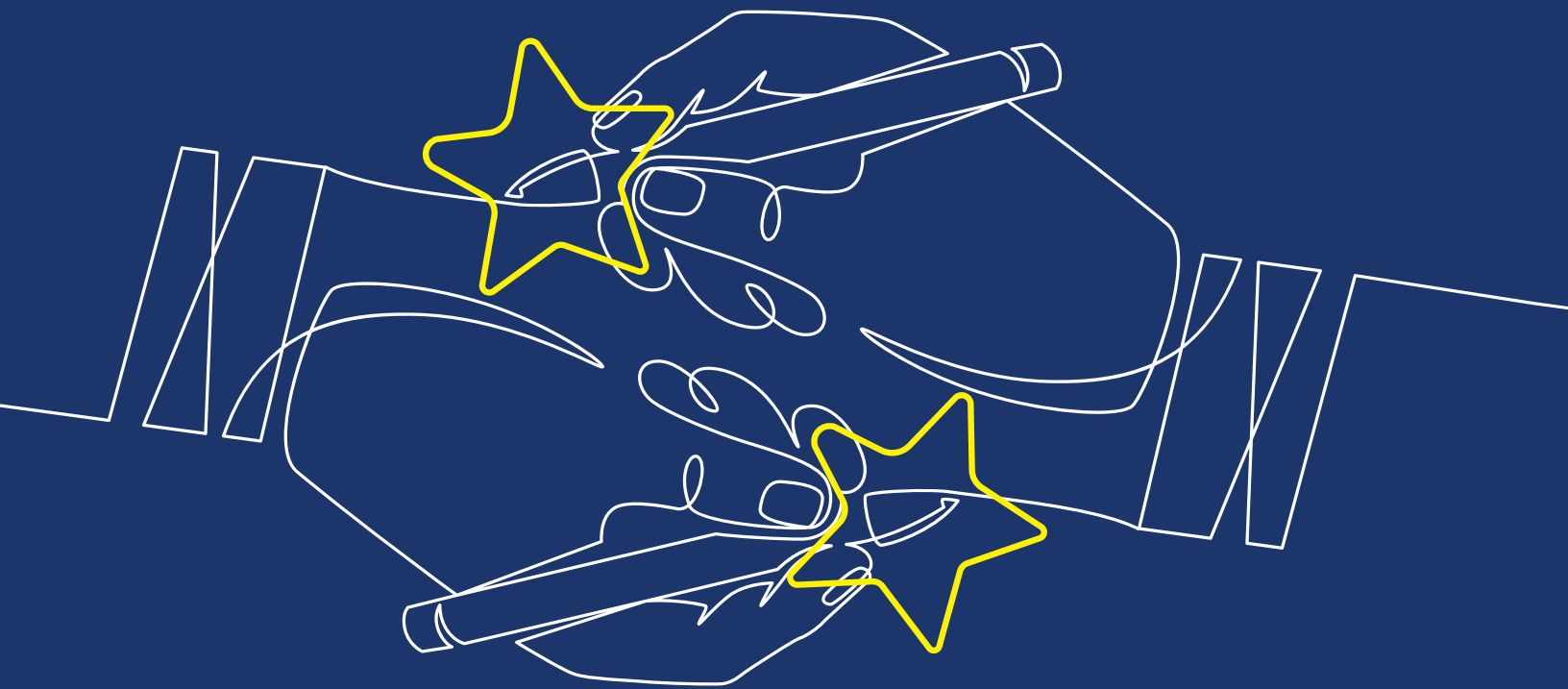


# *Presence & Perseverance*

*A Double Dose of Commitment*



# *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?

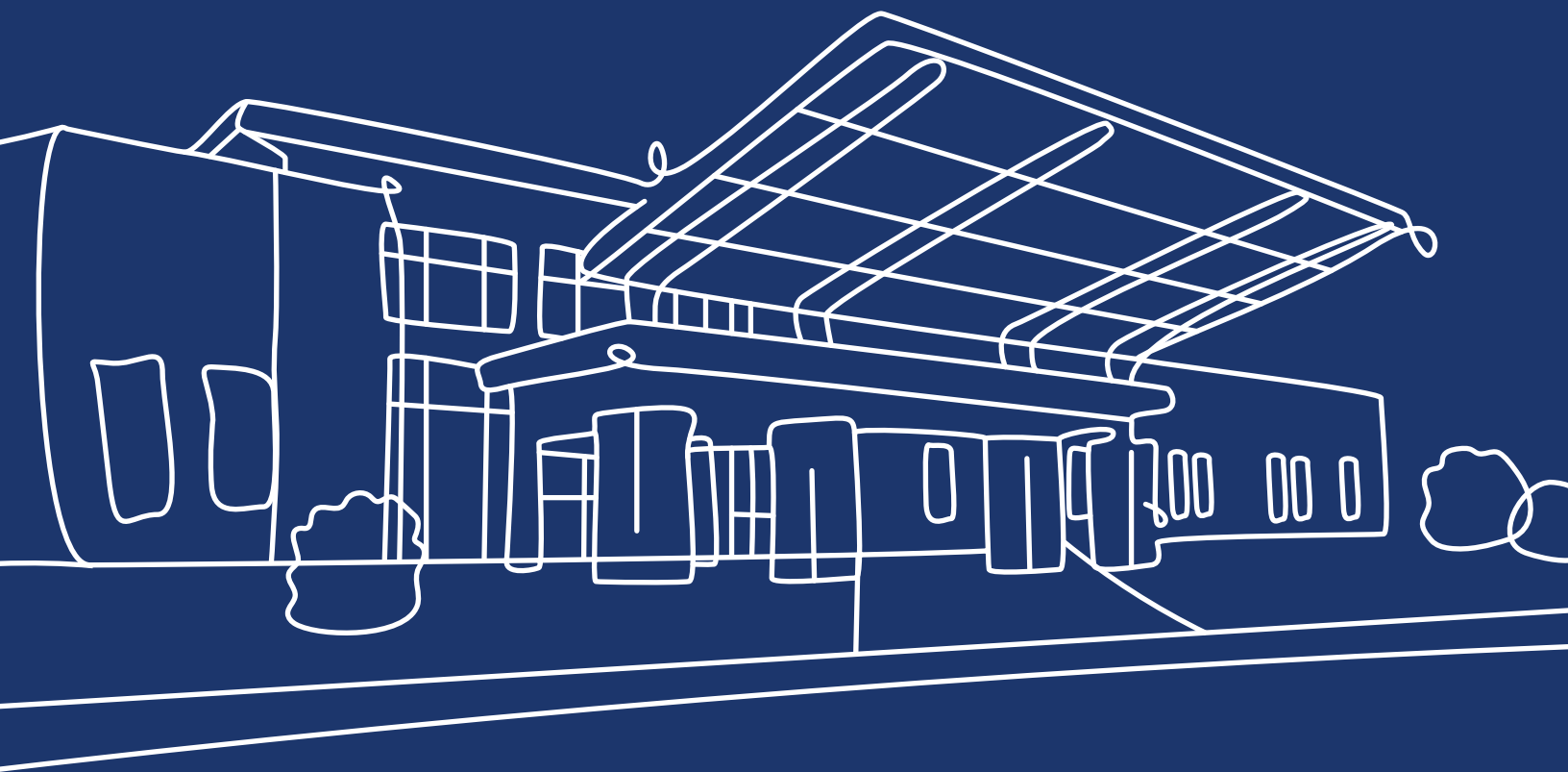
By all accounts, I can state with conviction that LSCC demonstrated alignment to its mission in 2021. Throughout the annual report, some of the extraordinary efforts of the LSCC community are highlighted, showcasing the simultaneous advancement of access, quality, and health equity in the communities 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,

A handwritten signature in blue ink, appearing to read 'J. Calvin', with a stylized, flowing script.

