



# ReGenesis Health Care

*My Family. My Doctor. My Choice.*



**Annual  
Report  
2021**

# CONTENTS

**OUR MISSION ... PAGE 3**

**LETTER FROM OUR CEO ... PAGE 4**

**OUR BOARD CHAIR ... PAGE 5**

**OUR BOARD MEMBERS ... PAGE 6**

**OUR EXECUTIVE TEAM ... PAGE 9**

**FINANCIAL REPORT ... PAGE 10**

**MY FAMILY ... PAGE 12**

**LOADS OF LOVE ... PAGE 14**

**PROVIDER OF THE YEAR ... PAGE 15**

**STRATEGIC PLAN ... PAGE 16**

**NEXT STEPS ... PAGE 18**

**PATIENT TESTIMONIALS ... PAGE 19**

**LOCATIONS ... PAGE 20**



## *Mission*

ReGenesis Health Care is committed to improving quality of life by providing patient-centered affordable and accessible health care in partnership with communities we serve.

## *Vision*

To be a trusted leader in eliminating all barriers to wellness so our communities are strong, healthy, and thriving.

## *Values*

Empathy  
Ethical  
Wellness  
Collaboration  
Diversity  
Innovation



## LETTER FROM

*Our* CEO

**Marlon Hunter**

Greetings,

As President and Chief Executive Officer at ReGenesis Health Care, it's a pleasure and honor to serve Spartanburg, Union, and Cherokee counties, as well as surrounding areas. Healthcare has evolved tremendously over the last year and continues to do so as we face the rapid spread of viruses nationwide and right here in our community. We've had to be innovative since the start of the global coronavirus pandemic and I must say, the ReGenesis Health Care team answered the call to duty as we continue.

As I reflect on fiscal year 2021, I am so inspired to recall how our physicians, practice providers, staff, and the community came together, going above and beyond, to care for each other and those who count on us, even as COVID-19 affected us at ReGenesis Health Care and the communities we serve.

There are several notable events that took place during the 2021 fiscal year. I am proud that we were able to receive Moderna, Pfizer, and Johnson & Johnson COVID-19 vaccines. Immediately, we offered vaccinations to those in our communities. Thanks to the remarkable efforts of our ReGenesis Health Care team, we quickly identified and partnered with the faith-based community, other medical facilities, schools, and others to increase access to COVID - 19 vaccinations, testing and treatment to patients, those in historically marginalized populations, as well as those who live in underserved rural and urban areas.

In 2021, ReGenesis Health Care also unveiled its Mobile Medical Center, which has allowed us to be of greater service to our communities. We have served close to 1,000 patients in less than six months rendering comprehensive, quality healthcare. ReGenesis Health Care has held educational forums; developed innovative community outreach programs and services; and implemented a free transportation service for our patients, as well.

ReGenesis Health Care opened new healthcare service locations and a stand-alone pharmacy, hired healthcare specialists, and partnered with more service providers to help improve the health for babies, children, adults, and families. We provide medical, dental, chiropractic, and behavioral health services.

I am excited about the possibilities of expanding our services and extending affordable healthcare to more families in the years to come.

Sincerely,

Marlon Hunter  
President & Chief Executive Officer  
ReGenesis Health Care



Our  
BOARD CHAIR  
Susie Ericksen

*"Real change is difficult at the beginning, but gorgeous at the end. Change begins the moment you get the courage and step outside your comfort zone; change begins at the end of your comfort zone."*

~ Roy T. Bennett



I am deeply honored to serve as the board chair of ReGenesis Health Care. Over the course of the last year, our board members have participated in many initiatives with ReGenesis, including the openings of the new Northside location in Spartanburg and the new retail pharmacy in Duncan, as well as the unveiling of the Mobile Medical Center. We have made a true commitment to support the people within our communities and service areas. Because of this commitment, we are continuing to see significant growth in the number of patients we serve and the expansion of services. ReGenesis Health Care's providers, staff, administrative and executive leaders are invested in the health and wellbeing of Spartanburg, Union, and Cherokee counties, as well as our surrounding service areas.

I am proud to work with our team of outstanding board members to help advise and support the dynamic team at ReGenesis Health Care. It's a privilege to see all of our providers collaborate to enhance the quality, lower the cost, and improve the efficiency of health care services for our patients. ReGenesis Health Care has expanded its Behavioral Health program to several school districts. We have also launched a new transportation program so patients are able to get to and from medical appointments.

