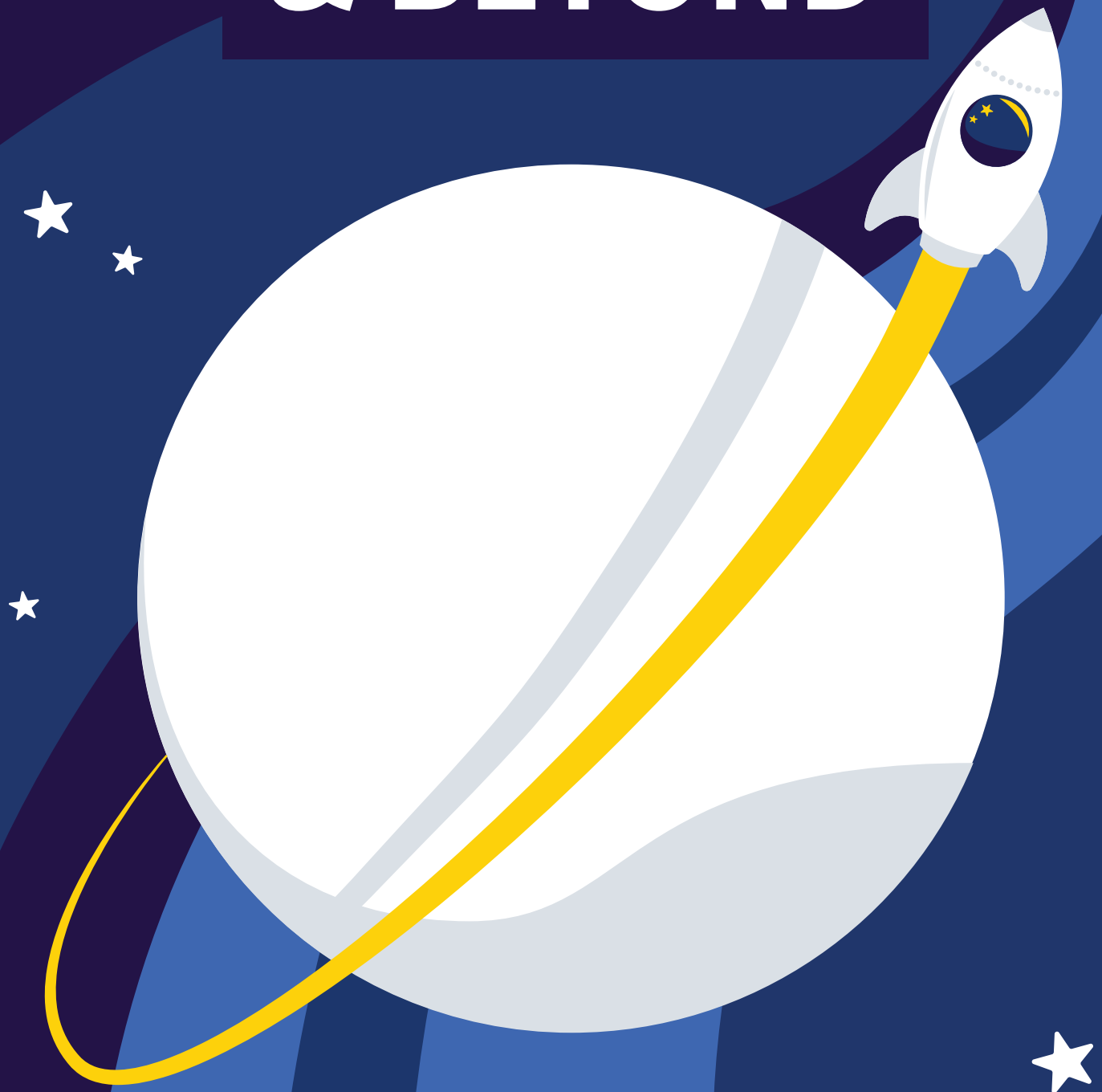
Dell Medical School's Health Leadership Awards honor the dedication and impact of those improving health. LSCC's CEO, Rhonda Mundhenk, was selected as the 2019 Transformational Health Leader. This award recognizes a committed leader who, through leadership, action and advocacy, has played a vital role in driving transformation for a healthier Austin.

Financial Achievement

In June 2019, LSCC paid the balance of its Prosperity Bank term loan that originated during LSCC's 2014 financial restructuring. Significant improvement in LSCC's financial position allowed this final payment to occur six months before the maturity date.



GOING ABOVE & BEYOND



More access to uninsured & underserved populations.

