

# **RAN**CARE

OF FLORIDA, INC.



# ANNUAL REPORT

2  
0  
1  
9

DEDICATION. HARD WORK. GROWTH.

# A NOTE FROM THE PRESIDENT/CEO

---



Dear Team,

As 2019 draws to a close, it is important to take time out of our busy schedules to pause and say thank you and express how much I appreciate each and every one of you. It is in this spirit that I extend a personal thank you to our hard-working employees that are the very heart and soul of PanCare. I am immensely

proud of the work that our employees and partners are doing to make PanCare a force for good in our communities.

We have continued to expand and grow at a phenomenal rate adding new clinical sites, pharmacies, programs, and personnel to the PanCare organization. As we approach the new year, we reflect on the year's accomplishments, both personal and professional, and celebrate our achievements.

Please join me in celebrating our 2019 successes as we continue to expand healthcare access for all in our ten-county service area. Among our key activities and achievements in 2019, PanCare has accomplished the following:

- Grown to exceed 233 employees providing primary care, behavioral health, and dental services in a network consisting of ten medical and seven dental brick-and-mortar clinics.
- Provided over 114,000 healthcare encounters consisting of primary medical care, behavioral health, and dental services to over 42,000 unique individual patients.
- We have seen a growth of 35% from 2018 in unique individual patients.
- All PanCare clinics have reopened since being damaged by Hurricane Michael.

- We have grown our school-based TeleHealth program to provide 33 schools within eight counties in Northwest Florida with state-of-the-art TeleHealth medical and behavioral health services.
- Our mobile fleet has expanded to include five mobile medical clinics, four mobile dental clinics, and a mobile optical clinic.
- Received over 1 million dollars in private grant funding to help support new and existing programs.
- Opened PanCare's first pharmacy located in Panama City.
- Received grant funding to open a clinic in Malone in 2020, providing medical, dental, behavioral health and pharmacy services.
- Purchased new clinic locations in Port St Joe and Wewahitchka.
- Purchased and cleared the site for our master campus in Panama City.

PanCare's board and I remain deeply committed to supporting and benefitting our communities by providing high-quality healthcare services to our patients through research, education, outreach, and strategic investment. We are grateful for continued support in helping PanCare achieve its goals and look forward to new opportunities in the New Year.

On behalf of the PanCare board and staff, I wish you happiness and good health in 2020.

Sincerely,

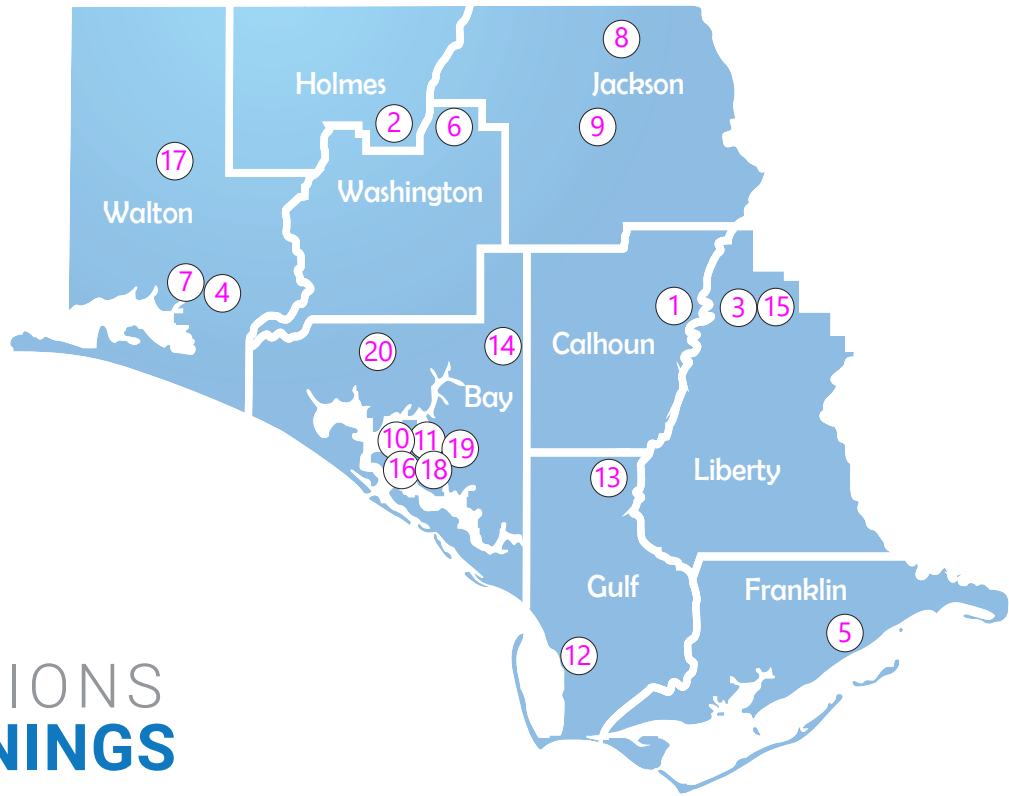
A handwritten signature in black ink, appearing to read "R. Hill". The signature is stylized and fluid.

