Cover page depicts Dr. Shari Jackson, Pediatrician, and her clinic support team. Dr. Jackson was a finalist in the "2018 & 2019 Best Pediatrician" category by the Alvin/Manvel Communities
Putting Our Hearts Into Your Care

Community Health Network thrived in 2018, opening three new permanent sites in Bacliff, Clute, and Pearland (Brazoria and Galveston County), increasing the unduplicated patient count by 14.3% (13,330 to 15,256) and making significant technology advancements with the electronic health record, patient portal and data integration.

Community Health Network (CHN), a private, non-profit, Federally Qualified Health Center uses progressive and innovative ideas to tackle the healthcare challenges facing individuals in Brazoria and Galveston County. The current chief executive officer, in place since 2010, leads the Center’s executive team. The stability in leadership has helped forge the strong relationship the Center holds in the communities it serves to achieve the many organizational accomplishments.

CHN operates eight full-time clinic sites in Freeport, Pearland, League City, Bacliff, Clute and Alvin (3). The Center also has a Mobile Unit providing medical, dental and behavioral health services throughout Brazoria and Galveston Counties. The Freeport Family Health Center offers medical, dental and behavioral health services. In Alvin, the Adoue Family Health Center provides primary care, general dentistry and behavioral health. The Callaway Behavioral Health Center provides integrated behavioral health and primary care. Behavioral health services include group counseling, psychiatry and substance use disorder services. A nurse practitioner with psychiatry training provides integrated primary care services. The final Alvin location, the Women and Children’s Health Center, provides women’s health, pediatrics and behavioral health care. The Children's Clinic-League City provides pediatric care and behavioral health services. The Pearland location currently provides medical, dental and behavioral health services. The Center also operates in six intermittent primary care sites; three of which are mental health clinics operated by Gulf Coast Center in Galveston, Alvin and Angleton. In 2018, CHN worked towards opening a clinic site inside the social service agency, Brazoria County Dream Center in Clute, Texas, and as of April 1st, 2019 CHN now offers medical and behavioral health services. CHN provides primary care, substance use disorder and behavioral health services at Brazos Place, a substance use treatment center in Freeport, Texas. CHN also operates a part time site at The Salvation Army Shelter in Freeport, Texas. CHN operates six behavioral health school-based health centers within the Brazosport Independent School District and Angleton Independent School District CATS Academy.

CHN’s most recent site is a full time, primary care and behavioral health site in Bacliff (Galveston County), Texas. CHN opened its doors to its first patient on November 28th, 2018. CHN will soon open a full-service site off Scarsdale Boulevard in Southeast Houston (Harris County), Texas near Memorial Hermann Southeast Hospital in September 2019. Scarsdale Family Health Center will provide medical, dental, and behavioral health including psychiatry. The Angleton Internal Medicine and Primary Care site, opening January 2020, will provide primary care and mental health services in Angleton, Texas.
Bacliff Community Health Center
Grand Opening November 28th, 2018

Pearland Chamber of Commerce ribbon cutting ceremony at the Pearland Family Health Center with Mark Young, CEO, CHN staff and chamber members

Construction to the Brazoria County Dream Center Integrated Health Center began in 2018 with final clinic completion and grand opening on April 1st, 2019
2018 ACCOMPLISHMENTS

- CHN increased patient volume in 2018 by 14.3% over 2017 from 13,350 to 15,256.

- Increased overall access to care by 24.8% by providing 54,429 visits in 2018 compared to the 43,619 in 2017 (and 34,304 visits in 2016).

- In 2018, CHN achieved PCMH recognition on February 19, 2019 for three clinic locations, Adoue Family Health Center, Women and Children’s Health Center, and Freeport Community Health Center.

- Opened a new delivery site, Bacliff Community Health Network in October 2018 providing medical and behavioral health services and held its grand opening on November 28th, 2018.

- During the 2018 - 2019 school year, CHN behavioral health staff (LPC/LCDC) provided counseling services on site and psychiatry by telehealth at six school campuses within the Brazosport Independent School District and Angleton ISD:
  - Lake Jackson, TX
    - Ney Elementary School
  - Clute, TX
    - Clute Intermediate School
    - T.W. Ogg Elementary School
    - Brazoswood High School
  - Freeport, TX
    - Brazosport High School
  - Angleton, TX
    - CATS Academy

- Developed Medication Assisted Program (Substance Use Disorder) Program where one medical provider is data waived to provide MAT services at all locations.

