



Lāna'i Community Health Center 2023 Annual Report

E Ola nō Lāna'i

Life, Health and Well-Being for Lāna'i

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A Message from the President of the Board of Directors

“Lāna'i Community Health Center continues to serve Lāna'i City through various programs that the Center has established. We continue to strive to “Be Lāna'i ,” and grow as the island continues to flourish. We are grateful to be a part of this amazing community, and look forward to growing and serving the community of Lāna'i in 2024.

The Lāna'i Community Health Center is committed to advocating for our patients - insured, under-insured, and un-insured - and to continue providing the highest quality health care. Lāna'i Community Health Center is constantly looking for new ways to innovate and stay involved in the community. We look forward to serving our communities and improving our partnerships, so we can continue to fulfill the island’s needs.”

Aaron Fernandez

A handwritten signature in blue ink, appearing to read "Aaron Fernandez".



Board of Directors

President	Aaron Fernandez
Vice President	Jennifer Montgomery
Secretary	Michele Piilani Holsomback
Treasurer	Deborah dela Cruz
Member	Max Kincaid
Member	Matthew Mano
Member	Randon Sanches
Member	Simon Tajiri
Member	Zane dela Cruz

Incorporated in November 2004, governance rests entirely with its Board of Directors (BOD). LCHC's Board selects its own Officers. Delineation of duties and responsibilities are detailed in our By-Laws, which are periodically reviewed to ensure compliance with the law. The BOD is comprised of users of our services (at least 51% is required by our Federally Qualified Health Center, FQHC, status) and is representative of our community, as it pertains to ethnicity, sex, and age.

Aloha Kākou,

As we look back on 2023, it's evident that it was a year marked by significant transitions and challenges. Despite these hurdles, our resilience and adaptability has shone through, driven by our unwavering commitment to serving LCHC, our team, our patients, and our community.

Highlights from 2023 include:

- Successfully implementing the NetSuite Accounting System, enhancing our reporting and analytical capabilities as we transitioned from QuickBooks.
- Partnering with ProService Hawaii for improved human resource management.
- Strengthening our community outreach efforts, showcasing memorable moments from our 2023 events.
- Expanding our Health Education program to include grades 6-8 for the 2023-2024 school year.
- Providing ongoing care services to 2,271 patients.
- Achieving a remarkable 16% growth in Patient Service Revenues.
- Awarding four scholarships totaling \$4,000.
- Securing a competitive renewal grant from HRSA, totaling \$1,946,959 annually for three years.
- Obtaining the County of Maui Building Permit for the demolition and reconstruction of 339 Sixth Street to construct a 7-bedroom Service Provider House.
- Furthermore, progress continues on our facility expansion plans, aimed at renovating our current space to accommodate Dental and Optometry services, Community Health Workers, Medical and Behavioral Health support, and Administrative Services. This ongoing project is slated to continue through 2024 and potentially into 2025 and 2026.

As we look ahead, we can take pride in our collective achievements and the positive impact we've made on our community. Thank you for your dedication and hard work. Here's to continued success in the years to come!



Cindy Figuerres





Vision Statement

The Lāna'i Community Health Center's vision is to be a leader in innovative health care, with a focused culturally sensitive, holistic, patient-centered approach.

Mission Statement

The Lāna'i Community Health Center's mission is to take care of the community of Lāna'i. A 501(c)3, nonprofit organization, LCHC cares for the community with a focus on physical, mental, emotional, intellectual, and spiritual welfare by enriching and empowering lives to help build healthy families in a supportive environment.

Lāna'i Community Health Center (LCHC) carries out its mission:

- By directly providing comprehensive health and wellness services; AND
- By working collaboratively with partners to provide needed services for Lāna'i.

LCHC serves all and does not discriminate based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, ability to pay, political beliefs, or reprisal or retaliation for prior civil rights activity.

Advisors

Ms. Laura Anderson, Esq.; Yamamoto, Caliboso, and Hetherington · Bank of Hawai'i; Banker · Lāna'i Federal Credit Union; Banker · First Hawaiian Bank; Banker · Carbonaro CPAs and Management Group; Accountant and Auditor · BKD Consultants; Cost Reports and Fee Schedule Reviews · Integration Technology; Virtual IT Services · Essential Learning (Relias); Employee Orientation System · Altres; Virtual HR Services · Wainui, Inc.; CIP Fund Development Consultant

Photos by: Chelsea Tadena and RFSI

Reviewed and Approved by the LCHC Board of Directors on May 17, 2022



Projects, Programs, and Events Overview

At LCHC, our unwavering focus remains on the patient. We continuously develop and implement activities and workflows centered around patient needs, leveraging advanced technology to enhance access to care and reduce costs.

We have integrated remote monitoring technologies for various health metrics, including:

- Blood glucose, Blood pressure, Fetal monitoring, Ultrasound exams
- Remote monitoring for blood glucose, blood pressure, fetal monitoring, and ultrasound exams.

Our comprehensive telehealth services provide patients with access to specialized care from the comfort of their homes:

- Tele-Nutritionist, Tele-Cardiology, Tele-Psychiatry, Tele-OBGYN, Tele-Pharmacy, Tele-Dermatology, Tele-Pediatrics, and Tele-Nephrology

LCHC has been nationally recognized for its outstanding use of health information technology, which significantly enhances the quality of patient healthcare. Notable achievements include:

- BridgelT: Utilization of this data warehouse generates sophisticated, population-based reports.
- Modernized Family Planning Client Visit Record (CVR): This modernization has streamlined the process, improving both efficiency and patient experience.

We are committed to expanding our high-quality care services directly into homes and communities. Current expansions include:

- Pre-Diabetes Programs, Pre-Hypertension Initiatives, Self-Managed Blood Pressure Program, Bluetooth Blood Glucose Program

Clinical Programs

Tele-Prenatal Program: LCHC has sustained its partnership with the University of Hawai'i and Maui Lani Physicians & Surgeons to deliver the Tele-Prenatal Program, enhancing prenatal care accessibility for our patients.

Ultrasound Services: We continue to provide essential ultrasound services on-island, allowing our patients to receive necessary care without the need to travel off-island.

Birth Coordination: LCHC offers coordination with patients for their preferred island of birth, providing options between O'ahu and Maui.

Family Planning Education: LCHC actively promotes family planning education, supported by our State Title X Grant. We provide various birth control methods, including long-acting reversible contraceptives.

Mammogram Assistance: We assist patients with scheduling off-island mammograms through our partnerships in Maui and O'ahu, ensuring critical health screenings are accessible.

On-Island Optometrist: LCHC has enhanced its vision care services by employing a full-time optometrist who resides on the island.

