



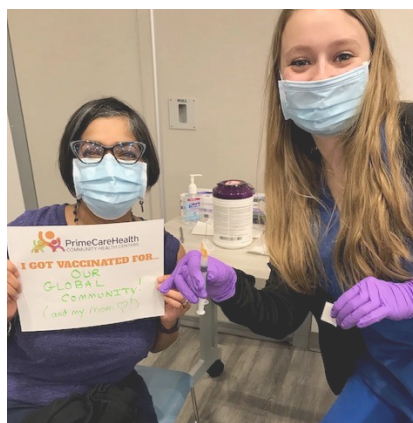
**PrimeCareHealth**  
COMMUNITY HEALTH CENTERS

# 2020 Annual Report



## A Year of Resilience

PrimeCare's mission is to promote wellness and provide accessible, compassionate, and culturally respectful health care in partnership with our patients and the communities we serve.





## A Letter From Our CEO and Board Chair

COVID-19 pushed us all to our limit and, through it all, PrimeCare Health and the communities we serve remained resilient. Through the restrictions, surges in cases across the city, social unrest, and multiple stay-at-home orders, PrimeCare remained steadfast in providing essential health services to communities in need.

Our quick response to the pandemic in March 2020 included establishing drive-up testing at two of our largest sites in both our Northwest and Belmont Cragin health centers, as well as developing and implementing policies for the safety of our patients and staff. Since the beginning of the pandemic, PrimeCare has provided 4,803 COVID-19 tests and 7,460 vaccinations in the communities we serve.

In April 2020, to continue providing the highest level of care, we adopted telehealth communication technology to address the disruption in access to services. This allowed us to provide essential health services while minimizing patient risk and enabling them to remain socially distant from the safety of their home.

While we were able to adapt our health services in response to the pandemic, we felt almost powerless to other events that occurred this year. The issue of race was brought to the forefront of our minds as events in Minneapolis brought us face-to-face with the injustice and inequality that many of our fellow Americans continue to experience. As an organization and witnesses to these events, we have committed ourselves to doing better and working harder to callout racial injustice and advocate for marginalized people within our communities and across the country.

As a community health center, we witness and attempt to address health disparities in communities of color every day. We also have the honor of witnessing the resilience of these same communities as they continue support each other through the hardest of times.

To recognize the resilience of the communities we serve, we organized a community-led mural project. The goal of the project was to highlight the diversity of our communities and their shared value of resilience in the face of adversity. The “Our Strength is Our Community” mural is dedicated to communities who, through their shared strength, are able to push beyond any challenges they may face.

We are grateful to our community members, partners, and funders whose continued support through this difficult year has allowed us to continue to provide essential health services. On behalf of our patients, frontline workers, and communities, thank you for helping advance PrimeCare Health’s mission of providing accessible and compassionate care to those in need.



**Chief Executive Officer**  
Lynn Hopkins



**Board Chair**  
Gary Kenzer



## Community Care in COVID-19 Fosters Teamwork at PrimeCare

The COVID-19 pandemic presented a bleak situation for people across the U.S. However, our dedicated PrimeCare team responded quickly and strengthened our grip to keep lending a helping hand to the communities that we serve.

Our early measures included assembling a COVID-19 taskforce, chaired by Jennifer Fritz, PA-C and Health Center Medical Director, to develop strategies to manage and monitor our patients' health even through these unfamiliar circumstances. We significantly reduced our face-to-face visits after March 17. By April, we had implemented a telehealth system that let us reach patients from the comfort of their homes. We powered through technical difficulties to provide primary care while ensuring the safety of our patients and staff. Our behavioral health staff took on this initiative and brought it to life. Even today, this innovation to care provision serves as a supplement to our in-person appointment availability and improves access to care.

Beyond the realm of telecommunication, we worked to slow the spread by developing drive-up testing at our Northwest and Belmont Cragin sites. The setup presented a new challenge. We had less than a week to work together to review every detail and ensure that there would be minimal issues. On April 10, we began to offer drive-up testing at our clinics. That spring, we provided daily diagnostic tests to our community members. Our drive-up testing system is less frequented today but is still an effective and well-structured system for diagnosing COVID-19 in our communities.

Throughout these challenging times, our Clinical Operations team took on numerous projects to ensure PrimeCare Health ran with absolute smoothness. They worked closely with our site leadership to put risk mitigation strategies into action, coordinated with city, state, and community agencies to streamline our response efforts and report our statistics to the government, and collaborated with our HR team to pivot our staff to remote work.

As the virus spread into Chicago, many of our staff members, like Karina Valenzuela, Medical Assistant, at our Northwest clinic, rose to the occasion with a fierce can-do attitude. She encouraged and trained other medical assistants to administer COVID-19 diagnostic tests. Another medical assistant at our Northwest clinic whom we credit for their incredible efforts is Alma Gutierrez. She assisted with Spanish translations, workflows, and signage that would ease the testing process for many of our patients who face language barriers.

