

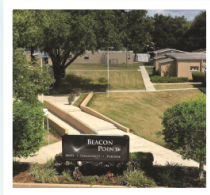


DSMES PROGRAM: BETTER HEALTH CONNECT ~ EMPOWERING PATIENTS

Heart of Florida Health Center's clinical team has developed a program over the last 3 years with patient participation beginning June 2021. Diabetes Self-Management Education and Support (DSMES) is a program for people with diabetes (Type I, Type II and Gestational DM). In this program participants are given the tools to gain the knowledge and skills to better control their diabetes and related conditions. Participants learn personalized strategies to manage their diabetes, including taking medicines, planning healthy meals, and being active. HFHC DSMES team is made up of providers, pharmacist, LCSW, exercise physiologist, and nurses which allows for individualized planning and education to meet the unique needs of each patient. To date, we have served close to 30 patients in DSME. With new funding and recent accreditation, our goal is to enroll a minimum of 60 patients in the upcoming 2023 calendar year.

BEACON POINT

In August 2021 with a partnership and assistance with the Marion County Hospital District Trustees, we opened a satellite office at Beacon Point along with other community agencies.



In taking an integrated care and holistic approach with primary and behavioral health care in mind; our Primary Care services provide preventive and chronic care for those patients with comorbidities including diabetes, hypertension, and obesity. Our behavioral health provider offers counseling services, medication assisted management and treatment onsite. Offering these specialized services as well as case management, radiology, labs, and low-cost in-house pharmacies, we are providing care of the whole person offering convenience for our patients.

COLLEGE PARK

In early 2022 we partnered with United Way and Marion County Public School System in opening Heart of Florida Health Center's first school-based clinic, in addition to being the first of this model in Marion County. Opening this clinic aids in our commitment to our mission of improving the overall health status of Marion County which includes students and their families. Schoolbased care reduces absentee days by allowing children to remain in school; children are seen for well-child, preventive care, and sick visits. When the student is seen in the school setting, they establish themselves as a patient of Heart of Florida Health Center and have the benefit of all the services it offers, including Pediatric Dental Services. Studies have shown that children with inadequate dental hygiene do poorly in class and miss more school. Having the opportunity to begin the child's medical needs in a schoolbased setting leads to optimal overall health of the child.



PATIENT TESTIMONIAL: EXCEPTIONAL CARE, PROVIDERS, AND SERVICES FOR ALL

Dr. Ananthan & Dr. Rodriguez had the pleasure of getting to meet ME! Needless to say, I was not the most ideal patient for them to have. I was an emotional rollercoaster who was a very bitter, cold, and not to mention extremely reluctant angry person. They had no idea what they were walking into. I was the poster child for the worst patient to have! I was going to be the one that residents were to talk about for years to come. I was going to be that... "Do you remember that one patient who was?" "You know that one? yep, that's how I was going to be remembered. But they were above my expectations! They were definitely "the perfect pair!" They understood me from the very beginning. Let me to tell you, those two wonderful "ladies" didn't miss a beat in their professionalism, educational background, bedside manner, and were the most caring, loving individuals on a personal level I have ever witnessed from not only physicians, but from human beings as well.

Unfortunately, Dr. Rodriguez left because her career path took her elsewhere. Although I was sad, I was also happy in the fact that this wonderful Dr. was going to be able to treat others in a place that was dear to her heart in the same manner she treated me. Her willingness to treat me on a personal level is what kept me positive in looking forward to meeting the individual she personally selected for me and my individual personality. That is when I received the pleasure in meeting Dr. Grippo and having him join up with Dr. Ananthan. Once again, I couldn't ask for a better pair. Together they listen to me intently and meet every one of my needs. I can honestly say without the three of these wonderful individuals, (whom I now call family members) in my life, I would not have had the opportunity to hold my precious grandson in my arms for the first time, I have the pleasure of being able to be with all four of my perfect grandchildren, and still be a part of my family's lives.... That is priceless!! And I am extremely thankful from the bottom of my heart!

I just want to add one more thing though, that is very important, this organization, which has the widest variety of resources that are available to patients like me, would not be what it is today without the exceptional team of Providers and caregivers that are in place at each of these facilities. They, are what makes this so successful in the treatment of all patients, including "THOSE DIFFICULT ONES!" ~ Heart of Florida Health Center Patient

VISIT OUR WEBSITE TO LEARN ABOUT HOW WE ARE AFFECTING OUR COMMUNITY ONE PATIENT AT A TIME. www.MyHFHC.org

MISSION

To provide quality health care with compassion and respect to the communities we serve.

VISION To Be The First Choice of Excellent Health Care.

VALUES Quality, Compassion, Respect, Integrity, Collaboration



2021 FINANCIALS

CHAIRMAN & CEO MESSAGE

ASSETS

FISCAL YEAR ENDING FEBRUARY 2021

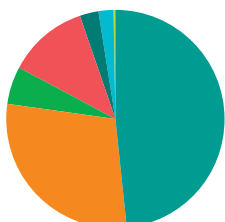
Current assets	
Cash and cash equivalents	\$ 340,821
Patient receivables, net of allowance of doubtful accounts of \$697,912	904,510
Other receivables	286,857
Inventory	62,848
Prepaid expenses and other assets	83,181
Total current assets	1,678,217
Property and equipment, net	8,445,960
Other assets	
Intangible assets, net	92,585
Deposits	13,995
Total other assets	106,580
Total Assets	\$ 10,230,757