The goal over the next several months, is to continue to provide clinical and technical resources including advanced information technology, data analytics, and other tools to facilitate the highest quality health care successfully. By working with our partners, ReGenesis Health Care strives to continue offering what our communities need to establish and maintain healthy living.

Our board members are very dedicated and willing to give their time and talents to further the mission of ReGenesis Health Care. We frequently participate in projects, conferences and committees designed to continuously improve the efficiency and effectiveness of the organization. This year, every board member participated in our Strategic Planning process along with our Executive Team to ensure ReGenesis is setting goals that coincide with our vision and mission.

ReGenesis Health Care was recently recognized by the Health Resources and Services Administration (HRSA) for having a Best Practice Technical Assistance Program for providing a strong platform and leading example for success in today's changing healthcare environments.

If you haven't had the opportunity already, I encourage you to explore our website at [www.myrhc.org](http://www.myrhc.org) to see the wonderful contributions we are making within our communities and how ReGenesis Health Care could be of service to you and your family.



**Omar Daniels**  
BOARD MEMBER

“If you set goals and go after them with all the determination you can muster, your gifts will take you places that will amaze you.”

- Les Brown

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou



**Catrina Smith**  
BOARD MEMBER

“In the long run, we shape our lives, and we shape ourselves. The process never ends until we die. And the choices we make are ultimately our own responsibility.”

- Eleanor Roosevelt



**Holly Savage**  
BOARD MEMBER



**Hunter Dawkins**  
BOARD MEMBER

“Life is a series of experiences, each one of which makes us bigger, even though sometimes it is hard to realize this. For the world was built to develop character, and we must learn that the setbacks and grieves which we endure help us in our marching onward.”

- Henry Ford

“The pessimist sees difficulty in every opportunity. The optimist sees opportunity in every difficulty.”

- Winston Churchill



**Marie Edwards**  
BOARD MEMBER

“Faith is taking the first step even when you don’t see the whole staircase.”

- Martin Luther King Jr.



**Valerie Sullivan**  
BOARD MEMBER

“Doing the best at this moment puts you in the best place for the next moment.”

- Oprah Winfrey



**Stephanie Atkinson**  
BOARD MEMBER



**Cole Alverson**  
BOARD MEMBER

“Work for that feeling that you have accomplished something...Don’t waste your time on this earth without making a mark.”

- Joe Rogan

“The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart.”

- Helen Keller



**Roya Fayyazi**  
BOARD MEMBER



**Katy Henderson**  
BOARD MEMBER

“I can’t change the direction of the wind, but I can adjust my sails to always reach my destination.”

- Jimmy Dean

# Our EXECUTIVE TEAM



**Jeff Ballenger**

VICE PRESIDENT OF  
STRATEGY & DEVELOPMENT

*"I prefer to be true to myself,  
even at the hazard of incurring  
the ridicule of others, rather  
than to be false, and to incur my  
own abhorrence."*

- Frederick Douglas

## ReGenesis Health Care Executive Team share life- changing words to live by...



**Eric Rogers**

COO & CHIEF OF HUMAN  
RESOURCES

*"Don't judge each day by the  
harvest you reap but by the  
seeds that you plant."*

- Robert Louis Stevenson



**Michael Steelman**

CHIEF MEDICAL OFFICER

*"The good physician treats  
the disease; the great  
physician treats the patient  
who has the disease."*

-William Osler



**Sheila D. Davis**

CHIEF OF COMMUNITY  
ENGAGEMENT & OUTREACH

*"My mission in life is not merely  
to survive, but to thrive; and to  
do so with some passion, some  
compassion, some humor, and  
some style."*

- Maya Angelou



**Summer Tebalt**

CHIEF ADMINISTRATIVE  
OFFICER

*"Of all the forms of  
inequality, injustice in  
healthcare is the most  
shocking and inhumane."*

~Dr. Martin Luther King Jr.



**Brian Kelbaugh**

CHIEF FINANCIAL OFFICER

*"To give anything less  
than your best is to  
sacrifice the gift."*

- Steve Prefontaine



**Cierra Kelly**

EXECUTIVE PROJECT  
DIRECTOR

*"Happiness comes from  
living as you need to,  
as you want to. As your  
inner voice tell you to."*

- Shonda Rhimes

# The Value and Impact of ReGenesis Health Care

Health centers provide tremendous value and impact to the communities they serve, including **JOBS** and **ECONOMIC STIMULUS**, **SAVINGS** to Medicaid, and **ACCESS** to care for vulnerable populations.