Jon Calvin  
Chief Executive Officer



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# *Service & Innovation*

*Evolving Care Offerings*



## 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



**Jack Hunnicutt**  
President & Chair



**Scott Alarcon**  
Vice President



**Cynthia Brien**  
Vice President



**Karen Cole**  
Secretary



**Steve Pena**  
Treasurer



**John Gustainis**



**Elizabeth Johnson**



**Alton McCallum**



**Amy Medrano**



**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*

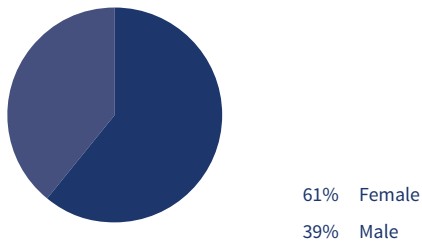
*United for Our Texas Neighbors*



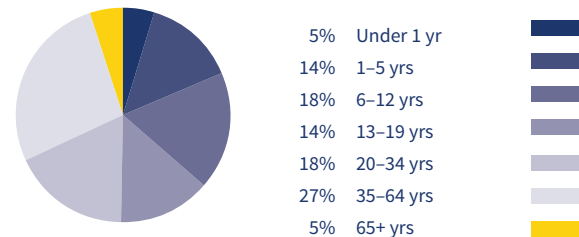
## WHO WE SERVE

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.

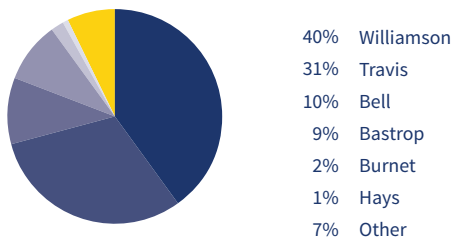
### GENDER



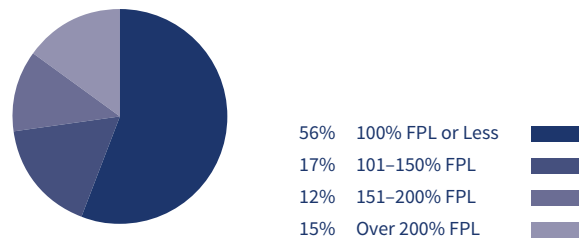
### AGE



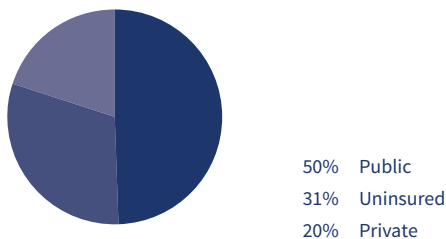
### COUNTY OF RESIDENCE



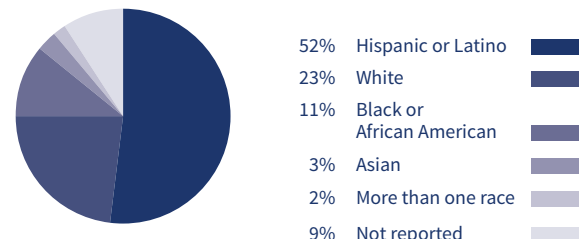
### INCOME AS PERCENT OF POVERTY



### INSURANCE STATUS



### ETHNICITY



## TOP 25 PATIENT ZIP CODES

- 78664 • 78634 • 78744 • 76549 • 78617
- 78626 • 76574 • 78613 • 78745 • 78728
- 78660 • 78628 • 78681 • 78621 • 76548
- 78665 • 78753 • 76537 • 76542 • 78754
- 78602 • 78641 • 78758 • 78612 • 78653