R. Michael Hill,  
President & CEO



# TABLE OF CONTENTS

<p><b>2 A NOTE FROM THE PRESIDENT/CEO</b></p> <p><b>4 LOCATIONS &amp; FUTURE OPENINGS</b></p> <p><b>5 IN LOVING MEMORY BOARD OF DIRECTORS</b></p> <p><b>6 ABOUT US &amp; OUR MISSION</b></p> <p><b>7 OUTSTANDING LEADERSHIP AWARD FIRST FRIDAY PRESENTATION</b></p> <p><b>2019 STATISTICS</b></p> <p><b>8 2019 Patient Encounters &amp; Profiles</b></p> <p><b>9 Patients Encounters at a Glance</b></p>	<p><b>GRANT IMPACT</b></p> <p><b>10 Direct Relief International</b></p> <p><b>10 Delta Dental</b></p> <p><b>10 Bay Health Foundation</b></p> <p><b>11 HRSA IBHS</b></p> <p><b>11 Patterson Foundation</b></p> <p><b>11 HHS Quality Grant</b></p> <p><b>11 CaptureRx</b></p> <p><b>12 MOBILE PROGRAM</b></p> <p><b>SCHOOL-BASED HEALTH PROGRAM</b></p> <p><b>14 School-Based Health</b></p> <p><b>15 TeleHealth</b></p> <p><b>16 IN-HOUSE PHARMACY</b></p>	<p><b>17 MALONE OPENING</b></p> <p><b>COMMUNITY EVENTS</b></p> <p><b>18 Summer Programs</b></p> <p><b>18 World Aids Day Event</b></p> <p><b>19 VETERAN EVENTS</b></p> <p><b>19 SBHA SBIRT PROGRAM</b></p> <p><b>20 BAYCARES</b></p> <p><b>21 HURRICANE MICHAEL RECOVERY PLANNING FOR THE FUTURE</b></p> <p><b>22 PANCARE REGIONAL HEALTHCARE CENTER</b></p>
--	---	---



# LOCATIONS & OPENINGS

## **CURRENT LOCATIONS**

- BLOUNTSTOWN (CALHOUN COUNTY)**  
1 (Medical & Behavioral Health)  
16875 North Cayson Street | (850) 674-2244
- BONIFAY (HOLMES COUNTY)**  
2 (Medical & Behavioral Health)  
495 St. Johns Road | (850) 547-5547
- BRISTOL (LIBERTY COUNTY)**  
3 (Medical & Behavioral Health)  
11033 NW State Road 20 | (850) 643-1155
- BRUCE (WALTON COUNTY)**  
4 Muscogee Creek Tribal Health Center  
(Medical & Behavioral Health)  
278 A Church Road | (850) 835-1015
- CARRABELLE (FRANKLIN COUNTY)**  
5 (Dental)  
106 NE 5th Street | (850) 697-5000
- CHIPLEY (WASHINGTON COUNTY)**  
6 (Medical & Behavioral Health)  
1414 Main Street, Suite 4 | (850) 676-4926
- FREERPORT (WALTON COUNTY)**  
7 (Medical, Dental & Behavioral Health)  
479 East Highway 20 | (850) 880-6568
- MALONE (JACKSON COUNTY)**  
8 (Medical, Dental, Behavioral Health & Pharmacy)  
5336 10th Street | (850) 569-2053
- MARIANNA (JACKSON COUNTY)**  
9 PanCare Health (Medical, Dental & Behavioral Health)  
4126 Independent Drive | (850) 394-4907

## **PANAMA CITY (BAY COUNTY)**

- 10 (Dental)  
403 East 11th Street | (850) 767-3350
- 11 (Medical, Behavioral Health & Pharmacy)  
2309 East 15th Street | (850) 747-5272

## **PORT ST. JOE (GULF COUNTY)**

- 12 (Medical, Dental & Behavioral Health)  
2475 Garrison Avenue | (850) 229-1043

## **WEWAHITCHKA (GULF COUNTY)**

- 13 (Dental)  
807 West Highway 22 | (850) 639-2028

## **YOUNGSTOWN (BAY COUNTY)**

- 14 (Medical, Dental & Behavioral Health)  
12427 Highway 231 | (850) 753-3246

## **FUTURE OPENINGS**

- BRISTOL (LIBERTY COUNTY)**  
15 Medical, Dental, Behavioral Health & Pharmacy
- CORPORATE OFFICE (BAY COUNTY)**  
16 Administrative Services
- DEFUNIAK SPRINGS (WALTON COUNTY)**  
17 Medical, Dental, Behavioral Health & Pharmacy
- REGIONAL HEALTHCARE CENTER (BAY COUNTY)**  
18 Regional Multi-Specialty Medical Center
- PHARMACY (BAY COUNTY)**  
19 PanCareRx Panama City
- SAND HILLS (BAY COUNTY)**  
20 Medical, Dental, Behavioral Health & Pharmacy

