



# **YEARS OF SERVICE**

**2022 ANNUAL REPORT**



**Lone ★ Star *Circle of Care***

# 20

**YEARS**  
**OF SERVICE**



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## 20 YEARS IN THE MAKING



**Jon Calvin**  
*Chief Executive Officer*



## A LETTER FROM *OUR CEO*

It is incredible what a community can do when it comes together to solve a problem. From ideation to implementation, it takes forward thinking people who have the courage to act on important matters. I am honored to represent Lone Star Circle of Care (LSCC), and I am only writing this letter today celebrating LSCC's 20th year of service because of the efforts of the founding Georgetown community members who were enthusiastic and pragmatic about improving the health of their neighbors.

We all have stories. Stories behind our values, stories behind our worldview and experiences, stories behind our behaviors and decisions, stories behind our health, and stories behind our job and career path. I would like to take a moment to share my story of joining LSCC, which takes me back to my childhood.

I remember my introduction to health care as a young boy. My family often avoided check-ups and preventive care due to cost, and we would typically only receive health care if there was an emergency. My mother, who was 38 years old at the time, was diagnosed with advanced Non-Hodgkin Lymphoma, a type of cancer that develops in the lymphatic system. She fought with all her might through numerous rounds of chemotherapy and radiation, but the cancer prevailed, and my mom passed one year later.

That experience instilled in me the importance of prevention and wellness, the value of primary care, and the need for affordable and prompt health care access for others who were in similar situations as my family.

When I first heard about LSCC I was intrigued. I was an admirer of the Federally Qualified Health Center (FQHC) model from my experience working with health care providers while at a public accounting firm. But I had never visited an FQHC that was as well run as LSCC. During my LSCC interview, I was impressed with the caliber of people, high-value and integrated care, focus on innovation, and the quality of its facilities. More importantly, I believed in the mission and vision of the health center. This was my opportunity to help others gain access to affordable, high-quality care.

I joined LSCC in June 2012, shortly after LSCC celebrated its 10th year of service. It is hard to believe that another decade has already passed.

As you will see throughout the 2022 annual report, we have been on an extraordinary journey, and I am proud to be a part of it. I hope to hear your story in the future, and I am grateful our paths have merged at LSCC.

Thanks for all you do,

A handwritten signature in blue ink, appearing to read "J. Calvin".

Jon Calvin  
Chief Executive Officer

## 20 YEARS OF LEADERSHIP & ADVOCACY



**Jack Hunnicutt**

*Board of Directors - President & Chair*

Lone Star Circle of Care (LSCC) has provided exceptional and accessible health care for over 20 years, and Jack Hunnicutt has helped navigate the LSCC Board of Directors that entire term. Through dramatic swings in health care, a significant LSCC organizational restructuring, a global pandemic, and tremendous growth in the Central Texas region and need for LSCC services, Jack has remained a constant leader and LSCC advocate.

Jack's support of LSCC began in 2001 when he answered the call from retired Georgetown school principal, Dr. Jo Ann Ford. Dr. Ford recognized the lack of health care access for children in the Georgetown community and wanted to do something about it. She gathered a group of local businesspeople and leaders, including Jack. Owning a construction company at the time, Jack had been active in the Georgetown community for more than 20 years and was an obvious choice for the inaugural group.

The group quickly formed an entity and Board of Directors. The Georgetown Community Clinic (GCC) opened in 2002, just nine months after the inaugural meeting, treating patients regardless of their ability to pay. The need for health care access was extremely evident with the clinic encountering long lines of patients each day. During the first year, GCC cared for more than 10,000 people of all ages from Williamson and Travis Counties.

Uninsured and underinsured GCC patients initially received care thanks to the fundraising efforts of the Board of Directors and other community organizations and leaders. However, the GCC Board soon realized that fundraising alone was not enough to financially sustain GCC. They decided to apply for Federally Qualified Health Center (FQHC) status, which would provide GCC with some federal funding and higher reimbursement for Medicare and Medicaid covered visits. GCC received FQHC status in 2004 and evolved into what is now Lone Star Circle of Care.

Jack served as Treasurer of the initial Board of Directors. Jack was then elected President & Chair of the Board of Directors, a position he was re-elected to for 16 years until his last term ended in December 2022. Jack was happy to pass the President & Chair position to Steve Peña, who served as Treasurer of the Board of Directors in 2022, and will continue as a seasoned member of the Board and its Executive and Finance Committees.

“Jack has been the model Board President & Chair ” said Jon Calvin, LSCC Chief Executive Officer. “Over the past 20 years, he has consistently shown up highly engaged and focused on moving LSCC forward. Jack’s calm and steady composure, big-picture focus, reasonable approach, business acumen, and wise counsel have been instrumental in LSCC’s growth and success.”

Karen Cole, LSCC’s former Board of Directors Secretary echoes those sentiments. “Jack’s wise and measured counsel was invaluable to our growth. Jack was personally committed to the organization, and he has a passion for its mission. His devotion was evidenced by his time and energy spent on behalf of Lone Star.”

*Jack has a number of memories from the past two decades. Here are his Top 3 Notable Memories:*

*The creation and opening of the Georgetown Community Clinic, which provided much-needed health care to people with financial barriers;*

*The opening of the Lake Aire clinic, which offered more service lines than previous clinics and opened the door to other LSCC hubs; and*

*The opening of the Taylor clinic, which included the major renovation of an abandoned elementary school and multiple community partnerships.*

Jack has made a lasting impression on the past, present, and future of LSCC. However, in his humbleness, he asserts that he has gotten far more out of being an LSCC Board member than he could ever put into it. He is looking forward to implementation of LSCC’s 2023 – 2025 Strategic Plan, continuous improvement of the care LSCC provides to patients, and LSCC’s position as a health care industry leader with top talent.

When he is not advocating for LSCC, Jack likes spending time with his wife, three children, and six grandchildren. He can also be found working on his ranch and hunting.

