



Annual Report

2010



Another great year for our patients!

Greetings,

Community Health Centers, Inc. (CHC) has had another great year for our patients. We are pleased to provide details in this annual report about our work and the many patients who benefited from our quality affordable healthcare. Our focus is on helping the uninsured, underinsured, and underserved in Orange and Lake County.

Our patients' health and well being remained our top priority. During this reporting period our 346 dedicated staff members in 11 centers served 50,726 unduplicated patients for 168,120 visits (140,235 medical, 25,486 dental, and 2,399 enabling). Prescriptions dispensed to our patients were 111,776. Of our 50,726 patients, 57% were at or below 100% of the federal poverty level and 45% were uninsured.

CHC continued being one of the top community health programs in the country because of our staff and sound management. Along with several quality improvements with clinical measurements, customer service, and outreach, a few other highlights were:

- The incredible new Apopka Dental Care Center completed and open to patients;
- The ground breaking and initial construction of the new South Lake facility;
- Initial work for serving patients in Bithlo and Meadow Woods ("Medical City" area);
- First Federally Qualified Health Center (FQHC) in U.S. to fully integrate dental electronic health records with medical and pharmaceutical services; and,
- July 2010 CHC received a three year accreditation from the Accreditation Association of Ambulatory Health Care (AAAHC)

Our volunteer 14-person Board of Directors was composed of 54% consumers of our services. The Board's role included providing essential governance and balancing limited resources with the increased special health needs of our community.

CHC remains grateful to our many funding agencies, friends, partners, sponsors, and volunteers who enhanced our ability to serve our patients. We continue to work toward the vision that one day all Central Florida residents shall have access to timely, affordable, compassionate, and quality health services.

Sincerely,

Beverly Paulk
Board Chair



CHC Launched a New Brand with New Center Names in June

We have a new logo and new center names - from now on, we are Community Health Centers. Not "Apopka Children's Health Center." Not "Eatonville Family Health Center." We decided it was time to make it easier for residents to recognize our centers. Each of the ten centers had a separate name, and now all facilities carry the name "Community Health Centers." New facility signs were put in place and a new website was designed, all to provide a customer-friendly experience for the organization's patients. This re-branding is part of CHC's ongoing commitment to be on the forefront of patient care and the area's leading advocate for quality healthcare in a safe and supportive environment for all residents.



Oh, what a year!



New Apopka Dental Care Center Ground Breaking and Ribbon Cutting Ceremonies

CHC has been providing dental services to the Apopka community at the Apopka Family Health Center since 1979. With the support of an American Recovery and Reinvestment Act (ARRA), Capital Improvement Program Grant in the amount of \$990,756 from the U.S. Department of Health & Human Services, Health Resources & Services Administration, CHC began building a new Apopka Dental Care Center on March 24, 2010, and on January 24, 2011 we celebrated the opening of the new dental center building with a Ribbon Cutting Ceremony. The Dental Care Center provides adult dental care and new pediatric dental services. We increased the dental operatories from 4 to 11, increased dental staff, and improved patient access to quality and affordable dental services with the new Dental Care building!



New South Lake Family, Pediatric & Dental Care Center Ground Breaking Ceremony

CHC has been providing medical, dental and pharmaceutical services to the South Lake community since 1978. A Ground Breaking Ceremony was conducted on Thursday, May 13, 2010 for a new South Lake Care Center to be built and replace the existing South Lake Family Health Center located in Groveland, FL. CHC received a \$1.5 million Rural Development Community Facilities Guaranteed Loan and a \$500,000 Community Facilities Direct Loan from the U.S. Department of Agriculture, Rural Development to help build this new \$2.6 million dollar South Lake facility. The new 13,600 sq. ft. center will replace the current 9,450 sq. ft. facility. Patient access to services will not be compromised, as the existing South Lake Family Health Center will continue to stay operational during the construction phase. Upon completion of the new building scheduled for April 2011, the old building will be demolished. This new center will provide expanded Family Practice care and Adult Dental care, and provide new Pediatric and Pediatric Dental care services.