Comprehensive Eye Care: Our services include: routine and comprehensive eye exams for adults and children, cataract evaluations and co-management, ophthalmology referrals, eyeglass refractions, contact lens exams and fittings, management of urgent issues like red eye, corneal foreign body removal, ocular disease management, including diabetic wellness exams

Partnership with Maui Optix: In collaboration with Maui Optix, we provide glasses and contacts, with a total of 817 exams conducted in 2023.

Telemedicine Services: Throughout 2023, LCHC has effectively utilized telemedicine for various specialties, including: psychiatry, nephrology, endocrinology, dermatology. These services also cover consults and post-surgical follow-ups, ensuring continuous and comprehensive care.

Team-Based In-Home Care: LCHC is focusing on a team-based approach to enhance the care for patients with hypertension and diabetes. This approach involves Community Health Workers (CHWs) who provide in-home care and monitoring. This personalized care model helps in managing and controlling these chronic conditions more effectively, ensuring that patients receive the best possible support within the comfort of their homes.





Clinical Programs

Collaborative Screening Efforts: Our quality team and medical assistants collaborate closely with our medical providers ensuring all patients are offered necessary screenings throughout their continuum of services. This proactive approach employs best practices to identify potential health issues early, which is crucial in preventing more severe health problems.

Commitment to Best Practices: By integrating best practices into our screening processes, we aim to maintain high standards of care ensuring our patients receive timely and appropriate preventative services. This not only enhances the quality of care provided but also significantly contributes to better health outcomes.

Dental

- In August, the Dental Director resigned from his position. Despite this change, the dental clinic continues to operate efficiently with the robust support of the Leadership Team and the Dental Manager.
- In October, LCHC welcomed a full-time traveling dentist. This addition, along with the dedication of our part-time providers and full-time hygienist, has significantly helped in managing the growing waitlist effectively.
- The dental clinic has adopted a new schedule, operating from Monday to Thursday, 7:30 AM to 6:00 PM, on a trial basis. This adjustment accommodates earlier and later appointments, better meeting the needs of the community and improving clinic operations.
- LCHC continues to offer a pediatric dentistry residency program, providing immense value and enhanced services to our community.
- The dental clinic actively participated in two outreach events: the LHES Health Fair and at the local elementary school, demonstrating our commitment to community health education and engagement.
- In December, after rigorous training and a comprehensive curriculum, our four full-time dental assistants successfully graduated from formal training. This achievement not only enhances their professional skills but also contributes to the overall quality of care provided at the clinic.

Clinical Programs

Integrated Behavioral Health

- LCHC's Behavioral Health team includes two full-time psychologists and has transitioned from one full-time post-doctoral fellow to two part-time behavioral health (BH) practicum trainees from Hawaii Pacific University (HPU) as of August 2023.
- Our providers, including one on-island and one remote, along with one to two traveling providers, offer direct services and supervision, ensuring comprehensive coverage and support.
- We continue to collaborate with practicum student programs at Chaminade and HPU to annually enhance our Behavioral Health workforce.
- Behavioral Health has observed a strong and steady increase in referrals, indicating a growing recognition and need for these services.
- There is an ongoing integration of our hypertension and diabetes care model with the medical team to address these chronic conditions more holistically.
- Our Tobacco Treatment Specialist (TTS)-trained psychologists, including one certified by the Mayo Clinic, provide essential tobacco cessation services.
- Behavioral Health offered 11 educational classes in 2023 at Lāna'i High and Elementary School and Lāna'i Youth Center, focusing on mental health awareness and support.
- We implemented several social media-based initiatives and produced 31 ads/videos in 2023, enhancing our outreach and engagement with the community.
- Continued partnership with two independent psychiatrists integrates tele-psychiatry into our behavioral health program, expanding access to specialized care.
- Monthly behavioral health integration meetings with primary care providers enhance referrals, programmatic development, and patient care coordination.
- LCHC participated in five community events in 2023, including the Ohana Wellness Festival, World No Tobacco Day, Youth Resource Fair, Lāna'i Pride Festival, and the Great American Smokeout, promoting health and wellness in the community.
- We continue our prevention efforts with the Tobacco-Free Hawai'i campaign, focusing on the impact of electronic smoking devices (ESD) on youth.



Clinical Programs

Outreach, Community Health Work, and Educational Programs

- LCHC provided 34 health education classes focusing on essential topics such as identifying emotions, stress management, anxiety, coping skills, and youth electronic smoking device (ESD) use. These classes are designed to equip our community with the necessary tools to manage health and wellness effectively.
- We continue to offer vital enabling services, including translation for our Filipino and Kosraean communities, ensuring all members have access to our resources. Additionally, we provide eligibility assistance with SNAP applications, financial assessments, and health coverage options, helping to alleviate barriers to accessing care.
- Our team has actively assisted in school-based curricula throughout the year, integrating health education directly into the school system to reach a broader audience.
- Through our comprehensive tobacco cessation program, we aim to reduce tobacco use within the community, supporting healthier lifestyles for all ages.
- LCHC is proud to have received NCQA Patient-Centered Medical Home Recognition, affirming our commitment to high-quality, patient-centered care.
- We participated in four major community events: Spring Fair, Lāna'i Pride and Resource Fair, Kīnā 'Olē Health Fair, and The Great American Smoke-out
- These events provide platforms for direct community engagement and health promotion.
- In a significant new partnership with LAPA, we have developed a 5-part web series focused on Tobacco Prevention. This series aims to educate and engage the community on the dangers of tobacco use and the importance of prevention strategies.

Hosted Community Outreach Events

- Teen Health Camp: LHES high school fair hosted with LHES Foundation to promote health services and education. LCHC programs represented: Optometry, Medical, and Family Planning Services.
- Ohana Wellness Fair: Health Services Fair hosted with LHES Foundation and JABSOM.
- Youth Resource Fair: Community Fair hosted with Lanai Public Health, serving over 500 Lanai residents. Many organizations joined to provide resident keiki with free resources for the new school year.
- Spring Break Challenge: This was a K–12th grade event hosted with the Lanai Youth Center. Over 40 students participated, and we taught cooking lessons reflective of Hawaii and Lanai culture that span the course of 3 days.
- Lanai Fitness Challenge: In our 3rd annual community event, we had over 150 participants join to do a 5K walk around Dole Park in support of those affected by the Maui wildfires. \$2722.38 was raised in donations and given to Hawaii Community Foundation's "Maui Strong Fund" to help the recovery process of our county members who lost homes, loved ones, and assets.



