



ANNUAL REPORT 2023

403 East 11th Street
Panama City, Florida 32401
PanCareFL.org



ROBERT THOMPSON, CHIEF EXECUTIVE OFFICER

As we reflect on the past year, I am honored to present our 2023 Annual Report. PanCare is fortunate to be rooted in Northwest Florida, and our accomplishments underscore the unwavering dedication and compassion demonstrated by our staff, partners, patients, and community members.

Here are a few notable highlights from 2023:

- **New Port St. Joe Clinic:** We opened this facility to better serve the needs of Gulf and Franklin County residents, offering expanded medical, dental, and behavioral health services with optometry and pharmacy support.
- **Completion of Regional Healthcare Center Phase One:** The Pharmacy, Optometry, and Walk-in Clinic building is now operational, offering affordable, high-quality care to a broader demographic.
- **Expanded Behavioral Health Services:** We introduced a dedicated mobile clinic and increased staff, extending care and support to underserved areas.
- **Early Childhood Development Services:** We've expanded our reach and services to include a pediatric mobile clinic that will provide developmental screenings for many rural families.
- **Increased Mobile Services:** This year brought a 71% increase in Mobile Dental Patients. Our no-cost mobile program has empowered students with brighter smiles and brighter futures.
- **Partnership and Engagement:** Actively participating in and leading various events, consortiums, and meetings, such as Women's Health Day and the Stand Up for Veterans event, we've showcased our commitment to providing no-cost services to thousands of residents in our communities.

While celebrating these successes, we also reflect on the loss of our esteemed founder, Mike Hill. His dedication to addressing the healthcare needs of Northwest Florida has left an indelible mark on our organization, and we are committed to carrying forward his legacy with the same passion and determination.

At PanCare, we are more than just colleagues; we are a united team with a common goal – to provide excellent healthcare to those who need it most. As we look to the future, we are filled with excitement about the opportunities that lie ahead. Together, we will continue to build a healthier, stronger community for generations to come.

I extend my heartfelt thanks to our dedicated staff, volunteers, and community partners for your unwavering support. Your contributions have made a meaningful difference in the lives of countless individuals, and we are grateful for your continued partnership.

PANCARE OF FLORIDA, INC.

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ABOUT US

WHO WE ARE



In 2003, PanCare of Florida, Inc., a non-profit organization, opened its doors to the community with a vision to make primary care services accessible and affordable to medically underserved individuals of Bay County. Stepping forward, we received Federally Qualified Health Center (FQHC) funding in 2005 and expanded to Walton County in 2009. Subsequently, further extensions to Washington and Holmes counties followed in 2013 through New Access Point (NAP) funding. Additionally, PanCare extended its reach to Liberty and Calhoun counties in 2013 and Gulf County in 2015, courtesy of Service Area Competition funding. Continuing this trajectory, PanCare secured Service Expansion funding in 2016 to extend services to Franklin County, while NAP funding facilitated entry into Jackson County in 2017.

Since the inception of the first clinic in Panama City, Florida, PanCare has been dedicated to improving the well-being of the community. PanCare now operates an impressive network of 15 clinics and 133 access sites

across Northwest Florida. Our caring services extend to the residents of Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Liberty, Walton, and Washington Counties. This comprehensive range of offerings includes primary and walk-in medical care, dental, optometry, behavioral health, 340B Pharmacy, School Health, Telehealth, and proudly, the largest mobile healthcare fleet in the State of Florida.

At the core of our mission is the belief that quality healthcare should be accessible to all, regardless of insurance coverage. This vision, established through a sliding-fee scale based on income and household size, ensures essential services are within reach for every individual, while promoting health equity and inclusion.

Despite the loss of our visionary founder, Mike Hill, earlier this year, commitment to his dream of expanding healthcare services in the surrounding areas remains steadfast.

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.

BOARD OF DIRECTORS



Ron Hardy
Chair

William Ramsey
Vice Chair

Hiep H. Le
Secretary / Treasurer

Robert Arnold
Kay Daniel
Lucia Esquivel
Ward Mcdaniel
Lois Miller
Dave Ruttenburg

Dottie Avery
Judy Bryte
Rev. Jonas Douglas
Roger King
Maria Pouncey

SERVING NORTHWEST FLORIDA CLINICS

BLOUNTSTOWN

Medical · Behavioral Health
16875 N Cayson Street
Calhoun County

BONIFAY

Medical · Behavioral Health
495 St. John Road
Washington County

BRISTOL

Medical · Behavioral Health
11033 NW State Road 20
Liberty County

CARRABELLE

Dental
106 NE 5th Street
Franklin County

CHIPLEY

Medical · Behavioral Health
1414 Main Street, Suite 4
Washington County

FREEPORT

Medical · Dental · Behavioral Health
479 E Highway 20
Walton County

GULF COAST STATE COLLEGE

Medical
5230 W Highway 98
Bay County

MALONE

Medical · Dental · Behavioral Health · Pharmacy
5336 10th Street
Jackson County

MARIANNA

Medical · Dental · Behavioral Health
4126 Independent Drive
Jackson County



PANAMA CITY

Dental
403 E 11th Street
Bay County

PANAMA CITY

Medical · Behavioral Health
2309 E 15th Street
Bay County

PANAMA CITY

Pharmacy · Optometry · Walk-In
2235 E 15th Street
Bay County

PORT ST. JOE

Medical · Dental · Behavioral Health
401 Cecil G. Costin Sr. Boulevard
Gulf County