# IN LOVING MEMORY

PanCare has lost a true leader, a guiding light, and staunch supporter with the passing of Ruth Prehn. Ruth will forever be remembered by her PanCare family and I (Mike Hill) will personally miss my friend, and our many travels together and discussions of fast cars and politics. PanCare has lost a true and loyal friend. Ruth's greatest personal satisfaction came from public service and the ability to help others. She had a selfless desire to help those that were less fortunate and in need of assistance and healthcare. After retiring from a career in business, Ruth relocated from Ohio to Lynn Haven. Ruth immersed herself in her community, became active in the seniors' program, her church, and volunteering for St. Andrew Bay Center, a respite program for people with special needs, and PanCare. Ruth loved dogs and was a breeder of American Staffordshire and Welsh Terriers. For many years she served as a show judge for the American Kennel Club, in this capacity her judging carried her to many American cities, Europe, Russia, and Australia. Ruth retired from active judging at the age of 81 but continued to serve her community with insurmountable passion and dedication to her work. She was a dedicated and active member of the Board of Directors of PanCare for 14 years and served as its second chairperson for 12 years. During this time, she mentored staff, was active in developing the organization's strategic plan and oversaw the organization's growth from a small two room clinic to its current 18 primary care and dental clinics. Ruth provided guidance in the area of service expansion, supporting the addition of mobile healthcare and dental program, TeleHealth and optometry to PanCare's scope of services and land acquisition for future development.

MRS. RUTH PREHN



## BOARD OF DIRECTORS



### **PRESIDENT/CEO**

R. Michael Hill

### **OFFICERS**

#### **CHAIR**

Ron Hardy

#### **VICE CHAIR**

Willie Ramsey

#### **SECRETARY/ TREASURER**

Hiep H. Le

### **DIRECTORS**

Dottie Avery  
Mary Brewington  
Judy Bryte  
Kay Daniel  
Rev. Jonas Douglas  
Lucia Esquivel  
Roger King  
Ward McDaniel  
Leon Miller  
Ruth Prehn  
Maria Pouncey  
Dave Rutenberg  
Freida Thibodeau

# ABOUT US & MISSION

---



## ABOUT US

PanCare of Florida, Inc. (a.k.a. PanCare Health or PanCare) is a 501(c)(3) nonprofit organization based in Panama City, Florida. PanCare is committed to providing affordable primary and specialty medical, dental, behavioral health, and pharmacy services to rural communities throughout Northwest Florida. We operate Federally Qualified Health Centers (FQHCs) in Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Liberty, Walton, and Washington counties primarily to serve people on Medicaid, Medicare, and those who are uninsured. Our clinics are located in Blountstown, Bonifay, Bristol, Bruce, Carrabelle, Chipley, Freeport, Malone, Marianna, Panama City, Port St. Joe, Wewahitchka and Youngstown. PanCare also

operates mobile units since many families and assisted living/nursing home residents are unable to travel to our facilities for needed care. In keeping with our commitment to providing services to those in need, we never charge travel or setup fees to any host organization or patient served.

## OUR MISSION

PanCare is committed to providing a comprehensive system of quality healthcare services which is easily accessed by all persons and families within our service areas through an efficient, community-based network of caring professionals who ensure the dignity and respect of each individual they serve.

# OUTSTANDING LEADERSHIP AWARD

---

We are honored to announce our President and CEO, Mike Hill, received the Wendell N. Rollason Outstanding Leadership Award from the Florida Association of Community Health Centers. This award is presented to the individual who has contributed most towards the conscience, goals, missions, or recognition of the Florida Association of Community Health Centers, Inc. and its members. Florida's network of Community Health Centers is comprised of 49 organizations across 530+ locations. The award was voted upon by FACHC and other FQHC's. Of all the great CHC leaders throughout the state of Florida, Mike was most deserving of this award which is voted upon by FACHC and other FQHCS around the state, we could not agree more. Mike Hill is the definition of a humanitarian as he continues to have a boundless vision for meeting the healthcare needs of the Panhandle of Florida. On October 10, 2018, Category 5-Hurricane Michael wreaked havoc

on PanCare facilities and operations; however, in just days following the storm, Mike had reopened locations and mobilized medical and dental units into areas of mass destruction to provide much-needed healthcare at no cost to the public. PanCare lost two facilities, but with the help of several organizations, Mike was able to arrange temporary tents to be set up in these locations to continue to provide much-needed healthcare to the community. Mike rallied around his staff and community with much-needed resources, including housing to several employees left homeless from Hurricane Michael.