Clinical Programs

Events with Community Partners:

Various community resource fairs hosted by the Maui Police Department and Pulama Lanai, Maui Police Dept and Special Olympics Maui's Troy Barboza Torch Run, Kina Ole Health Fair, Walk-n-Roll Torch Days with Lanai High and Elementary School and LHES Foundation, Unity Walk with Lanai High and Elementary School, the County of Maui Volleyball Youth Program, Domestic Violence Awareness Walk, Lanai Pride Festival, Turkey Day, World No Tobacco Day, and The Great American Smoke-out Day.

Community & Physical Education Efforts

Lanai High and Elementary School

- Elementary physical education lessons focusing on hand-eye coordination, cardio endurance, and basketball/volleyball skills were offered bi-weekly.
- Middle School Enrichment: Monthly lessons focus on nutrition, health, and community education.
- The Stanford Tobacco Prevention Toolkit curriculum was taught to various middle/high school grades.

Kings Christian School Hawaii - Lanai Site: Weekly PE lessons focusing on hand-eye coordination, cardio endurance, and group sports skills and drills for the school year of 2023.

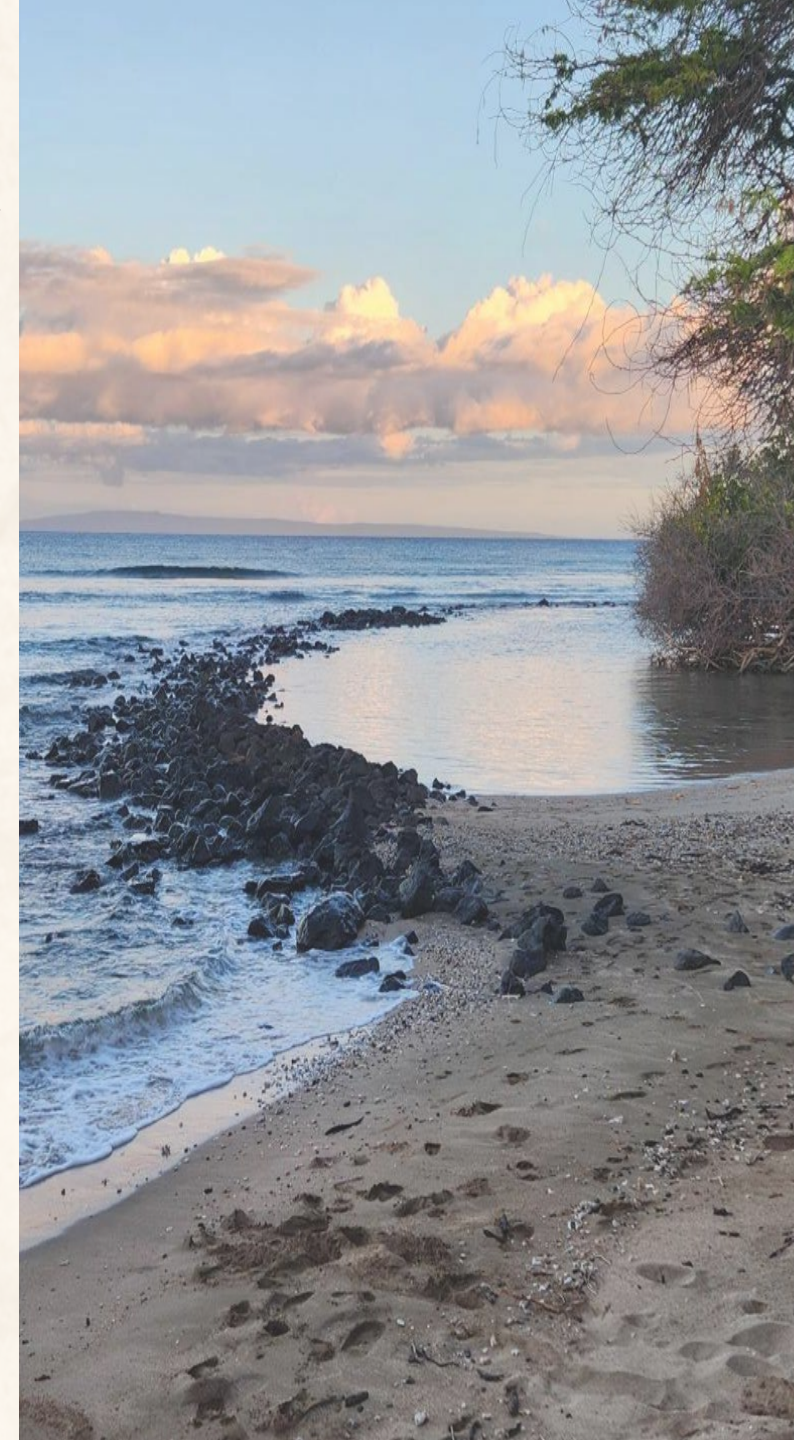
Keiki O Lanai Preschool: Health lessons were held once a month, covering physical, mental, emotional, behavioral, and social health topics. Each department from LCHC presented different health factors imperative to child development.

Lanai Youth Center: Once-a-month sessions with Dr. Allison Seales, an LCHC Psychologist from the Behavioral Health Department. The lessons are focused on mental, social, emotional, and behavioral health and self-regulating techniques for stress/bullying.

Lanai Senior Center: Fitness Classes throughout the week focused on mobility and flexibility, with three classes offered weekly. We continue to partner with the Lanai Senior Center to keep our kupuna mobile into their golden years.

