Board of Directors

Chief J. Garry Lowe
Board Chairman

Dr. Carlos A. Mendez
Vice-Chairman

Dr. Lynette Edwards

Judge Thomas Gallen

Esperanza Gamboa

Mrs. Livia Leyva

Stephen Wicker
Secretary/Treasurer

Mrs. Juanine Lowery

Reginaldo Orozco

Layon Robinson II, Esq.
Emeritus

Lucinda Mendez
Emeritus
MCR Health Services is a private, not-for-profit, Federally Qualified Health Center (FQHC) featuring more than 191 health care providers practicing primarily in Manatee, Sarasota and DeSoto counties.

MISSION
To provide all patients including the underserved and uninsured access to quality primary care and preventive health education regardless of race, sex, disability, or economic status.
MCR Health Services in the Community

MCR Health Services serves as the safety net for those who cannot afford to access private health services and for all those desiring patient centric, high quality health services.
Who We Are

- MCR Health Services is among the largest and most diversified Federally Qualified Health Centers in the Southeastern United States.
- A not-for-profit private 501c 3 health care corporation.
- MCR Health Services is a private primary and specialty care network with 191 medical providers.
- MCR Health Services receives approximately 9.1% of our budgeted revenue from Federal grant funding to serve the underserved, yet 40% of our patients are below poverty level.
- MCR Health Services is Joint Commission Accredited (18 years).
Who We Are

- MCR Health Services sites are located in 3 Counties (Manatee, Sarasota and Desoto).
- MCR Health Services is a Federally Qualified Health Center with 28 Health Care Centers which includes 2 mobile units.
- MCR Health Services has 5 Administrative Sites.
- MCR Health Services has 18 Medical Services and 4 Enabling Services.
- MCR Health Services has 9 pharmacies.
• MCR Health Services delivers approximately 2/3 of the babies born in Manatee County and all of the babies born in DeSoto County.
• MCR Health Services provided $24.7 million in unreimbursed services in 2015.
• MCR Health Services currently has 633 employees and 121 independent contractors.
• MCR Health Services’s annual salaries and benefits total $43.2 million.
Primary Care Medical Home

- Received JCAHO Certification as Primary Care Medical Home - 2014

- Spreading Model to all Primary Care Centers to ensure care is Patient Centered, Coordinated, Comprehensive, Accessible and Quality Oriented.
Primary Care Medical Home

A Medical Home for All

Primary Care Medical Home: Evidence-based care that is patient-centered, comprehensive, coordinated, accessible, and of high quality/safety.

- Care Coordination
- Prevention & Wellness
- Collaborative Pharmacy Services
- Chronic Disease Management
- Telemedicine
- Community Health Partners
- Mental Health Services
Core Medical Services

- FAMILY PRACTICE
- INTERNAL MEDICINE
- PEDIATRICS
- OBSTETRICS / GYNECOLOGY
- ORAL HEALTH
Specialty Services

- Podiatry
- Behavioral Health Services
- Optometry
- Infectious Disease
- Chiropractic
- Dermatology
- Orthopedics
- Cardiology
- Psychiatry
- Pulmonology
Other Clinical Services

- PHARMACY / TELEPHARMACY
- DURABLE MEDICAL EQUIPMENT
- MEDICAL NUTRITION THERAPY
Enabling Services

• MEDICAL HOME CARE COORDINATION
• HEALTH EDUCATION
• OUTREACH
• ELIGIBILITY
## Percent of Population Below or At Poverty Served

<table>
<thead>
<tr>
<th></th>
<th>MCR Health Services Total</th>
<th>State of FL Total Percentage</th>
<th>National Avg. Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Estimated At or Below FPL Served by MCR Health Services</td>
<td>50,202</td>
<td>3,119,130</td>
<td>49,000,705</td>
</tr>
<tr>
<td>Total Estimated Persons in MCR Health Services Service Area at or Below FPL</td>
<td>124,638</td>
<td>674,026</td>
<td>12,029,627</td>
</tr>
<tr>
<td>% of Population At or Below FPL Served</td>
<td><strong>40.28%</strong></td>
<td><strong>21.61%</strong></td>
<td><strong>24.55%</strong></td>
</tr>
</tbody>
</table>

Source: Bureau of Primary Health Care, HRSA, DHHS, 2015 Uniform Data System (UDS).
Patients

MCR HEALTH SERVICES
Circle of Care Network

Graph showing the increase in patients from 2005 to 2015, with a peak of 109,697 patients in 2015.
Patient Demographics

