



ANNUAL REPORT

2021

PAN CARE
OF FLORIDA, INC.

A NOTE
FROM THE
PRESIDENT/
CEO



HELLO THERE!

The annual report provides an excellent opportunity to reflect on the past year's successes while also looking forward to opportunities in the rapidly approaching New Year. Here at PanCare, we are celebrating our many achievements in 2021 and gearing up for a remarkable 2022. We are also taking the time to appreciate each of our employees who make our success possible.

I must first thank and express my appreciation for the remarkable group of people who come to work at PanCare and bring value to our patients. Our dedicated employees work each and every day to ensure our organization remains the best in our area. You are the only reason PanCare continues to be successful and flourish year after year, and for that, I say Thank You!

In 2021, we saw a continuation of our tremendous growth. At this time, we have provided 102,894 encounters to 44,725 patients. We have grown so much that we have now exceeded 320 employees. We have continued to provide essential healthcare services throughout the COVID-19 pandemic by performing over 85,339 tests and 15,929 vaccinations.

We are excited to announce that we have received funding for our Regional Healthcare Center in Panama City to begin construction on our 4,000 sq ft pharmacy and 7,500 sq ft primary care clinic. We will continue construction on our specialty healthcare service buildings over the next few years.

The care and compassion shown by our staff to each person that walks through our doors is noticed. We thank you for your outstanding work. We wish you a happy and prosperous year filled with success, joy, and good health.

A handwritten signature in black ink, appearing to read "R. Hill". The signature is stylized and fluid, with a long horizontal stroke extending to the right.

