

2024

ANNUAL REPORT



LĀNAʻI COMMUNITY
HEALTH CENTER
E Ola Nō Lānaʻi
LIFE, HEALTH and WELL-BEING FOR LĀNAʻI



The Community is our Patient

July 2025



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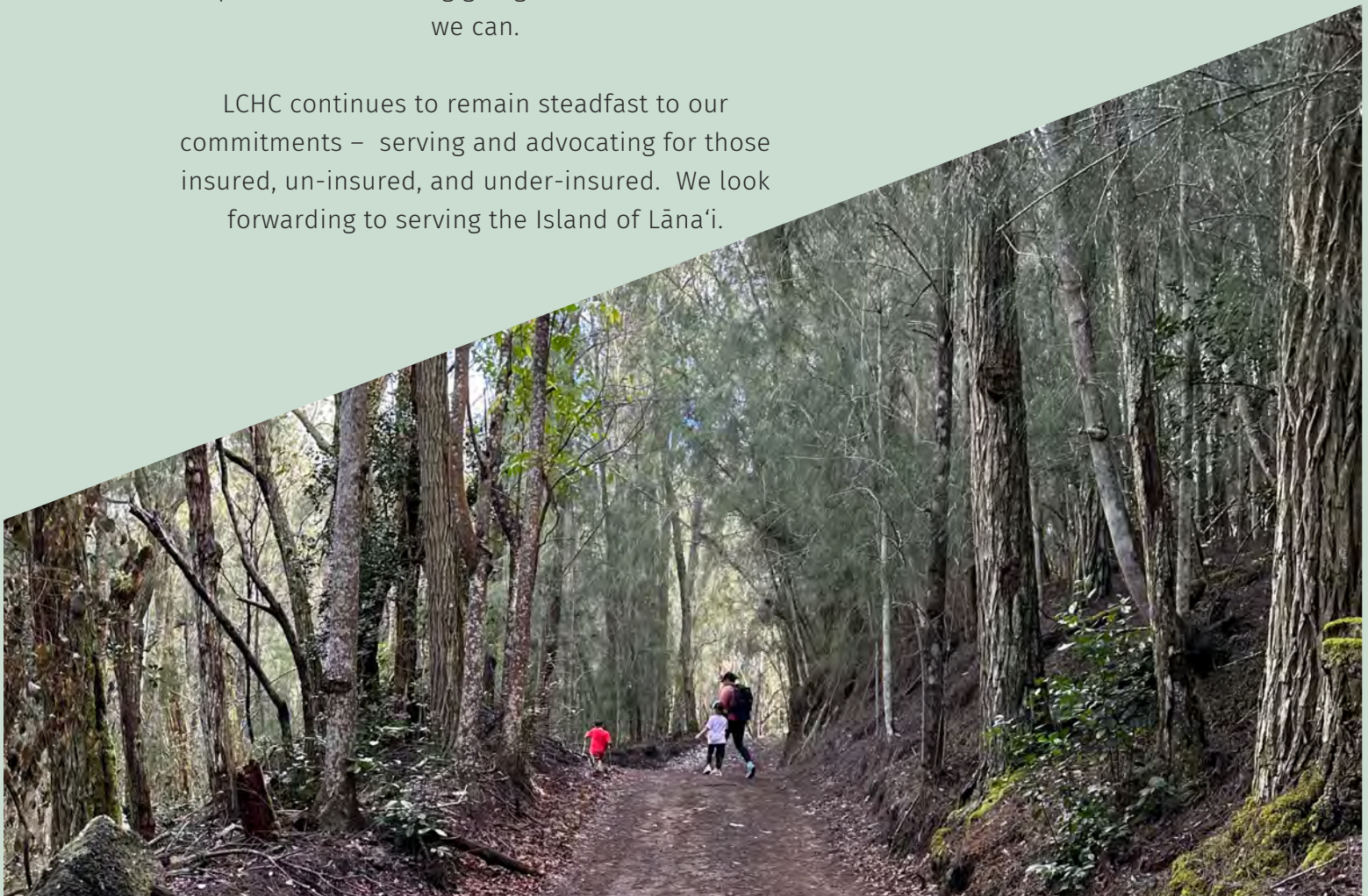
A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

Lānaʻi Community Health Center (LCHC) still remains both a place close to my heart; and with the hearts of those in my community. The Health Center has transcended hurdles, and it has been inspirational to see the vision, leadership, and dedication of our team. In the end, their inspiration, dedication, and leadership translates clearly into providing quality patient care, and I am continually astounded by the compassion given to our patients – including going that extra mile when we can.

LCHC continues to remain steadfast to our commitments – serving and advocating for those insured, un-insured, and under-insured. We look forward to serving the Island of Lānaʻi.



Marco Perata
President, BOD



LEADERSHIP

Jacey Laborte

Executive Director, Director of Quality & Risk

Cindylou Figuerres, MBA

Interim Executive Director

Chelsea Tadena

Medical Manager

Nina Medeiros, MSF

Chief Financial Officer

Jared Medeiros, APRN

Associate Medical Director

Cori Takesue, Psy.D.

Director of Behavioral Health

Andrea Patrick

Director of Quality

Sara Haack, MD

Medical Director

BOARD OF DIRECTORS

Marco Perata

President

Jennifer Montgomery

Vice President

Michele Piilani Holsomback

Secretary

Deborah dela Cruz

Treasurer

Katia Koteva

Member

Diane Brown

Member

Randon Sanches

Member

Simon Tajiri

Member

Zane dela Cruz

Member

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.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

As I reflect on 2024, I am reminded of two words...hope and dedication. It is with fervent belief that I celebrate each and every individual who supports the mission, vision, and value of LCHC. As LCHC continues to be the cornerstone of a community, by its unyielding commitment to each other and to our patients, we shall continue to light our path forward: TOGETHER!

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. Let us continue the drive forward and remember to celebrate our hard work, dedication, and achievements.

