



# Community Care Clinic

## 2016 ANNUAL REPORT

### OUR MISSION

To provide integrated health care to low-income persons in our community who do not have health insurance. Through disease prevention, continuity of care, and active follow-up, we promote the health and well-being of our community.

### Board of Directors

John L. Whitlock, MD *Medical Director*

Dale Presnell, *Chair*

Richard Henson, *Chair-Elect*

Dale Carter, *Treasurer*

Betsy Harris, *Secretary*

Tandrea Carter

Leslie Sargent Jones

Angie Shoemake

Paul Siegel

Jennifer Teague

### Clinic Growth Continues in 2016

As the clinic strives to meet the needs of so many uninsured people in our community, we are aware of the various barriers that people face. In that light, we celebrate the development of 'Satellite Clinics'.

Why Satellite Clinics? Throughout the year we have had the opportunity to talk to people about the satellite clinics located in Sugar Grove, at the Hospitality House and most recently at Bradford Mobile Home Park.

For some, the Sugar Grove site is easier to understand because it is located in a rural part of the county that lacks public transportation. This is a significant barrier for many who do not have a reliable car or truck. Some people also just feel more comfortable seeing someone in their own community.

The Hospitality House is located right across the parking lot from the clinic. Why there? People who are experiencing homelessness and other crises have often gone without health care for a long period of time, leaving them at-risk for significant health issues. Fear of medical facilities, fear of mistreatment or of a potential diagnosis; these are just some of the barriers that make it difficult to see health care as a priority. By making initial contact at the shelter, patients are much more likely to continue treatment at the clinic.

Bradford Mobile Home Park has many residents who speak English as a second language. By partnering with St. Mary of the Hills to use their Peace Trailer in the park, and ARHS Latino Health Project for translation services, we are able to reach a population that is at higher risk due to language barriers.

### Staff

Melissa Selby  
*Executive Director*

Marian Peters  
*Clinic Director*

Amanda Bliss  
*Medical Provider*

Nickie Hayes  
*Nurse/Case Manager*

Jenna Crawley  
*Mental Health Therapist*

Catherine King  
*IT/Operations Manager*

Mary Blackburn  
*Office Manager*

Savannah Nohr  
*Volunteer  
Coordinator/Receptionist*

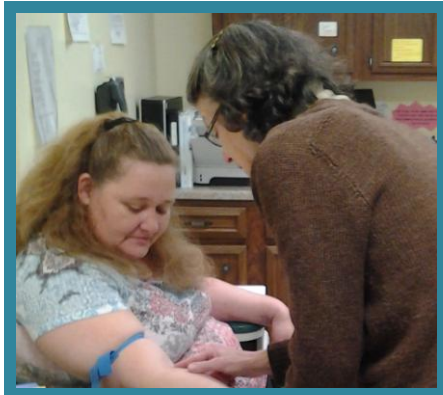
# 2016 BY THE NUMBERS

## CLINIC SERVICES

Primary Care	On-Site Lab	Mental Health
Gynecology	Orthopedics	Neurology
Physical Therapy	Dermatology	Case Management
Diabetes Education	Nursing Visits	Chiropractics

Spanish Interpretation provided by ARHS Latino Health Program

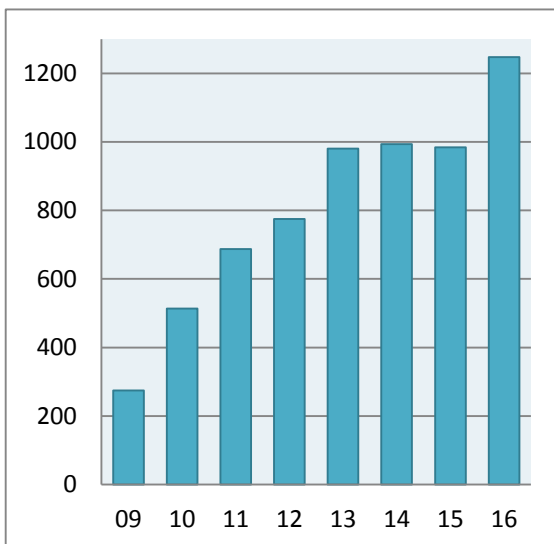
Vision and Dental Care provided in partnership with  
Western Carolina Eye Associates and  
Appalachian Dental Care



