

### 2020-2021 REPORT TO THE COMMUNITY



### GROWING FOR THE NEEDS OF OUR COMMUNITY

We proudly celebrated our year anniversary of being in our new building! We love hearing the incredible feedback how much our patients and visitors love coming into our Main Location.

This year we had the opportunity to purchase the former "The Family Doctors of Bellevue" practice to expand our space and services for our Bellevue location. This location houses one of our three in-house pharmacies. Due to the space availability, more services are planned for this location.

We saw the need to expand our Pharmacy hours for our patients that resulted in our opening a drive-thru Pharmacy with extended and Saturday hours.

*Coming Soon:* Due to funding from HRSA American Rescue Plan Act Funds, we can fulfill a long time need in expanding our Dunnellon location. Another way for HFHC to offer more patient access and comfort.

### PATIENT TESTIMONIAL: POSITIVE VACCINE EXPERIENCE WITH EASE

*I had the BEST experience receiving my Pfizer-Biontech vaccine from the terrific staff at the Heart of Florida Health Center Vaccine Annex. I'd heard harrowing stories of people waiting in long lines and having miserable experiences at other vaccine locations, so I was incredibly nervous before arriving at Heart of Florida. All of my anxiety was instantly eased the minute I walked in. The check-in process was a breeze, the line moved quickly, and my nurse swiftly administered the shot. She answered all of my questions regarding side effects, when to get my next vaccine and how protected I would be once receiving my second dose. My family and I will be receiving all of our immunizations from Heart of Florida Health Center from here on out. Kudos to a fantastic team that clearly cares deeply about their clients! – Sadie Fitzpatrick*

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



### WOMEN'S HEALTH

Our Women's Health Department continues to grow and expanding services. We are adding additional diagnostic services such as ultrasound and colposcopy for cancer diagnosis. We are increasing our Pre-Natal Care by continuing our partnership with AdventHealth

Ocala and adding the Family Residents into the department. We have also had a Behavioral Health Provider trained in perinatal and post-natal mental health join our Women's Health team to offer support and health for new parents.



### RESIDENCY PROGRAM

The Family Medicine Residency Program had a successful first year! Hitting major milestones by increasing patient clinical and procedure access and improved procedural training. Virtual medicine and a Covid-19 drive-thru clinic were also added, as well as three new faculty staff. New services continue to be added for HFHC patients with the benefit of the Family Medicine Program.



The Internal Medicine Residency Program has continued to grow adding residents to the program, as well as one faculty staff with critical care and mission work experience. Many of the resident graduates of the last year have gone on to fellowships in Cardiology, Geriatrics, Endocrinology, Hospital Medicine, and other specialties. These Providers continue to support HFHC and help the community in their fellowships due to their personal impact of their time with HFHC.



### 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

# 2020 FINANCIALS

# CHAIRMAN'S MESSAGE



2020-21 again was a year of growth for HFHC. It 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 our new drive-thru pharmacy that offers after hour and Saturday hours.

In collaboration with the Marion County Hospital District Trustees, HFHC was able to extend our services at Beacon Point providing Primary Care, Psychiatric Evaluations, and Medication Management. These additions to HFHC services help further our dedication and commitment to our patients and the community.

As my term of Chairman of the Board of Heart of Florida Health Center comes to an end; it has been my privilege and honor to be a part of such an important time in our organization and serve with a committed and unwavering Board.

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



**ASSETS** FISCAL YEAR 2020 ENDING FEBRUARY 28, 2021 ANNUAL AUDIT

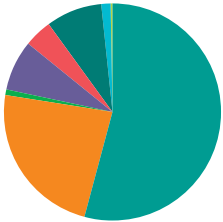
<b>Current assets</b>	
Cash and cash equivalents	\$ 1,651,439.00
Patient receivables	2,562,605.00
Other receivables	1,039,992.00
Prepaid expenses and other assets	209,133.00
<b>Total current assets</b>	<b>5,463,169.00</b>
<b>Property and equipment, net</b>	<b>13,398,252.06</b>
<b>Other assets</b>	<b>121,751.60</b>
<b>Total Assets</b>	<b>\$ 18,983,172.66</b>

**LIABILITIES AND NET ASSETS**

<b>Current liabilities</b>	
Line of credit	\$ 600,000.00
Accounts payable	510,763.27
Accrued expenses	820,412.53
Deferred revenue	2,906,608.52
<b>Total current liabilities</b>	<b>6,674,283.66</b>
<b>Net Assets</b>	
Net Assets	8,205,856.00
Net Income	4,103,033.00
<b>Total net assets</b>	<b>12,308,889.00</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 18,983,172.66</b>

