





WELCOME NOTE

Carl Humphries, CEO

In 2018, our team implemented a new two-year strategic plan focused on community, customer, and company. In the following pages, you will experience a snapshot of our love for people and commitment to our new guiding principles through our accountability, compassion, excellence, innovation, and integrity.



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WHO WE ARE

HopeHealth is one of 23 Federally Qualified Health Centers (FQHC) in South Carolina and one of more than 1,200 centers nationwide.

Being an FQHC, also known as a community health center, enables HopeHealth to offer reduced fees to the uninsured and underinsured through a sliding fee scale. HopeHealth serves as the health care home for Clarendon, Florence, and Williamsburg Counties with services such as primary care and many specialty services and programs. We also have two centers in Aiken and Orangeburg that provide prevention and care for infectious diseases.

Community health centers like HopeHealth serve as the health care homes for approximately 1 in 15 Americans. Patients of all economic status and cultures trust the care they receive at FQHCs and credit these centers with preventing and managing complicated chronic conditions.

OUR HISTORY

1991 | EST.

Hope for the Pee Dee was founded in 1991 as a support group for HIV / AIDS patients and their families



1997 | FUNDING

Hope for the Pee Dee first received federal funding to provide case management services in the Pee Dee. Renee Lambert and Deena Hilton hired as the first employees



2004 | HOPEHEALTH

Hope for the Pee Dee was renamed HopeHealth, Inc. Medical staff was added to help increase access to care

2007 | FQHC

HopeHealth is designated a Federally Qualified Health Center in 2007 and incorporated into its mission primary care services



2013 | EXPANSION

HopeHealth received HRSA Section 330 funding to provide primary care services in Clarendon and Williamsburg Counties

2014 | MEDICAL PLAZA

HopeHealth broke ground on a new facility located at 360 North Irby Street in Florence. Over 31,000 patients served



2018 | GOLD STATUS

HopeHealth named first Gold Level Advocacy Center of Excellence in SC by the National Association of Community Health Centers (one of just 22 centers nationwide). Over 41,000 patients served





MISSION

HopeHealth is committed to excellence through service that exemplifies love for people and passion for their well-being.

VISION

Serving others, giving hope, changing lives

VALUES

As an organization, we have defined what we value: accountability, integrity, excellence, compassion, and innovation.



ACCOUNTABILITY

Our word is our bond: we will do what we say we will do. Under no circumstance will we blame others for our shortcomings. We will acknowledge our mistakes and work to correct them.



INTEGRITY

We hold ourselves to the highest ethical and moral standards. We are transparent in our interactions with employees, patients, family members, and business partners.



EXCELLENCE

We commit to offering the best of our time and talent in thorough preparation and execution of the HopeHealth mission.



COMPASSION

We demonstrate through our words and actions a deep empathy for those in need and a strong desire to help alleviate their suffering.



INNOVATION

We commit ourselves to seeking new ways to advance and improve our practice and expand on our successes.



CUSTOMER COMMUNITY COMPANY

STRATEGIC PLAN | 2018 - 2020

The strategic plan rolled out in April 2018 and is rooted in HopeHealth's mission, vision, and values. Each priority area includes several specific goals and objectives designed to help HopeHealth navigate the next two years and to continue providing high quality, affordable, and accessible health care.



CUSTOMER

41,072 PATIENTS

To improve customer service and patient retention, HopeHealth is focused on developing and increasing customer engagement and improving access to all HopeHealth services across our service areas. A new program dedicates staff to listen to customer feedback, improve response rates, and reduce appointment cycle times for our patients.



80+

PROVIDERS

with 15 joining
in 2018



109

AVERAGE MINUTES

spent at HopeHealth for
an appointment



194,606

VISITS

to HopeHealth offices
in 2018



13

LOCATIONS

in Aiken, Clarendon,
Florence, Orangeburg, and
Williamsburg Counties

EXPANDED SERVICES

75 NEW POSITIONS | 15 NEW PROVIDERS



Recognizing the need for more access to rural health, HopeHealth expanded office hours in Greeleyville from three to five days a week. Additionally, a million dollar grant funded expansion at HopeHealth in Kingstree, including additional exam rooms, a teen waiting room, lab, office space, and several specialty services including dental, women's health, and behavioral health services. Hours were also expanded allowing for evening appointments in Kingstree.