R. Michael Hill

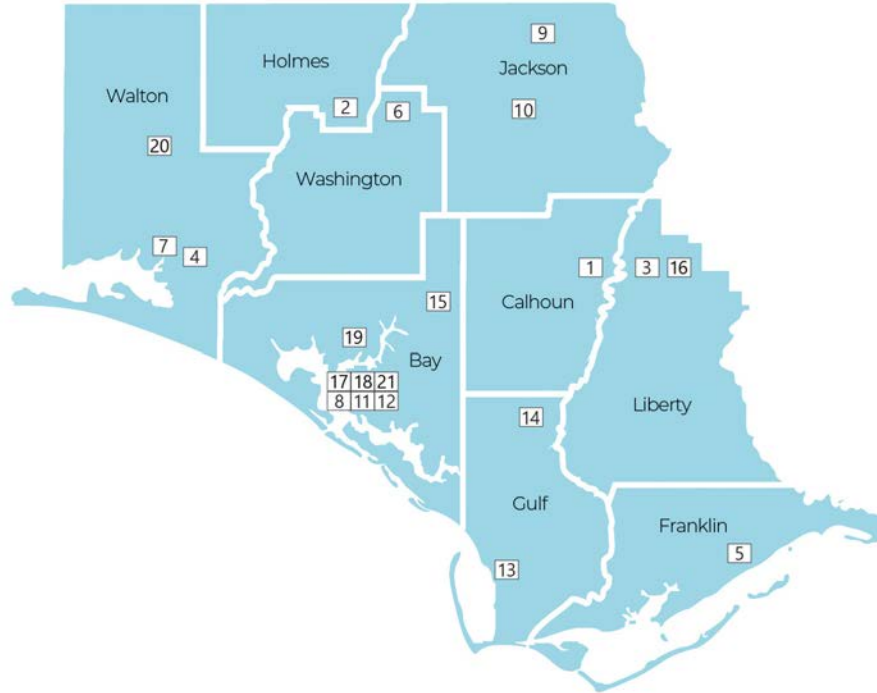


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CURRENT LOCATIONS



01 BLOUNTSTOWN

Medical & Behavioral Health
16875 N. Cayson Street
850.674.2244

02 BONIFAY

Medical & Behavioral Health
495 St. John Road
850.547.5547

03 BRISTOL

Medical & Behavioral Health
11033 NW State Road 20
850.643.1155

04 BRUCE

Medical & Behavioral Health
278-A Church Road
850.835.1015

05 CARRABELLE

Dental
106 NE 5th Street
850.697.5000

06 CHIPLEY

Medical & Behavioral Health
1414 Main Street, Suite 4
850.676.4926

07 FREEPORT

Medical, Dental & Behavioral Health
479 E. Highway 20
850.880.6568

08 GULF COAST STATE COLLEGE

Medical
5230 W. Highway 98
850.873.3535

09 MALONE

Medical, Dental, Pharmacy & Behavioral Health
5336 10th Street
850.569.2053

10 MARIANNA

Medical, Dental & Behavioral Health
4126 Independent Drive
850.394.4907

11 PANAMA CITY

Dental
403 E. 11th Street
850.767.3350

12 PANAMA CITY

Medical, Pharmacy & Behavioral Health
2309 E. 15th Street
850.747.5272

13 PORT ST. JOE

Medical, Dental & Behavioral Health
2475 Garrison Avenue
850.229.1043

14 WEWAHITCHKA

Dental
807 W. Highway 22
850.639.2028

15 YOUNGSTOWN

Medical, Dental & Behavioral Health
12427 Highway 231
850.753.3246

FUTURE LOCATIONS

16 BRISTOL

18 CORPORATE OFFICE

20 DEFUNIAK SPRINGS

17 REGIONAL HEALTHCARE CENTER

19 SAND HILLS

21 WELLNESS CENTER

/// OUR IMPACT ///

We have held a strong belief that all people have the right to receive high-quality healthcare from the beginning. From a single small medical clinic in 2003, PanCare has grown to provide healthcare services in 126 locations across Northwest Florida. Our goal is to remove barriers to care and provide exceptional, evidence-based treatment in a convenient place- in your neighborhood, where you live, work, and play.



BOARD & MISSION



Board of Directors

R. Michael Hill
President/ CEO

Willie Ramsey
Vice Chair

Ron Hardy
Chair

Hiep H. Le
Secretary/Treasure

Robert Arnold
Mary Brewington
Kay Daniel
Lucia Esquivel
Ward McDaniel
Maria Pouncey

Dottie Avery
Judy Bryte
Rev. Jonas Douglas
Roger King
Leon Miller
Dave Rutenberg

Our Mission

To provide a comprehensive system of quality health care services which is easily accessed by all persons and families within our service areas through an efficient, community-based network of caring professionals who assure the dignity and respect of each individual they serve.

EMPLOYEE APPRECIATION



“Our employees put the Care in PanCare.”

We are proud of the work our employees do for people in our community. The annual Employee Appreciation Day is an opportunity for all of our employees to come together for fun and celebration. The PanCare games inspire teamwork while providing a little friendly competition. We are proud of our provider team for taking home the G.O.A.T. trophy this year.



/// REGIONAL HEALTH

PanCare's proposed Regional Healthcare Center in Panama City will provide superior specialty care to North Florida.



Women's Health



Specialty clinics will accept patients with Medicaid insurance and be the only specialty provider in the area on an affordable sliding fee scale for uninsured patients.

This project will cost approximately 30 million dollars. Seeking funding sources to make this Healthcare Center an expedient funding approval, we hope to have the



Pharmacy & Optometry



Primary

HCARE CENTER ///

MULTI-USE FACILITY ///

Medicaid, Medicare, and private insurance for your region that provides services for our patients.

...ars to complete. We are actively making the Care Center a reality, and with this campus completed in 5 years.



Multi-Purpose Building



Care

Become a
Funding Partner

850.747.5599

SCHOOL-BASED PROGRAMS



School Health

Studies have shown that healthy children get better grades, attend school more often, and behave better in class.

Our on-campus school health rooms provide a space for children to receive medication distribution and basic first aid services throughout the school day. With the rise in illness due to the COVID-19 pandemic, we took action prior to the start of the 2020-2021 school year and doubled our school health technician staffing at each school to implement our advanced safety protocols.



TeleHealth

TeleHealth works hand-in-hand with our School Health Program to provide students access to primary medical care and behavioral health therapy with parental consent. PanCare remains committed to expanding services to youth and has added 20 new on-campus clinics to provide services at no cost.



MOBILE HEALTH

PanCare continues to operate Florida's most extensive mobile healthcare fleet comprised of medical units, dental units, optometry units, a semi-tractor, chase vehicles, and a mobile command line. Our mobile command line includes a command center, response unit, and rapid transport vehicles to be deployed during disasters and emergencies.

Mobile Data	Patients	Encounters
Dental	7,597	15,012
Medical	7,230	7,721
Optometry	628	787
Total:	15,455	23,520



MEET OUR MASCOT

PanCare is excited to announce our newest employee, Dr. Panda! Catch him at many of our events serving the community with laughs, smiles, and a friendly face!

