A Letter from Our CEO
To Our Stakeholders:

Lone Star Circle of Care’s (LSCC) mission is providing exceptional and accessible patient centered healthcare for our Texas neighbors. Periodically, and especially during these unprecedented times, it is prudent to reflect on the state of affairs and evaluate if LSCC is actually living out its stated mission. Before opining on where LSCC stands today, I should elaborate upon the meaning of LSCC’s mission statement. LSCC deliberately selected the two words, exceptional and accessible, to describe the type of patient centered healthcare LSCC purposefully provides. Exactly how do we define these two terms?

When we talk about exceptional care, it means a focus on service, quality, safety, compassion, trust, and empathy. Do LSCC’s patients feel welcome, heard, and receive the care they expect and need? Also, do we go above and beyond to connect patients to other resources impacting their health outside of the clinical setting? As it pertains to accessible care, we generally divide access into two key components: 1) can patients receive timely, responsive care at a convenient location? and 2) are services provided to patients regardless of insurance status or ability to pay?

By all accounts, I can state with conviction that LSCC demonstrated alignment to its mission in 2021. Throughout the annual report, some of the extraordinary efforts of the LSCC community are highlighted, showcasing the simultaneous advancement of access, quality, and health equity in the communities we serve while advancing at the pace of developing events to fight COVID-19. You will see the theme of pairings featured in this year’s report, which all stem from the two components foundational to LSCC’s vitality and culture — its mission and people. I am incredibly proud of the unrelenting commitment and determination of the LSCC community over this past year.

Trust plus competence equals credibility, and it is LSCC’s aim to be a highly credible health care provider that partners with our patients to help them achieve their healthiest life. Providing exceptional and accessible care is imperative to this purpose and LSCC is doubling down on our commitment to making this a reality for the communities we serve.

Warm regards,

Jon Calvin
Chief Executive Officer
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OUR MISSION

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

OUR SERVICES

We are working for a brighter future for all our Texas neighbors. That is why we offer exceptional patient care, including adult and pediatric primary care, senior care, comprehensive obstetric and gynecological services, convenient care, vision, dentistry, behavioral health, mobile mammography, and pharmacy services. Virtual visits are available for most service lines.

Behavioral Health
LSCC offers psychiatry, psychotherapy, and counseling for patients of all ages. Behavioral health services are integrated with primary medical care to provide seamless and holistic treatment.

Convenient Care
LSCC offers convenient care with walk-in appointments available at certain clinics.

Dentistry
LSCC offers general dentistry for all ages.

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

Mobile Mammography
LSCC’s Big Pink Bus travels Central Texas to offer free and low-cost, high-quality screening mammograms.

Obstetrics & Gynecology
LSCC offers obstetrics and gynecology, including prenatal care, labor and delivery, family planning, and gynecological surgery.

Pediatrics
LSCC offers preventative and acute medical care for children and teens.

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

School-Linked
LSCC offers access to primary medical care and behavioral health services for Georgetown Independent School District (GISD) employees, students, and their immediate families.

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

Virtual Visits
LSCC offers virtual telehealth visits day and night, which allow patients to have a safe and convenient video visit with an LSCC clinician.

Vision
LSCC offers general optometry for ages five and up, including glasses.
Unity & Determination
Committed to the Mission

EXECUTIVE TEAM

Back Row (L–R)
Rodolfo Szoke
Chief Information Officer
M. Renee Valdez
Chief Clinical Integration Officer and Medical Director of Behavioral Health
Adeyoyin “Lola” Okunade
Medical Director of Family and Adult Medicine
Adam Carlton
Medical Director of Obstetrics and Gynecology
Tracy Angelocci
Chief Medical Information Officer
(Not pictured) Raj Diwan
Director of Dental Services

Front Row (L–R)
Tillery Stout
Chief Administrative Officer & General Counsel
Brandon Teenier
Chief Financial Officer
Jon Calvin
Chief Executive Officer
Lindsey Tippit
Chief Operations Officer
Kathleen V. Butler
Chief Medical Officer & Chief Quality Officer
2021 BOARD OF DIRECTORS

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President & Chair

Scott Alarcon  
Vice President

Cynthia Brien  
Vice President

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Rudolph Metayer

Dr. Quianta Moore

Sofia Nelson

Shirley Robinson

Mark Schroeder

Roland Valle
Collaboration & Support
Fulfilling Shared Visions
In 2001, Lone Star Circle of Care was founded on the promise of bringing quality, affordable healthcare to all. Caring for our Texas neighbors, regardless of income or coverage status, takes significant resources. Addressing the social constructs that affect health, those that must be treated outside the exam room, do as well. LSCC’s many donors, partners, and collaborators help make LSCC’s mission a reality.

