Real Patients, Real Impact

Annual Stakeholder Report
THE MISSION
Improving the quality of life for all North Texans through medical care, support services, and advocacy

THE VISION
A Healthy Community

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The accomplishments and challenges of 2019 presented many opportunities to improve access to affordable, quality healthcare. In 2019 alone, HSNT opened our new location at the Serve Denton Center, consolidated our Plano and Wylie pediatric locations to continue to serve the community, introduced primary care in Plano, and expanded our prenatal and woman’s health program. These accomplishments serve to highlight the message that our team is here to serve you! As the needs of the community continue to evolve and grow, the team at HSNT will evolve to meet those needs. We have experienced a steady increase in involvement from the communities we serve, and that has elevated HSNT as a key stakeholder in the health of our community. Through coordination and collaboration with our patients, stakeholders, supporters, and our incredible team of dedicated staff, we strive to be proactive, nimble, and innovative in caring for our patients. With the lasting partnerships and contributions of so many we move forward to face new opportunities and challenges.

With sincere appreciation,

Doreen Rue
Doreen Rue, LMSW-AP, ACSW
MEET
MARISOL PEREZ, PSC
Patient Services Coordinator

HOW WE SERVE

As a patient services coordinator, I’m tailored to thrive where there is a need or opportunity to enhance patient satisfaction. Patients often need an extra level of support in receiving care – whether it’s reviewing options when there are financial barriers or empowering patients to understand healthcare insurances.

THE NEED

In my experience, I think a group in great need are the patients who seek prenatal care late in their pregnancy. I will sometimes get a patient who is close to delivering and needs an appointment soon. Ideally, a patient should start their prenatal care within the first trimester. I hope we can get as close to that goal as possible and see the support to remove barriers preventing prenatal care.

THE IMPACT

I chose HSNT because I am supported in decisions where I place the patient first. The team works both individually and collaboratively to improve the lives of others. It’s great to see how we motivate each other, and I take pride in HSNT as I can offer a helping hand to those patients who feel they have nowhere to turn.

98% OF PATIENTS WOULD RECOMMEND HSNT

12,840 UNIQUE PATIENTS SERVED

34,364 MEDICAL VISITS
6,655 CARE MANAGEMENT VISITS
2,156 BEHAVIORAL HEALTH VISITS

43,175 TOTAL VISITS
Sonja Estep, PNP
Pediatric Nurse Practitioner

How We Serve

I am a Certified Pediatric Nurse Practitioner and provide healthcare for our pediatric patients. I care for healthy and sick infants, toddlers, children, and adolescents. Every child is precious, and it’s my goal to provide personalized healthcare for every child at every stage of their growth.

The Impact

I really enjoy providing medical care to our pediatric patients and providing reliable information for their parents or care givers. I get to see these children grow and develop to their full potential, which is such a privilege. The healthcare HSNT provides for the whole family comes in a comfortable and caring environment, and that peace of mind is essential when it comes to pediatric care.

The Need

The greatest need I see is for our uninsured children and teens to be able to see a specialist for their individual healthcare needs. Many times, they cannot see a specialty physician because they cannot afford the cost.

6,138
Children Served
(Age 0-17)

“I was still nervous but between them all they did a good job at making me feel calm and brave! I am still afraid of needles and shots but every time I go in to get them the nurses really help me feel brave.”

- Olivia Molinar Powell, HSNT Pediatric Patient
MEET
Xiomara Martinez, CCR
Customer Care Representative

HOW WE SERVE

I’m part of the call center team - we’re the first point of contact when people call looking for information or scheduling appointments. As a bilingual call center rep, I can help a large part of the non-English speaking community here.

THE IMPACT

I love being able to hear the relief in people’s voices when they schedule a much needed health appointment. Sometimes I get calls where I hear how desperately they need to see a provider but don’t think they can afford it or think they’ll be turned away. Being able to reduce those barriers to care and get them on schedule feels good!

THE NEED

I get a lot of calls from patients that live closer to the Dallas and Collin County area that are looking for primary care but don’t want to drive to Denton, and at the moment our Collin County primary care appointments are limited.

146,339 CALLS FOR CARE

The addition of a Customer Care Representative lead enables HSNT to provide additional guidance and support to the call center team.

“Very pleased with the level of friendliness and professionalism I received from the entire team, and I cannot say enough positive comments in regards to the level of care I received!”

