



# Annual Report

2024

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# A letter from our Chief Executive Officer

To our patients, partners, staff, and community, As I reflect on the past year at Stigler Health and Wellness Center, Inc. (SHWC), I see a year of impact, innovation and renewed commitment to the lives we touched, and the strong foundation we continue to build. In every location, every outreach event, and every act of care—our mission remains unwavering: improve quality of life, invest in our communities and provide comprehensive services to everyone regardless of circumstances.

In 2024, SHWC served more than 31,000 patients across 32 service locations throughout Eastern Oklahoma. We continued to offer comprehensive care—including primary care, dental, behavioral health and substance use disorder, optometry, pharmacy, mobile services, after hour and weekend hours and enabling services, along with a full service Head Start program across 10 counties. We believe in meeting people where they are and often times that includes the need to employ new and innovative methodologies. HWC accomplished several ways to address these barriers this year, below are some of those methods:

- Piloted new technology to provide primary and mental health services in rural towns.
- Expanded telehealth capabilities, reducing barriers to care for patients with transportation or mobility challenges.
- Implemented a new electronic health records system that facilitates better connectivity with other partners (i.e. hospitals and specialists) as well as improved communication internally to support our care teams.
- Mobilized a care at home process that allows our team to visit patients in their homes after hospital visit discharges to ensure a successful transitions and ensure they have all the supports they need to prevent readmission or other negative outcomes.
- Advanced care coordination and expanded behavioral health access through expanded hours and additional outreach to new populations.

These innovations are more than convenience—they are a lifeline to communities with limited access to the traditional healthcare delivery system, regardless of their socioeconomic status.

We are entering the new year with clarity and conviction and will continue to work toward improved access and better outcomes for our patients. Our success this year is a direct reflection of the trust placed in us—by our patients, our communities, and our team. To the Board of Directors, our funders, our dedicated staff, and every person who walked through our doors: thank you. Your support fuels our mission. Together, we are building a healthier, stronger Oklahoma.

With gratitude and determination,

*Teresa Huggins*  
Chief Executive Officer

Stigler Health and Wellness Center, Inc.

# A Letter from our Board President

To our valued patients, community partners, and dedicated staff:

Each year, we take stock not only of the services we provided but of the lives we've touched, and 2024 was no exception. From clinics to Head Start, The Health and Wellness Center continued to do what we do best: provide care that is compassionate, accessible, and rooted in deep respect for every individual's circumstances.



As Board President, I have the honor of witnessing the incredible impact of this work from a unique vantage point. I see the dedication of our staff, the resilience of our patients, the heart and insight of our board, and the trust our community places in us. That trust fuels our mission every day, not only to deliver clinical excellence but to make bold, forward-thinking investments in innovation, outreach, and access. Whether through telehealth expansion, care-at-home models, or strengthened behavioral health services, our aim remains simple yet powerful. All roads lead to improving quality of life in the communities we serve. We believe no one's health should be determined by their ZIP code, income level, or life situation. That belief guides every decision we make, every program we launch, and every person we are privileged to serve.

What makes this organization extraordinary is not just what we do, but how we do it. Our care is personal. Our approach is local. Our leadership is collaborative. And our commitment runs deep. As we look ahead, I'm proud to stand alongside a leadership team, staff, and community that refuses to settle for the status quo. Together, we are not just meeting the moment, we are leading the moment, both locally and nationally. Thank you for being part of this mission. Your belief in our work makes it all possible.

*Erika Martens*

Board President  
Stigler Health & Wellness Center, Inc.

# Board MEMBERS



Erika Martens  
President,  
Member 2014



Michelle Wade  
VP, Member  
2012



Pennie Embry  
Secretary,  
Member 2014



Royce Alverson  
Treasurer,  
Member 2014



Jordan Pace  
Member 2023



Mitch Girty  
Member 2012



Doug Hall  
Member 2022



Carey Gragg  
Member 2023



Rep. Tim Turner  
Member 2021



Michelle Mosley  
Member 2024



Kristin Peerson  
Member 2017



Jared Rosenberg  
Member 2022



Paula Deaton  
Member 2022



Trish Miller  
Member 2019



Marcy Ross  
Member 2023

## Mission

- Improving quality of life
- Investing in our communities
- Providing comprehensive services

## Vision

HWC will be a national model of excellence in providing all-inclusive care for people of all ages.