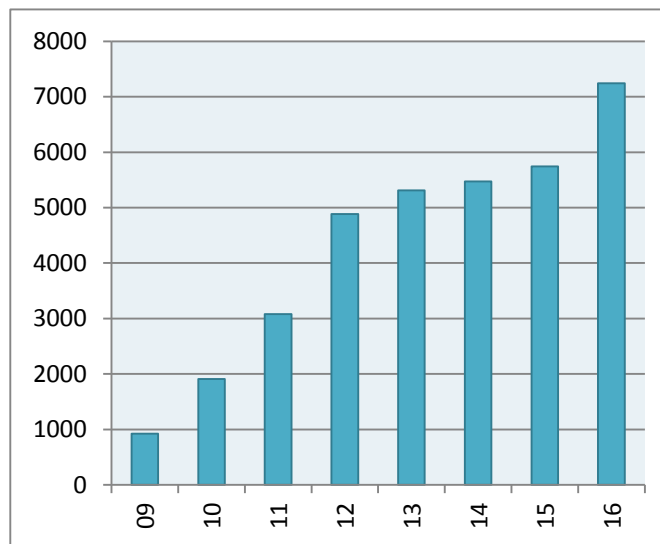
## Patient Visits by Department

Medical	4,190
Lab	766
Mental Health	819
Nursing	528
Case Management	202
Nutrition & Health Education	180
Neurology	154
Gynecology	120
Physical Therapy	96
Spirometry	84
Dermatology	62
Nutrition	39
Behavioral Med Team	20
Glasses	16
Orthopedic	9

Annual Number of Patients



Annual Number of Patient Visits



# IT'S ALL ABOUT THE PATIENTS

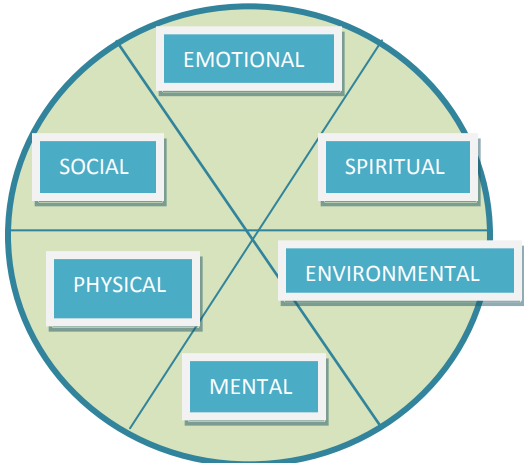
*“I feel I have found a place to go for my health needs, with people who take the time to listen and to talk to you, regardless of your ability to pay. I hope the Clinic will always be there helping people like me.”*  
 a grateful patient

## WHY DO WE STILL NEED A CHARITABLE CLINIC IN OUR COMMUNITY?

During 2015, the US Census Bureau Quick Facts report that approximately 5,600 adults are uninsured in Watauga County. The Affordable Care Act was originally designed to provide coverage for everyone, but when states were given the choice to expand eligibility for Medicaid, North Carolina declined. This means that low-income adults remain ineligible unless they are also disabled, elderly, pregnant, or have minor children. Where do they go for health care?

2016 PATIENT DEMOGRAPHICS*	
Females	55%
Males	45%
oo	
Under age 19	3%
Age 19 – 26	9%
27 – 45	40%
46 – 64	45%
65+	4%
oo	
<b>FPL = Federal Poverty Level</b>	
<b>Below poverty in 2016 = \$24,300</b>	
<b>annual gross income for a family of four</b>	
0% - 100% FPL	76%
101% - 150% FPL	20%
151% - 200% FPL	2%
Above 200% FPL	2%
oo	
Employed	48%
Unemployed	49%
Retired	3%
oo	
College Degree or Higher	12%
Some College/Tech Degree	30%
High School Degree	28%
Less than High School	30%
oo	
Caucasian	81%
Hispanic or Latino	14%
African-American	3%
American Indian or Eskimo	.2%
Asian or Pacific Islander	1.0%
Other/Unknown	1.1%
*Some data is drawn from a representative sample of patients.	

### An Integrated Care Model



Patient visits continue to average 5-6 per patient each year due to the high percentage of chronic illness diagnoses and the importance of integrated care. Our patients who may suffer from diabetes, hypertension, hyperlipidemia, COPD, heart disease, depression, Hep C and other chronic illnesses are receiving integrated primary, behavioral health and specialty care, case management and education services, and connections to other community resources. This coordinated care model is helping many achieve healthier lives.

From a random sample of 70 patients with diabetes and tracked in 2016, 83% had a most recent A1c level at less than 9%. In a similar tracking method for patients with hypertension, 77% had a most recent blood pressure reading at 140/90 or below.

