



Standing Strong and Staying Healthy – **TOGETHER**

2020-2021 REPORT TO THE COMMUNITY



Photo taken prior to covid-19 mask mandate.





From our inception in 1979, Premier Community HealthCare has held true to its mission and vision of providing accessible healthcare services by providing high-quality and affordable care to those in need, regardless of their ability to pay.

Over the decades, we have increased our comprehensive medical, dental and behavioral health services to provide care for all ages, making our community health center a patient-centered medical home.

We are energized by the compassion and dedication of our volunteer leaders and Care Team and the way we provide safe and secure care for our patients. In these uncertain times, Premier Community HealthCare renews its commitment to providing accessible, affordable and comprehensive care to all Pasco and Hernando County residents. We are in this together!

MISSION

To provide accessible healthcare services for all.

VISION

A community where everyone is healthy.

CORE VALUES

Teamwork: We collaborate within and outside the community health center to be our best.

Respect: We give respect to self and others to foster a positive environment.

Integrity: We adhere to ethical principles without compromising the truth.

Compassion: We show kindness, caring and a willingness to help others.

Excellence: We deliver world-class service each day.

EXECUTIVE TEAM

Joseph Resnick, MHA, FACHE
Chief Executive Officer

Aaron Brandt
Chief Financial Officer

Delisa Heron, MD
Chief Medical Officer

Ibrahim (Abe) Farah
Chief Operations Officer

Jennifer Lineburg, sHRBP, PHR, SHRM-CP
Human Resources Officer

Jose Peralta, DDS
Dental & Associate Medical Director

Cheryl Pollock, GPC, BA, M.Ed.
Chief Development &
Communications Officer

LEADERSHIP TEAM

Tina Beehler, BSN, RN
Director of Nursing

Rhonda Cameron, PhD
Director of Behavioral
Health Services

Travis Cox
Director of IT

Marcy Hammond, CPHRM, CHC, RHIT, CPHQ
Director of Risk Management
& Compliance

Gabriela Herrera
Director of Operations

Chianta S. Lindsey, DNP, APRN
Director of Quality and
Patient Experience

Suzanne McEachron, MSHCT
Director of Dental Operations

BOARD OF DIRECTORS

Georgina Rivera-Singletary, PhD, MBA-HCM
Chair

Sister Roberta Bailey
Director

Marla Banta
Director

Cheryl Chadick
Director

Tony Coleman
Director

Nelson Cruz
Director

Emily Gilbert
Director

Jarrett Krienes
Director

Bobbi Madonna
Director

Lillian Mutava
Director

Letter to Our COMMUNITY

As we look back on 2020, I want to thank our care team, Board of Directors and Advisory Council members for their dedication and commitment to our mission and vision. No one could have imagined how profoundly 2020 would affect our world from issues and events surrounding social justice and inequality to the ongoing devastation of millions of lives due to the COVID-19 pandemic.

Our care team never lost sight of providing high-quality healthcare and taking care of each other. I am grateful to be the leader of the Premier family and know our team grew closer in 2020. We are a vital part of our communities and will continue to find ways to increase access to healthcare for local residents and will continue to take care of each other.

Some of our accomplishments were: implemented telemedicine; ensured our care team members had the proper PPE; formed an equity, diversity and inclusion committee; implemented community-wide COVID-19 testing; added a school-based dental clinic; added a mobile dental clinic and maintained the employment of our care team throughout the pandemic.

As we embrace our new normal, we will never stop thinking of ways that we can do things better.

Even through a pandemic and social unrest and in conjunction with our community partners, we were able to increase access to healthcare in 2020. This truly is a representation of the dedication and strength of our care team, our Board of Directors, our Advisory Council and our community partners. As we move forward in 2021, we look forward to strengthening our community partnerships, ensuring our care team members remain safe and continuing to be high-quality providers of health care.



Joseph D. Resnick, MHA, FACHE
Chief Executive Officer

A handwritten signature in black ink that reads "Joey Resnick".