Patients by Race/Ethnicity

- White: 43%
- Hispanic: 29%
- African-American: 15%
- Other: 13%

MCR Health Services
Circle of Care Network
Community Partnerships

- Manatee County Government
  - Disaster Preparedness
  - Medical and Nutrition Services Supporting Persons with HIV
- Hillsborough County Health Department
  - HOPWA
- Pinellas County Health Department
  - Ryan White Part B Case Management and Outpatient Ambulatory Care
- Manatee County Health Department
  - HIV Testing
  - Primary Care (Manatee County)
  - Lab (Manatee County)
  - Breast and Cervical Cancer Screening
Community Partnerships

- Coalition on Homelessness - Turning Points
  - Specialty Services Collaboration
- Arcadia School System
  - Mental Health Services
- Blue Foundation
  - Mobile Dental Unit
- Manatee County School Board
  - Mobile Dental Services
- Healthy Start
  - Prenatal Care Coordination
- Migrant Outreach
  - Redlands Migrant Program
Community Partnerships

- Manatee Community Foundation
  - Reach Out and Read
- Manatee Memorial Hospital
  - OB/GYN On-call Services
  - ER “High Utilizers”
- Blake Hospital (HCA)
  - Trauma Center OB Coverage
- Florida Department of Health
  - Vaccines for Children Program
  - Low Income Pool Funding
  - Emergency Room Diversion Funding
- American Cancer Society
  - Colorectal Cancer Screening Grant
Cutting Edge Technology

- Electronic Health Record (EHR)
- Electronic Oral Health Record (EOHR)
- Voice Recognition
- Digital X-Rays (Dental)
- Automated Reminder Calls
- Interfaces with Referral/Community Partners
- Patient Portal
Emergency Room Diversion (ERD)

ER Diversion since September 1, 2007
- 5 ER Diversion Sites
- 297,893 Patient Visits
- Estimated Savings to Taxpayers: $76,741,127
- Average Annual Savings: $9,592,641
Emergency Room Diversion (ERD)

Year
|------|------|------|------|------|------|------|------|
| Visits
| 8,661 | 10,173 | 10,069 | 8,740 | 13,213 | 20,024 | 10,229 | 10,868 |
| ER DIVERSION ENCOUNTER TREND Medicaid
| 23,911 | 23,758 | 23,342 | 21,658 | 21,077 | 20,023 | 17,977 | 15,227 |
| Uninsured
| 38,945 | 40,280 | 39,624 | 36,332 | 36,076 | 34,324 | 34,024 |
| Commercial
| 6,373 | 6,349 | 6,213 | 5,934 | 3,998 | 5,391 | 6,118 | 7,829 |

Source: MCR Health Services Circle of Care Network
Areas of Greatest Need

1. Primary Care
2. Access to Specialty Care
3. Dentistry
Best Practices

• Health Express – Mobile Unit

• Colorectal Cancer Screening
Health Express – Mobile Unit

• BC/BS Foundation Grant Funded
• Exceeded 2014 Goal of 2,250 patients served
• Recognized as best practice by the BC/BS Foundation:
  – Quality of program and services offered
  – Progress with goals of grant
  – Working in the best interest of the general public
• Partnership with Manatee County School System to provide services to elementary schools
  – Title 1 schools
  – Head Start Programs
Colorectal Cancer Screening

• Collaborative effort with the American Cancer Society targeting low income patients who are due for Colorectal Cancer Screening

• Eligible patients are contacted and offered iFOBT screening kits at no or reduced cost. Kits are mailed with return postage included.

• Patients who screen positive receive Navigation assistance to ensure appropriate follow up.

• ACS Statewide best practice recognition for collaboration with Primary Care Sites.
• Medicare Shared Savings Program

• Stakeholders work together in an Accountable Care Organization (ACO), focusing on quality and performance measures that also promote savings.

• Those savings are shared among the stakeholders.
AllCare Options, LLC
Accountable Care Organization

- Inception: July 1, 2012
- 268 Health Care Providers in 9 Counties
- 7,953 Accreted Patients
- Medicare Health Care Savings
  - $7.2 million (2013)
  - $16.9 million (2014)
MCR Health Services provides care to 40% of population (50,202) at or below the FPL in our service area.

If MCR Health Services only provided services to at the State of Florida average of 22%, then only 27,420 patients would have been served leaving 22,782 patients without care.

MCR Health Services provided $24.7million in unreimbursed services in 2015.