



# My Family, My Healthcare, My Center.

## 2019-2020 REPORT TO THE COMMUNITY

### RESIDENCY PROGRAM

We are extremely excited to welcome the Family Medicine Residency Program Continuity Clinic to our Central location. Family Medicine is oriented towards comprehensive care for individuals and families. The scope of practice encompasses all ages and genders. There is no limitation of organ system or problem type. "As Family physicians we promote continuity of care by establishing a patient-physician relationship which serves as a foundation to integrated and collaborative patient care".



### PHARMACY

Savings from the 340b Drug Pricing Program include implementation of an in-house copay assistance program for insured patients, processing almost 40,000 affordable prescriptions between our in-house pharmacies and thousands more through our contract pharmacies, establishment of the Medication Assisted Treatment (MAT) Program, providing opioid treatment services, and our newest expansion which allows for home visits to homebound patients as well as patients being discharged from long term care facilities through our "Beside Meds" program.



### PATIENT TESTIMONIAL: COMMUNITY PARTNERS WORKING TOGETHER

*Lorraine and her husband hadn't been to a Dr. in years due to lack of insurance or unable to pay deductible with the insurance provided by their employers. They enrolled in our partners, United Way's Strong Family Program, that spoke of Heart of Florida Health Center and its services. Lorraine and her husband both had health issues and decided to make an appointment with HFHC. They began seeing doctors in our Internal Medicine Residency Program and were very happy with the care. Lorraine, usually doesn't share she is a nurse as she doesn't want the Provider to give her special or preferential treatment. She found that her Provider really took the time to answer her questions and was open to collaborating with Lorraine in her care... true patient-centered medical care! Lorraine and her husband have since obtained insurance and have stayed with HFHC, "You can't beat it, the care and low cost prescriptions, why would we leave?" said, Lorraine. We agree and are so happy to be you and your husband's medical home!*

VISIT OUR WEBSITE TO LEARN ABOUT HOW WE ARE AFFECTING OUR COMMUNITY ONE PATIENT AT A TIME.  
[www.MyHFHC.org](http://www.MyHFHC.org)



### INMATE HEALTHCARE

Heart of Florida has accepted the challenge to provide our inmate population with essential medical, dental and mental health services. We offer an innovative approach with continuity of care for jail inmates. The Marion County Jail is part our local health system and we plan to strengthen the core of healthcare services especially discharge planning and behavioral health to reduce



the cycle of incarceration among individuals with complex health needs who repeatedly enter jails.

### MAT PROGRAM

Heart of Florida Health Center has responded to the need for more treatment resources to address the devastating effects of opiate and heroin addiction in our community. In 2019 we began offering Medication Assisted Treatment (MAT). Patients are prescribed either Suboxone and Vivitrol, and participate in relapse prevention counseling and therapy for co-occurring mental health issues. Our sliding scale and pharmacy make our program accessible and affordable. MAT is offered at the Belleview, Central, and Main clinics.



### MISSION

Our mission is to improve the overall health status of Marion County residents by providing quality primary medical, dental and mental health services to all residents, but in particular to those residents who would not otherwise be able to access the services due to financial limitation and/or lack of health insurance.

### VISION

To be the provider of the highest quality, affordable, patient-centered primary health care in Marion County.

### VALUES

Quality, Compassion, Respect, Integrity, Accountability, Collaboration

# 2019 FINANCIALS

# MESSAGE FROM THE CEO

## ASSETS

FISCAL YEAR 2018 ENDING FEBRUARY 28, 2019 ANNUAL AUDIT

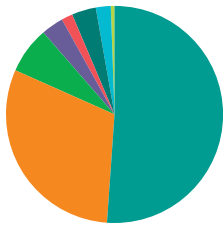
Current assets	
Cash and cash equivalents	\$ 5,984
Patient receivables, net of allowance for doubtful accounts of \$983,418	700,978
Other receivables	269,861
Prepaid expenses and other assets	40,484
<b>Total current assets</b>	<b>1,017,307</b>
<b>Property and equipment, net</b>	<b>5,257,220</b>
Other assets	
Intangible assets, net	135,194
Deposits	13,295
<b>Total other assets</b>	<b>148,489</b>
<b>Total Assets</b>	<b>\$ 6,423,016</b>

## LIABILITIES AND NET ASSETS

Current liabilities	
Line of credit	\$ 165,000
Accounts payable	315,990
Accrued expenses	678,412
Deferred revenue	131,602
<b>Total current liabilities</b>	<b>1,291,004</b>
Net Assets	
Invested in property and equipment Without donor restrictions, undesignated	5,257,220 (125,208)
<b>Total net assets</b>	<b>5,132,012</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 6,423,016</b>