In January 2021, we began to administer the COVID-19 vaccine to our patients and staff as a means of protection against the illness and with the hopes that everyone could again come together and continue to call our clinics their home.

Despite the pandemic's impact on our primary care, our organization reached previously unseen heights in quality. Thanks to our Quality Team, we achieved the highest breast cancer screening rate in the state of Illinois, the second highest colorectal cancer screening rate, and placed in the top five for cervical cancer screening. The sum of our quality data drove the Health Resources & Services Administration (HRSA) to award us the gold medal as a health center quality leader. This means that, as of 2021, PrimeCare Health is in the top 9% of community health centers in the U.S.

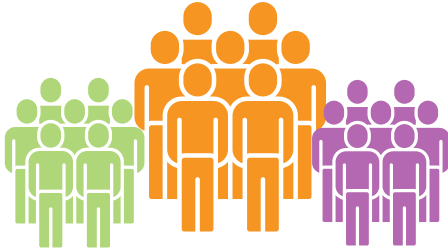
Although the future of COVID-19 is uncertain, PrimeCare has proudly shown our determination from the start. Moreover, we have shown immense dedication to each other and our willingness to work together towards our mutual goal of optimal community wellness. We intend to continue growing and demonstrating the dedication and respect we have for each other as teammates as we strive for excellence in community care.



# Organizational Metrics

## 2020 Demographics

**75,000 PATIENT VISITS**



**OUR SERVICE AREA**



**36% OF OUR PATIENTS  
PREFERRED SERVICES IN  
ANOTHER LANGUAGE**



**DEPRESSION AND ANXIETY**

**6,332 VISITS FOR  
SUBSTANCE USE  
DISORDER**



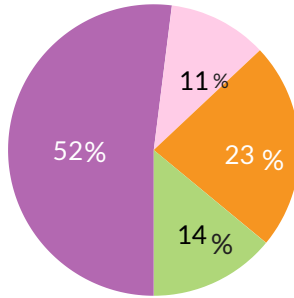
**17,000**

**VISITS FOR ANXIETY  
& DEPRESSION**





## PATIENT INSURANCE STATUS



- Patients Who Qualified for Public Health Insurance (52%)
- Medicare Insured Patients (11%)
- Commercially Insured Patients (23%)
- Patients Without Medical Insurance (14%)

## PATIENT SATISFACTION



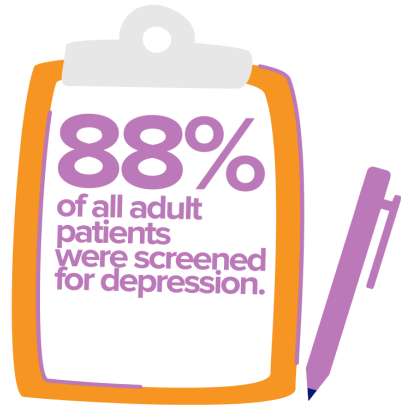


# Quality Metrics

## COVID-19 SCREENINGS



## EMOTIONAL WELLBEING

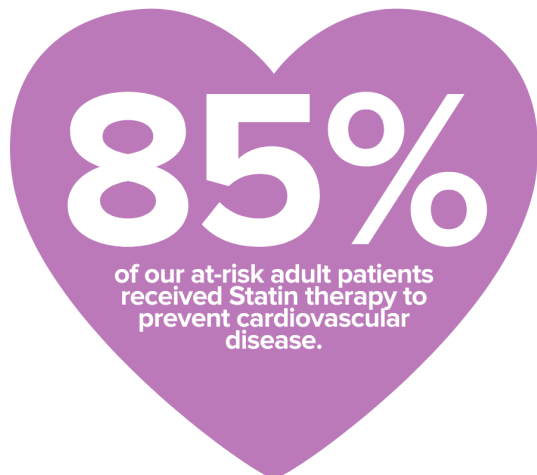


## URGENT & RESPONSIVE CARE



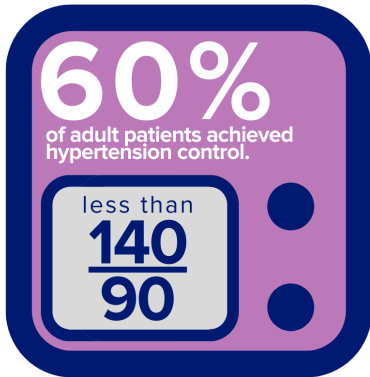
ACCESSED EMERGENCY  
DENTAL SERVICES  
& PAIN RELIEF.