Outreach/Health Fair Events

During the year significant Outreach efforts are made to increase community awareness of our services.

Soccer Health Cup Tournament

CHC co-sponsored a two day Soccer Health Cup tournament on May 29-30, 2010, at Thunder Field. We reached out to 550 people by distributing CHC brochures and educational materials.

Amway Arena Back to School Bash

CHC participated in the Amway Arena Back to School Bash on Saturday, August 14, 2010. Over 10,000 children attended this event, receiving free Back Packs full of school supplies. CHC had a booth at the event providing Free Health Screenings for Adults and Free Dental Screenings for Children. CHC provided 427 children with a free dental screening, 129 adults received a Glucose screening, 125 adults received Blood Pressure checks, and 85 adults received Cholesterol screenings.

8th Annual Caribbean Health Summit

CHC participated in the Center for Multicultural Wellness and Prevention's 8th Annual Caribbean Health Summit held on Saturday, September 11, 2010 providing free Blood Pressure & Glucose Screenings to hundreds of uninsured and underinsured individuals.

Christmas Parade

We took part in the Foliage Sertoma Club of Apopka's 34th Annual Christmas Parade on Saturday, December 11, 2010. Our float's theme was "Community Health Centers will be your medical home for Christmas and all year long!" Child toothbrushes, Silly Bandz, and Bandaid holders were handed to the crowd.



Care and Service



Excelle

Accreditation

In July of 2010 Community Health Centers received a three year accreditation from the Accreditation Association of Ambulatory Health Care. Status as an accredited organization means that Community Health Centers has passed a series of rigorous and nationally recognized standards for the provision of quality health care. Accreditation underscores our ongoing commitment to providing the highest possible level of quality care to the communities we serve.

Electronic Health Records

In 2009, Community Health Centers completed the process of enhancing its technology infrastructure by successfully implementing an Electronic Health Record System (EHRS) at all medical locations. In 2010 CHC implemented the Electronic Health Record System at all dental locations and became the first practice in the nation with an integrated medical, dental and pharmaceutical Electronic Health Record System. The EHRS has enhanced the quality of care provided by permitting information exchange among providers, computerized order entry for prescriptions, labs, and procedures, enhanced legibility of clinical documentation and preventive health patient tracking and notifications.

Pediatrics

Community Health Centers child immunization rates continue to exceed the national average of 80%. Many of CHC's facilities have received the Gold Certificate of Superior Achievement Award from the Florida Department of Health, Bureau of Immunizations, for providing immunization coverage to 98% of their pediatric patients. Additionally, 96% of children ages three and under received testing for elevated blood lead levels.

Chronic Disease Management

Community Health Centers established a patient advocate program to provide care coordination, management and counseling for patients with chronic conditions or other complex health issues.

Additionally, 73% of patients with a diagnosis of diabetes are controlled, with A1C levels less than 9% and nearly 60% of patients with a diagnosis of hypertension have blood pressures less than 140/90, which reduces the probability of the development of secondary complications in the patient population.

CHC Customer Service Standards

n ce!

Employee and Patient Satisfaction

CHC embarked upon a continuous journey towards a commitment to service excellence with the goal to increase the satisfaction of our patients and employees. All staff at CHC were provided the opportunity to provide feedback via an employee engagement survey which resulted in the revamping of processes to improve the overall satisfaction for our staff. A Customer Service Committee was developed with staff from multiple disciplines to identify the customer service needs of the organization and to develop processes and procedures for improving overall customer service. Additionally, every staff member in the organization received a 4 hour training in Customer Service.

In the summer of 2010, CHC had an event to highlight its customer service initiative to its patients, Board members and visitors. Each staff member signed a pledge committing to customer service, posters were hung at each site communicating the standards of customer service conduct within the organization along with customer service communication boards and score thermometers.

