



Family HEALTHCARE

2020 ANNUAL REPORT



Making Lives Better

familyhc.com/give

CEO MESSAGE

Friends,

On behalf of the Board of Directors and staff of Family Healthcare, I am pleased to share with you the 2020 Annual Report.

By any measure, 2020 was a year that stretched and strengthened Family Healthcare. We remained committed to serving the residents of Southwest Utah with the compassion and quality they have always counted on. Our staff pivoted in response to the effects of a global pandemic on our regional population. The commitment and resilience of Family Healthcare professionals in the face of unknowns and risks were significant points of pride in 2020. Patients too were facing the unexpected, with new struggles and fears. We knew they needed us more than ever. This was our guiding principle as we quickly adapted to ensure continued access to care, while keeping employees and patients safe. We developed new service points through telehealth and mobile community testing sites, while tightening our PPE, screening, and containment processes. We pushed ourselves as an organization and as individuals to carry out our promise of Making Lives Better.

As Family Healthcare met challenges associated with the pandemic, we also maintained course with our strategic plan to grow with the community, in one of the fastest developing regions in the nation. The number of unique patients served in 2020 rose by 2.46% while the number of patient encounters rose by almost 21%. In 2020 the Family Healthcare Board of Directors made the bold decision to embark on the planned construction of a new, 33,000 sq. ft. state-of-health-care clinic that will enable us to serve the projected health care needs of 26,000 patients by 2026. Scheduled to open in Spring 2022, the clinic at 2300 Riverside Drive, St. George, will provide a more efficient work environment for our providers, with a continued focus on integrated patient-centered care. As well as offering the services that patients currently rely on, the new clinic will also offer six new dental treatment rooms, an onsite discount pharmacy, and a space for hosting community engagement events. Many more Southwest Utah residents will be able to access the same great care that our patients benefit from today, right here in our community. We are grateful to many individuals and organizations for their generous support of this project and their belief in barrier-free, high-quality primary health care access for all.



Rooted in the pillars of social justice, in 2020 we voiced our support for stamping out systemic racism and oppression of black, Latino/a, and other people of color, or anyone who identifies as a member of an ethnic/ racial minority, or any other marginalized/traumatized individual or group. In 2020 we took steps to ensure our cultural competence was enhanced and strengthened as an organization.

The following pages reflect a year of committed service during a difficult period for all of us. Family Healthcare remains a vital community resource, adapting to the changing health care environment and to the needs of the region we serve, as an integral link in the health care system of Southwest Utah. We delivered almost \$20 Million in annual economic impact, and \$2 Million in tax revenues. Through 2020 we maintained employment for more than 100 health care professionals, and indirectly supported more than 60 community jobs. For almost twenty years Family Healthcare has been a health partner with the good people of Southwest Utah. We look forward to continuing to serve our patients and community.

Lori Wright, CEO



Another great check up!



WHO WE ARE

ACCESSIBLE

AFFORDABLE

COMPASSIONATE



Family
HEALTHCARE

Since 2002, Family Healthcare has been a non-profit community health organization serving the primary medical, behavioral, and dental care needs of almost 10% of the population of Southwest Utah. Providers in five medical and two dental clinics care for individuals and families who reside in Washington and Iron Counties. Family Healthcare patients have a shared need for a health care home that provides compassionate, accessible, and continuing care at an affordable cost.

WHY WE DO IT

WHAT DRIVES US

Our mission is to help ensure that everyone in the region we serve has barrier-free access to high-quality primary health care services. Washington and Iron Counties have large pockets of poverty and low wage earners. The largest group living in poverty in the region is women ages 19 to 45, with significant numbers of women-led households with young children. Many of our patients are employed in the services sector, where health

care insurance is typically not a benefit, and continuous employment is unreliable. Other patients are uninsured or underinsured, elderly or frail with special health care needs. Since about half of patients identify as being a member of an ethnic or racial minority, our services are offered in a culturally competent manner. We're dedicated to providing the highest quality of continuing primary health care to all Southwest Utah residents.