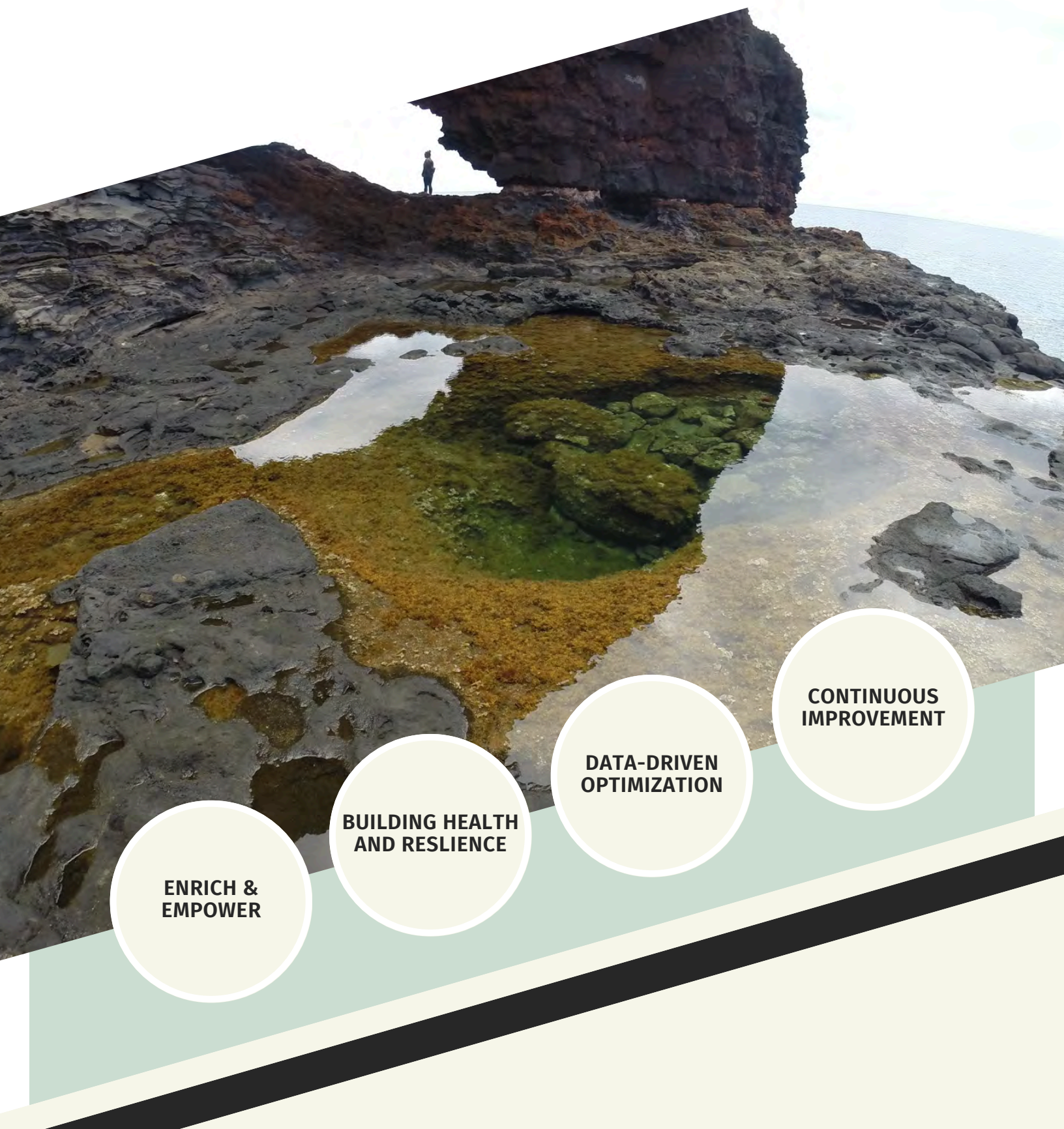
In Service,
Jacey



Jacey Laborte



LCHC'S APPROACH



**ENRICH &
EMPOWER**

**BUILDING HEALTH
AND RESLIENCE**

**DATA-DRIVEN
OPTIMIZATION**

**CONTINUOUS
IMPROVEMENT**

MISSION/VISION & ADVISORS

➔ MISSION

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.

➔ VISION

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.

➔ ADVISORS

Ms. Laura Anderson, Esq.; Yamamoto Hetherington, LLC · Bank of Hawai'i · Lāna'i Federal Credit Union · First Hawaiian Bank · Carbonaro CPAs and Management Group · BKD Consultants · Integration Technology · Essential Learning Employee Orientation System · ProService, LLC · Wainui, Inc. · Bushnell Law Group · Steven L.F. Ho, Torkildson Katz



COMMUNITY EVENTS

➔ JANUARY

- Walk-N-Roll with LHES Foundation

➔ FEBRUARY

- 'Ohana Wellness Fair
- Teen Health Expo
- Together Vape Free Curriculum - LHES
- BH Kindness Matters Presentation

➔ MARCH

- BH Presentation - Community Pride
- Preschool - Coping with Emotions
- Prince Kuhio Day Celebration

➔ APRIL

- LHES Preschool Program
- Torch Day
- BH Presentation on Good Friendship
- KOL Preeschool Lesson

➔ MAY

- Sensei Farms Health Fair
- Foundation of Health Class - BH
- BH Presentation on Kindness
- Foundation of Health Class - BH
- World No Tobacco Day

➔ JUNE

- BH Presentation on Kindness

➔ JULY

- 339 Sixth Street Expansion Groundbreaking

➔ AUGUST

- National Health Center Week
- CHW Statewide Conference
- Keiki Health Fair



COMMUNITY EVENTS



SEPTEMBER

- AlohaCare Patient Appreciation Day
- You and Me, Together Vape-Free
- LHES Preschool Lessons



OCTOBER

- BH Presentation - Community Pride
- Preschool - Coping with Emotions
- Prince Kuhio Day Celebration



NOVEMBER

- Pūlama Lānaʻi Open Enrollment
- Lānaʻi Fitness Challenge
- Kīnāʻole Health Fair
- KOL Preschool Lesson
- Great American Smokeout



DECEMBER

- KOL Preschool Lesson
- Foundation of Health Class - BH
- Kūpuna Christmas Lānaʻi Baptist
- LCHC Annual Staff Luncheon



AWARDS

- Essential Access Title X Outstanding Award
- HRSA Access Enhancer 2024
- HRSA Advancing HIT for Quality 2024
- HRSA Health Disparity Reducer
- NCQA PCMH Level 2
- NCQA PCMH Behavioral Health Integration



PROGRAMS & SERVICES

➔ CLINICAL

- Adult Medicine
- Behavioral Health
- Blood Draws and Labs
- Dental (Pediatric and Adult)
- Family Medicine
- Family Planning
- Home Visits
- Imaging - Abdominal and Pelvic Ultrasound
- Immunizations
- OB/Pregnancy/Prenatal Care, with Coordinated OB Care Management
- OB Ultrasound and Non-Stress Testing
- Optometry, including Diabetes Retinal Testing
- Pharmacy
- Primary Medical Care
- Screenings, including TB, Hep B, STD, HIV, etc.
- Telemedicine/Telehealth
- Tele-Dermatology
- Tele-Pediatrics
- Tele-OB/GYN
- Tele-Psychiatry
- Toxicology Screening
- WIC
- Women's Health

➔ PROGRAMS

- Blood Pressure Management
- Case Management
- Community Outreach and Education
- Diabetes Management
- Eligibility and Enrollment
- Health Education at Lānaʻi High and Elementary School
- Health Education, General Community
- Insurance Assistance
- Language Assistance & Translation
- Low-Cost Prescription Program
- Nutrition
- Patient Transportation
- Referrals and Care Coordination
- Sliding Scale Fee Availability
- Smoking Cessation
- Wellness and Fitness Classes
- Workforce Development





STAFF SPOTLIGHT

➡ STAFF SPOTLIGHT OF EXCELLENCE



Ricci-An Elan, one of our dedicated medical assistants, brings more than just clinical expertise to her role—she brings heart. Known for her constant smile and genuine kindness, Ricci has a gift for creating a welcoming atmosphere wherever she goes. Her compassion and warm presence not only comfort patients but uplift the entire team. Ricci is a reminder that healing starts with human connection, and we're grateful to have her as part of our care family.