LIABILITIES AND NET ASSETS

Current liabilities	
Line of credit	\$ 55,000
Accounts payable	953,512
Accrued expenses	1,009,680
Deferred revenue	6,709
Total current liabilities	2,024,901
Net Assets	
Without donor restriction	
Invested in property and equipment	8,445,960
Undesignated	(240,104)
Total net assets	8,205,856
Total Liabilities and Net Assets	\$ 10,230,757

REVENUE

FISCAL YEAR ENDING FEBRUARY 2021

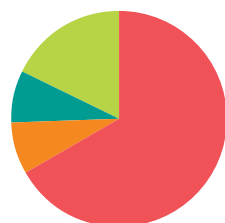


PATIENT FEES	7,949,178	48.36%
FEDERAL	4,758,010	28.94%
STATE	925,736	5.63%
LOCAL SUPPORT	1,939,781	11.80%
CONTRIBUTIONS	6,110	0.03%
OTHER CONTRACTS/SUPPORT	479,366	2.90%
IN-KIND	359,918	2.19%
OTHER	20,172	0.15%

TOTAL REVENUE \$16,438,271

PAYER MIX

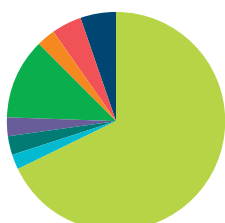
FISCAL YEAR ENDING FEBRUARY 2021



MEDICAID	66.76%
MEDICARE	7.80%
PRIVATE	7.87%
UNINSURED	17.57%

EXPENSES

FISCAL YEAR ENDING FEBRUARY 2021



LABOR COST	9,098,289	67.90%
LABS/RADIOLOGY FEES	302,186	2.25%
DONATED SPACE/SERVICES	369,742	2.75%
CONTRACT FEES/MATERNITY	384,965	2.87%
ALL OTHER	1,581,967	11.80%
UTILITY & PHONE	389,202	2.90%
EHR & IT	589,971	4.40%
SUPPLIES	682,105	5.13%

TOTAL EXPENSES \$13,398,427

2021 was a year of continuous challenges, but Heart of Florida Health Center continued providing compassionate, high-quality healthcare to all those in need each day. After a global pandemic, we have continued to seek opportunities to offer services to more people. This past year HFHC experienced growth through new service contracts, more locations, and additional services providing access to care for our patients.

We've added two new satellite locations; Beacon Point on August 2021, which expanded our behavioral health services with assistance from the Marion County Hospital District, and College Park on Jan 2022. College Park is our first school-based health clinic in partnership with United Way and the Marion County Public School System.

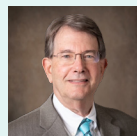
In an effort to address care gaps, we've also added a health education coordinator to offer nutritional counseling to our patients and to manage our Diabetes Self-Management Education (DSME) Program. This program obtained accreditation through the Association of Diabetes Care & Education Specialists.

Heart of Florida Health Center also expanded inmate health services to the Sumter County Jail through a contract with the Sumter County Sheriff's Office. HFHC has successfully provided health care in the Marion County jail using evidence-based models and guidelines since April 2020.

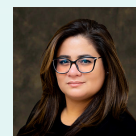
Heart of Florida Health Center's success has not existed in a vacuum. Community partnerships and collaborations have significantly contributed to our success. Through their support, we will offer much-needed healthcare services to fulfill our mission.

Through the latter part of 2022, We also conducted a nationwide search for a new CEO. Our Board of Directors has selected Matthew Clay, who currently serves as CEO of Eastern Shore Rural Health System, Inc. in Onancock, Virginia. With the search complete, we enter the new year firmly resolved to keep up the momentum we generated in 2021-2022 while remaining steadfast in our mission to increase the accessibility of excellent, affordable, and comprehensive care.

On behalf of the Board and management team, we would like to thank our staff and caregivers for completing our mission daily with each patient we serve. Thank you to all of our patients for your continued trust and belief in what we do every day.



H. Randolph Klein
BOARD CHAIRMAN



Maria Torres, CT, MHSA
CEO (INTERIM)

BOARD OF DIRECTORS

H. Randolph Klein, Chairman | Attorney, Klein & Klein, PA
Joe White, RN, Vice Chairman | Regional Admin, Brook Rehabilitation Home Health
Julie Connolley, Secretary | Marion County Public Schools
Scott Hankinson, Treasurer | CFO, Ocala Health System
Barbara Schwaite | Retired, Marine Contractor
Georgia Hattan-Bennett, Secretary | Owner, Good Apple Equine Consignment Shop
Drexel C. Collins | Retired, Public Service Electric & Gas
Lola Gonzalez | Owner, Accurate Background Check
Phil Wright, Vice Chairman | CBDO, Advent Health Ocala
Susan Tedrick | Retired, Attorney/Compliance Consultant
Thomas C. Buss, II | Senior Vice-President of Gallagher & Co.
Timothy McCourt | General Counsel, Marion County Sheriff's Office
David Minnici | Administrator, ResHab Network

EXECUTIVE TEAM

Maria Torres, CT, MHSA | Interim Chief Executive Officer, Chief Operating Officer
Levonda Goodson, BSHA, LPN, LSSGB | Interim Chief Operating Officer, Chief Clinical Operations Officer
Dana Schultz, CPA | Chief Financial Officer
Tabatha Downey, MD | Chief Medical Officer
John Pearson | Chief Healthcare Administrator, Inmate Health, Marion County Jail
Carali McLean, LCSW | VP of Quality and Risk Management



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352.732.6599 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).