Greeting, Welcome and Appreciation

- Smile & Greet Everyone
- Be Pleasant on Telephone Calls
- Acknowledge Each Patient Immediately Upon Their Arrival at Facility
- Identify Self to Others
- Express Compassion
- Say "Thank You" to Our Patients for Choosing Our Organization
- Provide Positive Reinforcement to Patients & Staff

Communication and Responsiveness

- Keep Patients Informed/Length of Wait
- Apologize for Inconvenience
- Ask if there is "Anything Else You Can Do" – Go the Extra Mile
- Walk Patients from Station to Station to Complete Contact
- Provide Resolution/Follow Through

Courtesy and Respect

- Show Respect for Others' Privacy
- Maintain Professional Conduct (Avoid Gossip and Disruptive Behavior)
- Treat Everyone Fairly and Equally

Sense of Ownership

- Offer Assistance even if it is not Your Primary Job or Offer to Direct Patient to Proper Person
- Accept Responsibility
- Accept Policies and Procedures as Your Own

*Applies both internally and externally
Adopted February 23, 2010*

Services

Adult

Family Practitioners and Internists within our centers provide the highest level of primary and preventive care and chronic disease management to our patients, including treatment for asthma, diabetes, hypertension, heart disease, and bronchitis and emphysema. *During 2010, we had 49,745 patient visits to our Family Practitioners and 21,739 Internists encounters.*

Pediatric

Pediatric services are provided at the Apopka, Eatonville, Leesburg, Pine Hills, South Lake, and Winter Garden Pediatric Care Centers. Full comprehensive care is provided, including vaccinations, physical exams, vision and hearing screenings, and treatment of childhood chronic illnesses, accidents and injuries. *There were 44,523 pediatric patient visits during 2010.*

Obstetrics & Gynecology

OB/Gyn services include prenatal and postpartum care, high risk care, deliveries, gynecological care and surgery, patient education, family planning counseling and case management services at our Apopka, Leesburg, Pine Hills and Winter Garden Care Centers. *We had 13,394 OB/Gyn visits during 2010, with 1,861 prenatal patients and 956 babies born.*

Dental

Our six dental sites are located in the Apopka, Eatonville, Lake Ellenor, Pine Hills, South Lake, and Winter Garden Care Centers. Services include comprehensive adult and pediatric dentistry, preventive oral health education, emergency services for pain and infection, basic restorative procedures, endodontics, extractions, fillings, crowns, fixed and removable prosthodontics, periodontal services, and X-rays. *9,509 patients received dental care in 2010.*

Pharmacy

Pharmacy services are available to our patients within our Apopka, Pine Hills, South Lake and Winter Garden Centers. We participate in Pfizer's Sharing the Care Program and other Patient Assistance Programs (PAP) which enable us to provide prescription drugs at a nominal fee to our patients. We dispensed 16,101 PAP prescriptions in 2010, with a 340B cost basis of \$924,373 and dispensed at no charge 9,452 prescriptions under a Title X Family Planning Services Program. *111,776 prescriptions were filled in 2010.*





168,120

total encounters

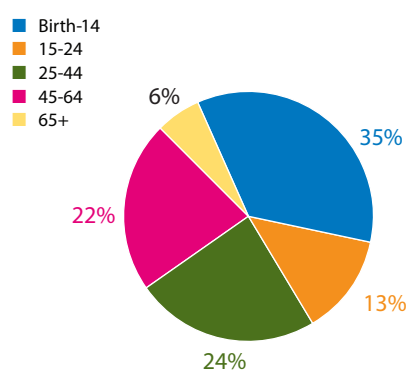


community health centers

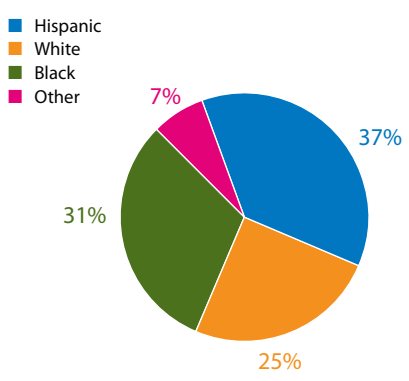
patient demographics

During 2010, Community Health Centers, Inc. provided 168,120 total encounters, with 140,235 medical and 25,486 dental visits to 50,726 patients.