In Florence, the focus has been on improved after-hours care through Access Hope and expanded services with the addition of two dentists, a chiropractor, dietitian, psychologist, nine behavioral health team members, and the introduction of ultrasound services.

COMMUNITY

52 OUTREACH EVENTS

To become the health care expert in our community, HopeHealth evaluated our current and future partnerships to ensure relevancy, social responsibility, and mission alignment, as well as decreased the number of emergency department visits through education and outreach efforts.

HEALTH FAIRS

Health fairs provide HopeHealth the opportunity to reach rural communities and provide free screenings in our service areas. Outreach staff talk to attendees about the importance of getting into care before becoming sick or having symptoms, and provide on-site health screenings including blood pressure, glucose levels, and body mass index.

SENIORS WITH HOPE

The expansion of Seniors with Hope into HopeHealth in Kingstree and HopeHealth at Bethea Retirement Community, coupled with the stewardship of the annual 50+ Senior Life Expo, provided opportunity for our senior community to learn from providers and local partners about health



COMMUNITY

PARTNERSHIPS

and lifestyle topics, while continued partnerships with publications such as the Morning News, Manning Times, and Diversity Works have allowed our providers the opportunity to publicly address important health topics impacting our communities.

PARTNERSHIPS

Immersed in our local communities, HopeHealth partners with organizations and businesses to provide the best possible experiences for patients and residents. These partnerships include:



Poynor Adult Education Center

The Poynor Adult Education Center and The HopeHealth Latino Services Department provides workshops and training sessions highlighting all our health care services, health and well-being classes, and assisting participants with English as a Second Language (ESL) classes.

SC Thrive & Veterans Administration

The SC Thrive and Veterans Administration reaches out to expand access to care for Veterans.

Department of Health and Environmental Control

The Department of Health and Environmental Control facilitates hands-on workshops and programs through the HopeHealth Diabetes & Nutrition Institute, including **S.N.A.P. Into Health**, **Cooking Matters**, **Walk with Ease**, and grocery store tours, to promote healthier eating habits.

COMPANY

13 LOCATIONS | 425+ STAFF

To become the choice employer, HopeHealth redefined employee expectations, implemented processes to improve recruitment and retention of high-quality staff, aligned the HopeHealth brand across all sites, and increased internal communications.



DIANE DAVIS
Outreach Worker of the Year, South Carolina Primary Health Care Association



CHRISTY EVANS
Diabetes Champion of the Year, South Carolina Department of Health and Environmental Services



DR. EDWARD BEHLING
Outstanding Clinical Contribution Award, Community Integrated Management Systems (CIMS)



ANNE SWEATT
Billing and Collections Employee of the Year, South Carolina Primary Health Care Association



DR. RAYMOND DOMINICI JR.
Williamsburg County Best of the Best, Kingstree News



CHRISTY EVANS
Best Diabetic & Nutritional Care, *Morning News* Best of the Pee Dee Winner



DR. MICHAEL K. FOXWORTH II
Best Pediatric Infectious Diseases Specialist, *Morning News* Best of the Pee Dee Winner



DR. KRISTA KOZACKI
Best Primary Care Physician, Family Medicine, *Morning News* Best of the Pee Dee Winner

COMPANY

EMPLOYEE RECOGNITION

HopeHealth's commitment to excellence begins with our staff. In 2018, HopeHealth added 75 new positions, including a director of customer engagement, behavioral health staff, and administrative personnel, to better improve access to services. Additionally, we have revamped our training program to provide better support and engaged our entire staff in developing the goals and objectives of HopeHealth's strategic plan and road map for our future. These efforts have resulted in employee recognition by many organizations.



YVONNE VAN CAMP
Champion of Practice Transformation, South Carolina Primary Health Care Association



DR. NIKUNJKUMAR MODI
Best Psychiatrist, *Morning News* Best of the Pee Dee Winner



DR. KELLY LYLES
Best Primary Care Physician, Internal Medicine, *Morning News* Best of the Pee Dee Winner

ADVOCACY

HEALTH CARE HEROES

In March 2018, HopeHealth became the first center in South Carolina to be named a Gold Status Advocacy Center of Excellence by the National Association of Community Health Centers (NACHC).