As our facilities maintenance worker, Santi Sudio is the kind of team member every workplace hopes for—steady, skilled, and quietly reliable. Whether it's a repair that needs attention or a situation that calls for calm, Santi shows up with quiet strength and an always-willing attitude. Though he may be a man of few words, his approachable nature and readiness to help speak volumes. From behind the scenes, Santi keeps things running smoothly, and we're lucky to have him as our go-to problem solver.



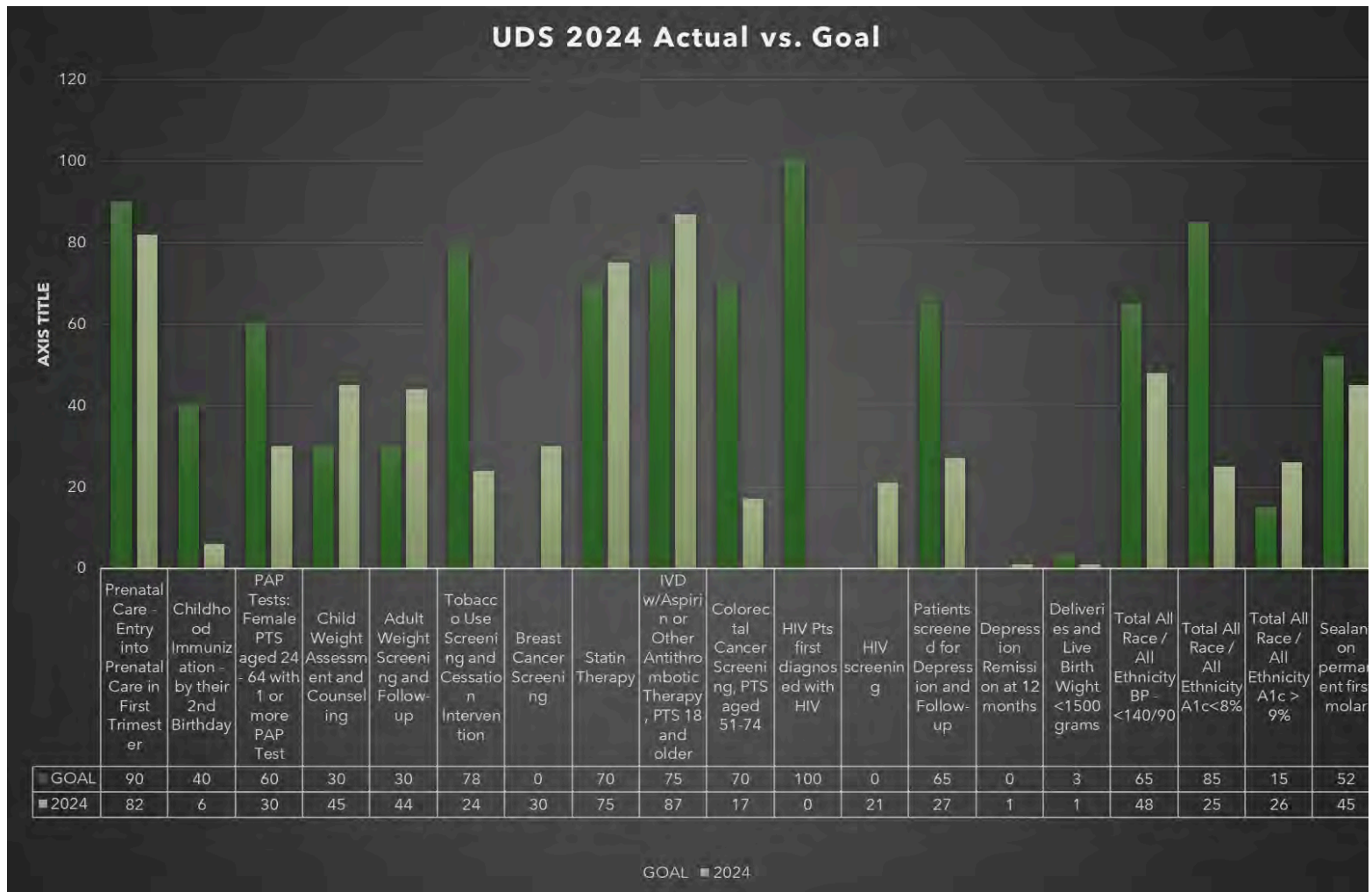
Dr. Bryan Ahlborn sets the bar high when it comes to patient care and professional excellence. As one of the most efficient optometrists we've had the pleasure of working with, his remarkable discipline and work ethic shine through in everything he does. Yet, what truly sets Dr. Ahlborn apart is the balance he brings—his precision is matched by a calm, gentle approach that puts patients instantly at ease. His earnest spirit and dedication make him an invaluable part of our team.

QUALITY INITIATIVES

LCHC identifies quality initiatives from the Uniform Data System (UDS) and through affiliated quality performance metrics. These initiatives are designed with the PDSA standard, and are routinely shared with our Board.

LCHC has maintained NCQA Patient-Centered Medical Home Recognition (PCMH) with Behavioral Health Distinction.

We will continue to improve workflows to increase patient contact, reduce wait times, and expand services through integration.



COMPLIANCE & RISK MANAGEMENT

LCHC aims for continuous improvement in the field of Compliance, Risk Management, Privacy, and Safety. We adopt and engage within a Culture of Safety – providing a strong root-cause analytic review to mitigate future occurrences of potentialities of risk or safety issues.

LCHC is a Program Award Recipient for Deemed Public Service Employment with Liability Protections Under the Federal Tort Claims Act (FTCA). LCHC continues to re-apply yearly, in conjunction with maintaining any applicable gap or tail insurance, including the preservation of Cybersecurity Insurance.

In review, from 2023 to 2024, there has been a 41.94% decrease in the reportable number of incidents, specifically denoting there was no HIPAA/PHI reported breaches. This is down 100% from last year, and the decrease is attributed to the continued reinforcement of PHI security/safety/and accountability.