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

# *Access & Outreach*

*Meeting the Need*



## 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.

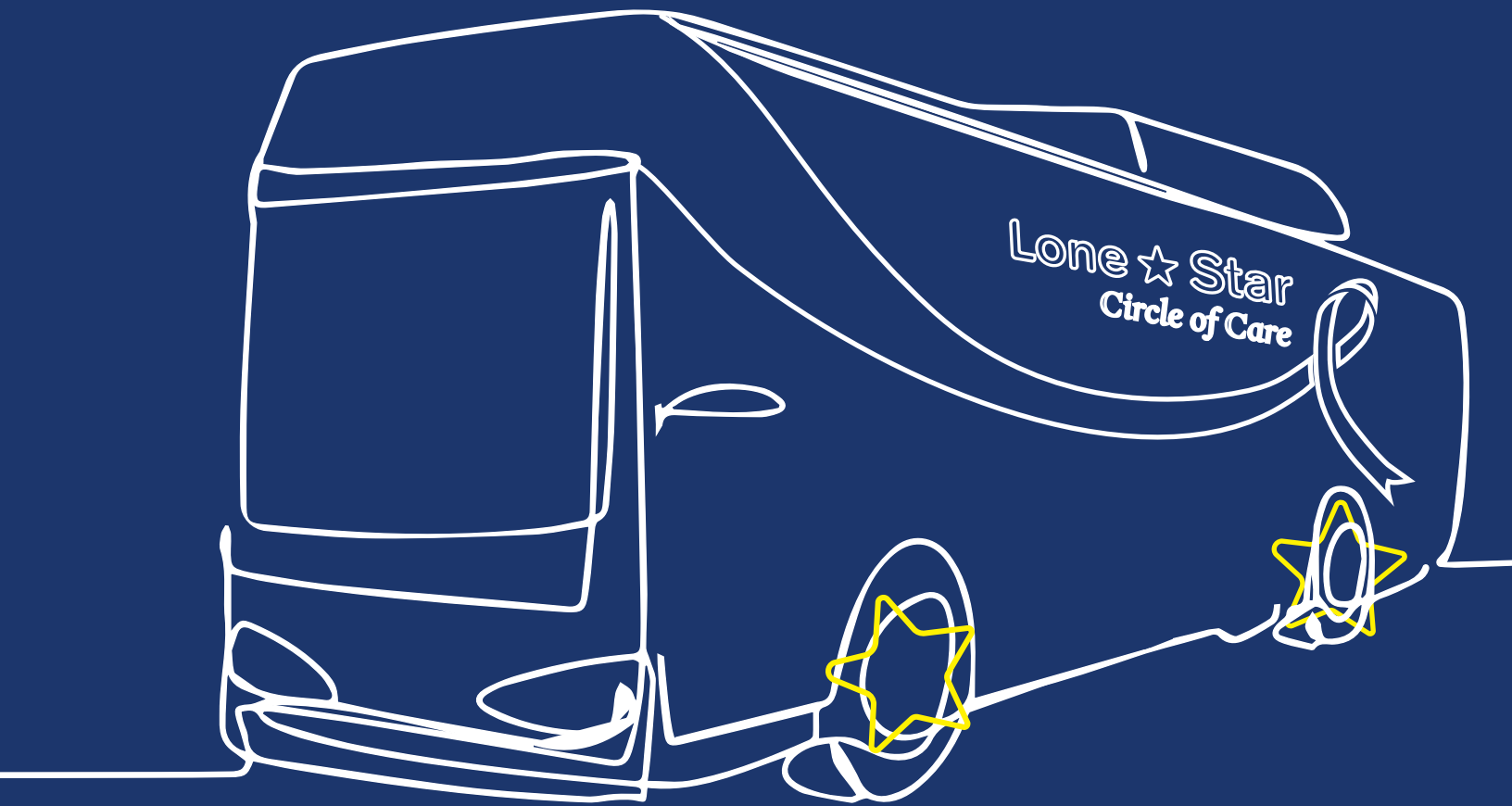
### American Rescue Plan Act Funding

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.