## FIRST FRIDAY PRESENTATION

---

The Bay County Chamber of Commerce hosts a First Friday networking event each month at the FSU Holley Center. At the June 2019 event, PanCare presented alongside the University of West Florida's HAAS Center to discuss PanCare's economic impact report. The HAAS Center at UWF conducted an analysis and reported on their findings; this demonstrated how our efforts are having a direct effect on the local economy. For every dollar PanCare spends, an average of \$2.60 is pumped back into our local economy. Not only that, but a single year of our operations indirectly supports 135 additional jobs, most of which are in healthcare.



# 2019 PATIENT ENCOUNTERS & PROFILES

## PATIENTS BY RACE & ETHNICITY

DEMOGRAPHIC CHARACTERISTICS				
RACE	HISPANIC / LATINO	NON-HISPANIC / LATINO	UNREPORTED / REFUSED TO REPORT	TOTAL
Asian	19	474	0	493
Native Hawaiian	4	26	0	30
Other Pacific Islander	29	77	0	106
Black/African American	110	6,664	0	6,774
American Indian/Alaska Native	19	281	0	300
White	1,805	29,136	0	30,941
More Than One Race	133	451	0	584
Unreported / Refused to Report Race	2,104	783	330	3,217
<b>TOTAL PATIENTS BY RACE</b>	<b>4,223</b>	<b>37,892</b>	<b>330</b>	<b>42,445</b>

## PATIENTS BY INCOME AS PERCENT OF POVERTY LEVEL

% OF POVERTY LEVEL	TOTAL
100% and Below	25,416
101 - 150 %	4,083
151 - 200 %	1,876
Over 200 %	3,212
Unknown	7,858
<b>TOTAL PATIENTS BY POVERTY LEVEL</b>	<b>42,445</b>

## PATIENTS BY PRINCIPLE THIRD PARTY PAYER SOURCE & AGE RANGE

THIRD PARTY PAYER SOURCE	AGE RANGE IN YEARS		TOTAL
	0-17	18+	
<b>TOTAL NONE / UNINSURED</b>	<b>8,703</b>	<b>9,226</b>	<b>17,929</b>
Regular Medicaid (Title XIX)	8,908	6,592	15,500
Non-CHIP Medicaid	5	237	242
<b>TOTAL MEDICAID</b>	<b>8,913</b>	<b>6,829</b>	<b>15,742</b>
Medicare (Title XVIII)	0	1,834	1,834
<b>TOTAL PRIVATE INSURANCE</b>	<b>1,454</b>	<b>5,486</b>	<b>6,940</b>
<b>TOTAL</b>	<b>19,070</b>	<b>23,375</b>	<b>42,445</b>



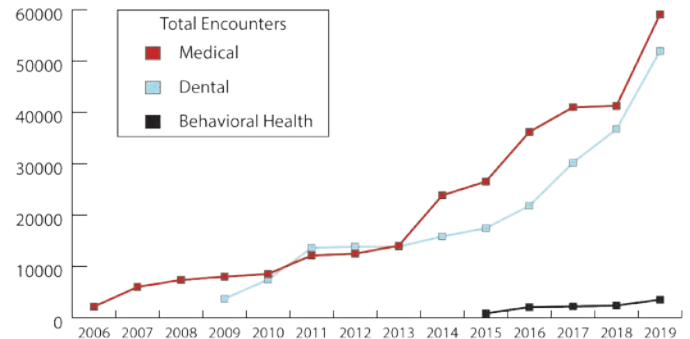
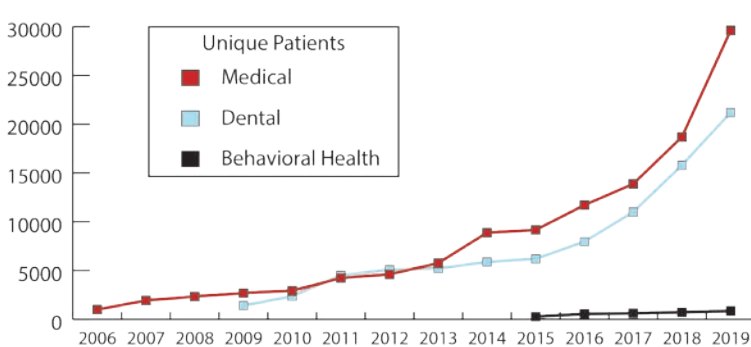
# PATIENT ENCOUNTERS AT A GLANCE

MEDICAL	59,102
DENTAL	51,978
BEHAVIORAL HEALTH	3,520
TOTAL ENCOUNTERS	114,600

# 2019 FINANCIAL HIGHLIGHTS

HEALTH & HUMAN SERVICES GRANT (Medical, Dental & Behavioral Health)	\$ 9,335,759
GIFTS / IN-KIND GOODS (Direct Relief Supplies)	\$ 951,127
ALLOWANCES / DISCOUNTS TO PATIENTS	\$ 14,167,413