Our 2020–2021 Annual Report is a reflection of a year that none of us anticipated. Through the many challenges of the novel coronavirus pandemic, it was a year of learning and adapting for everyone.

I am proud to say that our mission and goal to reduce barriers to affordable healthcare services never wavered. Our aim to compassionately serve our community was demonstrated through our work during this ongoing COVID-19 disruption. Our Care Team, Board and Advisory Council Members have demonstrated skill, drive, passion and dedication.

As you read about how our community health center has stepped up in amazing ways to support our patients through this crisis, you will hear the voices of patients that were directly touched by our services and resources.

On behalf of the Premier Community HealthCare Board of Directors, I express my sincere gratitude for your support throughout the 42 years preceding the pandemic and now, ensuring we have the resources needed to deliver critical care for those that need it most.

We thank you for taking the time to learn more about our work and achievements.



Georgina Rivera-Singletary, PhD, MBA-HCM
Board Chair

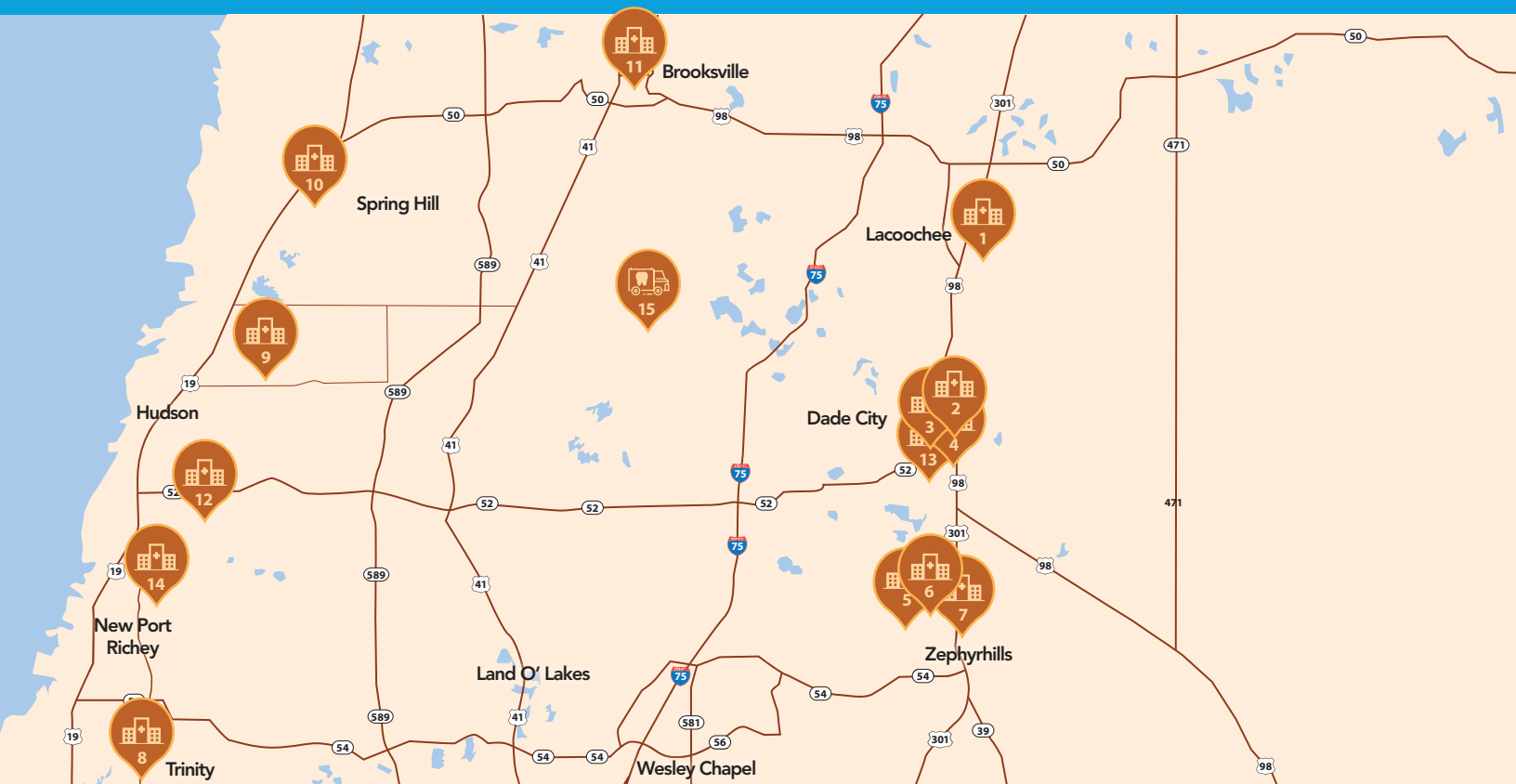
A handwritten signature in black ink that reads "Georgina Rivera-Singletary".