Wellness Program

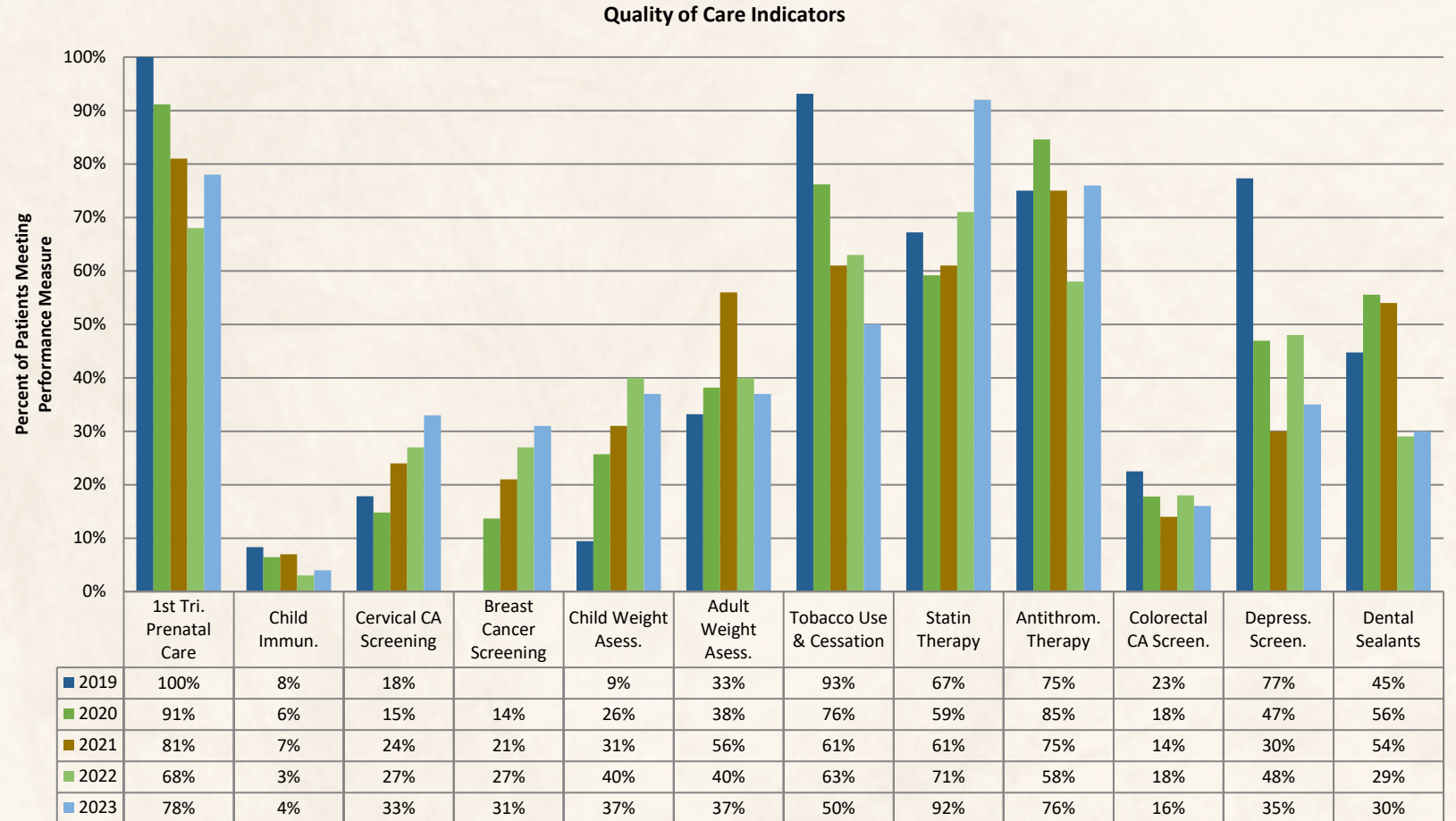
- Number of classes hosted: 7 fitness formats
- Community Reach: over 80 non-duplicated participants
- Four different fitness instructors offer classes in Zumba, Pilates, yoga, and various Silver Sneakers exercise formats.





Quality Initiatives

LCHC identifies quality initiatives from UDS and performance metrics. These initiatives are incorporated into our PDSA (Plan-Do-Study-Act) projects, and routinely meets and provides this to our Board of Directors.



While remaining consistent with many measures, air transportation was the primary influence for any significant decreases. We continue to improve and address the means through multi-variate analysis and interventions.



Quality Initiatives

In our effort for continued improvement:

- We have identified and implemented workflow changes, consistent to the Risk Assessment(s) performed throughout the year at LCHC.
- Monthly calendar-based measurements have been implemented, specifying HEDIS-based quality measures.
- Continuous education and training, daily meetings/huddles, and streamlined-effective communication have been enhanced.
- LCHC has begun the process to implement Azara - this solution support all aspects of population health, including quality measurement, care gap identification, care management, risk, cost and utilization analysis, and provider and patient engagement.
- With specificity, the Risk Management, Safety, and Privacy Officer has accepted dual roles as the Director of Quality -- sustaining the didactic approach to inspire, lead, and maintain the highest standards within the Quality Assurance, Performance Improvement, and Risk Management Team, and is inspired and engaged to help Lāna'i Community Health Center, its patients, and staff meet optimal success.

LCHC has also maintained NCQA Patient-Centered Medical Home Recognition with Behavioral Health Distinction recognized on 6-13-2023 and 6-1-2023. Continuous efforts are in place, founded by our goal of quality improvement; solidifying and strengthening our relationship(s) between patients, and clinical and behavioral health care teams -- leading to the continued improvement of the patient experience at Lāna'i Community Health Center. LCHC will update reporting for the 2024 year in the reporting date of May 2024.

We continue to improve workflows, including increased patient contact, reduction of non-billable telephone visits, remodulation of visit times for providers, and perfecting and nurturing our integrated team approach care -- with administrative support and direction in goal achievement.

Compliance and Risk Management

LCHC aims for continuous improvement in the field of Compliance, Risk Management, and Safety

- Effective management of a culture of safety, leading with operational excellence, and maintaining regulatory diligence.
- Engaged and ratified a new Professional Employment Organization to partner with LCHC.
- LCHC has adopted strong root-cause analytics to review and mitigate future occurrences or potentialities of risks and safety issues.
- Enhancing the technological software program of Compliatric.
 - Providing excellent monitoring, adherence, compliance, and trainings within areas of focus: screenings and verifications, credentialing and contracting, exclusions, policies and procedure, incidents, trainings, equipment monitoring, grants, risk registries, audits, and surveys.
- Sustainment of monthly newsletters to the staff. This best practice helps keep pertinent topics on the mind of all staff, in such a way, that the newsletter directly focuses and illustrates on occurrence topics within that month.
- LCHC staff receive quarterly HIPAA training focused on the content of protecting patient privacy via question-and-answer format, as well as providing case scenarios.
 - In continuation, to assist our Board of Directors in understanding Risk Management, HIPAA, and their role with Privacy, Compliance, and Protected Health Information, the Board of Directors receives annual HIPAA and Risk Management trainings from retained legal counsel of Yamamoto, Caliboso, and Hetherington.
- To minimize unfortunate events from reoccurring, LCHC leadership ensures that staff members receive continuous training on the protection of patient information and maintaining patient safety.
- FTCA deeming was re-awarded to LCHC on August 2023.
- LCHC has increased the 2023 compliance for all departments on peer review. The average increase has met or exceeded the benchmark incremental allowance.
- Emergency preparedness has been placed as a primary foci for LCHC, with the advancement of materials and an Emergency Action Guide.
- Inception and implementation of a new revenue cycle management group to manage medical/behavioral health lines of billing; compliance and adherence was a strong point to this change.
- LCHC's Tele-Pharmacy pilot program held a less than 0.01% error on script fills per day.