# GROWTH CHART



# GRANT IMPACT

## TOTAL AT A GLANCE

Bay Health Foundation	<b>\$13,000</b>
CaptureRx	<b>\$24,931</b>
Delta Dental	<b>\$25,000</b>
Direct Relief International	<b>\$440,879</b>
HHS Quality Grant	<b>\$144,766</b>
HRSA	<b>\$110,000</b>
HRSA IBHS	<b>\$167,000</b>
Patterson Foundation	<b>\$35,000</b>
USDA DLT	<b>\$500,000</b>



PanCare was awarded a Recovery and Resiliency Community Health grant of \$440,879. This funding allowed us to support two separate projects. In October 2018, PanCare’s facilities in Panama City and Marianna were severely damaged by Hurricane Michael. Both facilities were unable to be operated out of, therefore temporary clinics were established to continue to provide services. Many of the expenses associated with establishing and maintaining these temporary clinics were not covered by insurance, DirectRelief provided us with the financial means to make up for those expenses. The second project allowed us to purchase a mobile dental unit semi-trailer and tractor as well as a panoramic x-ray unit and dental operations supplies.



A \$25,000 Access to Care grant was awarded to PanCare to help patients receive dental treatment they need but are unable to afford. Without the assistance of this grant, it is likely that many of these patients would have gone without treatment.



The Bay Health Foundation awarded PanCare \$13,000 to provide medical and dental services to the homeless population at the Community Recovery Center events.



PanCare received \$167,000 from HRSA to expand our Integrated Behavioral Health Services. The funding will allow for the hiring of an additional 1.5 full time Licensed Clinical Social Worker. Additionally, nine laptops and software licenses will be purchased for the LCSW's to conduct telehealth visits as needed for our patients. During 2019 behavioral health encounters increased by approximately 48% from 2018. This funding will enable us to see an additional 175 patients during 2020. The Behavioral Health staff will have a focus on identifying and treating patients with substance use disorders which have increased since Hurricane Michael.



The Patterson Foundation supports programs that expand access to restorative and emergency dental care for individuals in need. This grant funding of \$35,000 will be utilized directly to support our mobile clinic program for children. Often times, children without insurance do not receive the dental treatment they need, which can lead to further issues and pain. This funding will help provide restorative and emergency dental care for these children.



The U.S. Department of Health and Human Services (HHS) awarded PanCare of Florida \$144,766 in Quality Improvement grants funded by the Health Resources and Services Administration (HRSA) to improve the quality, efficiency, and value of health care provided. PanCare was awarded funding in the following areas: Advancing Health Information Technology (HIT) for Quality Awards, Clinical Quality Improvers, Access Enhancer Awards, Health Disparities Reducer Awards, and Patient-Centered Medical Home Recognition.



The Capture Cares Foundation awarded PanCare \$24,931 to provide dental treatment to children beyond the preventive care we already provide at no cost on school campuses. Children who are uninsured and in need of additional treatment, such as fillings and extractions, will now be able to receive necessary treatment at no cost thanks to this funding.



# MOBILE PROGRAM

---

PanCare operates Florida's largest mobile healthcare fleet comprised of five medical units, four dental units, one optometry unit, one semi-tractor, and five chase vehicles. Our mobile clinics have been restless throughout 2019, providing 28,408 healthcare encounters to patients throughout our region. Our mobile clinics provided health screenings, lead testing, school and sports physicals, primary healthcare services, as well as dental exams, cleanings, extractions, and sealants at numerous schools, community events,





## 2019 MOBILE UNIT STATISTICS

	PATIENTS	VISITS
<b>DENTAL</b>	<b>8,732</b>	<b>16,191</b>
<b>MEDICAL</b>	<b>10,656</b>	<b>12,217</b>
<b>TOTAL</b>	<b>19,388</b>	<b>28,408</b>

and assisted living facilities throughout the year. As our community continued to recover from Hurricane Michael, we spent several weeks over the summer partnering with the Community Recovery Center located at the Bay County Library providing medical and dental services at no cost to anyone in need. We also partnered with Bay District School's Summer Feeding Program, where we were able to provide medical and dental services to families at several schools throughout the summer at no cost. In 2019, PanCare's 10 mobile units participated in 683 community event days, we look forward to carrying this momentum in to 2020.



# SCHOOL-BASED HEALTH

---

PanCare has continued to provide high-quality healthcare for students on school campuses throughout the school year. This school health services program is designed to appraise, protect & promote the health of our students as well as provide preventive and emergency school-based health services in accordance with our local School Health Services Plan. PanCare currently employs health technicians in 29 Bay District Schools; we also provide health screenings to all grades, school and sports physicals, and dental services on campus. For the 2018-2019 school year, PanCare provided healthcare services for 90,929 student visits to the health rooms. The average student return to class rate was 88%. The PanCare School Health Program is committed to providing timely access to health care services to all students.