This report highlights the **ReGenesis Health Care 2020 contributions and savings.**

## SAVINGS TO THE SYSTEM

**24%**  
LOWER COSTS  
FOR HEALTH CENTER  
MEDICAID PATIENTS



**\$14 Million**  
SAVINGS TO  
MEDICAID

**\$26 Million**  
SAVINGS TO THE  
OVERALL HEALTH  
SYSTEM

## ECONOMIC STIMULUS



**181**  
TOTAL JOBS

**110**  
HEALTH CENTER JOBS

**71**  
OTHER JOBS in the  
community



**\$22.4 Million**  
TOTAL ECONOMIC  
IMPACT of current  
operations

**\$12.2 Million**  
DIRECT HEALTH  
CENTER SPENDING

**\$10.2 Million**  
COMMUNITY  
SPENDING



**\$ 2.8**  
Million  
ANNUAL TAX  
REVENUES

**\$ 0.5 Million**  
STATE & LOCAL TAX  
REVENUES

**\$ 2.3 Million**  
FEDERAL TAX  
REVENUES

## CARE FOR VULNERABLE POPULATIONS



**15,794**  
PATIENTS  
SERVED

**53,836**  
PATIENT  
VISITS

**29.6%**  
4-YEAR PATIENT  
GROWTH

**93.5%** of patients  
are **LOW INCOME**

**4,580** of patients are  
**CHILDREN &  
ADOLESCENTS**

**61.0%** of patients  
identify as an **ETHNIC  
OR RACIAL MINORITY**

**0.5%** of patients  
are **VETERANS**

**2.3%** of patients  
are **AGRICULTURAL  
WORKERS**

**5.8%** of patients  
are **HOMELESS**

Capital Link prepared this Value & Impact report using 2020 health center audited financial statements and Uniform Data System information. Economic impact was measured using 2019 IMPLAN Online.



## 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 2019 IMPLAN Online from IMPLAN Group LLC, IMPLAN System (data and software), 16905 Northcross Dr., Suite 120, Huntersville, NC 28078, [www.IMPLAN.com](http://www.IMPLAN.com). Learn more at [www.caplink.org/how-economic-impact-is-measured](http://www.caplink.org/how-economic-impact-is-measured).
- “Low Income” refers to those who earn below 200% of federal poverty guidelines.
- Care for Vulnerable Populations: Bureau of Primary Health Care, HRSA, DHHS, 2020 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).

SUMMARY OF 2020 ECONOMIC STIMULUS			
		Economic Impact	Employment (# of FTEs*)
Community Impact	Direct	\$12,245,003	110
	Indirect	\$3,586,498	25
	Induced	\$6,560,794	46
	<b>Total</b>	<b>\$22,392,295</b>	<b>181</b>

  

SUMMARY OF 2020 TAX REVENUE			
		Federal	State
Community Impact	Direct	\$1,615,465	\$245,218
	Indirect	\$257,534	\$68,212
	Induced	\$444,090	\$193,849
	<b>Total</b>	<b>\$2,317,089</b>	<b>\$507,279</b>
<b>Total Tax Impact</b>		<b>\$2,824,368</b>	

## About Capital Link

Capital Link is a non-profit organization that has worked with hundreds of health centers and primary care associations for over 25 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 15,000 health center audited financial statements from 2005 to 2020, incorporating approximately 85% of all health centers nationally in any given year. This proprietary database is the only one of its kind as it exclusively contains health center information and enables us to provide information and insights tailored to the industry. For more information, visit us at [www.caplink.org](http://www.caplink.org).



# MyFAMILY

## MINI-SERIES

Two entities, ReGenesis Health Care and Gdavis Films, joined together to create a unique way to reach people where they are to close health disparity gaps through a healthcare mini-series entitled My Family. The first episode premiered at the Chapman Culture Center on Saturday, July 30, 2020. It was a joyous red-carpet event featuring Gregory Amos, a jazz recording artist.

Living in an age where technology is valued and diverse, we wanted to be creative in reaching individuals. By generating dialogue, it was our desire to remove the stigma and bring attention to some health issues.