What started off as one grassroots medical clinic in the heart of Dade City, Florida, now extends its mission across two counties with multiple medical, dental and behavioral health clinics. We look forward to growing and improving access to quality healthcare for the

COMMUNITIES WE SERVE.

Premier Community HealthCare proudly calls Florida's Nature Coast home. Serving over 36,000 patients this past year, our model of care places patients' needs at the center of attention as we provide comprehensive and quality healthcare services, including medical, dental and behavioral health.

Through multiple locations strategically operating across Pasco and Hernando Counties, Premier provides its community with affordable and compassionate care. This annual report to the community provides a glimpse into the impact and patient stories that make our community health center a healthcare safety net for all.



1. Lacoochee Family Health Center

Family Medicine Health Services
38724 Mudcat Grant Boulevard
Dade City, FL 33523

2. Dade City Dental Center

Adult & Pediatric Dental Services
37944 Pasco Avenue
Dade City, FL 33525

3. Administrative Office

37912 Church Avenue
Dade City, FL 33525

4. Dade City Family Health Center

Family Medicine & Pediatric Health Services
14027 5th Street
Dade City, FL 33525

5. Zephyrhills Behavioral Health Center

Mental Health and Substance Use Services
37840 Medical Arts Court
Zephyrhills, FL 33541

6. Zephyrhills Family Health Center

Family Medicine & Pediatric
Health Services
37920 Medical Arts Court
Zephyrhills, FL 33541

7. Women's Health Center

OB/GYN Services
38030 Daughtery Road
Zephyrhills, FL 33540

8. New Port Richey Family Health Center

Family Medicine, Pediatrics
& OB/GYN Services
2114 Seven Springs Boulevard
Trinity, FL 34655

9. Hudson Family Health Center

Family Medicine Health Services
11611 Denton Avenue
Hudson, FL 34667

10. Spring Hill Family Health Center

Family Medicine and Dental Services
7551 Forest Oaks Boulevard
Spring Hill, FL 34606

11. Brooksville Family Health Center

Family Medicine and Dental Services
300 South Main Street
Brooksville, FL 34601

12. Dental Center

Pediatric Dental Services
10841 Little Road
New Port Richey, FL 34654

13. Cox Elementary Dental Center

Pediatric Dental Services
37615 Martin Luther King Boulevard
Dade City, Florida, 33523

14. Pediatric Health Center

Pediatric Medical and Dental Services
6906 Madison Street
New Port Richey, Florida, 34652

15. Mobile Dental Clinic

Adult & Pediatric Dental Services
Various locations throughout Pasco
and Hernando Counties



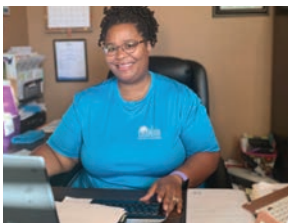
How We Do It: Our Team

The Premier Community HealthCare team is comprised of highly trained, passionate and dedicated professionals committed to the community while driven by our mission. To best serve our diverse community, we take pride in having a diverse team to serve our patients with the utmost cultural sensitivity.