Community Development Update

Employer of Choice

- In our Strategic Planning Meetings, LCHC's goal was to become the employer of choice. As of 2023, our LCHC employee count is up to 68 employees (38 full-time and 20 part-time, which includes 10 traveling providers and 2 employees who live off-island). There is a total of 22 employees that are LHES alumni, which represents 38% of our employee population. In addition, our LIP (Low-Income Persons) ratio for 2023 is 45%.
- LCHC believes in the importance of workforce development and training. Therefore, our goal is to have a student rotation program in place for all services: Medical, Dental, and Behavioral Health - including our support staff such as front desk representatives, medical assistants, and dental assistants. This includes student interns that are in high school, rotating student providers, as well as development for those working adults who are looking to find a career rather than just a job.
- We provided a dental assistant certification coursework to four (4) of our dental assistants.

Scholarship Program

- Four (4) \$1,000 scholarships were provided.



Community Development Update



Student Providers:

- LCHC hosted nine (9) nurse practitioner students and one (1) pre-med student within the 2023 year.
- These students were from the University of Hawai'i at Mānoa, Uniformed Services, and USC, and Maryville.

NYU Langone Pediatric Dental Residents:

- LCHC hosted ten (10) dental residents in 2023. They served our community by completing a monthly rotation, as part of their clinical fellowship.

Student Internships:

- One (1) Lanai High and Elementary School Senior during summer break.

Community Partnerships for Student Programs:

- Lāna'i High and Elementary School (LHES)
- LHES Foundation
- UH Maui College - Lāna'i Campus
- AHEC
- HOSA
- John A. Burns School of Medicine
- Maui County Healthcare Partnership
- Maui Economic Development Board

Employee Continuing Education:

- 1 MSN to Nurse Practitioner
- 1 Master of Finance
- 1 Bachelor's of Science and Human Services Case Management

Community Events, Awards, and Recognitions

January:

- Teen Health Camp at LHES Grades 9th – 12th
- Ohana Wellness Festival-Partnered with JABSOM students

February:

- Lanai Youth Center Lesson: Mana Wahine program orientation, community improvement, bullying, vaping, talking to trusted adults

March:

- MPD Job Fair in Dole Park
- MKCF Grant awarded to LCHC for hosting the Spring Break Challenge for K-12th
- Spring Break Challenge Day #1: Meatless Monday
- Spring Break Challenge Day #2: Hawaii Culture Day
- Lanai Youth Center Lesson: Healthy lifestyle/eating with awareness
- Spring Break Challenge Day #3: Something New day
- Lanai Youth Center Lesson: Vaping-refusal skills/communication and Bullying

April:

- Stanford Tobacco Prevention Toolkit Curriculum to 6th grade classes.
- KOL Preschool Lesson: Choosing to have a good day
- Troy Barboza Law Enforcement Torch Run for Special Olympics
- Spring Fair
- Lanai Domestic Violence Task Force sign waving
- KOL Preschool Lesson: Germs
- Lanai Youth Center Lesson: Culture and diversity

May:

- Stanford Tobacco Prevention Toolkit Curriculum to 11th grade classes.
- KOL Preschool Lesson: Kindness and Cavities
- LCHC Scholarship presents six \$1000 scholarships to 4 seniors and 2 alumni
- KOL Preschool Lesson: Movement
- Lanai Youth Center Lesson: Taking care and respecting your community
- World No Tobacco Day

June:

- KOL Preschool Lesson: Clean Air
- Youth Resource Fair
- KOL Preschool Lesson: Movement
- Lanai Pride Festival
- KOL Preschool Lesson: Brain Safety

September:

- Lanai Youth Center Lesson: Emotions
- KOL Preschool Lesson: Friendships
- KOL Preschool Lesson: Our Moving Body Parts

October:

- Lanai Youth Center Lesson: Thoughts and Feelings
- KOL Preschool Lesson: Brushing Techniques
- Stanford Tobacco Prevention Toolkit Curriculum to 8th grade classes.
- Stanford Tobacco Prevention Toolkit Curriculum to 6th grade classes.
- KOL Preschool Lesson: Inside The Human Body
- Walk n Roll
- Lanai Fitness Challenge: 5k Walk For Lahaina
- Lanai Kinaole Health Fair
- Dental Kit distribution

November:

- Lanai Youth Center Lesson: Conflict Management
- KOL Preschool Lesson: Exercise
- Stanford Tobacco Prevention Toolkit Curriculum to 6th grade classes.
- Great American Smoke Out
- HPCA Annual school Health Summit
- Turkey Day Giveaway

December:

- Lanai Youth Center Lesson: Emotion identification and managing difficult situations