- Roger Sheppard, HSNT Patient

THE ADDITION OF A CUSTOMER CARE REPRESENTATIVE LEAD ENABLES HSNT TO PROVIDE ADDITIONAL GUIDANCE AND SUPPORT TO THE CALL CENTER TEAM
MEET
MARY LOYA, WHNP
Women's Health Nurse Practitioner

HOW WE SERVE
I serve HSNT patients with their obstetric, gynecological, or family planning needs at our location at Medical City Denton. I have 24 years of experience as a nurse and 17 as a nurse practitioner specializing in woman’s health.

THE IMPACT
The fact that no one is turned away regardless of their ability to pay for services is amazing. We understand that sometimes we may have no idea what a patient is going through, and building a trusting relationship with a healthcare provider can have a positive impact.

THE NEED
Continued support from our board and the community that provides us with the resources to continue our mission is always appreciated. Also, increased grant money would help uninsured patients who might need care but don’t qualify for government-funded programs, like Medicaid.

WOMEN PROVIDED WITH MEDICAL CARE
4,903

PRENATAL CARE PATIENTS
539

ENTERING CARE BEFORE THE SECOND TRIMESTER
493

“Mary Loya is an amazing, compassionate, and very intelligent provider. I trust her, and highly recommend her!”

- Brooke Daly, HSNT Patient
MEE T
KAYLA WHITWORTH, LCSW
Licensed Clinical Social Worker

HOW WE SERVE
As a therapist, I assist our patients in problem solving, developing and learning coping skills, and utilizing their strengths to solve their problems. Working one on one with patients is the best part of my job, and seeing them learn, grow, and overcome their struggles is rewarding.

THE IMPACT
I’ve always wanted to help others - that’s why I was drawn to social work. In previous positions I worked in, collaboration between behavioral health providers and medical providers was minimal. HSNT saw this was problematic and adopted an integrated model of care. Our patients benefit from this model, and now all providers are working together towards the same goals.

THE NEED
One thing I hear often from patients is their interest in peer-led support groups. Being with others who struggle with similar diagnoses and problems helps to lessen their feelings of isolation and allows them to learn from others.

“`I've got work, my kids, I'm just internalizing everything.... I keep a lot of it inside and that's hard for me. But I'm getting there.”
- Lisa Normal, HSNT Patient

2,550 PATIENTS
WERE PROVIDED WITH BEHAVIORAL HEALTH OR SUBSTANCE USE DISORDER TREATMENT THROUGH MEDICAL VISITS AND COUNSELING

520 PATIENTS
RECEIVED COUNSELING OR E-PSYCH SERVICES
I implement clinical initiatives that encourage the patients and staff to communicate more effectively every day. This reduces the number of incidents that happen since the staff is more familiar with their patients.

HSNT allows me to excel in patient communications, thus allowing me to be a better patient advocate. I have an opportunity to make a positive impact on the community that we serve and create a unified front for the patient’s needs, whether it be medically, emotionally or spiritually.

Collin County medical offices need a face-lift. Design intended to brighten up the environment of the facility has a way of creating an uplifting atmosphere that will not only help the patients, but the staff as well.
MEET
CICIE PRICE, CM
Care Manager

HOW WE SERVE
I help patients obtain their medications through HSNT’s Prescription Assistance Program. When patients call us to request a refill, we always work closely with their provider to ensure they get the care they need.

THE IMPACT
We had one patient that was Hep C positive at 80 years old. When she came to me, the first thing she asked was “Am I going to die?” Because she had Medicare, I was not sure if we could get her approved for the medication - but we did. She completed the treatment and the next time I saw her she was so happy that she gave me a hug!

THE NEED
The most common meds we see needed are insulin and inhalers, and with the three most common diagnoses being diabetes, asthma, and COPD, access to those medications is very important.

$4.4 Million
VALUE OF MEDICATIONS PROVIDED THROUGH THE PRESCRIPTION ASSISTANCE PROGRAM

“It's made all the difference. CiCie helps me with the Prescription Assistance Program and that’s how I get my meds. I’ve never experienced healthcare like this before.”
- Lisa Anderson, HSNT Patient
MEET
ERIKA WASHINGTON, BSW
Bachelor of Social Work

HOW WE SERVE
I serve our patients as a Medical Care Manager, meeting them exactly where they are in life. I plant seeds of hope and demonstrate grace to people that are often stigmatized or forgotten - one patient at a time.

THE IMPACT
I chose HSNT because I understand I am not here by chance. What I love about my work at HSNT is knowing I’ve done my due diligence to make a positive difference in the lives of patients through influence and advocacy.

