



Careteam Plus

Family Health & Specialty Care

2024

ANNUAL

REPORT

MISSION

Our mission is to provide convenient access to exceptional health care services when and where our patients need it, regardless of their ability to pay.

VISION

A world where quality health care is available for everyone, not just for those who can afford it.

CORE VALUES

Integrity

BE who you say you are

Equity

BE fair and just with our resources

Quality

BE a provider of excellent care

Advocacy

BE a champion for our mission

Compassion

BE empathetic without judgment



Letter from the CEO

Dear Valued Community,

As I reflect on the past few years, I am filled with pride for all we have accomplished together. Careteam Plus took bold steps forward. We successfully launched our Pawleys Island location, expanding our footprint and reaching more individuals and families across Georgetown and Williamsburg counties. We also welcomed a pediatrician to our practice, broadening the scope of care we provide and strengthening our commitment to serving patients of all ages.

One of last year's most exciting highlights was the **"Careteam Plus Annual Benefit Bash"**, headlined by country music sensation Justin Moore. This incredible event brought our community together in celebration and support of our mission and the success of the evening speaks to the passion and generosity of everyone involved.

To our staff, partners, supporters, and community members; thank you! Your dedication and belief in our work have made these milestones possible. We are energized by what we have achieved and even more inspired for the future. Together we will continue building a healthier, more equitable tomorrow.

With sincere gratitude,

Johanna Haynes
CEO, Careteam Plus, Inc.



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Thirty-One Years of Excellence



Honoring Our Roots, Embracing Progress

Founded in 1993, Careteam Plus began as a response to the growing HIV epidemic, serving eight counties across the region. Our first federal support came through the Ryan White CARE Act, a vital partnership that allowed us to expand care and support for those affected. As more providers emerged and the number of patients increased, our geographic focus narrowed, but our impact deepened. We have witnessed the evolution of HIV care firsthand: from a time of devastating loss to an era where HIV is a manageable, chronic condition.

Today, Careteam Plus proudly serves nearly 700 patients, continuing our mission to save lives, foster hope, and enhance the quality of life for those living with HIV.

As lives improved, Careteam Plus expanded its mission to reach people with limited access to healthcare, including those with low incomes or no insurance. The organization later earned the Federally Qualified Health Center Look-Alike designation and now provides adult and pediatric primary care at three locations in Conway and Pawleys Island.

Operational Highlights

New Services in 2024

Throughout the year, we look for new ways to increase services and service provision. In December 2023, we added a new site location in Pawleys Island to help provide Primary Care to the 8,000+ low-income individuals living in the Pawleys/Murrells Inlet area. In addition, we purchased a new site location across the street from our Conway office to move our growing pediatrics office. This has made more room for adult services in the main office. We added tele-Mental Health services in 2024. Currently we have **1,529 Mental Health** and **469 Substance Abuse** patients in care. In addition to new locations and services in 2024, we are proud to have **grown the practice by 55%**.

Providing Mental Health services to our Ryan White patients has been a longstanding focus for Careteam Plus. This year marked an exciting expansion. In just two months, Careteam Plus successfully launched Mental Health services for all patients through telehealth. This rapid rollout opened access to essential mental health care for our entire community. Patients are now receiving the support they need to improve their quality of life not only physically but mentally. This expansion reflects our commitment to meeting the full needs of every patient we serve.

Employee Spotlight:



Deborah Barahona, Medical Office Assistant

We are proud to spotlight Debrah Barahona, Medical Office Assistant who truly shines at the front desk. She increases pharmacy engagement by escorting patients directly to our on-site pharmacy, offers bilingual support, and is always ready to help her team. Her kindness and dedication have made her a favorite among our patients.

Donna Fiorentino, COO



Donna has been a dedicated leader to Careteam Plus for over 14 years and currently serves as the Chief operations Officer. Throughout her tenure, Donna has demonstrated a comprehensive understanding of every aspect of Careteam Plus's operations making her an invaluable asset to the organization. became the Chief Operations Officer. In this role

Matt Securro, CHRO



Matt has been a great addition to our staff. He has worked hard to create a great place to work for everyone. Under his leadership, Careteam has increased salaries and time off to provide everyone with a nice work-life balance. Whether you need to work or just love service to others, Careteam Plus is a great place to work.