Scenes from 2023



Health Fair at Dole Park



Pride Fair



Youth Resource Fair



Halloween



Halloween



Halloween

Scenes from 2023



Holiday Staff Photo



Leadership Holiday Photo



Holiday Games

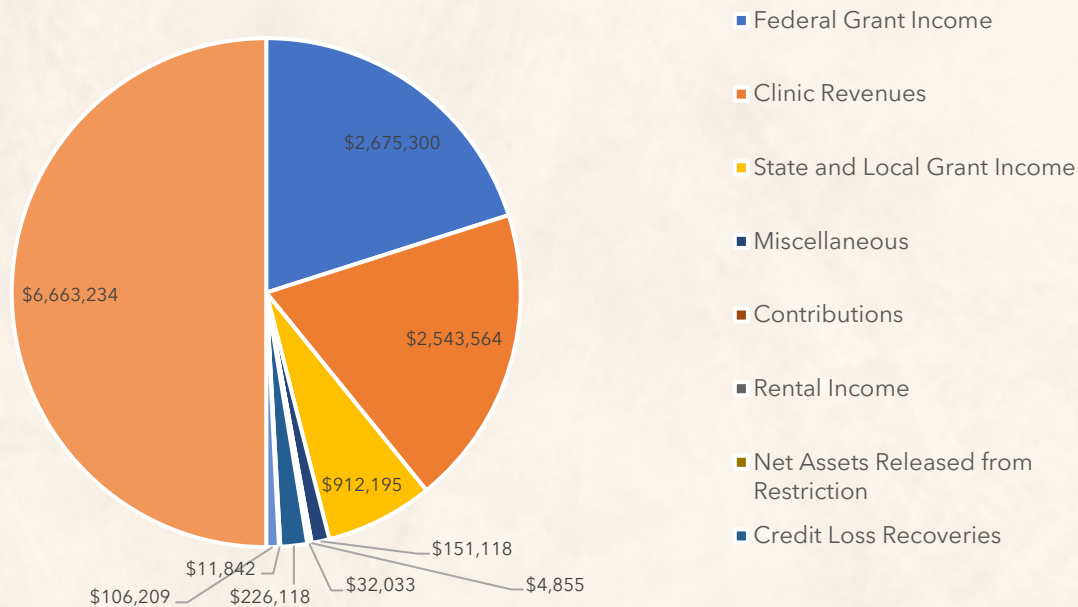


Holiday Luncheon

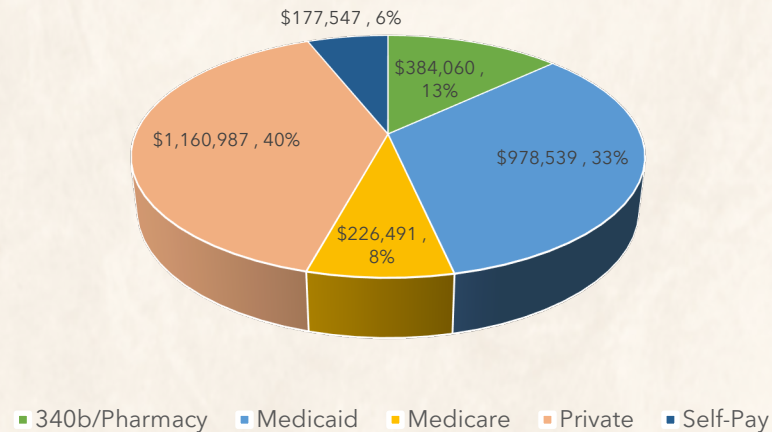


Financial Analysis & Reporting

2023 - Revenue - Total: \$8,608,946



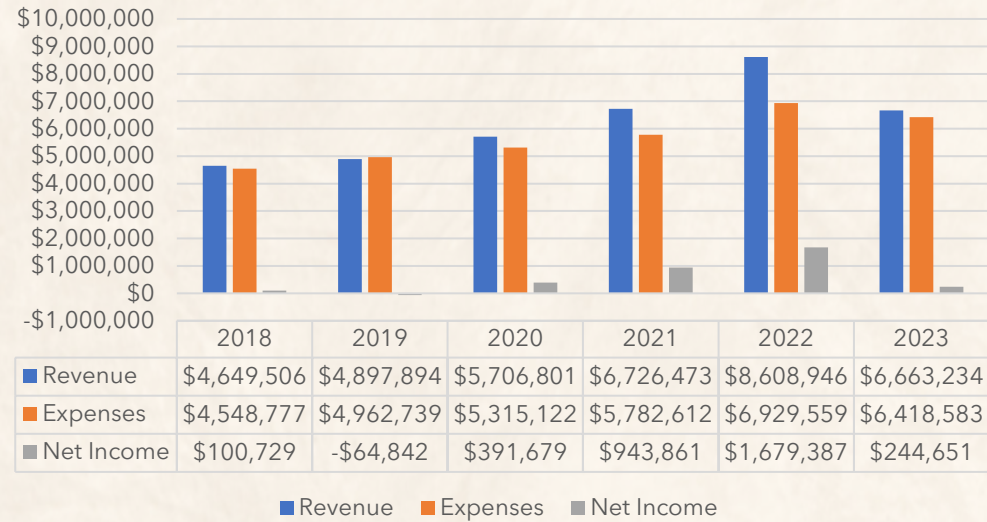