PATIENT ENCOUNTERS PROFILES

PATIENTS BY RACE & ETHNICITY				
Race	Hispanic / Latino	Non-Hispanic	Unreported / Refused to Report	Total
Asain	23	562	0	585
Native Hawaiian	3	17	0	20
Other Pacific Islander	32	124	0	156
Black / African American	168	7,399	0	7,567
American Indian / Alaskan Native	46	280	0	326
White	3,777	30,347	0	34,124
More than One Race	73	420	0	493
Unreported / Refuse to Report Race	752	451	251	1,454
Total Patients by Race:	4,874	39,600	251	44,725

PATIENTS BY INCOME AS PERCENT OF POVERTY LEVEL		
% of Poverty Level	Total	
100% and Below	20,043	
101 - 150%	3,919	
151 - 200%	1,694	
Over 200%	2,389	
Unknown	16,680	
Total Patients by Poverty Level:	44,725	

PATIENTS BY PRINCIPAL THIRD PARTY PAYER SOURCE & AGE RANGE			
Third Party Payer Source	0-17	18+	Total
Total: None / Uninsured	6,518	8,948	15,466
Regular Medicaid (Title XIX)	7,815	7,164	14,979
Non-Chip Medicaid	0	0	0
Total: Medicaid	7,815	7,164	14,979
Medicare (Title XVII)	33	2,460	2,493
Total: Private Insurance	2,770	9,017	11,787
Total:	17,136	27,589	44,725



PATIENT ENCOUNTERS AT A GLANCE

Medical	Dental	Behavioral Health	Optometry
46,654	52,037	3,700	503
Total Encounters:		102,894	

FUNDING IMPACT



HEALTH &
HUMAN SERVICES
FUNDING

\$11.4 MILLION



GIFTS &
IN-KIND
GOODS

\$800 THOUSAND



ALLOWANCES
& DISCOUNTS
TO PATIENTS

\$11.3 MILLION

GRANT AWARDS

- | | | |
|--|---|--|
| 1 American Rescue Plan
[\$6,669,339] | 2 Bay Health Foundation
[\$10,000] | 3 Direct Relief
[\$220,439] |
| 4 Florida Association of Community
Health Centers [\$87,758] | 5 Health Center Program
[\$7,494,168] | 6 Rural Communities Opioid Response
Implementation [\$1,000,000] |
| 7 Ryan White
[\$450,000] | 8 Substance Abuse and Mental Health
Services Administration [\$1,000,000] | 9 TeleHealth
[\$148,634.50] |



COMMUNITY GIVEBACK



13.1 MILLION DOLLARS

Invested in the community in 2021 through special events and no cost services

Stand Up For Veterans

PanCare is honored to give back annually through our Stand Up For Veterans Event. Veterans can receive no-cost care at our medical and dental clinics during this event.



Community Outreach Events

Community health and education is at the center of PanCare's mission. We partnered with BASIC of Northwest Florida and the Florida Department of Health in Bay County for our annual World AIDS Day Event on December 4th and 5th. HIV testing was offered by partners, while PanCare provided medical and dental services at no cost to the community.



Investing in Future Generations

Education is an integral part of positive youth development. PanCare supports the diligent work of educators and students through need-based campus donations.



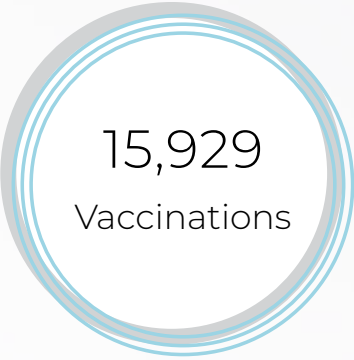
COVID-19 UPDATE

PREPARED TO RESPOND TO THE NEEDS OF THE COMMUNITY



CONTINUED TESTING

PanCare continued to provide regular COVID-19 testing at no cost to our communities. Testing for our rural counties is administered at our corresponding clinics.



VACCINE SUPPORT

PanCare led the way with COVID-19 vaccinations, establishing large-scale sites and a robust informational campaign.



ANTIBODY TREATMENT

PanCare provided the life-saving REGEN-COV antibody treatment to COVID-19 positive patients that met guideline criteria.





403 East 11th Street
Panama City, Florida

 PanCareFL.org

 @PanCareHealth



Serving Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes,
Jackson, Liberty, Walton & Washington Counties



2021 PanCare Staff Photo