MANUELA'S STORY



My adult daughter, Daisy, and I have been patients at Family Healthcare for more than 11 years. Our experience at Family Healthcare has been very positive, and a big improvement over what we were used to. The staff at Family Healthcare are all so kind, good-hearted, and helpful. I think of them as angels. I have so many good stories about the care we have received. They always have a solution for us, no matter how big the challenge is. For example; I was having vision problems and needed expensive surgery, and Daisy, who has Cerebral Palsy, needed braces for her legs. Family Healthcare helped me get the sight-restoring surgery I needed, performed by volunteer doctors and medical personnel in Salt Lake City. And Daisy was able to get the braces she needed. More recently when I was having trouble getting a pre-surgery COVID-19 test here in St. George, Family Healthcare stepped in to help once again, and always going the extra mile, Dr. Samuel Christensen took the time to come out to my car and make sure I had the paperwork I needed to ensure things would go smoothly when I arrived at my surgery appointment. I want to share our good experience so that others can get the health care help they need. My message to others is that you don't have to feel afraid that you don't have enough money, or that you don't speak English well

enough. Family Healthcare always has a way to help you, and the compassionate staff speak Spanish. You can trust them to try everything they can to help you. Special thanks to Anel and Beatriz for always being willing and ready to help, and if the assistance is not within reach, they always go above and beyond to find it. Without them, my surgery would not have been possible.

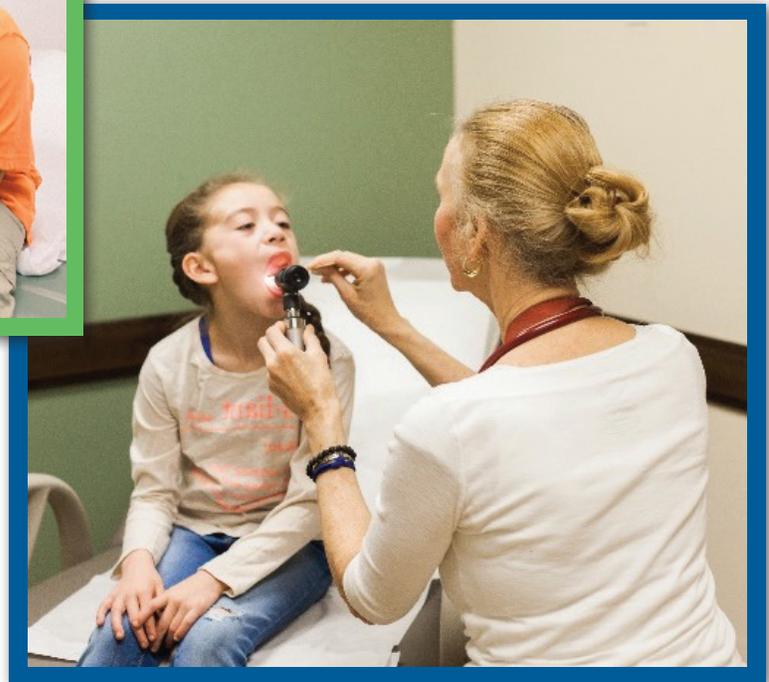
– Manuela



MAKING LIVES BETTER

Skilled Family Healthcare providers answer the health care call in our community each day. Disease prevention and management, health education, and linking patients with needed resources are an integral part of our patient-centered approach. Community outreach, especially with at-risk populations, is central to our mission. Our medical doctors have specialized training in Osteopathic medicine, so they understand the health care needs

of elderly patients. Our advanced practice providers are experts in caring for individuals from birth through to their senior years. All Family Healthcare providers are licensed and board certified and continue to enhance their skills through continuing education. Family Healthcare provides all types of primary care including physicals, adult wellness visits, sick care, immunizations, well child checks, simple procedures, prenatal and hospital deliveries, and more.