The 339 Sixth Street Expansion will provide housing for providers and reduce LCHC's dependence on rental properties. LCHC remains steadfast in its pursuit of sustainability and growth.

LCHC began the process to ensure that we are onboarding the use of Accuvax in 2025. As a key area to mitigate risk, LCHC has decided to adopt the Accuvax Vaccine Management System, which improves vaccine storage, temperature control and patient safety. This system shall handle all aspects of vaccine storage and handling assuring maximum workflow effectiveness.

In conclusion, whilst there was a transition in roles during the year – the Risk Management, Safety, and Privacy Officer (RSMPO) was hired as the Executive Director of LCHC-- Compliance has always remained at the forefront of LCHC's mission, and we have made fervent strides to ensure minimal disruption and the continued provision of uninterrupted care delivery here at LCHC.

SCENES FROM 2024



Lahaina Wildfire Support



2024 NACHC P&I Conference



2024 NACHC P&I Conference Hill Day



DV Taskforce Sign Waiving

SCENES FROM 2024



A View from the Top



Lāna'i Kīnā'ole Health Fair 2024



Staff Celebration



LCHC's CHW's

SCENES FROM 2024



Lānaʻi Fitness Challenge 2024



LHES Health STEM Night



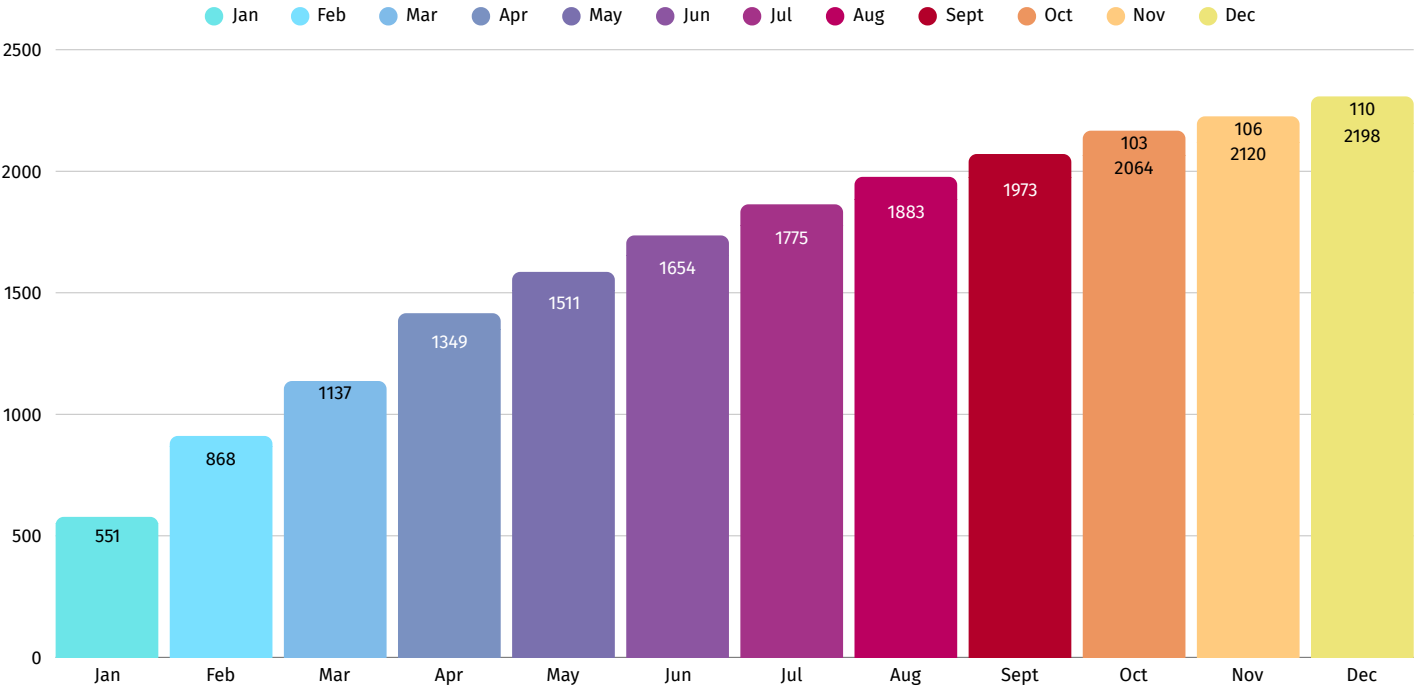
Prince Kūhiō Day 2024



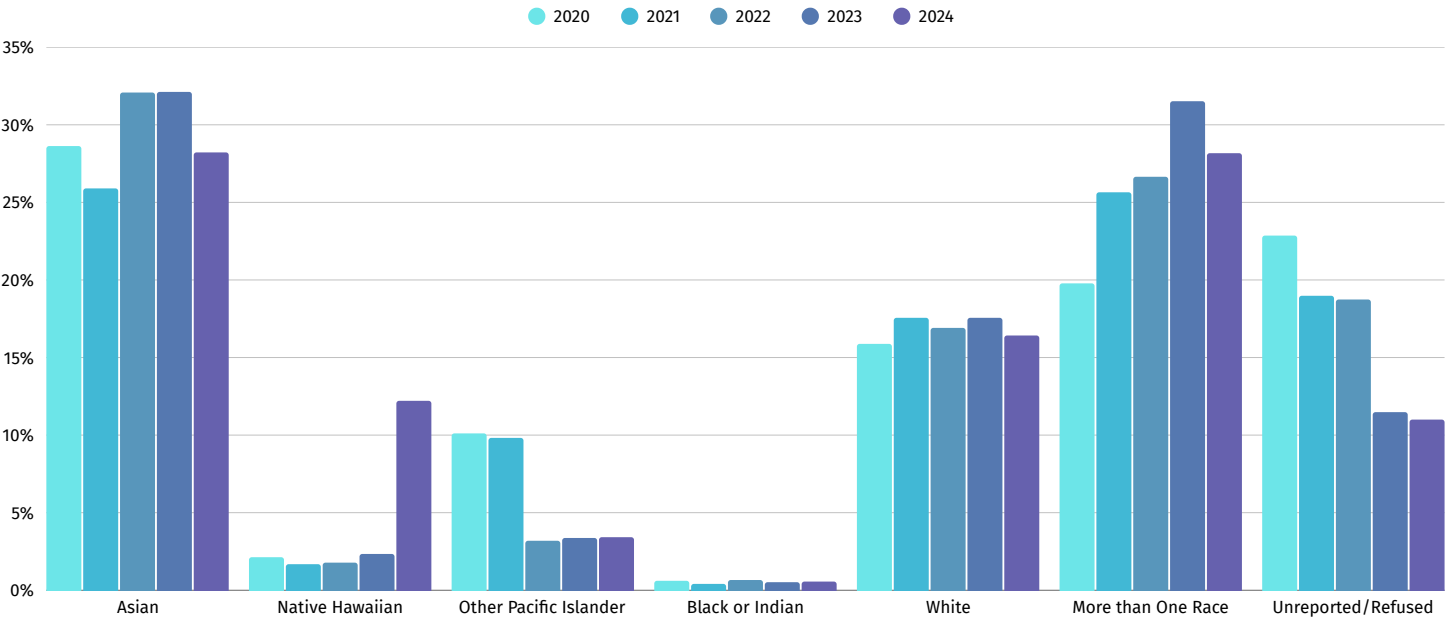
LCHC's MA's

STATISTICS

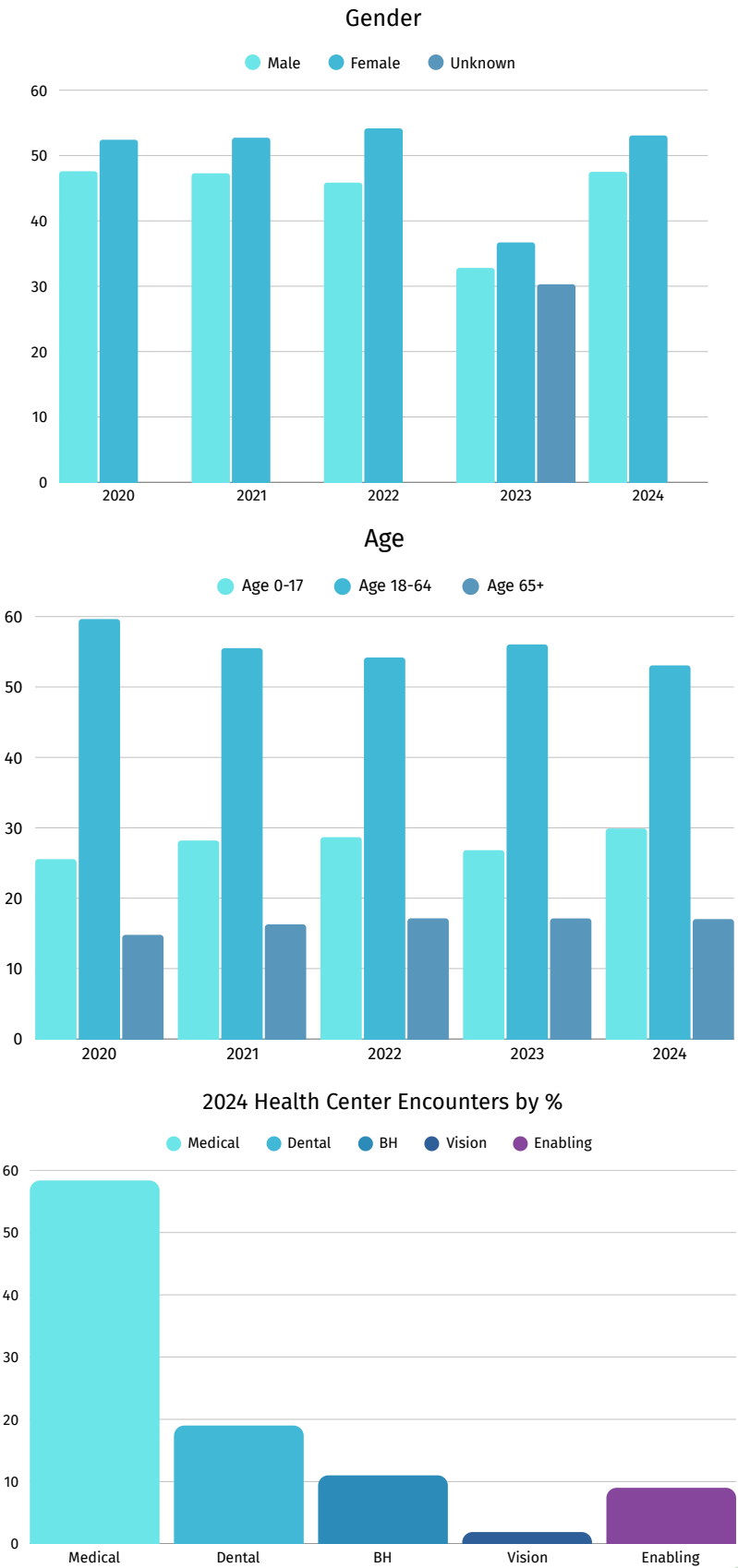
2024 Patient Count



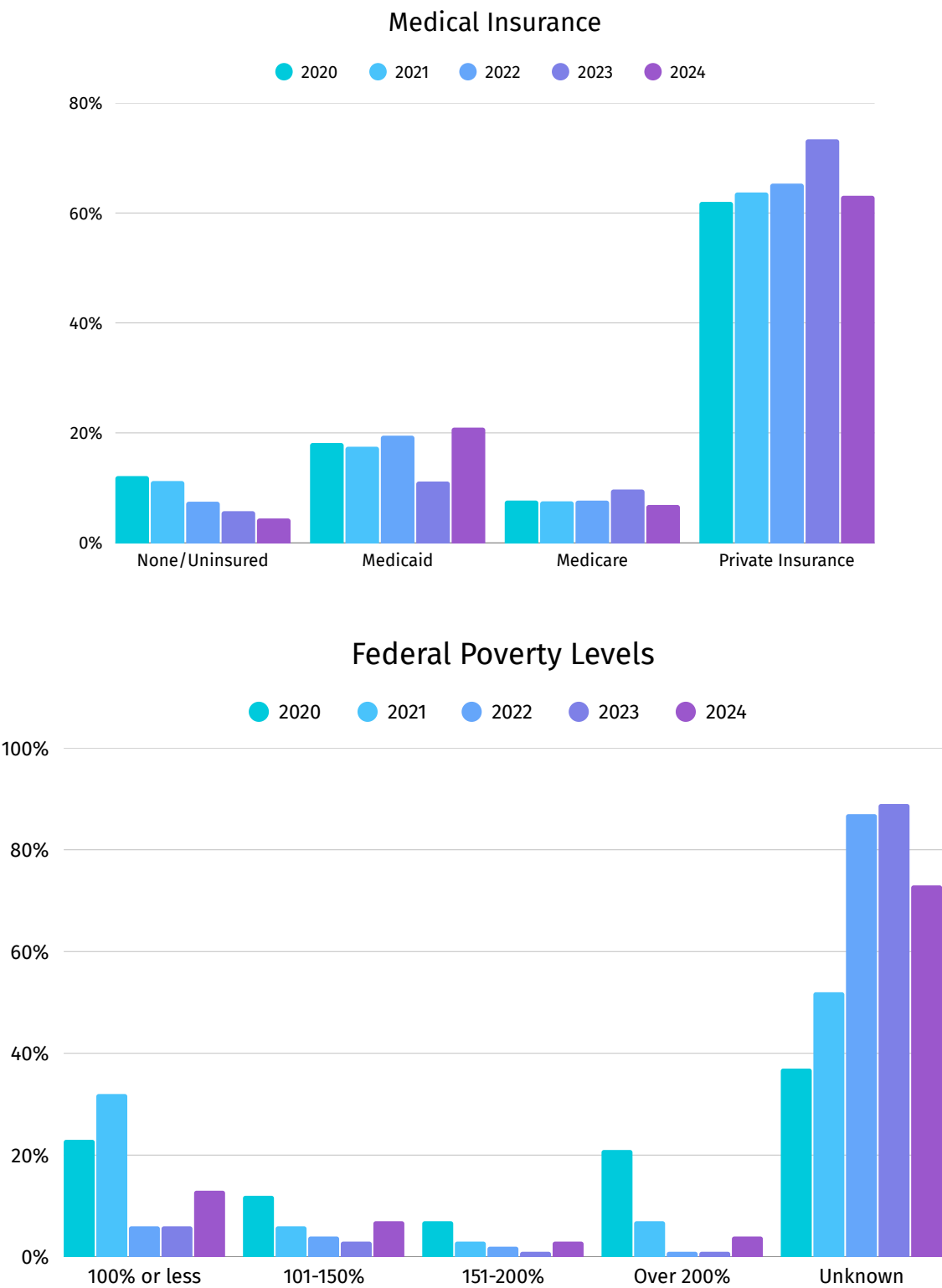
Ethnicity



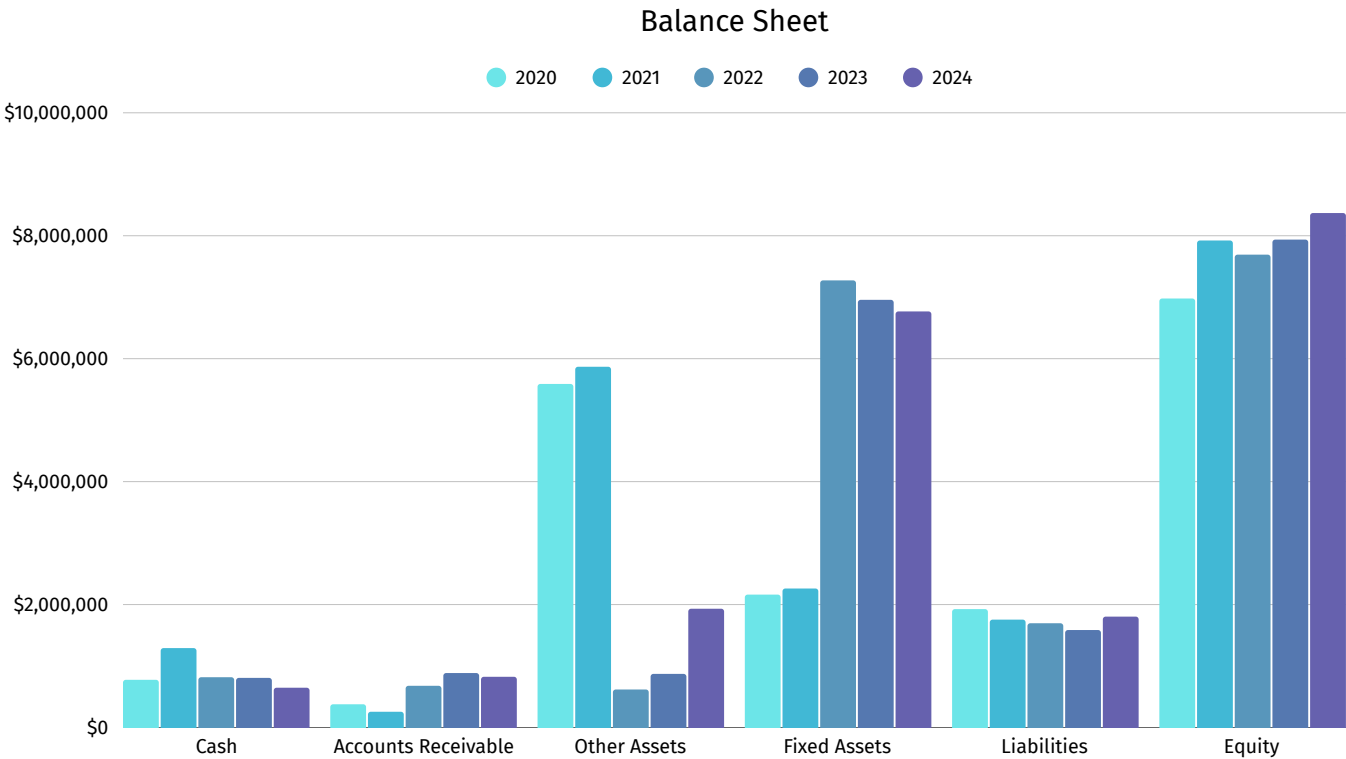
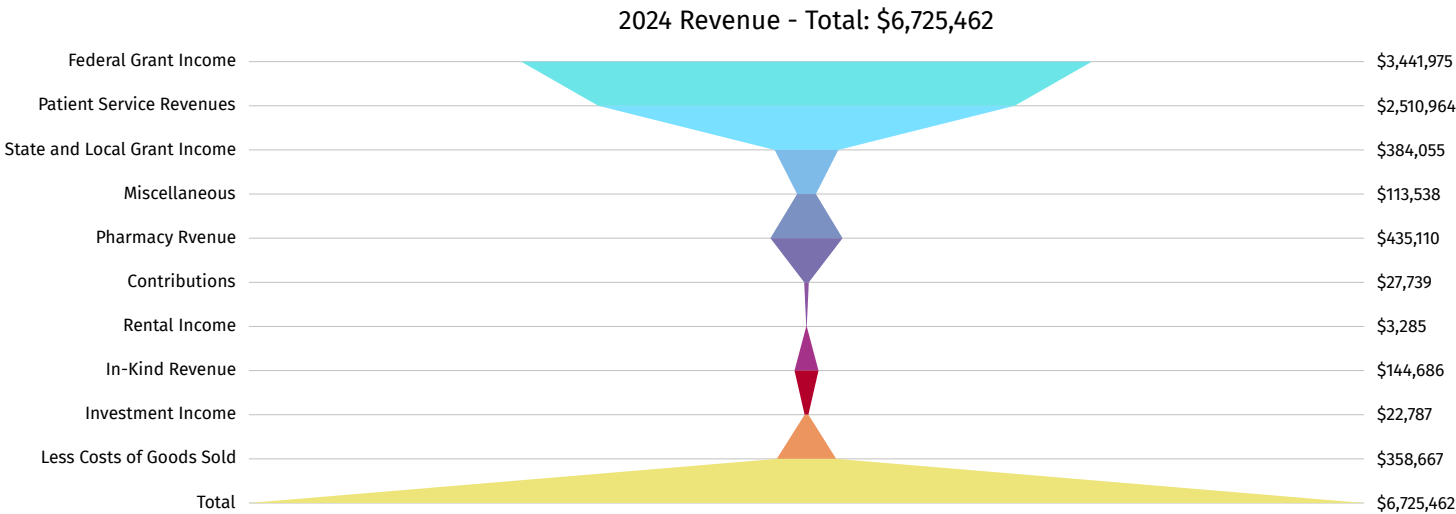
STATISTICS