Despite the economic hardships posed by the COVID-19 pandemic, we did not lay off any of our team members. By the end of the 2020 fiscal year, we employed over 250 staff, adding to a year of incredible growth.

Noteworthy Human Resources and Staff Development Improvements

- Launched Equity, Diversity and Inclusion (EDI) Committee
- Bi-Weekly Full Staff Meetings
- Daily Leadership Touchpoints
- Implemented Virtual Job Fairs and Hiring Events
- Hired 27 New Providers
- Recognized by Tampa Bay Times, 2021 Top Work Places



National Health Center Week #NHCW, Aug 9 - 15th, 2020



GENEROUSLY SUPPORTING OUR COMMUNITY

To face the 2020 economic hardships, the Care Team rose to the occasion to help support the community in need. With great enthusiasm, our Employee Ambassador Council (EAC) championed two community service projects. The 2020 beneficiaries of the donated non-perishable items and hygiene supplies were Make a Difference, Inc, based in Dade City, and The Dawn Center, a domestic violence shelter/program supporting clients in Hernando County.



Reaching a Vulnerable

POPULATION

Migrant and Seasonal Agricultural Workers (MSAW) work long hours in fast-paced, physically demanding settings and in uncontrolled climate conditions. The risks associated with agricultural work includes pesticide exposure, back injuries and respiratory problems.

To help agricultural workers overcome barriers and health disparities, the Community Services team conducts outreach and education for agricultural workers and their immediate family members.

Our specially trained Community Services Team has a unique understanding and deep knowledge of the MSAW community. With the help of our partnerships, we facilitate linguistically and culturally appropriate healthcare services through mobile clinics, educational workshops and health promotion events.

“We’ve developed relationships with over 15 different agricultural organizations, which helps us deliver our services beyond clinic walls.

Over the last year, more than 4,685 migrant and seasonal agricultural workers received medical, dental and health screening services through our service lines and programs.”

– Manny Mayor, Community Services Manager



Embracing Diversity

Premier Community HealthCare joined in support of the national movement to address racism and discrimination. Chief Executive Officer Joey Resnick issued a statement emphasizing our commitment to the health and safety for all.

Taking immediate action, Premier consulted with Estrategia Group to conduct a comprehensive Equity, Diversity and Inclusion assessment and to help develop a plan to address cultural competence and implicit bias. An anonymous survey and voluntary interviews with team members were conducted. Participants shared their desire to tackle issues like language barriers, care accessibility, micro-aggressions and bias awareness. We see these steps as part of an ongoing effort to be a top workplace and to provide exceptional care for all. We are committed to continuing this work.

SOMETHING TO SMILE ABOUT

THREE NEW DENTAL SERVICE ACCESS POINTS

In the fall of 2020, Premier began operating three children's dental clinics – two facilities and one mobile – previously serviced by the Florida Department of Health Pasco County. With priorities shifting for the health department to focus on core public health priorities, Premier once again stepped up to continue the dental services by bringing the three clinics under its umbrella of services. Research indicates that maintaining good oral health, especially during childhood, has value beyond the obvious. As we continue to strengthen our care model for the integration of dental and primary care, the addition of these new facilities will provide even greater access to affordable and high-quality dental care.



PROVIDING HIGH-QUALITY CARE

Everyone visiting a Premier Community HealthCare Center should expect the best care. We strive to provide a welcoming clinical atmosphere where our patients feel accepted, understood and confident in their healthcare team.

Community Health Centers (CHCs) use clinical quality measures as a tool to monitor wellness goals and healthcare services such as cancer screenings, immunizations, blood pressure control, tobacco cessation and diabetes management. By these measures, we can ensure that our

patients are on track for healthy lives free from illness and chronic disease complications.

