



SHR

A FAMILY OF
HEALTHCARE
CENTERS

SPECIAL HEALTH RESOURCES

2021 Annual Report

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At Special Health Resources, we believe everyone deserves access to high-quality, affordable healthcare and for more than 30 years we’ve provided just that.

Special Health Resources is a comprehensive healthcare system, providing affordable care for the entire family. With clinics in Tyler, Jacksonville, Longview, Paris, Texarkana, Texas and Texarkana, Arkansas, as well as a fleet of mobile units to serve more rural areas, we provide healthcare to families in 23 East Texas counties and one county in Southwest Arkansas.

Our services include: adult primary care; pediatric care; adult and pediatric dental care; women’s health; immunizations; STD and HIV/AIDS screening and treatment; as well as mental health services and substance abuse treatment. We also work to help address national public health issues like the HIV/ AIDS epidemic, substance use, homelessness and prevention services.

With more than 30 years of experience, Special Health Resources is there for you, meeting your needs in your neighborhood.

David Hayes
Chief Executive Officer



Special Health Resources provides affordable, comprehensive healthcare for your entire family. We are proud to bring quality healthcare to all 23 counties in Northeast Texas and one county in Arkansas. We have convenient clinic locations in Longview, Tyler, Paris, Jacksonville and Texarkana, Texas and Arkansas. Our mobile clinics serve the rural areas of Northeast Texas.

Whatever healthcare needs you have, Special Health Resources is here to serve you.

Tyler, TX

Tyler Care Clinic - Troup Hwy
4519 Troup Hwy, Tyler, TX 75703

Tyler Care Clinic - Midtown
1300 Clinic Dr, Tyler, TX 75701

Longview, TX

**Woman & Child Health Center
of Longview**
402 N. 7th St., Longview, TX 75601

**Jim Meyer Comprehensive
Health Center**
410 Fourth St, Longview, TX 75601

Paris, TX

Pediatric Clinic of Paris
3150 Clarksville Street, Ste. 100
Paris, TX. 75460

Paris Care Clinic
3150 Clarksville St, Ste. 300,
Paris, TX 75460

Jacksonville, TX

Jacksonville Care Clinic
1013 College Ave,
Jacksonville, TX 75766

Texarkana, TX

**Texarkana Care Clinic -
Main Street**
1102 Main St, Texarkana, TX 75501

Texarkana, AR

**Texarkana Care Clinic -
6th Street**
300 E. 6th St, Texarkana, AR 71854

903.501.1747 | specialhealth.org

SERVICES



Primary Care



Behavioral Health



Pediatrics



Dental Care



Women's Health



Substance Abuse Services



HIV / AIDS Services

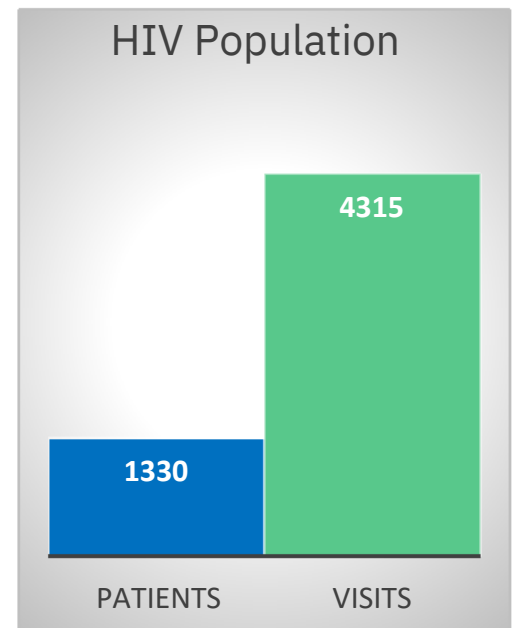
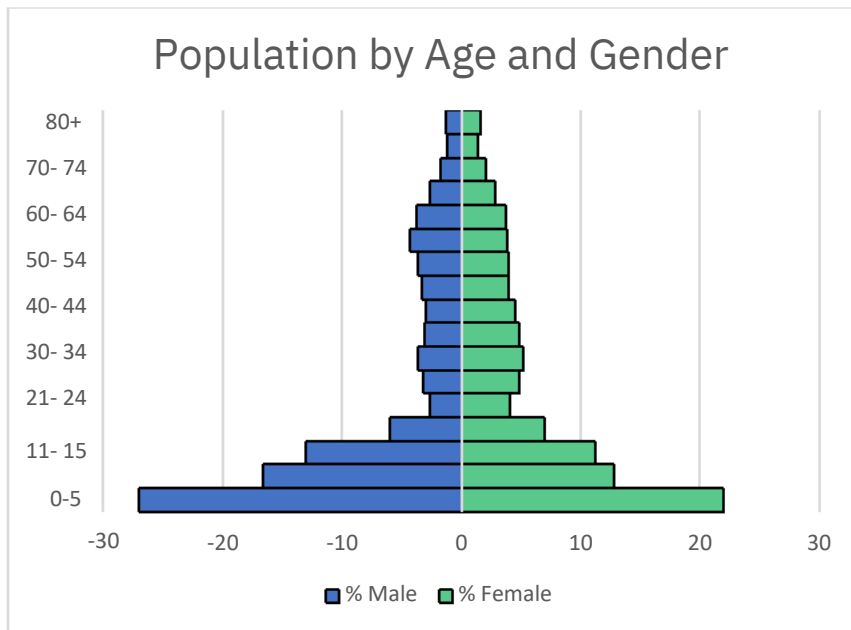