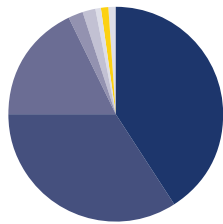


# LONE STAR CIRCLE OF CARE BIG PINK BUS – SCREENING MAMMOGRAMS

Patients Screened

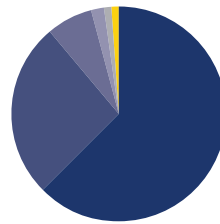
**727**

## COUNTY OF RESIDENCE



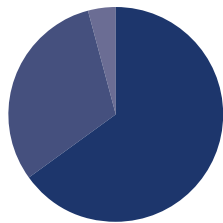
41%	Williamson	
34%	Travis	
18%	Bastrop	
2%	Hays	
2%	Bell	
1%	Burnet	
1%	Caldwell	
1%	Other	

## RACE



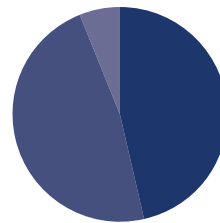
62%	White	
26%	Unreported	
7%	Black or African American	
2%	Asian	
1%	American Indian or Alaska Native	
1%	More Than One Race	
0%	Native Hawaiian or Other Pacific Islander	

## ETHNICITY



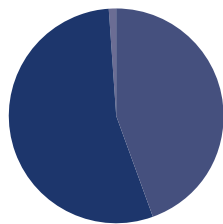
65%	Hispanic	
31%	Non-Hispanic	
4%	Unreported	