2023 Clinic Revenue: Total: \$2,927,624



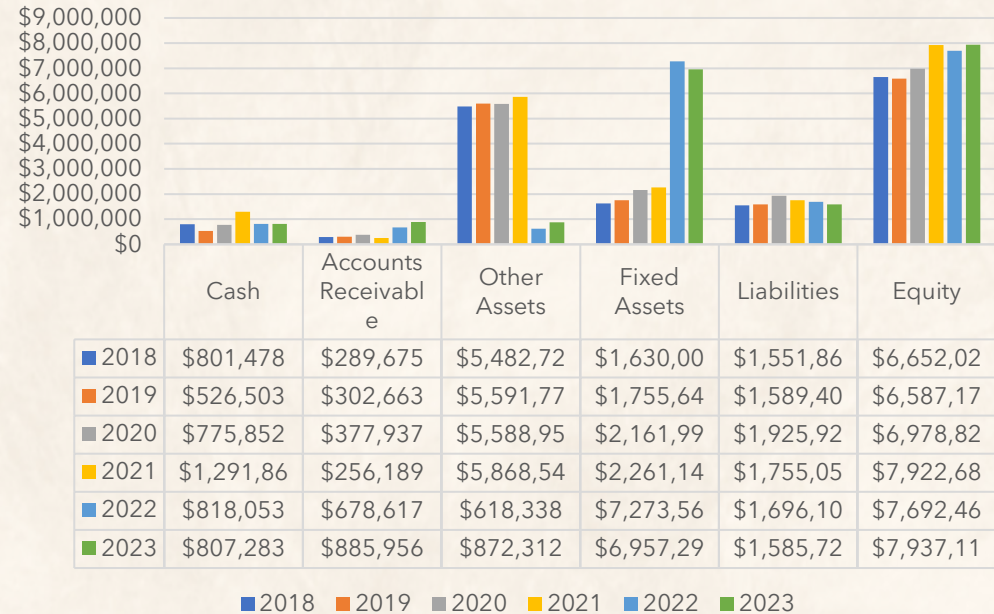


Financial Analysis & Reporting

Profit and Loss



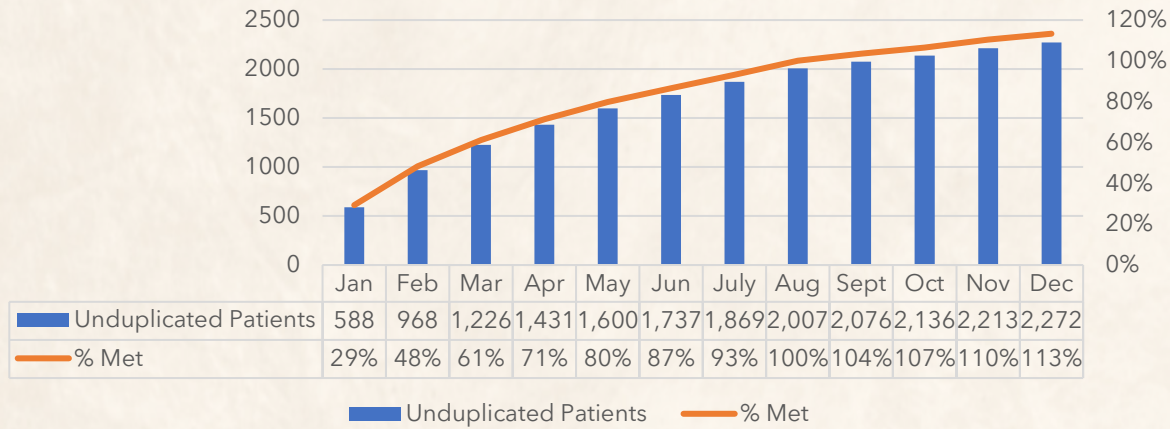
Balance Sheet



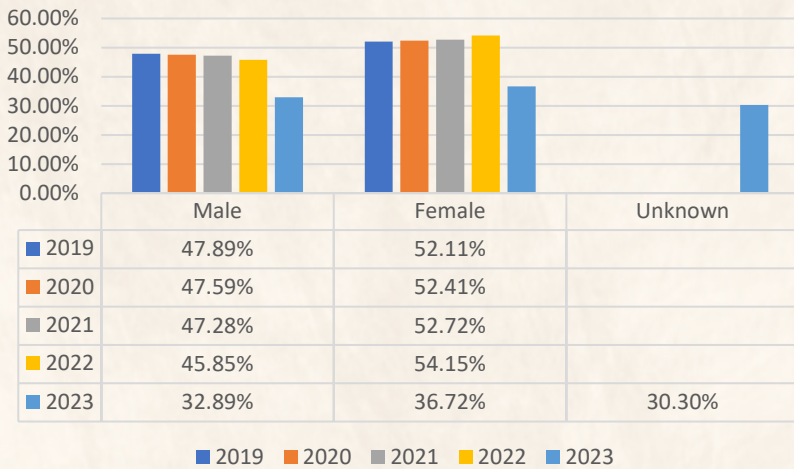
Note: The data displayed is consolidated for LCHC and LCHC Holdings.

Statistics

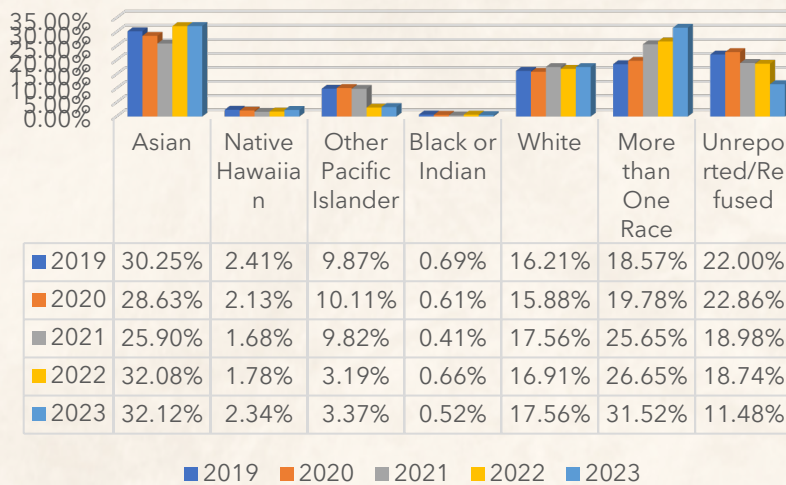
2023 LCHC Patient Count - Cumulative Each Month -
Year Goal = 2005