Our clinical, community services and communications teams collaborate to educate patients, host health education events and review patients' records to assure necessary screenings are conducted as intended.



“Our goal is steady improvement and increased access so that everyone has the opportunity to benefit from the valuable and affordable services that we offer.”

– Chianta S. Lindsey, DNP, APRN, Director of Quality and Patient Experience

INNOVATION THROUGH COMPASSION

In addition to phrases like *social distancing* and *we are in this together*, *pivot* and *redirection* were frequently used among our team. As the coronavirus gripped the world, we were all forced to pivot, adapt and respond to what quickly unfolded to be the “new normal.”

As a community health center, Premier is charged with the task of reducing barriers to healthcare. In an effort to do so, annual health promotion events are held within our clinics and the community. With social distancing, stay-at-home orders, and a state of high alert, we quickly shifted in-person health education events to virtual.

Through live zoom sessions, we provided patients, partners, and community members with resources, healthy coping methods, and vital information through virtual sessions such as: Parenting in a Pandemic, Healthy Kids, Healthy Smiles, and A Women’s Health Refresh-Her. These provider-led sessions were interactive, engaging, and a free opportunity to connect via any location.

Mindful of the CDC guidance, we successfully hosted six in-clinic health promotions with staggered appointments, temperature checkpoints, and limited waiting area capacity.

Children’s Dental Day – February 29th

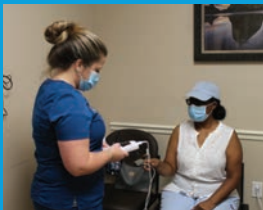
Back to School Physicals and Backpack Brigade June – August

Men’s Health Day – June 22nd

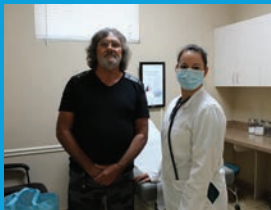
HIV Screening Day – June 26th

Women’s Health Day – August 31st

Community Baby Shower – December 16th



Women’s Health Day



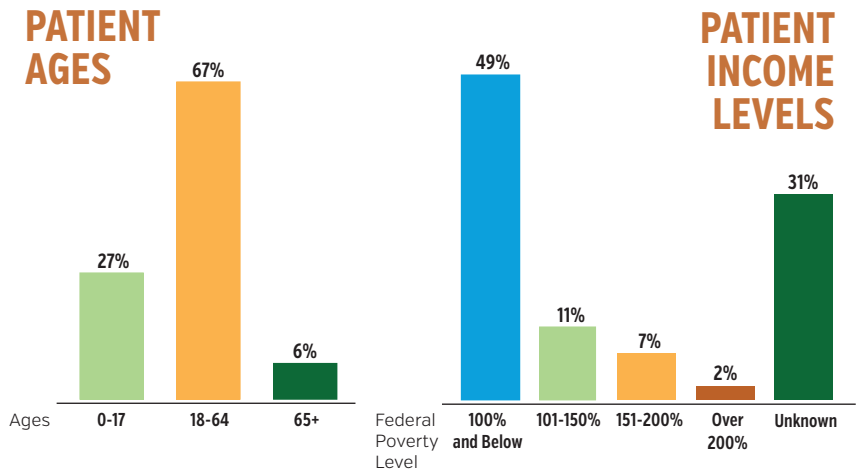
Men’s Health Day



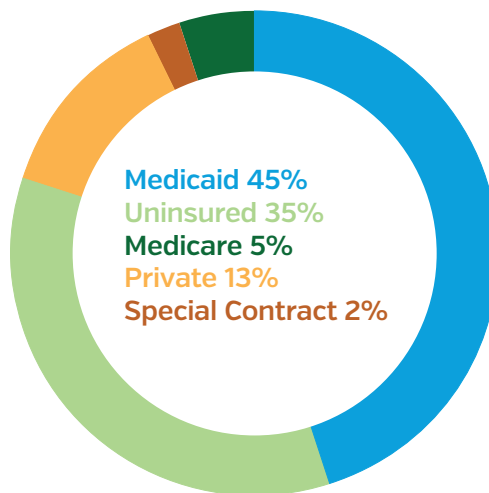
Children’s Dental Day (Prior to Pandemic and Mask Mandate)