## REVENUE

FISCAL YEAR 2020 ENDING FEBRUARY 28, 2021 ANNUAL AUDIT

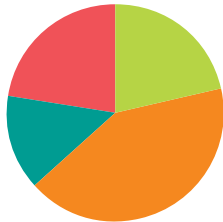


<b>PATIENT FEES</b>	<b>12,106,581.37</b>	<b>54.28%</b>
<b>FEDERAL</b>	<b>5,202,000.00</b>	<b>23.32%</b>
<b>STATE</b>	<b>210,499.96</b>	<b>0.94%</b>
<b>PPP</b>	<b>1,636,100.00</b>	<b>7.34%</b>
<b>LOCAL SUPPORT</b>	<b>942,643.12</b>	<b>4.23%</b>
<b>OTHER CONTRACTS</b>	<b>1,884,658.30</b>	<b>8.45%</b>
<b>IN-KIND</b>	<b>296,539.08</b>	<b>1.33%</b>
<b>OTHER</b>	<b>24,169.17</b>	<b>0.11%</b>

TOTAL REVENUE **\$22,303,191.00**

## PAYER MIX

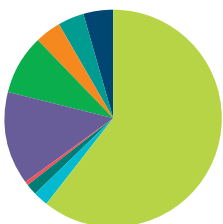
FISCAL YEAR 2020 ENDING FEBRUARY 28, 2021 ANNUAL AUDIT



<b>MEDICAID</b>	<b>21.58%</b>	<b>MEDICARE</b>	<b>41.92%</b>
<b>PRIVATE</b>	<b>14.14%</b>	<b>UNINSURED</b>	<b>22.36%</b>

## EXPENSES

FISCAL YEAR 2020 ENDING FEBRUARY 28, 2021 ANNUAL AUDIT



<b>LABOR COST</b>	<b>11,050,390.00</b>	<b>60.72%</b>
<b>LABS/ RADIOLOGY FEES</b>	<b>411,314.00</b>	<b>2.26%</b>
<b>DONATED SPACE/ SERVICES</b>	<b>296,539.08</b>	<b>1.63%</b>
<b>PROFESSIONAL FEES</b>	<b>77,335.00</b>	<b>0.42%</b>
<b>CONTRACT FEES/ MATERNITY</b>	<b>2,547,666.00</b>	<b>14.00%</b>
<b>ALL OTHER</b>	<b>1,602,722.92</b>	<b>8.80%</b>
<b>UTILITY &amp; PHONE</b>	<b>741,933.00</b>	<b>4.08%</b>
<b>EHR &amp; IT</b>	<b>697,946.00</b>	<b>3.83%</b>
<b>SUPPLIES</b>	<b>774,312.00</b>	<b>4.25%</b>

TOTAL EXPENSES **\$18,200,158.00**

## MESSAGE FROM THE CEO



What a year 2020-21 brought Heart of Florida Health Center. We continued to offer the Covid-19 vaccinations and as the everchanging path the pandemic wove we were up for the challenge. We opened our Vaccine Annex building to accommodate the over 40,000 vaccines and boosters we provided. As we saw the necessity arise, we then turned the Annex into a Monoclonal Antibody Treatment Clinic to treat patients with the virus.

This year also showed the demand to broaden our Pharmacy hours for our patients that resulted in our opening a drive-thru Pharmacy with extended and Saturday hours.

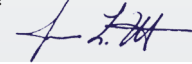
With assistance from the Marion County Hospital District Trustees, we now have a satellite office at Beacon Point offering primary, behavioral, and medication care.

Due to funding from HRSA American Rescue Plan Act Funds, we can fulfill a long time need in expanding our Dunnellon location.

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 be able to continue to meet the needs of Marion County. As our Chairman of the Board of Directors, Scott Hankinson, steps down from his position, I want to personally thank him for his guidance, efforts, and leadership during these unprecedented years.

Our continued partnerships, trust, and support of our community partners allow us to continue to grow and increase our impact of health care of the community and the opportunity to grow as a health care leader in Marion County!

Jamie L. Ulmer, CEO



## 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 Financial Officer**, Dana Schultz, CPA
- Chief Medical Officer**, Dr. Tabatha Downey, MD
- Chief Operating Officer**, Maria Torres, CT, MHSA
- Chief Health Administrative Officer of Inmate Health**, John S. Pearson, DHA, MSA



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[www.MyHFHC.org](http://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).