*Thank you for your ongoing service to the Lone Star Circle of Care Board of Directors, Jack!*



## A 20 YEAR MISSION



★ *LSCC's first clinic, Georgetown Community Clinic, was located at 701 E. University Ave., Georgetown, Texas.*





## 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 and psychotherapy for patients preschool age and up. 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 offers free and low-cost, high-quality screening mammograms across Central Texas.

### 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.

# 20 YEARS OF DETERMINATION



## EXECUTIVE TEAM

### Back Row (L-R)

**Kathleen V. Butler**  
Chief Medical Officer  
& Chief Quality Officer

**Brandon Teenier**  
Chief Financial Officer

**Rodolfo Szoke**  
Chief Information  
Officer

**Lindsey Tippit**  
Chief Operations Officer

### Front Row (L-R)

**M. Renee Valdez**  
Chief Clinical Integration  
Officer and Medical  
Director of Psychiatry  
and Behavioral Health

**Jon Calvin**  
Chief Executive Officer

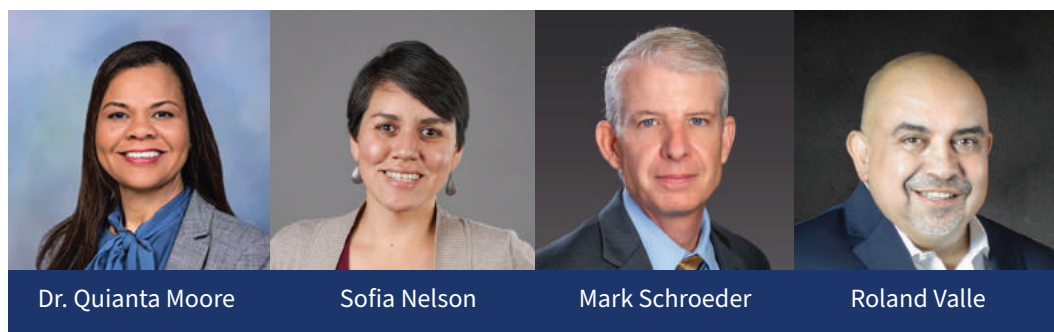
**Adeyoyin “Lola” Okunade**  
Medical Director of Family  
and Adult Medicine

### Not Pictured

**Tillery Stout**  
Chief Administrative  
Officer & General Counsel

**Raj Diwan**  
Director of  
Dental Services

## 2022 **BOARD OF DIRECTORS**



# 20 YEARS OF BUILDING A COMMUNITY

**2001** – Founded

**2004** – Added Dental and  
Mental Health services

- Earned Federally Qualified Health Center status
- Added Pediatrics as a service line

**2006** – Established Integrated  
Behavioral Health

- Added OB/Gyn as  
a service line

**2009** – Launched Patient  
Navigation Center

- Opened Lake Aire Medical Center
- Opened Texas A&M  
Health Science Center
- Added Class A Pharmacy services

**2010** – Received Joint Commission  
Ambulatory Care Accreditation

- Received NCQA Patient -  
Centered Medical Home  
designation

- Added Senior Health as  
a service line

**2008** – Implemented  
NextGen EHR

**2005** – Changed name to  
Lone Star Circle of Care

**2002** – Started serving patients at first clinic,  
Georgetown Community Clinic, in Georgetown

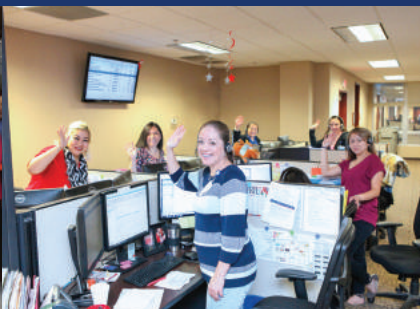
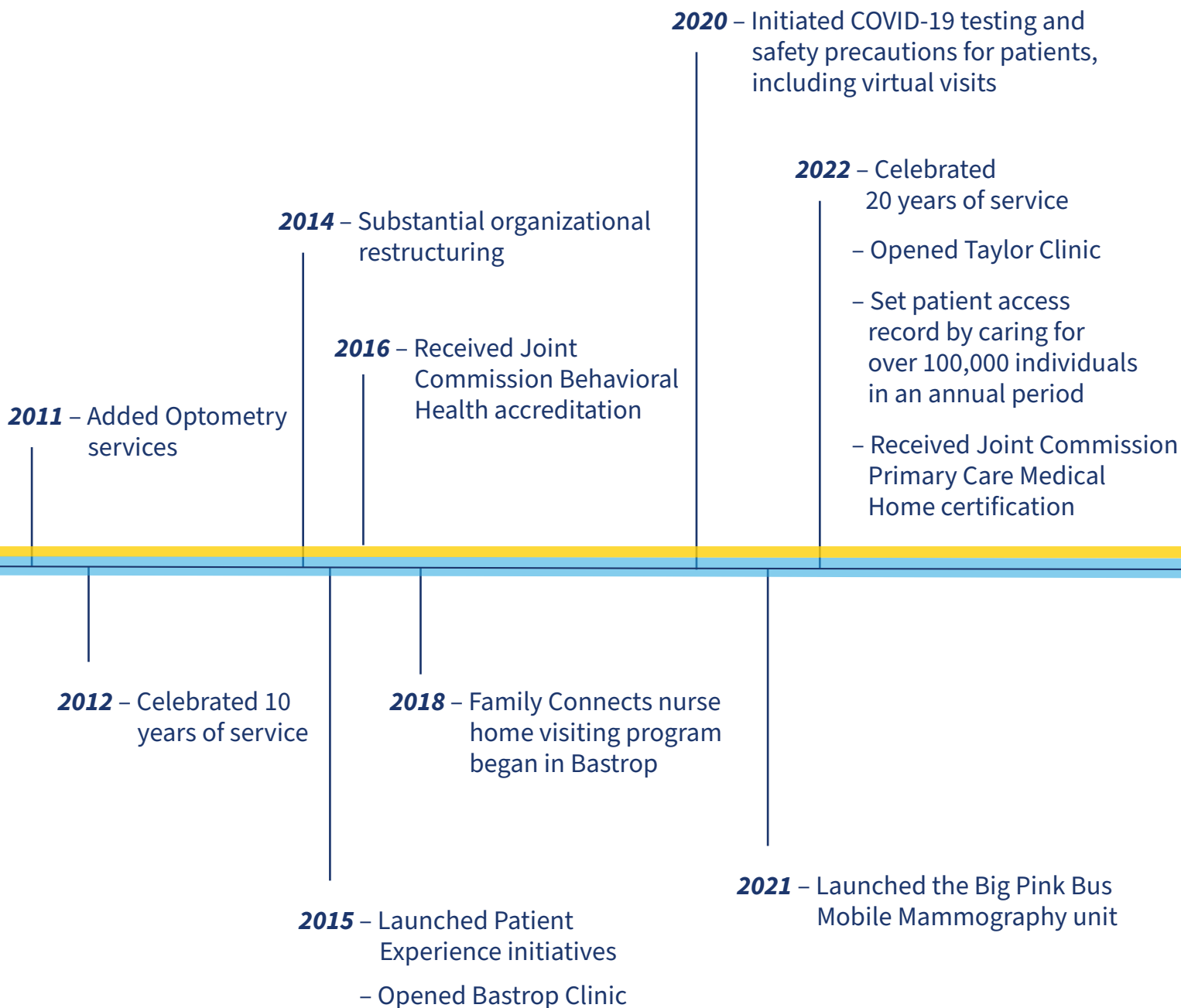