THE NEED
The greatest need I see is the need for local specialty and dental care for our Denton County infectious disease population.

“Without the help, knowledge, and expertise of [HSNT], I would not be alive. [Everyone] helped in what medications I needed at each and every level and change in my life. Health Services of North Texas literally saved my life.”
- James Knigge, HSNT Patient

3,085
HSNT PATIENTS RECEIVED CARE MANAGEMENT SERVICES

6,655
VISITS

HEALTH SERVICES OF NORTH TEXAS
MEET
JASON SIEGEL, MD
Medical Director

IN 2019, HSNT PROVIDED

$7.1 MILLION
IN UNCOMPENSATED MEDICAL CARE

HOW WE SERVE
I serve, first and foremost, by listening to our patients and their stories. Then I try to use my practice of medicine to help them achieve their goals for health and wellness.

THE IMPACT
I love seeing the impact of our work on the people in our community - we truly make a difference in individuals’ lives and their families’ lives and it has a ripple effect into the community at large.

THE NEED
Mental healthcare continues to be the biggest need I see in our community.

DOLLARS
$15 IS THE PATIENT CONTRIBUTION FOR A QUALITY MEDICAL, BEHAVIORAL, OR E-PSYCHIATRY APPOINTMENT FOR PATIENTS THAT LIVE AT OR BELOW 100% OF THE FEDERAL POVERTY LINE.
MEET
KRISTY T. FOOTE, RMRC
Referral & Medical Records Coordinator

HOW WE SERVE
I serve HSNT patients at our new location at the Serve Denton Center by helping coordinate their specialty care needs, and I love helping others obtain the healthcare they deserve regardless of financial status.

THE NEED
We need more local specialty providers so patients don’t have to travel to Dallas or Fort Worth.

"My wife and I came to [HSNT at Serve Denton] to get a check-up. We’ve been very hesitant to do this for a long time, because we don’t have insurance and were pretty concerned about the cost of medicine in America. Because they offer different payment options on a sliding-scale based on income, the visit was very affordable!"
- Zachary Danz, HSNT Patient

THE IMPACT
It’s so rewarding to hear how thankful and grateful patients are to get the care they need. I feel as though I make a difference in someone’s life and wellbeing, whether that is from coordinating care or calling to check in on them.

40% OF THE 76209 ZIP CODE IS LOW INCOME
THAT’S 9,748 OUT OF OVER 24,000 PEOPLE
HSNT SERVES 10.3% OF THAT POPULATION
OFFICIALLY OPENED IN AUGUST OF 2019, HSNT’S NEW HEALTH CENTER IS A RESPONSE TO THE GROWING NEED IN THE 76209 ZIP CODE AND THE SURROUNDING AREA
A Message from CFO, Pam Barnes

In 2019, HSNT listened to our patients regarding financial barriers of access to medical care and implemented a flat fee payment system based on patient income levels. This gives our patients a clear understanding prior to the visit what the cost will be and has created efficiencies for our team to concentrate on strategies to keep our patients healthy. As a result, HSNT has doubled the Charity Care compared to 2018, with 2019 Charity Care exceeding $7.1 million. HSNT is continuing to steward financial accountability that will sustain medical care for North Texans who need us the most, while maintaining a cost effective approach to quality medical care.
Through a combination of contributions from federal programs, gifts, grants, insurances, and individuals, HSNT was able to provide quality medical care in 2019 at an annual cost of just $900 per patient.

It’s only through the help of people like you - our patients, our donors, our community partners - that HSNT is able to deliver on our mission.
REAL PATIENTS, REAL IMPACT

“As far as my insulin goes, Cice and Ashley have done a great job. So, I really do owe a lot to HSNT. There have been times when I came up here and I couldn’t afford it and they said don’t worry about it.... So, I definitely believe in HSNT – because they’re saving my life.”
- Michelle Brown

“Dr. Jo is an amazing doctor. She always listens and works with me to figure out what’s best for my son’s ADHD and how to cope with it, instead of just writing a prescription and sending us on our way. I live in Irving now and drive 45 mins for my son’s visit because Dr. Jo truly, truly cares!”
- Kim Nguyen

“How often do you get your doctor to call you back?”
Racheal says with a laugh. “Usually a nurse or a medical assistant does it, but Dr. Siegel calls...Joseph Hallock calls... for me, that’s personal.”
- Racheal Stewart

“Went in for a counseling session with Kayla....Although this was my first session, it was nice to have an outlet for expressing my concerns and my feelings. I felt comforted in my experiences and what’s to come.”
- Richard Parker