# VOLUNTEERS CONTINUE MAKING A DIFFERENCE

The Community Care Clinic was operated entirely by volunteers until 2009 when a part-time executive director and clinic director were hired. Volunteers continue to play an essential role. Over **120** medical and non-medical volunteers gave their time and talents last year to assure that low-income uninsured individuals received quality health care. Over **6,400** hours were contributed, at an estimated value of **\$164,162!** Our sincere and heartfelt thanks go to all of the following:

## DERMATOLOGY

Katherine Caggiano, PA-C  
Brett Summey, Jr., MD  
Aaron Westphal, MD

## MENTAL HEALTH

Beth Davis, LPC, LCAS  
Dale Kirkley, LPC, MA  
Joan Zimmerman, LMFT, LCAS

## NEUROLOGY

Darrell Lewis, MD

## PHYSICAL THERAPY

John Goodrich, PT

## CHIROPRACTOR

Stuart Kaplan, DC

## PRIMARY CARE

Rob Griffith, MD  
Daniel Jones, PA-C  
Diane Price, PA-C  
Bridget Thompson, PA-C  
John Whitlock, MD  
Michelle Wilson, FNP



## GYNECOLOGY

Susan Almquist, MD  
Camile Andrews, DO  
Lynda Gioia-Flynt, MD  
Cecelia Grasinger, MD  
April Green, CNM  
Beverly Womack, MD

Ashley Abrahamson, Julia Apoian, Shannon Alsobrooks, Rao Aluri, Aidan Berry, Sarah Barrett, Kevin Battersby, Marie Blake, Randy Brown, Marybeth Burriss, Erika Carlton, Sarah Cherof, Mollie Church, Ellen Cordova, Megan Cox, Stephanie Crabtree, Martha Cutler, Kaila Davis, Riley Dixon, Kaylee Dowell, Brooklyn Eshenbaugh, Sarah Eubanks, Allison Farrell, Dave Fintel, Justin Fischer, Destiney Gaines, Joshua Gambrel, Kim Grater, Tina Groover, Angela Hall, Betsy Harris, Cindy Haworth, Arin Heath, Jordan Hester, Kate Higbie, Kathryn Holliday, Janice "JJ" Johnson, Maggie Jones, Olivia King, Debbie Kirkley, Carmen Koning, Pat Kohles, Grace Koontz, Austin Lassiter, Cindy Lawrence, Mary Kathryn Lech, Victor Li, Joyce Mitchell, Carmen Montero, Carolyn Nelson, Savannah Nohr, Meghan Palveka, Ben Peterson, Jarrod Plumley, Melanie Proudlock, Bobby Rardin, Savannah Ray, Mary Reichel, Lucas Ribbens, Kelly Richardson, Emma Ringler, Olivia Roberts, Arley Rodriguez, Tina Roten, Elaine Rothenburg, Kelsey Rothenburg, Monica Rowe-Abbott, Leticia Sandoval, Cheryl Scott, Meghan Seals, Chenique Shaw, Amanda Shandra, Timothy Shober, Eva Siegel, Holly Skinner, Mindy Smyth, Jane Sorrick, Jessica Sparks, Maddison Staszkiwicz, Jessica Stevens, Alyssa Sullins, Chasity Sullivan, Katie Tally, Mary Ann Urka, Hannah Valdivieso, Renee Ward, Caroline Wells, Catherine Wiggins, May Williamson, Elizabeth Wimmer, Lucy Winesett, Jeff Woodard

# 2015/16 FINANCES AND BUDGET

## COST EFFECTIVENESS OF ACCESS TO HEALTH CARE FOR EVERYONE

During fiscal year 2015/16 the **cash expenses** for the clinic totaled **\$478,595**.

This calculates to an average cost of \$66 per visit, and an annual cost of \$384 for each patient.

The financial savings of providing primary care for uninsured persons within a primary care home setting is immense. It is much more cost effective than emergency room visits for non-emergent care. Consider the even more substantial cost of emergency care or hospitalization for a person with diabetes or heart disease if left untreated. Supporting the Community Care Clinic means keeping costs lower for everyone.

### FISCAL YEAR 2015/16

#### INCOME

Community Grants	28,797
Community Donations	77,504
Events	25,357
Government and Foundation Grants	349,714
Miscellaneous Income	<u>1,384</u>
<b>Total Cash Income</b>	<b>\$482,756</b>

#### EXPENSES

Salary & Benefits	388,093
Advertising	1,252
Conferences/Trainings	2,158
Contracted Services	7,717
Facility Overhead and Maintenance	12,444
Insurance/Licensure	11,838
Medical Equipment & Supplies	13,371
Miscellaneous	231
Office Equipment and Software	10,257
Office Supplies	8,169
Patient Dental & Vision Care	14,832
Patient Education	80
Phone/Internet	3,503
Postage	1,875
Professional Association Dues	1,100
Volunteer/Staff Appreciation	<u>1,675</u>
<b>Total Cash Expenses</b>	<b>\$478,595</b>