**THE CLINIC**  
Georgetown Community Clinic



**PCMH**





## 20 YEARS OF SUPPORT



★ *Lone Star Circle of Care's Integrated Behavioral Health Program is recognized nationwide as a model for its innovation and success.*





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

- 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
- Delta Dental Community Care Foundation
- Dent-Well Campus Smiles
- El Buen Samaritano
- Episcopal Health Foundation
- Family Connects International
- Georgetown Health Foundation
- Health Resources and Services Administration
- 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.
- Samsung Austin Semiconductor
- 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
- Texas Mutual
- 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 PARTNERS/CONTRIBUTORS

- Ascension Seton
- Austin Radiological Association
- Baylor Scott & White Health
- Central Health
- Central Texas Addressing Cancer Together
- Donna Stockton
- H-E-B
- Karen Cole
- Kendra Scott
- Kendra Scott Foundation
- Livestrong Foundation
- Lowe Foundation
- Meyer Levy Charitable Trust
- Moody Foundation
- Shield-Ayres Foundation
- Shivers Cancer Foundation
- St. David's Foundation
- Texas Department of State Health Services
- 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

## 20 YEARS OF STRENGTHENING OUR COMMUNITIES

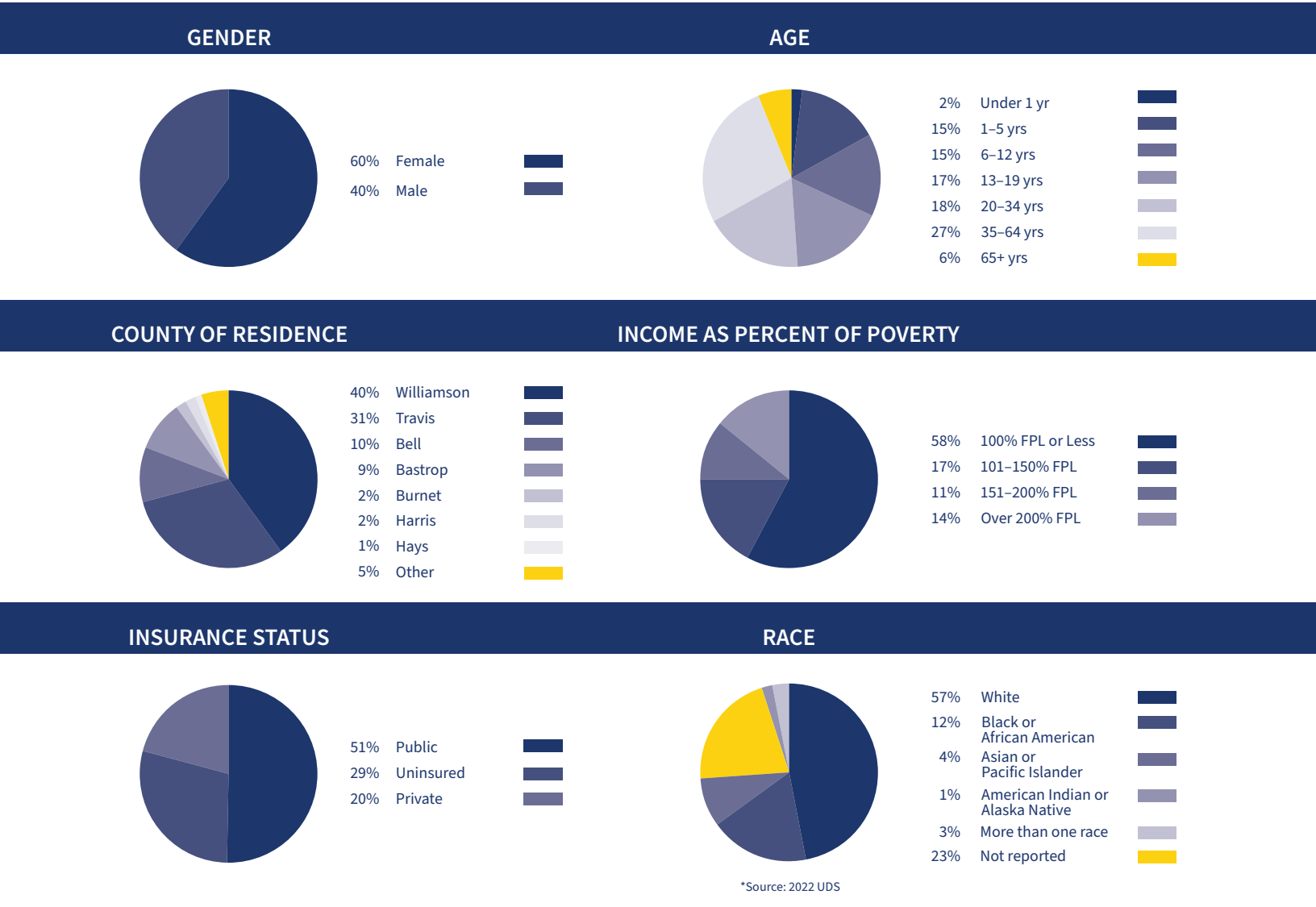


★ *54% of patients served in 2022 identified as Hispanic or Latino.*



# 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 and trusting healthcare home is the heartbeat behind what we do.



## TOP 25 PATIENT ZIP CODES

- 78626

• 78602

• 76537

• 78758

• 78617

• 78644

• 76574

• 78613

• 78745

• 78728

• 78660

• 78753

• 78744

• 78621

• 78754

• 78634

• 78628

• 78681

• 76542

• 78653

• 78665

• 78641

• 76549

• 78612

• 78724

All patient demographic information above is based on fiscal year 2022 data.

## 20 YEARS OF ACCESS



★ *In addition to English, there are at least 13 other languages spoken by providers at LSCC including Croatian, German, Gujarati, Hindi, Kannada, Malayalam, Mandarin, Punjabi, Sign Language, Spanish, Telugu, Urdu and Yoruba!*



## HOW MANY WE SERVE

Patient Visits

**353,955**

Patients Seen (Unduplicated)

**97,802**

Uncompensated Care Spending

**\$30,784,343**

## HOW WE ARE SERVING

Family Medicine Visits

**84,316**

Babies Delivered

**2,174**

Pediatrics Visits

**126,538**

Behavioral Health Visits

**64,852**

Vision Visits

**1,485**

OB/GYN Visits

**44,468**

Value of Prescriptions Dispensed

**\$45,526,278**

Mobile Mammography Visits

**1,710**

Convenient Care

**2,551**

Virtual Visits

**48,352**

Senior Care Visits

**9,358**

Pharmacy Services (Prescriptions)

**170,585**

Dentistry Visits

**20,387**

*All patient visit information above is based on fiscal year 2022 data.*