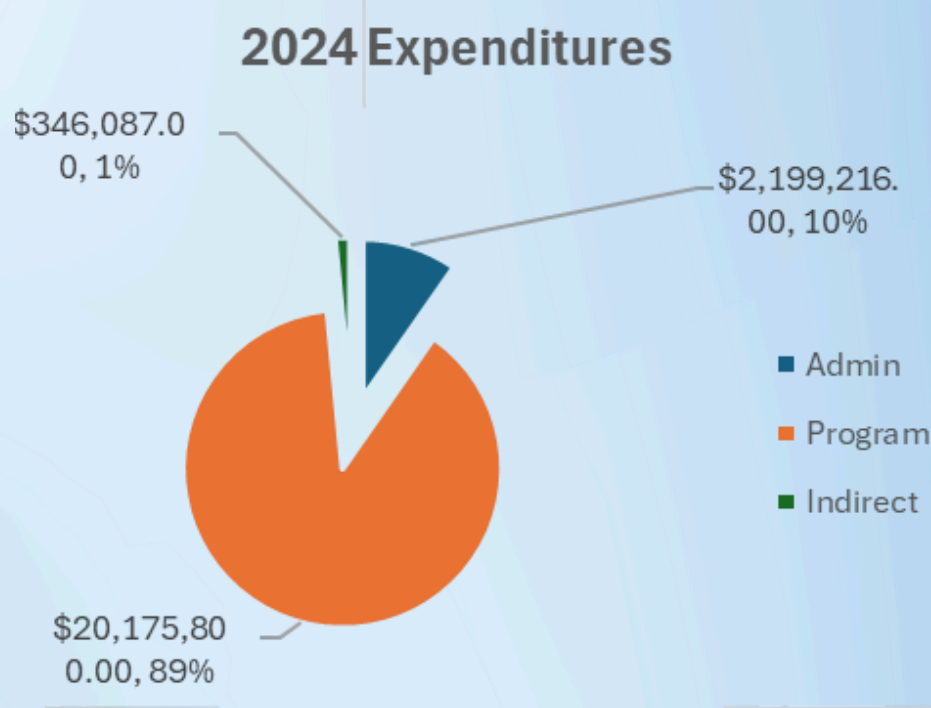
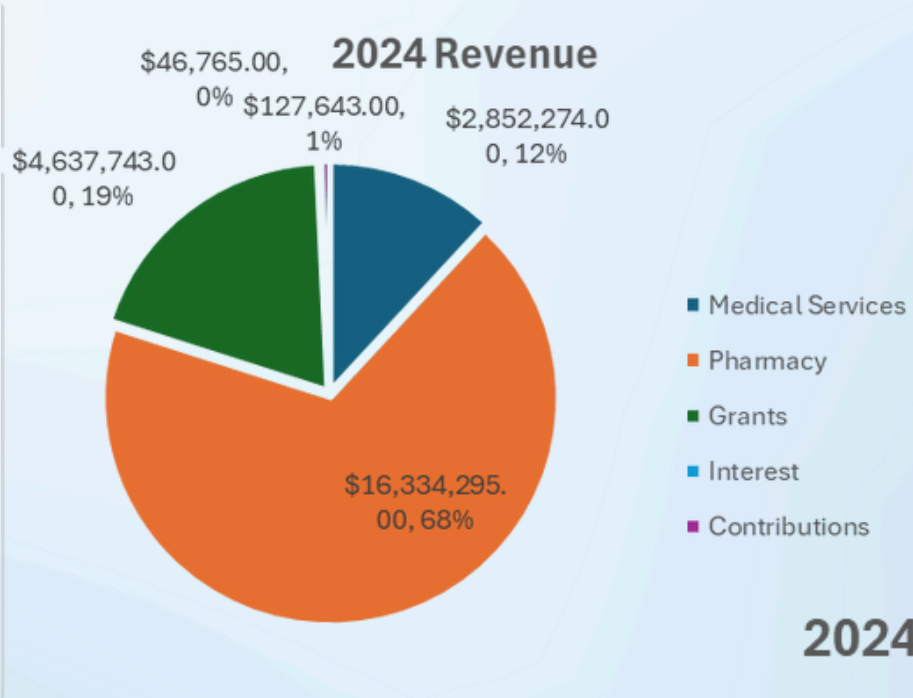
New Services in 2024

In 2024, we reached more patients than ever, serving 5802 patients in all age groups with personalized care. Our expanded efforts, increased total visits to 15,882 while prioritizing those facing financial hardships. These achievements highlight our ongoing commitment to accessible, equitable health care and the positive impact on our community's well-being.

By the Numbers - 2024

• Total Patients	5802
• Total Visits	15,882
◦ Total 200% or below the FPL	2,741
◦ Total uninsured	616
◦ Total Medicaid	1,957
◦ Total Medicare	933
◦ Total Private Insurance	2,296
• Total Pediatric	2,187
• Total Mental Health	1,529
• Total Substance Abuse	469

Financial Overview



Income Statement

Revenue	\$ 24,178,608
Expenses	\$ 22,721,103
Net	\$ 1,457,505



National Health Crisis & Physician Workforce Outlook

The American Medical Association projects the United States will face a shortage of approximately 86,000 physicians by 2036. This projected shortfall includes both primary care and specialty fields and presents a growing risk to timely and effective patient care.