PARTNERS & GRANTORS

- All Together ATX
- 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 Taylor
- CommuniCare
- CommUnityCare
- Community Health Best Practices, LLC
- Community Health Centers of South Central Texas
- ConferMED
- Cullen Trust for Health Care
- Delta Dental Community Care Foundation
- Dent-Well Campus Smiles
- El Buen Samaritano
- Episcopal Health Foundation
- Every Body Texas
- Family Connects International
- Federal Communications Commission
- Foundation Communities
- Georgetown Health Foundation
- Health Resources and Services Administration
- Houston Endowment
- Michael & Susan Dell Foundation
- National Association of Community Health Centers
- One Step Diagnostic
- Opportunities for Williamson & Burnet Counties
- People’s Community Clinic
- Dr. Sridhar P. Reddy, M.D.
- St. David’s Foundation
- St. David’s HealthCare Partnership
- St. Joseph Medical Center
- Texas A&M Health Science Center
- Texas Association of Community Health Centers
- Texas Health & Human Services Commission
- United HealthCare Services, Inc.
- The University of Houston
- The University of Texas at Austin Dell Medical School
- Williamson County & Cities Health District

BIG PINK BUS RELAUNCH PARTNERS/CONTRIBUTORS

- Ascension Seton
- Austin Community Foundation Women’s Fund
- Austin Radiological Association
- Baylor Scott & White Health
- Central Health
- Central Texas Addressing Cancer Together
- Donna Stockton
- HEB
- Karen Cole
- Kendra Scott
- Kendra Scott Foundation
- Lowe Foundation
- Meyer Levy Charitable Trust
- Moody Foundation
- Shield-Ayres Foundation
- Shivers Cancer Foundation
- St. David’s Foundation
- Susan G. Komen Foundation
- Tejemos Foundation
- Texas Mamma Jamma Ride
- Texas Mutual
- Texas Oncology
- Tito’s Handmade Vodka
- University Federal Credit Union
- The University of Texas at Austin Dell Medical School
- Williamson County
- ... and hundreds of generous individuals and families
Community & Caring
United for Our Texas Neighbors
WHO WE SERVE

At Lone Star Circle of Care, we are dedicated to providing high quality, comprehensive healthcare for all of our Texas neighbors. We utilize a patient-centered approach that embraces innovation and evidence-based practices. By analyzing our de-identified patient data, we are able to further tailor our healthcare offerings to best serve our patients. Creating a safe, healthy, and trusting healthcare home for our patients is the heartbeat behind what we do.

GENDER

- 61% Female
- 39% Male

COUNTY OF RESIDENCE

- 40% Williamson
- 31% Travis
- 10% Bell
- 9% Bastrop
- 2% Burnet
- 1% Hays
- 7% Other

INCOME AS PERCENT OF POVERTY

- 56% 100% FPL or Less
- 17% 101–150% FPL
- 12% 151–200% FPL
- 15% Over 200% FPL

INSURANCE STATUS

- 50% Public
- 31% Uninsured
- 20% Private

ETHNICITY

- 52% Hispanic or Latino
- 23% White
- 11% Black or African American
- 3% Asian
- 2% More than one race
- 9% Not reported

TOP 25 PATIENT ZIP CODES

- 78664
- 78634
- 78744
- 76549
- 78617
- 78626
- 76574
- 78613
- 78745
- 78628
- 78660
- 78628
- 78681
- 78621
- 76548
- 78665
- 78753
- 76537
- 76542
- 78675
- 78602
- 78641
- 78758
- 78612
- 78653

All patient demographic information above is based on fiscal year 2021 data.
2021 VITALS

THE BIG PICTURE

Patient Visits
359,399
Patients Seen (Unduplicated)
99,313

Net New Patients Added in 2021
4,164

Uncompensated Care Spending
$25,967,100

A CLOSER LOOK

Family Medicine Visits
82,339

Babies Delivered
2,011

Pediatrics Visits
120,811

Behavioral Health Visits
72,453

Vision Visits
1,492

OB/GYN Visits
49,341

Value of Prescriptions Dispensed
$45,903,824

Mobile Mammography Visits
727

Convenient Care
4,536

Virtual Visits
62,702

Senior Care Visits
7,832

Pharmacy Services (Prescriptions)
192,401

Dentistry Visits
20,595
Tools & Actions
Finding the Right Pieces
COVID-19 RESPONSE AND VACCINE ROLL OUT

LSCC was on the front lines as COVID-19 vaccines became available in early 2021. LSCC quickly established processes to receive and administer COVID-19 vaccinations. In 2021, LSCC administered 29,481 doses of vaccine throughout its service area, resulting in 14,172 fully vaccinated individuals, 14,599 partially vaccinated individuals, and 705 booster doses.