## 20 YEARS OF FACILITATING WELLNESS



- ★ *A fundraiser for multiple breast cancer diagnosis and treatment services since 2009, the Texas Mamma Jamma Ride moved under LSCC in 2021 to raise funds solely to support the life saving mission of the Big Pink Bus.*







## 2022 TEXAS MAMMA JAMMA RIDE

The 2022 Texas Mamma Jamma Ride was held on Saturday, September 17 in Taylor, Texas and was a huge success thanks to the generous support of 440 registered riders, 56 teams, 198 volunteers and 44 sponsors. In its second year as part of the LSCC family, Mamma Jamma, a longstanding and popular Central Texas breast cancer charity bike event, raises funds exclusively to support the life-saving mission of the Big Pink Bus mobile mammography service.

### 2022 TEXAS MAMMA JAMMA RIDE SPONSORS

- Avita
- Baylor Scott & White Health
- Clinical Pathology Labs
- CommuniCare
- Comerica Bank
- Crafted Energy
- Crowe
- Empower
- Fifth Third Bank
- First Citizens Bank
- Frost Insurance
- Haddon & Cowan Architects
- H-E-B
- Hologic
- IE2 Construction
- Imperial Insurance
- Liquid IV
- Motorcycle Medical Response Team
- Marsh & McLennan Agency
- Moss Adams
- O'Connell Robertson
- Pensionmark
- Peter Pan Mini-Golf
- Pickle Juice
- Primal
- Prosperity Bank
- Quest Diagnostics
- REI
- Ryan Companies
- Samsung
- Siete Foods
- Solver
- Spectrum
- TXB
- Ten Thousand Villages
- Texas Beer Company
- Texas Oncology
- Tito's Handmade Vodka
- Trek
- USA Compression
- Walgreens
- Weber Chiropractic
- WellMed
- Winstead

## 20 YEARS OF COMPASSION



★ *Dr. Andrew Mahaffey of Georgetown Women's Center has delivered more than 10,000 babies over the course of his tenure at Georgetown Women's Center (~30 years) including before and after merging with Lone Star Circle of Care in 2012.*

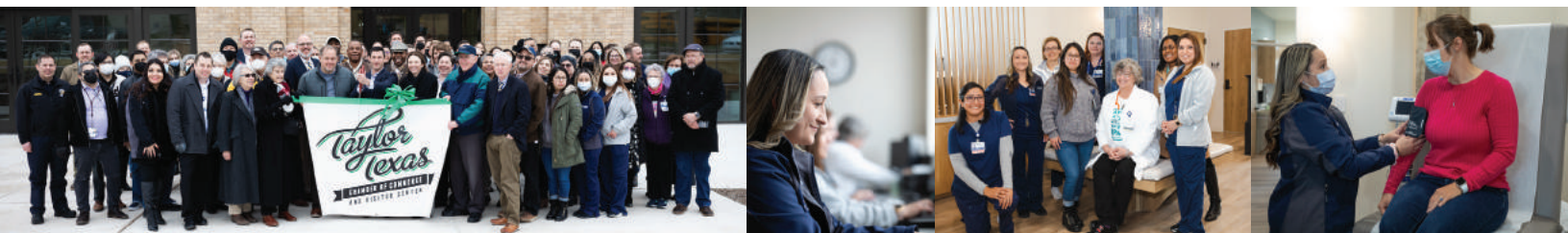


## OUR *NEW TAYLOR HOME*

Housed in the former West End Elementary School, Lone Star Circle of Care at Taylor offers a service delivery model that bridges health care and community-based support services. Through collaborative efforts, resources at the facility address the environmental, behavioral, and social conditions affecting the health of underserved East Williamson County residents.

This historic elementary school and beloved community landmark underwent significant restoration and renovation. LSCC opened the clinic in January 2022, with nine exam rooms and two behavioral health offices serving nearly 5,000 patients annually. In addition, the facility houses a senior center and a Meals on Wheels program operated by Opportunities for Williamson & Burnet Counties. Head Start and Early Head Start, additional programs of Opportunities for Williamson & Burnet Counties, operate in a building directly adjacent to the revitalized Taylor West End School clinic.