# TELEHEALTH PROGRAM

---



Throughout 2019, we continued to expand our TeleHealth program providing access to primary medical care, behavioral health, opioid counseling, and education for children and youth in rural underserved service areas. We currently operate 33 TeleHealth clinics on school campuses with plans to continue expanding. School TeleHealth sites are staffed with a licensed practical nurse who assists students during the TeleHealth encounter. This approach continues to increase access to needed services for rural students while leveraging PanCare's existing resources, including primary care providers, behavioral health counselors, a psychologist, and a psychiatric nurse practitioner. All services provided through this program are provided at no cost to the student's parents or the school.

We will continue to expand our TeleHealth program in 2020 thanks to the second-year funding we received from the USDA Distance Learning and Telemedicine grant. This \$500,000 funding will allow us to expand our network of TeleHealth clinics to add 20 in-school clinical sites. These sites will offer the same services as our 33 existing sites, all at no cost to the student's parents or the school.

# IN-HOUSE PHARMACY

---



PanCare’s in-house pharmacy is now open and providing comprehensive and fully integrated pharmaceutical care for PanCare patients. Because we are attached to a Federally Qualified Health Center and qualify to be a 340b pharmacy, we are now able to make previously high cost medications available to our patients at remarkably lower prices through income-based sliding scales. We can facilitate preferred formulary substitutions and are open for extended hours, to match our medical clinic operating hours. Additionally, we have real time communication with our medical providers, enabling us to overcome many barriers that would cause delays in our patients initiating or continuing their pharmacological care and treatments. Our pharmacy staff strive to create and maintain genuine relationships with our patients to enable them to lead healthier, happier lives.

We plan to expand and open a free-standing, full-service pharmacy adjacent to the 15th Street medical clinic providing services to both PanCare patients and the general public. As PanCare of Florida currently operates in ten counties in Northwest Florida, we are continually expanding the medical, dental, and behavioral services we offer, which now includes pharmacy services.



# MALONE OPENING

---



## **NEW CLINIC OPENS IN MALONE, FL**

In 2019, PanCare was awarded a New Access Point grant in the amount of \$650,000 from the Health Resources and Services Administration. This funding enabled PanCare to open a much-needed facility in the rural area of Malone, Florida. This new facility will provide medical, dental, and behavioral health services as well as an in-house pharmacy. By providing multiple healthcare services in one location, we strive to increase patient access to care and reduce barriers to receiving care. This endeavor will help improve the communication between the patient and healthcare providers which will lead to increased compliance and better healthcare outcomes. This clinic is geographically located near southern Georgia and Alabama, therefore providing patients in these rural areas with more convenient and affordable access to care.

# COMMUNITY EVENTS

## SUMMER PROGRAMS

The PanCare mobile medical and dental units were able to participate in two terrific partnerships over the Summer of 2019. Both our medical and dental units spent many weeks partnering with the Community Recovery Center, providing medical and dental services to those in our community still recovering from Hurricane Michael. We also partnered with Bay District Schools summer feeding program where we provided medical and dental services at several different feeding locations throughout the months of June and July.



“PanCare of Florida has been a great asset to our Community Recovery Center (CRC), located at the Bay County Library, 898 W 11th Street. PanCare has shared their mobile medical and mobile dental bus at the CRC on numerous occasions seeing hundreds of clients at no cost,” said Yvonne Petrasovits, the Director of Doorways of Northwest Florida (the lead agency over the Community Recovery Center).

## WORLD AIDS DAY EVENT

World Aids Day is a time for people worldwide to unite in the fight against HIV, to show support for people living with HIV, and to commemorate those who have died from an AIDS related illness. PanCare partnered with BASIC of Northwest Florida, Delta Sigma Theta Sorority, and the Department of Health-Bay County to host a two day event in which HIV testing, health screenings, dental screenings, hepatitis A vaccines, food, and giveaways were all provided to our community at no cost. This event was a great success, and we are very appreciative of all the hardwork our community partners put forth to make this event possible.



# STAND UP FOR VETERANS

---

PanCare's annual Stand Up For Veterans event was held on Friday, November 8th. All of our medical and dental clinics participated in this day long event to provide our veterans with healthcare services at no cost. Dental clinics provided veterans with an extraction, filling, or cleaning and our Medical clinics provided veterans with an ear and eye exam, glucose testing, as well as screenings for oxygen level, blood pressure, and hemoglobin.

We look forward to hosting this event every year to show veterans we appreciate them and are thankful for their service.



---

## SBHA SBIRT PROGRAM

---

PanCare was selected as one of nine organizations nationally to participate in a learning collaborative with the School-Based Health Alliance (SBHA). The focus of the project is to implement an SBIRT (Screen, Brief Intervention, and Referral to Treatment) Model. Our targeted population for this project is two schools in Bay District. This SBIRT Model is an empirically-based intervention strategy that has been most often utilized for identifying people with substance use issues. The PanCare team will work with the expert faculty from the SBHA during this school year.

The work consists of 6 ECHO sessions and a software

training component allowing staff to simulate using the SBIRT Model. Once training is complete, the staff will work to screen as many students at the two schools as possible utilizing the PHQ-9 (depression screening) and the CRAFFT (substance use screening). Those students with positive scores on either will be referred to Behavioral Health for treatment.