American Rescue Plan Act Funding
Funding from the American Rescue Plan Act of 2021 (ARPA), administered by the Health Resources and Services Administration, provided significant support to health centers in 2021 to prevent, mitigate, and respond to COVID-19 and to enhance service delivery and infrastructure. With this investment, LSCC initiated activities to strengthen the organization in the face of COVID-19 and to address the growing need for accessible health care services in the region. Accomplishments achieved utilizing ARPA funding include:

- Construction of a new clinic site in Harker Heights that will consolidate two existing locations and expand the services LSCC is able to provide in the region. The new site is expected to open by 2024.
- Strengthened IT security and infrastructure, including improvements to telemedicine systems stemming from sustained demand for virtual care during the pandemic.
- Increased project management capacity to support quality improvement, value-based care, and social determinants of health focused projects across the organization.
- New dental equipment to improve patient care.
- Support to plan, prepare for, promote, distribute, administer, and track COVID-19 vaccines, and to carry out other vaccine-related activities.
- Support to establish, modify, enhance, expand, and sustain the accessibility and availability of comprehensive primary care services to meet the ongoing and evolving needs of the service area and vulnerable patient populations within Pediatrics, Behavioral Health, and Dental service lines.
- Support for ongoing recovery and stabilization, including enhancing and expanding the health care workforce and services to meet pent up demand due to delays in patients seeking preventive and routine care; address the behavioral health, chronic conditions, and other needs of those who have been out of care.
Convenience & Excellence
Making Lifesaving Screenings Attainable
BIG PINK BUS

LSCC and the Central Texas Addressing Cancer Together (CTX-ACT) coalition restored operation of the Big Pink Bus. In early 2021, LSCC incorporated a mammography site into its Federally Qualified Health Center (FQHC) scope of services and received transfer of the Big Pink Bus from its original operator, Ascension Seton. LSCC then hired staff to provide direct care and support services through the Big Pink Bus. In May 2021, LSCC completed repair and renovation of the Bus, including installation of a new 3D mammography system, a new generator, updated electrical and communications systems, and a new exterior wrap. LSCC contracted with Austin Radiological Association to interpret and store the images captured on the Big Pink Bus. Mammograms provided throughout Central Texas on the Big Pink Bus increase breast cancer screenings and provide an initial step to establishing a shared treatment model for uninsured women across regional health care providers.

Getting it Rolling

- In partnership with CTX-ACT and The Wheels fundraising team, LSCC raised more than $2.4M to support initial repair, renovation, and ongoing operating costs of the Big Pink Bus.

- LSCC hosted a launch event at El Buen Samaritano Episcopal Mission in May 2021 to celebrate with community partners the completion of the Big Pink Bus renovations. Big Pink Bus champion and CTX-ACT member, Susan Dawson, provided a call to action for early detection and treatment of breast cancer for government, healthcare, and community leaders in attendance. UT Austin Dell Medical School, Williamson County Commissioner’s Court, Bastrop County Cares, State Representative Donna Howard, and other cancer advocates provided remarks and congratulations.

- LSCC launched mobile mammography services in July 2021, providing more than 700 low or no-cost mammograms by year end.

- In 2021, the Big Pink Bus provided mammograms at LSCC’s Bastrop, Georgetown, Round Rock, and Austin clinics. The Big Pink Bus also provided mammograms at People’s Community Clinic in Austin, Community Health Centers of South Central Texas in Bastrop, and Samaritan Health Ministries in Leander, as well as at other social service organizations, churches, businesses, and community outreach events throughout Central Texas.
Patients Screened

727

COUNTY OF RESIDENCE
- 41% Williamson
- 34% Travis
- 18% Bastrop
- 2% Hays
- 2% Bell
- 1% Burnet
- 1% Caldwell
- 1% Other

RACE
- 62% White
- 26% Unreported
- 7% Black or African American
- 2% Asian
- 1% American Indian or Alaska Native
- 1% More Than One Race
- 0% Native Hawaiian or Other Pacific Islander