OPENING SPRING 2022



2300 RIVERSIDE DRIVE, ST. GEORGE, UT



GROUNDBREAKING CEREMONY – AUGUST 2020

BUILDING TO SERVE A GROWING COMMUNITY

NEW BUILDING FACTS:

- 24 Medical Examination Rooms
- 3 Medical Procedure Rooms
- 6 Dental Operatory Rooms
- 2 Behavioral Treatment Rooms
- 1 Pediatric Play Therapy Room
- 1 Discount Pharmacy
- 1 Community Gathering Room

MANY HANDS MAKE LIGHT WORK:

Special thanks to the individuals and organizations who've put their support behind this project with the belief that everyone should have barrier-free access to high-quality health care. It's not too late to show your support in any amount. Gifts of \$50 or more qualify for a personalized recognition brick on the Pathway to Health at the new clinic. Support Today!

Family Healthcare has steadily increased capacity each year since 2002 in order to meet the rapidly growing health care needs of one of the fastest developing regions in the nation. To sustain our ability to efficiently deliver care, it became clear that we would need to build. In 2020 the Family Healthcare Board of Directors made the bold decision to embark on the construction of a new, state-of-health-care Community Health Center scheduled to open in Spring 2022 at 2300 Riverside Drive, St. George, UT. This 33,000 square foot two-level clinic will enable Family

Healthcare to serve a projected 26,000 patients by 2026. The clinic will provide a more efficient work environment for providers, with a continued focus on integrated patient-centered care. As well as offering the services that patients currently rely on, the new clinic will also offer six new dental treatment rooms, an onsite pharmacy offering affordable medications, and a gathering room for community activities. Many more Southwest Utah residents will be able to receive the same great care that our patients count on today, right here in our community.

HOW WE DO IT

KEY STATISTICS:



In 2020, **107** professionals were directly employed by Family Healthcare.



Another **62** indirect community jobs were supported by Family Healthcare.



Our work with Medicaid patients lowers Medicaid costs by **24%** and represents **\$5 MILLION** in annual savings to Medicaid, and **\$20 MILLION** overall savings to the health system.



Total annual economic impact of operations is **\$19.3 MILLION**. Our total annual tax revenues are **\$2.2 MILLION**.



A **22.2%** 4-year patient growth trajectory means steadily increasing annual demand for the services Family Healthcare provides.



In 2020 **14,569** unique patients were served during almost **60,000** visits.



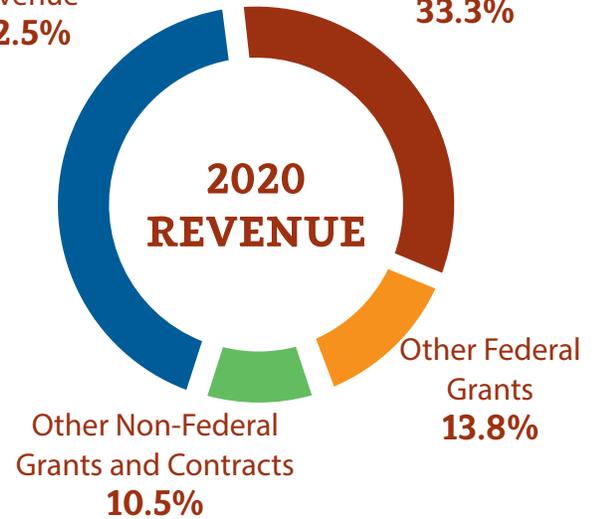
93.3% of patients are in a low income category.

46.9% of patients identify as a member of an ethnic or racial minority.

FINANCIALS:

Patient Service Revenue
42.5%

Federal Health Center Grants
33.3%



Dental Program Services
5.8%

Administration
12.4%



2020 REVENUE AND EXPENSE HIGHLIGHTS

REVENUE

FEDERAL HEALTH CENTER GRANTS	\$3,891,647
OTHER FEDERAL GRANTS	\$1,613,324
OTHER GRANTS AND CONTRACTS	\$1,227,055
PATIENT SERVICES *	\$4,970,204
TOTAL	\$11,702,230

EXPENSE

Medical and Behavioral Program Services	\$9,341,414
Dental Program Services	\$662,805
Administration	\$1,416,510
TOTAL	\$11,420,729

*Family Healthcare offers a wide range of fee based primary health care services such as medical, behavioral, and dental to insured and uninsured patients. A sliding scale fee structure is available to those with financial need, which resulted in approximately \$5 Million in donated service costs in the 2020 fiscal year.