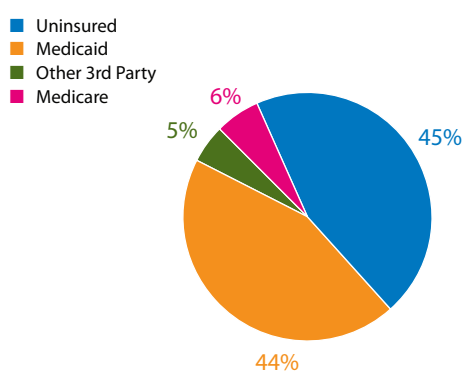
age



ethnicity



insurance status



2010 Donations

Diamond Sponsors (\$1,000,000+)

- U.S. Dept of Health and Human Services, HRSA – Primary Grant
- U.S. Dept of Health and Human Services, HRSA – ARRA – Capital Improvement Program Grant
- Orange County - Health Services Department
- U.S. Dept of Agriculture, Rural Development Community Facilities Guaranteed and Direct Loan

Emerald Sponsors (\$100,000 to \$999,999)

- Federal Department of Health & Human Services – Title X Family Planning Program
- Florida Department of Health – Expanded Access to Primary Care Grant
- U.S. Dept of Health and Human Services, HRSA – ARRA – Increased Demand for Services Grant
- State of Florida – Agency for Health Care Administration – Enhanced Primary Care Grant

Platinum Sponsors (\$25,000 to \$99,999)

- Orange County - Citizens' Commission for Children
- Orange County Healthy Start Coalition, Inc.
- Robert Boissoneault Oncology Institute – James Alcock *
- Workforce Central Florida

Gold Sponsors (\$5,000 to \$24,999)

- David Mackey
- Lovenia Brokenborough Orr
- Maternal Fetal Center – Armando Fuentes, MD *
- United Way of Lake & Sumter Counties, Inc.

Silver Sponsors (\$1,000 to \$4,999)

- Marie-José Francoise
- Orange County – Head Start (Dental)

Bronze Sponsors (\$100 to \$999)

- Pete Clarke
- Heller Bros. Packing Corporation – Harvey Heller
- Tom Hirsch
- Irma Keys
- Richard Leach
- Beverly & Glenn Paulk
- Joey Pittman
- Maria Rodriguez-Scott
- Charles Snell
- Gregg Stewart, DMD
- Chris Tocco
- Wong Family Dental Center, PA

Friends (Up to \$99)

- Jessica DeGeoso
- Mercedes Fonseca
- Marc Grossman
- Lauren Josephs, PhD
- Jim Norman
- Ray Schleickhorn *

Special Thanks

A special thanks to everyone who sponsored & donated to our 8th Annual Golf Tournament fundraiser held at Dubsdread Golf Course on May 5, 2010

Platinum Sponsors (\$5,000)

- Prestige Health Choice
- Sullivan

Major Sponsor (\$3,000)

- Rieker Duley Construction Company

Premier Sponsors (\$1,250)

- Brighthouse
- Florida Hospital
- McKesson Medical-Surgical
- Quest Diagnostics, Inc.

Hole-In-One Sponsor (\$1,250)

- BankFirst

Corporate Sponsors (\$625)

- Apple Air Conditioning & Heating, Inc.
- AvMed Health Plans
- Bouchard Insurance

Corporate Sponsors (\$625)

- CIGNA Healthcare
- Coca Cola *
- Cuhaci & Peterson Architects
- Florida Association of Community Health Centers
- Health Central
- Healthcare Support Staffing
- Laboratory Corporation of America
- Lakeside Alternatives
- McKesson Pharmaceutical
- MFS Primerica

Beverage Cart Sponsors (\$300)

- Gettysburg Commercial Corporation
- Mary Wallace
- IRM Insurance & Risk Management Group

* In Kind Donation



Hole Sponsors (\$250)

- Allen, Norton, & Blue, P.A.
- Carol King Landscape Maintenance, Inc.
- Community Health Centers, Inc. – Board of Directors
- Copytronics Information System
- Dee Bradshaw
- Intercommunity Cancer Institute
- Optical Eyeland
- Paul & Fran Kujda
- South Lake Hospital
- Tanya Stewart
- Trophies Unlimited *