Reflecting efforts that include 100 percent staff and board participation as health center advocates, and a 20 percent participation rate in at least one NACHC alert, the importance of CHC advocacy was demonstrated in efforts that resulted in Congress passing a bipartisan package that includes support for the Community Health Center Fund for two years; \$3.8 billion for fiscal year 2018, and \$4.0 billion for fiscal year 2019.

BUSINESS MODEL

INVESTING IN OUR COMMUNITY

HopeHealth’s diverse business model was developed to create a high-quality health network that includes programs and support services to enhance the lives of our patients and meet the needs of the communities we serve.

Our portfolio consists of income generated through billing, pharmacy, and practice revenue. Additionally, the business model includes a small portion of federal dollars that help us support programs and services for patients who face barriers in accessing quality and consistent health care. Because those patient barriers far exceed the federal dollars provided, HopeHealth utilizes practice and pharmacy income to provide integrated care that focuses on the whole patient, including behavioral and physical needs.



<div><div>\$87,350,003</div><div>Total 2018 Revenue</div></div> <div><div>+ 29%</div></div> <div><div>29% Increase in total revenue in 2018</div></div>	<div><div>\$18,630,255</div><div>Medicare</div></div> <div><div>+ 8%</div></div> <div><div>8% Increase in patients with Medicare</div></div>	<div><div>\$21,598,727</div><div>Private Insurance</div></div> <div><div>+ 12%</div></div> <div><div>12% Increase in patients with commercial insurance</div></div>	<div><div>\$10,656,596</div><div>Medicaid</div></div> <div><div>+ 5%</div></div> <div><div>5% Increase in patients with Medicaid</div></div>	<div><div>\$22,762,759</div><div>Pharmacy</div></div> <div><div>+ 34%</div></div> <div><div>34% Increase in pharmacy revenue</div></div>
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“HopeHealth’s financial business plan has been created for the sole purpose of supporting and investing in the health of our communities.”

Mark Vinson, CFO



COMPASSIONATE CARE FUND

With generous support from our donors, the Compassionate Care Fund helps our patients with important services and expenses not available within HopeHealth. The Compassionate Care Fund reduces barriers caused by patients having to choose between basic human essentials and important health care needs. We are proud to say that 100% of donor gifts go directly to providing much-needed care and emergency assistance to patients who are in the most need of a helping hand. Funding assists with the cost of expenses such as mammograms, colonoscopies, vision appointments, eyeglasses, surgeries, utilities, and more.

Additionally, many of our families have added stress during the holiday season, which is why our Compassionate Care Fund also provides gifts through our Children of Hope Program. While this favorite holiday tradition, funded by staff and community donors, has historically been limited to families impacted by HIV/AIDS, our goal is to expand Children of Hope into more areas served by HopeHealth beginning in 2019.

OUR DONORS:

Individuals:

Joseph Acaylar, MD
David Alderman
Dan Allen, PhD
KC Altman
Rhonda Altman
Janice Anderson-Barr
Michelle Andrews
Joe Ard
Sallie Bachman
Margaret Baker
Jessica Barnwell
Danielle Barrineau
Mary Batkins
Alisha Behlin
Edward Behling, MD
Anica Bennett
Shekeala Billie
Joe Bittle
Heather Blackwell
Laura Boyington
Debra Brailsford
Tyshauna Brand
Pam Brantley
Antonio Brayboy
Crystal Brayboy
Chris Brennick
Jared Brittain
Charley Broadway
Schalanda Bronson
D'eridre Brown
Griffin Brown
Renee Brown
Shadavia Brown
Sarah Brown-Collins
Tyler Brunson

Latoya Bryant
Lexxus Bryant
Merritt Bryant
Danielle Bunch
Mr. & Mrs. Ken Burgess
Kami Burkemper
Madison Byrd
Penny Byrd
Sandra Byrd
Alan Cannon
Beverly Cantey
Gabriel Cardona
Dr. Nadia & Mr. William Carey
Heather Carter
Jesse S. Cartrette, Jr.
Brenda Chapa
Benilisa Clark
Richard Clowney
Khadejah Cockfield
Mr. & Mrs. Kenny Cogdill
Martha Coleman
Annette Conigland
Liza Williams, FNP
Stephanie Cox
Connie Cunningham
LaConya Cunningham
Vicki Cuslidge
Duane Custer
Brianna Damon
Felicia Damon
Jackie Damon Daniels
Jackie Daniels
Megan Daniels
Alonzo Davis
Alonzo Davis
Cheryl Davis
Diane Davis
Gary Davis