- CHN’s 1st Annual Community Softball Fundraiser on June 23rd, 2018.
2018 ACCOMPLISHMENTS

○ CHN hosted two open house events at the Children’s Clinic on June 9th and Pearland Family Health Center on July 21, 2018. CHN provided clinic tours, eligibility resources, learning and interactive activities, food and Crocodile Encounter entertainment.

○ CHN received $966,263 in private foundation funding:
  ● $30,000 from Delta Dental Community Care Foundation for dental care for low-income patients
  ● $400,000 from the Episcopal Health Foundation for a three-year, integrated behavioral health program
  ● $115,650 from the United Way of Brazoria County to expand the Behavioral Health department and for Adouc Capital Improvement Project
  ● $250,000 from Americas for Hurricane Harvey relief to assist low-income residents
  ● $70,613 from Direct Relief to fund three natural gas generators
  ● $100,000 from Houston Methodist Mental Health Innovation Program to provide after hour behavioral health services through Telehealth at Pearland Family Health Center.

○ CHN received $622,400 in federal funding:
  ● $285,000 HRSA FY18 Expanding Access to Quality SUD-MH Services to expand substance use disorder, mental health, and medication-assisted treatment (MAT) services.
  ● $337,400 HRSA FY18 Capital Assistance for Hurricane Response and Recovery Efforts (CARE) Grant to renovate Adouc, Freeport, Callaway, and Women & Children’s Center and for Freeport medical equipment is currently pending. The grant period end date is through June 2020.

○ Continued to grow collaborations with new community partners to provide vision, podiatry, cardiology and other specialty care services.

Community Partners at the United Way Brazoria County in Angleton, TX
2018 COLLABORATIVE PARTNERSHIPS

- Alvin Community College
- Americares
- Angleton Independent School District
- Bassem Maximos, M.D.
- Brazoria County Head Start Early Learning Schools, Inc.
- Brazoria County Independent School District
- Brazoria County Dream Center
- Brazos Place
- Christus Point of Light Clinic
- The Children’s Center, Galveston
- M.D. Anderson Cancer Center
- Harvey Resnick, M.D.
- The Rose
- Texas A&M University, Health Science Center
- United Way of Brazoria County

Creating Healthy Communities with Collaborative Partnerships

The new Brazoria County Dream Center Integrated Health Center is equipped with two exam rooms, a provider area for nurse practitioner and CMAs, and a counseling room as well as the receptionist area where patients check in and eligibility screenings are provided.
FUTURE FOCUS 2019

- Partner with Brazosport College to provide primary care and mental health services to students and staff.
- Cultivate a strong workforce of new employees through partnerships with local high schools and community colleges.
- Integrate oral health into primary care services to emphasize whole person care.
- Utilize Telehealth and Telemedicine to expand hours of operation in Pearland and create greater access and convenience for patients in need of care.
- Improve access to group counseling services at all locations.
- Develop Value Based (incentive based) programs to enhance quality for the Medicare population.
- Invest in capital improvement projects in the Freeport and Alvin area to increase access to services.
- Invest in technology to connect and engage patients through patient portal capabilities, SMS texting, and electronic health record data exchange.
- Expand Women and Children programs to other clinic locations.
- Integrate Dr. Maximos (OB/GYN) into the Women’s Health Program to serve as an extender for CHN’s prenatal care program.
- Open a full-service health center in South East Harris County at the corner of Scarsdale and Beamer less than half a mile from Memorial Southeast Houston Hospital.

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**Mission Statement**

**Quality of Care**

The mission of Stephen F. Austin Community Health Network is to make quality health care accessible to all people regardless of their ability to pay.

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**Vision Statement**

**Health for Our Communities**

The vision of SFACHN is to be a leader in providing quality services and programs that enhance the lives of the people in our community.

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**Values Statement**

The values of the Center are quality care at reasonable costs, education to promote healthy living, access to needed care, transparency in all aspects of our operations, competent and empathetic staff, high professional standards and commitment to advances in healthcare.
COMMUNITY HEALTH NETWORK’S SERVICES BY THE NUMBERS

<table>
<thead>
<tr>
<th>Services</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Patients Served</td>
<td>% of Total</td>
<td>Patients Served</td>
<td>% of Total</td>
</tr>
<tr>
<td>Medical</td>
<td>7,673</td>
<td>80.24%</td>
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<tr>
<td>Dental</td>
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<td>30.88%</td>
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<td>Substance Use Disorder</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL NUMBER OF PATIENTS</td>
<td>9,563</td>
<td></td>
<td>11,923</td>
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</tr>
</tbody>
</table>

Quality Counts for 2018

Early Entry into Prenatal Care: Percentage of prenatal care patients who entered prenatal care during their first trimester: 2018 76% (115 / 156). Improved from 2017’s 70% (95 / 135).