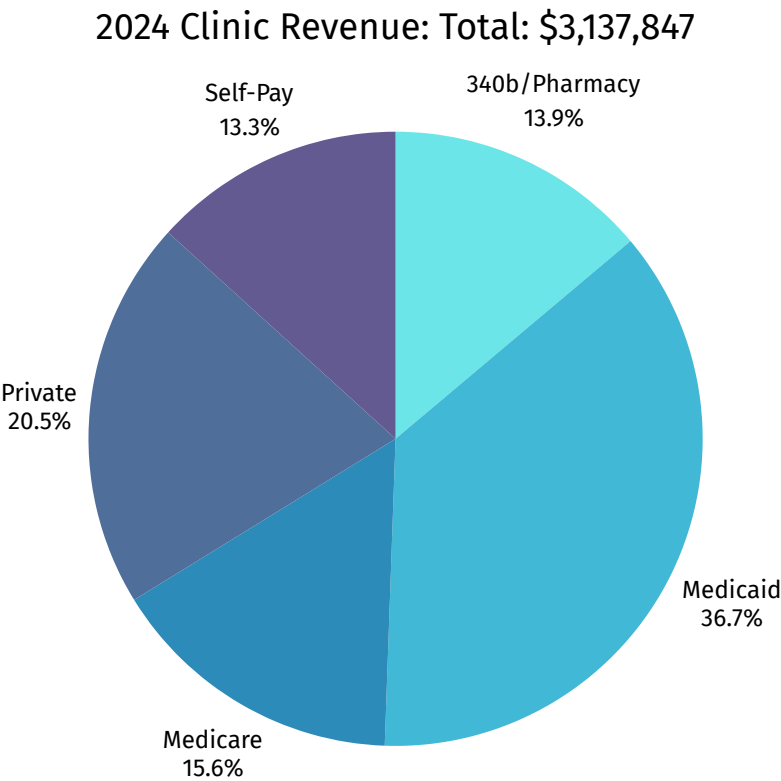
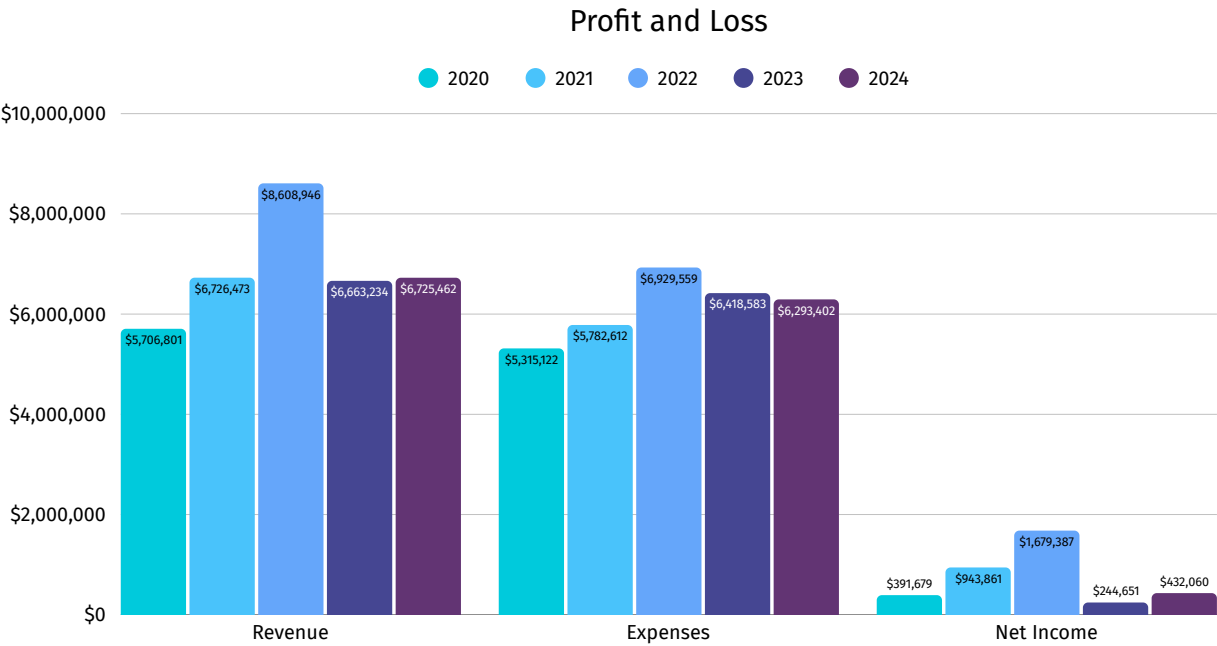
STATISTICS



STATISTICS



STATISTICS



The Value and Impact of Lānaʻi Community Health Center



The health center provides 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 **PUBLIC HEALTH EMERGENCY RESPONSE** as demonstrated by their **PANDEMIC RESPONSE**, providing testing, vaccination, and care in-person and virtually, bolstering the public health infrastructure in their communities.

This report highlights their **2024 savings and contributions**.