Care by the NUMBERS

In 2020, we proudly served **36,001 PATIENTS.**



PAYOR MIX



COVID Tests Completed:

7,833

3,036

homeless
were served

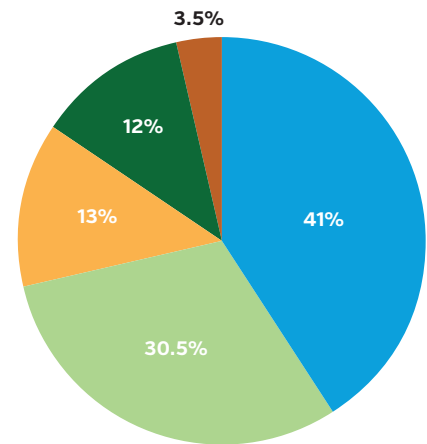
1,377

Migrant Seasonal
Agricultural
Workers (MSAW) served

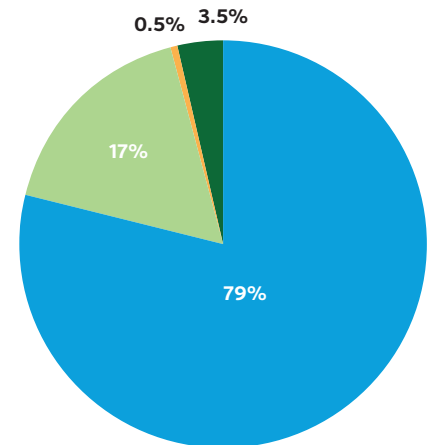
Funding Our MISSION



OPERATING SUPPORT AND REVENUE	2019	2020
Program/Patient Service Revenue	\$11,451,601	\$10,238,712
Federal Government Grant Support	\$7,285,152	\$7,572,635
State and Local Grant Support	\$1,354,813	\$3,164,471
Contributions and Other Revenue	\$1,326,375	\$3,021,389
In-Kind Support	\$641,617	\$878,594
Total Operating Revenue	\$22,059,558	\$24,875,801



OPERATING EXPENSES	2019	2020
Direct Care/Program Services (Medical, Dental, Behavioral Health, Patient Support)	\$17,976,579	\$19,555,778
General/Administrative	\$3,770,281	\$4,298,452
Fundraising/Development	\$86,680	\$138,025
Reinvestment in Health Center Services, Programs, and Clinics	\$226,018	\$883,546
Total Operating Expenses	\$22,059,558	\$24,875,801



VOICES OF OUR PATIENTS

“Our family really enjoys receiving care at Premier. Teresa Christmas, PA, is our provider, and she is fantastic with explaining treatment and procedures. The front desk staff is friendly and professional.”

“I was furloughed at the beginning of the pandemic; finances and resources were scarce in my household. I was connected with the Community Services Team at Premier. Ludi walked us through how to enroll for health benefits and SNAP benefits. Premier is truly a gem in our community.”

“I have been seeing my behavioral health provider for over a year. Premier offers a non-judgmental atmosphere and a team that really cares about your mental and physical health. I am looking forward to the return of group therapy. Keep up the great work Behavioral Health Team.”



Premier patients walk through our clinics daily with needs beyond their physical health. The stories and wellness journeys of our patients are heartwarming and inspiring. As a community health center, we offer wrap-around services and take pride in connecting patients with community resources including transportation, housing, SNAP benefits, and insurance enrollment.