WEWAHITCHKA

Dental
807 W Highway 22
Gulf County

YOUNGSTOWN

Medical · Dental · Behavioral Health
12427 Highway 231
Bay County



FEDERALLY QUALIFIED HEALTH CENTER

Setting PanCare apart from other healthcare organizations is the distinction of being a Federally Qualified Health Center (FQHC)—an attribute that carries significance in the healthcare landscape. Nationally, Health Centers are emblematic of empathy and patient-focused care. FQHC commitment lies in delivering exceptional and economically feasible primary healthcare, catering to the needs of individuals and families alike. This inclusivity becomes particularly vital in areas where economic constraints, geographical remoteness, or cultural disparities hinder the accessibility of healthcare.

We are committed to serving all people within our service area, taking special care to ensure that those experiencing homelessness, agricultural workers, residents of public housing, veterans, and those who are medically underserved are not overlooked.

NEW LOCATIONS

Expanding to meet the healthcare needs of our communities.

PANAMA CITY



PHARMACY, OPTOMETRY AND WALK-IN CLINIC

Our new 340B Pharmacy goes beyond medication dispensing. It also has an optometry center and a convenient walk-in clinic. The 340B Pharmacy is set apart by its ability to provide deeply discounted rates on a wide range of prescriptions, poised to make a significant impact on the community.

PORT ST. JOE



PRIMARY CARE, DENTAL, AND BEHAVIORAL HEALTH CLINIC

This year, we've relaunched our Port St. Joe clinic in a brand-new location, offering expanded services including Primary Care, Dental, and a Behavioral Health Office. Our upgraded facility now includes optometry and pharmacy support, with the capability to fulfill prescriptions within 24 hours.



2023 PATIENT DATAPOINTS



PATIENT ENCOUNTERS



83,207
MEDICAL



9,114
BEHAVIORAL HEALTH



48,669
DENTAL



2,146
OPTOMETRY

TOTAL: 143,136

PATIENTS BY RACE AND ETHNICITY

Race	Hispanic / Latino	Non-Hispanic	Unreported / Refused to Report	Total
Asian	24	546		570
Native Hawaiian	3	14		17
Other Pacific Islander	54	103		157
Black / African American	171	8,191		8,362
American Indian / Alaskan Native	54	252		306
White	4,250	33,223		37,473
More Than One Race	53	483		536
Unreported / Refused to Report Race	1,558	898	731	3,194
Total Patients by Race	6,167	43,710	731	50,608

PATIENTS BY INCOME AS A PERCENTAGE OF POVERTY LEVEL

Percentage of Poverty Level	Total
100% and below	28,474
101-150%	3,182
151-200%	1,211
Over 200%	2,735
Unknown	15,006
Total Patients by Poverty Level	50,608



PATIENTS BY THIRD PARTY PAYER SOURCE AND AGE

Third Party Payer Source	0-17	18+	Total
Total None / Uninsured	8,466	7,658	16,124
Regular Medicaid (Title XIX)	10,477	6,841	17,318
Medicare (Title XVII)	6	2,032	2,038
Dually Eligible (Medicare + Medicaid)	1	328	329
Private Insurance	3,376	10,485	13,861
Dental / Vision	136	1,152	1,288
Total	22,456	28,152	50,608



Federal Grant
Funding

\$12,877,297



In-kind Pharmaceutical
Community Partnership

\$3,135,618



Allowances and
Discounts to Patients

\$10,300,000

COMMUNITY INVESTMENT GRANTS AND GIVEBACKS

We actively pursue grants and opportunities to contribute to our community. As a non-profit organization, this is ingrained in our mission, a reflection of our commitment and connection to those we serve.

School Based Service Sites

\$200,000

RCORP - Implementation

\$333,000

SAMHSA

\$609,620

Early Childhood Development

\$200,000

RCORP - Behavioral Health

\$500,000

CARES

\$589,000

Bridge Access Program

\$204,955

School Based Service Expansion

\$300,000

Health Center Program

\$7,440,548

Ryan White Program - Part C

\$272,720

COVID-19 Vaccination

\$477,674

RCORP - Overdose Response

\$300,000

Health Center Infrastructure Support

\$966,928

12.5 MILLION DOLLARS Invested in our community in 2023



STAND UP FOR VETERANS

Veterans have given so much for our country. PanCare is honored to give back annually through our Stand Up For Veterans Event. During this event, Veterans are able to receive no cost services at all of our medical and dental clinics.