- LSCC served a record 92,801 patients in 2019, which was a 12% increase in patients and a 10% increase in net patient service revenue compared to 2018.
- In fall 2019, with support from the City of Taylor, St. David's Foundation, Episcopal Health Foundation, Carl C. Anderson Sr. & Marie Jo Anderson Charitable Foundation, and a Williamson County Community Development Block Grant, LSCC initiated renovation plans for the former West End School in Taylor, Texas. The renovated West End School will house an LSCC clinic along with other intergenerational social services to address the health and resiliency of vulnerable children, their families and the elderly. A Senior Center, a Meals on Wheels program, and the neighboring Head Start and Early Head Start programs, all initiatives of Opportunities for Williamson and Burnet Counties, will be co-located on the site to help facilitate intergenerational programming.
- LSCC's Family Connects nurse home visiting program in Bastrop, Texas served 152 families over its initial 2019 year. This evidence-based collaboration among LSCC, Bastrop County, and Bastrop County Cares strives to prevent adverse childhood experiences by providing a nurse home visit to all Bastrop County families with a newborn. The nurse home visit includes an assessment of the home environment and social supports, guidance for caregivers and referrals to appropriate community resources.

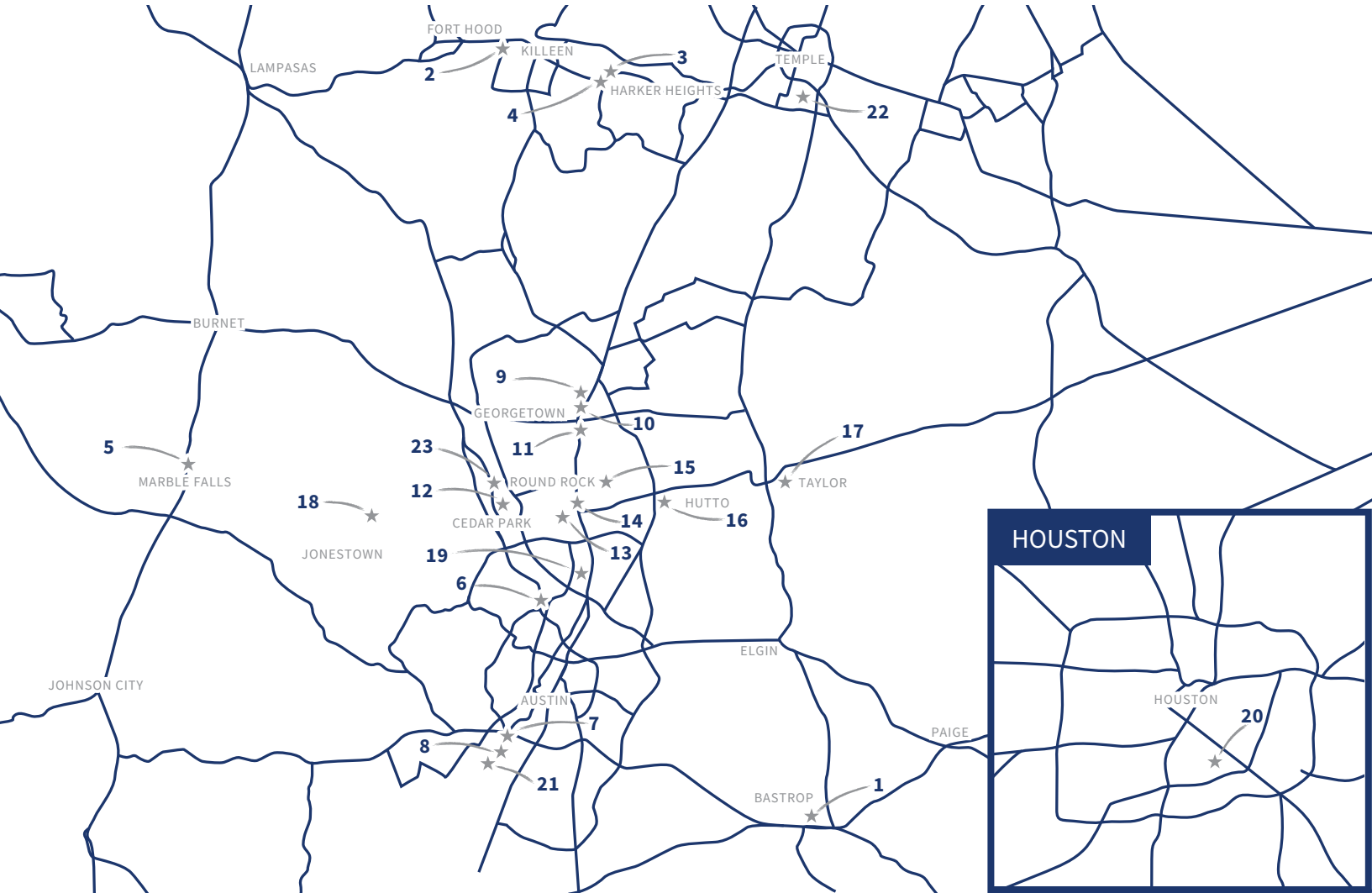
TO CENTRAL TEXAS AND BEYOND

A LIST OF OUR SATELLITE CENTERS



OUR CLINICS

CENTRAL TEXAS LOCATIONS



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. LSCC at Seton Northwest
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
20. LSCC at The University of Houston
21. LSCC at El Buen Samaritano
22. LSCC at Temple
23. LSCC at Cedar Park



Lone ★ Star
Circle of Care

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