Maxine Davis
Tamela Davis
Yolanda Davis
Wendy Dembowski
Julia Derrick
Kierra Devaughan
Julie Dickson
Julia Dixon
Michelle Dixon
Sabrena Dixon
Tamala Dixon
Shayna Hammett-Doughty
Kellie Douglas
Patrice Dow
Mr. & Mrs. Matthew Dowdell
Meagan Dunham
Mr. & Mrs. David Ellis
James Elvis, FNP
April Evans
Christy Evans, FNP
Jessica Evans
Sarah Evans
Terria Evans
Kati Fannin
Richard Felder
Shondelle Ferguson
Onyx Figueroa
Alicia Flowers
Heather Flowers
Marion Ford
Takelia Fox
Michael K. Foxworth II, MD
Jennifer Frank
Deana Freeman, FNP
Mr. & Mrs. Edward R. Frye, Jr.
Katrice Fulton
Stephanie Furguson
Clarissa Gainey

Elizabeth Gainey
Brandi Gamble
Freddy Gamble
Bob Garand
Tangie Garner
Tammy Garris
Charles Gavin
Richard Genoble
Cheyenne George
Kendra Gibbs
Dedra Gibson
Marquiesa Gibson
Tanicia Gilchrist
Jeannette Glenn
Jeff Goss
Candace Graham
La'Terence Graham
Meridith Graham
Ruby Graham
Se'Mekia Green
Yvonne Green
Shannah Gregg
Shondelle Gregg-Ferguson
Charlotte Grier
Marvin Hampton
Ruby Harris
Susan Harris
Ja'Kita Harrison
Rena Harrison
Jessica Harvin
Derek Hemmingsen
Randall Hemmingway
Ronnie Hendrix
Stacy Herring
Cindy Hickle
Shannon Hill
Deena Hilton
Joye Hilton

Karen Hoagland
Drs. Deborah & Dan Hopla
Jason Howard
Farrah Hughes, PhD
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Mr. & Mrs. Henry Humphries
Roland Hundley
Brian Hutcheson, DC
Andrew Imbeau
Tauja Isaiah
Rufus Jackson
Mr. & Mrs. Tony Jantovsky
Celeste Johnson
Emily Johnson
Greg Johnson
Lashell Johnson
Lindsey Johnson
Sylinda Johnson
Jeneil Jolley
Denise Jones
Jessica Jones
Kaitlin Jones
Brittany Joplin
Brent June
Sheila Keller
Austin Kinard
Margerena Kind-Felder
Krista Kozacki, MD
Katy Lambert
Wendell Lane
Jordi Lane
Tal Lassiter
Jarquita Lawson
Mortrice Leaf
Robert LeMaster
Tara Lewis
Ali Lewis
Kimberly Loflin

Anita Longan, RDN
Wyneé Lybrand
Mr. & Mrs. Andrew Lynch
Amber Maley
Cecilia Marin
Grayson Markle
Krista Martin
Shawn Maxwell
Ann Mays
Sandra Mazon
Cilera McCall
Betty McCants-Carmichael
Kayla McConico
Brianna McCray
Renee McCray
Tracy McCray
Jessica McGee
Terra McGill
Travis McIntosh
Nedra McKenzie
Tyneisha Merrill
Janeshia Middleton
Falecia Miller
Shondra Milligan
Jill Minkner
Cornelio Monjarrez
Johnnie Moore
Charnica Moorer
Donna Morris
Rishika Motiani, MD
Dwyer Moyd
Andrea Mozingo
Christina Murphy
Diana Murphy
Nancy Meyers
Quinton Nesmith
Jennifer Nettles
Tamatha O'Connor

