



2022

ANNUAL REPORT



Our MISSION

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts

Our VISION

To be the Healthiest State in the Nation

Our LOCATIONS



Main Site
362 State Highway 83
DeFuniak Springs, Florida



Coastal Branch
361 Greenway Trail
Santa Rosa Beach, Florida



Paxton Branch
21505 US Highway 331 N
Paxton, Florida

Dear Friends,

During 2022, we moved forward with the Memorandum of Understanding (MOU) with Ascension Sacred Heart on the Emerald Coast and the University of Florida to establish a Family Practice Medical Residency program at our Coastal Branch in Santa Rosa Beach. We are fortunate to have two physicians and a behavioral health counselor from the University of Florida now providing services to clients through this MOU. The first residency class will come on board in 2024 and we will begin clinic renovations at the Coastal Branch this year to accommodate the residents.

2022 represents a 51.98% increase in services to unduplicated clients since the opening of WCHC in 2012. Last year, we provided \$933,531 in discounted services to clients. We continue to look for grant opportunities to support our clinic and enhance our services to Walton County.

This past year the Walton Community Health Center (WCHC) Board of Directors experienced the loss of board member Eldora Campbell and attorney Rod Johnson. Both had been valuable members of the WCHC for many years and their contribution to the WCHC will not be forgotten. Our thoughts and prayers go out to their families. The WCHC Board plays a vital role in the oversight of the health center, and we are looking for applicants to serve. The Board is made up of at least 51% consumers (patients) of the WCHC, and it also includes members of our community that share a common interest in the health and wellbeing of Walton County residents. Please reach out to either of us if you are interested and would like to learn more.

Holly B. Holt, RN, BSN, MSM
Chief Executive Officer



Jan Lowery
Board Chair



Our BOARD OF DIRECTORS

Jan Lowery
Chairperson

Bob Wadlington
Vice-Chairperson

Shakisha McDonald
Treasurer

Genny Crocker
Secretary

Linda Betts

Ryan Chilcutt

Timothy Ryan

Robin Shaw

Dennis Grey

Our LEADERSHIP

Holly B. Holt, RN, BSN, MSM
Chief Executive Officer

Jamie Carmichael
Chief Financial Officer

Kerrian Hazley, MD
Chief Medical Officer

Shirley Steele
Chief Compliance Officer

Theresa Carroll
Chief Information Officer

John Ottesen, DDS
Dental Director

Doris Bontrager
Nursing Director

Greetings,

2022 has brought many changes to the Walton Community Health Center (WCHC). The biggest change we experienced was the transition of medical directors. I am grateful for the leadership of the past medical director, Dr. Venita Morell, and am excited to continue to help WCHC grow to its maximal potential.

While we “lost” a couple clinicians in 2022, the first few months of 2023 brought three new clinicians – Makynzie O’Bryan, PA, Jami Seagle, APRN, and Diane Hudson, MD. We are very excited to have these clinicians as part of our team, and we welcome Dr. Hudson back to the health department.

We have seen growth in the services we provide in our clinics. We continue to offer primary care services at all 3 of our locations. Our Defuniak Springs location expanded its service hours, such that we are open from 7 AM to 5 PM at this location. We added an ultrasound machine at our Coastal Branch, which will be used by one of our UF physicians for prenatal care as well as for other point of care testing. Our Paxton location branch expanded its service days, such that we are open Tuesday through Friday at this location.

We battled with Mpox, meningitis, hepatitis A, and COVID-19 in 2022. Thankfully those diseases are remaining “at bay” for now and we welcomed the end of the COVID-19 Public Health Emergency in 2023.

The changes that 2022 brought have been positive. I look forward to updating you next year on the continued positive and progressive changes that will occur during 2023.