## Values

- Teamwork
- Innovation
- Balance
- Accessibility
- Excellence



Doug Hall & CEO  
Teresa Huggins  
2024 Board Member  
of the Year

# EXECUTIVE OFFICERS



**Teresa Huggins**  
CEO, with HWC since 2005



**Brooke Lattimore**  
COO, with HWC since 2007



**Stephanie Long**  
CFO, with HWC since 2008



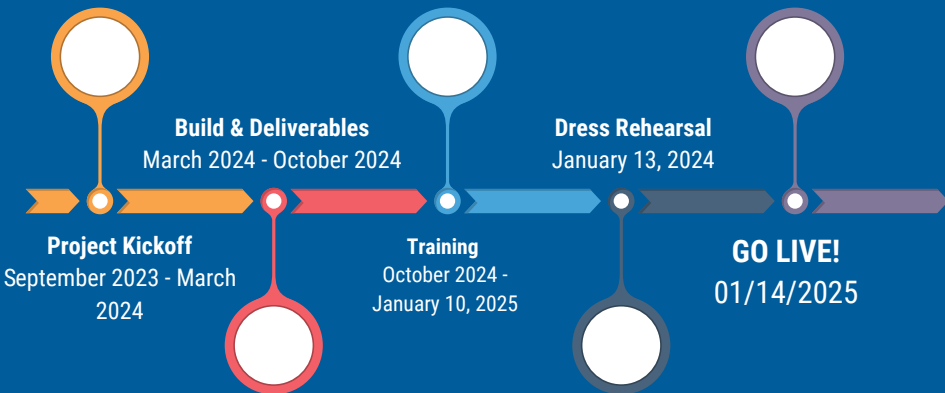
**Jennifer Scoufos, DO**  
CMO, with HWC since 2018



**David Martin, MHHS, PHR**  
CHRO, with HWC since 2017

## An *Epic* Transition

In September 2022 the discussion began on switching EHR's at HWC Strategic Planning session. In April 2023, HWC was evaluating OCHIN Epic and one other EHR to make the switch to. Ultimately HWC went with OCHIN Epic. All of 2024 was spent planning, and training for the switch and launch of OCHIN Epic in early 2025.







# ADVOCACY

The Health & Wellness Center frequently visits federal officials in Washington D.C. and officials at our state capital in Oklahoma City, Oklahoma. This is an important part of our work and a priority as so many foundational dollars that allow us to do our work are dependent on government resources. Beyond that, we advocate for our patients in areas such as affordable medication and increased accessibility to care.

***"This has been the single most successful year in advocacy and results in my 20 year tenure. These achievements will have a long lasting affect to help secure HWC's future operations. Thank you to all made phone calls and visited or spoke with their legislators regarding these issues and their importance to patients."***  
**- T. Huggins**

"The importance of the 340B program really is twofold; it allows our patients to gain access to lifesaving medications at an affordable price, and it allows covered entities, like our community health center, to continue to provide lifechanging services to those patients. Medications that control diabetes, hypertension, asthma, COPD and several other chronic illnesses are not affordable to many of our patients without the help of 340B. Services like substance use disorder treatment, telehealth, and mobile dental would not be possible with the savings received from our 340B program."

Brooke Lattimore, HWC COO



# Patient Access & Services

## Medical

The HWC medical team succeeded in increasing quality goals for cancer screening HIV screening, hypertension control and statin therapy for CVD.



## Optometry

Dr. Jeremy Roach and Dr. Austin Byrum value their patients and their vision. Due to the number of diabetic patients in our service area, the HWC optometry team prioritizes diabetic eye exams. In 2024 the optometry team began the work of cutting more lenses in house to help reduce patient cost.

## Dental

To improve overall health outcomes, HWC provides a full scope of dental services including cleanings, fillings, extractions, root canals, crowns, bridges, dentures, partials, periodontal treatment, bleaching, and night guards.

## Pharmacy

The Health & Wellness Center operates three in-house pharmacies: Hoover Drug, Checotah Pharmacy, and Eufaula Pharmacy. HWC is also contracted with other pharmacies to ensure our patients have access to affordable medications with out 340B Drug Discount Program.

## Behavioral Health

The demand for behavioral health services has seen a notable surge, a trend that has become increasingly evident across the nation, as well as HWC's locations. Recognizing the diverse needs within our patient population, HWC has tailored our behavioral health services accordingly and adapted to meet our patients where they are.



## Substance Use Disorder

As the need for Substance Use Disorder (SUD) treatment grows, HWC continues to focus on reducing barriers to treatment and providing SUD services in both outpatient and residential settings.

HWC offers two residential treatment facilities. The Oaks of McAlester and The Pines of Poteau.



## Population Health

Community Health Workers & Care Managers work to ensure that HWC patients have positive health outcomes. Care teams dedicate their time to educating patients on their treatments and interventions, as well as, supporting them to help achieve their health goals.

## Mobile Health

HWC was awarded the Mobile Health Advancement Grant in July 2024. The grant allowed the HWC team to convert our Mobile Medically Assisted Treatment Unit to a Mobile Health Clinic providing access to medical & dental services as well as MAT. Mobile service encounter increased 59% over the grant period (July 2024 - March 2025).



## Adventure Head Start



Our Head Start program embodies the spirit of community investment. We partner with parents through home visits, parent trainings, and access to social services. We work to make sure families are empowered with tools and resources that strengthen the household and give our children a true Head Start on learning!

# Patient Story - Shelby

Before I started the Re-Entry & Diversion Program I saw drugs as if they were my whole life, but really they were just holding me back from knowing who I could be. Since getting clean and going through this program I realized that I don't need drugs to survive or feel okay.. Drugs no longer define me, I do, and I'm using that mentality to slowly rebuild my life. I have a permit, a stable job, a home that I am putting work into and most importantly a healthier relationship with my family, especially my wonderful niece. This program gave me the chance to start over, I am finally living for ME.

**-Shelby Elder, Re-Entry & Diversion Program Graduate**



# The Road to Gold

To increase HWC's Clinical Quality Measures, the Quality Improvement Team (QI Team) created a tournament where medical care teams would compete against each other. The tournament was successful and helped to improve the numbers in several areas.

Pictured above is the winning care team at HWC's Poteau location. Emily Harrah and her team of nurses and registration members were rewarded with custom HWC Nike shoes. The Poteau team won based on UDS measures, accessibility, and DPI.



## We understand our workforce is the heart of SHWC. This year, we:

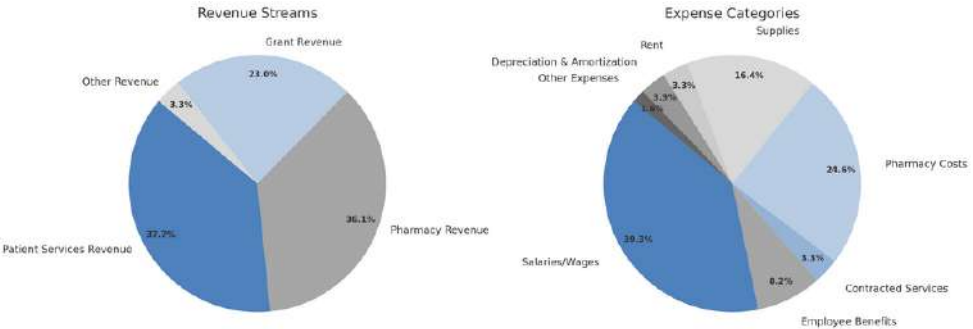
- Launched a workforce retention and wellness initiative focused on recognition, support, and professional growth.
- Strengthened recruitment efforts, particularly in hard-to-fill clinical roles.
- Increased employee compensation and training opportunities to promote long-term retention and performance.
- Enacted new processes and workflows to help streamline patient care and reduce redundant tasks for our providers.



We believe: **"An amazing group of talented people who work together can attain incredibly awesome results."** - T. Huggins

HWC by the Numbers	2024
Total Patients Served	31,178
Total Zip Codes Served	105
Total Medical Visits	63,741
Total Vision Visits	5,884
Total Dental Visits	7,265
Total Behavioral Health Vists	28,163
Total Substance Use Disorder Visits	14,457
Total 340B Prescriptions Filled	55,014

Annual Budget \$56,557,716



# HEALTH & WELLNESS Center

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