## AGE



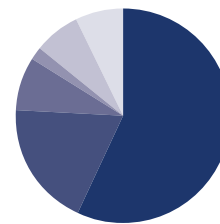
47%	50-64	
46%	40-49	
6%	65+	

## PREFERRED LANGUAGE



54%	Spanish	
44%	English	
1%	Other	

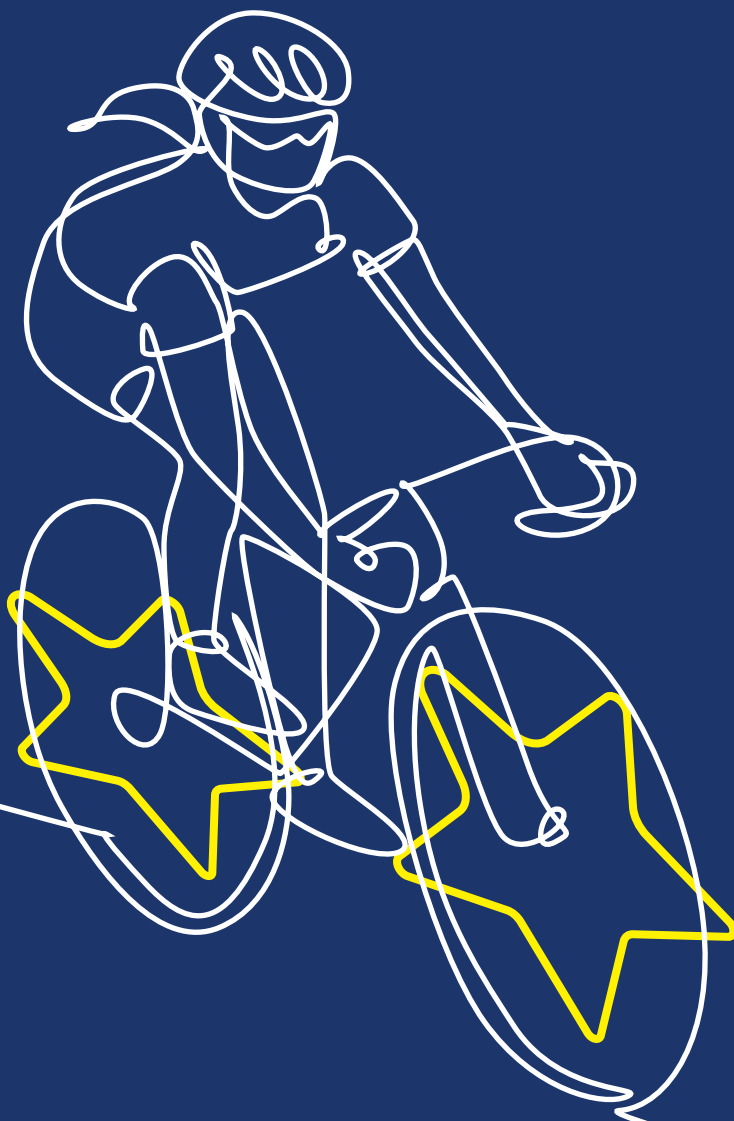
## FEDERAL POVERTY LEVEL



57%	0-100%	
19%	101%-150%	
8%	151%-200%	
2%	201%-250%	
7%	>250%	
7%	Unreported	

# *Cause & Effect*

*Raising Funds While Having Fun*





## TEXAS MAMMA JAMMA RIDE

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

# *Awards & Accolades*

*Performing at a High Level*





## 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

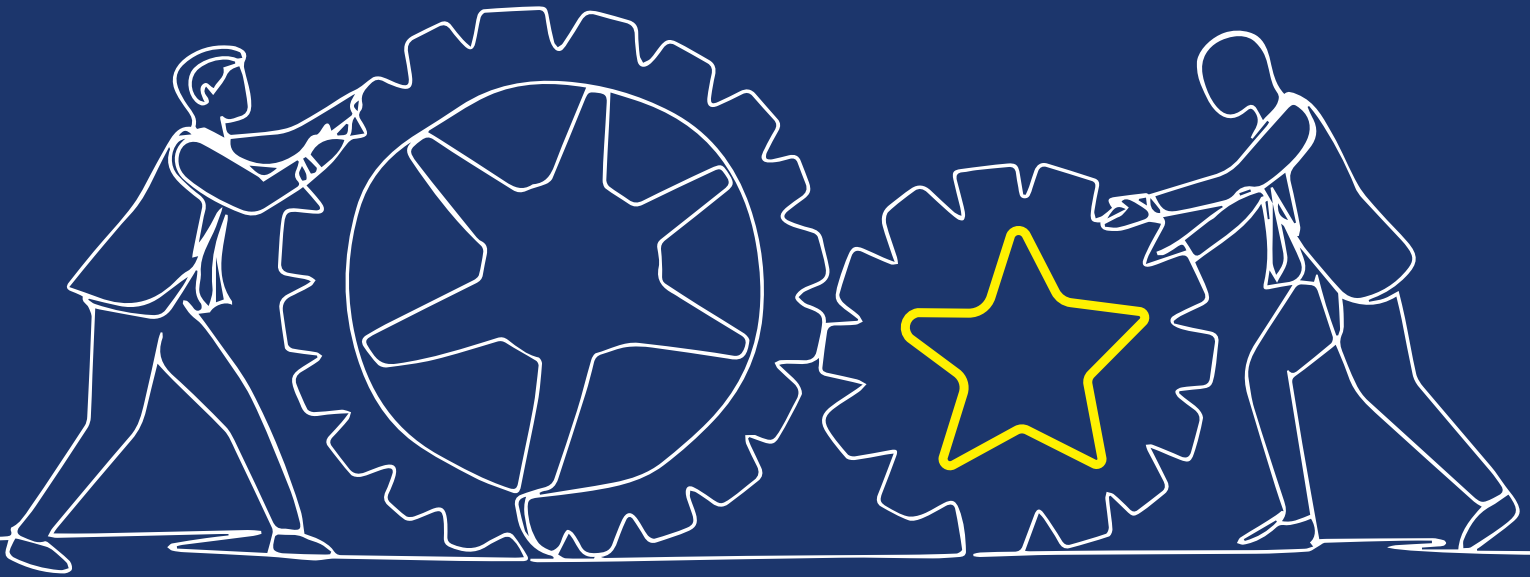
Ever responsive to the continued need for accessible, affordable health care throughout its service area, LSCC opened the following clinics in FY2021:

- 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

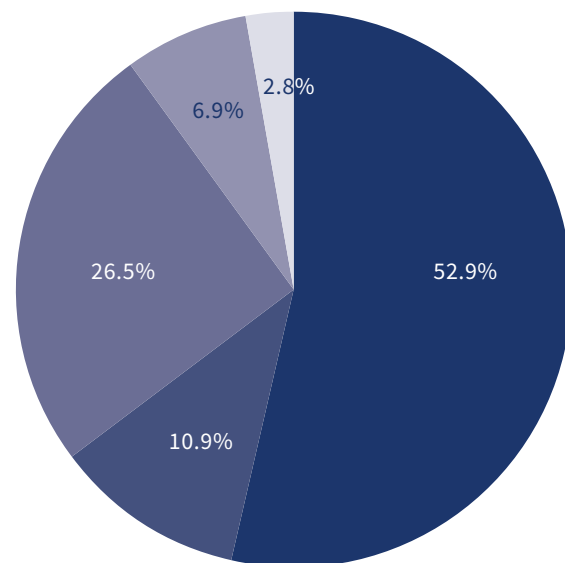
**52.9%** Salaries & Wages

**26.5%** Supplies & Other

**10.9%** Employee Benefits & Taxes

**6.9%** Rent

**2.8%** Depreciation & Amortization



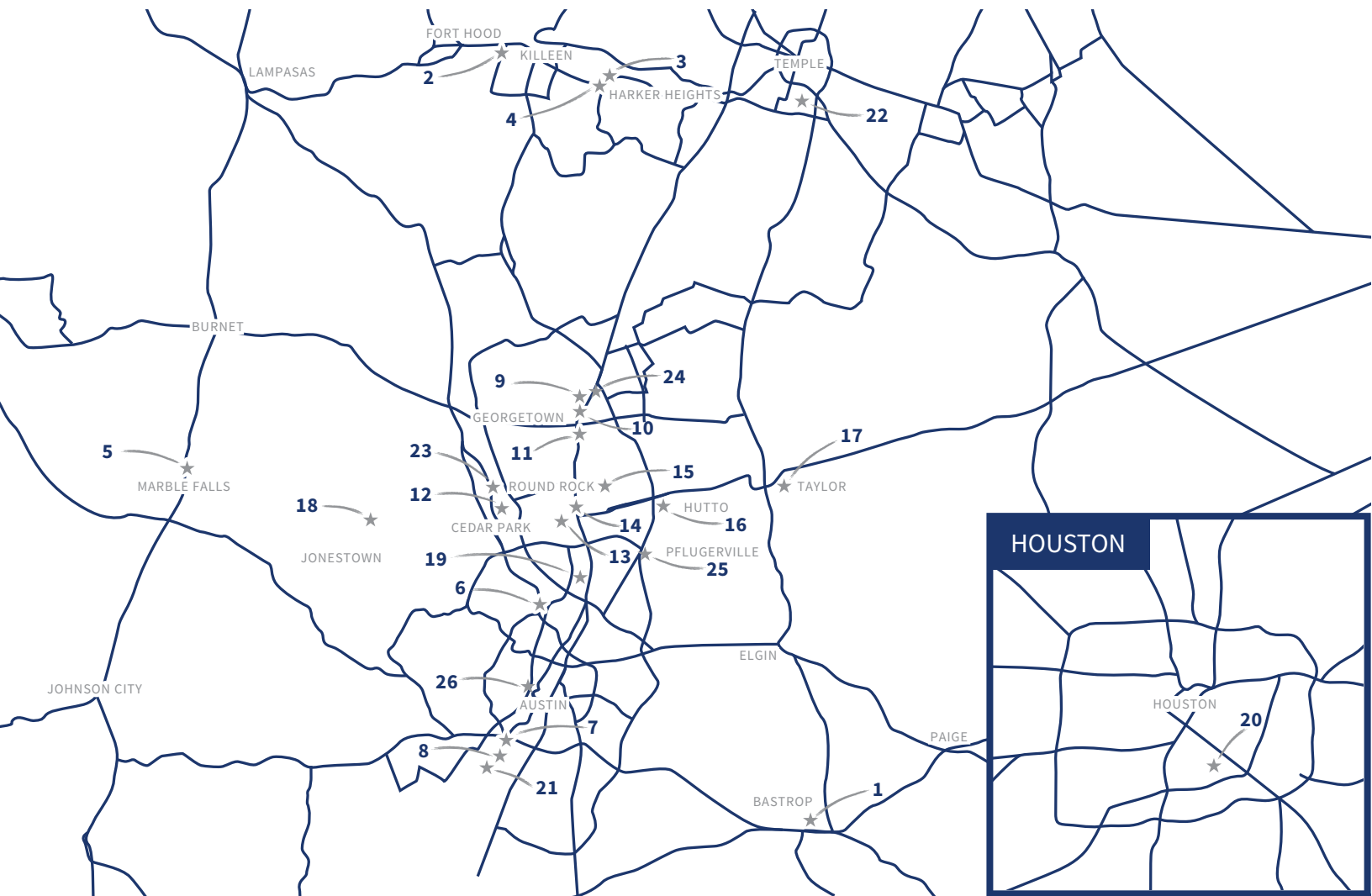