One of the structural barriers to expanding the physician workforce lies in federal policy. “The chief culprit is a cap Congress instituted in the 1990s that limits the number of Medicare-funded graduate medical education slots. The cap has not allowed care to meet the major changes in patient population and demographics that have taken place,” wrote Dr. Mukkamala in his AMA Leadership Viewpoints column.

More than 19,000 physicians and health care professionals are currently needed to address existing national shortages in primary care and mental health services, according to the Health Resources and Services Administration. These challenges are intensified by growing demand due to an aging population and a surge in physician retirements. The COVID-19 pandemic further exacerbated the situation, contributing to widespread burnout and prompting many physicians to retire early or exit the profession.

The challenge ahead is clear. Expanding training capacity, supporting physician retention, and modernizing funding models will be essential to ensure future access to care. Strategic collaboration and sustained investment will determine whether the health system can meet the evolving needs of patients and communities across the country.





CARETEAM PLUS PHARMACY

Our On-Site Pharmacy

Care That Comes Full Circle

At Careteam Plus, convenience meets compassion right inside our doors. Our on-site pharmacy makes it easy to pick up your prescriptions immediately after your appointment no extra stops, no waiting in long lines.

But it's more than convenience. Our pharmacy is affordable, patient-centered, and gives back. Every dollar spent here is reinvested into the very services that support our patients and community. That means when you fill your prescriptions with us, you're not just taking care of your health you're helping Careteam Plus expand care, programs, and resources for others.

From check-out to check-in with your pharmacist, it's seamless, supportive, and designed with you in mind.



***Your health. Your community.
Your pharmacy.***

Looking Forward

At Careteam Plus, the year ahead is full of growth and exciting opportunities. We are thrilled to welcome new providers to our team: **Dr. Suzanne Bentley**, an accomplished internist and our new **Chief Medical Officer**, and **Dr. Sandra Moreno-Hussey**, a dynamic addition to our pediatric department.

Dr. Bentley brings a wealth of experience in internal medicine and healthcare leadership, with a passion for advancing patient care and supporting our clinical team. Her vision, dedication, and collaborative approach will strengthen our organization and help guide the continued growth and quality of services we provide.

Dr. Moreno-Hussey joins our growing pediatrics department, bringing energy, expertise, and a commitment to caring for children and families across our communities. Both providers will join us this October, bringing leadership and skill that will enhance the care we offer every day.

Through a partnership with our sister Community Health Center, we will expand our services to include in-person mental health counseling, dental care, and vision services. These strengthened partnerships allow us to reach more people in need and extend our impact across new communities.

Our commitment to providing meaningful support to patients and healthcare providers alike remains at the heart of everything we do. With these additions, we look forward to deepening connections and creating lasting impacts in the communities we serve.



Dr. Suzanne Bentley
Chief Medical Officer



Dr. Sandra Moreno-Hussey
Pediatrician



EVENTS & COMMUNITY IMPACT PAGE

Moments that highlight our mission, our partnerships, and our dedication to the people we serve.

Press Conference with South Carolina Attorney General

Joining leaders statewide to bring awareness to sexual assault prevention and support survivors.



World AIDS Day – Washington, DC

Honoring progress, elevating our voice nationally, and standing united in the fight to end HIV.



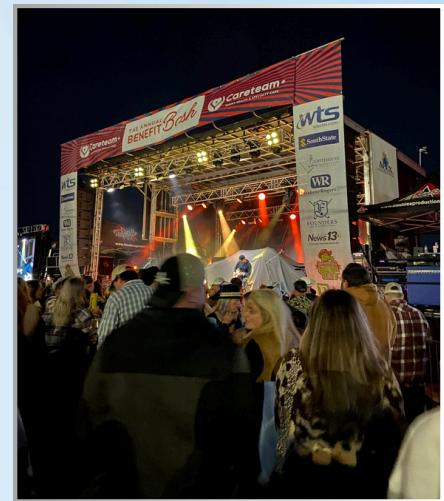
Women's Health Day - Events Throughout the Years

Empowering women with education, screenings, and resources to support a life of wellness



Careteam Plus Annual Benefit Bash Concert - Country Star Justin Moore

An unforgettable night of fun, music, and community, all coming together to support a cause and advance healthcare access for everyone.





Your health. Our mission. Stronger together.

Conway Main



Pawleys Island



Conway Pediatrics



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Stay Connected:

