



Family HEALTHCARE

2021 ANNUAL REPORT



Making Lives Better

familyhc.org/ways-to-give

CEO MESSAGE

Dear Friends,

On behalf of the Board of Directors and staff of Family Healthcare, I am pleased to share with you the 2021 Annual Report.

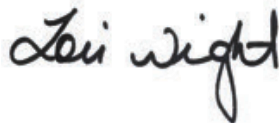
A year with unusual challenges, 2021 also resulted in great success. We are grateful to hundreds of supporters who extended their financial and emotional support to us during the COVID-19 pandemic. Their generosity helped us get through difficult circumstances and continue to serve the good people of Washington and Iron counties, at a time when they needed us most. This was a year that stretched us in uncomfortable ways, but we made it through together and are stronger than ever as a result.

We were pleased to offer drive-through COVID-19 testing as a convenient and safe option for the whole community. We also offered and will continue to offer vaccinations against the COVID-19 virus and many other diseases.

During the pandemic we were able to maintain full employment of all our skilled staff members and ensured that we were open and available for patients too. Here at Family Healthcare, we are just that: a family. We care about our employees and patients and made it a priority to support their needs during the pandemic, just as we have always done.

During 2021, many exciting new developments also took place, such as the groundbreaking and construction of a new 33,000 square foot flagship clinic at 2276 E. Riverside Drive, St George, UT. Family Healthcare also saw the growth of new behavioral health and case management departments, and the planning for an on-site pharmacy, offering deeply discounted prescription medications. These wonderful additions to Family Healthcare help us expand to meet the primary health care needs of a rapidly growing community, thereby helping to ensure that no person must be without accessible, high-quality, culturally competent primary health care.

Finally, as our sliding scale fee structure shows, we offer care regardless of a patient's economic situation. I am honored to share that in 2021 Family Healthcare was able to give back the equivalent of more than \$5 Million in primary care services to patients with the greatest need. Our mission of Making Lives Better has never been more evident.



Lori Wright, CEO





WHO WE ARE

WELCOMING

EXPERIENCED

ACCESSIBLE

COMPASSIONATE



At Family Healthcare, we are committed to Making Lives Better by removing the barriers hard-working families face in receiving health care services. At Family Healthcare, patients receive affordable payment options, patient-centered care, caring and professional doctors and staff, walk-in, same-day, and urgent care appointments, multilingual options, accessible dental services, and integrated behavioral health care.

WHY WE DO IT

In Southern Utah, there is a great need for the services Family Healthcare provides. Medically underserved populations within our service area are seeking a health care home. We provide accessible, high-quality primary care for uninsured, underinsured, and insured patients, because we believe health care should be affordable and available to all.

IN THE COMMUNITIES WE SERVE:



12.5% of people are uninsured in Washington County.

9.2% of the population lives below the federal poverty line.

10.8% of people are uninsured in Iron County.

15.3% of the population lives below the federal poverty line.

9.9% of families speak Spanish in the home, and many of those people speak only Spanish.

*statistics from welfareinfo.org

By providing a sliding fee scale, based on income and family size, patients' medical, behavioral, dental, costs can be greatly reduced. These sliding fees make going to the doctor affordable for everyone. We also offer services in Spanish, so those who prefer service in Spanish can feel confident in communicating with their provider.



MAKING LIVES BETTER

Everyday patients' lives are made better by the work we do. Here's a story by one of our Registered Nurses, Laura Christensen, about the ways we were able to assist a patient. This is just one example of how the Family Healthcare team goes above and beyond to ensure our patients' health and quality of life improves.

Providing a Patient Centered Health Care Home

by Laura Christensen, RN

As a Case Manager with Family Healthcare, I assist Family Healthcare patients. One of the patients I assist has chronic, life-threatening anemia. Recently, this patient was discharged from hospital and had run out of over-the-counter iron supplement because she couldn't afford it. Having not taken this supplement for a few days her anemia worsened, and she was again hospitalized, needing a blood transfusion due to critically low Hemoglobin.

Once stabilized, she was discharged to home, with home health services. My case manager role includes following up after the hospital discharge of a Family Healthcare patient. Per protocol I called the patient to check on her and helped schedule a follow up appointment with her Family Healthcare primary care provider. I also reached out to the home health nurse to let her know she could call me regarding this patient if needed. After visiting the patient in her home, the home health nurse called back, concerned that this patient lacked food, had no means of accessing food, and couldn't afford the iron supplement she so critically needed.

I reached out to a Family Healthcare Care Coordinator, who immediately jumped in to help with food resources for this patient. I then called the patient's Family Healthcare provider to explain the medication situation. The provider decided to issue a prescription for the iron supplement, with a voucher to help cover the cost. When it was learned that the patient was homebound and would not be able to pick up the supplement prescription herself, the provider, without hesitation, offered to drop off the prescription with the voucher at the pharmacy.

Then another obstacle presented itself. The patient did not qualify for the voucher because she had insurance. Again, thinking quickly, the provider checked to see if we had free samples and to our delight we did! I called the home health nurse who agreed to pick up the free iron supplements and deliver them to the patient that day. The patient was very grateful and told me that Family Healthcare really takes the time to listen and understand patients.





WHAT OTHERS HAVE TO SAY ABOUT FAMILY HEALTHCARE:

"As a physician in the Emergency Department at St. George Regional Hospital, I appreciate the resource that Family Healthcare is for our community and can see the impact they have on keeping people from overusing the Emergency Department and other hospital services. Family Healthcare serves many of our patients who come with complex challenges and provides them with a primary care home where they can be better served with the type of care they need. They are also willing to take on new, underserved patients that present to the ER that otherwise would not be able to find an established provider. Family Healthcare is an asset to our community, and I am grateful to work with them to provide care for the people of our community."

With gratitude and appreciation,

Brett D. Christiansen, MD
Medical Director of Emergency Medicine at SGRH
CEO, Southwest Emergency Physicians

HOW WE DO IT

KEY STATISTICS:



We saved patients **24%** of Medicaid costs, saving them over **\$8 MILLION**. We were able to save our patients over **\$24 MILLION** to the overall health system.

ECONOMIC IMPACT



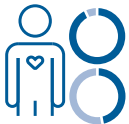
In 2021 we employed **98** people at our health centers and **109** more people within our community.



Our total Economic Impact was **\$29.5 MILLION**.

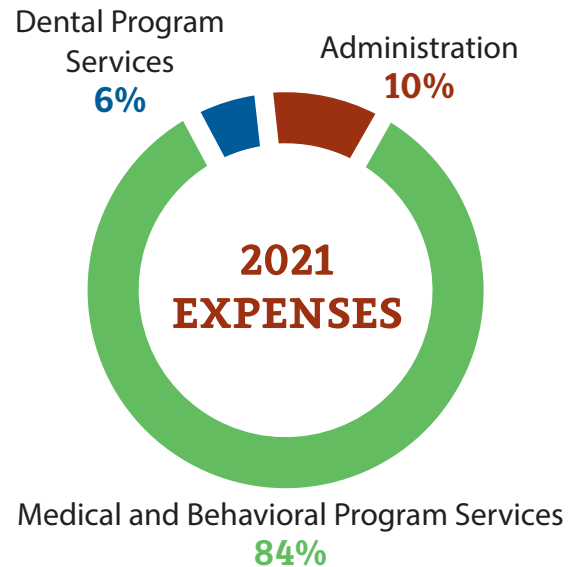
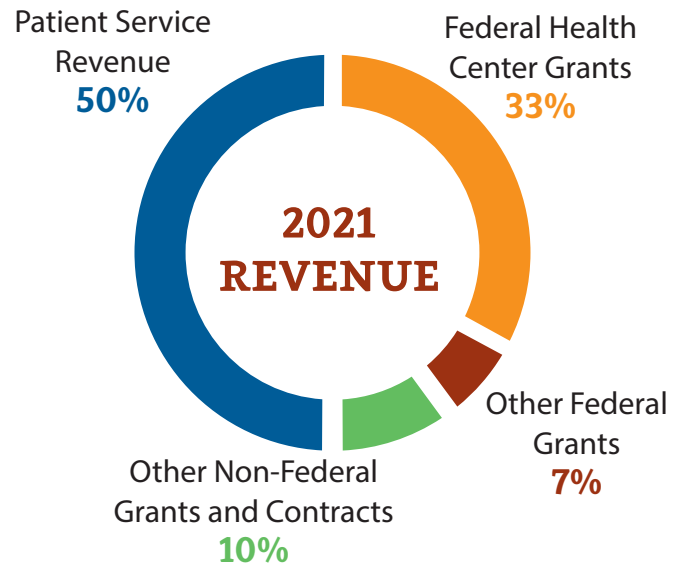


We had **60,830** total patient visits this year.



91.8% of our patients are low-income. **45.5%** of our patients are of an ethnic minority.

FINANCIALS:



2021 REVENUE AND EXPENSE HIGHLIGHTS

REVENUE

| | |
|--|---------------------|
| Federal Health Center Grants | \$5,011,463 |
| Other Federal Grants | \$1,066,702 |
| Other Non-Federal Grants and Contracts | \$1,435,283 |
| Patient Services and Insurance | \$7,595,560 |
| TOTAL | \$15,109,008 |

EXPENSE

| | |
|---|---------------------|
| Medical and Behavioral Program Services | \$10,718,399 |
| Dental Program Services | \$733,396 |
| Administration | \$1,252,279 |
| TOTAL | \$12,704,074 |