## HEART HEALTH





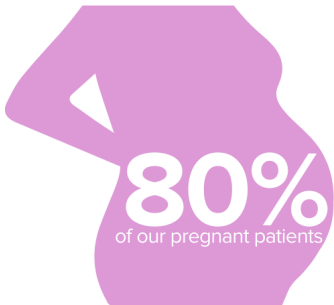
## INCREASED LIFE SPAN



## CANCER PREVENTION

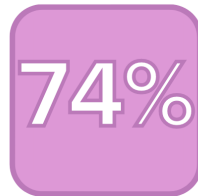


## THRIVING MOMS & BABIES



accessed high-quality prenatal care during their first trimester.

## WELL-CHILDREN



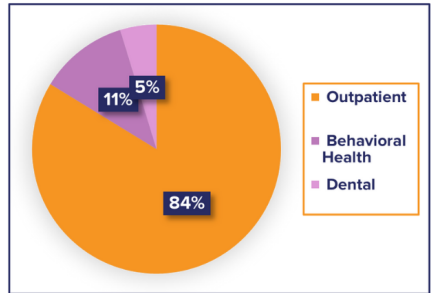
**OF OUR 3-6 YEAR OLD PATIENTS COMPLETED A WELL-CHILD VISIT.**



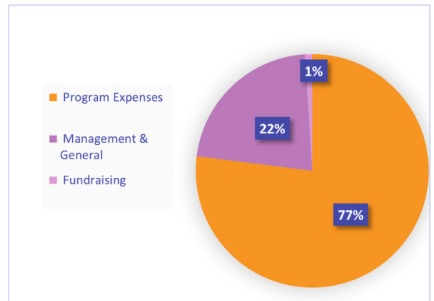
# PrimeCare Health



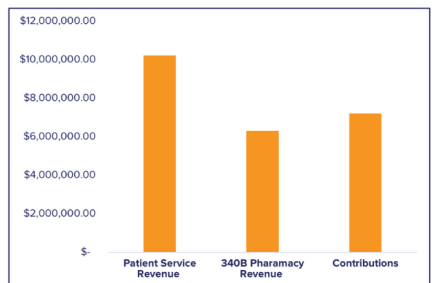
	2020	2019
<b>REVENUE [a]</b>		
Net Patient Services	10,225,928	8,864,769
340B Pharmacy Revenue	6,306,332	3,097,687
Contributions, Grants, Other	7,208,714	4,723,236
<b>TOTAL REVENUE</b>	<b>23,740,974</b>	<b>16,685,692</b>
<b>EXPENSES</b>		
Salaries & Wages	12,165,983	11,223,844
Medical & General Supplies	2,104,877	1,621,083
Purchased Services	1,558,482	1,518,238
Occupancy	1,357,601	1,152,904
Repairs & Maintenance	232,905	217,093
Insurance	48,655	55,634
Interest	427,418	539,964
Depreciation & Amortization	833,699	776,694
Other	210,724	294,989
<b>TOTAL EXPENSES</b>	<b>18,940,344</b>	<b>17,400,443</b>
<b>REVENUE IN EXCESS OF EXPENSE</b>	<b>4,800,630</b>	<b>714,751</b>
<b>ASSETS [b]</b>		
Cash	8,160,010	676,285
Restricted Cash	428,781	650,503
Accounts Receivable	821,193	1,620,739
Grants Receivable	1,357,037	1,720,992
Other Receivables	1,152,185	704,955
Prepaid Expenses	110,403	98,751
Property & Equipment	7,307,791	7,608,026
Note Receivable	5,435,040	5,435,040
Investments	57,500	57,500
Security Deposits	69,148	69,148
<b>TOTAL ASSETS</b>	<b>24,899,088</b>	<b>18,641,939</b>
<b>LIABILITIES [c]</b>		
Accounts Payable	1,012,008	1,288,157
Accrued Compensation	961,542	524,552
Other Accrued Liabilities	1,396,084	861,221
Noncurrent Liabilities	13,799,065	13,038,250
<b>TOTAL LIABILITIES</b>	<b>17,168,699</b>	<b>15,712,180</b>
<b>NET ASSETS</b>		
Unrestricted	7,730,389	2,929,759
Temporarily Restricted	-	-
<b>TOTAL NET ASSETS</b>	<b>7,730,389</b>	<b>2,929,759</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>24,899,088</b>	<b>18,641,939</b>



(Figure A)



(Figure B)



(Figure C)



# HEALTH CENTER QUALITY LEADER



PrimeCare Health is incredibly proud to be a health center quality leader, among the

# TOP 9%

of community health centers in the nation.

**Health Center Quality Leaders** achieve the best overall clinical quality measure (CQM) performance among all health centers. They are recognized in the following tiers: Gold (top 10%), Silver (top 11-20%), or Bronze top (21-30%).