This project was made possible through a collaborative effort with Opportunities for Williamson & Burnet Counties and the City of Taylor, with financial support from St. David's Foundation, Episcopal Health Foundation, Williamson County, Carl C. Anderson Sr. & Marie Jo Anderson Charitable Foundation, and Jack G. and Gwen Kennedy Hunnicutt. Clayton Korte led all architectural services with input from the Design Institute for Health, a collaboration between Dell Medical School and the College of Fine Arts at the University of Texas at Austin. IE2 Construction, Inc. led all renovation and construction efforts.



**In response to the need for accessible, affordable health care throughout its service area, LSCC opened the following additional clinics in FY2022:**

- Lone Star Circle of Care at Houston Museum District opened in January 2022, anchoring our commitment to Family Medicine and Behavioral Health services for patients in the Houston community.
- Lone Star Circle of Care at Oak Springs opened in February 2022, establishing primary care access within Integral Care's behavioral health care setting to increase access to care for Southeast Austin residents.
- Lone Star Circle of Care Pediatrics at MoPac North opened in March 2022, expanding pediatric access for a high-need community in North Austin. The site is co-located with Lone Star Circle of Care OB/Gyn at MoPac North to provides seamless care to expectant mothers.



## 20 YEARS OF EXCEPTIONAL CARE



★ *The Georgetown Community Clinic served 10,000 patients in its first year of operations, far exceeding expectations.*



# 2022 ACHIEVEMENTS

## Quality Awards

Lone Star Circle of Care (LSCC) strives to provide the highest-quality care and continually improve patient outcomes for underserved residents. In 2022, LSCC completed its fifth survey conducted by The Joint Commission (TJC), once again receiving accreditation for Ambulatory and Behavioral Health Care. Among the 72 FQHCs in Texas, LSCC is one of 21 accredited for Ambulatory Care by TJC, and one of only six that have also earned Behavioral Health Care Accreditation. Additionally, LSCC maintains TJC Primary Care Medical Home certification. TJC accreditation/certification is recognized nationwide as a symbol of commitment to providing safe and effective health care of the highest quality and value.

For the ninth consecutive year, LSCC has been 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 2021. HRSA tracks clinical quality metrics for nearly 1,400 health centers operating nationally and LSCC's 2021 performance exceeded the Texas average on 16 of 18 clinical quality indicators. LSCC was the second largest FQHC in the nation (based on the number of patients served in 2021) to receive the 2022 Health Center Quality Leader gold badge.

LSCC also received the HRSA "Advancing Health Information Technology (HIT) for Quality" recognition for health centers demonstrating optimal HIT capacity through advancement of telehealth, patient engagement, interoperability, and collection of social determinants of health data to increase access to care and advance quality improvement.

## eConsults

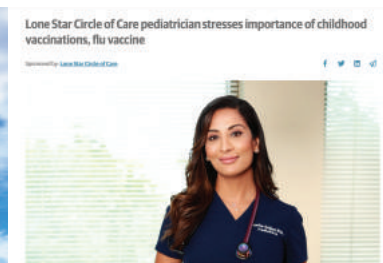
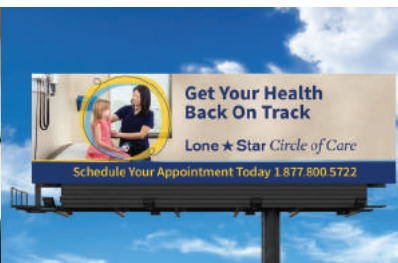
Lone Star Circle of Care at Houston Museum District was one of 15 health centers across the nation to begin providing specialty eConsults in 2022 through ConferMED's latest Advancing Health Equity Project. The project is supported by a grant from the Quest Diagnostics Foundation to address lack of access to specialty care. In Central Texas, St. David's Foundation maintains a contract with ConferMED, which has supported LSCC participation in eConsults since 2018. ConferMED specialists consult virtually with primary care providers at health centers to address the need for specialty referrals, saving patients and participating providers time and money, and increasing access to care in areas where specialty care services are limited for underserved patients. ConferMED specialists are board certified in their field and fully credentialed to provide specialty care services to patients. They support primary care providers with more than 40 adult and pediatric specialties, including gastroenterology, cardiology, rheumatology, and endocrinology. In 2022, 677 eConsults were provided to 584 mostly uninsured LSCC patients across 18 specialties, with the majority of eConsults provided for gastroenterology.

Incorporating eConsults into LSCC's primary care practice significantly increased completed specialty referrals and reduced the number of unnecessary specialty care visits. After implementation of eConsults in Central Texas, 62% of uninsured patients received an eConsult or face-to-face visit with a specialist compared to only 23% prior to implementation. Furthermore, wait times for specialty care appointments decreased from a median of 54 days to 7 days.

## 20 YEARS OF EXCEPTIONAL CARE



★ *Nearly 120 employees have worked at LSCC for 10 years or more.*





## 2022 ACHIEVEMENTS (Continued)

### Pilot Programs

In 2022, LSCC's community health managers piloted interventions used by community health workers (CHWs) and medical assistants (MAs) to address non-clinical needs of patients at four clinic sites—Bastrop, Collinfield, El Buen Samaritano, and Taylor. During the initial pilot period (June 2021 – May 2022), 3,838 patients were assessed for social determinants of health (SDOH), with 1,822 patients identified as at-risk (having one or more social needs). More than 1,300 referrals to support services were made for 557 patients using a customized findhelp.org online social services platform to track outcomes.

Supported by a grant from Episcopal Health Foundation, this initiative has provided clinical workforce development and new positions to address social needs of LSCC patients. Dr. Renee Valdez, LSCC Chief Clinical Integration Officer and Medical Director of Psychiatry & Behavioral Health, has assembled a team of two case managers to further support patient outreach and referral to supportive services in the community. In 2022, case managers focused on patients experiencing depression and uncontrolled diabetes to assure mental health and social needs were assessed and appropriate follow-up was conducted with patients to address health-harming needs. The experience that case managers bring to addressing challenges in people's lives adds a new perspective to evaluation and oversight of efforts to address SDOH while also creating an internal resource for case management of high-risk patients.