Contest Hole Sponsors (\$200)

- Closest To The Pin
- Holland & Reilly

STATEMENT OF FINANCIAL POSITION

January 31, 2011

ASSETS		
Current assets:		
Cash and cash equivalents		\$6,044,450
Patient receivables, net		1,803,469
Grants and contracts receivable		718,464
Inventories		64,826
Prepaid expenses		50,482
Total current assets		<u>8,681,691</u>
Property and equipment, net of accumulated depreciation and amortization		9,371,992
Other assets:		
Deposits		1,390
Investment in HMO		154,122
		<u>155,512</u>
		<u>\$18,209,195</u>
LIABILITIES AND NET ASSETS		
Current liabilities:		
Accounts payable		301,193
Current portion of long term debt		164,682
Current portion of obligation under capital lease		128,265
Accrued payroll and taxes		1,666,242
Accrued expenses - other		313,093
Pension plan payable		459,387
Deferred revenue		8,000
Total current liabilities		<u>3,040,862</u>
Long-term debt, net of current portion		1,490,171
Obligations under capital lease, net of current portion		467,449
Net assets:		
Unrestricted:		
Designated for board discretionary funds	\$ 11,394	
Designated for capital improvements	615,993	
Undesignated	<u>12,374,361</u>	
	13,001,748	
Temporarily restricted	<u>208,965</u>	
Total net assets		<u>13,210,713</u>
		<u>\$18,209,195</u>

STATEMENT OF ACTIVITIES

For the Year Ended January 31, 2011

	Unrestricted	Temporarily Restricted	Total
Support:			
Federal grants	\$8,311,201	\$ —	\$8,311,201
Other grants and contributions	4,009,570	494,426	4,503,996
Net assets released from restrictions:			
Restrictions satisfied by time passage	589,387	(589,387)	—
Total support	<u>12,910,158</u>	<u>(94,961)</u>	<u>12,815,197</u>
Revenue:			
Patient service fees, net of provision for contractual adjustments of \$10,250,140	17,229,541	—	17,229,541
Investment income	38,630	—	38,630
Special event, net	24,782	—	24,782
Miscellaneous income	29,877	—	29,877
Total revenue	<u>17,322,830</u>	<u>—</u>	<u>17,322,830</u>
Total public support and revenue	<u>30,232,988</u>	<u>(94,961)</u>	<u>30,138,027</u>
Expenses:			
Medical	16,429,437	—	16,429,437
Dental	3,497,751	—	3,497,751
Pharmacy	2,497,768	—	2,497,768
Administration	4,189,781	—	4,189,781
Fundraising	314,895	—	314,895
Total expenses	<u>26,929,632</u>	<u>—</u>	<u>26,929,632</u>
Increase (decrease) in net assets	3,303,356	(94,961)	3,208,395
Net assets, beginning of year	<u>9,698,392</u>	<u>303,926</u>	<u>10,002,318</u>
Net assets, end of year	<u>\$13,001,748</u>	<u>\$208,965</u>	<u>\$13,210,713</u>