The unique aspect of this project that PanCare brings is the utilization of TeleHealth to implement SBIRT. We have been informed by the SBHA that no other organization is utilizing TeleHealth for this project.

# BAY CARES

---

Imagine being given a diagnosis of cancer, heart disease, or other life threatening disease. Then imagine that you have no insurance and no way to pay the high bills for the numerous doctor visits, diagnostic testing, surgery, and other treatments that you may need. You do not know how you will get the treatment you need. For many of us, the thought of high medical bills is stressful, but for others that cost may be insurmountable and they may have to make the hard decision of not receiving treatment at all. That's when BayCares steps in. Patients come to us through referrals from providers who have seen a patient that needs specialty care, but has no insurance and has no, or low income. Providers that partner with BayCares generously donate their time and expertise to provide treatment at no cost to the patient.

Ms. Allen was recently one of those patients and this is her story.

There's an old saying, well... "It can't get any worse," but I'm here to tell you that it can always get worse. My husband and I, like so many people in our community, were struggling to put our lives and our home back together in the aftermath of the monster Hurricane Michael. It all began around spring this year when I started to have some unusual symptoms. I wanted so badly for it to just go away. Well, it did for a short time, then it returned, went away again, and when it returned a third time, I knew there was a red flag. Of course, I didn't have insurance and many resources that we had prior to the hurricane were now gone. I was afraid and didn't know what to do. I am a Christian and a believer of the power of prayer. I sat down one sunny afternoon and asked God to show me the way to find help and answers. My prayers were answered, I was shown and lead from one door opening to another. After my exams and tests, I was told I had endometrial cancer. There are no words that can describe the shock, emotions, feelings and fear that completely overwhelm you with a cancer diagnosis. However, in the midst of all this, I was referred to BayCares. I walked into their door, and I am here to tell you, it was life changing for me. I was greeted by a very special lady, Tracy. She...right from the start...treated me with kindness, compassion and all the while with professional knowledge and guidance. She walked me through everything, doctors appointments, treatments, and always answered all my questions. She always made me feel completely taken care of. Every time I went to an appointment at BayCares, I felt better when I left than when I arrived.

I am happy and blessed to report that I am cancer free now six months later. God is good and if there were more people like Ms. Tracy and organizations like BayCares, the world would be a much better place.

S.K. Allen

BayCares provides services through referrals from other providers in the area. While Hurricane Michael did impact the number of providers available to provide services to BayCares patients, the program provided 546 services in the last fiscal year.



# HURRICANE MICHAEL RECOVERY

---



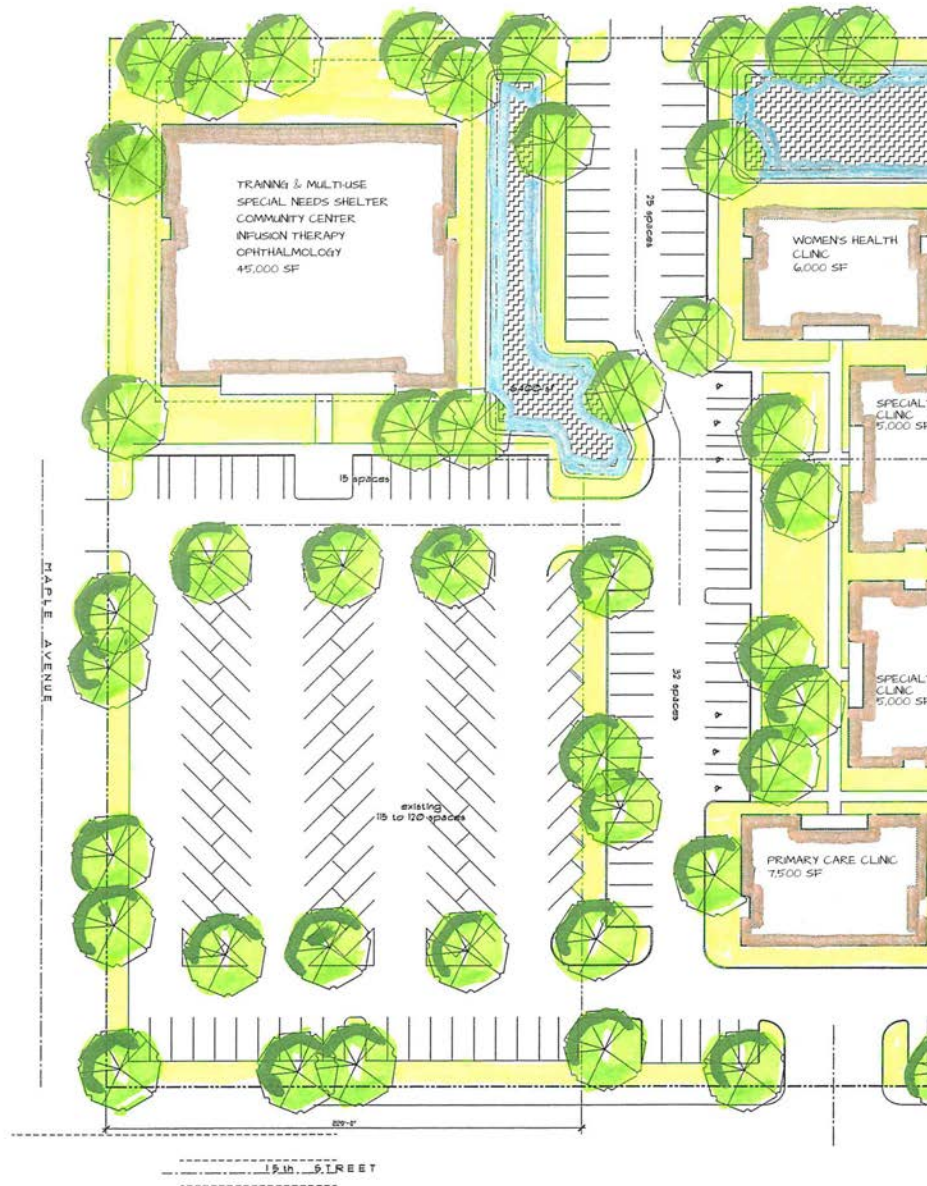
We are pleased to announce that all of our clinics are back to being fully operational post Hurricane Michael. Although we sustained damages over 3.5 million dollars, we were resilient and able to establish temporary clinics during reconstruction and have successfully moved back in to each of our facilities. As a result of Hurricane Michael, PanCare has begun an active program of hardening its facilities against natural disasters, working closely with its counties Emergency Management organizations, and conducting annual hurricane preparedness workshops and drills. Additionally, PanCare has shared its experiences pre-hurricane, during recovery, and its lessons learned with other FQHCs and organizations.