The goal of the production was to entertain, educate, and inform the community about health services and issues that impact our communities – right here in our community with a three-part mini-series that will be aired on Roku, Amazon Fire, and Apple television through Gdavistv.

The episodes focused on mental health, diabetes, and men's health. Our mayor, the Honorable Jerome Rice, appeared in Episode One. Bishop Charles J. J. Jackson, III, his church congregation, and other local extras appeared in later episodes. Gospel recording singer, LeJeune Crawford, appeared in an episode, as well. The majority of the episodes were filmed at ReGenesis Health Care on Langdon Street, Cornerstone Baptist Church, and the Beacon Drive-In.

Larry Gordon, a recording artist, wrote the ReGenesis theme song. He travelled from Texas to Spartanburg to sing it for the first time at Rhythm Ribs at Barnett Park. The Buffalo Soldiers Motorcycle Club appeared in the ReGenesis Health Care music video for My Family.

ReGenesis Health Care utilized the arts to educate the masses in the original healthcare mini-series.





# LOADS

## *of Love*

The ReGenesis Health Care team is geared-up to fulfill any community need. In a recent partnership with The Cleveland Academy of Leadership in Spartanburg, ReGenesis Health Care leaders pitched in the help the school serve families by helping with laundry.

The Academy's "Loads of Love" program allows families to wash clothes at the school for FREE. ReGenesis Health Care staff held an inter-office challenge to see which department could donate the most laundry supplies to the cause.

Collectively, the ReGenesis Health Care team donated enough laundry detergent to wash more than 5,000 loads of laundry; not to mention, dryer sheets, Clorox, and fabric softener to make sure they could meet the need of all families in the elementary school. This donation means more children's lives are changed because they have clean clothes to wear.

"This gives the children the boost in confidence and self-esteem to be successful in their studies at the Cleveland Academy of Leadership", said Principal Marquice Clark.



# PROVIDER *of the Year*

**Patty Nodine, LPC, LPC/S, LAC, MAC, AADC**  
**DIRECTOR OF BEHAVIORAL HEALTH**

**P**atty Nodine is the Director of Behavioral Health at ReGenesis Health Care (RHC). She has worked in the counseling field since 2004 and is currently credentialed as a Licensed Professional Counselor Supervisor, Licensed Professional Counselor, Licensed Addiction Counselor, Master Addiction Counselor, Advanced Alcohol and Drug Counselor II. Patty is a graduate of the University of South Carolina Spartanburg and Webster University. She has a Bachelor's degree in Sociology and Criminal Justice, along with a Master's in Community Counseling. Patty Nodine is a South Carolina Addiction Fellows graduate (2008) and is a member of the South Carolina Association of Licensed Professional Counselors.

In association to program supervision and development, Patty's clinical practice focuses on substance use, mental health, and co-occurring disorders. She enjoys working with families and believes that treating the individual includes providing support to the family. Her theoretical practice leans toward Cognitive Behavioral Therapy, Reality Therapy, and incorporates Solution Focused, Motivational Interviewing (MI) and mindfulness techniques.

Patty is passionate about working with community partners to meet the needs of the communities RHC serves. This includes implementing integrated in school-based counseling, health center counseling, medication-assisted treatment, crisis stabilization and utilizing the ReGenesis Mobile Medical Center to extend the reach to rural and underserved areas.



# STRATEGIC PRIORITIES, GOALS, OBJECTIVES

## 1. TECHNOLOGY

**1.A.** Assess and enhance IT Infrastructure

**1.A.1** Conduct SWOT Analysis on current infrastructure - **year 1**

Develop a contingency plan based on analysis - **year 2**

Execute - **year 3**

**1.B.** Leverage technology to reach more people

**1.B.1** Implement (Operation's) communication strategy by **year 3**

## 2. PEOPLE

**2.A.** Develop standardized training

**2.A.1** Conduct a needs assessment- year 1

Develop training- year 2

Implement training- year 3

**2.B.** Attract and retain high quality staff

**2.B.1** Needs-based assessment current and forecast - **year 1**

Comprehensive recruitment + retention strategy - **year 2**

Plan execution - **year 3**

## 3. MARKETING

Develop and execute a marketing strategy

**3.A.** Obtain a consultant- 1st quarter 2022

**3.B.** Approved marketing plan - **year 1**



## 4. QUALITY OF CARE

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Provide affordable, high quality patient- centered care

