

2024



LONE STAR
FAMILY HEALTH CENTER

2024 ANNUAL REPORT

Our Vision

Building a Healthy Community, One Family at a Time.

Our Mission

Providing compassionate, affordable healthcare and preparing tomorrow's family medicine professionals.

Locations

Conroe

605 S. Conroe Medical Drive
Conroe, Texas 77304

Willis

9516 West FM 1097, Ste 140
Willis, Texas 77318

Spring

440 Rayford Rd, Ste 150
Spring, Texas 77386

Grangerland

13905 Grangerland Road
Conroe, Texas 77306

Huntsville

227 SH 75 N Ste 130
Huntsville, Texas 77320



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2024 BOARD MEMBERS

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SENIOR LEADERSHIP

Karen Harwell, CPA — Chief Executive Officer

Lata Joshi, MD — Chief Medical Officer

Heidi Bunyan, MPH — Chief Operating Officer

Matthew Gullick — Chief Financial Officer

Daniel Porter, MD — Medical Director



Welcome

Dear Friends, Partners and
Community Members,



Duke Coon
Lone Star Family
Health Center
Board Chair

As we reflect on the past year, we are proud to celebrate a season of remarkable growth, transformation and unwavering commitment to advancing the health and well-being of our communities.

We made significant progress on a major facility expansion at our flagship site in Conroe, Texas, to create modernized spaces that enhance access and capacity for primary care, specialty services and interprofessional training. This project strengthens our ability to serve more patients in a healing environment designed to support whole-person care.

This year also marked the completion of our transition to the athenaOne, an electronic health record system, allowing us to streamline workflows, improve clinical decision-making and strengthen population health initiatives across all service lines.

Our family medicine residency program reached a major milestone as we welcomed our third full class of 12 residents, completing the final phase of our program expansion. Our program, in partnership with HCA Houston Healthcare Conroe and the Conroe Medical Education Foundation, continues to train the next generation of primary care physicians committed to service in underserved communities.

We are honored to have joined a new Clinically Integrated Network (CIN), positioning us to collaborate more effectively with peer health centers, improve health outcomes and succeed in value-based care.

Our mission-driven work was further supported by new federal grant funding under the Health Resources and Services Administration (HRSA), which allowed us to expand behavioral health services and launch targeted cancer screening outreach in our service areas. These initiatives directly address gaps in care and reflect our commitment to health equity.

None of these accomplishments would be possible without the incredible work of our staff, residents, partners and supporters. Together, we are building a stronger, healthier future — one patient, one family and one community at a time.

With gratitude,

Duke Coon
Chairman of the Board

Lone Star Family Health Center 2024 Financial Overview

Statement of Operations, Unaudited:

(Amounts in thousands)

	2024	2023	2022
Patient Service Revenue	\$18,520	\$16,782	\$14,658
Grant and Donation Revenue	\$10,477	\$10,619	\$11,312
Other Revenue	\$3,035	\$3,089	\$3,761
Total Operating Revenues	\$32,032	\$30,490	\$29,731
Personnel Expenses	\$24,017	\$22,023	\$21,554
Supplies and Other Expenses	\$5,047	\$4,716	\$4,883
Outside Services	\$2,985	\$2,195	\$2,450
Interest, Depreciation and Amortization	\$1,310	\$1,319	\$1,348
Total Operating Expenses	\$33,359	\$30,253	\$30,235
Operating Surplus (Deficit)	(\$1,327)	(\$237)	(\$504)
Non-Operating Income (Expense)	\$47	\$135	\$765
Net Surplus (Deficit)	(\$1,280)	\$372	\$261

Balance Sheet, Unaudited:

(Amounts in thousands)

Current Assets	\$5,603	\$8,803	\$9,035
Property, Plant & Equipment	\$18,680	\$13,111	\$11,333
Other Assets	\$1,439	\$1,138	\$1,521
Total Assets	\$25,722	\$23,052	\$21,889
Current Liabilities	\$4,033	\$3,054	\$2,214
Long-Term Liabilities	\$9,945	\$7,049	\$7,289
Total Liabilities	\$13,978	\$10,103	\$9,503
Total Net Assets	\$11,774	\$12,949	\$12,386
Total Liabilities and Net Assets	\$25,722	\$23,052	\$21,889



Staff at Lone Star Family Health Center attended the Conroe/Lake Conroe Chamber's Annual ATHENA Leadership Luncheon in July 2024.



Lone Star Family Health Center is proud to support the American Heart Association each year. In 2024, staff participated in the Montgomery County Heart Walk.



Lone Star Family Health Center is a proud member of The Woodlands Area Chamber of Commerce and attended the annual Volunteer Luncheon in May 2024.

Lone Star Family Health Center Begins Expansion and the Launch of a New Electronic Health Record in 2024

Lone Star Family Health Center officially broke ground on the expansion of its Conroe location in late 2023. Construction continued throughout 2024 and into spring of 2025.

The expansion features approximately 24,000 square feet of additional space, including medical exam rooms, relocating the Health Center Pharmacy, adding the new Community Pharmacy and a dedicated behavioral health suite as well as an expanded patient intake area.

The second-floor renovation relocates and expands office space dedicated to central business operations of the health center. The expansion brings another public entrance to the building and over 70 additional parking spaces.

In December of 2024, LSFHC launched a new electronic health record system, athenaOne, from athenahealth, Inc., a leading provider of network-enabled software and services for medical groups and health systems nationwide.

With athenaOne, patients have a single patient account which means no more separate accounts for medical versus dental. The EHR allows patients to request appointments, check test results, message the care team, access medical records, pay their bill and more. More functions are coming throughout 2025.



Photos of Lone Star Family Health Center's expansion during 2024.



Lone Star Family Health Center's expansion began in late 2023 and continued throughout 2024.

2024

BY THE NUMBERS



TOTAL PATIENTS

31,346



TOTAL VISITS

95,183



FAMILY MEDICINE VISITS

73,252



WOMEN'S HEALTH VISITS

8,860



DENTAL

8,955



BEHAVIORAL HEALTH

3,855



NUTRITION

261



PATIENT DEMOGRAPHICS

Under 18	18-64	65 and older	Hispanic/Latino	All Other
37%	53%	10%	52%	48%

Patients living at or below 100% of the Federal Poverty Level

69%

Top Service areas:

Conroe, Huntsville, Spring, Montgomery and Willis



PATIENT DIAGNOSES

Diabetes	Hypertension	Obesity	Behavioral Health
7,953	12,511	27,388	7,471



SCREENING SERVICES

Vaccines	Oral Exams	Fit Tests
5,796	3,852	1,987
Mammograms	Pap Tests	
451	1,642	



LSFHC QUALITY MEASURES

Cervical Cancer Screening

55.10%

Adolescent Weight Screening and Follow-Up

72.45%

Prevention and Treatment of Cardiovascular Disease

82.34%



Residents partake in several hands-on training exercises during the year.

Conroe Family Medicine Residency Program

We are proud to partner with Lone Star Family Health Center as our training facility for outpatient services and HCA Houston Healthcare Conroe as our training facility for inpatient services. CFMR is one of the original 11 Teaching Health Center programs funded by the Health Resources & Services Administration, a division of the U.S. Department of Health and Human Services.

Our physicians receive full-spectrum “hands-on” training in a congenial and collegial environment and learn to deliver cost-effective treatment while integrating the most advanced concepts in the medical field.

RESIDENCY PROGRAM LEADERHIP



Lata Joshi, MD
 Family Medicine/OB
 Chief Medical Officer & Conroe Family Medicine Residency Program Director



Marwan Al-khudhair, MD
 Family Medicine
 Conroe Family Medicine Residency Associate Program Director



Jonathan Santos, MD
 Family Medicine/OB
 Conroe Family Medicine Residency Associate Program Director

RESIDENCY PROGRAM PARTNERS



How We Make an Impact

Annual Don't Miss the Bus Event and Outreach Programs

Every year, our Outreach department fulfills Lone Star Family Health Center's vision of building a healthy community, one family at a time through various programs.

Our signature event, Don't Miss the Bus, is a two-week event across all Lone Star Family Health Center locations focused on back-to-school health services held before the start of school each year.

Well-child visits and vaccines are free for children without insurance. For those with insurance, there is typically no out-of-pocket expense for preventive services. A health fair kicks off the event where participants can enjoy snacks, haircuts, visits with our mascots, free books and backpacks and visits with community organizations.

In 2024, we provided back-to-school checkups for nearly 300 kids from our community of which 176 were uninsured.

The Outreach department participated in over 50 events promoting the health center in our community at local ISDs, nonprofits and community events.



At the Annual Don't Miss the Bus Health Fair, kids can pose for photos with the health center's mascots Flossy and Ollie. The health fair kicks off the signature event.



The Outreach Team at Lone Star Family Health Center promotes the mission of the health center at several community events throughout the year.

COMMUNITY IMPACT



Lone Star Family Health Center is a proud member of the Conroe/Lake Conroe Chamber of Commerce and in 2024 staff participated in Chamber's Get Back to Work Day at Montgomery ISD.



Our Outreach Team works with Children's Books on Wheels several times throughout the year to promote the health center.



As a proud member of the Walker County/Huntsville Chamber of Commerce, Lone Star Family Health Center staff attended the Professional Business Women's Luncheon in August 2024.

COMMUNITY IMPACT



Flossy and Ollie, Lone Star Family Health Center's mascots, are hard at work with the Outreach team at a community event in 2024.



Bank of America is just one of several entities that supports Lone Star Family Health Center.



Dr. Alexis Cruz volunteered at Austin Elementary's Future Career Paths sharing her passion for working in healthcare to the students.

Staff with United Way of Greater Houston visited Lone Star Family Health Center in April 2024 learning about our organization and taking a tour of our expansion.





In Appreciation

American Cancer Society
American Heart Association
Bank of America
Blue Cross Blue Shield of Texas
Rod Chaves
Denise Cipolla
Mark and Judith Cook Foundation
Duke Coon
Episcopal Health Foundation
FAITH Fighting Cancer in Montgomery County
Greater East Montgomery County Chamber of Commerce
Chris Grice
Karen Harwell
Houston Methodist
James Avery Artisan Jewelry
Junior League of The Woodlands
National Association of Community Health Centers
Rad-Aid International
Texas Medical Association
Texas Children's Hospital
Texas Department of State Health Services
The Labcorp Charitable Foundation
The Medallion Foundation
The University of Texas M.D. Anderson Cancer Center
U.S. Department of Health and Human Services,
Health Resources and Services Administration
Woodforest Charitable Foundation
Zion's Bancorporation

Thank You!