Mobile Health Services

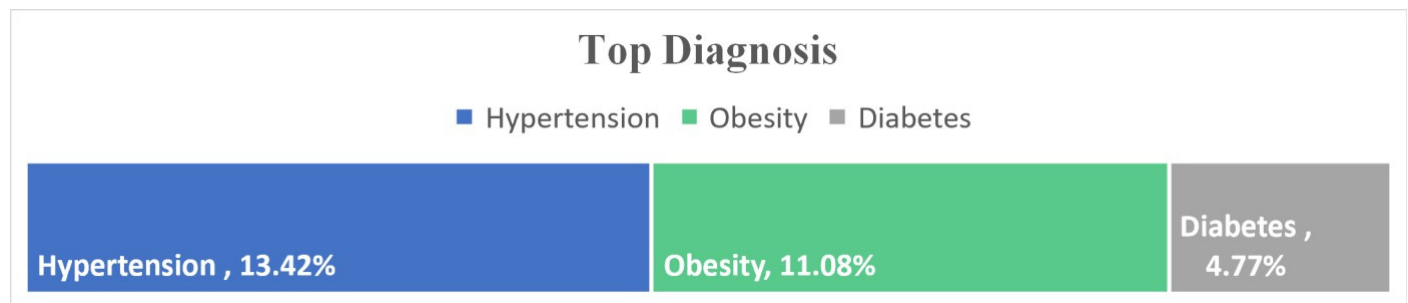
Special Health Resources

2021 At a Glance

Our Patients



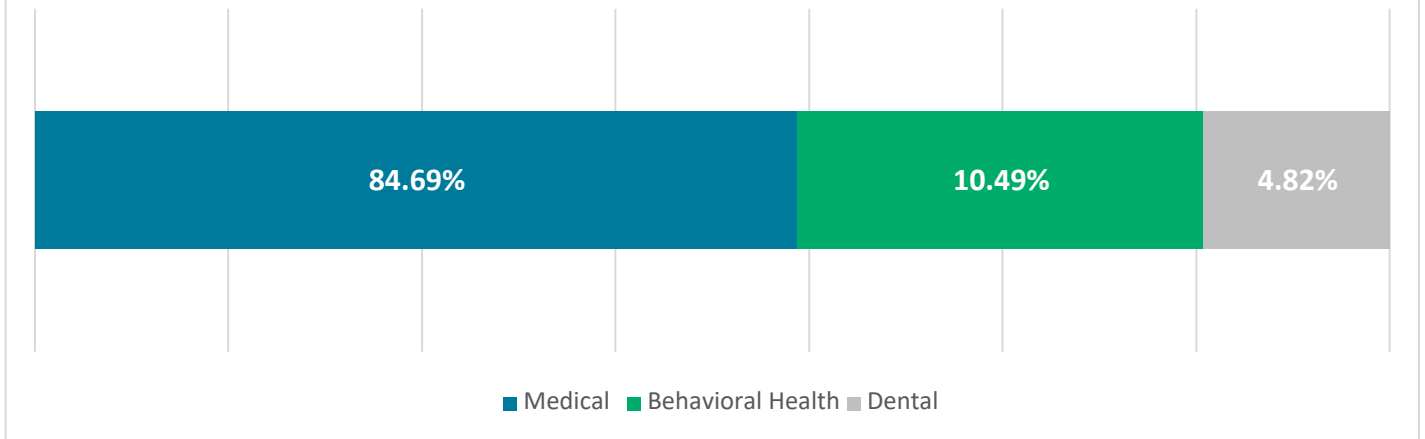
Special Populations: Genderqueer or Non-Binary 41 Transgender 82



In 2021 SHR served 30,812 patients, an increase of 1, 211 over patients seen in 2020. The majority of our patients are between zero and five years old, demonstrating success in meeting the needs of pediatric patients and their families. However, data suggests that our once pediatric patients fail to graduate to adult care within the SHR network. More work is needed to develop innovative programs and marketing materials to encourage patients to remain in network as SHR is not only focused on making health care accessible for the entire family, but being there to meet the life long needs of our patients and community. Top diagnoses among our patients are hypertension, obesity, and diabetes. These diagnoses frequently occur as co-morbidities, requiring not only multifaceted care but dedicated patient compliance to manage them. Our providers work tirelessly with patients to reduce their risk of heart attack and stroke. As a result of these efforts the rates for these conditions within our patient population are far below recorded State rates for 2021.

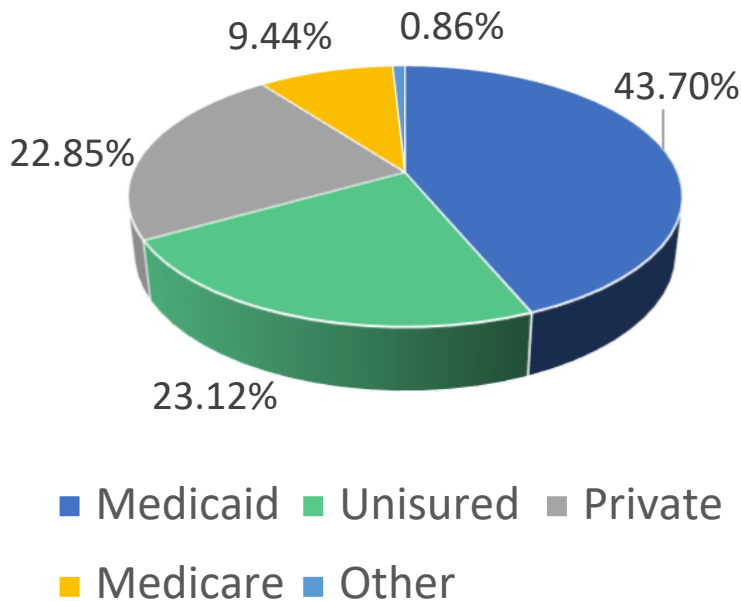
Visits and Payor Sources

Total Visits by Program



In 2021 SHR providers saw 10,342 behavioral health patients, 4,755 dental patients, and 83,502 medical patients by number of visits. The number of dental and medical visits increased from 2020, particularly for dental, reflecting our expansion of services providing dental at more locations for both pediatric and adult patients. The number of visits for behavioral health fell slightly, contributing to our decision to increase outreach and the number of providers and multiple locations. Our no-show rate for missed appointments in 2021 was 13.4%, well below our goal of reducing no-shows to fifteen percent. We expect this rate to continue to decline due to the efforts of our staff who consistently work with patients to ensure that they meet all their appointments.

Payor Source



The majority of our patients are enrolled in Medicaid, but almost a quarter of our patients remain uninsured. As a result, SHR has employed insurance navigators to work with patients to obtain insurance and help them enroll in both Medicare and Medicaid. As a result, we hope to see a decrease in the number of uninsured patients in 2022. A lack of insurance and economic barriers to care are the primary reasons patients fail to seek care. Our goal, making health care accessible to all, means helping patients overcome these barriers to live longer, healthier, lives.

Our 2021 Partners

- Bowie County Juvenile Probation
- Cass County Juvenile Probation
- Cherokee County Juvenile Services
- Henderson County Juvenile Probation Hiway 80 Rescue Mission
- Homeward Bound, Inc.
- Lamar County Juvenile Probation
- Longview Regional Medical Center
- Oxford House, Inc.
- Panola County Juvenile Probation
- Pewitt CISD
- Red River County Juvenile Probation
- Rusk County Juvenile Probation
- Titus, Camp, Morris & Marion County Juvenile Probation
- University of Texas
- Upshur County Juvenile Probation
- Wellness Pointe
- Wiseman Ministries
- The University of Texas at Tyler
- East Texas Council on Alcoholism and Drug Abuse
- East Texas Literacy Council
- Creative Dental Lab
- The Serenity House
- Paris Housing Authority
- East Texas Clinic, Inc.
- UT Health at Tyler
- Brim Healthcare of Texas, LLC
- East Texas Medical Center
- ETCADA
- Louis Morgan Drugs
- NET Health-Community Cares
- Paris Regional Medical Center
- St. Anthony Catholic Church
- Stern Dental Lab
- Expert Medical Navigation
- Gregg County Wellness
- Collaborative Texas Department of Family & Protective Services
- Gregg County Health Department
- Ore City ISD
- Magnetic Imaging of Paris
- Open Imaging of Longview
- Radiology Center of Paris
- Cenikor Foundation
- Gregg County Juvenile Detention Center
- East Texas Oral & Maxillofacial Surgery
- The Beverly Clinic
- Department of State Health Services (DSHS)

Meeting the Need

To best meet the needs of our community, SHR partners with a multitude of local agencies and organizations to ensure that our patients receive the help they need from overcoming food insecurities to temporary housing. We use a comprehensive approach, helping to meet the social and medical needs of our patients improving health outcomes not only for the individual but families as well. SHR is proud to work with these organizations who understand that healing is a holistic activity and together we can better meet the needs of our community.