- 4.A.** Develop community Health worker program - **year 1** (up to 10 staff): in alignment with social determinants  
Implement - **year 2**  
Evaluate - **year 3**
  
- 4.B.** Collect and publish key data metrics annually: formal report - **every 3 years**

## 5. DEVELOPMENT

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Develop new services and enhance existing services

- 5.A.** Develop a needs assessment: programs and services - **year 1**  
Implement - **year 2**  
Execute - **year 3**
  
- 5.B.** Conduct patient satisfaction surveys.  
Conduct comprehensive reviews of our CHAs across our service areas

## 6. COMPLIANCE

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Put measures in place for local, state, federal reviews, and audits

- 6.A.** Conduct bi-annual self-assessments



## NEXT STEPS

### **Stakeholder Sharing & Feedback**

Staff- all levels

Donors

Patients

Community leaders/partners

Board

### **Committee**

Meet alternating weeks for 1 – 1.5 hours

Progress reviews by board each month

# What ReGenesis Health Care patients have to say ...

*"All the staff are friendly and professional... They really show they care..."*

*"My provider is an asset, a great doctor and very knowledgeable. I'm very lucky to have him! Thank you, ReGenesis."*

*"My provider is the best doctor I've ever had!! He's very smart, super funny knows slot about what he practices! He's truly an awesome doctor!"*

*"My provider seemed truly concerned for my well-being. She gave me her undivided attention."*

*"My provider always takes time to listen. I never feel rushed. Everyone treats me with respect and care."*



# New SITES



**Northside Medical Center**  
220 College Street  
Spartanburg, SC 29303



**Duncan Pharmacy No. 3**  
1663 East Main Street  
Duncan, SC 29334



**Mobile Medical Center**  
460 Langdon Street  
Spartanburg, SC 29302



**Bell Hill Office**  
945 East Main Street  
Spartanburg, SC 29302

# Our LOCATIONS



**ReGenesis Health Care –  
Langdon Health Center &  
Administrative Offices  
(Mobile Medical Center)**  
460 Langdon Street  
Spartanburg, SC 29302

**ReGenesis Health Care –  
Spartanburg Health Center  
(Pediatrics & Adult Family  
Medicine)**  
750 S. Church Street  
Spartanburg, SC 29306

**ReGenesis Health Care –  
Spartanburg Center  
Pharmacy**  
750 S. Church Street  
Spartanburg, SC 29306

**ReGenesis Health Care –  
Park Hills Early Learning  
Center**  
301 Crescent Avenue  
Spartanburg, SC 29306

**ReGenesis Health Care –  
Spartanburg Dental**  
362 N. Pine Street  
Spartanburg, SC 29302

**ReGenesis Health Care -  
Northside**  
220 College Street  
Spartanburg, SC 29303

**ReGenesis Health Care  
Pharmacy**  
1663 E. Main Street  
Duncan, SC 29334

**ReGenesis Health Care –  
Gaffney Health Center  
(Pediatric & Adult Family  
Medicine)**  
1341 N. Limestone Street  
Gaffney, SC 29340

**ReGenesis Health Care –  
Gaffney Pharmacy**  
1341 N. Limestone Street  
Gaffney, SC 29340

**ReGenesis Health Care –  
Union**  
115 Thomas Street, Suite B  
Union, SC 29379

**ReGenesis Health Care –  
Woodruff**  
220 Irby Street  
Woodruff, SC 29388

## Our SERVICES

### **Family Medicine**

Checkups, healthcare, health problems.

### **Pediatrics**

All services for babies; immunizations, checkups, sick visits.

### **Women's Health**

Reproductive health, breast cancer, menopause, sexual health, pap smears, mammograms, ultrasounds.

### **Men's Health**

Prostate health, wellness checkups, physical health, diabetes education.

### **Adolescent Health**

Full service for teen; health, diet, self-esteem.

### **Dental Care**

Full service cleanings, fillings, oral health, extractions, basic endodontics (root canals).

### **Behavioral Health**

Assessment and individual plan care; family, and group counseling, medication assisted treatment, school-based counseling.

### **Pharmacy**

Low-cost prescriptions, over-the-counter drugs, lab services, diabetes education.

### **Agricultural Farm Worker Program**

Diagnostic and preventative health care; internal medicine, family medicine, and dental care.



  
ReGenesis Health Care

*My Family. My Doctor. My Choice.*

[www.myrhc.org](http://www.myrhc.org)