ETHNICITY
- 65% Hispanic
- 31% Non-Hispanic
- 4% Unreported

AGE
- 47% 50–64
- 46% 40–49
- 6% 65+

PREFERRED LANGUAGE
- 54% Spanish
- 44% English
- 1% Other

FEDERAL POVERTY LEVEL
- 57% 0–100%
- 19% 101%–150%
- 8% 151%–200%
- 2% 201%–250%
- 7% >250%
- 7% Unreported
Cause & Effect
Raising Funds While Having Fun
In 2021, the Texas Mamma Jamma Ride, an annual bike event and fundraiser that for years has supported local programs and services for those impacted by breast cancer, merged into LSCC. Proceeds from the Ride now solely supports the Big Pink Bus. The 2021 Texas Mamma Jamma Ride was a huge success, with 436 registered riders, 34 teams, and 37 sponsors. The Ride netted $212,408 for Big Pink Bus operations.

**2021 TEXAS MAMMA JAMMA RIDE SPONSORS**

- Amplify Snacks
- Arreaga Agency
- BAE Systems
- BBVA
- Baylor Scott & White Health
- Big Swig
- Bluebonnet Electric
- Briggs & Veselka Co
- Clinical Pathology Labs
- Comerica Bank
- Fifth Third Bank
- Frost Insurance
- H-E-B
- Hologic
- IE2 Construction
- KDK Group
- Marsh & McLennan Agency
- Moss Adams
- O’Connell Robertson
- Pensionmark
- Peter Pan Mini-Golf
- Pickle Juice
- Primal
- Prosperity Bank
- Quest Diagnostics
- Siete Foods
- Skratch
- Spectrum
- TEL
- Texas Beer Co
- Texas Medical Liability Trust
- Texas Mutual
- Texas Oncology
- Tito’s Handmade Vodka
- Trek
- USA Compression
- Weber Chiropractic
- WellMed
- Winstead
2021 ACHIEVEMENTS

QUALITY AWARDS
For the eighth consecutive year, LSCC was recognized by the Health Resources and Services Administration (HRSA) as a Health Center Quality Leader, ranking among the top 10% of health centers for best overall clinical performance in 2020. HRSA tracks clinical quality metrics for the nearly 1,400 health centers operating nationally. LSCC’s 2020 performance exceeded the Texas average on 15 of 18 clinical quality indicators. LSCC also received the following recognitions:

- Advancing Health Information Technology (HIT) for Quality: Recognizes health centers meeting all criteria to optimize HIT services that advance telehealth, patient engagement, interoperability, and collection of social determinants of health to increase access to care and advance quality of care.

- COVID-19 Data Reporter: Recognizes health centers with response rates of 90% or more to the weekly Health Center COVID-19 Survey from April 10, 2020, to July 2, 2021, supporting data for public health emergencies.

- Patient Centered Medical Home Recognition (PCMH): Recognizes health centers with PCMH recognition in one or more delivery sites.

POPULATION HEALTH
Successful population health management requires attention not only to clinical care, but also to social determinants that have a significant impact on health outcomes. To establish baseline data on social determinants impacting its patient population, LSCC expanded implementation of the Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences (PRAPARE). LSCC added PRAPARE to its patient check-in process and patients may complete the PRAPARE screening tool via waiting room kiosks, tablets, or online. With this expansion, LSCC more than doubled the 7,400 adult patients screened in FY2020 to 15,000 in FY2021. LSCC is now analyzing and using PRAPARE data to guide patient referrals to social services using the Findhelp.org referral platform, which allows users to track progress of referrals and close referral loops.

TAYLOR WEST END SCHOOL
Renovation of the former West End School in Taylor was completed at the end of 2021, creating a new home for Lone Star Circle of Care at Taylor and the Project Headwaters intergenerational initiative to address the health and resiliency of vulnerable children and families. The Opportunities for Williamson & Burnet Counties (OWBC) Head Start and Early Head Start Programs already operating on the Project Headwaters campus are joined by OWBC’s Meals on Wheels Program and the Taylor Senior Center.
2021 ACHIEVEMENTS (Continued)

BASTROP FAMILY CONNECTS
LSCC’s Bastrop Family Connects Program received certification from Family Connects International in 2021, demonstrating the program’s adherence to evidence-based protocols for assessing and meeting the clinical, educational, and social needs of Bastrop families with a newborn. During the pandemic, the program assisted in deploying COVID-19 supplemental funding from Texas Department of Family and Protective Services to support families coping with the impacts of COVID-19, serving as a connector to other support services. Families were provided basic needs support such as gas, groceries, diapers, and other tangible items critical to newborn care.