Kerrian Hazley, MD
Chief Medical Officer

Our CLINICIANS

Kerrian Hazley, MD
Chief Medical Officer

Diane Hudson, MD
Family Practice

Elizabeth Dixon, APRN
Family Practice

Holly Graves, APRN
Women’s Health

Shirley Guillory, APRN
Women’s Health

Jami Seagle, APRN
Family Practice

Stephanie Morales, PA
Family Practice

Doug Necaise, APRN
Adult Health

Makynzie O’Bryan, APRN
Family Practice

Roxanne Mayorca, MS,
LMHC, CAP, IMHE®-M
Behavioral Health Specialist

Shyla Neher, MSW, LCSW, RPT
Behavioral Health Specialist

John Ottesen, DDS
Dentist

UF Family Practice Residency Project

Joshua Hodge, MD
Program Director

Ronald Gavilan, MD
Family Practice

Melissa Welch, PhD, LMFT
Medical Family Therapist

Our SERVICES

Adult & Family Health

- Preventive and wellness care
- Annual exams and checkups
- Adult immunizations
- Treatment of minor illnesses: cold, flu, sore throat, stomach aches, etc.
- Treatment of minor injuries: cuts, burns, sprains, etc.
- Ongoing care for chronic illnesses, such as diabetes, high blood pressure, and asthma
- Diagnostic testing including, EKG and glucose monitoring
- Other health problems not requiring a specialist or hospitalization

Behavioral Health

- Individual counseling
- Case management
- Substance use
- Difficult diagnosis
- Adjusting to chronic mental conditions
- Trauma
- Depression and anxiety
- Grief and loss (bereavement)
- Divorce and separation support
- Bullying
- Low self-esteem
- Self-identity
- ADHD

Family Planning & Prenatal Care

- Cervical and breast health screenings
- Counseling for a healthy pregnancy
- Contraceptive services
- Tubal ligations
- Vasectomies
- Sexually transmitted diseases prevention and treatment

Pediatrics

- Treatment of minor illnesses
- School and daycare physicals
- Well child appointments
- Immunizations
- Ongoing care for chronic illnesses, such as allergies, asthma, and ADHD

Dental Care

- Dental exams
- Dental x-rays
- Routine dental cleanings
- Dental extractions
- Fillings and tooth restorations
- Dental sealants and fluoride varnish
- Oral health education



“Everyone from setting my appointment to the visit was so polite and sweet!”

-Patient Feedback from Satisfaction Survey

2022 YEAR IN REVIEW

In 2022, the Walton Community Health Center continued to make a meaningful impact in the communities in and around Walton County. Below are some highlights of our work over the last year:



8,488

Total Clinic Visits



3,325

Dental Visits



544

Counseling Visits



517

Case Management Visits



1,423

Virtual Visits



390

Orders through the Prescription Drug Assistance Program valuing at

\$1,520,676



of Patients were *Satisfied* or *Very Satisfied* with the Services Received

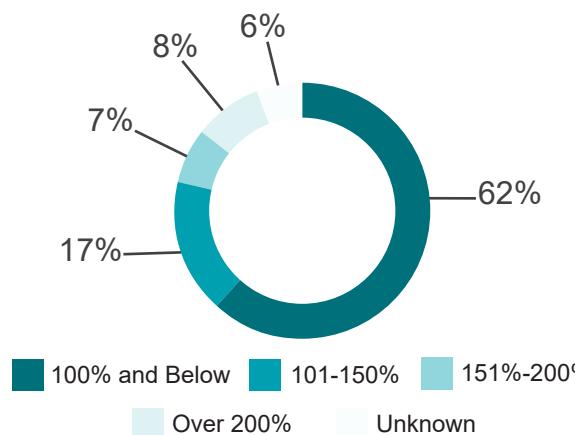
Our PATIENTS



5,447

Total Patients

Federal Poverty Level



86% of our patients were at or below 200% of the Federal Poverty Level (FPL).