---

## PLANNING FOR THE FUTURE

---

In 2019, PanCare continued our aggressive investments allowing us to continue to expand and provide essential healthcare to Northwest Florida to meet the ever-growing needs of our communities. This included additional property acquisition as well as expansion in all healthcare services we provide. As the needs of our communities continue to grow, PanCare strives to proactively anticipate future growth, needs, and trends in innovative ways. People in our communities deserve to have convenient and affordable access to healthcare, whatever that takes, and PanCare remains fully committed to this endeavor.



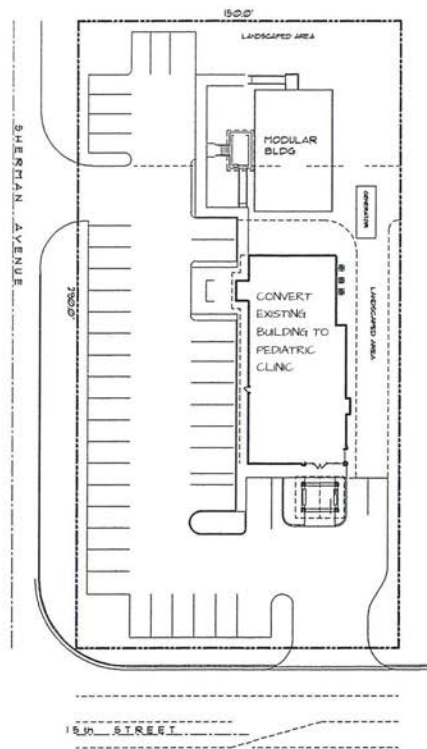
PanCare’s proposed Regional Healthcare Center located at 15th Street and Sherman Avenue in Panama City will provide specialty care in Women’s Health, Cardiology, Physical Therapy/Chiropractic, Gastroenterology, Primary Care, and Internal Medicine/Infectious Disease. Also located on campus is a joint-use facility used for training, special needs shelter, community events, Infusion Therapy, and Ophthalmology. Our existing clinic building adjacent to this six-acre site will be converted into a Pediatric clinic, and Pharmacy services will be relocated to a stand-alone building on the property.

Approximately 38% of our current patients require a referral to a specialist, with 42% of our patients

# REGIONAL RE CENTER



SITE PLAN



having Medicaid or Medicare, 42% uninsured, our patients are having difficulties following through with referrals, as some specialists in our region do not accept Medicaid or Medicare or limit the number of patients they see with this coverage and fees often aren't affordable for our uninsured patients. Our Regional Healthcare Center Specialty Clinics will accept patients with Medicaid, Medicare, and private insurance, as well as be the only specialty provider in our region that provides services on an affordable sliding fee scale for uninsured patients. We project that this Regional Healthcare Center will cost approximately 30 million dollars to complete, we are actively seeking grant funding and low-interest loans to make this Healthcare Center a reality, and with expeditious funding approval, we hope to have this campus completed in 5 years.



403 East 11th Street  
Panama City, Florida 32401  
(850) 747-5599  
PanCareFL.org