### Media Campaigns

COVID-19 is linked to several workforce issues currently impacting LSCC. Using ARPA funding, LSCC produced a recruitment video featuring its current employees describing their work experience at LSCC and encouraging others to join the health center mission. The video is supported by a new and improved "Careers" landing page where prospective employees can learn more about the benefits of working for LSCC and view current employment opportunities. A secondary campaign push focused on recruitment targeted licensed vocational nurses to fill open LSCC positions through Facebook ads.

Media campaign messaging was also developed to re-engage patients with lapsed or missed appointments due to pandemic related delays. In August, ads encouraging families to schedule back-to-school well-child checks were placed in "Education Issues" of widely read, regionally targeted Community Impact newspapers. Billboards were also purchased in Houston and Austin to encourage viewers to "Make Your Next Stop a Checkup" with LSCC. Other media includes bus ads, English and Spanish-language radio, direct mail pieces, digital ads and Community Impact (CI) storytelling.

## 20 YEARS OF EXCEPTIONAL CARE



★ *For years prior to its restoration and renovation, the West End School was used by the Taylor Fire Department for search and rescue drills. Taylor firefighters called the maze on the second floor of the building the “Room of Doom”.*



## 2022 ACHIEVEMENTS (Continued)

### Project Management

During 2022, LSCC's new Project Management Office (PMO) completed the following activities in implementing a centralized project management structure for LSCC:

- Launched a monthly reporting process to collect and disseminate project updates.
- Developed standardized templates to formally capture project information.
- Developed workflows to track projects from initiation to project closure.
- Implemented Asana project management platform software and trained LSCC staff to use it.
- Developed a PMO Master Project list to track projects over the fiscal year.

A total of 24 projects were tracked in 2022 across five project categories: (1) Operations/Social Determinants of Health (SDOH), (2) Administrative, (3) Construction, (4) Technology, and (5) Finance.

### Process ReDesign

Throughout 2022, advancements in process improvement and reporting supported by ARPA-funded revisions in information technology systems contributed to "Process ReDesign." Projects that are designed to enhance patient and employee experience and demonstrate improved health outcomes. The following projects illustrate LSCC's efforts to redesign and strengthen its workforce and clinical pathways following the pandemic.

A "Schedule ReDesign" project improved processes related to patient paperwork and workflow and NextGen workflow, utilizing time studies, CareMessage texting campaigns and patient registration kiosks located in clinic waiting rooms. LSCC's new employee orientation and onboarding processes were re-evaluated with the goal of improving staff performance and decreasing rates of turnover. An annual competency fair for front line and patient-facing staff was relaunched after being on hold since 2020. LSCC's Nurse Council implemented improvements in clinical task boxes, created a centralized documentation and reference guide, and rolled out a nursing quality review process among other efforts.

Clinical leaders and Population Health teams utilized new business intelligence (BI) dashboards and patient registries developed by LSCC BI and Analytics team to implement case management and risk stratification pilots, initially focusing on patients with co-occurring diabetes and mental health concerns. Throughout 2022, a total of 627 patients with uncontrolled diabetes were enrolled in support services to improve diabetes management. This included 179 patients scheduled for visits with LSCC's Clinical Pharmacist, of whom 119 completed one or more encounters. LSCC's Dietitian had one or more encounters with 350 patients, and 212 received free blood pressure monitors and associated training. Recent analysis of LSCC patients with diabetes indicates that this additional outreach and support had a positive impact on diabetes management in 2022.

## 20 YEARS OF SERVING OUR COMMUNITIES

Our people are at the heart of Lone Star Circle of Care's ability to provide exceptional and accessible patient centered health care. Twenty years ago, a small group of community leaders resolved to provide all Georgetown residents quality health care regardless of insurance status. The resolution of this small group translated into the mission of LSCC and has continuously attracted caring, determined, and talented staff and supporters focused on eliminating health inequities and delivering exceptional care. Lone Star Circle of Care's mission now reaches across six Texas counties and serves 100,000 of our Texas neighbors annually. As we celebrate 20 years of service, we honor all LSCC staff and supporters and pay special tribute to those who have been part of the mission since the early LSCC days.



### **Brenda Bartosh, LVN-PNC-CCSC Nurse**

*Centralized Patient Navigation Center*

I joined LSCC as a nurse in 2001, on behalf of the Pediatric clinic I worked for that was gifted to LSCC. Working with the organization has been a rewarding opportunity to help patients and their families. Employees working together as a team has inspired me during my 21 years working at LSCC.



### **Cathy Carrizales-Pintor, APRN - FNP-BC**

*Lone Star Circle of Care Lake Aire Medical Center – Pediatrics*

I have always enjoyed working in a community health care setting and have been blessed to be able to do that here for the past 21 years. Working with our patient population, seeing all the positive outcomes over the last several years and being a consistent presence in the community is extremely rewarding especially when the mission and values of LSCC put our patients in the forefront. It has been beyond amazing to see my pediatric patients grow up and want to work in healthcare and even have worked at LSCC or similar community healthcare organizations because of the experiences they have had here at LSCC. I truly hope LSCC continues to grow as it did from one small clinic on University Avenue in Georgetown to multiple clinics across cities and counties in Texas.