ECONOMIC STIMULUS

42	26	68
HEALTH CENTER JOBS	OTHER JOBS	TOTAL JOBS
\$6.1 M	\$4.9 M	\$11.0 M
DIRECT HEALTH CENTER SPENDING	COMMUNITY SPENDING	TOTAL ECONOMIC IMPACT OF CURRENT OPERATIONS
\$0.4 M	\$1.0 M	\$1.4 M
STATE & LOCAL TAX REVENUES	FEDERAL TAX REVENUES	ANNUAL TAX REVENUES



SAVINGS TO THE SYSTEM

24%	\$1.2 M	\$3.2 M
LOWER COSTS FOR HEALTH CENTER MEDICAID PATIENTS	SAVINGS TO MEDICAID	SAVINGS TO THE OVERALL HEALTH SYSTEM



CARE FOR VULNERABLE POPULATIONS

8.5%	7,740	1,047	8,787
4-YEAR PATIENT GROWTH	CLINIC VISITS	VIRTUAL VISITS	TOTAL VISITS
2,132			
PATIENTS SERVED			
30.0%	80.0%	83.0%	
CHILDREN & ADOLESCENTS	LOW INCOME	IDENTIFY AS AN ETHNIC OR RACIAL MINORITY	
0	57	42	
AGRICULTURAL WORKERS	VETERANS	HOMELESS	

The Value and Impact of Lānaʻi Community Health Center



PANDEMIC RESPONSE

Over a four-year period (2020 through 2024), the health center played a critical role in PUBLIC HEALTH EMERGENCY RESPONSE as demonstrated by the public health role in pandemic response, targeting vulnerable populations and delivering:

TESTING		
3,939	2,175	64.5%
TOTAL IN-PERSON COVID TESTS	AT-HOME SELF-TEST DISTRIBUTION	FOR RACIAL/ETHNIC MINORITIES
VACCINES		
3,267	71.9%	
TOTAL COVID VACCINES	FOR RACIAL/ETHNIC MINORITIES	

SUMMARY OF 2024 ECONOMIC IMPACT AND TAX REVENUE

		Employment (# of FTEs)	Economic Impact	State & Local Tax Revenues	Federal Tax Revenues
Community Impact	Direct	42	\$6,060,208	\$180,303	\$660,246
	Indirect	11	\$1,889,336	\$75,647	\$152,688
	Induced	15	\$3,042,288	\$181,676	\$223,956
	Total	68	\$10,991,831	\$437,626	\$1,036,890
				\$1,474,516	

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 2023 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, 2024 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 (from the first survey conducted on April 3, 2020, through the last survey on September 6, 2024). Learn more at <https://bphc.hrsa.gov/emergency-response/coronavirus-health-center-data>.

ACKNOWLEDGEMENTS

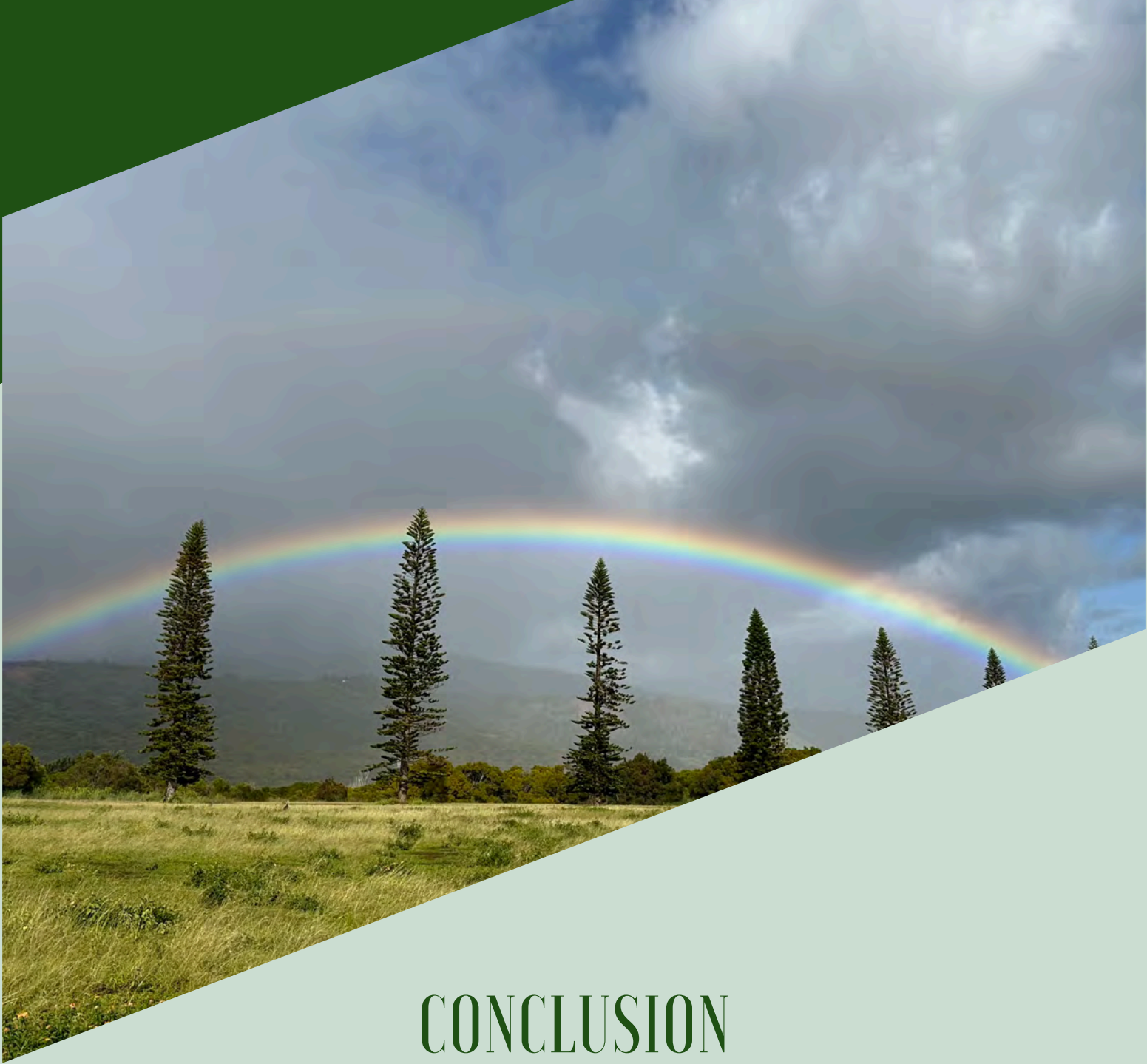
Capital Link is a non-profit organization that has worked with hundreds of health centers and primary care associations for nearly 30 years to plan for sustainability and growth, access capital, improve and optimize operations and financial management, and articulate value. We provide an extensive range 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.



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CONCLUSION

As we reflect on a year marked by growth, transition, and resilience, Lānaʻi Community Health Center (LCHC) stands proud of the strides we have made. With the support of our dedicated team and the strength of new leadership, we have not only maintained our momentum but flourished. The initiation of our provider home construction and our strong financial performance are testaments to our strategic vision and operational excellence. Most importantly, our deepening impact within the community and across Hawaiʻi affirms our commitment to advancing health equity and access for all. As we look ahead, we remain steadfast in our mission and energized by the opportunities to expand our reach, secure vital funding, and build a healthier future for the communities we serve.



www.lanaihealth.org



pr@lanaihealth.org



808-565-6919