WORLD AIDS DAY

Community health and education is at the center of PanCare's mission. Along with community partners we hosted our third annual World AIDS Day Event. HIV testing was offered by partners, while PanCare provided medical, dental, and vision services at no cost to the community.

WE'RE HERE TO HELP PROGRAMS

School Health

Medication management and first aid provided to students in school health rooms.

Telehealth

No-cost access to medical and behavioral health services to students on school campuses.

Mobile Clinics

Community access to medical, dental, optometry, early childhood development, and behavioral health services.

RCORP

No-cost case management and low cost behavioral health support for substance use disorder treatment.

Ryan White Part C

Primary healthcare and support services in an outpatient setting for people with HIV.

Diabetes

Self-management education delivered through personalized visits with our diabetes educator.



DESIGNED TO WORK TOGETHER

Our commitment to breaking barriers in healthcare is evident through our innovative School Health, TeleHealth, and Mobile Clinic Programs. These initiatives work together to offer cost-free, on-campus healthcare services across Northwest Florida school districts, championing consistent health support for youth. This includes medical, dental, behavioral health, and optometry services.

Each school has a dedicated Health Tech that is able to provide care such as medication distribution and basic wound care. When a student presents ill or requires additional care, the School Health Nurse steps in to assess their needs, with the consent of a designated caregiver, initiates a Telehealth encounter. The caregiver is welcome to join the secure video call. The TeleHealth provider will evaluate the student's health needs, ensuring a well-informed personalized care plan.

Prescriptions can be dispatched to PanCare's pharmacy for seamless pickup or to a preferred pharmacy chosen by the caregiver. This service is integral to families with working caregivers. Additionally, the TeleHealth provider can determine whether a student should be excused from school or advised to remain at home, supporting classroom education, accommodating the caregiver's schedule, and facilitating the student's recovery. Collectively, the Telehealth Program serves 63 schools across Northwest Florida.

The Mobile Program collaborates with the School Health program, offering no-cost medical, dental, and optometry services on campus. These services include school and sports physicals, dental exams and cleanings, as well as eyewear prescriptions and low-cost procurement of materials. These services are accessible to the broader community during public events and initiatives held throughout the year.



BUILDING FOR THE FUTURE

As the needs of the community continue to evolve, so does PanCare. With excitement, we unveiled plans in 2021 to build a regional medical campus in Bay County, Florida. This ambitious expansion will further empower our organization to address the growing healthcare demands and provide timely, personalized, and compassionate care to their patients. The PanCare Regional Healthcare Center, comprising five buildings, will bring primary and specialty care to residents of Northwest Florida.

- **PHASE ONE:** Pharmacy, Optometry Center, Walk-In Clinic (2023)
- **PHASE TWO:** New / Expanded Primary Care Clinic (2024)
- **PHASE THREE:** Women's Health Center (TBA)
- **PHASE FOUR:** Speciality Care Center (TBA)
- **PHASE FIVE:** Multi-Purpose Center (TBA)

"By centralizing these vital services on one campus, we will streamline healthcare, making it convenient and accessible for all... We are focused on quality and affordability, this center sets a new standard for healthcare, being the first of its kind in Northwest Florida to offer specialty services on a sliding-fee scale."

- Robert Thompson, CEO



Looking ahead, we have successfully secured resources to kickstart construction on the second phase of the Regional Healthcare Center in 2024. This upcoming expansion will see the creation of a cutting-edge Primary Care Clinic, aiming to elevate the standards of medical services for all. The new clinic will be a true gem in Northwest Florida, designed to accommodate the needs of patients efficiently and with the highest quality of care in mind. Boasting 12 encounter rooms, the facility will have ample space to cater to a wide array of medical needs. The Primary Care Clinic will continue to utilize our onsite x-ray and lab to streamline the diagnostic process, allowing healthcare professionals to provide accurate assessments and timely results. By leveraging these advanced tools, we aim to offer an easy and effective healthcare experience to all individuals in our care.

We have set our sights on further enriching their regional complex with an array of specialty providers, catering to diverse medical needs. With exciting plans for cardiovascular, gastroenterology, and more, the upcoming expansion promises to be a notable enrichment for the community. Our specialized care extends to women's health, with a dedicated women's clinic on the horizon. PanCare stands ready to adapt and grow, ensuring that we can continue to provide the highest standard of care to our patients.

This expansion is great news for the local workforce. In addition to the existing team of over 300 employees, the construction of the PanCare Regional Healthcare Center brings with it the creation of over 100 new jobs. We are paving the way for a more robust and inclusive healthcare landscape. The continued investment in comprehensive healthcare and job creation reinforces our role as a pillar of hope and healing in the area.

To learn more about our services or explore financial partnerships for the construction of PanCare Regional Healthcare Center, please reach out at 850.747.5599.





PAN CARE

OF FLORIDA, INC.

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



PANCAREFL



SCAN ME