VALUE-BASED CARE TRANSFORMATION
LSCC continues to advance efforts to become a high reliability organization aligned with value-based care principles. Using a systems-based approach in examining existing infrastructure, care delivery, and support functions, LSCC developed a plan to re-calibrate operations to deliver services effectively, efficiently, and predictably. During this year-long process, multi-disciplinary work groups:

- Identified advancements in approach to and opportunities for greater consistency in caring for patients with priority conditions;

- Developed analytical tools to measure the impact of revised clinical pathways, as well as clinical decision support and risk stratification tools to provide patient cohorts with targeted care delivery;

- Revised new employee orientation and onboarding processes to improve staff performance and improve retention; and

- Added strategic resources to the system to support better patient experience and improved health outcomes.

Acknowledging their essential role in value-based care, LSCC’s primary care clinicians participated in a capacity building “bootcamp” that focused on four pillars: risk adjustment, quality, cost and care, and growth development. Risk adjustment examined levels of complexity across the patient population with the quality segment addressing measurement of patient outcomes, medication adherence, and patient satisfaction. Cost and care focused on accountability and efforts to decrease waste, maximize use of resources, and increase patient engagement with primary care. Growth and development explored transformation to value-based medicine and improving health care delivery systems.
NEW CLINIC SITES

Ever responsive to the continued need for accessible, affordable health care throughout its service area, LSCC opened the following clinics in FY2021:

- In partnership with Georgetown Independent School District (GISD), LSCC established a district-wide health and wellness center in January 2021. LSCC at GISD-Richarte offers students, staff, and their respective families access to primary care services in a convenient on-campus clinic.

- LSCC at Pflugerville opened in April 2021, increasing access to pediatrics, family medicine, and integrated behavioral health care in Travis and Williamson Counties. Pflugerville is cited as having one of the largest concentrations of families in Travis County and is projected to experience the county’s greatest increase of families living in poverty by 2022.

- In May 2021, Capital OB/GYN Associates of Texas transitioned to become LSCC OB/GYN at MoPac North, LSCC’s fifth location providing full-scope obstetrics and gynecology.
Diligence & Partnership
Ensuring Patient Care
OUR FINANCIALS

TOTAL PATIENT REVENUE
$65,283,240

GRANTS, CONTRIBUTIONS & OTHER INCOME
$35,665,382

TOTAL OPERATING EXPENSES
$95,475,656

OPERATING EXPENSES BREAKDOWN

52.9% Salaries & Wages
26.5% Supplies & Other
10.9% Employee Benefits & Taxes
6.9% Rent
2.8% Depreciation & Amortization
Connection & Understanding
Part of the Patient Community
OUR CLINICS

CENTRAL TEXAS LOCATIONS

1. Lone Star Circle of Care at Bastrop
2. Lone Star Circle of Care at Killeen
3. Lone Star Circle of Care Pediatrics at Harker Heights
4. Lone Star Circle of Care Behavioral Health at Harker Heights
5. Lone Star Circle of Care at Marble Falls
6. Lone Star Circle of Care at Northwest Austin
7. Lone Star Circle of Care at Ben White Health Clinic
8. Lone Star Circle of Care at Stassney
9. Lone Star Circle of Care at Lake Aire Medical Center
10. Lone Star Circle of Care at Georgetown Dental
11. Lone Star Circle of Care at Georgetown Women’s Center
12. Lone Star Circle of Care at Whitestone
13. Lone Star Circle of Care OB/GYN at Round Rock
14. Lone Star Circle of Care at Round Rock Health Clinic
15. Lone Star Circle of Care at Texas A&M Health Science Center
16. Lone Star Circle of Care at Hutto
17. Lone Star Circle of Care at Taylor
18. Lone Star Circle of Care at Jonestown
19. Lone Star Circle of Care at Collinfield
20. Lone Star Circle of Care at the University of Houston
21. Lone Star Circle of Care at El Buen Samaritano
22. Lone Star Circle of Care at Temple
23. Lone Star Circle of Care at Cedar Park
24. Lone Star Circle of Care at Georgetown ISD Health & Wellness Center
25. Lone Star Circle of Care at Pflugerville
26. Lone Star Circle of Care OB/GYN at MoPac North