# *Connection & Understanding*

*Part of the Patient Community*



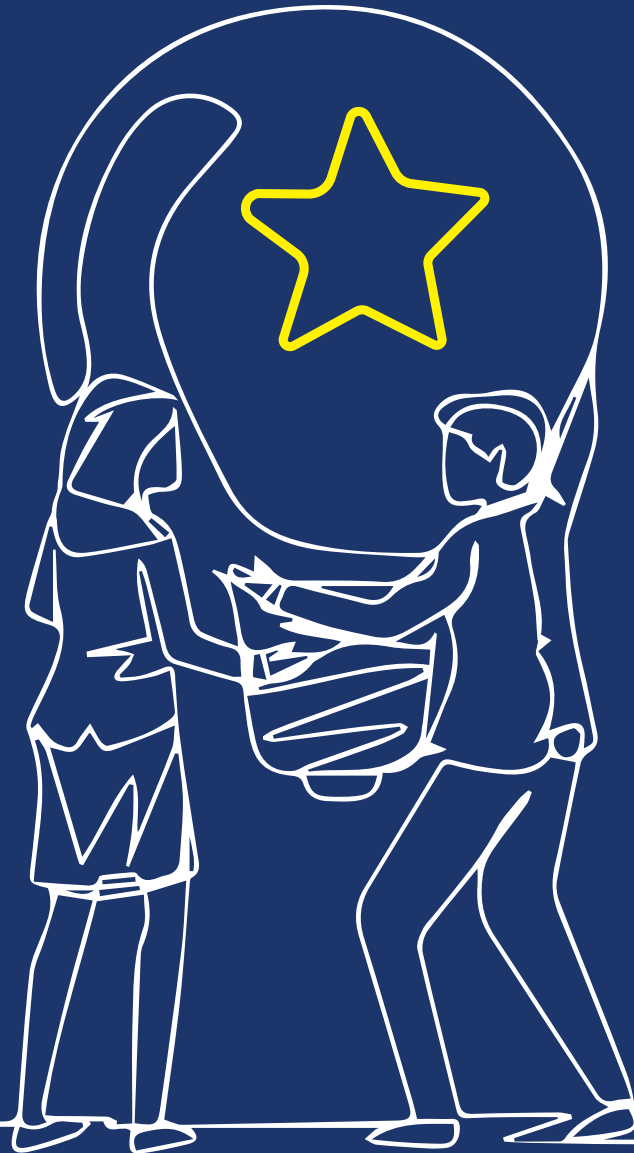
## OUR CLINICS

### CENTRAL TEXAS LOCATIONS



### 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



**Lone ★ Star**  
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