Akinwale Olatosi, MD
Clay Oliver
Richard O'Malley
Donna O'Neil
Jack Osteen
David Pable
Adrienne Pack
Michael Perez
Suzana Perez
Monica Perkins
Stan Pierce
Regina Pompey
Michelle Poston, FNP
Tammie Pough
Kelley Prevatte
Claire Proffer, FNP
Darold Ratliff
Amber Ray
Priscilla Reed
Kelly Rice
Tanya Richardson
Robert Ridgeway III, MD
Sonya Robinson
Tawanda Ross
Michayla Rowell
Celeste Rowland
Marie Saleeby
Shantel Sanders
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Dana Sawyer
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Michelle Scott, MD
Mr. & Mrs. Reginald Scott
Mili Shah
Lakeisha Sheriod
Audrey Shinta
Bryan Simpson
Kathy Singletary

Niah Singletary
Gary Smetana
Jackie Smith
Shawndel Smith
Suzanne Snipes
Tanya SoJourneyer
Carin Spears
Nichole Stambolitis
Shonstella Stillwell
Mr. & Mrs. Jeremy Straus
Dewayne Tennie
Brenda Thorton
Whitney Timmons
Amanda Toler
Jessica Townsend, MD
Donna Tracy
Angel Robinson-Troupe
Jim Vanduck
Mr. & Mrs. Mark Vinson
Mark Warrin
Jeffrey Washington
Angela Weeks
Chris Wegmann
Jon Weiss, Jr.
Jon Weiss, Sr.
James Wetzel
Ashton White
Fredrick Williams
Jaymas Williams, FNP
Julia Williams
Katisha Williams
Mark Willams
Stephen Williamson
Tonya Wilson
Victoria Witherspoon
Curtran Woodberry
Jeffrey Worthington
Kimberly Wright

Howard Yarborough
Mr. & Mrs. Douglas Yeates
Lamar Youginer

Organizations:

Absolute Total Care
Access Healthcare
Adams Outdoor Advertising
ADP
Advantage Healthcare & Wellness
AGAPE Hospice
Aiken & Company
Alpha Kappa Alpha
Anderson Brothers Bank
Anderson Oaks Assisted Living
AXA Advisors
Bankers Life
Bath Fitter
BB&T
Betha Retirement Community
Bryton Improvement
Carolina Diabetic Supply
Carolinas Centers for Sight
City of Florence
Citizen Media
Clarendon County Development Board
Clark & Company Benefits
Clear Captions
Coast Line Café
Comfort Keepers
Converged, LLC
Gary Crawford Law Firm
Dedicated Community Bank
Doctors Care Hearing Services
Duke Energy Progress
East Coast Nursing

Eclipse Senior Living
Edward Jones
Eggland's Specialty Eggs
Enlivant
Essie Handler Assembly #5
FBI Construction
Florence Carpet & Tile
Florence County Parks & Rec
Fowler Furniture
Friends of Jim Clyburn
GBD Construction
Godbold Enterprise
Golden Life
Help at Home Health Care
HillSouth
Homestead Hospice
HopeHealth
HopeHealth Pediatrics
HopeHealth Pediatrics in Manning
Hospitality Insurance
Hudson Imaging
Humana, Inc.
Isagenix
Kiestler Hardee Funeral Home
Kindred at Home
KJ's Market IGA
LabCorp
Leaf Filter North of SC
Longs Drugs
Loving Arms Home Health
M2 Marketing
McCall Farms
McLeod Health Clarendon
Methodist Manor
Missionary Circle Trinity Baptist Church
Morris Pest Control - Sumter Division
MSA Hospice

Mt. Pisgah Baptist Church
MUSC Florence
Florence National Cemetery
Nesmith Construction
Palmer & Company
Paradise Home Improvement
Pee Dee Gardens
Pee Dee Women's Network
Pepsi of Florence
Pizza Hut Irby Street
Presbyterian Retirement Community
Professional Pharmacy Services, Inc.
ProMotion Rehab & Sports Medicine
Rainbow Sales and Service
Rose of Sharon No. 374
SC Assistive Technology
SC Blue
SC Commission for the Blind
SC Equipment Distribution
SC State Library
Senior Citizens Association
TD Bank
TimeShareBeGone
True Freedom
UCI Medical Affiliates of SC
Universal Benefits
Vantage Point
Veterans Affairs
Webster Rogers
Widows of Veterans
Wilcox Office Supply
Wilson Senior Care



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