Tobacco Use: Screening and Cessation Intervention- Percentage of patients 18 and older who were screened for tobacco use one or more times within 24 months and who received cessation counseling intervention if defined as a tobacco user. 2018 86% (5,248 / 6,114). Improved from 2017’s 72% (4,272/5,868)

Asthma: Use of Appropriate Medications- Percentage of patients 5-64 years of age who were identified as having persistent asthma and were appropriately ordered medication during the measurement period. 2018 88% (146 / 166). Improved from 2017’s 78% (35 / 45).

Ischemic Vascular Disease: Use of Aspirin or Another Antiplatelet: Percentage of patients 18 years of age and older who were diagnosed with acute myocardial infarction (ANI), coronary artery bypass graft (CABG) or percutaneous coronary interventions (PCI) in the 12 months prior to the measurement period, or who had an active diagnosis of ischemic vascular disease (IVD) during the measurement period and who had documentation of use of aspirin or another antiplatelet during the measurement period: 2018 79% (45/57). Improved from 2017’s 72% (60 / 83)

Coronary Artery Disease: Statin Therapy- Percentage of patients aged 18 years and older with a diagnosis of CAD who were prescribed a statin therapy: 2018 86% (33 / 38). Improved from 2017’s 77% (34 / 44).
Screening for Depression and Follow-up Plan Documented- Percentage of patients aged 12 years and older screened for depression on the date of the visit using an age appropriate standardized depression screening tool and if positive, a follow-up plan is documented on the date of the positive screen: 2018 88% (7,689 / 8,743). Improved from 2017’s 82% (6,462 / 7,884).

Hypertension: Controlled < 140/90- Percentage of patients 18-85 years of age who had a diagnosis of hypertension (HTN) and whose blood pressure (BP) was adequately controlled (less than 140/90 mmHg) during the measurement period. 2018 56% (1,084/ 1,940). Improved from 2017’s 54% (897 / 1,610).

Children and Linh Tran, CFO, gather around Dr. Kokab Saeed, pediatrician at the Children’s Clinic (League City) Grand Opening.

The Crocodile Expert teaches children about wildlife at the Pearland Family Health Center Grand Opening.

League City Chamber of Commerce ribbon cutting event at the Children’s Clinic.

Generators funded by Direct Relief to maintain operations at Adoue Family Health Center during power outages.

DOW Gives Community Grants Program provided much needed medical equipment for the Freeport Community Health Center.
SUCCESS STORY: JOSHUA’S JOURNEY TO RECOVERY

A variety of circumstances bring people to seek care at one of Community Health Network’s (CHN) locations. In December 2018, Joshua initially sought care at the Adoue Family Health Center for a back injury from a 2003 motor vehicle accident. During his visit, Joshua reported he was taking pain medication to control the pain and believed he was having signs of withdrawal which caused him to have anxiety.

Nurse Practitioner, Valentina Nieto referred Joshua to CHN’s behavioral health department for an evaluation to the MAT Program (Medication-Assisted Treatment), an opioid treatment program with counseling and behavioral health therapies to provide a “whole patient” approach to the treatment of substance use disorders. Joshua was prescribed with Hydroxyzine for his anxiety and clonidine for his elevated blood pressure. Due to Joshua’s struggle to find employment, he secured medical coverage through the Brazoria County Indigent Health program. These benefits do not cover behavioral health services, however Joshua qualified for the Sliding Scale fee program to reduce copays for MAT and dental services.

Joshua was able to initiate treatment on the same day and saw Pulcharia Thompson, Nurse Practitioner for his initial MAT visit in which a depression screen returned a result of moderate depression (12). The Patient Health Questionnaire-9 (PHQ-9) is the tool CHN uses to measure severity of depression. PHQ-9 scores ≤ 4 suggest minimal depression which may not require treatment, scores between 5-9 suggest mild depression, 10-14 moderate depression, 15-19 moderately severe, and 20-27 suggests severe depression (www.mdcalc.com). Once a patient is diagnosed with depression and enters counseling and/or is prescribed medication, the PHQ-9 is administered every six months. The goal is to monitor PHQ-9 scores until the score decreases to a manageable level. Ms. Thompson also completed a COWS (Clinical opiate withdrawal scale) screen to determine the severity of his opiate withdrawal; Joshua scored 17 indicating moderate withdrawal. Ms. Thompson prescribed Suboxone to treat Joshua’s withdrawal symptoms.