Providers Listed by Location

Apopka–Family & OB Care

Charles Bloom, MD - OB/GYN

Lawrence Decker, DO - OB/GYN

Crisanto Delgado, MD -
Internal Medicine

Dion Farrell, MD - Family Practice

Paul Jueng, MD - Family Practice

Ying Lei, MD - OB/GYN

Jennifer Myers-Martin, ARNP -
Women's Health

Felix Oyola, MD - OB/GYN

Apopka–Pediatric Care

Zureima Cartagena, MD - Pediatrics

Olivia Chaney, MD - Pediatrics

Cathy Franco, MD - Pediatrics

Apopka–Dental Care

Jose Gonzalez, DDS - Dentist

Theresa Palomeque, DDS - Dentist

Eatonville–Family Care

Sandra Laurencin, MD, MPH -
Family Practice

Amelia Smith-Dixon, MD -
Family Practice

Eatonville–Dental Care

Catalin Teodoru, DMD - Dentist

Lake Ellenor–Pediatric Dental Care

Lisa Browning, DDS - Dentist



Leesburg–Family, Pediatric & Women's Care

Arthur Dalley, MD - Internal Medicine

William Franks, MD - Pediatrics

Beatriz Sotelo, MD - Pediatrics

Phuong-Thi Tran, DO -
Family Medicine

Rachel Simmons, ARNP -
Women's Health

Pine Hills–Family, Pediatric & OB Care

Debra Andree, MD - Pediatrics

Tanica Grace, ARNP - Women's Health

Nickey Malcolm-Salmon, MD - Pediatrics

Juan Ravelo, MD - OB/GYN

Billy Thompson, MD - Family Practice

Anabella Torres, MD - Pediatrics

Pine Hills–Pediatric Dental Care

Pascale Chery, DMD - Dentist

South Lake–Family Care

Barbara Entsuh, MD - Family Practice

Shea Humphrey, DO - Family Medicine

South Lake–Dental Care

Gary Lease, DMD - Dentist

Winter Garden–Family Care

J. Michael Ham-Ying, MD -
Chief Medical Officer - Family Practice

Jonathan Ware, MD -
Associate Medical Director - Family Practice

Salma Hitawala, MD - Internal Medicine

Cesar Quililan, MD - Internal Medicine

Herminio Orizondo, MD - General Practice

Winter Garden–Pediatric Care

Santiago Jimenez, MD - Pediatrics

Janinna Torres, MD - Pediatrics

Winter Garden–Dental Care

Gregg Stewart, DMD -
Dental Director - Dentist

Gerald Bennett, DDS - Dentist

Zellwood–Family Care

Shashi Yoganand, MD - Family Practice



CHC Board of Directors



Beverly Paulk
Chairperson



Ray Schleichkorn
1st Vice Chairperson



Mercedes Fonseca
2nd Vice Chairperson



Maria Rodriguez-Scott
Treasurer



Pascale Vincent
Secretary



Jim Norman
Parliamentarian



Marc Grossman
Past Chairperson



Lauren Josephs, PhD
Director



Irma Keys
Director



Luckner Millien
Director



Richard Reyes
Director



Aracely Robledo
Director



Matthew Siebel, MD
Director



Anthony Wong, DDS
Director

Executive

Management



Tanya Stewart
Interim Chief Executive Officer/
Chief Financial Officer



J. Michael Ham-Ying, MD
Chief Medical Officer



Jeffery Bowman
Chief Operations Officer



Paul Kujda, RPh
Pharmacy Director



Gregg Stewart, DMD
Dental Director



Mary Wallace
Director of Human Resources
& Health Care Risk Management



Linda Williams
Director of Development
& Marketing



Peter Clarke
Director of Government
& Community Relations



Dee Bradshaw
Director of Corporate
Services

Locations

Call 407-905-8827 or 1-877-552-4235
for an appointment.



Apopka-Family & OB Care
225 E. Seventh Street
Apopka, FL 32703



Apopka-Pediatric Care
618 Forest Avenue
Apopka, FL 32703



Lake Ellenor-Pediatric Dental Care
6101 Lake Ellenor Dr., Suite 106
Orlando, FL 32809



South Lake-Family, Pediatric & Dental Care
1296 W. Broad Street
Groveland, FL 34736



Winter Garden-Family, Pediatric & Dental Care
1210 E. Plant Street
Winter Garden, FL 34787



Apopka-Dental Care
210 E. Seventh Street
Apopka, FL 32703



Eatonville-Family & Dental Care
434 W. Kennedy Blvd, Suite D & E
Orlando, FL 32810



Leesburg-Family, Pediatric & Women's Care
225 N. First Street
Leesburg, FL 34748



Pine Hills-Family, Pediatric, OB
& Pediatric Dental Care
1800 Mercy Drive, 2nd Floor
Orlando, FL 32808



Zellwood-Family Care
3688 Day Care Center Road
Zellwood, FL 32798



Administrative Office
110 S. Woodland Street
Winter Garden, FL 34787



www.chcfl.org



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