*Administrative costs for the clinic represent less than 7% of the budget. The remaining 93% of expenses are directed to patient care.*

### FISCAL YEAR 2015/16

#### **IN-KIND DONATIONS OF GOODS AND SERVICES**

Appalachian Dental Care	\$1,498
Appalachian Regional Healthcare System	\$250,207
Boone Drug, Inc.	\$845
Clinic Volunteer Services	\$164,162
Direct Relief International	\$109,522
LabCorp	\$379,021
Watauga Radiology Associates	\$43,836
Western Carolina Eye Associates	\$3,840

In-kind donations are goods and services that are provided by our community partners free of charge or at a reduced rate. The total amount of in-kind donations in 2016 was \$949,341.

### **THANK YOU TO OUR PARTNERS!**

These contributions play a critical role in assuring that our patients have access to quality care.

<b>Total 2015/16 Cash Expenses</b>	<b>\$478,595</b>
<b>Total In-kind Contributions</b>	<b><u>\$952,931</u></b>

**TOTAL ANNUAL BUDGET \$1,431,526**

# OUR DONORS

## INDIVIDUAL DONORS

Individuals contributed over \$77,000 during fiscal year 2015/16! We thank you!!!

Community support is an extremely important part of maintaining operations, and all donors are recognized on our website at [www.ccclinic.org](http://www.ccclinic.org)

## FAITH-BASED ORGANIZATIONS

Bethelview United Methodist Women  
Boone Unitarian Universalist Fellowship  
Boone United Methodist Church  
Grace Evangelical Lutheran Church  
Holy Cross Episcopal Church  
Rumple Memorial Presbyterian Church  
St. Luke's Episcopal Church  
St. Mary of the Hills Episcopal Church  
Temple of the High Country

## LOCAL AND STATE GOVERNMENTS & PRIVATE FOUNDATIONS

Blowing Rock Community Foundation  
Blue Ridge Electric Membership Corporation Foundation  
Blue Cross/Blue Shield Foundation of NC  
Henry L. and Grace Doherty Charitable Foundation  
Health Foundation, Inc.  
High Country United Way  
Kennedy-Herterich Fund of the Ethel and W. George Kennedy Family Foundation, Inc.  
NC Office of Rural Health and Community Care  
Sisters of Mercy of North Carolina Foundation  
Town of Boone  
Watauga County

## COMMUNITY AND CIVIC ORGANIZATIONS

Blowing Rock Rotary Club  
Boone Sunrise Rotary Club  
Kiwanis Club of Boone  
Women's Fund of the Blue Ridge

## BUSINESSES

Anna Banana's Fine Consignment Shop  
Appalachian Dental Care  
Appalachian Regional Healthcare System  
Appalachian Ski Mountain  
ARHS Foundation  
Bare Essentials Natural Market  
Basil's  
Blood, Sweat and Gears  
Blue Ridge Ear, Nose and Throat  
Blue Ridge Electric Membership Corp.  
Boone Dermatology  
Boone Drugs, Inc.  
Boone Ford  
Boone Healing Arts Center  
Cardinal Food and Spirits  
Carol Leathergoods  
Coyote Kitchen  
Dale Marie Photography  
Dianne Davant & Associates  
Direct Relief International  
Disneyland  
Doe Ridge Pottery

Dollywood  
Earth Fare  
Eben Concepts  
Edward Jones  
F.A.R.M. Cafe  
Full Circle Financial  
Gamekeeper  
Harmony Center for Women's Health and Vitality  
Harris Teeter  
Kincaid Furniture  
Higher Grounds  
Human Resource Essentials and Consulting, Inc.  
The Incredible Toy Company  
LabCorp  
LifeStore Bank  
Lily Patch Farm  
Los Arcorias  
Lost Province Brewery  
Mast General Store  
Mountaineer Ruritan  
Mustard Seed Market  
New River Veterinarian  
OrthoCarolina Boone

Primedical Healthcare, P.A.  
Presnell and Henry Properties  
Primo's  
Redo Boutique  
Red Onion  
Rock Sports Bar and Grill  
Freda Smith, CAP  
South's Specialty Clothiers  
Stick Boy Kitchen and Bread Co.  
Sunrise Grill  
Tar Heel Capital Corp.  
Town Tavern  
The Local  
Tryon Distributors  
Julia Tyson, DDS  
United Beverages  
Watauga Internal Medicine  
Watauga Radiology Associates  
Misty Watson, CPA  
West Jefferson Office  
Equipment  
Western Carolina Eye Associates  
Winkler Organization  
Yadkin Bank  
Zaxby's