In 2018, our team implemented a new two-year strategic plan focused on community, customer, and company. In the following pages, you will experience a snapshot of our love for people and commitment to our new guiding principles through our accountability, compassion, excellence, innovation, and integrity.
HopeHealth is one of 23 Federally Qualified Health Centers (FQHC) in South Carolina and one of more than 1,200 centers nationwide.

Being an FQHC, also known as a community health center, enables HopeHealth to offer reduced fees to the uninsured and underinsured through a sliding fee scale. HopeHealth serves as the health care home for Clarendon, Florence, and Williamsburg Counties with services such as primary care and many specialty services and programs. We also have two centers in Aiken and Orangeburg that provide prevention and care for infectious diseases.

Community health centers like HopeHealth serve as the health care homes for approximately 1 in 15 Americans. Patients of all economic status and cultures trust the care they receive at FQHCs and credit these centers with preventing and managing complicated chronic conditions.
HopeHealth is designated a Federally Qualified Health Center in 2007 and incorporated into its mission primary care services.

HopeHealth received HRSA Section 330 funding to provide primary care services in Clarendon and Williamsburg Counties.

HopeHealth broke ground on a new facility located at 360 North Irby Street in Florence.

Over 31,000 patients served

HopeHealth named first Gold Level Advocacy Center of Excellence in SC by the National Association of Community Health Centers (one of just 22 centers nationwide). Over 41,000 patients served.

Hope for the Pee Dee was founded in 1991 as a support group for HIV/AIDS patients and their families.

Hope for the Pee Dee first received federal funding to provide case management services in the Pee Dee. Renee Lambert and Deena Hilton hired as the first employees.

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MISSION
HopeHealth is committed to excellence through service that exemplifies love for people and passion for their well-being.

VISION
Serving others, giving hope, changing lives

VALUES
As an organization, we have defined what we value: accountability, integrity, excellence, compassion, and innovation.

ACCOUNTABILITY
Our word is our bond: we will do what we say we will do. Under no circumstance will we blame others for our shortcomings. We will acknowledge our mistakes and work to correct them.

INTEGRITY
We hold ourselves to the highest ethical and moral standards. We are transparent in our interactions with employees, patients, family members, and business partners.

EXCELLENCE
We commit to offering the best of our time and talent in thorough preparation and execution of the HopeHealth mission.

COMPASSION
We demonstrate through our words and actions a deep empathy for those in need and a strong desire to help alleviate their suffering.

INNOVATION
We commit ourselves to seeking new ways to advance and improve our practice and expand on our successes.
The strategic plan rolled out in April 2018 and is rooted in HopeHealth’s mission, vision, and values. Each priority area includes several specific goals and objectives designed to help HopeHealth navigate the next two years and to continue providing high quality, affordable, and accessible health care.
To improve customer service and patient retention, HopeHealth is focused on developing and increasing customer engagement and improving access to all HopeHealth services across our service areas. A new program dedicates staff to listen to customer feedback, improve response rates, and reduce appointment cycle times for our patients.

Recognizing the need for more access to rural health, HopeHealth expanded office hours in Greeleyville from three to five days a week. Additionally, a million dollar grant funded expansion at HopeHealth in Kingstree, including additional exam rooms, a teen waiting room, lab, office space, and several specialty services including dental, women’s health, and behavioral health services. Hours were also expanded allowing for evening appointments in Kingstree.

In Florence, the focus has been on improved after-hours care through Access Hope and expanded services with the addition of two dentists, a chiropractor, dietitian, psychologist, nine behavioral health team members, and the introduction of ultrasound services.
52 OUTREACH EVENTS

To become the health care expert in our community, HopeHealth evaluated our current and future partnerships to ensure relevancy, social responsibility, and mission alignment, as well as decreased the number of emergency department visits through education and outreach efforts.

HEALTH FAIRS

Health fairs provide HopeHealth the opportunity to reach rural communities and provide free screenings in our service areas. Outreach staff talk to attendees about the importance of getting into care before becoming sick or having symptoms, and provide on-site health screenings including blood pressure, glucose levels, and body mass index.

SENIORS WITH HOPE

The expansion of Seniors with Hope into HopeHealth in Kingstree and HopeHealth at Bethea Retirement Community, coupled with the stewardship of the annual 50+ Senior Life Expo, provided opportunity for our senior community to learn from providers and local partners about health and lifestyle topics, while continued partnerships with publications such as the Morning News, Manning Times, and Diversity Works have allowed our providers the opportunity to publicly address important health topics impacting our communities.