Joshua attended weekly MAT visits and over the course of his treatment, his PHQ-9 score decreased from moderate depression (12), to mild depression (6) and lastly to minimal depression (4). During his MAT visit, Ms. Thompson encouraged Joshua to pursue individual and group therapy sessions with Demetraus Minter, LPC, LCDC. During his first counseling session, Ms. Minter performed a PHQ-9 screen which resulted in mild depression (5) and a Hamilton Anxiety Screen to determine the severity of his anxiety, which resulted in depressed mood (6). Ms. Minter’s treatment plan was for Joshua to enroll in the Intensive Outpatient Treatment (IOP) program and counseling services. IOP is supportive group therapy program supplemented with individual counseling for individuals receiving MAT services. Initially, Joshua just sought medication without counseling or other support because he was unable to afford the co-pay for the twice weekly IOP and counseling visits. CHN was able to cover the cost of counseling copays by using the United Way of Brazoria County Behavioral Health Program grant funding. Once the financial barrier was removed, Joshua was able to receive additional treatment. Joshua began individual counseling in March 2019 where he expressed challenging times in his life including the loss of his mother when he was 18 which “lead (him) to a dark road and took a turn for the worst”.
Group therapy is a key component of IOP treatment. Group therapy offers patients the chance to enhance their communication skills and provides a new resource for socialization. This is especially important in addiction, as individuals’ previous socialization is often with other who use drugs or alcohol. It gives participants access to an environment where people in similar situations provide support, comfort and honest feedback. Group therapy can reinforce healthy ways of interacting and provide a safe space that is vital to recovery efforts (https://americanaddictioncenters.org/intensiveoutpatient-programs).

Joshua’s current goals are to finish his Peer Support Coaching, he states, “I really want to help people and live a normal good life. My family was broken and I’m all alone and I want to have a good family. I don’t want to be alone anymore. I have dreams of one day owning a restaurant and helping people less fortunate than me”.

Joshua actively participated in Group where he became a volunteer as a Peer Support Recovery Coach for CHN. Joshua graduated from the MAT program on June 20th, 2019 and was a motivational speaker where he shared his experience, strength and hope for the graduates. He remains clean and sober and continues participating in CHN’s MAT program and attend weekly Adult IOP group sessions. Although Joshua faced many difficult obstacles throughout his life and he never once threw in the towel. Joshua kept pushing forward “with God by his side”. Joshua continues to attend group sessions every week to inform and inspire others of his story.
CARE COORDINATION PATIENT SUCCESS STORY

Gwendolyn is a 49-year-old patient who was referred to CHN by the Galveston Gulf Coast Center (GCC) for diabetic care due to her elevated A1c of 15.5. Nurse Practitioners, Isaac Dike and Laura Gordon, treated Gwendolyn at the GCC for 11 months due to Hypertension and Diabetes Type 2 with diabetic neuropathic arthropathy. During her initial visit, Gwendolyn’s blood pressure reading was 141/75 and previous labs performed at GCC on 06/01/2018 showed a hemoglobin A1c – a long term measure of blood glucose- of 15.5.

Gwendolyn was also diagnosed with depressive and schizoaffective disorder at GCC. Ms. Gordon suggested that Gwendolyn begin a DASH diet. The DASH Diet (Dietary Approaches to Stop Hypertension www.dashdiet.org) was created to lower or control high blood pressure. The DASH diet consists of low-fat or fat-free dairy products, fruits, vegetables, whole grains, and meat, poultry and fish, nuts, seeds and dry beans.

Care Coordinator, Monica Razo used patient engagement, positive reinforcement and scheduled regularly face-to-face care coordination visits to guide Gwendolyn through her journey towards better health. Gwendolyn faced many challenges due to a learning disability and low literacy skills; Monica used a variety of visual aids such as food models, colorful charts and instructional videos. Gwendolyn was given a pillbox to assist her daily to identify medication by their appearance and organization – her ultimate goal was to work towards medication compliance.

Gwendolyn’s main barrier was medication noncompliance and fear of needles. During Gwendolyn’s care coordination visit, she was instructed by Monica to watch a video on how to administer Victoza using an instructional teaching model. After the video, Gwendolyn successfully administered a dosage of Victoza 0.6mg.