## REVENUE

FISCAL YEAR 2018 ENDING FEBRUARY 28, 2019 ANNUAL AUDIT

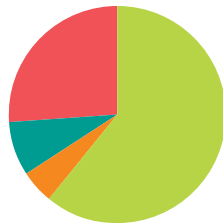


PATIENT FEES	8,715,482	51.36%
FEDERAL	5,142,723	30.31%
STATE	1,212,338	7.14%
LOW INCOME POOL	539,339	3.18%
LOCAL SUPPORT	280,457	1.65%
OTHER CONTRACTS AND SUPPORT	619,990	3.65%
IN-KIND	408,157	2.41%
OTHER	49,771	0.29%

TOTAL REVENUE \$16,968,257

## PAYER MIX

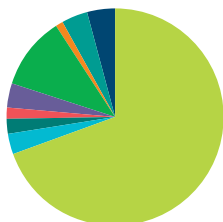
FISCAL YEAR 2018 ENDING FEBRUARY 28, 2019 ANNUAL AUDIT



MEDICAID	61%
MEDICARE	5%
PRIVATE	8%
UNINSURED	26%

## EXPENSES

FISCAL YEAR 2018 ENDING FEBRUARY 28, 2019 ANNUAL AUDIT



LABOR COST	12,462,583	68.79%
LABS/ RADIOLOGY FEES	572,102	3.16%
DONATED SPACE/ SERVICES	408,157	2.25%
DEPRECIATION	294,217	1.62%
CONTRACT FEES/ MATERNITY	635,616	3.51%
ALL OTHER	1,929,973	10.65%
UTILITY & PHONE	392,711	2.17%
EHR & IT	713,477	3.94%
SUPPLIES	708,429	3.91%

TOTAL EXPENSES \$18,117,265

What a year 2019 brought for HFHC! We were able to add new patient services which led to increased access and continuity of care for over 23,000 patients.

This included the construction of our new Main Location, the contracted inmate healthcare for the Marion County Sheriff's Office, the addition of the Ocala Health Family Residency program, and the introduction of the Medication Assisted Treatment (MAT) Program.

Many of these endeavors could not have been achieved without the partnership, trust, and support of our community partners. Heart of Florida Health Center prides itself on being deeply rooted and invested in Marion County and our community partnerships.

With the continued confidence and tireless efforts of our executive team and staff, the trust of our patients, and the encouragement and support of our Board of Directors, we will continue to grow as a pillar in the community. This affords us the opportunity to do our part in creating a healthier Marion County. We are excited for HFHC's next chapter!

Jamie L. Ulmer, CEO

## CHAIRMAN'S MESSAGE

Heart of Florida Health Center celebrated a notable 2019. HFHC increased and strengthened its services for its patients making it the largest integrated primary care practice in Marion County. Joint efforts and the support of community partners has allowed for HFHC's continued growth.

HFHC was able to increase access and expand services by adding the Ocala Health Family Medicine Residents and providing radiology services by contributing to a new X-Ray machine.

In collaboration with multiple Marion County offices HFHC was able obtain the Inmate Health Care Contract with the Marion County Sheriff's Office, and County Employee health contracts.

These additions to HFHC services help further our dedication and commitment to our patients and the community. On behalf of the Board of Directors, I would like to thank our executive team and staff for their ongoing dedication to our mission and patients.

To all the organizations and agencies that fund, support, and collaborate with us, thank you for believing in our mission and assisting.

Scott Hankinson, Board Chairman

## BOARD OF DIRECTORS

**Scott Hankinson, Chairman** | CFO, Ocala Regional Medical Center

**Phil Wright, Vice Chairman** | CBDO, Advent Health Ocala

**Georgia Hattan-Bennett, Secretary** | Owner, Good Apple Equine Consignment Shop

**Joe White, RN, Treasurer** | Administrator, Brooks AmeriCare Home Healthcare Service

**Barbara Schwaite** | Retired, Marine Contractor

**David Minnici** | Administrator, ResHab Network

**Drexel C. Collins** | Retired, Public Service Electric & Gas

**Lola Gonzalez** | Owner, Accurate Background Check

**H. Randolph Klein** | Attorney, Klein & Klein, LLC

**Susan Tedrick** | Retired, Attorney/Compliance Consultant

**Thomas C. Buss, II** | Insurance Agent, Barrett, Liner & Buss, LLC

**Timothy McCourt** | General Counsel, Marion County Sheriff's Office

**Julie Connolley** | Internship Facilitator Career & Technical Education Marion County Public Schools

## EXECUTIVE TEAM

**Chief Executive Officer**, Jamie Ulmer, MA

**Chief Medical Officer**, Dr. Tabatha Downey, MD

**Chief Financial Officer**, Dana Schultz, CPA

**Chief Health Administrative Officer**

**of Inmate Health**, Maria Torres, CT, MHSA



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**www.MyHFHC.org**

HFHC is a 501c3 charitable organization and is registered with the State of Florida Department of Agriculture and Consumer Services under #CH27115. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free 1-800-435-7352, within Florida. Registration does not imply endorsement, approval, or recommendation by the State of Florida.

Heart of Florida Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals and volunteers under 42 U.S.C.233 (a)-(n).