FAMILIES WE ASSISTED INCLUDED:

- **A father with two young daughters, one with severe disabilities, couldn't afford his utility bill because he was furloughed due to the pandemic.**
- **A woman whose husband suffered a stroke and was unable to work and struggled to pay rent.**
- **A young mom who needed affordable back-to-school physicals for her children.**

The pandemic exacerbated the needs of our patients because of lost income, reduced access to nourishment, fear, and illness vulnerability.

Through the courageous work of our team and generous gifts from our donors, Premier helped meet the needs of these patients and community members, through our Patient Care Fund. The Care Fund directly supports patients in greatest need and supports community members that attend our free health and wellness programs.

“Knowing that my work has a positive effect on the lives of our patients, their families, and our community keeps me coming back to work every day with a smile,” said Tina Beehler, Director of Nursing.

CULTIVATING SUPPORT

Federal dollars account for only a portion of Premier Community HealthCare's operating budget; the remaining balance is met through billable services and philanthropic donations from our generous donors and community partners.

Our donors include Employee Giving, health center volunteers (includes Board & Advisory Council), families, individuals, businesses and foundations. Philanthropy is essential to help us continue to provide high-quality and affordable care to benefit members of the community. We are truly grateful for the ongoing philanthropic support. Without such benevolence, Premier would not be the healthcare safety net that it is for the surrounding communities.

The generous support of individual, corporate and government funders allows us to redefine what healthcare means to our patients by increasing accessibility to lifesaving services while remaining affordable for those who need it most.

Dedicated Donors & Partners

GIFTS RECEIVED IN 2020

\$75,000

Morton Plant North Bay Hospital

\$50,000

Direct Relief

\$30,000

Delta Dental Community
Care Foundation

\$20,000

United Way of Pasco County

\$10,000

Gulfcoast North Area Health
Education center

\$1,000-\$9,999

Anonymous
Laila Burgos
Rhonda S. Cameron
Cherie Clark-Guagliardo
Alfred McGugin
Patrick and Cheryl Pollock
Joseph and Erika Resnick
Georgina Rivera-Singletary
Dr. Sherrie-Ann Webb

Corporate Partners

Health Choice Network of
Florida, Inc
RSA Consulting Group, LLC
Stahl & Associates Insurance, Inc
Tampa Bay Community Cancer
Network – Moffitt Cancer Centers

\$100-\$999

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Josh Akins
Zenaida Amador
Tina Beehler
Alicia Best
Sandra J. Boston
Aaron Brandt
Adell Brasch
Preston Cameron
Candy M. Willets
Anabel Cardenas
Tina Chadwick-Velazquez
Donna E. Connors
Rachel K. Cook
Enrique Cortinas
Maria Cruz
Nelson S. Cruz
Lisa J. DeMello
Rebecca K. Dernulc
Direct Relief
Dallas English
Paul Faver
Jacqueline Florez
Tara Fraccica
Samantha Goodman
Marcy Hammond
Gabriela Herrera
Helen C. Keith
Gary Kling
Denise Lee

Elizabeth M. Leon
Chianta Lindsey
Sonja L. Lopez
Jennifer Maffett
Yuri Maldonado
Christina Mejia
Ivette Mendoza
Lillian Mutava
Kathleen Naples
Liza Normandia
Robert Olton
Amelia Olvera
Maggie Padron
Dr. Jose & Veronica Peralta
Ron Pierce
Susan Roberts
Desiree Rodriguez
Karen Rodriguez
Martin R. Santoro
Jacquelyn Lee Seaman
Karen Shapiro
Catrina Smith
Maureen Soliman
Bailey Staving
Crystal Thomas
Doris Warlitner
Monica Q. Williams
Johnna Woodbury
Roxanne Wright
Ardian Zika

Corporate Partners

Benedictine Sisters of Florida
Centene Management
Company, LLC
Divine Bliss Foundation, Inc
Meridian Counseling Center
Odatto Marketing Group, Inc
Staywell- A WellCare Company
Two Maids & A Mop of
Pasco County