2022 Federal guidelines define 200% FPL as:

- \$27,180 for a single person
- \$55,500 for a family of four

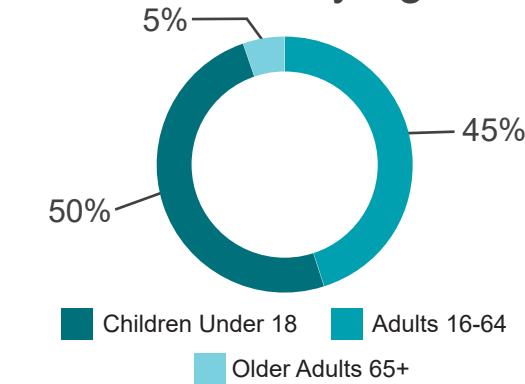


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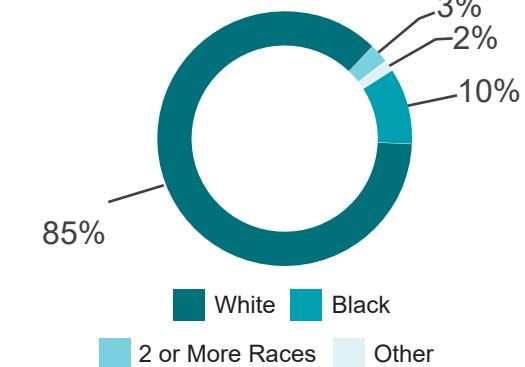
Patients experiencing **homelessness**

17% of our patients are best served in a language other than English.

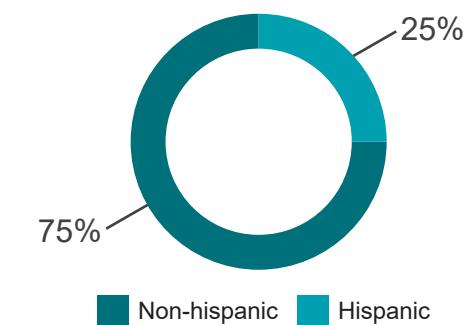
Patients by Age



Patients by Race



Patients by Ethnicity



661

School-Based Service Site Patients



Our PERFORMANCE

Walton Community Health Center strives to be a medical home in which we deliver high-quality care to our patients and their families. Each year, we measure our progress toward achieving higher quality in our clinical outcomes based on a set of clinical quality measures used nationally in health centers. This year's focus was on the assessment and alignment of our clinical quality measures goals with the revised benchmarks set by the National Center for Quality Assurance, the Health Resources and Services Administration, and Healthy People 2030 initiatives.

We receive continuous feedback from our dedicated staff and patients to better serve our community. Capturing the patient's satisfaction level is important to determine potentially other improvements needed to ensure we continue to offer patient-centered, excellent care. It also supports patients being engaged in their healthcare choices.

3,904
Customer Satisfaction
Survey Responses in
2022-2023

Completed Quality Improvement
Projects for 2022-2023:

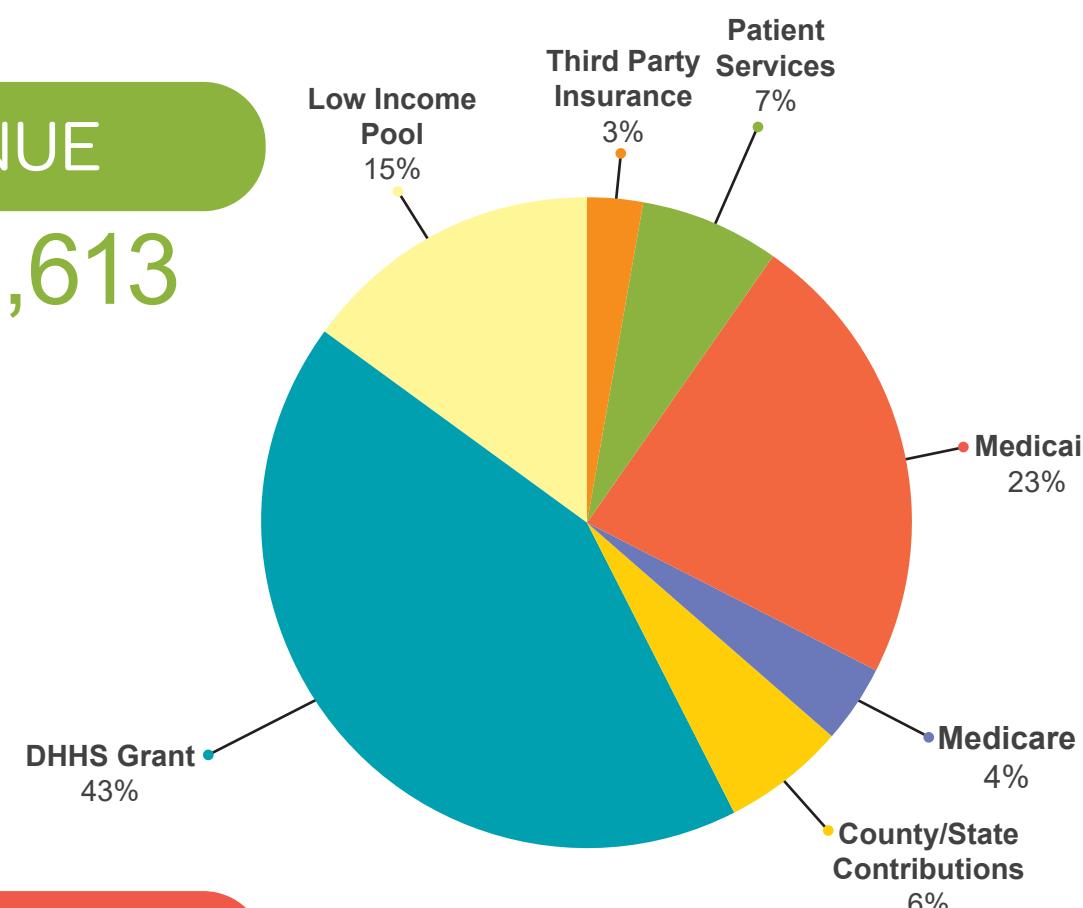
1. Improving Patient Portal Activations Offered in Clinic
2. Improving Retention of Signed Face Sheets Scanned in Clinic Clerical
3. Improving Customer Satisfaction Process in Clinical Services
4. Increasing Participation in the Self-monitoring Blood Pressure Program

UDS Electronic Clinical Quality Measure (eCQM)	2022 WCHC Goal	2023 WCHC Goal
<i>New!</i> Prenatal Care Initiated in First Trimester	77.9%	80.5%
<i>New!</i> Deliveries with Birth Weights	7.8%	7.8%
Childhood Immunization	40.0%	40.0%
Cervical Cancer Screening	57.0%	57.0%
Breast Cancer Screening	50.0%	50.0%
Pediatric BMI and Counseling for Nutrition and Physical Activity	77.7%	77.7%
Adult BMI and Follow-Up	83.1%	83.1%
Tobacco Use: Screening and Cessation Intervention	91.1%	91.1%
Statin Therapy for Coronary Artery Disease	80.5%	80.5%
Ischemic Vascular Disease (IVD) and Aspirin Use	80.0%	82.0%
Colorectal Cancer Screening	55.0%	55.0%
HIV Linkage to Care	100%	100%
HIV Screening	50.0%	55.0%
Depression Screening and Follow-Up	80.5%	81.0%
Depression Remission	13.5%	25.0%
Dental Sealants	57%	60.0%
Hypertension: (BP <140/90)	80%	65.0%
Diabetes: (HbA1c> 9%)	16.1%	16.1%