## Corbin Ferrell, RPh, PharmD - Director of Pharmacy

*Lone Star Circle of Care at Lake Aire Medical Center - Pharmacy*

2007 seems such a long time ago but it has gone by in the blink of an eye since I joined Lone Star Circle of Care. I was drawn to LSCC because of its mission to help uninsured patients. I knew the pharmacy program was just beginning to lift off the ground and I was excited to help facilitate this. My goal has been to reduce barriers to medications, thereby improving compliance and ultimately outcomes in a patient population that needs our support. I am honored to be a part of an integrated, mission-driven group of people that shared my belief, and continues to do so, that improving access by reducing patients' medication costs and placing pharmacies where our patients live would help us achieve this goal. Thank you LSCC for continuing to support me in helping achieve this purpose



## Veronica Mota, Benefits Specialist

*Lone Star Circle of Care at Lake Aire Medical Center*

20 years ago, I was hired by a small community clinic in Georgetown, TX. That clinic later became Lone Star Circle of Care. I'm fortunate to witness how LSCC has grown these 20 years. I have grown with LSCC as well, in many ways. This organization has provided me with training, resources, and the knowledge to better assist others in need. It's great to experience how our pediatric patients are now adults and some are parents. I'm honored to meet their children. I have met great coworkers, and some have become great friends. Coming from a family who depended on a health care organization like LSCC, I will say keep up the great services! I'm pleased to have served 20 years at Lone Star Circle of Care, to assist our community.



## Dr. Roopa Satish, DDS - Dentist

*Lone Star Circle of Care at Round Rock Health Clinic - Dental*

I started working for LSCC in 2004 after graduating from New York University and I moved back to Austin to join my husband and make Austin my home. I was always drawn to community health care and LSCC provided me the opportunity to practice dentistry in the community health care environment. The mission statement and the values that LSCC espouses to is why I continue to enjoy my work here.

LSCC has been my professional home now for the past 17 plus years. I am happy and proud to be an integral part of LSCC's growth and journey in serving the dental care needs of the community. Delighted to celebrate 20 years of LSCC's commitment to serving the Central Texas community and looking forward to many more years to come.



## 20 YEARS OF ELIMINATING HEALTH INEQUITIES



- ★ *LSCC's Family Connects program, which conducts home visits with families of newborns, was the first rural and FQHC implemented Family Connects program in Texas.*





# OUR *FINANCIALS*

TOTAL PATIENT REVENUE

\$67,459,555

GRANTS, CONTRIBUTIONS & OTHER INCOME

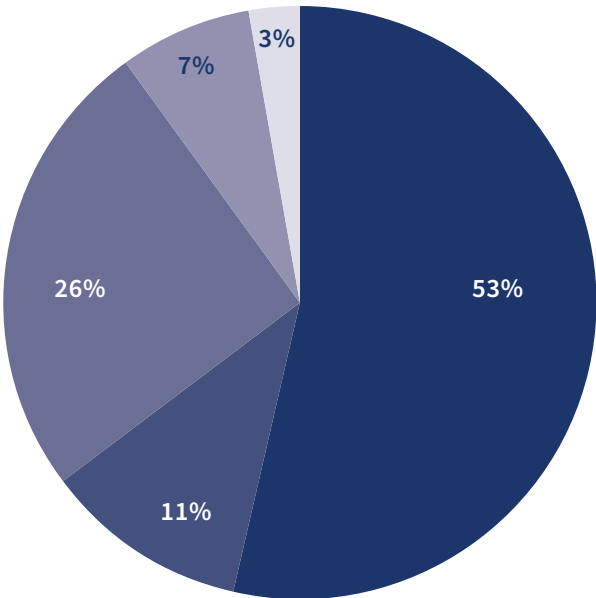
\$33,713,010

TOTAL OPERATING EXPENSES

\$98,243,898

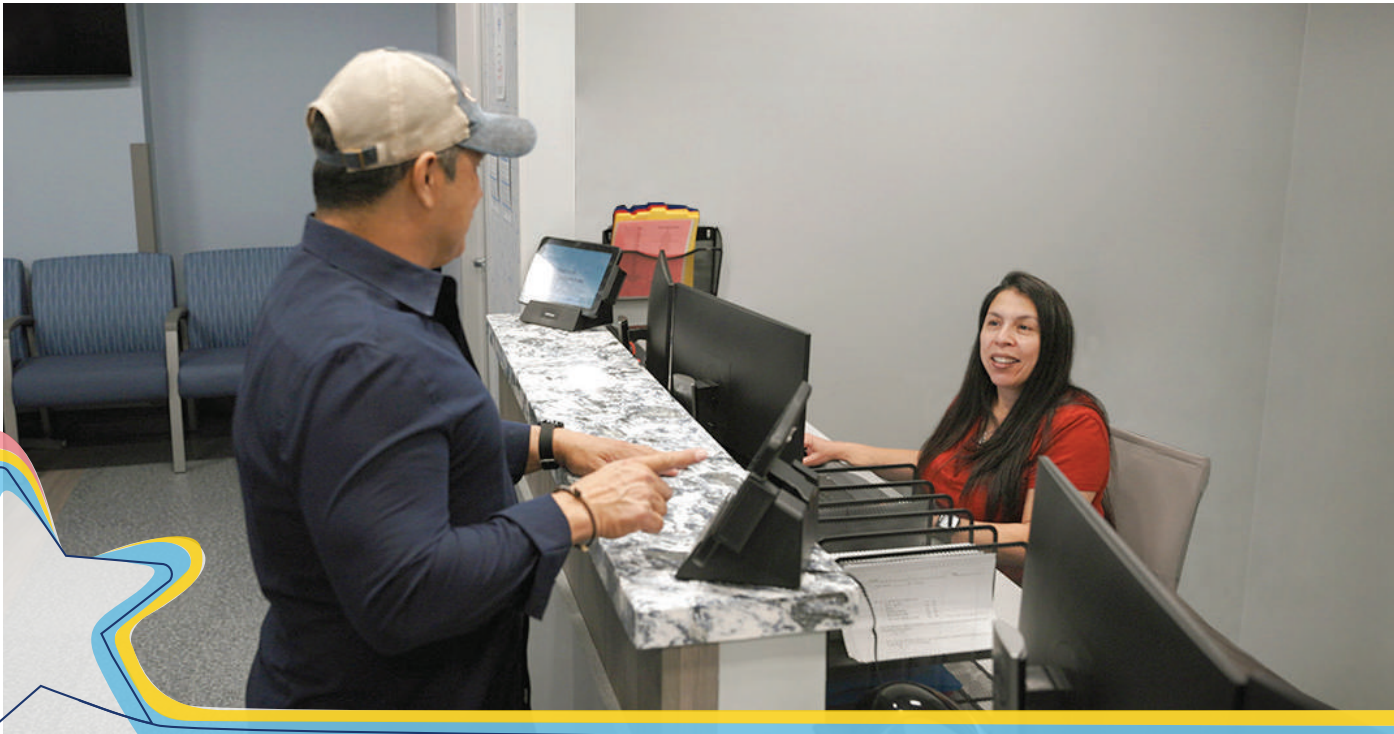
## OPERATING EXPENSES BREAKDOWN

- 53% Salaries & Wages
- 26% Supplies & Other
- 11% Employee Benefits & Taxes
- 7% Rent
- 3% Depreciation & Amortization