\$25-\$99

Anonymous
Ludi Alfaro-Barrientos
Miriam Ansley
Wayne M. Baker
Chiquilla Beene
Becky Bennett
Kances Bess
Cheyenne Bromley
Ruby Buitron
Brittany Burke
Debra Butler
Theresa Cassidy
Christine Collins
Cathy Congdon
Monica Cook
Aracely Corona
Terrie Daniel
Joshua Davis
Dinah Deal-Grant
Francisco DeLaRosa
Maribelle DeLaTorre
Jennifer Delgado
Saylor Doucet

Ermays Espada Rodriquez
Robmarys Espada Rodriquez
Kassandra Farrington
Genesis Faucette
Loraina Fontanez
Sonia Franklin
Miriam Garcia
Beth Genho
Celina Genualdi
Debbie Gonzales
Glenda Hagelston
Victoria Harris
Mellissa Hill
Cheryl Hinton
Cynthia Hiott
Amy Hopkins
Lori James
Erin D. Jones
Teresa Keenan
Shirley J. Kelly
Christine Kirkstad
Christina LaCross
Ashlie Lambert
Christine Lawrence
Monica Lawrence
Megan LeBlanc
Sara Leonard
Lisa Little
Samantha Lopez
Corey Marsh
Damarius McCullough
Adriana Medina
Larry Mills
Susan Mohr Rocha
Valeria Montoya
Savannah Nichols
Zahaira Owens
Frances Pabon
Jacqueline Padilla
Anita Pizano
Kim Poaletti
Arielle C Ramirez
Chessie Reed
Candida Reyes
Carmen Rice
Ana M. Rivera
Marilyn Rivera
Yolanda Rivera
Susan Roberts
Sandra Robledo
Cinthia Rolon Rodriquez
Mike Rosson
Lourdes Saenz
Abrillia Sanchez
Dahlia Sanderson
Tanya Sandy
Marvin Scott
Cecilia Serna
Jessica Serna
Ashley Shindledecker
Teresa Siller
Thomas R. Stearns
Yanira Surita
Graciela Thomas
Rosonia Thomas
Celina Tjader

Gisel Torres
Yajaira Torres
Shamain VanEckelen
Michelle Walker
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James H. Willis III
Raquel Wright
Tristan Yargus

Corporate Partners

Amazon Smiles
Bayside Pharmacy
Florida Community Care
Network for Good
Winn-Dixie Community
Bag Program

\$1-\$24

We are very grateful for the support of the 166 donors at this level who gave to Premier's Give Day campaign with contributions and event participation. Unfortunately, due to limited space, we are unable to name them all, but we thank them all.

In Memory of:

Ronnie Frye – Anonymous

In Honor of:

Captain Bryan Skupas –
Dr. Rhonda Cameron

Public Funders/Supporters

Health Resources & Services
Administration (HRSA)
Hernando County BOCC
Hillsborough County BOCC
Pasco County BOCC
State of Florida Agency for
Healthcare Administration

In-Kind

Christine Collins
Direct Relief
National Center for
Farmworker Health
Crayola Experience
Dade City Widow's Mite
Department of Health & Human
Services, Bureau of Primary
Health Care, Health Resources
The Florida Aquarium
WonderWorks Orlando
ZooTampa at Lowry Park
Pioneer FL Museum & Village
Publix Super Markets, Inc

This annual report was prepared by the Premier Community HealthCare Development & Communications office. We sincerely apologize for any name we may have misspelled or inadvertently omitted from the donor list. Please advise us of any error by calling 352-518-2000 or emailing LJDemello@HCNetwork.org.

Some names and photos have been curated to protect the privacy of our patients.

Editors: Cheryl Pollock & Lisa DeMello / Photography: Brittany Burke & Lourdes Saenz / Design & Printing: image.works



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Premier Community HealthCare is a 501(c)(3) non-profit organization.



Please note: Photo taken prior to covid-19 mask mandate.