Our FINANCIAL REPORT

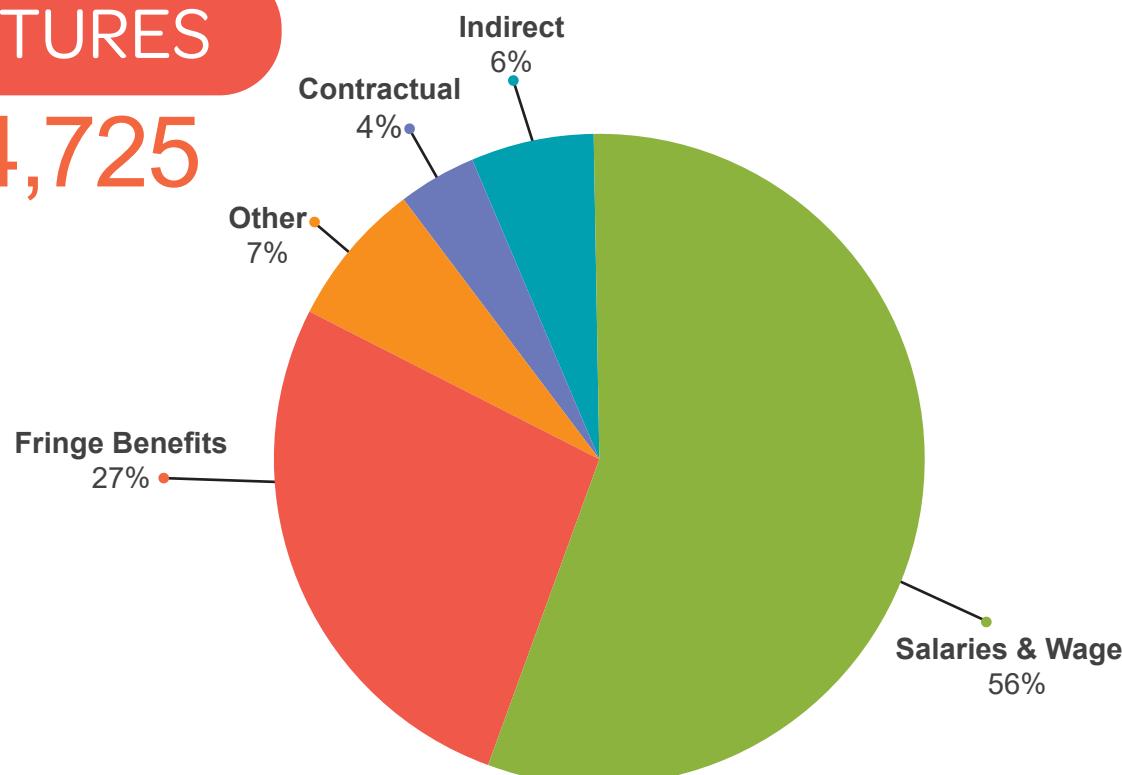
REVENUE

\$3,763,613

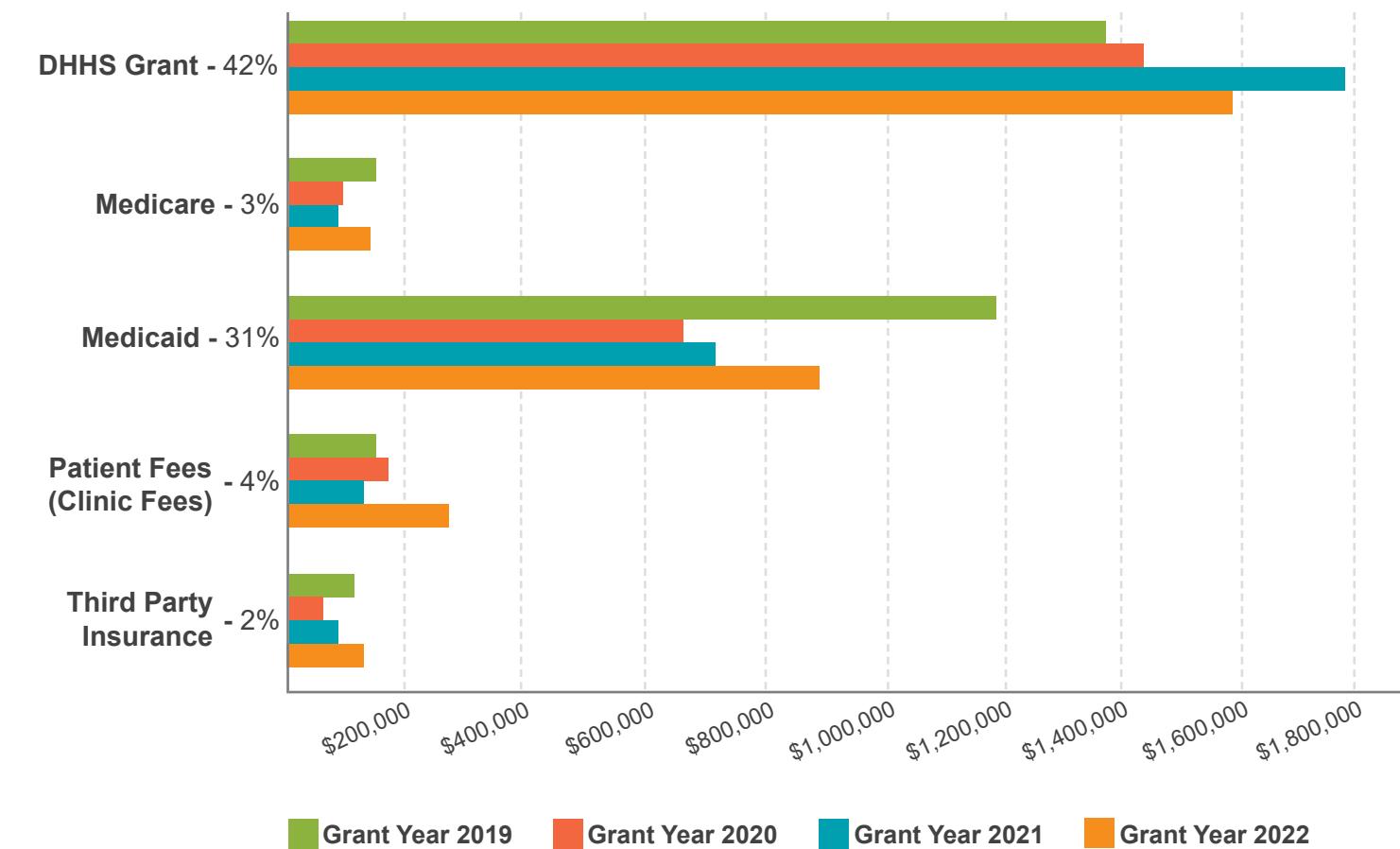


EXPENDITURES

\$3,594,725



PAYMENTS RECEIVED BY PAYER TYPE



\$6.5 MILLION
Economic Impact¹

169%
Return on Investment for
Each \$1.00 Invested¹

¹Florida Association of Community Health Centers, 2022.



“Love this place! The nurses are always sweet, quick, and super efficient. Plus, the shots never hurt.”

-Patient Feedback from Satisfaction Survey

Our PROGRAM HIGHLIGHTS

BEHAVIORAL HEALTH

The Behavioral Health Program consists of a team of highly skilled and trained professionals providing mental health treatment to a diverse patient pool of the Walton Community Health Center. Our goal is to promote emotional wellness and increase awareness of the need for treatment by helping individuals with mental health and substance abuse problems. Our licensed clinical therapists offer both telehealth and in person appointments to accommodate for access to care.

“Roxanne (Mayorca) is immensely helpful. She is helping me learn and gain the tools necessary to navigate through daily life and all the stresses that come along with it. I am so grateful for her and the staff in the office. I am always greeted with smiles and acceptance.”

-Patient Feedback from Satisfaction Survey

DENTAL CLINIC

Dental healthcare is integrated with primary medical and mental health care at the Walton Community Health Center. We believe this increases access and affordability. Few providers in the region besides the Walton Community Health Center accept Medicaid or offer a sliding fee scale discount program based on income. Our patient-centered, team-based care leads to better care coordination, healthier patients, and decreased costs. This is critical to a person's overall health because dental pain can interrupt one's daily activities.