PARTNERSHIPS

Immersed in our local communities, HopeHealth partners with organizations and businesses to provide the best possible experiences for patients and residents. These partnerships include:

Poynor Adult Education Center
The Poynor Adult Education Center and The HopeHealth Latino Services Department provides workshops and training sessions highlighting all our health care services, health and well-being classes, and assisting participants with English as a Second Language (ESL) classes.

SC Thrive & Veterans Administration
The SC Thrive and Veterans Administration reaches out to expand access to care for Veterans.

Department of Health and Environmental Control
The Department of Health and Environmental Control facilitates hands-on workshops and programs through the HopeHealth Diabetes & Nutrition Institute, including S.N.A.P. Into Health, Cooking Matters. Walk with Ease, and grocery store tours, to promote healthier eating habits.
To become the choice employer, HopeHealth redefined employee expectations, implemented processes to improve recruitment and retention of high-quality staff, aligned the HopeHealth brand across all sites, and increased internal communications.

Company
13 LOCATIONS | 425+ STAFF

In March 2018, HopeHealth became the first center in South Carolina to be named a Gold Status Advocacy Center of Excellence by the National Association of Community Health Centers (NACHC). Reflecting efforts that include 100 percent staff and board participation as health center advocates, and a 20 percent participation rate in at least one NACHC alert, the importance of CHC advocacy was demonstrated in efforts that resulted in Congress passing a bipartisan package that includes support for the Community Health Center Fund for two years; $3.8 billion for fiscal year 2018, and $4.0 billion for fiscal year 2019.

Company
Employee Recognition

HopeHealth’s commitment to excellence begins with our staff. In 2018, HopeHealth added 75 new positions, including a director of customer engagement, behavioral health staff, and administrative personnel, to better improve access to services. Additionally, we have revamped our training program to provide better support and engaged our entire staff in developing the goals and objectives of HopeHealth’s strategic plan and road map for our future. These efforts have resulted in employee recognition by many organizations.

Advocacy
Health Care Heroes

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HopeHealth’s diverse business model was developed to create a high-quality health network that includes programs and support services to enhance the lives of our patients and meet the needs of the communities we serve.

Our portfolio consists of income generated through billing, pharmacy, and practice revenue. Additionally, the business model includes a small portion of federal dollars that help us support programs and services for patients who face barriers in accessing quality and consistent health care. Because those patient barriers far exceed the federal dollars provided, HopeHealth utilizes practice and pharmacy income to provide integrated care that focuses on the whole patient, including behavioral and physical needs.

$87,350,003
Total 2018 Revenue
+ 29%

$18,630,255
Medicare
+ 8%

$21,598,727
Private Insurance
+ 12%

$10,656,596
Medicaid
+ 5%

$22,762,759
Pharmacy
+ 34%

29% Increase in total revenue in 2018

8% Increase in patients with Medicare

12% Increase in patients with commercial insurance

5% Increase in patients with Medicaid

34% Increase in pharmacy revenue

“HopeHealth’s financial business plan has been created for the sole purpose of supporting and investing in the health of our communities.”

Mark Vinson, CFO
Compassionate Care Fund

With generous support from our donors, the Compassionate Care Fund helps our patients with important services and expenses not available within HopeHealth. The Compassionate Care Fund reduces barriers caused by patients having to choose between basic human essentials and important health care needs. We are proud to say that 100% of donor gifts go directly to providing much-needed care and emergency assistance to patients who are in the most need of a helping hand. Funding assists with the cost of expenses such as mammograms, colonoscopies, vision appointments, eyeglasses, surgeries, utilities, and more.

Additionally, many of our families have added stress during the holiday season, which is why our Compassionate Care Fund also provides gifts through our Children of Hope Program. While this favorite holiday tradition, funded by staff and community donors, has historically been limited to families impacted by HIV/AIDS, our goal is to expand Children of Hope into more areas served by HopeHealth beginning in 2019.

Our Donors:

Individuals:
Joseph Acaylar, MD
David Alderman
Dan Allen, PhD
KC Altman
Rhonda Altman
Janice Anderson-Barr
Michelle Andrews
Joe Arndt
Sallie Bachman
Margaret Baker
Jessica Barnwell
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