“After months of my 5 year old son not sleeping much, waking up 3 times a night every single night...he is finally sleeping again and I couldn’t be more thankful and grateful for Dr. Jackson. In doing the research, communicating with me even outside of office hours....When people ask why I drive to Denton from Terrell to see a doctor, this is why. “
- Bailey Looper

“Without the help, knowledge, and expertise of the doctors, I would not be alive. Each of them helped in what medications I needed at each and every level and change in my life. Health Services of North Texas literally saved my life.”
- James Knigge
With six locations across the North Texas area, HSNT has patients from every corner of the Dallas - Fort Worth metroplex.

This shows not only the sizable population that HSNT serves - it also shows the breadth of the need here in North Texas.
# The Difference Makers

## Corporate Partners
- Alphagraphics
- Atmos Energy
- Bill Utter Ford
- Café Intermezzo - Plano
- DATCU
- ERA iRealty LLC
- First Guaranty Bank
- First United Bank
- Frenchy's Lawn and Tree Service
- Grande Communications
- Grant Leighton Landscape Associates
- Honda of Denton
- Impress Graphics
- Independent Financial
- James Wood Autopark
- Kong Investment Company
- Medical City Denton
- Merki & Associates, P.C.
- PointBank
- Sambaca 360 Grill - Plano
- Sawko & Burroughs, P.C.
- Season's 52 - Plano
- Texas Health Presbyterian Hospital Denton
- Texas Health Presbyterian Hospital Plano
- Toyota of Denton
- U.S. Shoring & Equipment Co.
- Vintage Martini
- Walgreens
- Walmart 4627
- Walmart 6068

## Community Partners
- Denton Unitarian Universalist Fellowship
- AMN/Merritt Hawkins, Staff Care
- Paula R. Parker and Ron C. Parker Fund at Texas Women's Foundation
- The Prayer Closet
- Prince of Peace Catholic Community
- Rotary Club of Wylie
- Trinity Presbyterian Church
- United Way of Denton County
- United Way of Metropolitan Dallas
- United Way of Suncoast
- Women of Resurrection Lutheran Church
- Ziona N. Bisno Family Fund

## Foundation Partners
- Broadway Cares / Equity Fights AIDS, Inc.
- Communities Foundation of Texas
- CoServ Charitable Foundation
- DIFFA - Dallas
- The Lightner Sams Foundation
- Speedway Children's Charities
- Texas Women's Foundation
- The Thomas Foundation
- TransAmerica Foundation
- W.P. and Bulah Luse Foundation

## Government Grants & Contracts
- City of Dallas
- City of Denton
- City of Lewisville
- Dallas County Health and Human Services
- Emergency Food and Shelter Program/Community Council
- Health Resources and Services Administration
- Women's Health and Family Planning Association of Texas

## Corporate Giving Funds
- Albertsons Safeway
- Benevity Community Impact Fund
- Kroger
- Raytheon Charitable Giving
- Texas Health Gives

## In Memory of Jerry Garrett
- Betsy Garrett and Paul Sullivan
- Brenda Goode
- Amy and Craig Kislingbury
- Jeannie and George Kountouris
- Glenda Marker and Brent Garrett
- Patricia and Geoffrey Morris
- Kelley Osborn
- Valerie Watkins
- Mary and Robert West
It is HSNT's sincere hope that the impact we've shared with you through these pages gives you a sense of pride and will inspire you to action. Your support in 2019 provided medical care, behavioral healthcare, pediatrics, prenatal care, and more to almost 13,000 individuals. Going into 2020, your continued support is needed more than ever as HSNT expands to meet the growing need. Through monthly giving, sponsorships, and our Business Stakeholder Campaign, HSNT offers a variety of ways to provide quality medical care to the ones in our community who need it the most.
Six Locations to Serve Your Family

**Denton Medical Center**
4304 & 4308 Mesa Drive
Denton, TX 76207
DCTA Bus Route #4 & #7

**HSNT at the Serve Denton Center**
306 N Loop 288
Denton, TX 76208
DCTA Bus Route #3 & #4

**Denton South Center**
3537 South I-35 E Suite 210
Denton, TX 76210
DCTA Bus Route #2 & #4

**Collin County Medical Center**
2540 K Avenue, Suite #500
Plano, TX 75074
on the Dart Bus Line

**Wylie Children’s Medical Clinic**
303 S. Hwy 78 Suite 106
Wylie, TX 75098

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