“They have always been professional, friendly and kind. My granddaughter looks forward to coming to HER dentist.”

-Patient Feedback from Satisfaction Survey

FAMILY PRACTICE RESIDENCY

The University of Florida (UF) Family Practice Residency Program is on target to start accepting residents in July 2024. The first batch of incoming residents will be interviewing this Fall 2023. Our faculty include Joshua Hodge, MD, program director, and Ronald Gavilan-Yodu, MD, women's health director. Our program will be based out of the Coastal Branch. We are excited for the renovations to occur, which will enable our site to function optimally for the residency program. We are grateful for our collaboration with the Department of Health and Ascension Sacred Heart Emerald Coast.

“Dr. Gavilan always takes the time to listen and answers all of my questions. I appreciate y'all. The whole staff is AWESOME!”

-Patient Feedback from Satisfaction Survey

Our STRATEGIC PLAN

In January 2023, DOH-Walton and the Walton Community Health Center started developing the 2023-2026 Strategic Plan. Through this process, staff identified priorities, goals, and objectives that will ensure that our services and programs continue to meet the needs of the population we serve. The following are the priorities and goals for the new 2023-2026 Strategic Plan:

- 1. Healthy, Thriving Lives**
 - 1.1 Enhance health promotion activities.
 - 1.2 Enhance prevention activities.
 - 1.3 Enhance interagency collaboration.
- 2. Health Care Resiliency**
 - 2.1 Improve public health in rural, minority and under-served communities.
- 3. Emerging Health Threats**
 - 3.1 Reduce the transmission of communicable diseases.
 - 3.2 Enhance response infrastructure.
- 4. Maternal and Child Health**
 - 4.1 Enhance health promotion and prevention geared towards improving maternal, infant, child and adolescent health.
- 5. Capacity Building**
 - 5.1 Cultivate a diverse, skilled and engaged workforce.
 - 5.2 Promote a culture of performance management and quality improvement.
 - 5.3 Promote improved health outcomes through expanded data sharing.
 - 5.4 Leverage supplemental grant funding to support and expand programs and services.





“So very grateful for the kindness and professionalism always shown. The staff is always willing to help in any way possible, and even more so, always with a smile. Thank you for taking CARE of me!”

-Patient Feedback from Satisfaction Survey

CARING FOR OUR PATIENTS *360°*

Despite spending more per person on health care than any other developed nation, the United States continues to see poorer health outcomes and greater differences in health across communities. Public health research indicates that factors other than health care contribute to these differences. Global and national health authorities including the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) recognize that external factors such as education and income drive health. These factors are sometimes called the social and economic conditions impacting health. These conditions strongly influence health behaviors, access to clinical care, and even our genes and biology.

The CARE Team was created to better link patients to community resources such as food, housing, other social services, and employment and education opportunities. The team has piloted the implementation of the WellRx screening tool with the help of nurses and clinicians to help link patients to the available community resources based on their needs and wants.



Clerical staff assisted the CARE Team with distributing “Healthy Walton Gardens” starter kits to patients to promote growing fresh fruits and vegetables at home.

Thank You! TO OUR AMAZING PARTNERS

Ascension Sacred Heart Emerald Coast

Caring and Sharing of South Walton

Chautauqua Healthcare Services of Lakeview

City of DeFuniak Springs

City of Freeport

City of Paxton

Florida Department of Health in Walton County

Homelessness and Housing Alliance

Matrix Community Outreach Center

211 Northwest Florida

South Walton Fire District

Tri-County Community Council, Inc.

University of Florida College of Medicine

Walton County Board of County Commissioners

Walton County Emergency Management

Walton County Fire Rescue

Walton County Prevention Coalition

Walton County School District

Walton Community Health Improvement Partnership

Walton Okaloosa Council on Aging

West Florida Area Health Education Center



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