*All financial information above is based on fiscal year 2022 data*

## 20 YEARS OF CONNECTING WITH OUR PATIENTS

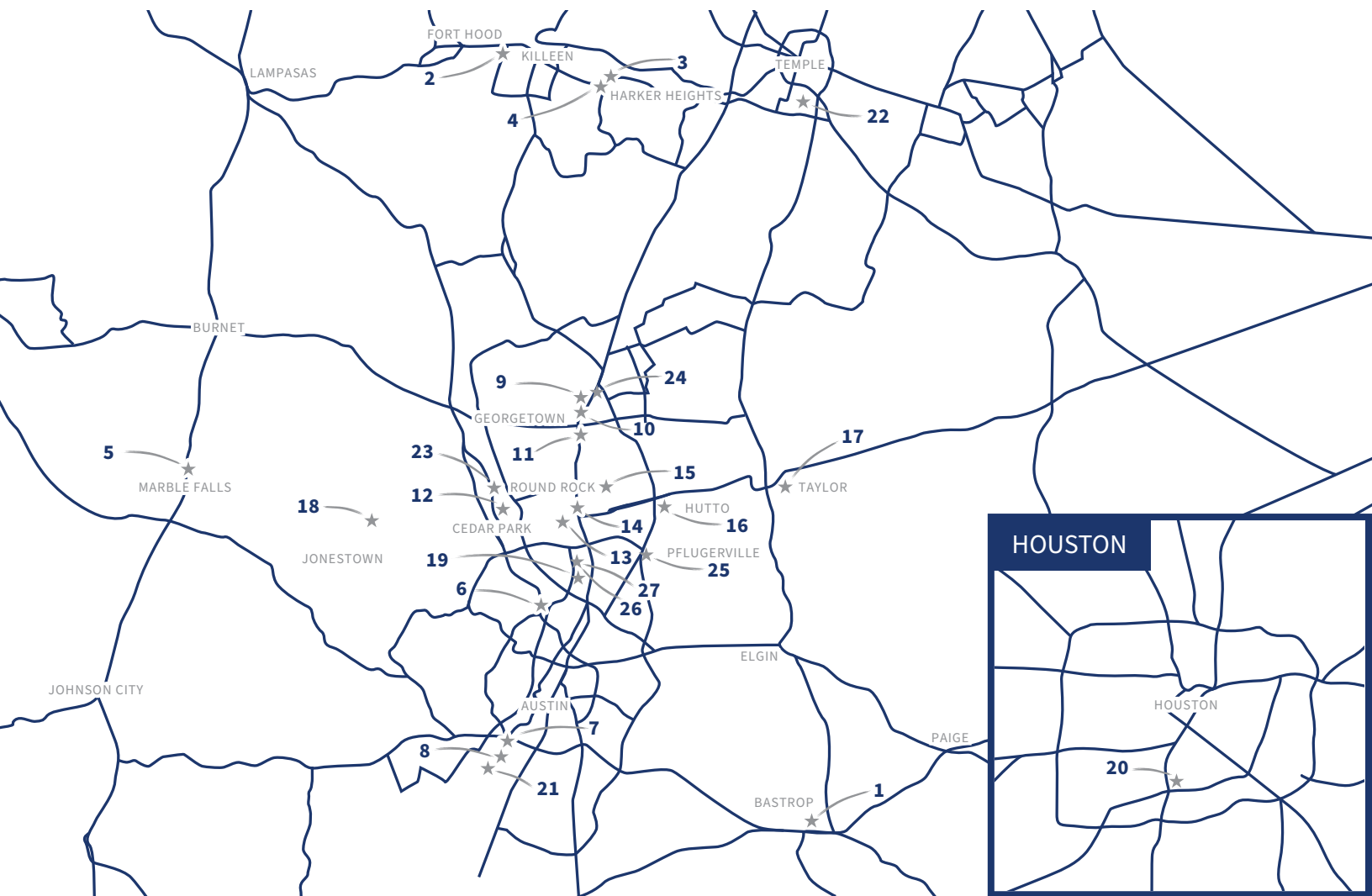


★ *Lone Star Circle of Care at Bastrop is the first clinic LSCC built from the ground up.*



# OUR CLINICS

## CENTRAL TEXAS LOCATIONS

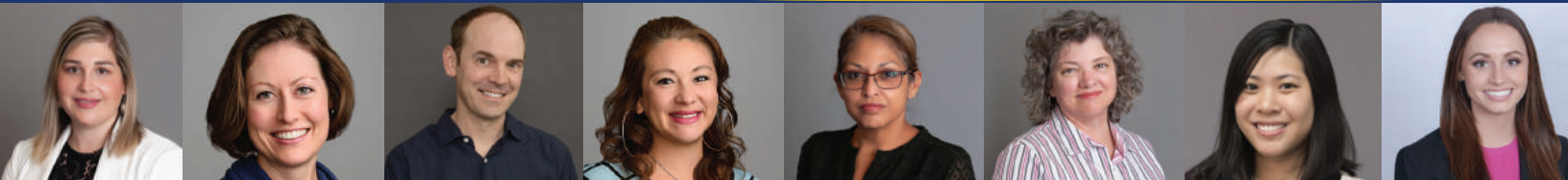


## LOCATIONS

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 Houston Museum District
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 at MoPac North
27. Lone Star Circle of Care at Oak Springs



# **YEARS** **OF THANK YOU**



**Lone ★ Star**  
*Circle of Care*

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