Gender

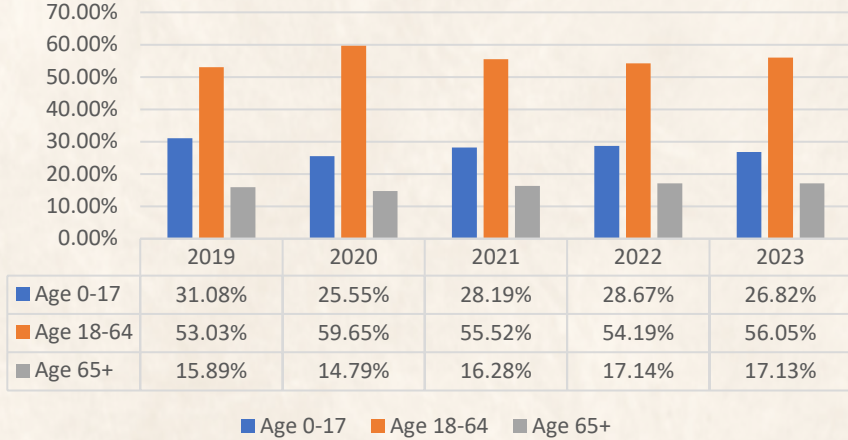


Ethnicity

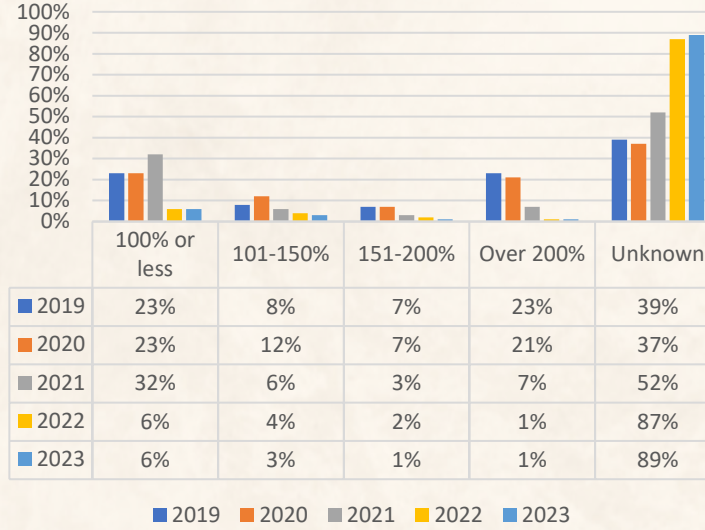


Statistics

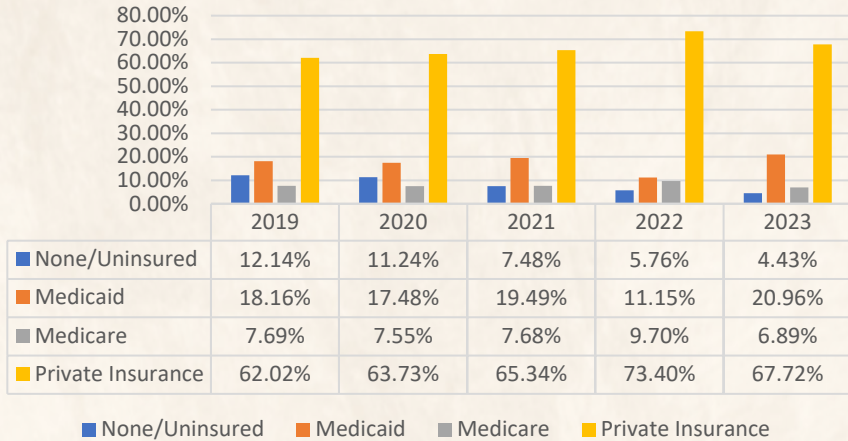
Age



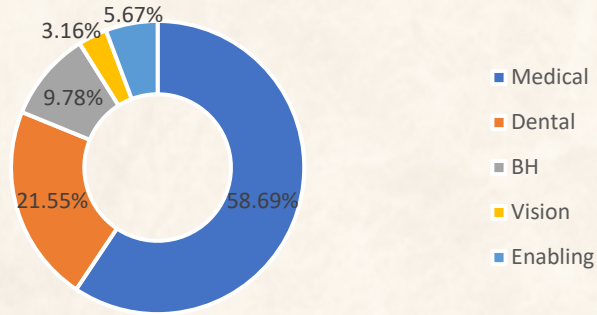
Poverty Levels



Medical Insurance



2023 Health Center Encounters



Health centers provide tremendous value and impact to the communities they serve through **ECONOMIC STIMULUS, SAVINGS TO THE SYSTEM, and CARE FOR VULNERABLE POPULATIONS**. They have also played a critical role in **PANDEMIC RESPONSE**, providing testing, vaccination, and care in-person and virtually, bolstering the public health infrastructure in their communities.

This report highlights the Lānaʻi Community Health Center **2023 savings and contributions**, as well as pandemic response data through **January 05, 2024**.



ECONOMIC STIMULUS

47	32	79
HEALTH CENTER JOBS	OTHER JOBS	TOTAL JOBS
\$6.1 M	\$6.0 M	\$12.2 M
DIRECT HEALTH CENTER SPENDING	COMMUNITY SPENDING	TOTAL ECONOMIC IMPACT OF CURRENT OPERATIONS
\$0.5 M	\$1.3 M	\$1.8 M
STATE & LOCAL TAX REVENUES	FEDERAL TAX REVENUES	ANNUAL TAX REVENUES



SAVINGS TO THE SYSTEM

24%	\$1.1 M	\$2.5 M
LOWER COSTS FOR HEALTH CENTER MEDICAID PATIENTS	SAVINGS TO MEDICAID	SAVINGS TO THE OVERALL HEALTH SYSTEM



PANDEMIC RESPONSE

FQHCs play a critical public health role in pandemic response, targeting vulnerable populations and delivering:

TESTING		
3,617	1,950	75.8%
TOTAL IN-PERSON COVID TESTS	AT-HOME SELF-TEST DISTRIBUTION	FOR RACIAL/ETHNIC MINORITIES

VACCINES	
3,193	71.9%
TOTAL COVID VACCINES	FOR RACIAL/ETHNIC MINORITIES



CARE FOR VULNERABLE POPULATIONS

(1.5%)	13,634	1,114	14,748
4-YEAR PATIENT GROWTH	CLINIC VISITS	VIRTUAL VISITS	TOTAL VISITS

2,271		
PATIENTS SERVED		
38.5%	85.8%	71.3%
CHILDREN & ADOLESCENTS	LOW INCOME	IDENTIFY AS AN ETHNIC OR RACIAL MINORITY
0	67	9
AGRICULTURAL WORKERS	VETERANS	HOMELESS

SUMMARY OF 2023 ECONOMIC IMPACT AND TAX REVENUE

		Employment (# of FTEs)	Economic Impact	State & Local Tax Revenues	Federal Tax Revenues
Community Impact	Direct	47	\$6,145,563	\$208,254	\$836,516
	Indirect	12	\$2,140,902	\$83,513	\$153,670
	Induced	20	\$3,878,136	\$229,650	\$286,631
	Total	79	\$12,164,601	\$521,416	\$1,276,816
				\$1,798,233	

REFERENCES AND DATA SOURCES

- Savings to the System: Nocon et al. Health Care Use and Spending for Medicaid Enrollees in Federally Qualified Health Centers Versus Other Primary Care Settings. American Journal of Public Health: November 2016, Vol. 106, No. 11, pp. 1981-1989.
- Economic Stimulus: Economic impact was measured using 2022 IMPLAN Online from IMPLAN Group LLC, IMPLAN System (data and software), 16905 Northcross Dr., Suite 120, Huntersville, NC 28078, www.Implan.com. Learn more at www.caplink.org/how-economic-impact-is-measured.
- "Low Income" refers to those with earnings at or below 200% of federal poverty guidelines.
- Care for Vulnerable Populations: Bureau of Primary Health Care, HRSA, DHHS, 2023 Uniform Data System.
- Full-Time Equivalent (FTE) of 1.0 is equivalent to one full-time employee. In an organization that has a 40-hour work week, an employee who works 20 hours per week (i.e., 50 percent of full time) is reported as "0.5 FTE." FTE is also based on the number of months the employee works. An employee who works full time for four months out of the year would be reported as "0.33 FTE" (4 months/12 months).
- COVID tests and vaccines data comes from data reported by health centers from the HRSA Health Center COVID-19 Survey. Learn more at <https://bphc.hrsa.gov/emergency-response/coronavirus-health-center-data>.

ACKNOWLEDGEMENTS

Capital Link is a non-profit organization that has worked with hundreds of health centers and primary care associations for nearly 30 years to plan for sustainability and growth, access capital, improve and optimize operations and financial management, and articulate value. We provide an extensive range of services, customized according to need, with the goal of strengthening health centers—financially and operationally—in a rapidly changing marketplace.

Capital Link maintains a database of over 21,000 health center audited financial statements from 2005 to 2023, incorporating nearly 85% of all health centers nationally in any given year. This proprietary database also includes UDS data from 2005 through 2023, enabling us to provide information and insights tailored to the industry. For more information, visit us at www.caplink.org.

Conclusion

2023 marks a pivotal year of growth and transformation for LCHC as we welcome a new Interim Executive Director. This change comes as part of our ongoing journey towards appointing a permanent Executive Director.

As we move forward, we anticipate facing new challenges, but these will bring incredible opportunities for growth and learning. Our commitment remains strong towards our patients and the community, ensuring that LCHC continues to thrive.

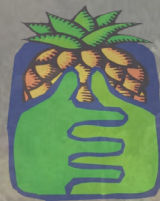
In conclusion, I urge everyone to embrace and prioritize passion—passion for health, for each other, and for our community. This passion is not only the solution to today's needs but also the key to our future success.

**The future belongs to
those who believe in
the beauty of their
dreams.**

ELEANOR ROOSEVELT

EVERYDAY POWER





Lāna'i Community Health Center

E Ola nō Lāna'i
Life, Health and Well-Being for Lāna'i