Following 8 months of care coordination Gwendolyn has improved with medication compliance and is now working on dietary modifications. Her HgA1c has dropped to 8.2 and her blood pressure was 152/82 on her last visit. The CHN team has witnessed a dramatic improvement in Gwendolyn’s self-esteem and demeanor. She carries herself with confidence and will make eye contact when talking, when previously she would keep her head down and avoid eye contact when communicating.
DENTAL PATIENT SUCCESS STORY:

A 42-year-old patient was receiving dental treatments in 2016 with insurance. Unfortunately, he was incarcerated for over a year and lost his insurance. After a year, the patient sought emergency dental services due to a severe tooth ache requiring immediate extraction. The patient was accompanied by his mother who was in distress, and both patient and mother were unable to afford office visit copays for dental care.

Dental staff offered the patient services using the Delta Dental grant which provided him treatment to cover his extraction. The dental eligibility staff screened and enrolled him in CHN’s nominal sliding scale fee for future dental care. The patient and his mother were very relieved and called crying, thanking the dental staff for their assistance. The mother had been carrying a strong financial burden due to him and she was truly thankful for CHN’s help.
FINANCIALS

TOTAL REVENUE 2018 - $11,863,530

REVENUE SUMMARY 2018 - $11,863,530

SUMMARY OF EXPENDITURES

It is CHN’s vision to be the leader in providing quality health care in Brazoria and Galveston Counties. Services are provided at considerable savings to patients that qualify for sliding fee discounts.

All patients enter the Center through the Patient Eligibility Department. Patient information is collected upon intake, including patient demographic, provider choice, contact information, race/ethnicity, insurance information (policy number and group number), household information and reason for the appointment. The patient’s insurance is verified prior to the visit to confirm an active status. If the patient has no insurance, the patient and household is screened using the board-approved Patient Fee Procedures to determine the household’s poverty level and establish the appropriate patient fee for services. Household size and income are used to calculate the patient and patient household’s poverty level and corresponding sliding scale fees for services. CHN uses the poverty levels according to the Federal Poverty Guidelines as published in the Federal Register each January.
THANK YOU TO OUR OUTSTANDING COMMUNITY PARTNERS

Community Health Network could not accomplish its goals without the support and involvement of its community partners.

CHN thanks the following:
- American Cancer Society
- Angleton Independent School District
- Brazoria County Dream Center
- Brazos Place
- Brazosport Independent School District
- Clinica Sierra Vista
- Gulf Coast Centers
- Holiday Lakes City Hall
- MD Cancer Center
- Texas A&M Healthy South Texas
- The Salvation Army
- Thelma Ley Anderson Family YMCA
- University of Texas at Austin
- Alvin-Manvel Chamber of Commerce
- Angleton Chamber of Commerce
- Brazoria County Hispanic Chamber of Commerce
- League City Chamber of Commerce
- Pearland Chamber of Commerce

CHN would also like to thank its funders:
- Americares Foundation
- Cullen Trust for Healthcare
- Community Foundation of Brazoria County
- Delta Dental
- Direct Relief
- The DOW Chemical Company
- Episcopal Health Foundation
- Houston Methodist
- United Way of Brazoria County

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CHN Fall 2018 Patient Satisfaction Survey Results

98% of all patients surveyed (746 / 761) rated their satisfaction with the services and care they receive at CHN as great or good. (76.3% Great and 21.7% Good)

Of the 543 people who responded to the survey question, 99.6% (543 of 545) said they would refer CHN to families and friends.

97.9% of patients (715 / 730) rated their provider as good or great at listening to their needs. (78.1% Great and 19.9% Good)

98.5% of patients (728/739) rated the support staff as friendly and helpful. (84.4% Great and 14.1% Good)

97.9% of patients (696 / 711) rated the cost of care as reasonable. (once again, see below- 96.9% in Spring 2017)

98.3% of patients (723 / 735) surveyed believe that CHN staff is great or good at keeping patient information private. (84.8% Great and 13.6% Good)
THANK YOU SPONSORS!

Community Health Network’s 1st Annual Softball Fundraiser
June 23rd, 2018

Sponsors:

- CHI St. Luke’s Health Brazosport Regional Health System $2,000.00
- Clinical Pathology Laboratories, Inc. $1,100.00
- Parkwood Pharmacy $350.00
- Penny Pabst $150.00
- Texas Advantage Community Bank $700.00
- Texas Gulf Bank $550.00

Total Donations: $4,850.00